GSA OCFO Payroll Services Branch (PSB)

OPM’s Employee Express (EEX) Self Service

Frequently Asked Questions (FAQ)

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15. **Is there a document that explains each field in EEX, especially on the Earnings and Leave Statement (ELS)?**

We believe the ELS in Employee Express is self explanatory; however, if employee’s have specific questions, they can contact the OPM EEX Customer Service, Monday through Friday, 7am – 7pm EST at 888-353-9450.

The employee can also go to the main page and look under “Payroll/Personnel or Miscellaneous” sections, which will display specific details of deductions and taxes with a link to the screen to make updates (i.e. Federal Tax, State Tax, Allotments).

1. **Will an EEX user see the agency listing or their individual agency name or do they go in under "GSA"?**

Users typically will not have to select an agency when accessing EEX. EEX is able to determine the correct employee pay record based on SSN and Personal Identification Number (PIN). However, if the user is a dual employee for an EEX agency and their PIN is not unique, this is the only case where they will be forced to select their agency name. GSA has provided EEX a listing of all client agencies which will be listed on the EEX Agency page.

1. **If someone changes their address, will their state taxes automatically change?**

**No**, the state tax will not be changed. EEX only generates a home address action when users change their address. The employee must fill out a new state tax withholding form. (i.e. Duty Station is DC, the employee lives in VA and is having VA taxes withheld; they move to MD, VA withholding will continue until the employee requests a state tax change.)

In order to change your State taxes, you may access the state tax section in EEX (from your homepage/Payroll/Personnel area) or contact the GSA PSB at [kc-payroll.finance@gsa.gov](mailto:kc-payroll.finance@gsa.gov) to submit the appropriate state tax withholding certificate.

1. **How will Personal Identification Numbers (PINs) be disseminated and when and to where?**

**Personal Identification Numbers (PINs):**

**New Hires at All Client Agencies:** PINs are mailed or emailed to new employees by the Office of Personnel Management in Macon, Georgia (OPM-Macon) within 10 business days after the end of the first full pay period they are onboard with their agency. The PIN is used only once to setup the EEX account. Employees can then login to EEX using their government issued PIV cards or two factor authentication using Login.gov

Transfer to Another Government Agency: Even though an employee transfers to another government facility serviced by GSA Payroll Services Branch and/or other uses of OPM Employee Express, the employee will be treated as a New Hire employee and will receive a new pin number.

1. **If an employee has Credit Hours, where will this be displayed on the ELS?**

Credit hours are displayed on the ELS at the bottom of the page under the ‘Leave’ section.

1. **If an employee has Military Leave hours, where will this be displayed on the ELS?**

Military Leave hours are displayed on the ELS at the bottom of the page under the ‘Leave’ section.

1. **If an employee has Restored Leave, where will this be displayed on the ELS?**

Restored Leave hours are displayed on the ELS at the bottom of the page under the ‘Leave’ section.

1. **Will Compensatory Time for Travel be broken out from regular Compensatory Time? Where will it be displayed?**

Yes, Compensatory Time and Compensatory Time for Travel (Travel Comp Time) balances are two different leave categories, so they are displayed separately on the ELS at the bottom of the page under the ‘Leave’ section.

1. **How long after an employee separates will employees be able to access EEX to see their Earnings and Leave Statement/Data and tax forms?**

Three years (36 months). Separated employees will have the ability to access EEX documents (Earnings & Leave Statements and tax forms) in EEX for 3 years from the processing date of the separations personnel action. After that time they are removed from the Employee Master File and their information is no longer sent to EEX.

1. **How far back will EEX show pay and leave history?**

EEX allows the collection/storage of up to 3 years of ELS data.

1. **Where will I find the Government portion of benefits on EEX?**

The Government portion of benefits will display on the Earnings and Leave Statement (ELS) under the ‘Benefits Paid by Gov’t’ section.

1. **How does the EEX ELS list insurance benefits like FEGLI and FEHB deductions information?**

The Federal Employees Group Life Insurance and Federal Employees Health Benefits information will display on the ELS under the ‘Deductions’ section as “GLI Basic Employee, Options A, B and C” and “HBI” respectively.

1. **How are local taxes presented on the ELS?**

Local tax deductions will displayed on the ELS under the ‘Deductions’ section. Check with GSA Payroll office at [kc-payroll.finance@gsa.gov](mailto:kc-payroll.finance@gsa.gov) for questions on city and school district taxes deducted from your pay.

1. **How will the EEX ELS report the shared leave information?**

**If an employee is enrolled in the Shared Leave Program**, Shared Leave will display on the ELS in the ‘Leave’ section under the title ‘Shared Leave’; it will reflect YTD Earned, Current Used, YTD Used, and Balance.

**If an employee has donated leave to someone in the Shared Leave Program**, the amount of annual leave hours donated will be displayed in the ‘Leave’ section under the title ‘Donated Annual Leave’

**OPM Employee Express:** [**https://www.employeeexpress.gov/Default.aspx**](https://www.employeeexpress.gov/Default.aspx)