

# Payroll FAQ

## (Frequently Asked Questions)

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Questions/Comments: [kc-payroll.finance@gsa.gov](mailto:kc-payroll.finance@gsa.gov)

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### AMENDED TIME & ATTENDANCE RECORD QUESTIONS:

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1. **Why was this employee charged annual leave, when Compensatory Time was recorded on the Time and Attendance (T&A) Record?**

Either the employee didn't have a Compensatory balance or the employee wasn't eligible for Compensatory Time. When the Fair Labor Standards Act (FLSA) code is N an employee is paid overtime. If the FLSA code is E the employee has a choice. They can earn compensatory Time or be paid overtime.

2. **Why can't I schedule my stay-in-school employee to work nine hours a day without paying overtime? He doesn't work 40 hours a week?**

You can schedule a stay-in-school employee to work nine hours a day without paying overtime. The AWS indicator must be annotated on the Time and Attendance (T&A) Record.

**3. I sent in an Amended Time and Attendance (T& A) Record and it still has not processed, why not?**

To be processed in the current pay period, ETAMS users must submit amendments no later than 11:00 am on the second Thursday of the pay period and scanner sheets must be received in the NPC before the last day of the pay period.

The Retroactive T/A Records Processed sent to your Timekeeper every pay period will show if the amended has processed, is waiting to process, or needs to be corrected. This should be reviewed each and every pay period by the Certifying Official and the Timekeeper.

**4. I sent in a payroll change several weeks ago and it still hasn't processed.**

Please contact the NPC Customer Service at 816-823-3900. If you're not in your office, you may contact the NPC at our 24-hour toll-free number at 1-800-676-3690, extension 33900.

**5. I sent in an amended Time and Attendance (T&A) Record and the employee didn't get their overtime.**

There could be a couple of reasons the employee did not receive the overtime from the amended Time and Attendance (T&A) Record.

1. The NPC received the amended too late for the current pay cycle. It should process the next pay period.
2. The amended Time and Attendance (T&A) Record had an error and would not process.

The timekeeper should review the Retroactive T/A Records Processed for the status of the amendment. If received by the NPC, but not processed, it will show as "Unedited", if rejected for an error it will show "Error". If there is an error, an amended Time and Attendance (T&A) Record will need to be submitted.

**6. I sent in an amended Time and Attendance (T&A) Record adding annual leave, why was the overtime taken away?**

Amended Time and Attendance (T&A) Records should reflect how the original record should have been recorded. If the original had overtime, the amended should show overtime and annual leave.

**7. I sent an amended Time and Attendance (T&A) Record adding 2 hours of pay. Why was the other 22 hours deleted?**

When sending in an amended Time and Attendance (T&A) Record reducing or adding hours, (i.e. annual leave, sick leave, overtime, regular hours) you must submit the amended Time and Attendance (T&A) Record exactly as the original should have been recorded.

Example: An employee works 24 hours, 22 hours were originally submitted. The amended should show the entire 24 hours, not just the additional 2 hours.

**8. What do the asterisks mean on the Supervisors' Time and Attendance Certification Report?**

The Time and Attendance (T&A) Record had an error on it and the NPC made a change in order for it to be processed. If our correction was not what the timekeeper intended, an amended Time and Attendance (T&A) Record is required. If the correction made by the NPC was right, no amended is needed.

**ETAMS QUESTIONS**

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**1. Do I change an employee's regular hours when LWOP or AWOL is used?**

No! The system will automatically cut back regular hours on the Timecard, when the Timecards are recorded with LWOP or AWOL are picked for the pay period.

**2. Do I send separated employee's Timecard record in?**

Yes! The last Timecard for the employee needs to be submitted with the separated indicator marked "Y". If the employee left in the middle of the pay period, you need to change all the days after the separation date to 9000. Once the Timecard has been sent, and after the pay period has been initialized go to the base schedule to make sure the employee's status has changed from

"active" to "inactive", this prevents the base schedule from being copied over for the new pay period. Also check to make sure there is not a Timecard for the current pay period, if there is one delete it. You may also delete the Base Schedule if you prefer, as long as there are no uncollected amendments. It can be brought back in later.

**3. When do I send amendments in?**

You have from the first Friday (EFT Pay Day Friday) of the pay period until 11:00 am the 2nd Thursday of the pay period.

**4. When do I change the base schedule?**

The base schedule should only be changed, if the employee's tour of duty changes (i.e. day off changes, 8 hours to 9 or 10 hours per day, goes from full time to part time or vice versa) or the employee separates.

**5. If I need to do an amendment that was prior to converting to ETAMS, do I send a bubble sheet?**

No! The amendment can be and should be created in ETAMS. You will go to the "Amendment" option, click on "Base Schedule" in the "List" box. Find the employee that you want to amend, highlight, change the year and pay period to the one that you want to amend, then click on "OK". You will get a message "Amendment does not exist. Do you want to add it", you'll say yes. This will then bring up a blank timecard record. You will have to create the record just as the original for that pay period and make the necessary adjustments. Put an explanation in the remark section. It is now ready for signature. Once signed, it will be picked up on the second Thursday of the pay period by 11am your time.

**6. When I set up a base schedule on an AWS employee, how do I put hours in to make sure he/she is paid for the second week?**

Daily hours are repeated until there is a change. (i.e. 5-4-9 employee 1st Friday 8 hour day, 2nd Friday AWS day would show as follows.

