January 12, 2011

MEMORANDUM FOR ALL GENERAL SERVICES ADMINISTRATION (GSA) AND CLIENT AGENCY EMPLOYEES

FROM: TAMI M. HENRY
CHIEF, GSA NATIONAL PAYROLL BRANCH (BCEC)

SUBJECT: 2011 Payroll Newsletter

The 2011 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 for 2011 for all of our clients.

Some of the very important changes occurring in 2011 are:

- No annual pay increase for 2011 and 2012.
- Decrease in employee portion of social security tax to 4.2 percent.
- Federal Employees Health Benefits (FEHB) changes.
- Federal Employees Dental and Vision Insurance Plan (FEDVIP) changes.
- Flexible Spending Account (FSAFEDS) contributions.
- Conversion of nonforeign area cost of living allowances (COLA) to locality pay.
- New 2011 Combined Federal Campaign (CFC) contributions.
- New Federal and State tax changes.
- New locality pay areas for Alaska and Hawaii.

Unless otherwise noted, please use the following information to contact the GSA NPB:

Mail: GSA National Payroll Branch (BCEC)
Customer Service Representatives
Attn: Customer Service Representatives
1500 East Bannister Road, Room 1118
Kansas City, MO 64131-3088
We look forward to another successful year in providing first class payroll service to our customers.

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.

SALARY CHANGES

Differences in your pay beginning Pay Period Ending (PPE) January 15, 2011, (Official Pay Date January 26, 2011), may be the result of changes in any or all of the following:

- No annual pay increase for Executive branch employees.
- Decrease in employee portion of social security tax to 4.2 percent.
- Federal Employees Health Benefits (FEHB) changes.
- Federal Employees Dental and Vision Insurance Plan (FEDVIP) changes.
- Flexible Spending Account (FSAFEDS) contributions.
- Conversion of nonforeign area cost of living allowances (COLA) to Locality Pay.
- New 2011 Combined Federal Campaign (CFC) contributions.
- High Deductible Health Plan (HDHP) with Health Savings Account (HSA) contributions.
- New Federal and State tax changes.
- New locality pay areas for Alaska and Hawaii.

FREEZE ON ANNUAL PAY ADJUSTMENTS FOR AFFECTED EMPLOYEES

Effective January 1, 2011, and ending on December 31, 2012, virtually all pay system and pay schedule adjustments and general increases for civilian employees in Executive agencies should be covered by the pay freeze. Affected pay schedules include Executive Schedule (EX), General Schedule (GS), Senior Executive Service (SES), and Senior-Level (SL) and Scientific and Professional (ST) employees. Also, Legislative branch employees covered by the GS pay schedule are included in the pay freeze.

Pay adjustments not covered by the freeze include the following:

1. Promotion increases,
2. Within-Grade Step Increases (WIGIs), and
3. Other similar individually based pay increases.
Additional exclusions include performance awards/bonuses; recruitment, relocation, and retention incentives; and premium payments (e.g. overtime pay).

CONVERSION OF NONFOREIGN AREA COLA TO LOCALITY PAY

Effective January 3, 2010, Alaska, Hawaii, Puerto Rico, U.S. Virgin Islands, Guam, American Samoa and Commonwealth of Northern Marianna Islands began receiving locality pay. The locality pay will be phased-in over a 3-year period (1/3 of locality pay rate per year). For 2011, employees in non-foreign areas will receive 2/3 of the locality pay.

Beginning in January 1, 2011, Alaska and Hawaii will receive their own locality pay areas. However, the remaining non-foreign areas (Puerto Rico, U.S. Virgin Islands, Guam, American Samoa and Northern Mariana Islands), will continue to receive locality pay based on the Rest of the U.S. (RUS) rate.

The new law freezes non-foreign area COLA rates. Existing COLA rates will be reduced year-by-year, but will continue to be paid until the rate reaches zero. The COLA rate will be offset by 65 percent of locality pay percentage to reduce the impact on take home pay.

