

New Hires, Reassignments & Separations

As a customer service representative, you are an essential part of making the payroll processes for new employees, those moving onto new assignments and those who have chosen to leave federal service smooth and trouble-free.

This guide is intended to provide you the tools, tips and references you will need to create a pay record, transfer payroll responsibility to another federal department or agency or to properly close out a pay record. In providing accurate and on-time information, you are the vital link in avoiding unnecessary delays in paying fellow employees or the over-payment of current and former employees.

Within DCPS, the terms New Hire, Reassignment and Separation have specific meanings. Understanding these will help you determine which procedure to use in assisting your fellow employees. These classifications are changed within DCPS by your HR or servicing personnel office.

New Hire: An employee entering or reentering federal civil service employment currently not paid via DCPS. If, for example, a federal employee paid by the Department of the Interior begins a job with your DCPS-serviced agency, that individual is considered a new hire.

Reassignment: An employee transferring to or from your agency but continuing service from a DCPS payroll.

Separation: An employee currently receiving payroll service via DCPS who (1) transfers to a non-DCPS paid agency or leaves federal service (i.e., retirement, disability, death, private sector employment, etc.).

Reports Access in DCPS

CSR access to DCPS includes availability of the CSR Reports Menu (Figure 1). CSR reports provide a wide ranging view of employee payroll information allowing you to monitor the accuracy of pay account data and the inputs you make through the system.

The reports covered in the CSR Reports Menu (Figure 1) can be printed on your office printer. You are reminded that reports containing sensitive pay and personally identifiable information must be kept secure or destroyed using approved shredders or incinerators.

The following DCPS menus are referenced throughout this guide. Each menu is followed by the page number describing its use found in the CSR User's Manual located online at <https://dfas4dod.dfas.mil/systems/dcps/consolid/files/csruerm.htm>.

CSR REPORTS MENU	
-----BIWEEKLY-----	
1. LEAVE AVAILABILITY	11. TMP SHIFT OVRRIE (NB000)
2. CONTINUATION OF PAY AVAIL	12. TMP SHIFT OVRRIE (NB010)
3. OVERTIME/COMP TIME REVIEW	13. NEW HIRE & SUSPENDED PAY
4. OVERTIME/COMP TIME USAGE	14. INVALID RES TAXES (NB000)
5. COMPENSATORY TIME AGING	15. INVALID RES TAXES (NB010)
6. OUTSTANDING LEAVE	16. INVALID RES TAXES (NB020)
7. FAMILY LEAVE	17. INVALID RES TAXES (NB110)
8. ENV/HAZARD COST	18. MULTIPLE APPTS EXCESS HRS
9. TITLE 38 ADDITIONAL PAY RATES	19. FOREIGN ENTITLEMENT DETAIL
10. TMP SHIFT OVRRIE (NB000)	20. DONATED LEAVE - AUTOMATED
-----DAILY-----	
21. NEW HIRE	28. DD/EFT NON PARTIC
22. EMPLOYING ACT CHANGE	29. DODEA RETRO RPT (CURR)
23. RESTORED LEAVE	30. DODEA RETRO RPT (PRIOR)
24. ADVANCED/FAMILY LEAVE	
25. DONATED LEAVE	
26. MYPAY INVALID	
27. NEW ORGANIZATIONS	
-----QUARTERLY-----	
CSR GROUP _____ PRINTER ID _____ PRINT OPTION (R/D) _____	
ENTER OPTION # & REQUIRED DATA, <PF1> TO EXIT, OR <PF24> TO LOGOFF: _____	

Figure 1: CSR Reports Menu

Figure 1: CSR Reports Menu (p. F-20)

Figure 2: Employing Activity/Organization Change Report (p. F2-189)

Figure 3: MER Report – New Hire (p. F2-103)

Figure 4: Main Menu – Customer Service Representative (p. D-47)

Figure 5: Employee Data Menu (p. D-49)

Figure 6: Leave Menu (p. D-51)

Figure 7: Work Schedule Change (p. D3-29)

New Hire Procedures

A new hire employee, whether just beginning their career or starting a new job within an agency serviced through DCPS, requires a Master Employee Record (MER) in order to receive payroll services.

