**HRAccess Program**

HCSC Standard Operating Procedure

PAY-020 - Operating Procedure for Processing Union Dues

CY 2021

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

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

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# Background

The Human Resources Services Center (HRSC) is responsible for providing general administrative and advisory support for Union Dues processing. HRSC 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 Standard Operating Procedure (SOP) is being updated for a section in an existing SOP (PAY-024) Processing of Payroll Union Dues) that has been automated.

This is an Internally Process Driven change to a previously approved Standard Operating Procedure. It requires review and approval only by the HRAccess Program Management Office (PMO). An information copy of the HRAccess PMO-approved SOP will be provided to the Transportation Security Administration, 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 Union Dues. The purpose of this SOP is to describe the critical steps for processing American Federation Government Employees (AFGE) SF-1158-1.

# Roles and Responsibilities

The actors and their roles in processing manual payments for no-pay situations are delineated below.

|  |  |
| --- | --- |
| **Roles** | Responsibility |
| **AFGE REP** | Provides Excel File and SF 11581 forms into Siebel.  Notifies union members of changes to dues due to location or work schedule changes. |
| **HELP DESK** | Validates and Verifies the spreadsheet that came from AFGE in Siebel. Creates Service Requests (SRs) in Siebel. |
| **HRAccess Information Technology (IT)** | Uploads the data into KAPOW. |
| **Payroll HRSC** | Provides payroll action processing for HRAccess that are necessary to appoint. |
| **Payroll HRSC Quality Assurance (QA)** | Samples Actions Processed in PP for Accuracy and Completeness. |

# 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.**

| Union Dues - Enrollments | | |
| --- | --- | --- |
| **Task/Step** | **Action** | **Notes** |
| **Step 1**  **AFGE**  **REP** | AFGE sends a copy of the TSA member List to Agency add file and an SF-1158-1.pdf file that consists of all enrollments/cancellations to be processed for the current PP to the Union Dues mailbox to the Help Desk or HRSC Payroll. |  |
| **Step 2**  **AFGE**  **REP** | Are documents sent to Help Desk or to HRSC Payroll?  If Help Desk, Go to Step 3,  OR  If HRSC Payroll, Go to Step 4. | Excel file sent to Union Dues mailbox.  PDF file faxed to Siebel and SR is generated under employee First Name: AFGE  Last Name: AFGE. |
| **Step 3**  **HELP DESK** | Create a separate SR for each employee and attach the submitted 1158-1 forms to the individual SRs. | The individual SRs will be created within 48 hours after the file has been submitted to Siebel.  Help Desk validates the Excel file and the AFGE forms that come from AFGE, checking for missing signatures, SSNs, and Names.  Incomplete forms are sent back to the Union Rep. for corrections. |
| **Step 4**  **PAYROLL HRSC** | Retrieve TSA member List to Agency add file via Union Dues mailbox Save to Union Dues Folder by pay period. Compare this spreadsheet to all SRs after processing to confirm all employee’s on the spreadsheet were processed. | (Siebel Administrator  Saved: PPNN Enrollments\_MMDDYY TSA Member List to Agency MMDDYY to MMDDYY |
| **Step 5**  **PAYROLL HRSC** | Respond within 24 hours via email to all included on the email string, notifying the Union Rep that the file was received and a completion date will be provided for the cases to be processed. | The email is sent as a reply to the email that was sent in reference to the current file submitted to the mailbox, from the Union Rep. Copy Deputy Payroll Manager, Payroll Manager, and Payroll Lead. |
| **Step 6**  **PAYROLL HRSC** | Log into Siebel, pull up the SR | * Open Attachment * Verify SR information to Siebel (Name, SSN, Airport Code). * If there are any discrepancies with the name in Siebel, modify or make corrections |
| **Step 7**  **PAYROLL**  **HRSC** | Log into NFC and check for:   * Active or Separated * PT or FT * Valid SSNs – Make corrections to discrepancies |  |
| **Step 8**  **PAYROLL**  **HRSC** | Open Union Dues Matrix file on the shared drive in PP&B Management Folder into the Matrix Sheet in the Union Dues Automation Tool to identify the following:   * Deduction amounts for locals provided on the TSA member List to Agency add file by FT and PT status * Deduction amounts for locals identified based on airport code | * Periodically check with TSA if there is an update for the Matrix |
| **Step 9 PAYROLL HRSC** | Log into EmpowHR, search for the employee by SSN. Process transaction in EmpowHR. | * Effective date should reflect PP * Choose Dues Type from drop down * Union Code = 84 * Employee Auth Date based on the 1158-1 form * Local code and Dues amount based on Matrix * Union Transaction code (01 – Enrollments) |
| **Step 10**  **PAYROLL HRSC** | Pull Query in Siebel for all Enrollment SRs for PP. |  |
| **Step 11**  **PAYROLL HRSC** | Compare against TSA Agency List. |  |
| **Step 12**  **PAYROLL HRSC** | Did all employees on TSA’s Agency list process?  If Yes, Go to Step 16  Or  If No, Go to Step 13. |  |
| **Step 13**  **PAYROLL HRSC** | Draft an email to notify Deputy Payroll HRSC Manager, Payroll Manager and Payroll Lead that any of the following exists:   * The individual(s) is no longer active and to remove from the TSA member List to Agency add file. * There has been a Status Change (PT vs. FT) * Employee is already enrolled * Current local is different from TSA member List to Agency add file * Amount of Dues is different from TSA member List to Agency add file * Form is incomplete and cannot be processed |  |
| **Step 14**  **PAYROLL HRSC** | Forward email to Union Rep. for further investigation. | Error Listing to the Union Rep. which will include already enrolled only. |
| **Step 15**  **PAYROLL HRSC** | Update Siebel Notes and close the individual SR that was created from Step 3. |  |
| **STEP 16 PAYROLL HRSC** | Press zip and save file in Union Dues folder on shared drive  Filename: PPMM-YYYY File Type\_TSA Submitted Date | Siebel Administrator |
| **Step 17**  **PAYROLL HRSC** | Log into EPIC to run the \*Applied Report for Union Dues action  cid:image004.png@01CE2EBF.10ADA610 | Log into EPIC.  Enter the following:  Document Type: (086)  EPIC Status: Applied Documents  Pay Period: Current PP  \*Report has to be run within the current PP or the data will be deleted. Run before PAYE. Example: if Uploaded on PP20, Run before PP20 closeout (Thursday of PAYE run).  If Applied report is not run in time, manually access RUMBA or EmpowHR and check to see if it applied |
| **Step 18**  **PAYROLL**  **HRSC** | Save Epic Applied Report in Union Dues Shared drive folder | Save file on the shared drive:  [\\ihop.local\data\Sharedata\PP&B](file:///\\ihop.local\data\Sharedata\PP&B) Management\00 Payroll\00 Payroll Ops\Union Dues  EpicAppliedReport\_086 Enrollments\_PPNN |
| **Step 19**  **PAYROLL**  **HRSC** | End Process | Via Mass Close in Siebel. Execute:  Mass Close of SRs - Appendix F |