IRS FORM W4 - EMPLOYEE’S WITHHOLDING ALLOWANCE CERTIFICATE

According to the Internal Revenue Service (IRS) Circular E, Employer’s Tax Guide (Publication 15), employers can no longer accept substitute Form W-4, Employee’s Withholding Allowance Certificate. Changes to withholding allowances must be made either through the Employee Express (EEX) application or by completing the IRS Form W-4. To make the change in EEX at www.employeexpress.gov, click on "Federal Tax" on the left side of the Main Menu. You may also access the IRS Form W-4 at www.irs.gov, by clicking on the link on the left side of the Main Menu. The form can be completed, saved, and printed, then sent to the NPB via e-mail.

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

The 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.

If you have been claiming an “EXEMPT” withholding status in 2010, you must file a new Form W-4 to retain your “EXEMPT” withholding status in 2011. The deadline for filing the “EXEMPT” withholding status Form W-4 for the 2011 tax year is February 11, 2011. If we have not received a new Form W-4 by PPE February 12, 2011, we will begin withholding Federal Income Tax under the “single/no exemption” formula as of PPE February 26, 2011.

Note: There are no refunds of tax withholdings if the Form W-4 claiming “Exempt” status is submitted late.
**2010 WAGE AND TAX STATEMENT (FORM W-2) UPDATE**

The GSA NPB will issue the 2010 Form W-2, Wage and Tax Statements, by utilizing the services of EEX. Paper copies of the W-2 will be mailed no later than January 31, 2011. If you registered to receive an electronic W-2 before the close of business on December 18, 2010, your 2010 W-2 should be available on the EEX secure web site (www.employeexpress.gov) by mid-January 2011.

For tax year 2010, If you registered for an electronic W-2 after December 18, 2010, then you will receive both a paper and an electronic Form W-2. However, for tax year 2011, you will only receive an electronic copy of your Form W-2.

The 2010 IRS Form W-2 covers the wages paid to employees from December 20, 2009, through December 18, 2010. The format for the 2010 Form W-2 did not change.

The instructional guide for reading your 2010 Form W-2 may be found at http://www.gsa.gov/payroll/.

- Employees should examine their IRS Form W-2 copies closely for legibility, accuracy and completeness. Employees can compare the Form W-2 with their Earnings and Leave Statement (ELS) for PPE December 18, 2010, 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 Representatives.

**FEDERAL, STATE & LOCAL INCOME TAX CHANGES**

Effective PPE January 1, 2011, the following tax rates will change:

- A new Federal income tax withholding formula will be used. Legislation signed by the President on August 10, 2010, repeals the Advanced Earned Income Tax Credit (EITC). Recipients will not be able to claim Advanced EITC after December 31, 2010.

Effective PPE January 15, 2011, the following tax rates will change:

- The state tax rate will change for the following states: Arizona, California, Colorado, Hawaii, Kentucky, Maine, Michigan, Minnesota, Missouri, New Mexico, North Dakota, Oklahoma, Oregon, Rhode Island and Vermont.

- The local tax rate will change for: Baltimore City, MD.

Please check your ELS for these pay periods to determine the effect on your pay.
SUPPLEMENTAL WAGE WITHHOLDING RATE

Supplemental wages include payments such as awards, overtime, severance pay, back pay, Voluntary Separation Incentive Payments (VSIP) and retroactive pay increases.

The Federal income tax withholding rate for supplemental wages for 2011 will continue to be 25 percent (as in 2010) for payments made after December 31, 2010.

CANCELATION OF DEBT (IRS FORM 1099-C)

If a Federal government agency, financial institution, or a credit union cancels or forgives a debt you owe of $600 or more, this form must be provided to you. Generally, you must include all canceled amounts, even if less than $600, on the “Other income” line of Form 1040. Form 1099-C will be mailed by January 31, 2011. Consult your tax advisor if you have additional questions on preparing your individual tax return.

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

The 2010 and 2011 wage base limits for these two programs are shown in the table below. It is important to note also that the tax rate remains at 1.45 percent for Medicare while it changes to 4.2 percent for Social Security (OASDI). The maximum OASDI tax employees will pay in 2011 is $4,485.60 ($106,800 limit multiplied by 4.2 percent).

