**HRAccess Program**

HCSC Standard Operating Procedure

PAY-022 – Pay Discrepancy

CY2021

Reviewed By:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_

Approved By:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_

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# Background

The Human Resources Services Center (HCSC) is responsible for providing general administrative and advisory support for payroll processing. HCSC will oversee and manage its payroll in accordance with all applicable Federal, Department of Homeland Security (DHS), and Transportation Security Administration (TSA) regulations to provide customers with timely, accurate and comprehensive counseling, calculations and processing.

This is an internally process driven change to a previously approved Standard Operating Procedure (SOP). It requires review and approval only by the HCAccess Program Management Office (PMO). An information copy of the HRAccess PMO-approved SOP will be provided to the TSA, Office of Human Capital (OHC).

# Purpose and Scope

This SOP describes the necessary steps to provide timely and quality services to TSA employees in processing and completing actions in the area of Pay Discrepancy. The purpose of this SOP is to describe the critical steps for processing Transportation Security Administration Pay Discrepancy Processing.

# Roles and Responsibilities

The actors and their roles in processing Pay Discrepancy situations are delineated below:

| **Role** | **Responsibility** |
| --- | --- |
|  |  |
| **HELP DESK** | Receives calls from Human Resources (HR) Representative, Third Party Payee, Airport and/or employee to inquire about a Pay Discrepancy. |
| **HCSC PAYROLL** | Processes the personnel and payroll discrepancy for the HR Reps (Airports) necessary to update records, maintain and pay employees, if necessary. |
| **HCSC PAYROLL Quality ASSURANCE (QA)** | Reviews all documents for accuracy before submitting for final resolution. |
| **TSA OHC (HQ)** | Approves and validates requests for submission to NFC. |
| **NATIONAL FINANCE CENTER (NFC)** | May request tax refund or tax transfer |