1	Sunday	9000
2	Monday	090H
3	Tuesday	
4	Wednesday	
5	Thursday	
6	Friday	080H
7	Saturday	9000
8	Sunday	9000
9	Monday	090H
10	Tuesday	

11	Wednesday	
12	Thursday	
13	Friday	9000
14	Saturday	9000

ETAMS copies down the last summary hours recorded.

**7. What's the easiest way to tell when a mistake happened?**

Check the Supervisors' Time and Attendance Certification Report each pay period and the Correction option in ETAMS. If there is an asterisk on the Certification Report, payroll has made a correction. This will then show in the Payroll Correction option in ETAMS. When you review the correction, there will be a comment in the "remarks" section explaining the correction.

**8. How do I know payroll has received an amendment if I don't see the adjustment?**

If the Supervisors' Time and Attendance Certification Report, second page titled "Retroactive Time and Attendance (T&A) Records processed", shows the employee with an "Unedited" Time and Attendance (T&A) Record, this means the NPC has received the amendment but it has not processed yet.

**9. What does the asterisk mean beside an employee's name on the Supervisors' Time and Attendance Certification Report?**

Payroll has made a correction to the original card. You should verify that the correction is OK. If the correction was not what the Timekeeper intended, an amended Time and Attendance (T&A) Record is necessary.

**10. When doing an amendment, can I delete the card if I make a mistake?**

Yes, only if you haven't sent it in. To delete the card, you will bring up the timecard, click on File, and select "Delete this timecard". You will get a message "Are you sure you want to delete this card?" If you are sure, click on "Yes" and it will be deleted.

**11. What needs to be done when a timekeeper is trying to create an amended, and ETAMS won't accept it?**

Some possible reasons:

1. The year and pay period numbers were not selected.
2. Area has already been sent.
3. The NPC did not receive the record because it was not done in the specified time frame. (From the first Friday of the pay period until 11:00 am second Thursday of the pay period.)

**12. Can the Facility Coordinator unsign amended time sheets?**

The only people that can sign and unsign are the Certifiers (primary and alternate for that particular area.)

**13. The Timekeeper is trying to input a new employee on the base schedule and ETAMS won't accept it. What is the problem?**

In the Base Schedule, at the "Base Schedule Select" screen, click in the SSN field, key in the SSN, click on the "OK" button. The system will say "Base Schedule does not exist. Do you want to add it?" click "Yes". Once you are at the base schedule screen you must complete the last name, first name, middle initial (if applicable), status, block # (optional), area/team, and set the AWS indicator to "N" or "Y" depending on the tour. Now you are ready to fill in the employee's tour on the left hand side. Use 9000 for days the employee DOES NOT work. Then use summary hours (080H, 090H, 100H, etc.) to complete the tour of duty.

**14. How do I put LWOP on the ETAMS Record?**

In ETAMS, in the "Timecard" option, open the employee's timecard. Go to the first "code" column for the day you want to put LWOP on the record. Key in code 60 then in the following "start" column for the day, key in the summary hours (020H, 060H etc.) for LWOP the employee took. ETAMS will automatically reduce the regular hours by the LWOP hours when picked up.

**W-2 EXPRESS QUESTIONS**

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2. [How do I get a copy of my W-2?](#)
3. [What is my company code for W-2 Express?](#)
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5. [I need help on accessing the W-2 Express website – Step by Step W-2 Instructions](#)
6. [I am having problems with viewing my W-2 on the W-2 Express website?](#)

**1. When will I receive my W-2?**

W-2's are required to be mailed out by January 31<sup>st</sup> of each year.

**2. How do I get a copy of my W-2?**

For 2002 and future years, you may access W-2 Express via the internet at [www.w2express.com](http://www.w2express.com) or call W-2 Express ph # 1-800-367-2884 to request a duplicate W-2. Be sure to have your Company Code, Soc Sec #, and PIN # on hand.

For W-2 requests for 2001 and previous years – contact NPC at 816-823-3900

**3. What is my company code for W-2 Express?**

<b><u>AGENCY NAME</u></b>	<b><u>Code</u></b>
American Battle Monuments Commission	11402
Antitrust Modernization Commission	11687
Appraisal Subcommittee/Federal Financial Institutions Exam Council	10931
Arctic Research Commission	10925
Barry M. Goldwater Scholarship and Excellence in Education Foundation	10932
Census Address List Appeals Office	10955
Chemical Safety & Hazard Invest Board	10956
Christopher Columbus Fellowship Foundation	10927
Citizens of Health Care Working Group	12308
Comm. On Affordable Housing& Health Facility needs for Srs. In the 21rst	10951
Commission on Ocean Policy	10957
Commission on the Advance of Federal Law Enforcement	10954
Commission for the Preservation of America's Heritage Abroad	11688
Commission on Review of Overseas Military Facility Structure of the U.S.	11689
Committee For Purchase From People who are Blind or Severely Disabled	10934
Consumer Product Safety Commission	10943
Defense Nuclear Facilities Safety Board	10926
Delta Regional Authority Commission	10970
District of Columbia - Court of Appeals	10513
District of Columbia - Courts System	10513
Election Assistance Commission	11690
Equal Employment Oppt. Commissions	10929
Export/Import Bank of the United States	10512
Federal Retirement Thrift Investment Board	10514
General Services Administration (GSA)	10536
Helping to Enhance the Livelihood of People Around the Globe Commission	12307
Interagency Council on the Homeless	11438
Japan/US Friendship Commission	10945
John F. Kennedy Center for Performing Arts	10944
Marine Mammal Commission	10937
Medicare Payment Advisory Commission	10946
Millennial Housing Commission	10949
Morris K. Udall Scholarship & Excellence in Nat'l Environmental Policy Fnd.	10930
National Archives & Records Administration	10940