<table>
<thead>
<tr>
<th>Year</th>
<th>OASDI Wage Base Limit</th>
<th>Medicare Wage Base Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010</td>
<td>$106,800</td>
<td>Unlimited</td>
</tr>
<tr>
<td>2011</td>
<td>$106,800</td>
<td>Unlimited</td>
</tr>
</tbody>
</table>

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 van pools, qualified parking expenses or transit passes (for those agencies that do not provide a transit pass issued directly to their employees).

Per the latest available IRS regulations effective January 2011, employees can claim up to $230 per month in qualified parking benefits. In addition, employees can also claim up to $230 per month for transportation in a commuter highway vehicle (a vehicle seating six or more passengers, not counting the driver). The $230 monthly benefit for a commuter highway vehicle, when combined with the Transit Fare Subsidy, cannot exceed the $230 per month limitation.

Reminder for all employees already enrolled in the TEA-21 benefit program, if your monthly cost changes or you no longer qualify for the pretax 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, please contact your servicing HR Office, the GSA NPB, or by going to the Document Library at http://www.gsa.gov/forms. You may fax the GSA Form 3667 to the GSA NPB.

Employees of the Railroad Retirement Board (RRB) should contact Andrea Harris at (312) 751-4313 or Andrea.Harris@rrb.gov with questions specifically relating to the RRB Pretax 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 relating to the USIP Pretax 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 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 (currently $230 per month). 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, Public Transportation Benefit Program Application.

Information regarding the GSA Transit Subsidy Program may be obtained by GSA employees from their regional transit subsidy program coordinator or through the Office of the Chief People Officer (OCPO), Performance and Worklife Policy Division (CHW) contact, Marge Higgins, at (202) 501-3764. A list of regional contacts is at the following address: http://inSITE.gsa.gov/wps/portal/gsa_insite/hr_pay_and_leave/benefits_and_work_life/transit_subsidy_program.

**GSA CHILD CARE SUBSIDY PROGRAM**

The GSA Child Care Subsidy Program helps pay child care costs for income-qualified GSA employees. The program is designed for agency employees in situations where both parents work, or where single parents work. 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 calling Judy Gonzales at (816) 926-7063. Upon receipt of the appropriate documents by the Financial and Payroll Services Division, External Services Branch, they will review your application and notify you and your provider of the benefit that you may be entitled. Payments will be made directly to
your child care provider via electronic funds transfer (EFT) and will be reflected on your
ELS for your records.

GSA Child Care Website:

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

RRB CHILD CARE SUBSIDY PROGRAM

The RRB Child Care Subsidy (CCS) Program is approved and funded on an annual
basis. RRB has contracted with the Federal Employee Education and Assistance Fund
(FEEA) that operates this program on behalf of RRB. The RRB point of contact for this
program is Ruthie Maldanado-Delwiche at (312) 751-4925 or Ruthie.Maldanado-
delwiche@rrb.gov.

THRIFT SAVINGS PLAN (TSP) CONTRIBUTIONS

Recent changes to the TSP program are as follows:

- The annual elective deferral limit (IRS limit) remains at a maximum of $16,500 for
calendar year 2011 (no change from 2010).

- The TSP no longer restricts your contributions to a percentage of pay. However,
the IRS annual elective deferral limit (IRS limit) will still apply.

- Effective May 2005 the TSP removed the restrictions on enrollment or changes
to an open season, and allows changes throughout the year. If you enroll or
change your election during the year, your change will be effective the next full
pay period after the action is processed.

For additional information on this change, go to the TSP website Frequently Asked

TSP CATCH-UP CONTRIBUTIONS

If you are age 50 or older, and already contribute the maximum amount of regular TSP
contributions for which you are eligible, you may elect to make up to $5,500 in catch-up
contributions for 2011. You must make a new election each calendar year.

To enroll or change your election, employees can submit a Catch-up Contribution
Election Form (Form TSP-1-C) to their servicing Human Resources (HR) office or
through EEX Self Service. If you enrolled or changed your election, and it was received
in your servicing HR Office, the effective dates for these changes will be the next full
pay period after the action is processed.
**GSA AWARD STORE GIFT CARDS**

The OCFO NPB wants to inform GSA employees of the taxability of the gift cards received from GSA regional award stores. IRS Publication 15-B states that cash and cash equivalent fringe benefits (for example, gift cards), however small the amount, are never excludable as minimal benefit.