| Union Dues – Mass Change in Local/Change in Dues Amount | | |
| --- | --- | --- |
| **Task/Step** | **Action** | **Notes** |
| **Step 1**  **AFGE**  **(Union Dues)** | Send Mass Change email to the Union Dues mailbox. | * Possible change in Local dues amount * Possible merge with Local |
| **Step 2**  **PAYROLL HRSC** | Retrieve the Mass Change email via Union Dues mailbox. |  |
| **Step 3**  **PAYROLL HRSC** | Open most recent Matrix file in Union Dues folder and update based on Mass Change email retrieved in email. | Save updated Matrix by date received in the Union Dues folder on the shared drive. |
| **Step 4**  **PAYROLL HRSC** | Retrieve Union SPP file to filter employees affected by local changes indicated in the Mass Change email. | Union SPP file can be found on the SSC Bi-Weekly Reports on the shared drive.  This file is generated by HRSC IT at the end of each PP. |
| **Step 5**  **PAYROLL HRSC** | Run the Employee Roster Report. | * Click on HCInsight * Click I Agree * Click HCInsight tab to the right of the screen * Enter Siebel log-in information * Click My Views * Select Reports * Enter Siebel Log-in information * Double Click Employee Roster Report (under Title) * Click Run Query.   The report will appear. At the top of the report you will select the 7th icon to convert the report to Excel. Once it run and convert to Excel, save in Excel you are done.  Close out HCInsight. |
| **Step 6**  **PAYROLL HRSC** | Merge the Union SPP file with the Employee Roster to identify:   * Active or Separated * Work Schedule Results (PT or FT)   Valid SSNs | Execute: VLookup A –  Appendix C |
| **Step 7**  **PAYROLL HRSC** | Validate the Work Schedule results (PT or FT) returned to confirm that the correct deduction amounts were provided based on local and Work Schedule.   * Roster vs Matrix | Execute: VLookup C -  Appendix E with the Merged Union SPP file and the Employee Roster. |
| **Step 8**  **PAYROLL**  **HRSC** | Review the updated Matrix file to validate:   * Deduction Amount * Local Code |  |
| **Step 9**  **PAYROLL HRSC** | Retrieve and update the template for creating the SRs UnionSRs file. | UnionSRs file is located on the PP&B Management folder on the shared drive |
| **Step 10**  **PAYROLL HRSC** | Save UnionSRs file on shared drive to be loaded into Siebel and notify IT via email. | Tech\_Team\snagit\SR\_Import\_to\_be\_loaded\ |
| **Step 11**  **HRAccess IT** | Create the SRs for each employee affected. |  |
| **Step 12**  **PAYROLL HRSC** | Retrieve, update and save the KAPOW Upload file template located on the PP&B shared drive, to prepare the file to be submitted to the IT team to be uploaded.  Save the file on the shared drive PP&B Management/Union Dues Processing file as:  PPNN-Year Change in Local.xls file and encrypt the file.  PPNN-Year Dues Change.xls file and encrypt the file. | \*SRs have to be created before sending to IT.  Template is saved in Union Dues Folder (KAPOW Uploads).  Data includes:  SSN, effective date, dues type, union code, local deduction amount, union transaction code (083/084), employee authorization date - date file is submitted.  Password for the files are maintained in a folder on the PPB shared drive.  Upload file must be submitted to the LM\_IT team no later than 3PM to ensure actions are loaded before the 5PM deadline prior to a PP closing. |
| **Step 13**  **PAYROLL HRSC** | Retrieve, update and save the KAPOW Upload file template located on the PP&B shared drive. | The file is saved to the Union Dues folder to be saved for later reference. |
| **Step 14**  **HRAccess IT** | Upload the PPNN-Year Change in Local.xls file into and encrypt the file into KAPOW.  Or  PPNN-Year Dues Change.xls file and encrypt the file into KAPOW. |  |
| **Step 15**  **HRAccess IT** | Send encrypted files via email to the processor and the Union Dues mailbox consisting of all actions that were deemed successful and unsuccessful from the KAPOW upload. | There are two files.  UnionDues\_Business (errors) and UnionDues\_Success (potential upload)  Password for the files are maintained in a folder on the PPB shared drive. |
| **Step 16**  **PAYROLL**  **HRSC** | Review the UnionDues\_Business provided by the HRAccess IT team.  Research the error(s). | Research why these actions failed entry to EmpowHR and if they will require manual processing.  Reasons may be that there is another action that is unapplied preventing the new action from entering or the SSN was not recognized. |
| **Step 17**  **PAYROLL**  **HRSC** | Correct the error(s) in EPIC/EmpowHR by execution of  PAY-003 Processing of Payroll Documents | Two ways to correct the errors or unapplied actions, either thru EPIC or EmpowHR.  After the correction, processor will have to wait one business day to apply in EmpowHR. |
| **Step 18**  **PAYROLL**  **HRSC** | Review the UnionDues\_Success that is provided by the IT team the next business day after the upload and check for accuracy. |  |
| **Step 19**  **PAYROLL**  **HRSC** | Log into EPIC to run the \*Applied Report for Change in Local action.  cid:image004.png@01CE2EBF.10ADA610 | Log into EPIC.  Enter the following:  Document Type: 083/084  EPIC Status: Applied Documents  Pay Period: Current PP  \*Report has to be run within the current PP or the data will be deleted. Run before PAYE. Example: if Uploaded on PP20, Run before PP20 closeout (Thursday of PAYE run).  If Applied report is not run in time, manually access RUMBA or EmpowHR and check to see if it applied. |
| **Step 20 PAYROLL HRSC** | Send email to Union Rep of changes and copy Payroll Manager, Payroll Deputy Manager and Payroll Lead. |  |
| **Step 21 PAYROLL HRSC** | Did all actions apply?  If Yes, Go to Step 22,  Or  If No, Go to Step 17. | Import the Applied Report to Excel.  Check the report to determine if any of the upload actions that were processed did not apply in the system. |
| **Step 22**  **PAYROLL**  **HRSC** | Verify actions applied in EmpowHR and add notes to each SR detailing the change that took place. | Save Success and Business file in Union Dues Folder on Shared drive |
| **Step 23**  **PAYROLL**  **HRSC** | End Process | Via Mass Close in Siebel. Execute: Mass Close of SRs – Appendix F |

