**HRAccess Program**

HCSC Standard Operating Procedure

PAY-023 – Statement of Earnings and Leave 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 Statement of Earnings and Leave.

This SOP applies to the Human Resources Service Center (HCSC), Payroll (PR) Team. Its task is to ensure that all requests for Statement of Earnings and Leave 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 Statement of Earnings and Leave reprints are delineated below.

| **Role** | **Responsibility** |
| --- | --- |
| **TSA Employee** | Submits requests for Statement of Earnings and Leave reprints via phone, email, fax, or mail. |
| **Data Management Group (DMG)** | Receives and platforms request for Statement of Earnings and Leave reprints via mail to the Payroll team for processing. |
| **Help Desk (HD)** | Receives and platforms requests for Statement of Earnings and Leave reprints via phone, email or fax to the Payroll team for processing. |
| **Human Resources Service Center Payroll Team (HCSC PR)** | Verifies completeness of information needed to process requests for Statement of Earnings and Leave reprint; prints Statement of Earnings and Leave, and prepares them for mailing. |
| **HCSC Payroll Team Quality Assurance (QA)** | Re-verifies completeness of information needed to process requests for Statement of Earnings and Leave 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 envelope contents match employee information on the request. |

# 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** | Request Statement of Earnings and Leave reprint - (via phone, email, or fax or mail) |  |
| **Step 2**  **Help Desk** | How was the request received?  If by phone Go to Step 23  Or  If by email or fax Go to Step 3  Or  If by mail, Go to step 21. |  |
| **Step 3**  **Help Desk** | Platform a Service Request (SR) to the Payroll Document Team. | Document in Siebel  Area: Payroll  Sub-Area: SEL Reprints |
| **Step 4**  **HCSC PR** | Verify completeness of the information provided by the requesting current or former TSA employee. | Information should include:   * Date * Employee's First and Last Name * Last 4 of the employee’s social security number (SSN) * *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.* * Pay period or dates of the Statement of Earnings and Leave requested * Employee's Phone Number * Employee's Current Address (House/Apt #, Street, City, State, ZIP Code) * Employee’s current email address (if employee is requesting SEL reprint be sent via email instead of mail). Please note some employees may not have or have access to their work email or may prefer to receive the SEL to their personal email. * Employee's Signature |
| **Step 5**  **HCSC PR** | Is the needed information provided?  If Yes, go to Step 6  Or  If No, go to Step 9. |  |
| **Step 6**  **HCSC PR** | Log into Rumba by using your User ID and Password to verify current or former employee information.  Verify information in Rumba. | <https://www.nfc.usda.gov/>  The NFC main menu page is displayed, go to IRIS 124 to verify information for current employees and IRIS 524 for separated employees  Information to be verified:   * Name * Social Security Number * Current mailing address |
| **Step 7**  **HCSC PR** | Log into the Reporting Center web interface using your Reporting Center ID and Password and print the SEL. | <https://www.nfc.usda.gov/reporting/index2.aspx>   * Click on Financial Report * Click on Statement of Earnings and Leave * Click Employee Social Security Number and type in SSN * Click Done * Click Payroll Pay Period * Select Pay Period * Click Done * Click Go * Click Print.   Save and attach the Statement of Earnings and leave requested by the employee to the SR. |
| **Step 8**  **HCSC PR** | Address envelope to requesting TSA employee and place Statement of Earnings and Leave in envelope.  Encrypt Statements of Earnings and Leave and attach to the SR.  Proceed to Step 13 | Create a mailing label in a word document based on the mailing address listed on the submitted request, to send the Statement of Earnings and Leave. Attach the mailing label to the SR.  If employee requested Statement of Earnings and Leave to be emailed, be sure to add the email address in the notes of the SR based on the submitted request. Encrypt SELs in WinZip and attach to the SR. |
| **Step 9**  **HCSC PR** | Send email to the requesting current or former TSA employee via Siebel, or contact the requesting party by phone to advise them of the missing information. | Apply 1-touch rule. |
| **Step 10**  **HCSC PR** | Place case in Deloitte pending, waiting on customer. |  |
| **Step 11**  **HCSC PR** | Able to get an immediate response from the employee?  If no immediate response received, Go to Step 12; Or  If immediate response received in a timely manner,  Go to Step 4 when customer provides needed information. |  |
| **Step 12**  **HCSC PR** | Document SR that email has been sent or phone call has been made. | The note should state the action that has been taken, email or call made to the current or former TSA employee, and the details of the call or email.  Document and Close SR.  End Process. |
| **Step 13**  **HCSC PR** | 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 14**  **HCSC QA** | Verify completeness of provided information. Attachment (written request and SEL’s as well as address label) | Information should include:   * Date * Employee's First and Last Name * Last 4 of employee’s social security number (SSN) * *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.* * Pay period or dates of the Statement of Earnings and Leave requested * Employee's Phone Number * Employee's Current Address (House/Apt #, Street, City, State, ZIP Code) * Employee’s current email address (if employee is requesting SEL reprint be sent via email instead of mail). Please note some employees may not have or have access to their work email or may prefer to receive the SEL to their personal email. * Employee's Signature |
| **Step 15**  **HCSC QA** | Has the needed information been provided?  If Yes, go to Step 16  Or  If No, go to Step 5. |  |
| **Step 16**  **HCSC QA** | Verify that information on the Statement of Earnings and Leave matches the information on the request for Statement of Earnings and Leave reprint. | Information should include:   * Date * Employee's First and Last Name * Last 4 of employee’s social security number (SSN) * *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.* * Pay period or dates of the Statement of Earnings and Leave requested * Employee's Phone Number * Employee's Current Address (House/Apt #, Street, City, State, ZIP Code) * Employee’s current email address (if employee is requesting SEL reprint be sent via email instead of mail). Please note some employees may not have or have access to their work email or may prefer to receive the SEL to their personal email. * Employee's Signature |
| **Step 17**  **HCSC QA** | Verify that the contents of the envelope match the information on the request for Statement of Earnings and Leave reprint.  Verify email address and SELs attached to SR to be emailed match information on the request for Statement of Earning and Leave reprint | Information to be verified:   * Employee's First and Last Name * Pay period or dates of the Statement of Earnings and Leave requested * Employee's Phone Number * Employee's Current Address (House/Apt #, Street, City, State, ZIP Code) * Employee’s current email address (if employee is requesting SEL reprint be sent via email instead of mail). Please note some employees may not have or have access to their work email or may prefer to receive the SEL to their personal email. |
| **Step 18**  **HCSC QA** | Are there any errors in the information?  If Yes, go to Step 6  Or  If No, go to Step 19. | If yes, document the SR in Siebel to state that an error was found, and the SR was returned to the processer. Sub-status changed to “Returned for Updates.” |
| **Step 19**  **HCSC QA** | Send mail to Mailroom for sending out to requesting TSA employee.  Send notification to processor to email out the Statement of Earnings and leave | QA will document the SR to state that the information provided by the Processor was QA’d and initial the SR.  After QA review, QA will notify processor to email SELs to the employee based on the submitted request.  Close SR.  End Process. |
| **Step 20**  **TSA Employee** | Request Statement of Earnings and Leave reprint or submit additional information needed to receive a copy of Statement of Earnings and Leave. (via mail) |  |
| **Step 21**  **DMG** | Receive request, create an SR and scan the employee’s request into Siebel. | Refer to SOP DMG-004 (Mailroom-Incoming Mail) for all mail received  [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  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 22**  **DMG** | Assign SR to Payroll team for processing.  Go to step 4. | Document in Siebel  Area: Payroll  Sub-Area: SEL Reprints |
| **Step 23**  **Help Desk** | Is the requestor a current TSA employee, or former employee less than 90 days?  If Yes, go to Step 25  Or  If No, go to Step 24. | Log onto RUMBA  Click IRIS  Enter SSN, screen-menu 125 |
| **Step 24**  **Help Desk** | Advise requesting active or separated employee to submit a written request to the Help Desk.  Document SR.  Close SR. | **Inform active/separated employee to encrypt Information prior to sending**  Information should include:   * Date * Employee's First and Last Name * Last 4 of employee’s social security number (SSN) * *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.* * Pay period or dates of the Statement of Earnings and Leave requested * Employee's Phone Number * Employee's Current Address (House/Apt #, Street, City, State, ZIP Code) * Employee’s current email address (if employee is requesting SEL reprint be sent via email instead of mail). Please note some employees may not have or have access to their work email or may prefer to receive the SEL to their personal email. * Employee's Signature   Mail:  6363 Walker Lane  Suite 400  Alexandria, VA 22310  Or Fax:  1-877-872-7993  OR Email  HelpDesk@mailserver-hraccess.tsa.dhs.gov |
| **Step 25**  **Help Desk** | Inform requesting current employee or former employee less than 90 days of the Employee Personal Page (EPP) Statement of Earnings and Leave Reprint capability. |  |
| **Step 26 Help Desk** | Has requesting former or current TSA employee been locked out of EPP?  If Yes, go to Step 27  Or  If No, go to Step 28. | Help Desk Customer Service Representative determines by querying the employee. |
| **Step 27 Help Desk** | Submit a request to Tier 3 for TSA to unlock the requesting TSA employee’s account. | This is done via Siebel:  Area: Tier 3  Sub Area: Payroll |
| **Step 28**  **Help Desk** | Document the SR.  Close SR.  End process. | SR is documented, stating the information that has been provided to the current or former employee. |