# Procedures (aligns with process map located at Appendix A)

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

| **Pay Discrepancy Processing – Initial Steps** | | |
| --- | --- | --- |
| **Task/Step** | **Action** | **Notes** |
| **Step 1**  **HELP DESK** | Action received via Help Desk, OHC Payroll or escalated by another team. | Notice of Pay Discrepancy can be received through a phone call, fax or email (external) to the HRAccess Help Desk (SOP HLP-007 – Help Desk Tier 1)  (SOP HLP-008 – Help Desk Tier 1.5)  (SOP HLP-011 – Email Process) |
| **Step 2**  **HCSC PAYROLL** | Log on to Siebel to retrieve Service Request (SR). | Create a new one under the corresponding Subarea, if no SR in Siebel. |
| **Step 3**  **HCSC PAYROLL** | Log on to NFC Mainframe Rumba.  Check Rumba 125 screen for termination status, pay impacting or personnel actions or leave status that needs correcting.  Verify status: See Notes  Verify historical Corrections/pay impacting actions. See Notes  Verify leave status. See Notes | Retrieve IRIS 125/525 (Active/Separated) and Print the 125/525 screen. Depending on whether the employee is active or separated (300 Series NOACs), the records on IRIS125/525 will determine how the Pay Discrepancy should be handled.  If the employee does not appear on the IRIS125 screen check IRIS525 screen and if the employee’s accession or conversion action may not have applied in the system (Employee has separated or transferred).  OR  In the event of a Historical Correction, the User ID will have a TP leading ID number, review the Nature of Action Codes (NOAC) to see if any of the actions are pay impacting: (702, 703,713, 721,730-732, 740,741, 750, 761, 762, 765,769, 770, 772, 773, 781, 782, 886-889, 894).  Leave Status: (460 Works Comp or Other Type of sick leave or 473-LWOP-US - employee is still in leave status).  Note: Look for Personnel Actions that occurred around the date / pay period in question (i.e. reassignment, work schedule change, change to lower pay band, LWOP action, etc.). |
| **Step 4**  **HCSC PAYROLL** | Go to Option PINQ8 screen (for paid payroll records) and press “enter”.    (These screens show payroll items paid by Pay Period (PP) and whether paid correctly or not paid correctly (i.e. allotments, garnishments, city tax, etc.)).  Check for full or partial payment (less than 50% of the employees’ salary was paid. If more than 50% was paid, a manual timecard correction will be processed in the upcoming pay period). | Click PINQ32 screen to verify the pay period indicated in the SR to determine if Employee (EE) was paid or not.   1. Enter SSN from IRIS125 screen 2. Enter “32” for PINQ screen option 3. Enter 2-digit Pay Period 4. Print all PINQ32 screen. (can be multiples if there were timecard corrections, HCUP package, Cash Award, LUMP SUM payments for previous pay periods) 5. Go to PINQ46 screen which shows how the hours and wages were allocated by TC codes (Pay-Tran-Code) and print all PINQ46 screens (if needed). 6. Go to the PINQ23 screen to verify whether T& A record was rejected (lower right-hand corner of screen) and print the PINQ23 screen. If T&A rejected go to T&A Error Analysis Report and print the reason why it rejected. 7. The T&A can show as “rejected” but can still process partial/full payment. If you go into Reporting Center and look for an SEL for that Pay Period, if there is one that means the T&A was pushed thru after the first run. If that is the case update the SR accordingly indicating that a payment was processed for that pay period including detailed information of hours paid. Refer the employee back to the H.R. Representative or Timekeeper if T&A was not processed correctly. |
| **Step 5**  **HCSC PAYROLL** | Log into Reporting Center.  Print the SEL. | Print SELs for PPs in question. |
| **Step 6**  **HCSC PAYROLL** | Log onto WebTA.  Verify the hours that were reported were paid.  Check for full or partial payment (less than 50% of the employees’ salary was paid. | The Time and Attendance (T&A) must be used to verify that the hours reported have been paid.   1. If hours were missed, print webTA summary page of certified T&As to ensure / provide proof that a timecard correction hasn’t been done. If it has then print all corrections related to the pay period in question and the SELs in which they processed / paid and compare to SEL to establish if leave was converted to LWOP. 2. If T&A was not processed. Check for late certification, check PINQ023 for rejection and T&A Error Analysis Report. |
| **Step 7**  **HCSC PAYROLL** | Access T&A Error Analysis Report from the Share drive.  Validate T&A Issue – See Notes  Optional, if needed for validation | T&A Issues can be a combination of several scenarios:  Rejected T&A that did not pay all hours – check for coding issue, system conversion of leave, Shift Release hours or T&A error (print SEL) Refer to TSA Shift Trade Payroll Frequently Asked Questions (FAQS) and the Shift Trades and Additional Hours (FT) Workaround – Job Aid available in the share drive.  Note: The T&A Error Analysis Report is created every Monday after pay runs and it is generated from Reporting Center team on a biweekly basis. It is saved on the Share drive and is also shared with leave team, special handling, manual pay team and escalation team from Tier 2. It is removed from the Reporting Center team after three days. |
| **Step 8**  **HCSC**  **PAYROLL** | Summarize the reason for the PayDiscrepancy:  **Rejection Leave Hours – Step 9**  **Inactive Employee Needs**  **Payment – Step 14**  **Active employee Needs Action Processed – Step 15**  **Incorrect T&As in WebTA – Step 20**  **Partial Paycheck – Step 25**  **Other: Manual Timecard – Step 28**  **Tax Issues – Section 4.1** | Compare T&A (WebTA T&A) to the NFC Screens (PINQ23, PINQ32 and PINQ46) and / or SEL.  Incorrect T&A in WebTA |