Once the employees' basic information is loaded into the system, your job is to collect the information needed to pay them correctly and on time. This will include such items as addresses, tax withholding rates and direct deposit (electronic fund transfer or EFT) data.

As with all CSR functions, your job is essential in making sure employees' pay is accurate and delivered on time to the address or financial account of their choosing.

Know who the new employees are

There are various methods you can use to identify new employees. These include:

1. Every day, review the DCPS Report P6656R01 – Employing Activity/Organization Change Report (*Figure 2 - EMPLOYING ACT CHG in CSR Reports Menu*). This report contains a list of employee activity updates for new hires, reassignments and separations provided by your HR or personnel office. New Hire employees will be identified by an "N" in the Type column.
2. Local reports from the HR or personnel office listing incoming or newly arrived employees. Developing a relationship with this office is important in this and other CSR functions.
3. Some agencies may list new employees on their internal website or in agency newsletters.

REPORT NO. : P6656R01
REPORT DATE: 09/14/08 22:40

EMPLOYING ACTIVITY/ORGANIZATION CHANGE REPORT
PAY PERIOD ENDING DATE 09/27/08

PAGE 1

CSR-SITE
CSR-GROUP
EMPLOYING ACTIVITY
ORGANIZATION

XXXXXX
5423
MOXDA
N

Employee status codes N = New Hire
T = Reassignment
S = Separation

SSN

TYPE

NAME

PRIOR
ACTIVITY

PRIOR
ORGANIZATION

DATE
EFFECTIVE

PROCESSED
DATE / TIME

T
S
T

068711

F3413

08/05/07

08/18/07 21:42:06

B12

08/05/07

08/18/07 21:40:11

08/18/07 21:38:10

Figure 2: Employing Activity/Organization Change Report

You know your organization better than most, so use that knowledge to make sure everyone beginning work there has a MER ready to be updated. If not, contact your HR or personnel office for assistance.

Know what's missing

Once you know who is new, you will need to discover what information is needed to start their pay correctly.

1. For each employee, review the DCPS Report P6643R01 - MER Report – New Hire (*Figure 3 - NEW HIRE in the CSR Reports Menu*) to determine what data is missing in the employee's DCPS record. Pay specific attention to the Distribution Option column of the Net Check/Allotment Information located at the bottom of the report. An "M" indicates that EFT information is missing. Failure to input this information will cause a hardcopy pay check to be mailed to the DCPS address of record for the Employing Activity. The check may not be delivered to the employee and delays may be experienced while the check is located.

Collect the information

Contact the new employee to obtain any necessary information to complete the employee's record in DCPS including the following. Page numbers following each item refer to the CSR User's Manual.

- a. Address (page D2-31)
- b. EFT Banking Information (page D2-31)
- c. Federal, State and Local Tax Forms (page D2-11)
- d. Charitable Deductions (page D2-1)
- e. Employee Organization – Union (page D2-5)
- f. Allotments (page D2-31)
- g. Health Spending Account (page D2-31)
- h. TSP Loan Deduction (page D2-45)
- i. Final Leave and Earnings Statement (LES) for Leave Balances (page D-51)

Helpful Hint: Many organizations conduct new employee orientation or in-processing sessions to introduce employees to the job. These can provide excellent opportunities for you to collect the information needed to update their DCPS records.

