Standard Operating Procedure (SOP)

Manual Processing of On-the-Job Training Coaching Incentives

PAY-029

Date 10, 2021

Reviewed by: LaShawn Stone Date: May 26, 2021

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Approved by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Approved by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Document Control Information History**

This SOP will be maintained in accordance with the requirements stated in paragraph 6, SOP Document Management, of PMO-DCM-003, ServeU Human Capital HubInternal Operating Procedure for Creating and Revising Standard Operating Procedures.

The table below captures the historical changes to this SOP, in order to provide transparency and traceability.

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## Background

* **This Standard Operating Procedure (SOP) outlines the procedures to process and reconcile Requests for Personnel Action (RPAs) for the Transportation Security Administration (TSA). In addition to the roles and responsibilities outlined within the SOP, this document includes associated processing job aids as a ready reference for executing the steps of processing manual requests to NFC.**
* **This is an internal process change to a previously approved SOP. It requires review and approval only by the ServeU Human Capital Hub(HCSC) Program Management Office (PMO). An informational copy of the ServeU Human Capital HubPMO-approved SOP will be provided to the Transportation Security Administration, Office of Human Capital (HC).**

## Purpose and Scope

* **This SOP describes the steps necessary to manually process an On-the-Job Training Coaching (OJT-C) Incentive within the Human Capital Service Center (HCSC) through EmpowHR and Special Payments Processing System (SPPS), in accordance with Office of Personnel Management (OPM) guidelines. There are three phases to OJT-C Incentive processing: Entry, Certification, and Approval. In summary, the HCSC Processor will enter the case into EmplowHR and verify the action has applied to the NFC data base. QA requirement of a sample of 10 percent for payment processing.**
* **This SOP applies to the HCSC Payroll and Quality Assurance Processing Groups. Their task is to ensure all personnel actions made on behalf of TSA personnel are processed timely and accurately each pay period.**

## Roles and Responsibilities

The following individuals are involved in manual processing and payout of OJT-C Incentive requests.

|  |  |
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| **Role** | **Responsibility** |
| **Human Capital Service Center (HCSC) Processor** | Reviews cases for OJT-C Incentive requests in ServeU and enters the agency payment requests into EmployHR each quarter  adhering to Federal regulations, policies, and guidelines |
| **HCSC Quality Assurance (QA)** | Reviews all OJT-C Incentive requests in ServeU for completeness. *QA requirement of a sample of 10 percent for*  *payment processing and* adhering to Federal regulations, policies, and guidelines |

*Note: This process requires handling of Personally Identifiable Information (PII). All ServeU Human Capital Hub personnel involved in this process must adhere to the procedures outlined in IOP-PMO-SEC-008, Protecting PII.*

## Process Flow: SPPS Manual Processing of OJT-C Incentives

P56L2#yIS1The process below provides a high-level view of the processing steps for OJT-C Incentive requests:

OJT-C

Incentives\_Future Stat

## Processing: Entry of OJT-C Incentive

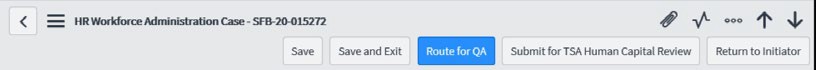
This section includes the steps for manually processing OJT-C Incentives in the form of a table.

\*Before HRSC begins processing of OJT incentives, an email approval is required to process and close all OJT incentives submitted by the local TSA officials. This email must consist of the processing pay period, the verbiage to use in ServeU and the approval for the service center to mass close all service request processed in ServeU.\*

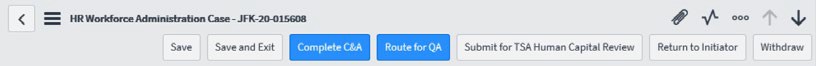
No QA required for EmpowHR processing of OJT incentives.