| **Pay Discrepancy Processing – T&A Rejection Leave Hours** | | |
| --- | --- | --- |
| **Task/Step** | **Action** | **Notes** |
| **Step 9**  **HCSC PAYROLL** | Update the case in Siebel with all information (including the specific error messages for that employee for that pay period), | In the event of T&A rejection due to Military leave or VLTP leave, the case will be referred to the Leave team. Rejection is due to incorrect leave hours such as Leave, Military or VLTP. |
| **Step 10**  **HCSC PAYROLL** | Submit to QA. | Change sub-status to “in QA Process”. |
| **Step 11 HCSC PAYROLL QA** | Is action approved?  If Yes, go to Step 12  Or  If No, go to Step 9. |  |
| **Step 12**  **HCSC PAYROLL QA** | Create Leave Audit SR and the Leave Team or VLTP Team performs the appropriate leave audit.  Note: If (3) timecard corrections have failed to process in the system within 26 pay periods, then a manual payment can be entered post Leave Audit. | The leave audit will determine if leave hours were available to be paid. The Leave team always sends an email to HR Rep or employee to inform them of the results of audit regardless if hours are available or not. If hours are available, a new SR for Manual Pay is created with the updated information and an email is sent to Manual Pay team. |
| **Step 13**  **HCSC PAYROLL QA** | Update Notes.  Close SR.  End Process. | If manual payment is not required, QA sends email to EE stating why the time was or was not paid correctly and recommends solution (i.e. timecard correction, meet with HR Rep regarding hours reported, etc.). |

| **Pay Discrepancy Processing –**  **Inactive Employee Needs**  **Separation Action Processed** | | |
| --- | --- | --- |
| **Task/Step** | **Action** | **Notes** |
| **Step 14**  **HCSC PAYROLL** | Proceed to SOP PAY-004 Manual Payment No-Pay Processing – 14-Liner.  The separated employee received incorrect payment. | In this example the rejection of the T&A could be the result of a Personnel Action such as Separation, Retirement or other type of separation processed in the same pay period causing the T&A rejection (verified in IRIS125 screen). It will be able to be seen in PINQ32 that employee was “unpaid”. Check the [T&A Error Analysis](https://www.nfc.usda.gov/reporting/workforce/taerror/main.asp?rpt=worktaerror) Report from Reporting Center. |

| **Pay Discrepancy Processing – Active Employees Needs Action Processed** | | |
| --- | --- | --- |
| **Task/Step** | **Action** | **Notes** |
| **Step 15**  **HCSC PAYROLL** | In this example – a T&A has been entered prior to the Personnel Action; the system will drop the T&A and will cause the “no pay status”.  Check for new, active, LWOP, and return to duty employees that has an issue with their current status and their timecard not matching. | For example:  New hire submitted a timecard, but new hire paperwork hasn’t been processed.  An employee has been under “non pay status” for over 6 pay periods, and airports are not able to enter the T&A due to webTA is showing employee as “inactive” or “non pay status”. The T&A will need to be processed to pay the employee who is returning from the “leave status.”  All timecards within 26 pay periods must be entered into webTA. If the EE is not active in webTA ask the webTA support and / or Personnel team to reactivate the employee. |
| **Step 16**  **HCSC PAYROLL** | Contact the HR Rep and the personnel team to correct the action that is preventing the T&A from being processed in webTA. | Please send an email or meet with the Personnel Lead to have the action corrected so that Manual Pay can then continue with the “no pay” situation. |
| **Step 17**  **HCSC PAYROLL** | Submit to QA. | Change sub-status to In QA Process. |
| **Step 18**  **HCSC PAYROLL QA** | Was action approved?  If Yes, go to Step 19  Or  If No, go to Step 15. |  |
| **Step 19**  **HCSC PAYROLL** | Update Notes.  Close SR.  End Process. | Notify employee. |