REPORT NO. : P6643R01		MER REPORT - NEW HIRE		PAGE 1
REPORT DATE: 11/14/11 20:20		PERIOD ENDING 11/19/11		
PAY-BLK	ACT	ORG	SSN	EMPLOYEE NAME
100	B9	WDD		
GENERAL INFORMATION				
EOD DATE		11/07/11		
DOB / AGE CAT CODE		10/28/60 3		
SCD-LEAVE/RESERVE CAT		11/07/11 Y		
SCD-RET / ACR-RAT		11/07/11		
EMPLOYEE TYPE CODE		R		
EMPLOYEE STATUS CODE		A		
EMPLOYEE STATUS NTE DT				
TEMPORARY POSITION:				
CODE				
NTE DATE				
NTE HOURS				
HOURS TO DATE				
NTE AMOUNT				
AMOUNT TO DATE				
CONTINUOUS SERVICE DT		11/07/11		
ANNUITANT:				
INDICATOR		9		
ANNUITY				
OFFSET				
MULTIPLE APPT IDC		N		
PERF SYSTEM CERT IDC		N		
BRAC INDICATOR				
EHT INDICATOR				
NOAC / AUTH 182		0101 / ACM		
PROD/TRI		11/05/12		
APPL DIS RETIRE IDC		0		
DATE OF LAST INCREASE		11/07/11		
FF DIV/PRN LMT/AGG LMT		/ /		
SPEC PRGM / OT COMP		00 /		
SON /CCPO ID /SVG AGV		3195 / IX / 10		
STATE OF RESIDENCE		CA		
DAYS: SCHOOL YEAR		CLASSROOM		
SPL-EMP				
TSP: SCD		11/07/11		
ELIGIBILITY DATE		11/07/11		
VESTING YEARS		3		
RATE		24.73		
STATUS CODE		A		
STATUS DATE		11/07/11		
C-TYPE				
T3B IDC				
SATURDAY PAY				
SUNDAY PAY				
HOLIDAY PAY				
OVERTIME				
TOUR DIFFERENTIAL				
ON-CALL				
GRADED/UNGRADED IDC		G		
PAY PR / SER / TTL-CD		G5 / 0311 /		
GRADE / STEP		09 / 01		
SALARY: HOURLY		24.73		
ANNUAL		51,617.00		
ASTERISK				
SCHD / CLASS		/		
ALT RATE-1/2		/		
PAY BASIS / 12-PAY		PA /		
RETIREMENT CODE / IOC		K / 0		
FLSA STATUS		E EXEMPT		
WORK SCHEDULE / HOURS		F / 80.00		
PARTTIME CAREER ACT		N NOT COVERED		
CITIZENSHIP CODE		1		
PRD / PRD NTE DATE		0		
GLO / LEO INDICATOR		063260073 / 0		
LOCALITY PERCENT		24.19		
LOCALITY PAYMENT		10,054.00		
PAY TABLE NO.				
RETAINED-PLAN/GR/ST				
REYATN TABLE/LOES				
MAILING ADDRESS INFORMATION				
1ST STREET		2ND STREET		CITY/STATE/ZIP
EMAIL ADDRESS				
NET CHECK / ALLOTMENT INFORMATION				
NET CHECK INFO:		DIST. OPTION		BANK/ATH NO.
		N		
		ACCOUNT NO.		ACCOUNT TYPE
				PP DEDUCT.

Employee's EFT Info
"M" indicates missing data

Figure 3: MER Report - New Hire

Update the DCPS database

With the information you have collected, access the appropriate DCPS menu to input the data in the employee's record.

1. From the DCPS Main Menu – Customer Service Representative (Figure 4), select Employee Data Menu (Figure 5).
2. Enter the information for items a – h in the corresponding sub-menus.
3. Enter leave information by accessing the Leave Menu (Figure 6) from the DCPS Main Menu. This is important when transferring leave balances from one federal job to another.