* + 1. **C&A Check in ServeU and Entry Phase of SPPS**

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| **Step** | **Role** | **Action** | **Notes** | | |
| 1. | HCSC  Processor | Login to HCConnect using PIV credentials and view the HCSC Worklist Dashboard.  **Continue to Step 2.** |  | | |
| 2. | HCSC  Processor | Navigate to “My Worklist” to view all assigned cases awaiting review prior to processing.  **Continue to Step 3.** | “My Worklist” and “My Group Worklist” will list all assigned cases, including for HR Services.  Cases assigned to the Processor that are awaiting review can be identified with the request status of either “Awaiting C&A” or “Awaiting HCSC Review.” | | |
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| 3. | HCSC  Processor | Search to select an individual case from the Worklist. Open the record for the RPA Details section / tab. | Cases can be filtered in ascending or descending order by information such as Request Number, Employee Name, HR | | |

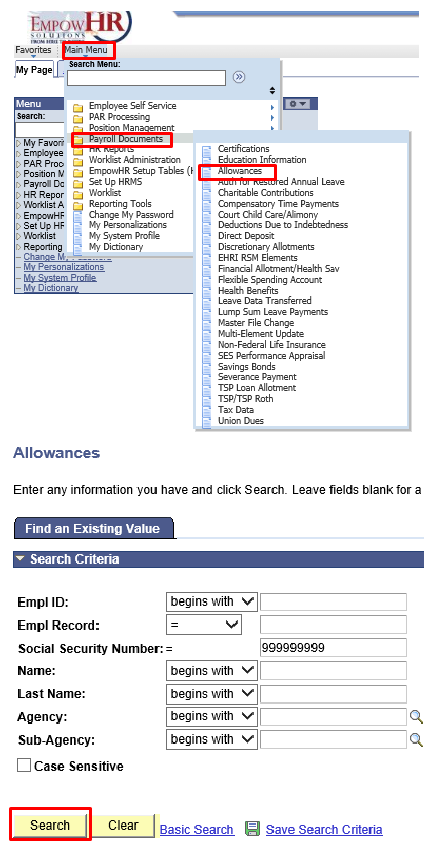


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| **Step Role Action Notes** | | | | | | |
|  |  | **Continue to Step 4.** | Service Type, NOA, Proposed Effective  Date, and Initiator. | | | |
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| 4. | HCSC  Processor | Review the case for the OJT-C Incentive request to ensure relevant data elements have been provided by the field.  **Continue to Step 5.** | Required information includes the Incentive Amount, Quarter, Proposed Effective Date, Authorized Date (i.e., date of approval by HR Specialist), and any remarks provided by the Requesting Office.    **Note that all OJT-C Incentive amounts should be $300.00.** | | | |
| 5. | HCSC  Processor | Is the request complete and not missing any supporting documentation or information?  **If yes, go to Step 7;**  or  **If no, continue to Step 6.** | If the request is incomplete, missing key information, or lacking necessary attachments, return the case to the Initiator for more information.  HCSC Processor can only edit the attachments, comments, notes, and effective date fields. | | | |
| 6. | HCSC  Processor | Click the “Return to Initiator” button on the case view in ServeU to return the case to the Initiator.  **Return to Step 2.** |  | | | |
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| Select and/or enter the reason for return to provide additional guidance on what requires their review and click submit.  Case will appear in the Initiator’s To Do List under Flagged Items. | | | |



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| **Step Role Action Notes** | | | | | | | |
|  |  |  | A returned case may need to be withdrawn if the original case should not have been submitted or if the reason for the request no longer applies.  The Initiator is responsible for withdrawing the case by clicking the “Withdraw” button on their case view which will close the case.  If the Initiator chooses to resubmit the updated case, the case is routed back to the Approver and is subject to the same reviews and approvals as the original case. | | | | |
| 7. | HCSC  Processor | Does the request require an exception or retroactive consideration from TSA Human Capital prior to processing?  **If yes, continue to Step 8;**  or  **If no, go to Step 9.** | If the request requires an exception or retroactive consideration, the case is sent to Human Capital for review and/or approval. | | | | |
| 8. | HCSC  Processor | Click the “Submit for TSA Human Capital Review” button on the case view in ServeU to route case to TSA Human Capital to review and approve an exception or retroactive consideration.  **Return to Step 2.** |  | | | | |
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| Select and/or enter the reason for Human Capital review to provide additional guidance on what requires their review and/or approval.    TSA Human Capital is responsible for approving, denying, or returning the case to the Initiator. TSA HC can edit attachments, comments, notes, and effective date fields. | | | | |