| Union Dues - Cancellations | | |
| --- | --- | --- |
| **Task/Step** | **Action** | **Notes** |
| **Step 1**  **PAYROLL HRSC** | Open Siebel and query everything under Cancellation. | Query:  Area: Payroll  SubArea: AFGE (SF1158-1)-Cancelled  Status: Open  Pay Period Due: Select Current Pay Period. |
| **Step 2**  **PAYROLL HRSC** | Click on SR# and click on the attachment tab. |  |
| **Step 3**  **PAYROLL HRSC** | Validate the form to make sure it is a **“cancellation request” and that the employee is eligible to cancel their dues.**    (Old SF1158-1 form)    (New SF1158-1 form) | There are policies on when and how you can cancel your membership.   * If HCAccess received the new SF1158-1 Cancellation form. Employee can cancel their dues deduction at any time. Cancellations will be effective as if TSA/ AFGE is approved. * If HCAccess received the old SF1158-1 Cancellation form, the employee can only cancel their dues deduction for AFGE after one year of anniversary date. (They can cancel their contribution within **(2) pay periods prior** or **(2) pay periods after** anniversary date of their enrollment. * Employees can also cancel their dues before the initial 1 year anniversary date if form is signed by Union Representative, per directive from LaShawn Stone. |
| **Step 4**  **PAYROLL HRSC** | Open EmpowHR to validate the anniversary PP by checking the most current enrollment action. | * Log into EmpowHR. * Select Payroll and click. * Select Union Dues. * Click arrow in upper right corner until you see Enrollment-086.   ~~If the enrollment PP is~~ **~~(PP24)~~** ~~and they are requesting to cancel their dues effective~~ **~~(PP22)~~** ~~he/she are eligible for cancellation. (PP22, PP23, PP24, PP25 and PP26) only~~.  ~~If the Enrollment PP is~~ **~~(PP24)~~** ~~and the employee is requesting to cancel their dues effective~~ **~~(PP21 or PP1 of the following year)~~** ~~he/she is not eligible to cancel. The employee will have to wait until the next year, two PP’s prior to~~ **~~PP24~~** ~~or within two PPs after~~ **~~PP24~~**~~. Cancellation will be effective at that time and no updated paperwork is needed if it is received within 2 pay periods of eligib~~ility.  Place the SR in “Pending”  “Waiting on future date”. |
| **Step 5**  **PAYROLL HRSC** | Log onto NFC Rumba. | Check IRIS screen 102, to determine if the employee is in a Managerial position, validate Position Supervisory Code 102 2 – supervisor, which will allow the employee the ability to cancel union membership outside of the cancellation rules.  Titles covered: TSO, LTSO, MTSO \*excl.department CCO, ETSO.  TSOs in a specific department can opt out of the union. Screen 102 in Rumba. |
| **Step 6**  **PAYROLL HRSC** | Is the employee eligible to **cancel**?  If Yes, proceed to Step 8,  Or  If No, proceed to Step 7. |  |
| **Step 7**  **PAYROLL HRSC** | Go back to Siebel, click the notes tab, then click new and explain why he/she are not eligible for cancellation then close the SR.  End Process. | Please be very specific of what the reason for not meeting the needs for cancellation.  An email is sent to the employee via Siebel. |
| **Step 8**  **PAYROLL**  **HRSC** | Log into EmpowHR and process the cancellation. | Dues Type:” 085-Cancel”  Union Code: 84  Local: The most current local  Add an action by clicking the “+”.  Click Save. |
| **Step 9**  **PAYROLL**  **HRSC** | Are there are any SINQ errors?  If Yes, proceed to Step 10,  Or  If No, proceed to Step 11. | Verify that the action applied the next morning by logging into EmpowHR. |
| **Step 10**  **PAYROLL**  **HRSC** | Identify and correct the SINQ error, then hit save to mark “NFC Ready.” | Verify that the action applied the next morning by logging into EmpowHR. If it did not apply, repeat Step 10. |
| **Step 11**  **PAYROLL HRSC** | End Process | Status: Closed  Sub Status: Resolved |