DCPS MAIN MENU - CUSTOMER SERVICE REPRESENTATIVE	
1.	EMPLOYEE DATA MENU
2.	LEAVE MENU
3.	ON-LINE INQUIRIES MENU
4.	TABLES MAINTENANCE MENU
5.	VIEW BROADCAST MESSAGE
6.	CSR REPORTS MENU
7.	T&A MENU
8.	IN LIEU OF LEAVE AND EARNINGS STATEMENT
9.	DEBT COLLECTION MENU
ENTER OPTION # OR <PF24> TO LOGOFF: ____	

Figure 4: DCPS Main Menu - Customer Service Representative

EMPLOYEE DATA MENU	
1.	RESERVED
2.	CHARITY
3.	EMPLOYEE ORGANIZATION
4.	TAXES (FEDERAL/STATE/LOCAL/AEIC)
5.	ADDRESS/ALLOTMENTS/HSA/CHECK DISTRIBUTION
6.	EMPLOYEE ACCOUNTING CLASSIFICATION
7.	NGAUS INSURANCE
8.	OVERSEAS ALLOTMENTS
9.	OTHER DEDUCTIONS
10.	USUHS RET/VOL ANNUITY
11.	TEACHER 12-MONTH PAYMENT OPTION

ENTER OPTION #, <PF1> TO EXIT OR <PF24> TO LOGOFF: ____

Figure 5: Employee Data Menu

LEAVE MENU	
1.	ADVANCED/RESTORED/EMG/FAMILY LEAVE
2.	LES BALANCES
3.	MISCELLANEOUS LEAVE DATA
4.	DONATED LEAVE
5.	DONATED LEAVE – AUTOMATED
6.	LEAVE CERTIFICATION

ENTER OPTION #, <PF1> TO EXIT OR <PF24> TO LOGOFF: ____

Figure 6: Leave Menu

Reassignment (Transfer)

Reassigned employees, whether they are reporting to your organization or preparing to transfer to another position elsewhere, have and will continue to maintain records within DCPS. For this reason, your primary responsibility is to ensure that information currently in the system is updated correctly and efficiently.

For incoming employees, the process is very similar to the New Hire procedures above:

Know who the new employees are

1. Review the DCPS Report P6656R01 – Employing Activity/Organization Change Report (*Figure 2*) daily. Reassigned employees are identified with a “T” in the Type column.
2. Maintain liaison with your HR or personnel office to make sure new incoming employees are identified within the DCPS report.

Know what’s missing or outdated

1. Review the DCPS Report P6643R01 MER Report – New Hire (*Figure 3*) report on each employee (if available) to determine what data is missing in the employee’s DCPS record.
2. Especially when the reassignment involves geographic relocation, changes to mailing address and EFT information will be needed. If there is an “M” in the “Distribution Option” column of the “Net Check/Allotment Info” line on this report (located at bottom of page), EFT data is missing. Failure to input this information will cause a hardcopy pay check to be mailed to the DCPS address of record for the Employing Activity. The check may not be delivered to the employee and delays experienced while the check is located.

Collect the information

1. Information that may require updating include (page numbers following each item refer to the CSR User’s Manual):
 - a. Address (page D2-31)
 - b. EFT Banking Information (page D2-31)
 - c. Federal, State and Local Tax Forms (page D2-11)

- d. Charitable Deductions (page D2-1)
- e. Employee Organization – Union (page D2-5)
- f. Allotments (page D2-31)
- g. Health Spending Account (page D2-31)
- h. TSP Loan Deduction (page D2-45)
- i. Final Leave and Earnings Statement (LES) for Leave Balances (page D-51)

Update/correct the DCPS record

With the information you have collected, access the appropriate DCPS menu to input the data in the employee's record.

1. From the DCPS Main Menu – Customer Service Representative (*Figure 4*), select Employee Data Menu (*Figure 5*).
2. Enter the information for items a – h in the corresponding sub-menus.
3. Enter leave information by accessing the Leave Menu (*Figure 6*) from the DCPS Main Menu. This is important when transferring leave balances from one federal job to another.

For **outgoing employees**, it is encouraged that you ensure their DCPS information is as current and correct as possible. This will help ensure the accuracy of DCPS records that will transfer to the employee's new payroll database.

Separation

There are a number of reasons an employee will be placed in a DCPS separating status. Retirement, another federal position not paid through DCPS or leaving federal service are some of the more common. The fact that all will no longer be paid through the DCPS payroll requires you and the timekeeper perform several critical tasks to ensure that they are paid correctly and don't face the prospect of government indebtedness after their departure.