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| **Step** | **Role** | **Action** | **Notes** |
|  |  |  | If the case is approved, it will be routed back to the HCSC Processor’s Worklist, subject to the same reviews and approvals as the original case. If the request is withdrawn, the case will be closed in  ServeU. |
| 9. | HCSC  Processor | Does the case currently have a request status of “Awaiting C&A”?  **If yes, continue to Step 10;**  or  **If no, go to Step 11.** | Requests for ERD-covered customers are automatically assigned to the Special Handling Group with a status of “Awaiting HCSC Review” for the initial complete and accuracy check without Acceptable Performance Standards (APS) calculation. Processors in the HCSC Special Handling assignment group will only need to click “Route for QA” to complete the initial review.  Processors also have the option to select one or multiple cases from the Worklist and take a mass action, including the “Complete C&A” and the “Route for QA” options. |
| 10. | HCSC  Processor | Click the “Complete C&A” button on the case view in ServeU to conclude your manual review for completeness and accuracy.  **Continue to Step 11.** | Please note that this step is applicable in instances of high caseload to allow Processors to complete their C&A review and pause APS calculations without immediate routing to QA.  Processors can click “Route for QA” button in lieu of “Complete C&A” to automatically mark their review as complete and submit  to QA simultaneously. |
| **11** | HCSC  Processor | Login to the EmpowHR  **Continue to Step 12.** | Access EmpowHR  [**https://dhs.empowhr.gov**](https://dhs.empowhr.gov/) |



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| **Step** | **Role** | **Action** | **Notes** |
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| **12** | HCSC  Processor | Select the Allowances from Payroll Documents option from the Main menu.  **Continue to Step 13.** |  |
| **13** | HCSC  Processor | Types social security number and choose Search  **Continue to Step 14.** |  |
| **14** | HCSC  Processor | **Continue to Step 15.** | Complete the required fields to enter the request information:   * Effective Date: <<mm/dd/yyyy>> * Allowance Type: 530 TSA Incentive * Transaction: Add * Allowance Code: Per Pay Period * Allowance Rate: 300.00 |

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| **Step** | **Role** | **Action** | **Notes** |
|  |  |  | Click Save |
| **15** | HCSC  Processor | Are there any SINQ errors? If **Yes**, proceed to Step 16, Or  If **No**, proceed to Step 17.   * If it’s past the last day to process for the current pay period and the action has not successfully applied proceed to step 24 for **(Manual SPPS**   **Processing).** | Verify that the action applied the next morning by logging into EmpowHR. |
| **16** | HCSC  Processor | Identify and correct the SINQ error, then hit **Save** to mark “NFC Ready.”  Return to step 13 to reenter data. | Verify that the action applied the next morning by logging into EmpowHR. If action did not apply, repeat Step 13. |

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| **Step** | **Role** | **Action** | **Notes** |
| 17. | HCSC  Processor | Click the “Route for QA” button in the case in ServeU to send the case to the Quality Assurance Team for review and/or approval.  **Continue to Step 18.** | Route the request to QA in ServeU and follow the prompt to enter the additional notes pertaining to the case. The HCSC QA Analyst will automatically receive a notification of the pending case, and the request status will update to “Awaiting HCSC QA.”    These comments will populate in the “Work Notes” section. “Work Notes” are internal comments about the case for the Service Center and will not be visible to the field.  For actions that require a C&A review, please note that clicking “Route for QA” in lieu of the “Complete C&A” on a case will automatically mark the C&A review as completed and pause APS calculations accordingly. |

