**HRAccess Program**

HCSC Standard Operating Procedure

PAY-021 – W-2 Reprints

CY 2021

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

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

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# Background

This is a new Standard Operating Procedure (SOP) that outlines a process that is currently being executed but which, has not been previously described in an SOP. It requires review and approval by both the HCAccess Program Management Office (PMO) and the Transportation Security Administration (TSA) Office of Human Capital (OHC).

# Purpose and Scope

This Standard Operating Procedure describes the steps used to assist TSA employees in obtaining a reprint of their W-2 forms.

This SOP applies to the Human Resources Service Center (HCSC), Payroll (PR) Team. Its task is to ensure that all requests for W-2 reprints submitted by former and current TSA employees (either by fax, mail, email or phone) are accurately processed.

# Roles and Responsibilities

The roles and responsibilities in the processing of requests for W-2 reprints are delineated below.

| **Role** | **Responsibility** |
| --- | --- |
| **TSA Employee/Former TSA employee** | Submits requests for W-2 reprints via email, fax, or mail. |
| **Data Management Group (DMG Processor)** | Receives and platforms request for W-2 reprints received via mail to the Payroll team for processing. |
| **Help Desk (Tier 1)** | Receives and platforms requests for W-2 reprints received via email or fax to the Payroll team for processing. |
| **Human Resources Service Center Representatives** **(HCSC Representatives)** | Verifies completeness of information needed to process requests for W-2 reprint; prints W-2’s and prepares them for the mail, faxed or email. |
| **HCSC Payroll Team Quality Assurance (HCSC QA)** | Re-verifies completeness of information needed to process requests for W-2 reprint; for Service Requests that are missing information, verifies that an email has been sent to the reprint requestor, requesting submission of missing information; for complete requests, verifies that the attached contents to SR# match employee information on the request for mail, fax or email. |