Your role is to ensure the information in the employee's DCPS records are as accurate and complete as possible. Not only will this ensure their last paycheck is correct and delivered to the correct address or bank account, but this information may be used to form new pay records within a different payroll system.

In most cases, procedures for separation involve two steps:

1. Review the Defense Civilian Payroll System (DCPS) Report # P6656R01 - Employing Activity/Organization Change Report (*Figure 2*). All separating employees are identified by an "S" in the Type column.
2. Ensure the timekeeper is aware of those employees separating from your organization. The timekeeper must complete critical tasks (see Work with the Timekeeper below) that will prevent the system from including the employee in future payroll processing.

Work with the Timekeeper

The timekeeper is absolutely critical in paying employees correctly and on time. From the first day of their new job, it is the timekeeper that establishes, changes and maintains employee timesheets and schedules.

The role can become even more important when an employee prepares for reassignment or separation. Placing the employee into the correct work status stops pay from your organization's accounts when his/her position ends. In doing their jobs correctly, timekeepers prevent overpayments and save reassigned or separated employees the anxiety of indebtedness to the federal government.

While these steps are not completed by a CSR, it helps if you are aware of what is needed and, when necessary,

Important timekeeper procedures:

Please follow up with the timekeeper to ensure the following steps are completed:

- When the employee is transferring and the paperwork has not yet been received to separate the employee from payroll, the T&A Status Code should be changed in the employee's work schedule in DCPS to a 'P' pending in order to prevent timecard data (hours) from being generated. This should be entered with an effective date of the day before the employee is gained by the new activity. For example, if the employee starts the new position on Sunday, the 'P' should be input for Saturday, even if the last day of actual work was Friday. If this step is omitted, DCPS will generate a pay check for the employee for time not worked which will result in a debt to the employee. To make this change:
 - Go to the T&A Menu in DCPS and select "Work Schedule Change".
 - Enter the employee ID and the effective date of the separation and hit enter.
 - Place a 'C' in the Action Code field. Place a "P" in the T&A Status Code field. Press Enter.
- If you enter time via your organization's own timekeeping system and submit to DCPS through SDA, please follow the instructions above to place the 'P', if available, as a valid employee status in your timekeeping system.
- More information about Work Schedule Change (*Figure 7*) and the T&A Status Code "P" can be found in the CSR User's Manual, starting on page D3-29, at <https://dfas4dod.dfas.mil/systems/dcps/consolid/files/csruerm.htm>.

WORK SCHEDULE CHANGE													
EMPLOYEE ID	EFFECTIVE DATE	BLK	ACT	ORG	NAME								
SUP DATE EFF		EMP STA		CD	GR/UNGR	IDC	EMP TYP	CD	WKD	SCD			
ACTION CODE (C,D)		ARE YOU SURE Y/N				START/END TIME							
SCD DATE EFF		T&A STATUS CODE				AWS		PLATOON ROTATING CODE					
***** PAY PERIOD TOUR OF DUTY *****													
	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	PAY				
WK 1									DAY 7				
SHIFT													
NGT DIFF													
WK 2									DAY 14				
SHIFT													
NGT DIFF													
STANDING JON													
UNGRADED EMPLOYEE: ROTATING SHIFT IDC													
TIMECARD DESTINATION													
ROTATING SHIFT HOURS (1) (2) (3)													

Figure 7: Work Schedule Change

Additional Resources

A CSR computer-based training course is available on the civilian payroll website <https://dfas4dod.dfas.mil/systems/dcps/consolid/cbt/Cbttoc.htm>.

Further Assistance

For further assistance, please submit a Remedy ticket to your servicing payroll office or call the toll free number at 1-800-538-9043 for the Indianapolis Payroll Office or 1-800-PAY-DCPS (1-800-729-3277) for the Cleveland Payroll Office