* + 1. **QA Review in ServeU**

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| **Step** | **Role** | **Action** | **Notes** | | |
| 18. | QA  Analyst | Login to HCConnect using PIV credentials and view the HCSC Worklist Dashboard.  **Continue to Step 19.** |  | | |
| 19. | QA  Analyst | Navigate to “My Worklist” to view all assigned cases awaiting review prior to processing.  **Continue to Step 20.** | “My Worklist” and “My Group Worklist” will list all assigned cases, including for HR Services. | | |
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| 20. | QA  Analyst | Locate and review the case in “My Worklist” in ServeU and conduct QA on the case in ServeU.  **Continue to Step 21.** | Click on the “Heartbeat” icon in the top right-hand corner of the case view to access the audit log, or “Activity Stream.”    At the bottom of the case in ServeU, under “Comments and Work Notes,” review key information provided by the Processor and TSA for additional context.    “Work Notes” are internal comments about the case for the Service Center and will not be visible to the field. | | |
| 21. | QA  Analyst | Reject the action by clicking the “QA Reject” button on the case view in ServeU.  **Return to Step 2.** |  |  | |
| * **Note : QA Not required for EmpowHR processing.\***   HCSC QA can add notes to the request(s) for HCSC Processor’s reference. The case will be returned to the Processor to make updates to the case based on the reason  for rejection provided by the QA Analyst. | | |

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| **Step** | **Role** | **Action** | **Notes** | |
| 22. | QA  Analyst | **Continue to Step 23.** |  | |
| 23. | QA  Analyst | Approve the action by clicking the “QA Approve” button in the ServeU case.  End Process |  | |
|  |  |
| Follow the prompt to enter the additional notes pertaining to the case. These comments will populate in the “Work Notes” section. “Work Notes” are internal comments about the case for the Service Center and will not be visible to the field. | |

# OJT Manual Processing By SPPS Only

**SPPS processing is to be used only under special circumstances when EmpowHR cannot be used.**

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| 24. | HCSC  Processor | Please note that this step is applicable in instances of OJT Incentives unable to be processed via EmpowHR.  Login to the Special Payroll Processing System (SPPS) with NFC login credentials (TP number).  **Continue to Step 2.** | Access SPPS: [https://www.nfc.usda.gov/SPPS/sxLogin.a](https://www.nfc.usda.gov/SPPS/sxLogin.aspx) [spx.](https://www.nfc.usda.gov/SPPS/sxLogin.aspx) | | |
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| 25. | HCSC  Processor | Select the Adjustment List option from the navigation menu and search for entries.  **Continue to Step 26.** |  | Screen Clipping |  |
| Hit reset and use the employee’s Social Security Number to obtain information in SPPS for full search before an entry can be done to avoid any risks of duplicate requests or payment. | | |
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| 26. | HCSC  Processor | Select the Add Adjustment option from the navigation menu in SPPS and enter the OJT-C Incentive request information into the  Adjustment Data screen. |  |

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|  |  | **Continue to Step 27.** |  |  |
| Complete the required fields to enter the request information:   * Agency = TA * POI = 1598 * Pay Period = [ServeU] * Year = Current Year * Contact Person = HCSC Processor’s First Name, Last Name, Email Address, and Phone Number * Type of Adjustment = Miscellaneous Payment * Agency Remarks = “OJT Coaching Incentive Quarter [*Type in the Quarter Number and Year*] Q(*#*) Payment of   $300.00 as approved in HCM No. 570-1, Transportation Security Officer On- the-Job Training Coaching (OJT Coaching) Incentive effective [*Type the Effective Date*].”     * Received Date = (Default) * Accounting distribution code * Disbursment (DISB) = DISB * Gross Amount * Federal Tax Calc * State Tax Calc   In the Agency Remarks field within SPPS, use the standard verbiage provided.  Accounting Distribution Code should be auto-populated on the ServeU case.  Otherwise, check PINQ25 and WebTA for confirmation. Remember these three fields comprise the code: | |

