



**Consolidated Services Division (BGC)  
Payroll Services Branch**

January 6, 2017

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

FROM: BART JESTEL   
CHIEF, GSA PAYROLL SERVICES BRANCH

SUBJECT: 2017 Payroll Newsletter

The 2017 Payroll Newsletter provides general information for all General Services Administration (GSA) and client agency employees. As a reminder, the GSA Office of the Chief Financial Officer (OCFO) Payroll Services Branch (PSB) 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 2017.

Some of the important changes occurring in 2017 are:

- An average 2.1 percent pay increase in January 2017.
- Federal Employees Health Benefits (FEHB) rate changes.
- New 2017 Combined Federal Campaign (CFC) contributions.
- New federal, state and local tax changes.
- Flexible Spending Account (FSAFEDS) Health Care limit increases to \$2,600 annually.

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## 1. GSA PAYROLL NEWSLETTER ON-LINE

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

## 2. PAY PERIODS

There are 26 pay periods in 2017 and a copy of this payroll calendar can be found at: <https://www.gsa.gov/portal/content/102507>

- The first pay period in 2017 is pay period ending (PPE) January 7, 2017, and the last pay period is PPE December 23, 2017.
- The last Electronic Funds Transfer (EFT) pay date is on December 29, 2017. The last "Official" pay date will be on December 29, 2017.
- The leave year-end date is January 6, 2018.

Employees earning 6 hours of annual leave will earn 10 hours in PPE December 23, 2017.

## 3. 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 online 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
- TSP

- TSP Catch-Up
- W-2 hard copy On/Off
- 1095-C hardcopy On/Off
- History personnel/payroll actions
- Latest FEHB confirmation letter

#### 4. EEX TECHNICAL ASSISTANCE

On-line help information is always available when using EEX. You may read the frequently asked questions link on the EEX homepage [www.employeeexpress.gov](http://www.employeeexpress.gov) for commonly asked questions.

If you need technical assistance or have forgotten your EEX Personal Identification Number (PIN), a new PIN can be requested by contacting the EEX Help Desk. Your new PIN will be sent via email to your official email address on file. Contact the Help Desk by sending a detailed email message to [EEXHelp@opm.gov](mailto:EEXHelp@opm.gov) with the following information:

- Your name,
- Your employing agency name,
- Your daytime phone number, and
- 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.)

Questions concerning specific personnel information should be directed to your servicing Human Resources Office (HRO). For payroll information, contact the GSA PSB Customer Service and Payroll Operations at [kc-payroll.finance@gsa.gov](mailto:kc-payroll.finance@gsa.gov).

#### 5. 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 HRO and the PSB 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](http://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 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 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 will be reportable to the Internal Revenue Service (IRS) to determine if it is taxable income.

## 6. SALARY CHANGES

Differences in your pay beginning PPE January 7, 2017, (EFT pay date January 13, 2017) may be the result of changes in the following:

- Federal, state and local tax changes (see details below).
- Flexible Spending Account (FSAFEDS) Health Care limit increases to \$2,600 annually.

Differences in your pay beginning PPE January 21, 2017, (EFT pay date January 27, 2017), may be the result of changes in any or all of the following:

- General Schedule (GS) and locality pay increase of an average of 2.1 percent.
- FEHB rate changes.
- New 2017 CFC contributions.
- Federal Employee Dental and Vision Insurance Program (FEDVIP) changes.

## 7. 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.

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](http://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](http://www.irs.gov), click on the link on the left side of the Main Menu. The completed form must be sent to the PSB via e-mail, fax or regular mail.

If you have been claiming an "EXEMPT" withholding status in 2016, you must file a new IRS Form W-4 to retain your "EXEMPT" withholding status in 2017. To ensure there is

no interruption to an "EXEMPT" withholding status, be aware that the deadline for filing the "EXEMPT" withholding status IRS Form W-4 for the 2017 tax year is February 15, 2017. Effective February 16, 2017, your prior year IRS Form W-4 (2016) filing "Exempt" status expires. If we have not received an IRS Form W-4 for the 2017 tax year by February 16, 2017, we will begin withholding federal income tax under the "single/no exemption" formula as of PPE March 4, 2017. Note: There are no refunds of tax withholdings if the IRS Form W-4 claiming "Exempt" status is submitted late.

