

January 10, 2014

MEMORANDUM FOR ALL GENERAL SERVICES ADMINISTRATION (GSA)

AND CLIENT AGENCY EMPLOYEES

FROM: JIM MCAFEE

CHIEF, GSA NATIONAL PAYROLL BRANCH (BCEC)

SUBJECT: 2014 Payroll Newsletter

The 2014 Payroll Newsletter provides general information for all GSA and client agency employees. As a reminder, the GSA Office of the Chief Financial Officer (OCFO) National Payroll Branch (NPB) provides payroll services for federal, non-federal and quasi-federal employees. This newsletter covers many payroll issues and serves as a summary of changes effective in 2014 for all of our clients.

Some of the important changes occurring in 2014 are:

- A one percent pay increase in January 2014.
- Federal Employees Health Benefits (FEHB) rate changes.
- New 2014 Combined Federal Campaign (CFC) contributions.
- New federal, state and local tax changes.

If you have any questions, please contact the GSA NPB Customer Service Representatives at (816) 823-3900, or (800) 676-3690, ext. 33900 or via email at kc-payroll.finance@gsa.gov.

GSA NPB - PAYROLL NEWSLETTER ON-LINE

The NPB issues memorandums and informational newsletters, such as this one, at various times during the year. These are posted to the GSA Payroll Portal website at http://www.gsa.gov/payroll and can be viewed at any time.

EMPLOYEE EXPRESS (EEX) EARNINGS AND LEAVE STATEMENT (ELS)

GSA and client agency employees have the capability of viewing their ELS electronically through the EEX website at https://www.employeeexpress.gov.

The EEX provides timely access to your pay and leave data as early as the **Thursday** afternoon following the end of the pay period. You have on-line access to current and year-to-date pay and leave data, prior pay period data, and topical information regarding payroll issues.

The EEX allows you to view and/or change the following payroll/personnel information:

- Direct deposit
- FEHB
- Federal and state tax withholdings
- FEHB Premium Conversion
- FEHB Qualifying Life Event (QLE)
- Financial allotments
- Health savings allotment
- Home address
- Thrift Savings Plan (TSP)
- TSP Catch-Up
- W-2 hardcopy On/Off
- History personnel/payroll actions
- Latest FEHB confirmation letter

If you have forgotten your EEX Personal Identification Number (PIN), a new PIN can be requested on-line or by calling the EEX Helpdesk at 478-757-3030 or toll-free at 888-353-9450 and choosing the "PIN" option. Your new PIN will be sent via email or to your payroll address on file depending on the requested method, you choose.

EMPLOYEE EXPRESS (EEX) TECHNICAL ASSISTANCE

On-line help information is always available when using EEX. You may reference the frequently asked questions link on the EEX homepage www.employeeexpress.gov for commonly asked questions.

If you need technical assistance, contact the EEX Help Desk at 478-757-3030 or toll free at 888-353-9450. Help Desk business hours are Monday through Friday 7 a.m. to

7 p.m. Eastern Standard Time. During non-business hours, leave a message and a Help Desk representative will return your call within one business day.

You may also contact the Help Desk by sending a detailed email message to EEXHelp@opm.gov with the following information:

- Your name
- Your employing agency name
- Your daytime phone number
- A detailed description of the reason for your inquiry. (For security reasons, DO NOT include your Social Security Number (SSN), Login ID or Password in your message.)

Hearing impaired employees may access the Telecommunications Device for the Deaf (TDD) by calling 478-757-3117 or 888-880-0412. Visually impaired employees can access the EEX telephone system using their agency's designated telephone number.

Questions concerning specific personnel information should be directed to your servicing Human Resources Office. For payroll information, contact the GSA NPB Customer Service Help Desk.

REMINDER TO REVIEW YOUR EEX ELS

Each employee is provided comprehensive ELS each pay period, whereby they can determine the accuracy of their pay.