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|  |  |  | 1. ACCTG-DIST-FISCAL-YEAR-CODE = 0 2. ACCTG-DIST-APPN-CODE= T0 3. ACCTG-DIST-SUB-LEVEL-CODES = TSAC185903T049P00500EWRP 4. These three alphanumeric values will be entered in one line in sequence as the NFC Accounting Distribution Code.     Make sure to hit the ‘Save’ button on the Address screen before completing the entry. |
| 27. | HCSC  Processor | Review and complete the required fields on the next Details screen in SPPS.  **Continue to Step 28.** | Once the prior step is complete, SPPS automatically prompts the user with this 2nd screen.    Enter the accounting distribution code found on the case in ServeU and PINQ25 or IRIS 542 for confirmation.  Input the amount in the Gross box only based on the amount approved in the ServeU case.  Choose the Retention Taxable option in Type of Payment field.  Select the Tax Calc option under the Federal and State Tax Deducation fields.  Pick the DISB option for Business Event Type Code (BETC). |

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| 28. | HCSC  Processor | Go to the Address screen to complete the entry phase for SPPS manual processing.  **Continue to Step 29.** |  | |
|  |  |
| Note that this screen does not require entry, but requires saving; otherwise, the request cannot be certified by HCSC QA. | |
| 29. | HCSC  Processor | Click the “Route for QA” button in the case in ServeU to send the case to the Quality Assurance Team for review and/or approval.  **Continue to Step 30.** | Route the request to QA in ServeU and follow the prompt to enter the additional notes pertaining to the case. The HCSC QA Analyst will automatically receive a notification of the pending case, and the request status will update to “Awaiting HCSC QA.”    These comments will populate in the “Work Notes” section. “Work Notes” are internal comments about the case for the Service Center and will not be visible to the field.  For actions that require a C&A review, please note that clicking “Route for QA” in lieu of the “Complete C&A” on a case will automatically mark the C&A review as completed and pause APS calculations accordingly. | |

* + 1. **QA Review in ServeU and Certification Phase of SPPS**

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| **Step** | **Role** | **Action** | **Notes** |
| 30. | QA  Analyst | Login to HCConnect using PIV credentials and view the HCSC Worklist Dashboard.  **Continue to Step 31.** |  |
| 31. | QA  Analyst | Navigate to “My Worklist” to view all assigned cases awaiting review  prior to processing. | “My Worklist” and “My Group Worklist” will list all assigned cases, including for HR  Services. |

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| **Step** | **Role** | **Action** | **Notes** | | |
|  |  | **Continue to Step 32.** |  | | |
|  |  |  |
| 32. | QA  Analyst | Locate and review the case in “My Worklist” in ServeU and conduct QA on the case in ServeU.  **Continue to Step 33.** | Click on the “Heartbeat” icon in the top right-hand corner of the case view to access the audit log, or “Activity Stream.”    At the bottom of the case in ServeU, under “Comments and Work Notes,” review key information provided by the Processor and TSA for additional context.    “Work Notes” are internal comments about the case for the Service Center and  will not be visible to the field. | | |
| 33. | QA  Analyst | Login to the Special Payroll Processing System (SPPS) with NFC login credentials (TP number).  **Continue to Step 34.** | Access SPPS: [https://www.nfc.usda.gov/SPPS/sxLogin.a](https://www.nfc.usda.gov/SPPS/sxLogin.aspx) [spx.](https://www.nfc.usda.gov/SPPS/sxLogin.aspx) | | |
|  |  | |
| 34. | QA  Analyst | Locate and review the transaction in SPPS for QA that corresponds to the case in ServeU.  **Continue to Step 35.** |  | | |
| 35. | QA  Analyst | Was the request correctly entered to SPPS?  **If yes, go to Step 37;** | Requests in Worklist have already completed a C&A check. | | |