National Commission to Ensure Consumer Information and Choice in the Airline Industry	11127
National Commission on Terrorist Attacks in the U.S.	11368
National Council on Disability	10938
National Credit Union Administration	10928
National Gambling Impact & Policy Commissions	10953
National Mediation Board	10939
Navajo and Hopi Indian Relocation Commission	10942
Nuclear Waste Technical Review Board	10511
Office of Personnel Management (OPM)	10907
Panama Canal	11777
Presidential Advisory Commission on Holocaust Assets in the US	10933
Public Defenders of the District of Columbia	10941
Railroad Retirement Board	11546
Southwestern Pennsylvania Heritage Preservation Comm.	10935
Stennis Center for Public Service	10936
Superior Courts of the District of Columbia	10513
Trade Deficit Review Commission	10947
U.S. Holocaust Memorial Museum	10727
US China Security Review Commission	10950
US Commission on International Religious Freedom	10948
US Institute of Peace	10924
Vietnam Education Foundation	11337
White House Commission on National Moment of Remembrance	11113
Women Progress Commemoration	10952

**4. I forgot my PIN # to W-2 Express.**

Default PIN # for associates:

PIN # = (4) digits of your birth year and last (4) digits of your Soc. Sec. No.

**5. I need help on accessing the W-2 Express website – Step by Step W-2 Instructions**

1. Register at [www.w2express.com](http://www.w2express.com)
2. In "Login" box enter company code

3. Enter your SSN and your default PIN number (4 digits of your birth year + last 4 digits of your SSN).  
For security reasons, we recommend you change your PIN.
  4. Select "Consent for Online Delivery" and complete consent form. After completion of registration, you will receive an enrollment receipt stating you are now registered to receive your W-2 Online.
  5. Exit/Logout
6. **I am having problems with viewing my W-2 on the W-2 Express website?**

Adobe Acrobat 4.0 version or higher is required to view your W-2 from the website. Adobe Acrobat may be downloaded from the internet at [www.adobe.com](http://www.adobe.com). Or you can try saving your W-2 to view off-line by setting your cursor on the "View and Print" link and right clicking on your mouse. A menu will pop-up that lists a "Save As" option. Name and save the file and then go off-line to re-open your W-2 in the corresponding folder in which it was saved.

## **GENERAL PAYROLL QUESTIONS**

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6. [What do I do about a lost check?](#)
7. [My payroll deposit is not at the bank. When was it transmitted and when will it be posted?](#)
8. [I cannot find my PIN Number for the electronic Pay and Leave Statement. How can I find out what it is, or get a new one?](#)
9. [I worked overtime, why was my pay reduced?](#)
10. [Do I record Holiday pay on the Time and Attendance Record?](#)
11. [Do Wage Grade employees get shift differential for paid leave?](#)
12. [Do Wage Grade employees get Sunday Premium for overtime worked?](#)
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14. [An employee worked 2 hours on the holiday, does he get Environmental Differential Payment \(EDP\) for the whole day or for the hours worked?](#)
15. [I recently transferred to GSA from another federal agency. Why isn't my leave credited on my Pay and Leave Statement?](#)
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18. [Why does Payroll deduct taxes from my paycheck for moving allowances when the taxes have already been paid?](#)
19. [Is it more advantageous from a tax standpoint to list a child as a bond owner or as a beneficiary? When is it most advantageous from a tax standpoint to cash in a bond?](#)

20. [Could you figure what taxes I need to withhold so I don't owe anything at the end of the year?](#)
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37. [What does the 'N' mean in PLS column on the Supervisor's Time & Attendance Certification Report?](#)
38. [How do I change the address my W-2 and TSP are mailed.](#)

**1. I need to make a change to my Federal and State exemptions; can I do it over the phone?**

Changes to your federal and state exemptions can be accomplished in one of four ways.

1. Send e-mail to [kc-payroll.finance@gsa.gov](mailto:kc-payroll.finance@gsa.gov)
2. Fax (816) 926-2417
3. Mail a Direct Deposit/EFT Enrollment & Change Form, SF 1199A or Form BC-2 to:

General Services Administration  
National Payroll Center, 6BCY  
1500 East Bannister Road - Room 1118  
Kansas City, MO 64131-3088

4. Via the Internet by accessing your Electronic Pay and Leave Statement (EPLS) at [www.employeeexpress.gov](http://www.employeeexpress.gov)

All submissions must include your name and social security number.