Each time tickets or points are redeemed under your GSA regional award program in exchange for a gift card, you are required to provide the name used on your payroll records and the last four digits of your Social Security Number (SSN). The regional organization that administers the award program will provide a monthly report to the NPB listing each purchase of a gift card using award tickets or points. The NPB will include the gift card amount on your ELS as Parking/Travel/Misc. Income under the “Earnings” section. This amount will be included in the calculation of the deduction amount for OASDI and Medicare withholdings and will be included on your W-2 box 1 taxable wages.

**FEDERAL EMPLOYEES HEALTH BENEFITS (FEHB) CHANGES**

The 2011 FEHB rates, including open season enrollments and enrollment changes, become effective with PPE January 15, 2011 (Official Pay Date January 26, 2011).

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 that can reduce employees’ taxes related to health and dependent care expenses.

A FSA allows an employee to set funds aside on a pretax basis to pay for a wide range of common out-of-pocket expenses related to health care or dependent care. The effective date for the 2011 FSA plan year is January 1, 2011. Deductions for this plan year begin on PPE January 1, 2011, and will continue to be deducted through PPE December 17, 2011.

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 Flexible Spending Account (FSAFEDS) program through the GSA NPB.

Note: The 2010 FSAFEDS benefit period runs from January 1, 2010, through March 15, 2011. Employee claims for the 2010 benefit period must be filed no later than April 30, 2011.

**FEHB INSURANCE PREMIUMS (PREMIUM CONVERSION)**

FEHB Premium Conversion is a tax benefit that allows employees to pay their share of the health insurance premium on a pretax basis.

This means that your health insurance premium is not subject to OASDI, Medicare, or Federal income taxes. In addition, your 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. If an enrollee wishes to “opt out” or waive participation, they can complete the Premium Conversion Waiver form. This form can be obtained from their local 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 through the GSA NPB.

**HIGH DEDUCTIBLE HEALTH PLAN WITH A HEALTH SAVINGS ACCOUNT (HSA)**

A High Deductible Health Plan (HDHP) with a Health Savings Account (HSA) or Health Reimbursement Arrangement (HRA) provides traditional medical coverage and a tax-free way to help you build savings for future medical expenses.

When you enroll in an HDHP, the health plan determines if you are eligible for a HSA or a HRA. Each month, the plan automatically credits a portion of the health plan premium into your HSA or HRA, based on your eligibility as of the first day of the month. You can pay your deductible with funds from your HSA or HRA.

**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.
## WIGI Step

<table>
<thead>
<tr>
<th>Waiting Period Between Steps</th>
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<tbody>
<tr>
<td>2, 3 and 4</td>
<td>52 calendar weeks (1 year)</td>
</tr>
<tr>
<td>5, 6 and 7</td>
<td>104 calendar weeks (2 years)</td>
</tr>
<tr>
<td>8, 9 and 10</td>
<td>156 calendar weeks (3 years)</td>
</tr>
</tbody>
</table>

## 2011 COMBINED FEDERAL CAMPAIGN (CFC) CONTRIBUTIONS

All 2011 CFC contributions will take effect with PPE January 15, 2011, (Official Pay Date January 26, 2011).

Please verify your withholding by checking your ELS against your pledge receipt. CFC pledges received after PPE January 15, 2011, will take effect in the first pay period after receipt.

## 2011 FEDERAL HOLIDAYS

<table>
<thead>
<tr>
<th>2011 Federal Holidays</th>
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<tbody>
<tr>
<td>Friday, Dec. 31, 2010</td>
<td>New Year’s Day</td>
</tr>
<tr>
<td>Monday, Jan. 17</td>
<td>Birthday of Martin Luther King, Jr.</td>
</tr>
<tr>
<td>Monday, Feb. 21*</td>
<td>Washington’s Birthday</td>
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<tr>
<td>Monday, May 30</td>
<td>Memorial Day</td>
</tr>
<tr>
<td>Monday, July 4</td>
<td>Independence Day</td>
</tr>
<tr>
<td>Monday, Sept. 5</td>
<td>Labor Day</td>
</tr>
<tr>
<td>Monday, Oct. 10</td>
<td>Columbus Day</td>
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<tr>
<td>Friday, Nov. 11</td>
<td>Veterans Day</td>
</tr>
<tr>
<td>Thursday, Nov. 24</td>
<td>Thanksgiving Day</td>
</tr>
<tr>
<td>Monday, Dec. 26</td>
<td>Christmas Day</td>
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</tbody>
</table>