#### 8. WAGE AND TAX STATEMENT (IRS FORM W-2) UPDATE FOR 2016

The GSA PSB will issue the 2016 IRS Form W-2, Wage and Tax Statement using EEX contracted services. If you received your 2015 IRS Form W-2 electronically or you registered to receive an electronic 2016 IRS Form W-2 before the close of business on December 24, 2016, you are registered to receive your 2016 IRS Form W-2 on-line through EEX. The on-line 2016 IRS Form W-2 will be available by the middle of January 2017 through the EEX website [www.employeeexpress.gov](http://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 January 31, 2017.

For tax year 2016, if you registered for an electronic W-2 after December 24, 2016, then you will receive a paper IRS Form W-2. However, your registration will be effective for future tax years, and starting in tax year 2017, you will receive your W-2 via EEX instead of a paper copy of your IRS Form W-2.

The 2016 IRS Form W-2 covers the wages paid to employees from PPE January 9, 2016, through PPE December 24, 2016. The format for the 2016 IRS Form W-2 did not change.

Upon an employee's separation, the GSA PSB will automatically set the indicator to have their W-2 mailed to their address on record with the PSB.

Employees should examine their IRS Form W-2 closely for legibility, accuracy, and completeness. The instructional guide for reading the 2016 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 24, 2016, to verify accuracy and completeness of the tax information included on the IRS Form W-2. Report any discrepancies to the GSA PSB Customer Service Help Desk via email at [kc-payroll.finance@gsa.gov](mailto:kc-payroll.finance@gsa.gov).

#### 9. FEDERAL, STATE AND LOCAL INCOME TAX CHANGE

Effective PPE January 7, 2017:

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

- The state tax rate will change for:

- California
- Colorado
- Idaho
- Indiana
- Kentucky
- Maryland
- Maine
- Minnesota
- Missouri
- Mississippi
- Nebraska
- New Mexico
- New York
- North Carolina
- North Dakota
- Oklahoma
- Oregon
- Rhode Island
- South Carolina
- Vermont

- The local tax rate will change for:

- Cleveland, OH
- Allen County, IN
- Grant County, IN
- Marion County, IN
- Martin County, IN
- Miami County, IN
- Tippecanoe County, IN
- Vanderburgh County, IN
- Lake County, IN
- Pennsylvania Act 32

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

#### 10. 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 2017 will continue to be 25 percent (as in 2016).

#### 11. 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, 2017. Consult the IRS, or your tax advisor, if you have additional questions on preparing your individual tax return.

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

The 2016 and 2017 wage base limits for these two programs are shown in the table below. In 2016, 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
2016	\$118,500	Unlimited
2017	\$127,200	Unlimited

#### 13. 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).

The IRS regulations (effective January 2017) authorize employees to claim up to \$255 per month in qualified parking benefits. In addition, employees can also claim up to \$255 per month for transportation in a commuter highway vehicle (a vehicle seating six or more passengers, not counting the driver). The \$255 monthly benefit for a commuter highway vehicle, when combined with the Transit Fare Subsidy, cannot exceed the \$255 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 their servicing HRO, the GSA PSB, or by going to the GSA Forms Library at <http://www.gsa.gov/forms>. Once an employee completes the



GSA Form 3667, email the form to the GSA PSB at [kc-payroll.finance@gsa.gov](mailto:kc-payroll.finance@gsa.gov) or it can be faxed to (816) 823-5435.

### **Exceptions:**

Employees of the Railroad Retirement Board (RRB) should contact Patricia Hopkins at (312) 751-4511 or [Patricia.Hopkins@rrb.gov](mailto:Patricia.Hopkins@rrb.gov) with questions specifically related 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](mailto: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 PSB.

## **14. 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 (\$255 per month effective January 1, 2017). 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. 062/2010), Transit Subsidy Program Application. The GSA Form 3675 is in the GSA Forms Library at <http://www.gsa.gov/portal/forms/download/115174>.

GSA employees may obtain information regarding the GSA Transit Subsidy Program and processes for submitting necessary forms from their regional transit subsidy program coordinator or through the Office of Human Resources Management, Center for Talent Engagement (CSE) contact, Marge Higgins, at 202-501-3764. A list of regional contacts is available at: <https://insite.gsa.gov/portal/content/510262>.