**2. Changes or updates to your direct deposit (EFT) can be accomplished in one of four ways.**

1. Send e-mail to [kc-payroll.finance@gsa.gov](mailto:kc-payroll.finance@gsa.gov)
2. Fax (816) 926-2417
3. Mail a Direct Deposit/EFT Enrollment & Change Form, SF 1199A or Form BC-2 to:

General Services Administration  
National Payroll Center, 6BCY  
1500 East Bannister Road - Room 1118  
Kansas City, MO 64131-3088

4. Via the Internet by accessing your Electronic Pay and Leave Statement (EPLS) at [www.employeeexpress.gov](http://www.employeeexpress.gov)

**3. How do I make a change to an allotment?**

- 1) Provide the NPC with your social security number, number of the allotment from your Pay and Leave Statement, and the change to the money amount. This can be sent via e-mail to [kc-payroll.finance@gsa.gov](mailto:kc-payroll.finance@gsa.gov), fax, or by mailing us a SF 1199A or BC-2, Direct Deposit sign-up Form.

Example: Change my allotment #2 from \$60.00 to \$75.00.

- 2) Via the Internet by accessing your Electronic Pay and Leave Statement (EPLS) at [www.employeeexpress.gov](http://www.employeeexpress.gov).

**4. How do I set up an allotment?**

- 1) Provide the NPC with your social security number, name of the financial institution, 9-digit routing number, (this is obtained from the financial institution), account number, (indicate if the account is a Checking or Savings account) and the amount of the allotment. This may be submitted by e-mail to [kc-payroll.finance@gsa.gov](mailto:kc-payroll.finance@gsa.gov).

- 2) Via the Internet by accessing your Electronic Pay and Leave Statement (EPLS) at [www.employeeexpress.gov](http://www.employeeexpress.gov).

**5. I gave Payroll a direct deposit request for my net pay to go to the bank. Why didn't my travel reimbursement go there?**

Payroll only handles direct deposit for your salary payment. Your travel direct deposit is handled by your respective Accounts Payable Branch, located in Ft. Worth, TX (817) 978-2408 or Kansas City, MO (816) 926-7594). If the employee sends their travel information to the NPC, we will forward it to Accounts Payable.

**6. What do I do about a lost check?**

You must send a request for replacement via fax, e-mail to [kc-payroll.finance@gsa.gov](mailto:kc-payroll.finance@gsa.gov) or regular mail. Provide us with your name, social security number, the pay period of the lost check, and the address where we should send the replacement check, or EFT information.

**7. My payroll deposit is not at the bank. When was it transmitted and when will it be posted?**

EFT transmission is sent to Treasury the day before the funds are available to your bank. Please contact your bank for their posting schedule of EFT transmissions.

**8. I cannot find my PIN Number for the electronic Pay and Leave Statement. How can I find out what it is, or get a new one?**

Send an e-mail to [epls.helpdesk@gsa.gov](mailto:epls.helpdesk@gsa.gov).

**9. I worked overtime, why was my pay reduced?**

General Schedule employees cannot exceed the salary of a GS Grade 15, Step 10 for their particular locality during a pay period. If overtime or any other type of premium pay is worked causes the salary to exceed this amount, the employee's pay is automatically reduced.

**10. Do I record Holiday pay on the Time and Attendance Record?**

Holiday pay is only recorded when an employee actually works on the holiday during his tour of duty.

**11. Do Wage Grade employees get shift differential for paid leave?**

Yes, paid leave is coded in addition to regular hours and night differential.

**12. Do Wage Grade employees get Sunday Premium for overtime worked?**

The only time an employee is entitled to Sunday Premium is when it is part of their normal tour of duty.

**13. Why didn't an employee get paid Sunday Premium when they were on leave?**

Employees do not get Sunday Premium when there is leave used. Effective October 10, 1997, employees no longer receive Sunday premium when they are on paid leave. Section 636 of Public Law 105-61, The Treasury and General Government Appropriations Act, 1998, prohibits the payment of Sunday premium pay to covered employees during any period when no work is performed. This includes periods of paid leave, excused absence with pay, compensatory time off, credit hours when used (taken), or time off as an incentive or performance

award. Paid leave includes all types of paid leave, such as military leave and jury or witness service.

The prohibition also precludes the payment of Sunday premium pay during a period of continuation of pay when the employee did not actually work on Sunday.

**14. An employee worked 2 hours on the holiday, does he get Environmental Differential Payment (EDP) for the whole day or for the hours worked?**

This depends on the code. Codes 62, 63, 64,65 are payment for actual exposure. Codes 66, 67, 68 are payment for hours in pay status. For a more in-depth explanation see, Time and Attendance Handbook (OAD 6010.4) or "Scannable" Time and Attendance Record Handbook, GSA Form 3575 (T-934 page 2-13 through 2-15.)

**15. I recently transferred to GSA from another federal agency. Why isn't my leave credited on my Pay and Leave Statement?**

When your Official Personnel File (OPF) is transferred from your former agency to your new agency, Human Resources will send the SF 1150, Record of Leave Data, to the NPC which reflects the leave balances as of the last pay period with the previous agency.

**16. When is my next Within Grade Increase (WIG) due?**

You will need to contact your Human Resources Office to obtain this information.

**17. Why is it important to send an SF-52 (Request for Personnel Action) to Personnel when an employee switches from full-time to part-time?**

Personnel must change the tour of duty or the payroll system will not except anything less than 80 hours worked. In order for the Time and Attendance (T&A) Record to process, the NPC will have to record the missing hours with LWOP.

**18. Why does Payroll deduct taxes from my paycheck for moving allowances when the taxes have already been paid?**

Moving Allowances can be both taxable and non-taxable. The taxable portion is considered income. Medicare is a required deduction on all income. OASDI is also a required deduction on all income if your retirement plan is either FERS or Post-83 CSRS.