*This holiday is designated as "Washington’s Birthday" in section 6103(a) of title 5 of the United States Code, which is the law that 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.*

## PAY PERIODS IN 2011

There will be 26 pay periods in 2011. The first pay period in 2011 is PPE January 1, 2011, and the last pay period is PPE December 17, 2011. The last Electronic Funds Transfer (EFT) date is December 23, 2011, and official pay date is December 28, 2011. The leave year-end date for 2011 is December 31, 2011.

## EMPLOYMENT AND INCOME VERIFICATION (*THE WORK NUMBER*)

The GSA has a contract with 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 Social Security Number (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 Personal Identification Number (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.

An electronic version of The Work Number brochure can be downloaded at http://www.gsa.gov/payroll by clicking on Forms, Documents and Other Links.

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

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

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 period pay and leave data, prior pay period data, and topical information regarding payroll issues.

In addition, using EEX you may view or change the following payroll/personnel information:

- Direct Deposit
- Federal Employees Heath Benefits
- Federal and State Tax Withholdings
- Financial Allotments
- Health Savings Allotment
- Home Address
- Savings Bonds
- Thrift Savings Plan

If you have forgotten your EEX PIN, a new PIN can be requested on-line or by calling the EEX Helpdesk at (478) 757-3030 or toll-free at 1-888-353-9450 and choosing the “PIN” option. Your new PIN will be sent to you via email or to your payroll address on file depending on the requested method you choose.
REMINDER TO REVIEW YOUR EEX EARNINGS AND LEAVE STATEMENTS

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 your electronic ELS. The ELS located at www.employeexpress.gov is designed for you to identify and report mistakes in your pay, benefits and deductions.

We would like to stress the importance of reviewing your ELS every pay period, but especially at the beginning of the calendar year, when so many changes are being implemented. If there should be an error in your pay, from either pay calculation or withholdings, and you are overpaid, you will be required to pay back any overpayments you received. This includes times when overpayments may have gone on for some time and added up to a great deal of money!

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.

Each employee is provided with a comprehensive ELS each pay period, whereby they can determine the correctness of their pay. If an employee neglects to carefully review the information and report any discrepancies, then the Comptroller General feels they share in the overpayment problem. Do not let a situation like this happen to you - familiarize yourself with your ELS today!

EMPLOYEE EXPRESS (EEX) TECHNICAL ASSISTANCE

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

If you need technical assistance, you may contact the EEX Help Desk at (478) 757-3030 or toll-free at (888) 353-9450. Help Desk business hours are Monday through Friday 7:00 a.m. to 7:00 p.m. Eastern Time. During non-business hours, you may leave a message and a Help Desk representative will return your call within one business day (Monday-Friday).

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

- Your name
- Your employing agency name
- Your daytime phone number
- A detailed description of your problem (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 personnel office. For payroll information, contact the GSA NPB Customer Service Representatives.

**VOLUNTARY LEAVE TRANSFER PROGRAM**

The GSA Voluntary Leave Transfer Program (VLTP) lets employees donate annual leave to employees who are experiencing a medical emergency. If you want to donate leave, visit the Voluntary Leave Transfer Program link found at [www.Feddesk.gov](http://www.Feddesk.gov). The VLTP link is at the bottom right of the screen under the Financial/HR systems section.

Your donation may not exceed the lesser of:

1. One half of the amount of annual leave that 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, that would be no more than 104 hours.

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. You do not have to worry about this restriction if you donate before December.

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 Services Desk at [OCFOServicesDesk@gsa.gov](mailto:OCFOServicesDesk@gsa.gov) or by phone at 866-450-6588.

**PAYROLL QUESTIONS AND CONCERNS**

If you have questions or concerns regarding your pay, the information on your ELS, or any of the preceding information, please contact our GSA NPB Customer Service Representatives in one of the methods shown on page one. We are here to help you understand your payroll actions and resolve any issues.