



Process Flow Overview

SFA HR Automation

Classification:

Primary Functionality: Payroll Administration & Personnel Management

Sub-functions: Time & Attendance, Payroll Processing, Paycheck Distribution, Leave & Earnings Statement, Payroll Corrections, Tax Pay and Filing

- As-Is
 To-Be

Description:

These As-Is flows provide an overview of several payroll administration sub-functions. The processes are semi-automated through the use of the Federal Personnel/Payroll System (FPPS). The Payroll Coordinator in SFA HR establishes employees' master schedules. Timekeepers enter time exceptions every pay period. Then certifiers certify and forward the time and attendance data to NBC in Denver. NBC in Denver processes the payroll data, distributes paychecks and Leave & Earnings statements, and pays federal and state taxes for all ED employees. Timekeepers, certifiers and the Payroll Coordinator work together to correct payroll errors.

Handoffs:

The As-Is process flows listed below have the following number of handoffs:

Time & Attendance – 7

Handoffs occur between: employee - supervisor, supervisor - employee, employee - SFA Payroll Coordinator, employee - supervisor, supervisor - employee, employee - timekeeper, and timekeeper - certifier.

Payroll Processing – 6

Handoffs occur between: NBC Payroll Operations - SFA Payroll Coordinator, SFA Payroll Coordinator - certifiers, NBC Payroll Operations - SFA Payroll Coordinator, SFA Payroll Coordinator - certifier, certifier - SFA Payroll Coordinator, and SFA Payroll Coordinator - NBC Payroll Operations.

Paycheck Distribution – 3

Handoffs occur between: NBC Payroll Operations - Department of Treasury, Department of Treasury - Federal Reserve, and Federal Reserve - banks.

Leave & Earnings Statement – 1

Handoff occurs between: NBC contractors - employees.

Payroll Corrections – 12

Handoffs occur between: NBC Payroll Operations - SFA Payroll Coordinator, SFA Payroll Coordinator - timekeeper, timekeeper - supervisor, supervisor - timekeeper, timekeeper - NBC Payroll Operations, SFA Payroll Coordinator - supervisor, supervisor - SFA Payroll Coordinator, SFA Payroll Coordinator - NBC Payroll Operations, employee - timekeeper, timekeeper - certifier, certifier - timekeeper, and timekeeper - NBC Payroll Operations.

Tax Pay & Filing – 1

Handoff occurs between: NBC Taxes & Collections Group - employees.

Average Process Completion Time:

The average process completion time for the establishing master schedules is three days. On average, time and attendance data is entered, certified and forwarded to NBC in Denver in three days.

Position title	Agency name	Time/pay period	Number of positions	Percent of time/year	# processed/ pay period
Payroll Coordinator	SFA HR	4 hrs.	1	5%	5
Timekeeper	SFA	2 hrs.	121*	2.5%	1247
Certifier	SFA	1 hr.	259*	1%	1247

The average process completion time for processing payroll data is one to two days.

Position title	Agency name	Time/pay period	Number of positions	Percent of time/year	# processed/ pay period
Payroll Coordinator	SFA HR	8 hrs.	1	10%	10
Timekeeper	SFA	0-30 min.	121*	Less than 1	4
Certifier	SFA	0-30 min.	259*	Less than 1	4

The average process completion time for distributing paychecks to employees is one day.

The average process completion time for distributing Leave & Earnings Statements is one day.

The average process completion time for the correcting payroll errors that directly affect employee pay is one day. All other errors are processed in three to four days, excluding time for mail delivery time.

Position title	Agency name	Time/pay period	Number of positions	Percent of time/year	# processed/ pay period
Payroll Coordinator	SFA HR	12 hrs.	1	15%	5
Timekeeper	SFA	0-30 min.	121*	Less than 1	5
Certifier	SFA	0-30 min.	259*	Less than 1	5

The Tax Pay & Filing process continues throughout the year, and therefore, there is no average process completion time.

* Includes employees in regions

Cost:

- HRG inter-agency agreement: \$230,000/annually
- FPPS: \$165 per W-2 form/annually

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Assumptions:

- The process flows assume that all forms submitted by the employee are complete. If certain parts of the form(s) are not filled in, the timekeeper, certifier, Payroll Coordinator or NBC staff will return the form(s) to the employee to complete and resubmit.
- The process flows assume that the employee's certifier is also their supervisor. In reality, however, certifiers can be but are not always an employee's supervisor.
- Page 6.7.1 assumes that the Payroll Coordinator correctly enters the total hours for the two-week schedule. If the Payroll Coordinator finds that the schedule in FPPS does not match the schedule on the Work Schedule Request Form, then the Payroll Coordinator makes the necessary changes.
- The payroll processing flow suggests that the NBC Payroll Operations staff always reports missing timesheets first and insufficient leave balances second. Sometimes, NBC will report both at the same time.
- The paycheck distribution flow assumes that FPPS or the NBC Payroll Operations staff detects no problems when completing the ECS Certification for the Department of Treasury. If there are any problems with the payroll data, NBC Payroll Operations staff members work to resolve them before completing the ECS Certification.

Exclusions:

- The flows identify the major steps that are accomplished by FPPS, the NBC Payroll Operations staff and the NBC Taxes & Collections Group, but the flows do not describe in detail how these functions are completed.

Regions:

- These processes are similar in the regions and in headquarters. The regions have timekeepers and certifiers just like in headquarters. Each of the regions have their own HRG point of contact, or lead timekeeper, that performs many of the same functions as the Payroll Coordinator in headquarters. Similar to the Payroll Coordinator, the lead timekeeper in the regions is capable of entering a master schedule. Also, when FPPS detects errors in the payroll data, NBC contacts the lead timekeeper directly. They work together to resolve payroll problems like the Payroll Coordinator does in headquarters.

Strategic Direction:

SFA HR can use these process flows to gain a better understanding of who is involved and what role the different service providers play in these payroll functions. By analyzing these "As-Is" process flows, SFA HR will be able to determine how to shorten the payroll administration lifecycle while minimizing errors and increasing efficiency. These process flows will also help SFA HR identify areas that could be automated further.