Although both your servicing Human Resources Office and the NPB have many internal controls in place and make every effort to process your personnel and payroll records promptly and without error, mistakes can happen. One of the internal controls is for you to review your ELS. The ELS located at www.employeeexpress.gov is designed for you to identify and report mistakes in your pay, benefits, and deductions.

Reviewing your ELS every pay period is important, <u>especially</u> at the beginning of the calendar year when so many changes are implemented. If there is an error in your pay from either pay calculation or withholdings, and you are overpaid, you will be <u>required</u> <u>to pay back</u> any overpayments received.

The Comptroller General of the United States has repeatedly ruled that if an employee has information available to them regarding their pay, and an error occurs, they must pay back an overpayment.

In rare instances and on a case-by-case basis, an erroneous overpayment may be waived. In that event, the erroneous overpayment becomes taxable and may be reportable to the IRS as income.

SALARY CHANGES

Differences in your pay beginning Pay Period Ending (PPE) January 11, 2014, [Electronic Funds Transfer (EFT) pay date January 17, 2014,] may be the result of changes in any or all of the following:

Federal, state and local tax changes.

Differences in your pay beginning PPE January 25, 2014, (EFT pay date January 31, 2014), may be the result of changes in any or all of the following:

- General Schedule (GS) and special rate pay increase of one percent.
- FEHB rate changes.
- New 2014 CFC contributions.
- Federal Employee Dental and Vision Insurance Program (FEDVIP) changes.

FEDERAL INCOME TAX WITHHOLDING (IRS FORM W-4) EXEMPT

The Internal Revenue Service (IRS) Form W-4, Employee's Withholding Allowance Certificate, is used by employees to designate how much of their taxable income is to be withheld and remitted to the IRS as advance tax payments throughout the year.

Changes to withholding allowances must be made either through the EEX application or by completing the IRS Form W-4. According to the IRS Circular E, Employer's Tax Guide (Publication 15), employers can no longer accept a substitute Form W-4 form.

To change your withholding allowance in EEX go to www.employeeexpress.gov, click on "Federal Tax" on the left side of the Main Menu. To change your withholding allowance using the IRS Form W-4 go to www.irs.gov, click on the link on the left side of the Main Menu. The completed form should be sent to the NPB.

If you have been claiming an "EXEMPT" withholding status in 2013, you **must file a new IRS Form W-4** to retain your "EXEMPT" withholding status in 2014. The deadline for filing the "EXEMPT" withholding status IRS Form W-4 for the 2014 tax year is February 18, 2014. If we have not received an IRS Form W-4 for the 2014 tax year by February 18, 2014, we will begin withholding federal income tax under the "single/no exemption" formula as of PPE March 8, 2014. **Note:** There are no refunds of tax withholdings if the IRS Form W-4 claiming "Exempt" status is submitted late.

2013 WAGE AND TAX STATEMENT (IRS FORM W-2) UPDATE

The GSA NPB will issue the 2013 IRS Form W-2, Wage and Tax Statement using EEX contracted services. If you received your 2012 IRS Form W-2 electronically or you registered to receive an electronic 2013 IRS Form W-2 **before** the close of business on December 14, 2013, you are registered to receive your 2013 IRS Form W-2 on-line through EEX. The on-line 2013 IRS Form W-2 will be available by the middle

of January 2014 through the EEX website <u>www.employeeexpress.gov</u>. If you elected to receive your IRS Form W-2 in paper format, your IRS Form W-2 will be postmarked and mailed by January 31, 2014.

For tax year 2013, if you registered for an electronic W-2 **after** December 14, 2013, then you will receive a paper IRS Form W-2. However, your registration will be effective for future tax years, starting in tax year 2014. You will receive your W-2 via EEX instead of a paper copy of your IRS Form W-2.

The 2013 IRS Form W-2 covers the wages paid to employees from PPE December 29, 2012, through PPE December 14, 2013. The format for the 2013 IRS Form W-2 did not change.

