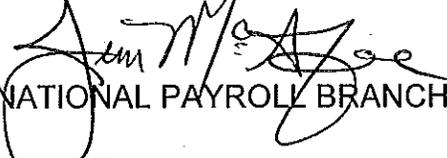




December 30, 2011

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

FROM: JIM MCAFEE 
CHIEF, GSA NATIONAL PAYROLL BRANCH (BCEC)

SUBJECT: 2012 Payroll Newsletter

The 2012 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 2012 for all of our clients.

Some of the very important changes occurring in 2012 are:

- No pay increase in 2012.
- Increase in employee portion of social security tax to 6.2% after February 2012, unless additional legislation is approved.
- Federal Employees Health Benefits (FEHB) changes.
- Federal Employee's Group Life Insurance (FEGLI) changes.
- Conversion of non foreign area Cost of Living Allowances (COLA) to locality pay is completed in 2012.
- Changes to Pre-Tax Qualified Transportation fringe benefits.
- New 2012 Combined Federal Campaign (CFC) contributions.
- New federal and state tax changes.
- 27 pay periods in the 2012 **leave** year.

Unless otherwise noted, please use the following information to contact the GSA NPB Customer Service Help Desk:

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

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>.

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.

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 7:00 a.m. to 7:00 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 a 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, **especially** 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 **required to pay back** any overpayments received.

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

SALARY CHANGES

Differences in your pay beginning Pay Period Ending (PPE) Jan. 14, 2012, (official pay date Jan. 25, 2012), may be the result of changes in any or all of the following:

- Conversion of non foreign area COLA to Locality Pay
- Pre-tax Qualified Transportation Fringe Benefits (TEA-21) Program
- Transit Fare Subsidy Program
- Child Care Subsidy Program
- TSP contribution limits

FREEZE ON ANNUAL PAY ADJUSTMENTS FOR AFFECTED EMPLOYEES

The Jan. 1, 2011, pay freeze continues through Dec. 31, 2012, and applies to virtually all pay system and pay schedule adjustments and general increases for civilian employees in executive agencies. Affected pay schedules include Executive Schedule (EX), General Schedule (GS), Senior Executive Service (SES), and Senior Level (SL) and Scientific and Professional (ST) employees. 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, 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 NON FOREIGN AREA COLA TO LOCALITY PAY

Effective Jan. 3, 2010, Alaska, Hawaii, Puerto Rico, U.S. Virgin Islands, Guam, American Samoa, and Commonwealth of Northern Mariana Islands began receiving locality pay. The locality pay is being phased-in over a three-year period 2010 through 2012. Employees in non foreign areas will receive the full locality pay in 2012.

The law also froze non foreign area COLA rates. Existing COLA rates are reduced year by year, and will continue to be paid until the rate reaches zero.

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 2011, you **must file a new IRS Form W-4** to retain your "EXEMPT" withholding status in 2012. The deadline for filing the "EXEMPT" withholding status IRS Form W-4 for the 2012 tax year is Feb. 10, 2012. If we have not received a IRS Form W-4 for the 2012 tax year by Feb. 10, 2012, we will begin withholding federal income tax under the "single/no exemption" formula as of PPE Feb. 25, 2012. **Note:** There are no refunds of tax withholdings if the IRS Form W-4 claiming "Exempt" status is submitted late.

2011 WAGE AND TAX STATEMENT (IRS FORM W-2) UPDATE

The GSA NPB will issue the 2011 IRS Form W-2, Wage and Tax Statements using the EEX contracted services. If you received your 2010 IRS Form W-2 electronically or you registered to receive an electronic 2011 IRS Form W-2 before the close of business on Dec. 17, 2011, you are registered to receive your 2011 IRS Form W-2 on-line through EEX. The on-line 2011 IRS Form W-2 will be available by mid-January 2012 through the EEX website www.employeeexpress.gov. If you elected to receive your IRS Form W-2 in paper format, your IRS Form W-2 will be postmarked and mailed by Jan. 31, 2012.

For tax year 2011, if you registered for an electronic W-2 after Dec. 17, 2011, then you will receive a paper IRS Form W-2. However, for tax year 2012, you will not receive a paper copy of your IRS Form W-2.