## **15. GSA CHILD CARE SUBSIDY PROGRAM**

The Child Care Subsidy Program helps pay childcare 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.

## Exceptions:

OPM employees should contact their local HRO to obtain information and application forms for this program.

The RRB child care subsidy program is approved and funded on an annual basis. The program is fully operated by RRB. The RRB point of contact for this program is Tanisha Cooper at [Tanisha.Cooper@rrb.gov](mailto:Tanisha.Cooper@rrb.gov) or (312) 751-4578.

## 16. THRIFT SAVINGS PLAN (TSP) 2017 CONTRIBUTION LIMITS

The TSP contribution limits for 2017 remain unchanged from 2016.

- The annual elective deferral limit (IRS limit) is a maximum of \$18,000.
- Employees who will be age 50 or over in 2017 can contribute up to \$6,000 in additional “catch-up” contributions, as long as their regular contributions for the year are expected to reach the \$18,000 limit.

Employees can enroll or change their election through EEX or submit a Catch-up Contribution Election Form (Form TSP-1-C) to their servicing HRO. 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/Content/currentLimitsAndRates.html>.

## 17. FEDERAL EMPLOYEE HEALTH BENEFITS (FEHB) CHANGES

The employee share of FEHB premiums will increase by an average of 4.4 percent for 2017. The 2017 FEHB rates, including open season enrollments and enrollment changes, become effective with PPE January 21, 2017 (EFT pay date January 27, 2017).

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.

Please contact your servicing HRO immediately if you have questions concerning information on your FEHB.



## 18. AFFORDABLE CARE ACT EMPLOYER SHARED RESPONSIBILITY (ACA ESR)

As a federal government employee, Form 1095-C will be provided to you either by mail or electronically through EEX by January 31, 2017. The form will show whether your employer has offered health coverage to you during calendar year 2016. You can expect to receive this information every year thereafter reflecting information for the prior calendar year. Instructions for Recipients can be found on page 2 of the Form 1095-C.

If you signed up in EEX by the December 24, 2016, deadline to receive your 2016 Form 1095-C electronically, you will receive an email from EEX when the Form 1095-C is available to print for your records. If you do not elect this option, the form will be sent to your mailing address.

For more information on this form and IRS reporting, please visit:

<https://www.irs.gov/affordable-care-act> .

## 19. FLEXIBLE SPENDING ACCOUNT (FSA) PROGRAM

The FSAFEDS program is a FSA program for federal employees provided to reduce employee taxes related to health and dependent care expenses.

The FSAFEDS 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.

- The effective date for the 2017 FSA plan year is January 1, 2017. Deductions for this plan year will begin on PPE January 7, 2017, and will continue to be deducted through PPE December 23, 2017.

- By IRS rules, the maximum annual election for a Health Care FSA and the Limited Expense Health Care is \$2,600 for the 2017 Benefit Period.

- The maximum annual election for a Dependent Care FSA will remain \$5,000 for the 2017 Benefit Period. (Married individuals filing separate tax returns are limited to \$2,500 contribution annually.)

- The minimum election for the FSA (all types) remains unchanged from 2016 to 2017 of \$100

- Health care and limited expense FSAs will no longer have a grace period; instead, qualifying participants will be able to carry over up to \$500 of unused funds to the next plan year. Dependent care FSAs will still have a grace period and will not have carryover to the next plan year.



- For 2017 Dependent Care FSA participants still have the grace period in the first 2-1/2 months of 2018. Participants have from January 1, 2017, through March 15, 2018 to incur eligible expenses for reimbursement from their 2016 account. (Participants must be employed by an agency that participates in FSAFEDS and actively making allotments from their pay through December 31, 2017, to participate in the grace period.)

The FSA 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.

**Exception:**

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

## 20. 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 premiums may not be subject to state and local taxes. For questions regarding state or local tax impacts for FEHB Premium Conversion, please contact the taxing authorities applicable to you.

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).

**Exception:**

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

## 21. COMBINED FEDERAL CAMPAIGN (CFC) CONTRIBUTIONS

All 2017 CFC contributions will take effect with PPE January 21, 2017, (EFT pay date January 27, 2017.)