| **Pay Discrepancy Processing – Incorrect T&As in WebTA** | | |
| --- | --- | --- |
| **Task/Step** | **Action** | **Notes** |
| **Step 20**  **HCSC PAYROLL** | Check for active employee who was not paid according to the certified T&A in webTA. | This type of Pay Discrepancy is related to a partial payment and can be related to one of the following reasons:   1. T&As that rejected because T&A hours were coded incorrectly, and hours were not paid (largest cause of discrepancies are Trade Shift Hours not being coded correctly). All trade shift hours are coded under normal TC codes (Ex. TC01, TC04, TC11) but with (2) different suffix codes. Refer to TSA Shift Trade Payroll Frequently Asked Questions (FAQS) and the Shift Trades and Additional Hours (FT) Workaround – Job Aid available in the share drive. 2. Original T&As reported less worked hours than tour-of-duty and caused rejection or system to convert leave to LWOP, or regular hours to OT hours or drop regular hours all together 3. Leave hours and correction were entered after payroll completion or timecard was certified late 4. T&A were corrected and correction/validation in following pay period 5. Personnel actions that affect pay were processed late and affected the current payroll (i.e. retro dated NOAs such as reassignment, change in work schedule, change to lower pay band, etc. can affect pay. It can also generate a HCUP package which can cause all timecards to revalidate back from the retro date of the Personnel Action / NOA). 6. Coding in IRIS is not complete / up to date. Examples below: 7. If “BEGIN COLA” is on timecard the system will not pay if the coding is not in the IRIS109. If the “BEGIN COLA” is not entered (But the IRIS109 is complete) the system will still not pay COLA, information should match. 8. If the “Uniform Service Status” code is not entered on the employee’s IRIS102 screen, then military leave will not pay (also if the EE did not have a split T&A entered in webTA for PP19 of the current fiscal year, then the system will reject all military leave (can be verified on IRIS144). 9. Taxes are higher than normal. Check in EmpowHR for any changes to federal, state or city tax. Also check on IRIS104 screen to see if “W-4 Controlled by IRS” has a “Y” after it. IRS can go into NFC mainframe and control federal tax exemptions. 10. For questions about eligibility for overtime, split shift, night differential – see TSA Handbook on Premium Pay. 11. For questions about eligibility for holiday leave, military leave, emergency military leave, VLTP – see TSA Handbook on Absence & Leave. 12. If comp time or time-off award on timecard converted to annual and / or sick leave, calculate expiration date of time-off awards and / or comp time leave for exempt EEs on IRIS139 (comp time) or IRIS143 (time-off award). 13. If EE states that he worked the same amount of hours for (3) pay periods and he received (3) different net amounts – pull timecards and see if there is a difference in the amount of “premium pay” hours they worked (i.e. Sunday Differential pays 25% of base rate per hour, Sunday with Night Differential pays 35% of base rate hour, etc. Also check deductions (Optional life added, interagency debt started deducting, new child support, garnishment or tax levy, etc.) 14. If employee states that he/she worked OT hours but is not getting paid the correct OT rate, please refer to the TSA MD 1100.53-4, Pay Limitations for TSA Employees Covered Under the Core Compensation System (Non-TSES). |
| **Step 21**  **HCSC Payroll** | Recommend a resolution. | Create resolution detail explaining why the discrepancy did or did not occur and recommendations on how to resolve (i.e. if a timecard correction is required, if a previous Personnel action needs to be corrected, if military documentation is required to update the veteran status / USS Code, etc. |
| **Step 22 HCSC Payroll** | Submit to QA. | Change sub-status to In QA Process. |
| **Step 23**  **HCSC Payroll QA** | Was action approved?  If Yes go to Step 24  Or  If No, go to Step 20. |  |
| **Step 24**  **HCSC Payroll** | Update SR and close SR.  End Process |  |

| **Pay Discrepancy Processing – Partial Payment** | | |
| --- | --- | --- |
| **Task/Step** | Action | Notes |
| **Step 25**  **HCSC PAYROLL** | If employee has requested a “partial payment - hardship”.  Go to Step 26  Or  Go to Step 27 |  |
| **Step 26**  **HCSC PAYROLL** | Process SOP PAY-004 Hardship Section |  |
| **Step 27**  **HCSC PAYROLL** | Prepare to Process Manual Timecard.  Go to Step 28. | Note: Process Manual Timecard if employee has submitted 3 consecutive corrected T&As and still unable to correct. |

