



~ Human Resources Operations ~ Newsletter

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Volume 1

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What We Do – Human Resources Operations (HRO)

• **HRO Service Team**

HR Consultants in the areas of Recruitment and Staffing; Pay and Leave; Classification; Position Management; Employee Relations

• **HRO Processing Team**

Federal Personnel and Payroll System (FPPS); Pay and Leave Issues; Processing Personnel Actions; Official Personnel File Maintenance; Entrance on Duty Orientation; Leave Donor Program; eLMS Administrator

• **HRO Employee Benefits Team**

Retirement Counseling; Thrift Savings Plan (TSP); Health Benefits; Flexible Spending Account (FSA); Military and Civilian Deposits; Life Insurance; Long Term Care Insurance; Workers' Compensation; VERA/VSIP Management



Leave Administration



Leave entitlements are an important part of the total compensation package for federal employees. Employees earn annual and sick leave based upon their years of federal service, type of appointment, and the number of hours worked each week. This leave entitles them to take time off from work for illness, vacation or personal matters with pay.

It is the Department's policy to be fair and consistent in the administration of leave and to approve employee leave requests to the greatest extent possible. Employees are expected, in return, to consider the interests of their organization in scheduling and requesting leave in order to minimize any potential adverse impact associated with absences.



The accrual of leave is an employee benefit. The use of leave is subject to the specific requirements contained in applicable laws, regulations, agency policies, and applicable negotiated agreements. Both the needs of the employee and the need to accomplish the work of the Department must be considered in arriving at decisions to approve or disapprove leave requests. Therefore, effective leave administration requires good two-way communication between employees and supervisors. The Office of the Secretary Human Resources office is available to assist employees and supervisors with any questions they may have concerning leave related issues. For the complete leave policy of the Department, see the DOT Absence and Leave Handbook at <http://dothr.ost.dot.gov/>.

The Benefits Corner



No More TSP Percentage Contribution Limits



Did you know that your contributions to the Thrift Savings Plan (TSP) are no longer restricted to a percentage of pay? All eligible employees can contribute up to the IRS deferred compensation limit (currently \$15,000). NOTE: In order to get the full agency match, FERS employees need to spread their contributions throughout the full calendar year.

For more information, please visit the DOT benefits website at benefits.dot.gov or call a member of the employee benefits team.

"HRO Values"

- Superior Customer Service
- A Commitment to Excellence
- Personal and Organizational Accountability

Additional Contacts

[Departmental Office of Human Resources](#)

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(SES Appointees)

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Within Grade Increases (WIGIs)



Under the new Federal Personnel/Payroll System (FPPS) managers/supervisors now receive an email notification that a pending WIGI request or an employee is in their FPPS in-box. The notification reads:

"THIS IS TO NOTIFY YOU THAT AN FPPS WIGI NOTIFICATION HAS BEEN FORWARDED TO YOU. PLEASE CHECK THE FPPS SYSTEM, COMMAND WGSG. YOU WILL RECEIVE AN E-MAIL MESSAGE WHEN YOU HAVE RECEIVED ONE OR MORE NOTIFICATIONS IN YOUR QUEUE. PLEASE NOTE THAT SOME OF THE WIGI NOTIFICATIONS COULD BE FORWARDED OR REASSIGNED FROM YOUR QUEUE TO ANOTHER USER'S QUEUE BEFORE THE MESSAGES ARE DELIVERED. IF YOU DO NOT WANT TO BE NOTIFIED WHEN AN FPPS WIGI NOTIFICATION IS FORWARDED TO YOU, CONTACT YOUR SECURITY POINT OF CONTACT TO DELETE YOUR E-MAIL NOTIFY."

There are a few steps that managers/supervisors need to take in order to approve and move the WIGI action forward.

- Log in to FPPS
- Click:
 - FPPS Production
 - Personnel
 - Requesting Personnel Action
 - Sign Within Grade Increase (WGSG)
- Highlight the employee you wish to review
- Sign and Forward



It is important for you, the manager to review and indicate if the employee is/is not performing at the full performance level. Approve and click "Okay".

The system will provide you with a list of HR representatives that can receive the notification. Click on the name of the representative and click "Okay". Your action is now complete!

Note: If you are not sure who the HR representative is for your office, please contact our office for additional assistance.



Employment Verification Service

The Work Number for Everyone is an automated service that will provide you with fast and accurate employment verification when you apply for items such as apartment leases, car loans, mortgages and other major loans. In order for a company (verifier) to receive your salary information, you must provide them with an authorization code. What you need to do:



- Check your copy of the The Work Number for Everyone employee brochure for information on your personal identification number (PIN) and additional instructions, or contact your servicing personnel office for advice.
 - Call 1-800-EMP-AUTH (1-800-367-2884).
 - Enter DOT Code 11433, your social security number, and your personal PIN.
 - Write down the Salary Key given, and share it with your verifier.
 - The verifier can no longer call 1-900-555-WORK. **The Work Number's 900 Number Ended Jan. 31.** Verifiers can still use a telephone to perform verifications at the automated verification service line in addition to online <http://www.theworknumber.com>. The verifier calls 1-800-367-5690 with the DOT code (11433), your social security number, and your personal Salary Key, in order to verify your employment information.
- If your lender charges you the TALX "The Work Number for Everyone" employment verification service fee, you can request reimbursement. To receive a reimbursement, you can fax any charge (e.g. phone bill, closing cost, etc.) with a brief note of explanation to TALX (Attn: The Work Number) at (314) 214-7588. TALX will refund you for these charges.
- For additional information, please call The Work Number Customer Service Team at 1-800-9-WORKNO (1-800-996-7566) or visit the web site at <http://www.theworknumber.com>.



Customer Survey Drop Box



We want to hear from you! Next time you are in our suite, room 2225, please take a moment to complete our customer survey. Your feedback is greatly appreciated.