| Union Dues – Union Change Upload | | |
| --- | --- | --- |
| **Task/Step** | **Action** | **Notes** |
| **Step 1**  **PAYROLL HRSC** | Access Shared drive to pull Union Change report and Union SPP file.  Add both files to the same Excel Workbook on different tabs, and save in Union Dues folder  Z:\Sharedata\HRSC\_Reports\SSC Bi-Weekly Reports\SCC BiWeekly Reports 2013\PP-22  . | Reporting Team runs every Tuesday after pay runs.  Includes all 700s NOA codes. |
| **Step 2**  **PAYROLL HRSC** | Retrieve updated Matrix file found on the PP&B Management shared drive. |  |
| **Step 3**  **PAYROLL HRSC** | Retrieve Employee Roster from HCInsight | (See Step 6 of this SOP – 4.1 Union Dues – Enrollments |
| **Step 4**  **PAYROLL HRSC** | Review the updated Matrix file found on the PP&B Management shared drive, and compare it to the most current Union Change Report to determine:   * Local assignment from prior Pay Period * Work schedule of the employees during the prior Pay Period * Run VLookUp B with Matrix file and Union Change-Combined file to verify 781 change in work schedule amounts. | * Sort by NOA code (All 700s). * 781 – change in work schedule * 721 – local changes * If any other 700s exist, check NOA code for description and potential changes that impact union dues. * Once all NOA codes are reviewed, delete unnecessary records with no impact to union dues. * Check Current Locals and amounts in the matrix to current locals and amounts in Union Change Report * Save Union Change Report on the PP&B shared drive as: UnionCHG Report PPNN.xls file. |
| **Step 5**  **PAYROLL HRSC** | Remove discrepancies them from the Union Change Report |  |
| **Step 6**  **PAYROLL HRSC** | Send breakdown of the findings after analysis of Union Change Report to Deputy Payroll Manager, Payroll Manager and Payroll Lead. |  |
| **Step 7**  **PAYROLL HRSC** | Create SR upload for all NOAs that are on the Union Change Report.xlsx file via SR\_IMPORT\_Template\_Final.xlsm. | Located on PP&B Management shared drive. |
| **Step 8**  **PAYROLL**  **HRSC** | Once populated, save the Union Change Report.xlsx file on the shared drive in [\\ihop.local\data\sharedata\Tech\_Team\SR\_Import\_To\_Be\_Loaded](file:///\\ihop.local\data\sharedata\Tech_Team\SR_Import_To_Be_Loaded) folder. |  |
| **Step 9**  **PAYROLL HRSC** | Send encrypted PP11-17 Change in Local and PP11-17 Dues Change file to IT. | Separate file for each type of action.  Upload file must be submitted to the LM\_IT team no later than 3PM to ensure actions are loaded before the 5PM deadline prior to a PP closing. |
| **Step 10**  **HRAccess IT** | Upload the PP11-17 Change in Local and PP11-17 Dues Change into KAPOW. |  |
| **Step 11**  **HRAccess IT** | Send an encrypted file via email to the processor and the Union Dues mailbox consisting of all actions that were deemed successful and unsuccessful from the KAPOW upload. | There are two files.  UnionDues\_Business (errors)  and UnionDues\_Success (potential upload).  Password for the files are maintained in a folder on the PPB shared drive. |
| **Step 12**  **PAYROLL**  **HRSC** | Open the UnionDues\_Business provided by the HRAccess IT team.  Can the action be processed manually?  If Yes, go to Step 13,  Or  If No, go to Step 4. | Research why these actions failed entry to EmpowHR and if they will require manual processing.  Reasons may be that there is another action that is unapplied preventing the new action from entering or the SSN was not recognized. |
| **Step 13**  **PAYROLL**  **HRSC** | Identify and correct the error(s) in EPIC/EmpowHR by execution of  PAY-003 Processing of Payroll Documents | Two ways to correct the errors or unapplied actions, either thru EPIC or EmpowHR.  After the correction, processor will have to wait one business day to apply in EmpowHR. |
| **Step 14**  **PAYROLL**  **HRSC** | Review the UnionDues\_Success that is provided by the IT team the next business day after the upload and check for accuracy. |  |
| **Step 15**  **PAYROLL**  **HRSC** | Log into EPIC to run the \*Applied Report for Change in Local action. | Log into EPIC.  Enter the following:  Document Type: 083/084  EPIC Status: Applied Documents  Pay Period: Current PP  Check the report to determine if any of the upload actions that were processed did not apply in the system.  \*Report has to be run within the current PP or the data will be deleted. Run before PAYE. Example: if Uploaded on PP20, Run before PP20 closeout (Thursday of PAYE run).  If Applied report is not run in time, manually access RUMBA or EmpowHR and check see if it applied. |
| **Step 16 PAYROLL HRSC** | Did all the actions apply?  If No, go to Step 13,  Or  If Yes, go to Step 17. | Import the Applied Report to Excel.  Check the report to determine if any of the upload actions that were processed did not apply in the system. |
| **Step 17**  **PAYROLL**  **HRSC** | Save Epic Applied reports in Union Dues folder.  Update notes in SR. | Union dues **Change Between** **Locals** processed in Kapow. Effective PPNN. Changed from Local XXXX to Local XXXX deduction amount is $XX.XX  Union dues **Dues Change** uploaded by Kapow. Effective PPNN. Changed from $xx.xx to $xx.xx. |
| **Step 18**  **PAYROLL**  **HRSC** | End Process | Via Mass Close in Siebel. Execute: Mass Close - Appendix F. |