| **Pay Discrepancy Processing – Other: Manual Timecard** | | |
| --- | --- | --- |
| **Task/Step** | **Action** | **Notes** |
| **Step 28**  **HCSC PAYROLL** | Compare manual Timecard submission (for active employee beyond 26PP or separated/transferred employee) to WebTA T&A.  Is there an issue with the timecard?  If Yes, Update Notes, Go to Step 29  Or  If No, Update Notes, Go to Step 30. | This type of Pay Discrepancy occurs in the event the Airport sends the Timecard in Paper, signed and approved, due to the airport’s inability to enter the Timecard in the regular system because it is beyond 26 pay periods (for active) or the employee is separated (thereby no longer active in webTA nor would the system accept / process a timecard for a separated/transferred employee. This type of case can be considered a Pay Discrepancy or Manual Pay. The corrected Paper Timecard will be processed manually, after reconciliation of the records. This action is completed for active and separated employees. To process and pay the manual Timecard in Paper, the system used is **SPPS Special Payroll System as NFC Other Process (Refer to Appendix C for more details on Manual Pay process in SPPS).** |
| **Step 29**  **HCSC PAYROLL** | Reconcile Manual Timecard  See SPPS – Appendix C | To reconcile the Manual Timecard in Paper, log into the NFC Mainframe to obtain the employee records under IRIS125, IRIS122, IRIS522 and also PINQ32 as well the WebTA to ensure T&A was entered and corrected Timecard is not a duplicate, before it can be processed in the SPPS.  Once T&A hours are checked and records from NFC System, rates of pay, the pay discrepancy from the manual Timecard, the case work enters the request on the SPPS and submits the case to QA and QA will notify OHC about the pay adjustment so they can release it to NFC for final processing. |
| **Step 30**  **HCSC PAYROLL** | Submit to QA. | Change sub-status to In QA Process. |
| **Step 31**  **HCSC PAYROLL QA** | Review paperwork.  Was issue found and action approved?  If Yes to both questions, go to Step 32  Or  If needs fixing, go to Step 28  Or  If No and Yes, go to step 34. | T&A, PINQ32, PINQ46 (if needed), IRIS125/525, IRIS122, IRIS522 |
| **Step 32**  **HCSC PAYROLL**  **QA** | Request to OHC/Payroll to release to NFC (PPO box). | The SR in Siebel will be set-up under Status - “Pending” Sub-status – “Waiting for third party “until the completion of the Pay Discrepancy by NFC via the SPPS System. |
| **Step 33**  **HCSC PAYROLL** | Check the system to verify it has been processed. | Keep monitoring until funds are disbursed. |
| **Step 34**  **HCSC PAYROLL** | Update and Close SR.  End Process. | Notify employee. |

* 1. **Tax Issues Processing**

| **Federal , State and City Tax Issues Processing – Refund or Transfer of Taxes** | | | | |
| --- | --- | --- | --- | --- |
| **Functional Area** | | **Action** | | **Notes** |
| **Step 1**  **TSA Employee/NFC** | Request a tax refund or transfer of taxes. | |  | |
| **Step 2**  **Help Desk** | Create SR. | |  | |
| **Step 3**  **HCSC Payroll** | Did research uncover a tax issue?  If Yes, go to Step 4  Or  If No, go to Step 6. | |  | |
| **Step 4**  **HCSC Payroll** | Does the tax issue require a correction prior to processing?  If Yes, go to Step 5  Or  If No, go to step 8. | | The Tax issue case must be completed prior to the refund/transfer request and should contain a complete explanation and necessary backup information should be attached confirming that EE is eligible or due a refund or confirm the transfer.  SELs for each pay period where taxes have been reissued/transferred must be attached as backup. | |
| **Step 5**  **HCSC Payroll** | Notify appropriate team to process correction (see examples of Research Findings - Notes section)  Go to Step 8 | | Check with Payroll Document team or Personnel team (Personnel processing or New Hire team).  Examples of Research Findings  Federal:  Exemptions not keyed in properly  NFC requested it  State:  Change in duty station not processed  Change in duty station – waiver on file but not processed.  Waiver on file but not processed -Resides in a state with reciprocal agreement with work state  City  Waiver on file but – incorrect city tax or waiver:  Waiver on file but not processed -  Nonresident of city tax  State tax waiver includes city tax waiver | |
| **Step 6**  **HCSC Payroll** | Update Resolution Sheet. | |  | |
| **Step 7**  **HCSC Payroll** | Update SR and Close.  End Process. | |  | |
| **Step 8**  **HCSC Payroll** | Log in to NFC (SPPS). | |  | |
| **Step 9**  **HCSC Payroll** | Process refund/transfer in SPPS. | | See Appendix C for complete steps. | |
| **Step 10**  **HCSC Payroll** | Update SR and submit to QA. | | Change Sub-status to “In QA”.  Submit Resolution Sheet, if applicable. | |
| **Step 11**  **HCSC Payroll QA** | Verify the action for correctness.  Is action correct?  If Yes, go to Step 12  Or  If No, go to Step 3  Or  If Resolution Sheet is correct  Go to step 17. | |  | |
| **Step 12**  **HCSC Payroll QA** | Review/submit SPPS request to SPPS PPO mailbox. | | Inform caseworker that request has been released.  Email employee to inform them that the adjustment has been made, amount & pay period applied. | |
| **Step 13**  **HCSC Payroll QA** | Place SR in “Pending Third Party” in Siebel and emails TSA OHC. | |  | |
| **Step 14**  **TSA OHC** | Was the action approved?  If Yes,  Go to Step 15  Or  If No, Go to Step 8. | |  | |
| **Step 15**  **HCSC Payroll** | Verify the action processed. | | Check SPPS. | |
| **Step 16**  **HCSC Payroll** | Did the payment disburse?  If Yes, Go to Step 17.  OR  If no, Go to Step 15. | |  | |
| **Step 17**  **HCSC Payroll QA** | Update Notes with Resolution.  Close SR.  End process. | |  | |