Employees should examine their IRS Form W-2 closely for legibility, accuracy, and completeness. The instructional guide for reading the 2013 IRS Form W-2 may be found at http://www.gsa.gov/portal/content/102521. Employees should compare the IRS Form W-2 with their ELS for PPE December 14, 2013, to verify accuracy and completeness of the tax information included on the IRS Form W-2. Report any discrepancies to the GSA NPB Customer Service Help Desk at KC-payroll.finance@gsa.gov or by phone at 816-823-3900 or 800-676-3690 ext. 33900.

FEDERAL, STATE AND LOCAL INCOME TAX CHANGE

Effective PPE January 11, 2014, the following tax rates will change:

- A new Federal income tax withholding formula will be used.
- The state tax rate will change for:
 - California (CA)
 - Connecticut (CT)
 - Delaware (DE)
 - Kansas (KS)
 - Kentucky (KY)
 - Maine (ME)
 - Maryland (MD)
 - Massachusetts (MA)
 - Michigan (MI)
 - Minnesota (MN)
 - Missouri (MO)
 - New Mexico (NM)
 - New York (NY)
 - North Carolina (NC)
 - North Dakota (ND)
 - Oklahoma (OK)
 - o Rhode Island (RI)

- Utah (UT)
- Vermont (VT)
- The local tax rate will change for: New York City and multiple Pennsylvania local taxing authorities including:
 - Alburtis Borough,
 - Allentown City,
 - Annville Township,
 - o Antis Township,
 - Big Beaver Borough,
 - Blossburg Borough,
 - Braddock Borough,
 - Buffalo Township,
 - Clinton Township,
 - o East Nottingham Township,
 - East Washington Borough,
 - Easton City,
 - o Greenville Borough,
 - Jeannette City,
 - Jefferson Township,
 - o Johnstown City,
 - Laporte Borough,
 - Lehighton Borough,
 - Lewis Run Borough,
 - Middletown Township,
 - New Britain Township,
 - Orangeville Borough,
 - Philadelphia City,
 - Salisbury Township,
 - Saltsburg Borough,
 - Silver Spring Township,
 - Worth Township, and
 - Worthington Borough.

Please check your ELS for this pay period to determine the effect on your pay.

SUPPLEMENTAL WAGE WITHHOLDING RATE

Supplemental wages are non-regular wage payments to an employee. They include payments such as awards, overtime, severance pay, back pay, voluntary separation incentive payments, amended timecards and retroactive pay increases.

The federal income tax withholding rate for supplemental wages for 2014 will continue to be 25 percent (as in 2013) for payments made after December 31, 2013.

CANCELLATION OF DEBT (IRS FORM 1099-C)

If a federal government agency, financial institution, or a credit union cancels or forgives a debt owed of \$600 or more, an IRS Form 1099-C, Cancellation of Debt must be provided to you. Generally, you must include all canceled amounts, even if less than \$600, on the "Other income" line of IRS Form 1040, U.S. Individual Income Tax Return. IRS Form 1099-C, will be mailed by January 31, 2014. Consult the IRS or your tax advisor if you have additional questions on preparing your individual tax return.

OLD-AGE, SURVIVORS, AND DISABILITY INSURANCE (OASDI) AND MEDICARE

The 2013 and 2014 wage base limits for these two programs are shown in the table below. In 2014, the Medicare tax rate is 1.45 percent. The OASDI tax rate is 6.2 percent.

Year	OASDI Wage Base Limit	Medicare Wage Base Limit
2013	\$113,700	Unlimited
2014	\$117,000	Unlimited

PRE-TAX QUALIFIED TRANSPORTATION FRINGE BENEFITS (TEA-21) PROGRAM

The IRS regulations allow employees to use pre-tax earnings to pay for the monthly cost of qualified vanpools, qualified parking expenses or transit passes (where the agency does not provide a transit pass issued directly to their employees).