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| **Step** | **Role** | **Action** | **Notes** | | | |
|  |  | or  **If no, continue to Step 36.** | Ensure all requirement data has been accurately entered into the Adjustment screen for the requested OJT-C Incentive:   * Employee information (i.e., SSN, First Name, Last Name) * Agency: TA * POI: 1598 * Pay Period * Year * Type Payment: (Default) * Received Date: (Default) * Type of Adjustment: MISCELLANEOUS PAYMENT * Contact Person (Processor name) * First name * Last name * Phone Number * Email address * Accounting distribution code * BETC = DISB * Gross Amount * Federal Tax Calc * State Tax Calc | | | |
| 36. | QA  Analyst | Reject the action by clicking the “QA Reject” button on the case view in ServeU.  **Return to Step 2.** |  |  | |  |
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|  | |
| HCSC QA can add notes to the request(s) for HCSC Processor’s reference. The case will be returned to the Processor to make updates to the case based on the reason  for rejection provided by the QA Analyst. | | | |
| 37. | QA  Analyst | Certify the request in SPPS.  **Continue to Step 38.** | Press the Certify button on the top right corner of the screen. A pop-up message will appear that states, “Payment requires approval.” Select the OK button and confirm the request has been certified for  processing. | | | |

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| **Step** | **Role** | **Action** | **Notes** | | |
| 38. | QA  Analyst | Approve the action by clicking the “QA Approve” button in the ServeU case.  **Continue to Step 39.** | Once the request is certified in SPPS and approved by HCSC QA in ServeU, the system generates an automated email notification and routes the case in ServeU to TSA for the entry to be approved and paid out.  Follow the prompt to enter the additional notes pertaining to the case. These comments will populate in the “Work Notes” section. “Work Notes” are internal comments about the case for the Service Center and will not be visible to the field.  The request status of the case will change from “Awaiting HCSC QA” to “Awaiting TSA PPO.” | | |
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| 39. | TSA PPO | Login to HCConnect using PIV credentials and view the pending Approvals in the To Do List.  **Continue to Step 40.** |  |  |  |
|  | | |
| 40. | TSA PPO | Navigate to the Approvals list under the “To Do List” to view all assigned cases awaiting final approval prior to processing.  **Continue to Step 41.** | Cases assigned to the TSA HC PPO awaiting approval can be identified with the request status of “Awaiting TSA HC Review.” | | |
| 41. | TSA PPO | Search to select the case for the On- the-Job Training Coaching (OJT-C) Incentive from the To Do List. Open the record for the RPA Details section / tab.  **Continue to Step 42.** | Cases can be filtered in ascending or descending order by information such as Request Number, Employee Name, HR Service Type, NOA, Proposed Effective Date, and Initiator. | | |

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| **Step** | **Role** | **Action** | **Notes** | | |
| 42. | TSA PPO | Login to the Special Payroll Processing System (SPPS) with your NFC login credentials (TP number).  **Continue to Step 43.** | Access SPPS: [https://www.nfc.usda.gov/SPPS/sxLogin.a](https://www.nfc.usda.gov/SPPS/sxLogin.aspx) [spx.](https://www.nfc.usda.gov/SPPS/sxLogin.aspx) | | |
| 43. | TSA PPO | Locate and review the transaction in SPPS that corresponds to the case in ServeU.  **Continue to Step 44.** |  | | |
| 44. | TSA PPO | Is the agency payment requested for release?  **If yes, continue to Step 45;**  or  **If no, go to Step 47.** |  | | |
| 45. | TSA PPO | Approve the request in SPPS.  **Continue to Step 46.** | The request will be released to NFC for processing to pay out the OJT-C Incentive. | | |
| 46. | TSA PPO | Click the “Approve” button in the case in ServeU to complete the process.  **Case closes and process ends.** |  |  |  |
| Once the HC Executive confirms the case has been approved in ServeU, the request status of the case automatically updates to “Closed Complete.” | | |