# Prerequisites

## Government Furnished Equipment/Information (GFE/GFI)

None

## Systems Access

**HRSC Payroll (Document Processing) Team Member** – Utilize NFC Mainframe (IRIS, PINQ, DOTSE, EPIC, HCUP, RETM, SPPS Web, SPPS Mainframe, TMGT, UCFE, ABCO, CULPRPT, FOCUS, RFQS); NFC Reporting Center (T&A Error Analysis, T&A Missing Personnel Actions, T&A Transmission Access, T&As Not Received by NFC, Statement of Earnings and Leave, HRSC Payroll Listing for W-2 Research, W-2 Wage and Tax Statement, Workforce Reports); webTA (Master Timekeeper); eOPF (HR Specialist, Super User); EmpowHR (Cancel/Correction/Update/Applied, EPP Worklist, History Correction Update, HR Initiator, New SINQ PAR Processor, New SINQ HRSC Payroll Processor, NFC Auto Action Worklist, PAR Processing, HCSC Payroll Processing, TSA Admin Reports, TSA HR Services, Worklist Administration)

# SOP Document Management

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

# Measurements

This section identifies the metrics that will be used to evaluate performance of this process.

## Process Management Measures

Process Management Measures are those metrics that are used by the Process Owner to track and manage day-to-day performance of the process.

| Metric Name and Description | When Recorded | Where Reported |
| --- | --- | --- |
| Productivity Metrics | Weekly | Payroll Productivity Log |
| QA Report | Bi-weekly | QA Log/CDRL 13 |

## Program Management Measures

Program Management Measures are those metrics that are used by the Program Manager to track week-to-week and month-to-month performance of the process.

| Metric Name and Description | When Recorded | Where Reported |
| --- | --- | --- |
| N/A |  |  |

## Program Performance Evaluation Measures

Program Performance Evaluation Measures are those metrics related to this process that are included in the HRAccess Performance Evaluation Plan.

| Metric Name and Description | When Recorded | Where Reported |
| --- | --- | --- |
| Transactions are processed according to Federal regulations and guidelines | Bi-weekly | PEP Metric 2.1 |
| Delayed transactions are processed in the pay period after they are due | Bi-weekly | PEP Metric 2.2 |

# Reports

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Report Title | Information Included | Recipients (General description; not a list of individual names) | Publication Periodicity | Responsible POC |
| CDRL 13 (29) | Corrective Actions and Action Items Related to Personnel and Payroll Processing  SOW reference paragraph 3.2.1) c) (7) | J02 Report | Monthly | PP&B QL |