**19. Is it more advantageous from a tax standpoint to list a child as a bond owner or as a beneficiary? When is it most advantageous from a tax standpoint to cash in a bond?**

In order to be eligible for the income tax exclusion, bonds must be registered in the name of a person who is 24 years of age or older on the first day of the

month in which the bonds are issued. Any other individual can be listed on the bonds as a beneficiary, but only a spouse can be a Co-owner if the bonds are to qualify for the exclusion.

The bonds must be redeemed in the same calendar year that tuition and fees are paid. The tax exclusion can be claimed for the interest on a bond whose redemption value equals or exceeds the total cost of tuition and fees. If the value of the bonds redeemed exceeds the amount spent, only a proportional amount of the interest income may be excluded from Federal income tax.

In the year of redemption, a bond owner's modified adjusted gross income must meet certain income limits. See IRS Publications for current limits. Married couples must file jointly. Modified adjusted gross income includes the accumulated interest on bonds redeemed during the year before exclusion.

Under some circumstances, the interest on savings bonds purchased after December 31, 1989, may be completely or partially excluded for tax purposes if the bonds are cashed during a year when tuition and fees at a qualified post-secondary education institution are paid for the bond owner, the owner's spouse, or a dependent. Please consult your tax consultant or IRS Publication 550 and IRS Form 8815 for further clarifications.

**20. Could you figure what taxes I need to withhold so I don't owe anything at the end of the year?**

For income tax planning and assistance, please consult your tax or financial consultant. The NPC will be glad to increase or decrease your withholding, but will not provide tax advice.

**21. Why does my Pay and Leave Statement show a deduction under CFC when I elected not to have payroll deductions this year?**

CFC deductions coincide with the leave year. Election for CFC is effective the first full pay period of the calendar year (i.e. The CFC deduction for pay period ending 1/1/00, includes the final CFC deduction for 1999). This payment will be in the Year to Date area of the Pay and Leave Statement for the entire year. You should see an "I" for inactive on your Pay and Leave Statement in the CFC box after deductions have stopped.

**22. How do I change a Block number?**

Send an e-mail to [kc-payroll.finance@gsa.gov](mailto:kc-payroll.finance@gsa.gov) or fax to the NPC with the name of the employee, the social security number and the effective date of the new block number. Make certain your Service advises your Regional Human Resources Center of this change.

**23. I haven't received my W-2?**

W-2's are required to be mailed out by January 31 each year.

**24. Who handles my account?**

Realignments are occasionally made in the NPC; all questions should be directed to our Customer Service Representatives on 816-823-3900. Hours of operations are 7:00 - 4:30 CST.

**25. Why doesn't my W-2 base pay equal the yearly salary amount on my SF-50 (Notification of Personnel Action)?**

The annual salary for employees is set by the Office of Personnel Management (OPM). The base pay per pay period is calculated by dividing your annual salary by 2087 hours. Also, your W-2 base pay may exclude either your TSP contributions or Nontaxable Qualified Fringe Benefits like the transportation benefits (TEA-21).

**26. I am leaving GSA. When can I expect to be paid my lump sum annual leave? What becomes of the sick leave I haven't used?**

Subsequent to the receipt of the resignation or retirement information we must receive the clearance information. Once these are processed, the lump sum annual leave will generally pay through the payroll system the following pay period. This will be included in the subsequent salary payment. You will not be paid for your sick leave balance. If you transfer to another agency, your sick leave and annual leave will be transferred. If you take Voluntary Retirement your sick leave will be forwarded to the Office of Personnel Management.

**27. There is a Health Benefits Insurance (HBI) debt on my Pay and Leave Statement, why?**

When an employee is on LWOP, a HBI debt is automatically established. The NPC will notify the employee by letter. For HBI debt repayment information, the employee needs to contact the GSA National Payroll Center.

**28. What is OASDI? (Old Age Survivors & Disability Insurance)**

OASDI is Social Security.

**29. What is your mailing address?**

Our mailing address is:

General Services Administration  
National Payroll Center (6BCY)  
1500 East Bannister Road - Room 1118  
Kansas City, Missouri 64131

**30. How is Aggregate Disposable Earnings calculated for a garnishment order and how is the pay period amount determined?**

Gross Pay minus (-) federal tax, state tax, retirement, OASDI/Medicare, Health Benefit Insurance premium, Basic life insurance premium, IRS Levy, Thrift Savings Plan contribution equals (=) Aggregate Disposable Earnings. 25% of ADE is the garnishment deduction amount for each pay period. (Child Support is not considered in this calculation.)

**31. Why did the amount due change on the Pay and Leave Statement after the garnishment had been established?**

The amount due may change for various reasons. If an action affects any component of the ADE calculation above, the amount due would change. It may also be adjusted as a result of interest charges on the unpaid garnishment balance.

**32. What will be the amount of my payroll deduction to repay an agency debt and how is the amount calculated?**

Gross Pay minus (-) federal tax, state tax, retirement, OASDI/Medicare, Health Benefit Insurance premium, Basic life insurance premium, IRS Levy, Child Support, Thrift Savings Plan contribution equals (=) Disposable Earnings. 15% of Disposable Earnings is the debt repayment amount for each pay period.