The 2011 IRS Form W-2 covers the wages paid to employees from PPE Dec. 19, 2010, through PPE Dec. 17, 2011. The format for the 2011 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 2011 IRS Form W-2 may be found at <http://www.gsa.gov/payroll/>. Employees should compare the IRS Form W-2 with their ELS for PPE Dec. 17, 2011, 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.

FEDERAL, STATE AND LOCAL INCOME TAX CHANGE

Effective PPE Jan. 14, 2012, the following tax rates will change:

- A new Federal income tax withholding formula will be used.

- The state tax rate will change for: California, Connecticut, Delaware, District of Columbia, Hawaii, Idaho, Kentucky, Maine, Massachusetts, Minnesota, Missouri, New Mexico, New York, North Dakota, Oklahoma, Oregon, Puerto Rico, Rhode Island, and Vermont.
- The local tax rate will change for: Boone County, KY, Martin County, IN, and Pennsylvania (PA) Act 32.

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 and retroactive pay increases.

The federal income tax withholding rate for supplemental wages for 2012 will continue to be 25% (as in 2011) for payments made after Dec. 31, 2011.

CANCELATION 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 Jan. 31, 2012. 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 2011 and 2012 wage base limits for these two programs are shown in the table below. In 2012 the Medicare tax rate remains unchanged at 1.45%. The Temporary Payroll Tax Cut Continuation Act of 2011 (TPTCCA) extends the reduction of the Social Security (OASDI) tax rate from 6.2% to 4.2% through the end of February 2012.

The TPTCCA includes a new "recapture" provision, which applies only to those employees who receive more than \$18,350 in wages during the two-month period ending Feb. 29, 2012. The 2012 social security wage base is \$110,100, and \$18,350 represents two months of the full year amount. The "recapture" provision imposes an additional income tax in an amount equal to 2% of wages received in excess of \$18,350 (and not greater than \$110,100) during this two-month period.

This additional tax is an add-on to income tax liability that the employee would otherwise pay for 2012. The recapture tax would be payable in 2013 when the employee files their income tax return for the 2012 tax year.

Unless additional legislation is approved, the tax rate will revert to the unreduced rate of 6.2% on Mar. 1, 2012.

| Year | OASDI Wage Base Limit | Medicare Wage Base Limit |
|------|-----------------------|--------------------------|
| 2011 | \$106,800 | Unlimited |
| 2012 | \$110,100 | 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 van pools, qualified parking expenses or transit passes (where the agency does not provide a transit pass issued directly to their employees).

Per the latest available IRS regulations effective January 2012, employees can claim up to \$240 per month in qualified parking benefits. In addition, employees can also claim up to \$125 per month for transportation in a commuter highway vehicle (a vehicle seating six or more passengers, not counting the driver). The \$125 monthly benefit for a commuter highway vehicle, when combined with the Transit Fare Subsidy, cannot exceed the \$125 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, please contact your servicing Human Resources Office, the GSA NPB, or by going to the GSA Forms Library at <http://www.gsa.gov/forms>. You may fax the GSA Form 3667 to the GSA NPB Customer Service Help Desk.

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 Apr. 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 (\$125 per month effective Jan. 1, 2012). 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.

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:

<http://insite.gsa.gov/portal/content/500171>

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 through the OCFO Financial and Payroll Services Division (BCE), External Services Branch (BCED) contact, Judy Gonzales at (816) 926-7063. Upon receipt of the appropriate documents, BCED will review the child care subsidy application and notify the applicant and their provider of the benefit they are entitled. Payments will be made directly to the child care provider via Electronic Funds Transfer (EFT) and will be reflected on the applicant's ELS for their records.

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

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) 2012 CONTRIBUTION LIMITS

The TSP IRS contribution limit for 2012 has changed.

- The annual elective deferral limit (IRS limit) has increased to a maximum of \$17,000 for 2012 from \$16,500 in 2011.
- Members of the uniformed services can contribute a total of \$50,000 in tax-deferred and tax-exempt money.

Employees who will be age 50 or over in 2012 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 \$17,000 limit. (The "catch-up" contribution limit remains the same as in 2011). 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. 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 <http://www.tsp.gov/curinfo/qsas-limits.html>.

GSA AWARD STORE GIFT CARDS

The OCFO wants to remind GSA employees of the taxability of the gift cards received from the GSA regional award stores. IRS Publication 15-B states cash and cash equivalent fringe benefits (for example, gift cards), no matter how little, are never excludable as a 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 SSN. The regional organization administering 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.