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| **Step** | **Role** | **Action** | **Notes** |
| 47. | TSA PPO | Does the request need to be returned to the Initiator for corrective edits?  **If yes, continue to Step 48;**  or  **If no, go to Step 49.** | - |
| 48. | TSA PPO | Click the “Return to Initiator” button on the case view in ServeU to return the case to the Initiator.  **Return to Step 2.** | Select and/or enter the reason for return to provide additional guidance on what requires review and click submit. Case will appear in the Initiator’s To Do List under Flagged Items.  A returned case may need to be withdrawn if the original case should not have been submitted or if the reason for the request no longer applies. The Initiator is responsible for withdrawing the case by clicking the “Withdraw” button on their case view which will close the case. If the Initiator chooses to resubmit the updated case, the case is routed back to the Approver and is subject to the same reviews and approvals as the original case.  Remember to cancel the requested adjustment in SPPS. |
| 49. | TSA PPO | Click the “Withdraw” button on the case view in ServeU to close or deny the request.  **Return to Step 2.** | Select and/or enter the reason for  withdrawal and additional notes and click submit. The request status of the case will |

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| **Step** | **Role** | **Action** | **Notes** |
|  |  |  | update to “Closed Withdrawn” and be archived.  Remember to cancel the requested adjustment in SPPS, and then inform the  HCSC Processor of denied request(s). |

* + 1. **TSA Approval in ServeU and Approval Phase of SPPS**

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| --- | --- | --- | --- |
| **Step** | **Role** | **Action** | **Notes** |
| 50. | TSA PPO | Click the “Withdraw” button on the case view in ServeU to close or deny the request.  **Return to Step 2.** | Select and/or enter the reason for withdrawal and additional notes and click submit. The request status of the case will update to “Closed Withdrawn” and be archived.  Remember to cancel the requested adjustment in SPPS, and then inform the  HCSC Processor of denied request(s). |

## Prerequisites

This section includes all property or systems the persons required to process this procedure will need.

|  |  |
| --- | --- |
| **Item** | **Description** |
| **Documentation** | * OJT-C Incentive request information * Any supporting documentation, as applicable |
| **GFI** | * OPM Guide to Processing Personnel Actions ([www.OPM.gov](http://www.opm.gov/)) * TSA Policies and Procedures |
| **System Access** | * National Finance Center (NFC) * ServeU Employee Cloud (i.e., ServiceNow or SNow) * Special Payroll Processing System (SPPS) * ServeU Customer Care iShare Tool |

## Reports

This section outlines all data reports relevant.

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Description** | **Frequency** | **Location** |
| N/A | N/A | N/A | N/A |

## References

|  |  |
| --- | --- |
| **Item** | **Description** |
| OPM Guide to Processing Personnel  Actions (GPPA) Chapter 17, *Pay and Step Changes* | OPM overview of processing, including Coverage;  Definitions; Selection of Legal Authority; Effective Dates; Instructions; and Codes for Required Remarks. |
| TSA Management Directive No. 1100.63-1 Handbook, *Absence and Leave for Non-*  *Bargaining Unit Employees* | A directive to provide policy and procedures for absences and the use of leave for all employees. |
| TSA Management Directive No. 1100.30-  17, Handbook *Uniformed Services Employment and Reemployment* | A directive to provide policy and procedures for  employment and reemployment of members of the uniformed services. |
| TSA Handbook HCM 570-1,  *Transportation Security Officer On-the-Job Coaching Incentive*, dated May 25, 2019 | A manual to provide policy and procedures for the  management of the On-the-Job Training Coaching Incentives Program for uniformed service members. |
| TSA OJT-C Coach Guide, Version 1.0  dated August 5, 2018 | - |
| TSA Quick Guide, TSO OJT-C Incentives,  Version 1.0, dated June 2019 | - |

1. **Forms**

There are no forms utilized during the processing of actions.

|  |  |
| --- | --- |
| **Forms** | **Description** |
| N/A | N/A |

## Relevant Job Aids

There are no Job Aids utilized during the processing of actions.

|  |  |
| --- | --- |
| **Job Aid Title** | **Description** |
| N/A | N/A |

**Appendix A – Acronym List**

|  |  |
| --- | --- |
| **Acronym** | **Definition** |
| GFE | Government Furnished Equipment |
| GFI | Government Furnished Information |
| HCSC | Human Capital Service Center |
| NFC | National Finance Center |
| OHC | Office of Human Capital |
| OPM | Office of Personnel Management |
| SPPS | Special Payments Processing System |
| TSO | Transportation Security Officer |