**33. Is it possible to repay an entire agency debt with a personal check and if so, where should I send my payment?**

The entire amount of the agency debt may be paid by personal check, cashiers' check or money order to:

General Services Administration  
National Payroll Center, 6BCY-CU  
Attn: Yael Jackson  
1500 East Bannister Road - Room 1118  
Kansas City, Mo. 64131

**34. I need to change my TSP address, is it necessary for me to contact the Thrift Savings Plan provider in New Orleans or will payroll do that for me?**

All active employees can have their TSP address changed 1 of 4 ways:

1. Send e-mail to [kc-payroll.finance@gsa.gov](mailto:kc-payroll.finance@gsa.gov)
2. Fax (816) 926-2417
3. Mail W-4 Federal or State Tax Withholding form with your address  
Change to:

General Services Administration  
National Payroll Center, 6BCY  
1500 East Bannister Road - Room 1118  
Kansas City, MO 64131-3088

4. Via the Internet by accessing your Electronic Pay and Leave Statement (EPLS) at [www.employeeexpress.gov](http://www.employeeexpress.gov)

**35. How do I file "exempt" from withholding federal income taxes from my pay?**

In order for you to claim 'exempt' from federal income tax you must file an IRS form W-4 claiming that you won't owe any federal income taxes for the current year. Complete the W-4 form and pay particular attention to the conditions in which you may claim exemption from withholding federal income tax. You must resubmit a W-4 form annually in order to continue to claim 'exempt' from withholding federal income tax. GSA must forward all W-4 claiming 'exempt' to the IRS for their review. The deadline for submission of a W-4 claiming 'exempt' is February 15th for each tax year.

**36. Why won't the Electronic Pay and Leave Statement (EPLS) allow me to select over 10 exemptions on my W-4?**

In order to claim over 10 exemptions on your federal income taxes, you must file a hard copy W-4 form with GSA. Once GSA receives the form, we will update your W-4 information and forward a copy to the IRS for their review.

**37. What does the 'N' mean in PLS column on the Supervisor's Time and Attendance Certification Report?**

The 'N' in the PLS column on the Supervisors T&A Certification Report means that the employee has elected not to receive a hard copy of the Blue Pay and Leave Statement. Instead, the employee accesses the information from the Electronic Pay and Leave Statement (EPLS) on the Payroll Website at [www.employeeexpress.gov](http://www.employeeexpress.gov)

**38. How do I change the address my W-2 and TSP are mailed?**

1. Send e-mail to [kc-payroll.finance@gsa.gov](mailto:kc-payroll.finance@gsa.gov) with your new address.
2. Fax (816) 926-2417
3. Mail W-4 Federal or State Tax Withholding form with your address Change to:

General Services Administration  
National Payroll Center, 6BCY  
1500 East Bannister Road - Room 1118  
Kansas City, MO 64131-3088

4. Via the Internet by accessing your Electronic Pay and Leave Statement (EPLS) at [www.employeeexpress.gov](http://www.employeeexpress.gov)

## LEAVE QUESTIONS

1. [Am I eligible for home leave?](#)
2. [What is Continuation of Pay \(COP\) and why is it sometimes charged on weekends?](#)
3. [Does an employee who is on leave without pay \(LWOP\) get paid for a holiday?](#)
4. [I couldn't use all my annual leave in the previous leave year. How do I request that the leave be restored?](#)
5. [An employee wants to use Family Friendly Leave. What code do I use?](#)
6. [An employee wants to use Family Medical Leave. What code do I use?](#)
7. [Can a Supervisor approve Advanced Annual Leave?](#)
8. [I applied for restored leave and it's not on the Pay and Leave Statement.](#)
9. [What does Administrative Leave on my Pay and Leave Statement mean?](#)
10. [My annual and sick leave are out of balance and I need someone to go over the leave with me.](#)
11. [I have an employee on donated leave and they did not earn their leave.](#)
12. [How is my "use or lose" figured?](#)
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14. [I'm sick and I have exhausted all my leave. What are my options?](#)

### 1. **Am I eligible for home leave?**

Home leave is only available for employees located outside the United States.

### 2. **What is Continuation of Pay (COP) and why is it sometimes charged on weekends?**

When an employee sustains a disabling on-the-job injury, they are entitled to a continuation of regular pay, without charge to leave, for a period not to exceed 45 calendar days (i.e. If an employee is on COP at the end of the day on Friday and the beginning of the day on Monday the weekend days will count toward the 45 days).

### 3. **Does an employee who is on leave without pay (LWOP) get paid for a holiday?**

If the holiday is surrounded by LWOP, the employee would not get paid for the holiday. To be paid for the holiday the employee must work at the end of the day preceding the holiday OR at the beginning of the day following the holiday.

### 4. **I couldn't use all my annual leave in the previous leave year. How do I request that the leave be restored?**

You must submit a request to your immediate supervisor. Public Law 93-181 signed December 14, 1973, contained revisions to the administration of annual leave. This law authorized the restoration of forfeited annual leave to employees who met certain requirements. There are three conditions under which forfeited annual leave may be restored: Administrative Error, Exigency of Public Business, or Sickness.

Approval procedures are contained in the Time and Leave Administration Handbook (OAD P 6010.4). However, at times approval procedures are handled slightly different within each region. The employee should check with their management officials for the proper approval procedures established in their region. After the employee has obtained the proper approval, requests for the restored leave along with the supporting documents must be forwarded to GSA National Payroll Center by either Fax or mail.