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| **4.5 Quality Assurance Sampling** | | |
| **Task/Step** | **Action** | **Notes** |
| **Step 1**  **PAYROLL HRSC QA** | Upon closure of processing PP, query Siebel using Query Assistant for all Union Dues SRs that were closed during the Processing PP. | Monday after Pay Week  Area: (Equals) Payroll  Sub Area: (Starts with) AFGE  Status: (Equals) Closed  Closed: (Is After) 06/15/2019  Closed: (Is Before) 06/30/2019  Reason: (Equals) Transaction |
| **Step 2**  **PAYROLL HRSC QA** | Export results file and save to shared drive in corresponding PP folder: S:\00\_Quality Control\05\_QC Logs\03\_PAYROLL\CY2019\PP## | Title file as follows:  Payroll\_QA\_Union\_Dues\_PP## |
| **Step 3**  **PAYROLL HRSC QA** | Format spreadsheet to identify 3% sampling population | See Appendix H |
| **Step 4**  **PAYROLL HRSC QA** | Conduct QA of processed transactions.  Record Pass/Fails |  |
| **Step 5**  **PAYROLL HRSC QA** | Notify QC Team Lead and Payroll Team Lead of results  End Process |  |

# Prerequisites

## Government Furnished Equipment/Information

GFE/GFI: www.OPM.gov http://i2i.nfc.usda.gov/Publications/EMPOWHR/Section6\_Payroll\_Documents.pdf; <http://i2i.nfc.usda.gov/Publications/PINE/pine.pdf>

## Systems Access

**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, 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 Payroll Processor, NFC Auto Action Worklist, PAR Processing, 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 PMO-DCM-003, HRAccess Internal Operating Procedure for Creating and Revising Standard Operating Procedures.