# References

* SOW, Paragraph 3.5
* OPM Regulations
* Related MDs
* SOP PAY-004, Manual Payment No Pay Processing
* IOP PMO-SEC-008, Protecting Personally Identifiable Information
* SOP HLP-007, Help Desk Tier 1
* SOP HLP-008, Help Desk Tier 2
* SOP HLP-011, Help Desk Email Process
* IOP PMO-DCM-003, HRAccess IOP for Creating and Revising SOPs

# Forms

N/A

# Revision History

Record all revisions to the basic document using the following format:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **REVISION/CHANGE LOG** | | | | |
| **Rev** | **Date** | **Rev. By** | **Section(s) Affected** | **Summary of Changes** |
| V1.0 | 7/26/2013 | L. Machado | New |  |
| V1.1 | 12/31/2014 | Mike Mitchell | Appendix A | Added QC checkpoint stars to process map. |
| V2.0 | 11/13/2015 | M. Suarez/L. Owens | Section 4 | Streamlined the entire process |
| V3.0 | 7/28/2017  9/19/2019 | L. Owens, C. Hampton, B. Judkins  Omar Almoualem | Sections 4.1 and 4.2  All | Streamlined the entire process. Added Tax Issues Sections  Updated date and branding |
| V4.0 | 01/28/2021 | Ravi Gill | Cover page | CY 2021 |

# Appendix A – Process Map – Pay Discrepancy (SOP PAY-030)

















# Appendix B – Acronyms

|  |  |
| --- | --- |
| **Acronym** | **Definition** |
| DOL | Department of Labor |
| DHS | Department of Homeland Security |
| EE | Employee |
| EPP | Employee Personal Page |
| GFE/GFI | Government Furnished Equipment/Information |
| HR | Human Resources |
| HRSC | Human Resources Service Center |
| NFC | National Finance Center |
| OHC | Office of Human Capital |
| OWCP | Office of Workers Compensation Programs |
| PII | Personally Identifiable Information |
| PMO | Program Management Office |
| PP | Pay Period |
| QA | Quality Assurance |
| SEL | Statement of Earnings and Leave |
| SOP | Standard Operating Procedure |
| SOW | Statement of Work |
| SPPS | Special Payroll Processing System |
| SR | Service Request |
| T&A | Time and Attendance |
| TSA | Transportation Security Administration |