# Prerequisites

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

None

## Systems Access

Siebel

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/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 | Corrective Actions and Action Items Related to Personnel and Payroll Processing  SOW reference paragraph 3.2.1) c) (7) | J02 Report | Monthly | Personnel, Payroll and Benefits Quality Liaison |

# References

* SOW, Paragraph 3.5
* IOP PMO-SEC-008, Protecting Personally Identifiable Information
* SOP HLP-005, Help Desk Telephone Typewriter TTY Process
* SOP HLP-007, Help Desk Tier 1 Process
* SOP HLP-011, Help Desk Email/FAX Process
* SOP SSC-017, Mailroom-Incoming Mail
* 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 | 11/01/2013 | Aishat Makanjuola | All | Updated to become a Statement of Earnings and Leave SOP |
| V2.0 | 6/04/2014 | Stacey Purnell | All | Reduced redundancy and addressed comments from TSA |
| V3.0 | 11/23/2016  9/17/2019 | Davina Cowan  Omar Almoualem | Section 4  Section 7.1 | Added verbiage in Step 2. Added verbiage Step 10 – 18 on 3 touch rule.  CDRL 29 change to CDRL 13.  Updated date and branding |
| V4.0 | 01/24/2020 | Teresa Sorto | All | Updates SOP to reflect current process. |
| V4.1 | 06/25/2020 | Ravi Gill | All | Updated SOP based on Audit findings and recommendations. |
| V4.2 | 12/15/2020 | Ravi Gill | Step 4, 14, 16, 26 | Updated required information to last 4 of SSN and disclaimer |
| V5.0 | 01/28/2021 | Ravi Gill | Cover page | CY 2021 |

Appendix A – Process Map





# 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 |
| IOP | Internal Operating Procedure |
| 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 |
| SEL | Statement of Earnings and Leave |