# Measurements

## Process Management Measures

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

| Metric Name and Description | When Recorded | Where Recorded |
| --- | --- | --- |
| Payroll Aging Data | Recorded Daily | Microsoft Excel Pivot report |
| Union Dues Daily Tracking | Recorded Daily | Microsoft Excel Pivot report |

## Program Management Measures

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

| Metric Name and Description | When Recorded | Where Recorded |
| --- | --- | --- |
| Payroll Aging Data | Recorded Daily | Microsoft Excel Pivot report |

## 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 Recorded |
| --- | --- | --- |
| 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

The following are reports that are generated and used to manage this process.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Report Title** | **Information Included** | **Recipients (General description; not a list of individual names)** | **Publication Periodicity** | **Responsible POC** |
| Union Dues Daily Tracking | Total Inventory by Pay Period | N/A | N/A | N/A |

# References

* SOW 3.5.1
* SOP SSC-017 Mailroom Operations – Incoming Mail
* SOP HLP-011, Help Desk Email/FAX Process
* SOP PAY-003, Processing of Payroll Documents
* IOP PMO-SEC-008, Protecting Personally Identifiable Information
* IOP PMO-DCM-003, HRAccess Internal Operating Procedure for Creating and Revising Standard Operating Procedures

# Forms

* Standard Forms SF-1158-1- Used to enroll, change or cancel an employee’s union dues

# Revision History

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **REVISION/CHANGE LOG** | | | | |
| **Rev** | **Date** | **Rev. By** | **Section(s) Affected** | **Summary of Changes** |
| V1.0 | 09/09/2013 | S. Purnell |  | New |
| V2.0 | 03/27/2014 | S. Purnell | Entire SOP | SR creation Vlookups, QC validation Vlookups, SR process updating Vlookups, SR closing Vlookups |
| V3.0 | 12/01/2014 | K.Miller/S. Purnell | Entire SOP | Automation of Section 4.1, combined Sections 4.2 (Mass Change in Dues Amount and Mass Locals Change) and 4.3., Included titles for Section 4.4 that are covered by the union. Roles and Responsibilities change from Deputy Payroll Manager to the HRSC Payroll to notify the Union Rep. of discrepancies.  Appendix H compares the Success file to the Applied Report file for QC check. |
| V3.1 | 12/31/2014 | Mike Mitchell | Appendix A | Added QC checkpoint stars to process map. |
| V3.2 | 8/27/2015 | Kelly Miller | Section 4.4 and inserted Appendix I | Added detail on the email to be sent to the union to address a finding in the April 2015 ICB audit. |
| V4.0 | 07/10/2017 | Ravi Gill | Entire SOP | Deleted Automation Tool, and updated each process to reflect manual steps. |
| V4.1 | 7/11/2019 | Scott Rapach | Remove QC | Removed QC activities and added QA Sampling Process |
| V4.3 | 11/30/2020 | Trish Tran | Updated | Removing cancellation requirements |

# Appendix A – Process Map – Processing Union Dues (SOP PAY-024)

The following process maps describe the steps used in the processing of Union Dues.









# Appendix B - Acronyms

|  |  |
| --- | --- |
| **Acronym** | **Definition** |
| AFGE | American Federation of Government Employees |
| DHS | Department of Homeland Security |
| FT | Full Time |
| GFE | Government Furnished Equipment |
| GFI | Government Furnished Industry |
| HRSC | Human Resource Service Center |
| IT | Information Technology |
| NOA | Nature of Action |
| OHC | Office of Human Capital |
| PII | Personally Identifiable Information |
| PMO | Program Management Office |
| POC | Point of Contact |
| PP | Pay Period |
| PP&B | Personnel, Payroll and Benefits |
| PT | Part Time |
| QA | Quality Assurance |
| SOP | Standard Operating Procedure |
| SR | Service Request |
| SSN | Social Security Number |
| TSA | Transportation Security Administration |