**5. An employee wants to use Family Friendly Leave. What code do I use?**

Family Friendly Leave codes are Code 27 to care for a family member, Code 28 for the funeral of a family member, and Code 29 for adoption.

These codes allow employees to use up to 104 hours of sick leave each leave year, but an employee has to maintain 80 hours of sick leave to use FFL. The FFL is based on the leave year.

In the case of a part-time employee or an employee with an uncommon tour of duty, it would be the number of hours of sick leave normally accrued during a leave year. Code 27: Caring for a family member, is to provide care for a family member as a result of physical or mental illness; injury, pregnancy; childbirth; medical, dental, or optical examination or treatment. Code 28: Funeral of a family member, is provided to make arrangements necessitated by the death of family member or attend the funeral of a family member. Code 29: Adoption - is used for the purposes related to the adoption of a child. These codes are used in addition to recording the hours of sick leave (Code 50) and regular hours.

**6. An employee wants to use Family/Medical Leave Act ( Codes 57 and 58)**

There are two transaction codes for recording Family/Medical Leave, codes 57 & 58. Record Family Leave (family members) with transaction code 57 - Family Leave, in addition to codes 40, 41, 44, 45, 60 and 85.

Record Medical Leave (employee) with transaction code 58 - Medical Leave, in addition to codes 40, 41, 44, 45, 50, 60 and 85. FML is based on Calendar Year (CY) and begins on the first day of usage.

Based upon approval, an employee is entitled up to 12 weeks of unpaid leave or Leave Without Pay (LWOP) during any 12-month period of Family Leave (the birth or adoption/foster care of a child or for the care of a spouse, son, daughter, or parent with a serious medical condition) or Medical Leave (a serious health condition of the employee). The employee may substitute earned leave. (i.e. annual leave, restored annual leave, sick leave, compensatory time, leave from a leave transfer program or advanced leave for any part of the 12 week LWOP entitlement).

**7. Can a Supervisor approve Advanced Annual Leave?**

An employee's immediate supervisor can approve annual leave up to the number of hours in the employee's biweekly tour of duty. Full-time employees may be

granted up to 80 hours of annual leave as long as it can be earned in the remainder of the leave year.

**8. I applied for restored leave and it's not on the Pay and Leave Statement.**

When an employee requests for their leave to be restored, it must be approved by the supervisor and the approving official. Once this is done and submitted to the NPC, we will input the Restored Leave and it will be reflected on the Pay and Leave Statement.

**9. What does Administrative Leave on my Pay and Leave Statement mean?**

Administrative leave is not earned. It is a catchall category used to record the various excused absences and administrative dismissals which are specifically permitted under agency-wide policy. The Time and Leave Administration Handbook, OAD P 6010.4, provides several excused absences which must fit the particular intent of the policy. Each individual situation should be reviewed with a management official to ensure you qualify for this type of leave.

**10. My annual and sick leave are out of balance and I need someone to go over the leave with me.**

Most of the time out of balance conditions are due to inaccurate information on your GSA Form 873, Annual Attendance Record. Please verify the information on your 873 with your Timekeeper to ensure there are no addition and subtraction errors and all the leave is recorded properly.

The Timekeeper should also check the Retroactive T/A Records Processed, to see if an amended Time and Attendance (T&A) Record has been processed. Prior to contacting the NPC you should perform an independent audit of the employee leave record for the entire year. If you still have a discrepancy, please contact the Customer Service Representatives at 816-823-3900.

**11. I have an employee on donated leave and they did not earn their leave.**

Employees on the donated leave program earn leave in two accounts; Regular and Set Aside. The hours earned in their Regular leave account are based upon the employee's work hours and/or the use of their own leave hours. Regular leave is accrued according to the employee's leave category. (i.e. 4 hour leave category earns 1 for every 20 hours worked, 6 hour leave category earns 1 for every 13 hours work, and 8 hour leave category earns 1 for every 10 hours worked.) The hours earned in their Set Aside account are based upon the number of donated leave hours used, according to the leave category. The maximum annual and sick leave you can have in your Set Aside Account is 40 hours.

**12. How is my "use or lose" figured?**

The maximum accumulation of regular earned annual leave which may be carried forward from one leave year to the next is 30 days or 240 hours.

Employees stationed outside the 50 states have a maximum accumulation of 45 days or 360 hours. An employee whose annual leave balance at the end of the leave year is greater than his/her ceiling forfeits the excess leave. Therefore, when carrying leave balances forward to the new year, the PAR system will automatically bring forward only the annual leave ceiling, or the actual leave balance if it is less than the ceiling.

Employees in the Senior Executive Service (SES) are subject to 720 annual leave ceiling as of the date they enter the SES and for as long as they remain in the SES. If an employee enters the SES with an annual leave balance of more than 720, the higher balance will remain their ceiling unless it drops below at the end of the leave year.

Example: If an employee entered the SES with annual leave of 900, this becomes their ceiling. If their annual leave balance is less than 900, but greater than 720 at the end of the leave year, then the ending balance becomes their new ceiling.

When an employee leaves the SES, the earned annual leave balance, if in excess of 240 hours, becomes their new annual leave ceiling, otherwise a ceiling of 240 is established.

**13. What does cutback under Annual Leave on the Pay and Leave Statement mean?**

Cutback under annual leave is the excess portion over the employee's ceiling that is forfeited at the beginning of the leave year. For most employees the amount greater than 240 at the end of the leave year will be "cutback".