As of the publication date of this newsletter, the IRS regulations (effective January 2014) authorize employees to claim up to \$250 per month in qualified parking benefits. In addition, employees can also claim up to \$130 per month for transportation in a commuter highway vehicle (a vehicle seating six or more passengers, not counting the driver). The \$130 monthly benefit for a commuter highway vehicle, when combined with the Transit Fare Subsidy, cannot exceed the \$130 per month limitation.

Reminder for all employees already enrolled in the TEA-21 benefit program, if your monthly costs change or you no longer qualify for the pre-tax transportation benefit, you must complete a GSA Form 3667, Application for Pre-tax Transportation Fringe Benefits (TEA-21) Program to update or cancel your participation.

To obtain information and program forms employees of the GSA and its client agencies should contact please contact their servicing Human Resources Office, the GSA NPB, or by going to the GSA Forms Library at http://www.gsa.gov/forms. Once the employee completes the GSA Form 3667, then fax the form to the GSA NPB Customer Service Help Desk.

Exceptions

Employees of the Railroad Retirement Board (RRB) should contact Patricia Hopkins at (312) 751-4511 or Patricia.Hopkins@rrb.gov with questions specifically related to the RRB Pre-tax Transit Benefits Program.

Employees of the U.S. Institute of Peace (USIP) should contact Rodney Hertz at (202) 429-4730 or by email RHertz@usip.gov with questions specifically related to the USIP Pre-tax Parking Benefits Program.

Employees of the Senate Restaurant Associates are **not** eligible for the pre-tax Qualified Transportation Fringe Benefits program through the GSA NPB.

GSA TRANSIT FARE SUBSIDY PROGRAM

Executive Order 13150, "Federal Workforce Transportation," signed April 21, 2000, allowed the GSA to implement a fare subsidy program for agency employees.

Employees using public transit to commute to and from work qualify for a subsidy to cover actual costs up to the authorized agency limit (\$130 per month effective January 1, 2014). Employees are not required to report the transit subsidy as income for federal tax purposes. You may enroll in this program by completing a GSA Form 3675 (Rev. 2/2009), Transit Subsidy Program Application.

The GSA employees may obtain information regarding the GSA Transit Subsidy Program from their regional transit subsidy program coordinator or through the Office of the Chief People Officer, Performance and Worklife Policy Division contact, Marge Higgins, at 202-501-3764. A list of regional contacts is at the following address: https://insite.gsa.gov/portal/content/510262.

GSA CHILD CARE SUBSIDY PROGRAM

The GSA Child Care Subsidy Program helps pay child care costs for income-qualified GSA employees. Child care payments made by the agency to a child care provider on behalf of an employee in excess of \$5,000 are subject to OASDI, Medicare and federal income taxes.

GSA employees can obtain program information and application forms by sending an email request to childcare@gsa.gov or by contacting Shirley Knese or Judy Gonzales at (816) 823-4582 through the OCFO Financial and Payroll Services Division (BCE), External Services Branch (BCED). Upon receipt of the appropriate documents, BCED will review the child care subsidy application and notify the applicant and their provider of the benefit that they may be entitled to receive. Payments will be made directly to the child care provider via EFT and will be reflected on the applicant's ELS for their records.

GSA Child Care website: http://insite.gsa.gov/portal/content/500022

Exception

U.S. Office of Personnel Management (OPM) employees should contact their local Human Resources Office to obtain information and application forms for this program.

RRB CHILD CARE SUBSIDY PROGRAM

The RRB child care subsidy program is approved and funded on an annual basis. The program is fully operated in-house. The RRB point of contact for this program is Ruthie Maldonado-Delwiche at (312) 751-4925 or Ruthie.Maldonado-delwiche@rrb.gov.

THRIFT SAVINGS PLAN (TSP) 2014 CONTRIBUTION LIMITS

The TSP/IRS contribution limit for 2014 is unchanged.

- The annual elective deferral limit (IRS limit) is a maximum of \$17,500 for 2014.
- Employees who will be age 50 or over in 2014 can contribute up to \$5,500 in additional "catch-up" contributions, as long as their regular contributions for the year are expected to reach the \$17,500 limit. (The "catch-up" contribution limit remains the same as in 2013).