Please verify your withholding by checking your ELS against your pledge receipt. The CFC pledges received after PPE January 21, 2017, will take effect in the first pay period after receipt.

## 22. FEDERAL HOLIDAYS

The 2017 federal holidays are provided below.

Monday, January 2	New Year's Day
Monday, January 16	Birthday of Martin Luther King, Jr
Friday, January 20	Inauguration Day*
Monday, February 20	Washington's Birthday ** (President's Day)
Monday, May 29	Memorial Day
Tuesday, July 4	Independence Day
Monday, September 4	Labor Day
Monday, October 9	Columbus Day
Friday, November 10	Veterans Day
Thursday, November 23	Thanksgiving Day
Monday, December 25	Christmas Day

*\* Inauguration Day, January 20, 2017, falls on a Friday. An employee who works in the District of Columbia, Montgomery or Prince George's Counties in Maryland, Arlington or Fairfax Counties in Virginia, or the cities of Alexandria or Fairfax in Virginia, and who is regularly scheduled to perform non overtime work on Inauguration Day, is entitled to a holiday. (See 5 U.S.C. 6103(c).) There is no in-lieu-of holiday for employees who are not regularly scheduled to work on Inauguration 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.*

Additional information regarding these holidays can be found on the Office of Personnel Management (OPM) website:

<https://www.opm.gov/policy-data-oversight/snow-dismissal-procedures/federal-holidays/#url=2017>

## 23. 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.

If you have any questions about your duty station, please contact your servicing HRO. For additional information please go to:

<https://www.opm.gov/policy-data-oversight/pay-leave/pay-administration/fact-sheets/official-worksite-for-location-based-pay-purposes/>

## 24. 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)

## 25. ALLOWANCES FOR GSA EMPLOYEES DEPLOYED IN FOREIGN AREAS

The Department of State Standardized Regulations (DSSR) governs 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:

[https://aoprals.state.gov/content.asp?content\\_id=134&menu\\_id=75%20](https://aoprals.state.gov/content.asp?content_id=134&menu_id=75%20).

## 26. 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](https://apps.ocfo.gsa.gov/volta/volta.volta_main) .

Your donation may not exceed the lesser of:

- 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 OR,
- 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.

Approved donated leave recipients should contact their timekeeper or supervisor if you have questions on your donated leave balance. Also, remember it is your responsibility to review your ELS and work with your timekeeper and supervisor to ensure that the correct amount of donated leave is charged to your time and attendance records.

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](mailto:OCFOServiceDesk@gsa.gov) or by phone at (866) 450-6588.

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

The GSA has contracted with the Equifax Workforce Solutions (formerly TALX Corporation) to provide employment and income verification for the employees of GSA and participating client agencies using "The Work Number."

If you initiate activities for which such verification is required, such as applications for loans, mortgages, property rentals, etc., verifiers may request proof of employment and/or income by either calling the toll free number (800) 367-5690 or online at <http://www.theworknumber.com>. The GSA reminds employees to only provide such personal information, such as Social Security Number (SSN), to verifiers/companies

they consider reputable, and trust to be responsible with such sensitive information. Be sure to provide the person (verifier) requesting the proof of your employment/income, your SSN, your Agency Company Code, and your Salary Key. The GSA Company Code is 10536. For employees of GSA client agencies, the Agency Company Code can be found in the TALX Work Number Employment and Income Verification Instructions brochure at <https://www.gsa.gov/portal/content/102522> under the Forms, Documents and Other Links tab.

Employees may obtain the "Salary Key" needed by verifiers, by contacting the Equifax Workforce Solutions toll free at (800) 367-2884 or online at <http://www.theworknumber.com>. On-line, 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.

## 28. PAYROLL CONTACT INFORMATION

If you have payroll questions or concerns contact the GSA PSB Customer Service:

Email: [KC-Payroll.Finance@gsa.gov](mailto:KC-Payroll.Finance@gsa.gov)  
Phone: (844) 303-6515  
Fax: (816) 823-5435  
Mail: GSA Payroll Services Branch (BGC)  
2300 Main Street, 2NW  
Kansas City, MO 64108