# 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*.**

| **Process Step Description** | | |
| --- | --- | --- |
| **Task/Step** | **Action** | **Notes** |
| **Step 1**  **TSA Employee/Former TSA employee** | Request W-2 reprint by fax, email or mail | The written request must include the following information:  • Date  • TSA employee’s/Former Employee's First and Last Name  • TSA employee’s/Former Employee's last 4 of Social Security Number   * *Disclaimer – if employee fails to provide last 4 of SSN, but we are able to identify the employee (i.e. employee has a unique name), we will process the request without the last 4 of the SSN.*   • Year of W-2 Requested  • TSA employee’s/Former Employee's Phone Number  • TSA employee’s/Former Employee's Current Address (Number, Street Name, City, State, Zip)  • Statement: “Please send me a copy of my <insert year> W-2.”  • TSA employee’s/Former Employee's Email address  • No Signature Required  Written request may be submitted by fax, email, or emailed as an attachment as follows:  Fax: 1-877-872-7993  Email: [Helpdesk@mailserver-hraccess.tsa.dhs.gov](mailto:Helpdesk@mailserver-hraccess.tsa.dhs.gov)  Mail: TSA Human Capital Service Center           6363 Walker Lane Ste 400           Alexandria, VA  22310 |
| **Step 2**  **DMG Processor or Tier 1** | Refer to SOP DMG-004 Mailroom Incoming Mail, Mailroom – Incoming Mail for all mail received  OR  SOP CC-001 Help Desk Tier 2 Process /FAX Process for all emails and faxes received. | Please note that referenced SOPs can be found at <http://spip/sites/idl/SOPs%20and%20Process%20Maps/Forms/AllItems.aspx>  SR# are create/assign to area & sub area as Payroll/W-2 reprints |
| **Step 3**  **HCSC Workflow Coordinator/ HCSC QA** | Receive all incoming documents assigned to pay documents from DMG, or Helpdesk/Tier 1 or transferred from other PP&B areas and Assign all transaction service requests for the pay documents area to HRSC Representatives |  |
| **Step 4**  **HCSC Representative** | Run the report in Siebel (current pay period) DAILY to determine the total number of transaction Services Requests (SR) assigned to them and filter for W-2 reprints.  W-2 Reprints APS is 14 business days | [Log-on to Siebel](https://casemanagement-hraccess.tsa.dhs.gov/siteminderagent/forms/login.fcc?TYPE=33554433&REALMOID=06-a71a4bc9-728b-492c-b5e7-bd3791c2f5a0&GUID=&SMAUTHREASON=0&METHOD=GET&SMAGENTNAME=-SM-lzJ1AwKK25b73U37t96IbGWGMS3fYUqxD2MT4h6X%2fydLhy9AVidI5hNu%2fJMLXMRG&) using user ID and password  Please see steps below to run this report.   1. Click the magnify glass to search 2. Click Status – Select Open 3. Click Owner Id - Input ID 4. Click enter key 5. Sort by First In, First Out (FIFO)/Timeliness Open date. 6. Ctrl + A (to select All) 7. Click the wheel in the top right-hand corner 8. Scroll down and select Export (In the pop-up box) 9. Click Next 10. Click Open 11. Review the report   Note: Siebel can also be accessed from the internet explorer homepage  Note: this User ID is the same as the one you use to log into your computer (TSA HRAccess ID). |
| **Step 5**  **HCSC Representative** | Verify assigned Seibel service request transaction has an attached W-2 request from TSA employee or Former TSA employee | W-2 request must include:  • Date  • TSA employee’s/Former Employee's First and Last Name  • TSA employee’s/Former Employee's last 4 of Social Security Number   * *Disclaimer – if employee fails to provide last 4 of SSN, but we are able to identify the employee (i.e. employee has a unique name), we will process the request without the last 4 of the SSN.*   • Year of W-2 Requested  • TSA employee’s/Former Employee's Phone Number  • TSA employee’s/Former Employee's Current Address (Number, Street Name, City, State, Zip)  • Statement: “Please send me a copy of my <insert year> W-2.”  • TSA employee’s/Former Employee's Email address  • No Signature Required  Note: We are unable to provide a W-2 for the Pay Periods of 01 through 16, 2005.  We have W2's prior to PP01/05 and after PP17/05.  In the Year 2005, TSA transitioned from one finance system to the current, National Finance Center (NFC) and records were only maintained after Pay Period 17, August 2005; therefore,  we are unable to provide a W-2 for the Pay Periods of 01 through 16, 2005.  You may obtain this information by contacting the Internal Revenue Service (IRS) at 1-800-829-3676.  Please note that the W-2 provided by the Internal Revenue Service will only include Federal Tax Information and will not include State Tax Information. |
| **Step 6**  **HCSC Representative** | Check other contact SR# in Seibel to see if there are other W-2 reprint requests submitted or previously completed. |  |
| **Step 7**  **HCSC Representative** | If this is a duplicate W-2 reprint request, then cancel the SR# and as a duplicate and close SR.  No QA Required. | Add notes to SR# to refer to the SR# that it is a duplicate of. |
| **Step 8**  **HCSC Representative** | Is any missing information on the W-2 request?  If yes see step 9 or  If no see step 19 |  |
| **Step 9**  **HCSC Representative** | Send email to TSA employee/former TSA employee to resend in a corrected W-2 reprint request. |  |
| **Step 10**  **HCSC**  **Representative** | Document Seibel SR# that email has been sent to TSA employee or Former TSA. | The Seibel note should state the action that has been taken-email made to the current or former TSA employee, and the details of email. |
| **Step 11**  **HCSC**  **Representative** | Submit to Quality Assurance. | Platform the case to Quality Assurance, via Siebel.  Status: Open  Sub Status: In QA  Note: Cases go through quality reviews on a ten percent basis. Quality review as deemed necessary by lead based on the expertise level and/or QC scores. |
| **Step 12**  **HCSC QA** | Run Seibel report for all W-2 reprints SRs in QA process to QA. |  |
| **Step 13**  **HCSC QA** | Verify if W-2 reprint request was missing information.  If Yes see step 16  If No see step 14 |  |
| **Step 14**  **HCSC QA** | Flip SR# to Returned for updates and corrective notes into SR#.  Go to step 5 |  |
| **Step 15**  **HCSC QA** | Verify that an email requesting missing information has been sent to TSA employee/Former TSA employee and the notes have been updated. |  |
| **Step 16**  **HCSC QA** | Document SR. | QA will document the SR to state that the information provided by the HRSC Representative was QA’d, and initial the SR. |
| **Step 17**  **HCSC QA** | Closed SR# as Resolved |  |
| **Step 18**  **HCSC Representative** | Log into the Reporting Center web interface using your Reporting Center ID and Password.  Click on Financial Report  Click on W2 Wage & Tax Statement  Click Employee Social Security Number and type in SSN  Click Done  Click Year  Select Year or Years  Click Done  Click Go  Click Save W-2 reprint  Attach W-2 reprint to Seibel SR# | Access Reporting Center:  <https://www.nfc.usda.gov/reporting/index2.aspx> |
| **Step 19**  **HCSC Representative** | Create mailing address label or fax sheet and attach to Seibel SR# | Information to be verified:  • Employee’s Name  • Employee’s Current Address (House/Apt #, Street, City, State, ZIP Code) |
| **Step 20**  **HCSC Representative** | Document Seibel SR# with detail notes of what is attached to the SR# and how W-2 reprint needs to be sent to TSA employee/former TSA | W-2 reprint can be sent by fax, redacted- encrypt email or mail. |
| **Step 21**  **HCSC Representative** | Submit to Quality Assurance. | Platform the case to Quality Assurance, via Siebel.  Status: Open  Sub Status: In QA  Note: Cases go through quality reviews on a ten percent basis. Quality review as deemed necessary by lead based on the expertise level and/or QC scores. |
| **Step 22**  **HCSC QA** | Run Seibel report for all W-2 reprints SRs in QA process to QA. |  |
| **Step 23**  **HCSC QA** | Verify if W-2 reprint request was completed correctly.  If Yes see step 25  If No see step 24 |  |
| **Step 24**  **HCSC QA** | Flip SR# to Returned for updates and corrective notes into SR#.  Go to step 5 |  |
| **Step 25**  **1st QA**  **HCSC QA** | HCSC QA to fax W-2 reprint to TSA employee/Former TSA employee or HCSC QA mail out W-2 reprint to TSA employee/Former TSA employee or  Send email to HRSC Representative to redact, encrypt and email W-2 reprint to TSA employee/Former TSA employee. | W-2 can be faxed out by HRSC QA or Representative |
| **Step 26**  **HCSC QA** | Submit mail out W-2 reprint for TSA employee/Former TSA employee to 2nd QA |  |
| **Step 27**  **2nd QA**  **HCSC QA** | 2nd QA- Review again and then mail out W-2 reprint to TSA employee/Former TSA employee | Any corrections are needed the 2nd QA notifies the 1st QA. 1st QA goes back to the W-2 SOP for corrections. |
| **Step 28**  **HCSC QA** | Document SR. | QA will document the SR to state that the information provided by the HRSC Representative was QA’d, and initial the SR. |
| **Step 29**  **HCSC QA** | Closed SR# as Resolved |  |