Employees can enroll or change their election through EEX or submit a Catch-up Contribution Election Form (Form TSP-1-C) to their servicing Human Resources Office. Elections for "catch-up" contributions are not continuous; they are only effective for one calendar year at a time. Accordingly, employees must re-register each year. The effective dates for these changes will be the next full pay period after the action is processed.

For additional information, see the TSP website Frequently Asked Questions (FAQs) at https://www.tsp.gov/whatsnew/rates/currentLimitsAndRates.shtml.

FEHB CHANGES

The employee share of FEHB premiums will increase by an average of 3.7 percent for 2014. The 2014 FEHB rates, including open season enrollments and enrollment changes, become effective with PPE January 25, 2014 (EFT pay date January 31, 2014).

In addition to rate changes, FEHB plan codes may also have changed. It is extremely important for you to check your ELS carefully to ensure your enrollment code is the correct code for the plan of your choice and the withholding for health benefit insurance premiums is the amount you expected to pay.

If you are a temporary employee, your rates will probably differ from a full-time permanent employee. Temporary employees can reference the FEHB booklet for the current rates.

Please contact your servicing Human Resources Office immediately if you have questions concerning information on your FEHB.

FLEXIBLE SPENDING ACCOUNT (FSAFEDS) PROGRAM

FSAFEDS is a Flexible Spending Account (FSA) program for federal employees provided to reduce employee taxes related to health and dependent care expenses.

The FSA program allows an employee to set funds aside on a pre-tax basis to pay for a wide range of common out-of-pocket expenses related to health care or dependent care.

- By IRS rules, the maximum annual election for a Health Care FSA and the Limited Expense Health Care FSA is \$2,500 for the 2014 Benefit Period.
- The maximum annual election for a Dependent Care FSA will remain \$5,000 for the 2014 Benefit Period. (Married individuals filing separate tax returns are limited to \$2,500 contribution annually.
 - The minimum election for the flexible spending accounts will remain \$250.

The effective date for the 2014 FSA plan year is January 1, 2014. Deductions for this plan year will begin on PPE December 28, 2013, and will continue to be deducted through PPE December 13, 2014.

The amount set aside is not subject to OASDI, Medicare, or federal income taxes. In addition, your FSA contributions **may** not be subject to state and local taxes.

Employees of the Senate Restaurant Associates are **not** eligible for the FSAFEDS program.

EFFECTS OF SUPREME COURT DECISION ON IRS CAFETERIA PLANS (FSA, HSA, ETC.)

In the Windsor case, the Supreme Court held on June 26, 2013, that section 3 of Defense of Marriage Act (DOMA) is unconstitutional because it violates Fifth Amendment principles. IRS Revenue Rule 2013-17, interpreting the Windsor decision, held the following:

1. For Federal tax purposes, the terms "spouse," "husband and wife," "husband," and "wife" include an individual married to a person of the same sex if the individuals are lawfully married under state law, and the term "marriage"

includes such a marriage between individuals of the same sex;

- 2. For Federal tax purposes, the IRS adopts a general rule recognizing a marriage of same-sex individuals that was validly entered into in a state whose laws authorize the marriage of two individuals of the same sex even if the married couple is domiciled in a state that does not recognize the validity of same-sex marriages; and
- 3. For Federal tax purposes, the terms "spouse," "husband and wife," "husband," and "wife" do not include individuals (whether of the opposite sex or the same sex) who have entered into a registered domestic partnership, civil union, or other similar formal relationship recognized under state law that is not denominated as a marriage under the laws of that state, and the term "marriage" does not include such formal relationships.

FEHB INSURANCE (PREMIUM CONVERSION)

FEHB Premium Conversion allows employees to pay their share of the health insurance premium on a pre-tax basis. This means health insurance premiums are not subject to OASDI, Medicare, or federal income taxes. In addition, health benefit premium may not be subject to state and local taxes. Questions regarding this should be directed to your state and local taxing authorities.