# Appendix C – VLookup - A

| **VLookup** - **A** | | |
| --- | --- | --- |
| **Task/Step** | **Action** | **Notes** |
| **Step 1**  **PAYROLL HRSC** | Pull employee roster from HCInsight in Business Objects by clicking on “my views”, then “reports”. Click on “employee roster”, “run query”, “export”, “export document as Excel” | Lead emails the report. |
| **Step 2**  **PAYROLL HRSC** | Once spreadsheet is exported, copy header of employee roster from “A-M” and paste special, “values” in a new spreadsheet. |  |
| **Step 3**  **HRSC** | In the new spreadsheet, highlight SSN column, hit CTRL F on the keyboard, on the pop up select “replace”. In “Find What” box type “-“, in “Replace With” box leave blank. Hit “replace all”. |  |
| **Step 4**  **PAYROLL HRSC** | Any SSN with a leading zero will drop off. To format these leading zeros, insert a column next to SSN column in the spreadsheet. In the first empty cell, type =TEXT(A1,”000000000”). If SSN populates, the formula was successfully entered. Copy this formula down the entire SSN column and paste. Copy entire SSN column again and paste special, “values” to clear the formula.  If N/A populates, the formula has an error. | A1 is just an example. Type in whatever letter/number combination corresponds with the cell that SSN is in. |
| **Step 5**  **PAYROLL HRSC** | Go back to the original spreadsheet sent over by the union. Insert a column anywhere on the sheet and name it work schedule.  Click on the “*fx*” tab, in the “Search for a function” box type “VLOOKUP” and click “go”. In “Select a function” click “VLOOKLUP” and then “OK”.  In the “Lookup\_value” box click the first SSN in the original spreadsheet sent over by the union, then hit tab to go to the “Table\_array” box. Go back to the employer roster spreadsheet; highlight the entire SSN column and drag and highlight over to the work schedule column. Tab to the “Col\_index\_num” box and type in the number of columns from the SSN to the work schedule. Tab to “Range\_lookup” and enter “0” and hit “OK”. Copy entire column and paste special, “values” to clear the formula.  If work schedule populates, then the employee SSN was found on employee roster. If N/A populates, the SSN was not found on employee roster and further research must be done on why the employee is not on the current roster. | Verifying SSN is correct. |

# Appendix D – VLookup - B

| **VLookup - B** | | |
| --- | --- | --- |
| **Task/Step** | **Action** | **Notes** |
| **Step 1**  **PAYROLL**  **HRSC** | To determine if employees are already enrolled within the union go to the shared drive and open SSC Bi-Weekly Reports, then open SSC Bi-Weekly Reports 2013. Open the folder corresponding with the pay period behind the current one (Example if current pay period is 17, go to pay period 16 folder). Open Excel file “UNIONSPP”.  Click on the “*fx*” tab, in the “Search for a function” box type “VLOOKUP” and click “go”. In “Select a function” click “VLOOKUP” and then “OK”.  In the “Lookup\_value” box click the first SSN in original spreadsheet sent over by the union, then hit tab to go to the “Table\_array” box. Go to the UNIONSSP spreadsheet; highlight the entire SSN column and drag and highlight over to the PYMT AMT column. Tab to the “Col\_index\_num” box and type in the number of columns from the SSN to the PYMT AMT. Tab to “Range\_lookup” and enter “0” and hit “OK”. Copy entire column and paste special, “values” to clear the formula.  If formula returns “N/A” the employee is not enrolled within the union.  If formula returns a deduction amount, the employee is already enrolled within the union. If the dues type is an enrollment, verify if it is a local change or a dues change. If dues type is a dues change, local change or cancellation, the employee can be left on the file and change the transaction code. |  |

# Appendix E – VLookup - C

| **VLookup - C** | | |
| --- | --- | --- |
| **Task/Step** | **Action** | **Notes** |
| **Step 1**  **PAYROLL**  **HRSC** | To verify that deduction amounts are correct, go to the most current union dues matrix located on PPB Management folder and open Airport Code Local Translation file.  Filter on Full -Time on the original spreadsheet sent over by the union. Insert a column anywhere on the sheet and name it” Deduction based on Matrix”. After selecting the first cell in that column click on the “*fx*” tab, in the “Search for a function” box type “VLOOKUP” and click “go”. In “Select a function” click “VLOOKUP” and then “OK”.  In the “Lookup\_value” box click the first local in original spreadsheet sent over by the union, then hit tab to go to the “Table\_array” box. Go to the Airport Code Local Translation file; highlight the entire local column and drag and highlight over to the full time column. Tab to the “Col\_index\_num” box and type in the number of columns from the SSN to the work schedule. Tab to “Range\_lookup” and enter “0” and hit “OK”. Copy entire column and paste special, “values” to clear the formula.  Repeat steps for Part - Time.  In the cell next to the first VLOOKUP deduction amount, insert a new column and enter the following formula =A1=B1. Copy formula and paste special “values” to clear the formula.  If formula returns “TRUE” the enrollment is verified. If formula returns “FALSE” further research is needed. |  |

# Appendix F – Mass Close of SRs

| Mass Close of SRs | | |
| --- | --- | --- |
| **Task/Step** | **Action** | **Notes** |
| **Step 1**  **PAYROLL HRSC** | Mass close the Service Request in Siebel. | Mass Closure of the SR is completed using the following steps.   * Open SIEBEL * Click on Service TAB * All Service Request across Organizations * Click on Query * AREA: Payroll * SubArea: AFGE(SF1158-1)-Enrolled * Status: Open * All Open SRs will appear. You will need to select the SRs that you need to Mass update by holding the Ctrl key and putting the cursor over the SR to be changed and clicking that SR * Once all SRs are selected from the list * Click on Edit function (In the blue area of the screen) * Click on Change Record * 1st Field to Change: Field box- select “UnionChange Upload Change In Local Change In Dues Amount” from the drop down list * Value box -Type “AFGE Enrollment/Change Request QAd Eff PP\_\_Initials MM/DD/YY” * 2nd Field to Change Field box- select Status * Value box-Type Closed * 3rd Field to Change Field box- select Sub Status * Value Box- Type Resolved * Click on “OK”   Press Ctrl+S (SAVE) | |