**14. I'm sick and I have exhausted all my leave. What are my options?**

In certain instances, permanent full-time employees may be granted Advanced Sick Leave in addition to their accrued sick leave. The employee is required to submit an Application for Leave (SF-71) for this Advanced Sick Leave. The rules and regulations governing the approval of Advanced Sick Leave can be found in the Time and Leave Administration Handbook (OAD P6010.4).

**TIME AND ATTENDANCE SCANNER SHEETS (GSA T-934) QUESTIONS**

1. [When I do an amended timecard, how do I indicate what pay period the amended is for?](#)
2. [How is an Intermittent employee coded if they did not work during the pay period?](#)
3. [How is a part-time employee coded?](#)
4. [How is Leave Without Pay \(LWOP\) and/or Absent Without Leave \(AWOL\) coded on a scanner sheet?](#)
5. [When I code in Annual and Sick Leave do I reduce the regular hours?](#)
6. [How do I let payroll know that an employee is separating?](#)
7. [How is Award Leave coded?](#)
8. [Where can I find my Award Leave balance?](#)

9. [Do I have to bubble in all of the information on the left side of the scanner sheet?](#)
10. [When I complete an amended timecard, do I put only the items I am changing?](#)
11. [How do I put LWOP on the Time and Attendance \(T&A\) Record?](#)

1. **When I do an amended timecard, how do I indicate what pay period the amended is for?**

Each pay period has a two digit number. Make sure this number and the year are filled in on the amended timecard under the column labeled PP and year.

2. **How is an Intermittent employee coded if they did not work during the pay period?**

On the first Monday of the pay period you code (1) one with zero hours.

3. **How is a part-time employee coded?**

A part-time person can be coded two different ways. If their tour of duty is for 8 hours a day you can use the individual day bubbles at the bottom of the scanner sheet. If their tour is less than 8 hours a day, individual days must be coded in the body of the scanner sheet. On a part time person, the individual's tour must be coded. If they did not work their full tour, remaining hours are coded to LWOP.

4. **How is Leave Without Pay (LWOP) and/or Absent Without Leave (AWOL) coded on a scanner sheet?**

Use code 60 for LWOP and 61 for AWOL. Reduce the regular hours by the hours used for the WOP code.

5. **When I code in Annual and Sick Leave do I reduce the regular hours?**

No, anytime someone is on leave the full tour is coded. Then leave is coded to designate which hours that employee was on leave.

6. **How do I let payroll know that an employee is separating?**

You need to bubble in the Separated This PP bubble at the bottom left of the scanner sheet. Fill this in for the last pay period they worked. As long as you receive scanner sheets, please bubble this in and send to the NPC. As soon as personnel inactivates the employee, you will no longer receive the scannable Time and Attendance (T&A) document.

7. **How is Award Leave coded?**

Use code 54 for Award Leave. Award Leave is input by your Human Resources Office. This must be accomplished before the employee can use the leave.

8. **Where can I find my Award Leave balance?**

The Award Leave balance is shown on your Pay and Leave Statement.

**9. Do I have to bubble in all of the information on the left side of the scanner sheet?**

Yes, the scanner cannot read the information written at the top of the form. Bubbles must be filled in as necessary throughout the timecard before it will process properly.

**10. When I complete an amended timecard, do I put only the items I am changing?**

No, amended Time and Attendance (T&A) records should include all of the correct information.

Example: An employee works 24 hours, 22 hours were originally submitted. The amended should show the entire 24 hours, not just the additional 2 hours.

**11. How do I put LWOP on the Time and Attendance (T&A) Record?**

LWOP and regular hours must equal the amount of hours in an employee's daily tour. (i.e. If the employee works 8 hours a day, 40 hours per week, and one day the employee used 3 hours of LWOP, record code 1 for 5 regular hours and code 60 for 3 hours LWOP.)

Note: The M-F bubble can't be used for the week LWOP occurred.

## **HUMAN RESOURCE RELATED QUESTIONS**

Many personnel related questions are asked of the NPC which should be directed to the Office of Human Resources. The following items are examples of issues which should be referred to your Regional Office of Human Resources.

1. When is my next Within Grade Increase?
  2. Have you received the paperwork on my promotion and is it in the system?
  3. When will the new pay raise be effective?
  4. Health Benefit questions:
    - a. I change my health benefits due to getting married, my premium hasn't changed.
    - b. My son and/or daughter just turned of age and they are no longer covered, what do I do?
    - c. I'm a new employee and my health benefits premium is not being deducted.
    - d. I've changed health plans, when will the change be effective?
- 
1. What is the new locality rate for where I am located?
  2. TSP questions:
    - a. I want to changed my distribution of funds; can I send or fax something to you?
      - b. When will my change to TSP take place?

- c. I changed the distribution of funds for TSP and it has not taken place, why?
  - 1. Change of employees from Part-time to Full-time or visa versa. I sent in a SF 52, why hasn't this taken effect and when will it be done?
  - 2. My SCD is wrong.
  - 3. Why is my annual salary divided by 2087 and not 2080?
  - 4. Shared Leave or Donated Leave questions:
- a. Timekeeper, Supervisor, or employee does not realize a Termination Notice must be submitted when there is no longer a medical emergency.
  - b. Confusion on how regular leave is earned and the purpose of the Set Aside account.
  - c. Where donation forms should be sent.