Premium conversion is automatic for new enrollees. Enrollees may "opt out", waive participation in Premium Conversion via EEX, or complete the Premium Conversion Waiver form. This form can be obtained from your servicing Human Resources Office.

Once an employee participates in FEHB Premium Conversion, the participation continues automatically unless an employee elects to waive participation during the annual FEHB Open Season or as the result of a Qualifying Life Event (QLE).

Employees of the Senate Restaurant Associates are **not** eligible for the Premium Conversion FEHB premiums.

2014 COMBINED FEDERAL COMPAIGN (CFC) CONTRIBUTIONS

All 2014 CFC contributions will take effect with PPE January 25, 2014, (EFT pay date January 31, 2014.)

Please verify your withholding by checking your ELS against your pledge receipt. The CFC pledges received after PPE January 25, 2014, will take effect in the first pay period after receipt.

2014 PAY PERIODS

There are 26 pay periods in 2014. The first pay period in 2014 is PPE December 28, 2013, and the last pay period is PPE December 13, 2014. The last EFT date is December 19, 2014, and official pay date is December 24, 2014.

There are 26 pay periods in the 2014 **leave** year. The leave year-end date is January 10, 2015. The last date for scheduling "use or lose" annual leave is December 1, 2014. Employees earning 6 hours of annual leave will earn 10 hours in PPE December 27, 2014.

2014 FEDERAL HOLIDAYS

The 2014 federal holidays are provided below. Additional information can be found on the Office of Personnel Management website: http://www.opm.gov/policy-data-oversight/snow-dismissal-procedures/federal-holidays/

Wednesday, January 1 New Year's Day

Monday, January 20 Birthday of Martin Luther King, Jr. Monday, February 17 Washington's Birthday * (President's

Day)

Monday, May 26 Memorial Day Friday, July 4 Independence Day

Monday, September 1

Monday, October 13

Tuesday, November 11

Thursday, November 27

Thursday, December 25

Labor Day

Columbus Day

Veterans Day

Thanksgiving Day

Christmas Day

FAMILY MEDICAL LEAVE ACT (FMLA) BENEFIT CHANGES

On June 26, 2013, the Supreme Court ruled that the DOMA was unconstitutional. DOMA defined "marriage" as being the legal union only between a man and a woman, and that the term "spouse" only referred to the person of the opposite sex within that union.

Now that the term "spouse" is being defined as "a partner in any legally recognized marriage, regardless of the employee's state of residency," Federal employees are entitled to use FMLA to care for a same-sex spouse in the same manner as opposite-sex spouses. This means that employees can use FMLA leave in the following circumstances:

^{*} This holiday is designated as "Washington's Birthday" in section 6103(a) of title 5 of the United States Code, which specifies holidays for federal employees. Though other institutions such as state and local governments and private businesses may use other names, it is our policy to always refer to holidays by the names designated in the law.

- 1. To care for a same-sex spouse with a serious health condition
- 2. To care for a same-sex spouse who gives birth to a child
- 3. To care for a same-sex spouse who is a covered service member with an injury or illness incurred or aggravated in the line of duty, or
- 4. For qualifying exigencies while a same-sex spouse is on covered active duty or has been notified of an impending call or order to covered active duty status.

OFFICIAL WORKSITE FOR LOCATION-BASED PAY PURPOSES

Certain location-based pay entitlements (such as locality payments, special rate supplements, and non-foreign area cost-of-living allowances) are based on the location of the employee's official worksite associated with the employee's position of record. The official worksite generally is the location where the employee regularly performs his or her duties. If the employee's work involves recurring travel or the employee's work location varies on a recurring basis, the official worksite is the location where the work activities of the employee's position of record are based, as determined by the employing agency, subject to the requirement that the official worksite must be in a locality pay area in which the employee regularly performs work. An agency must document an employee's official worksite on the employee's Notification of Personnel Action (Standard Form 50 or equivalent). (See "Duty Station" blocks 38 and 39 of the Standard Form 50 showing the city/county and state in which the official worksite is located.)