# Prerequisites

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

None

## Systems Access

Seibel

National Finance Center (NFC) Reporting Center

# 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/CDRL13 |

## 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 | 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
* IOP PMO-SEC-088, Protecting Personally Identifiable Information
* SOP SSC-017, Mailroom-Incoming Mail
* SOP HLP-007, Help Desk Tier 1 Process
* SOP HLP-011, Help Desk Email/FAX 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 | 02/12/2013 | Stacey Purnell | All | Initial issue |
| V2.0 | 04/01/2013 | Stacey Purnell |  | Minor updates |
| V3.0 | 09/23/2013 | Mike Mitchell | References | Updated referenced SOPs |
| V3.1 | 12/31/2014 | Mike Mitchell | Appendix A | Added QC checkpoint stars to process map. |
| V3.2 | 01/13/2016 | Davina Cowan, Kona Sanders | Section 4 | Minor Updates |
| V3.3 | 01/15/2016 | Kona Sanders | Appendix A  Section 4  7.1  Report | Updated process map to reflect change in process.  Step 1&2&3, and Step 22 was removed and now reflected in Step 2.  CDRL 29 to CDRL13  CDRL 29 to CDRL13 |
| V4.0 | 01/04/2017 | Davina Cowan | Section 4.1 | Steps 10-18 added and verbiage changed on 3 touch rule. |
| V5.0 | 4/12/2019  4/12/2019 | Crystal  Hampton  Omar Almoualem | Section 4.1  All | Steps 19,21,27,28, and 29 updated and added verbiage to include redacting PII from W2 email requests and additional QA (2nd QA) to review W2 mail requests  Updated date and branding |
| V6.0 | 01/23/2020 | Teresa Sorto | All | Updated to reflect current process. |
| V6.1 | 02/26/2020 | Teresa Sorto | Section 4.1 | Step 20 – updated W-2 delivery methods |
| V6.2 | 06/02/2020 | Teresa Sorto | Step 1 and Step 5 | No Signature Required and corrected numbering of SOP |
| V6.3 | 12/16/2020 | Ravi Gill | Steps 1 and 5 | Updated required information to last 4 of employee’s SSN and disclaimer |
| V7.0 | 01/28/2021 | Ravi Gill | Cover page | CY 2021 |

# Appendix A – Process Map – W-2 Reprints (SOP PAY-025)





# Appendix B – Acronyms

|  |  |
| --- | --- |
| **Acronym** | **Definition** |
| DMG | Data Management Group |
| EPP | Employee Personal Page |
| GFE/GFI | Government Furnished Equipment/Information |
| HD | Help Desk |
| HRSC | Human Resources Service Center |
| NFC | National Finance Center |
| OHC | Office of Human Capital |
| PII | Personally Identifiable Information |
| PMO | Program Management Office |
| PR | Payroll |
| QA | Quality Assurance |
| SOP | Standard Operating Procedure |
| SOW | Statement of Work |
| SR | Service Request |
| SSN | Social Security Number |
| TSA | Transportation Security Administration |