FEHB CHANGES

The enrollee share of FEHB premiums will increase by 3.5% on average for 2012. The 2012 FEHB rates, including open season enrollments and enrollment changes, become effective with PPE Jan. 14, 2012 (EFT pay date Jan. 20, 2012 and official pay date Jan. 25, 2012).

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.

AFFORDABLE CARE ACT (ACA)

The ACA changes (see chart below) were effective Jan. 1, 2011. The current Standard Form (SF) 2809, Health Benefits Election form does not include the changes for the ACA. Contact your local servicing Human Resources Office for assistance in completing the SF 2809.

| Children | Effect of ACA |
|------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| Between ages 22 and 26 | Children between the ages of 22 and 26 are covered under their parent's Self and Family enrollment up to age 26. |
| Married Children | Married children (but NOT their spouses or their own children) are covered up to age 26. |
| Stepchildren | Stepchildren do not need to live with the enrollee in a parent-child relationship to be eligible for coverage up to age 26. |
| Children Incapable of Self-Support | Children who are incapable of self-support because of a mental or physical disability that began before age 26 are eligible for continued coverage. |
| Foster Children | Foster children are eligible for coverage up to age 26. |

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.

A FSA 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. The effective date for the 2012 FSA plan year is Jan. 1, 2012. Deductions for this plan year begin on PPE Jan. 14, 2012, and will continue to be deducted through PPE Dec. 29, 2012.

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 through the GSA NPB.

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" or 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 QLE.

Employees of the Senate Restaurant Associates are not eligible for the Premium Conversion FEHB premiums through the GSA NPB.

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

A HDHP with a 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.

FEGLI CHANGES

The OPM announced the increase in FEGLI Option B, Option C, and Post-Retirement Basic premiums. There will be no change in premiums for Basic Employee or Option A coverage. The effective date for the new premiums is Jan. 1, 2012. Deductions for the new premiums will begin on PPE Jan. 14, 2012.

2012 CFC CONTRIBUTIONS

All 2012 CFC contributions will take effect with PPE Jan. 14, 2012, (official pay date Jan. 25, 2012).

Please verify your withholding by checking your ELS against your pledge receipt. CFC pledges received after PPE Jan. 14, 2012, will take effect in the first pay period after receipt.

2012 FEDERAL HOLIDAYS

2012 Federal Holidays

| | |
|-------------------|-------------------------------------|
| Monday, Jan. 2 | New Year's Day |
| Monday, Jan. 16 | Birthday of Martin Luther King, Jr. |
| Monday, Feb. 20* | Washington's Birthday |
| Monday, May 28 | Memorial Day |
| Wednesday, July 4 | Independence Day |
| Monday, Sept. 3 | Labor Day |
| Monday, Oct. 8 | Columbus Day |
| Monday, Nov. 12 | Veterans Day |
| Thursday, Nov. 22 | Thanksgiving Day |
| Tuesday, Dec. 25 | Christmas Day |

** 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.*

2012 PAY PERIODS

There are 26 pay periods in 2012. The first pay period in 2012 is PPE Dec. 31, 2011, and the last pay period is PPE Dec. 15, 2012. The last EFT date is Dec. 21, 2012, and official pay date is Dec. 26, 2012.

There are 27 pay periods in 2012 **leave** year. The leave year-end date is Jan. 12, 2013. The last date for scheduling "lose or use" annual leave is Dec. 1, 2012. Employees earning six hours of annual leave will earn ten hours in PPE Dec. 15, 2012.

FAMILY MEDICAL LEAVE ACT (FMLA)

FMLA was amended to help employees manage family affairs when their family members are on covered active duty. FMLA provides eligible federal employees up to 12 administrative workweeks of unpaid leave for qualifying exigency purposes. Qualifying exigencies arise when the spouse, son, daughter, or parent of an employee is on covered active duty in the Armed Forces, or has been notified of an impending call or order to covered active duty status.

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 [VLTP](https://fedpay.gsa.gov/volta/volta.volta_main) link found at https://fedpay.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, please contact the GSA NPB Customer Service Help Desk. We are here to help you understand your payroll actions and resolve any issues.