# Appendix G – Template Email to Union Dues about change to dues based on Union SPP\_Union Change-Combined.xls report

From: [Siebel SR will add]

Sent: [date added by Siebel]

To: 'James Harley'; 'chej@afge.org'; 'Kelsey.Rice@afge.org'; 'Kayla.Ramsey@afge.org'; 'faisas@afge.org' [please use up to date list of AFGE contacts]; uniondues@mailserver-hraccess.tsa.dhs.gov

Cc: Byrd, Charles D [for a metric for the HRAccess score card]

Subject: Union Changes Effective PP[xx]/[YY]

Please be aware of the following changes that have been processed. Please notify these union members of their changes.

The following employees had Local Changes processed effective PP[xx]/[YY]:

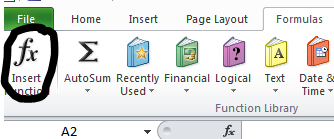
[copy and paste list of employees]

The following employees had Dues Changes processed effective PP[xx]/[YY]:

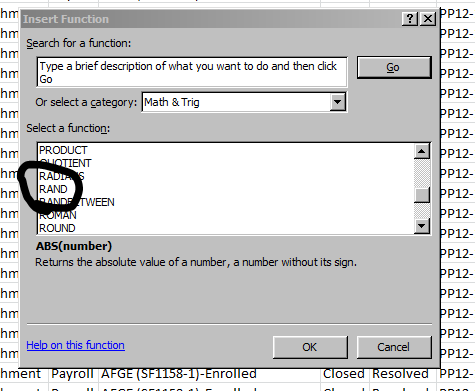
[copy and paste list of employees]

**Appendix H – QA Sampling**

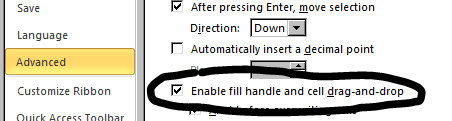
1. Open exported data file
   1. NOTE: Spreadsheet should contain SR#, Area, Sub Area, Status, Substatus, Owner Last Name, Closed (remove any additional columns)
2. Right Click on Column A and select Insert
3. Select Cell A2 then click on formulas tab and select Insert Function



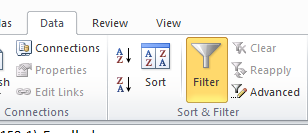
1. When dialog box opens scroll down and select RAND and select OK



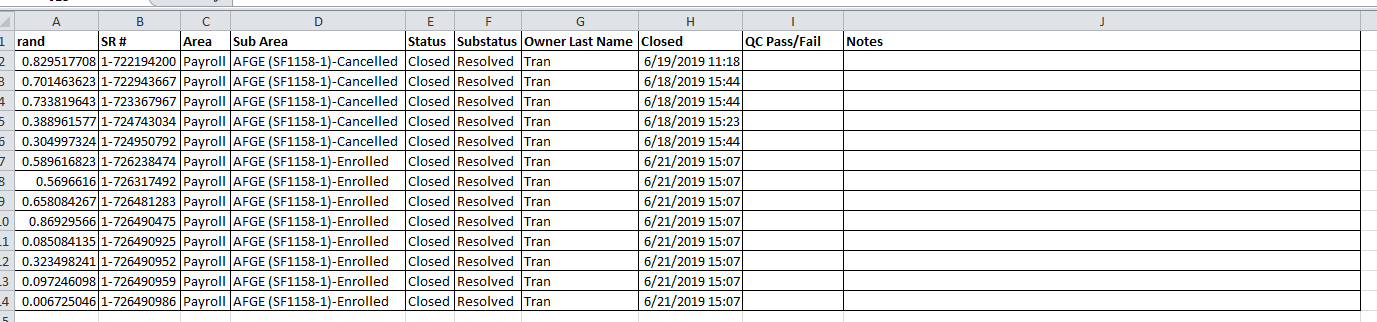
1. A random number will be assigned to the box A2
2. Ensure drag and drop is enabled by selecting the File tab, Options, Advanced and toggling On the Enable fill handle and cell drag-and-drop function:



1. Return to the A2 cell and you should see a little black box at the bottom of the A2 cell, when you hover over that your pointer icon will change to a cross-hairs, click, hold and drag that all the way down to the bottom of the list of actions. You should now have random numbers in all of the column A cells.
2. Title cell A1 RAND
3. Select Data Tab and click on Filter Icon



1. Using the cell drop down menu in A1 select Sort Smallest to Largest
2. Identify number of actions to sample (3%): = total of transactions x .03
3. Highlight and copy the number of transactions required for the sample and insert them on a new tab.
4. Add QC Pass/Fail and Notes columns:



1. Proceed with QA’ing individual SRs in Siebel and NFC to ensure accuracy and completeness. Record Pass/Fails and associated notes.