WITHIN-GRADE INCREASES (WIGI)

Within-Grade Increases (WIGI) are pay increases received by Federal employees after they have served a specific amount of time at a certain grade level and demonstrated at least an acceptable level of performance.

A WIGI is effective on the first day of the first pay period beginning on or after the completion of the required waiting period. You can calculate your next WIGI by finding the effective date on the SF-50, Notification of Personnel Action for your last WIGI and using the chart below:

WIGI Step	Waiting Period Between Steps
2, 3 and 4	52 calendar weeks (1 year)
5, 6 and 7	104 calendar weeks (2 years)
8, 9 and 10	156 calendar weeks (3 years)

ALLOWANCES FOR GSA EMPLOYEES DEPLOYED IN FOREIGN AREAS

The Department of State Standardized Regulations (DSSR) govern allowances and benefits available to U.S. Government civilians assigned to foreign areas. The GSA has implemented additional policy and procedures governing certain foreign allowances. Employees should check both the DSSR and their agency's implementing regulations

for guidance on a specific allowance. The DSSR and other information of foreign allowances may be found at the following link:

http://aoprals.state.gov/content.asp?content_id=134&menu_id=75.

VOLUNTARY LEAVE TRANSFER PROGRAM (VLTP)

The GSA VLTP allows employees to donate annual leave to employees who are experiencing (or whose family member is experiencing) a medical emergency. If you want to donate leave, visit the link found at https://apps.ocfo.gsa.gov/volta/volta.volta_main.

Your donation may not exceed the lesser of:

- 1. One-half of the annual leave the donor would be entitled to accrue during the leave year in which the donation is made. For example, if you are in the 8-hour leave category no more than 104 hours could be donated.
- 2. If the employee is projected to otherwise forfeit "use-or-lose" leave at the end of the year, the number of hours remaining in the leave year of the donation for which the employee is scheduled to work and receive pay.

The UserID and password for accessing the VLTP website is the same as the one used to log onto the EEX website. If you have any log on issues, contact the OCFO Service Desk at OCFOServiceDesk@gsa.gov or by phone at (866) 450-6588.

EMPLOYMENT AND INCOME VERIFICATION (THE WORK NUMBER)

The GSA uses the TALX Corporation to provide employment and income verification for the GSA and participating client agencies using "The Work Number."

Verifiers may request proof of employment and/or income by either calling the toll free number (800) 367-5690 or on-line at http://www.theworknumber.com. Be sure to provide the person (verifier) requesting the proof of your employment/income, your SSN, and your Agency Company Code. The GSA Company Code is 10536. The Agency Company Code can be found in the TALX Work Number Employment and Income Verification Instructions brochure at www.gsa.gov/payroll under the Forms, Documents and Other Links tab.

For employment and income verification, verifiers will also need the "Salary Key." You can request the "Salary Key" by contacting TALX toll free at (800) 367-2884 or on-line at http://www.theworknumber.com. Your UserID is your SSN and your temporary PIN is the four digits of your birth year and the last four digits of your SSN. You will be prompted to change your PIN the first time you use this service.

PAYROLL QUESTIONS AND CONCERNS

If you have questions or concerns regarding your pay, the information on your ELS, or any of the preceding information, unless otherwise noted throughout the document, please use the following information to contact the GSA NPB Customer Service Help Desk. We are here to help you understand your payroll actions and resolve any issues.

Mail: GSA National Payroll Branch (BCEC)

Attn: Customer Service Representatives 1500 E. Bannister Road, Room 1118

Kansas City, MO 64131-3088

Phone: 816-823-3900

Toll Free: 800-676-3690, extension 33900

Fax: 816-823-5435

Email: KC-Payroll.Finance@gsa.gov