# 

# Appendix C – SPPS

|  |  |  |
| --- | --- | --- |
| **Payment Reissues and Manual Pay Process in SPPS** | | |
| **Actors** | **Actors** | **Actors** |
| **Step 1**  Manual Pay  Processor | Log into SPPS web | **https://www.nfc.usda.gov/spps/** |
| **Step** **2**  Manual Pay  Processor | Enter the full SSN in the SSN section |  |
| **Step 3**  Manual Pay  Processor | Remove the User ID from the User ID section |  |
| **Step 4**  Manual Pay  Processor | Press the Search button | The search results are displayed |
| **Step 5**  Manual Pay  Processor | Check if a request to pay Payment Reissue has not been submitted by going through the search results?  Click the Remarks/Notes button to read details.  Record exists: Go to step 6  No Record: Go to step 7 | If this is a Payment Reissue ensure reviewing PQ83 for Allotments, PQ32 for Salary, PQ51 for Garnishment and PQ052 for Child Support.  Also review:   * IRIS 124 for actual direct deposit information. * IRIS 125 to verify employee’s status. * IRIS 126 EE for Changes and dates (verify recent updates to allotment of direct deposit information that should be considered at time of reissuing funds) |
| **Step 6**  Manual Pay  Processor | Update Siebel notes section with the appropriate verbiage that a payment has already been requested. Flip the sub status to In QA PROCESS and go to Step 24. | Create a resolution sheet providing details and attach to documentation for QA. |
| **Step 7**  Manual Pay  Processor | Press the Add button on top right | The Add Adjustment page displays |
| **Payment Reissues and Manual Pay Process in SPPS** | | |
| **Actors** | **Actors** | **Actors** |
| **Step 8**  Manual Pay  Processor | Enter the full employee’s SSN in the SSN section | First and last name will auto populate after clicking save on the adjustment tab. |
| **Step 11**  Manual Pay  Processor | Enter 1598 or 5701 for POI |  |
| **Step 12**  Manual Pay  Processor | Enter the pay period and year corresponding to the manual pay action. |  |
| **Step 13**  Manual Pay  Processor | Enter processor’s First and Last Name in the corresponding sections. |  |
| **Step 14**  Manual Pay  Processor | Enter your Work Phone Number and work email in the corresponding sections |  |
| **Step 15**  Manual Pay  Processor | Only (if needed) check the NFC Process check box | Only used to process for NFC Other |
| **Step 16**  Manual Pay  Processor | Select type of adjustment on the Adjustment data tab down arrow for Miscellaneous Payment. |  |
| **Step 17**  Manual Pay  Processor | Enter notes or any special instructions under Agency Remarks box (following pre-approve verbiage provided by OHC) and click save | Please be aware that there is a limited space in the text box. |
| **Step 18**  Manual Pay  Processor | Click on the next Tab “Details” and select under the Type of Payment down arrow | * Cancelled/undeliverable checks * Retro Cola * Post Differential (Taxable)   and others as needed. |
| **Step 19**  Manual Pay  Processor | Enter the accounting code for this transaction (do not copy if Stored Accounting code is available in next section). If reissuing funds returned by or after the change of fiscal year occurred ensure to use the correct fiscal year accounting code. | This information can be found on:   * Cancel Pay Report * PQ025 |
| **Payment Reissues and Manual Pay Process in SPPS** | | |
| **Actors** | **Actors** | **Actors** |
| **Step 20**  Manual Pay  Processor | Enter the BETC Code, default should be DISB unless otherwise instructed. | Other available codes are:   * DISBCA * DISBBCA   Only use these when specifically instructed by OHC or NFC. |
| **Step 21**  Manual Pay  Processor | Enter hours if this is a Retro cola of Post Differential case or enter the gross amount to be paid if this is a Payment Reissue case and click save again. | Must choose radio button Tax Calc or Flat Rate under Federal and State columns if Retro Cola or Post Differential |
| **Step 22**  Manual Pay  Processor | Click on the next tab “Address” and click save if the payment is going back to employee since the bank account information will auto populate. | If this is a Bankruptcy, Child Support or Garnishment case, where the reissue is going to a specific payee other than employee click on the clear button to remove bank account information and manually enter the payee information that should also be included on the Remarks Tab on the first section and click save. |
| **Step 23**  Manual Pay  Processor | After updating Siebel, print all 3 screens and the supporting documents (as required by the manual pay checklist) and submit to QA. | Ask the QA to review and Certify the SPPS web Manual Payment request |
| **Step 24**  Manual Pay  Processor | After QA has reviewed and certified will return package to processor for follow up. | Prints a copy of the approved email returned from PPO Payment. |
| **Step 25**  Manual Pay  Processor | Check the status of your request | 0 – In Process  1 – Payment Processed  2 – Awaiting Approval  3 – Certified  4 – Out of Balance  5 – Closed by NFC  6 – New  7 – Released to NFC |
| **Step 26**  Manual Pay  Processor | After SPPS has been processed and funds disbursed print the screen with Payment Summary showing disbursement, update and close SR. | Notify or respond to employee after process has been finished if the SR was initiated by the employee or HR Rep. |

|  |  |  |
| --- | --- | --- |
| **QA Steps – Manual Payment Process** | | |
| **Actors** | **Action** | **Notes** |
| **Step 1**  Manual Pay  QA | QA reviews the information  Correct: Got to Step 2  Incorrect: Go to Step 3 | Updates Siebel updating SPPS date in SR. |
| **Step 2**  Manual Pay  QA | QA certifies in SPPS and send an email to PPO Mailbox requesting to release SPPS entry to NFC for Process. | Flip the sub status to Pending from Third Party and returns package to employee for follow and SPPS date in Siebel. |
| **Step 3**  Manual Pay QA | QA sends the request back and asks to edit/correct information |  |
| **Step 4**  Manual Pay QA | Return package to employee for follow up. End of process. |  |