
PAYROLL BUSINESS LINE

Services Description

Payroll Services: Prepares civilian payrolls based on authenticated documentation. Through the Defense Finance and Service (DFAS), computes, deposits, and reports Federal, State, and local income taxes. Maintains employee records related to Civil Service and Federal Employees Retirement Systems (CSRS and FERS), reports retirement information to the Office of Personnel Management (OPM), and performs reconciliation of account balances with DFAS, OPM and Treasury. Accounts and reports employee's health benefit coverage, thrift savings plans, and unemployment compensation, among other non salary employee payments. Processes donated leave into the DFAS Civilian Production System. Maintains and operates the Department's system of allocating payroll costs to the proper appropriation.

Pricing Policy

The WCF Board FY 2003 pricing policy for this Business Line allocates fixed costs based on the number of employees on board in each organization at the beginning of the fiscal year. Total cost of the Payroll operations is \$2.2M. Starting in FY 2004, the Board established a new revenue and expenditure category in the WCF Payroll business line to cover Flexible Spending Accounts (FSA) administrative fees. Program customers are billed based on the administrative costs reported from SHPS, Inc. for employees of the customer organization.

Billing Cycle

Charges for this business line will normally be billed annually at the beginning of each fiscal year. During periods covered by a continuing resolution, the Board has authorized the Fund Manager to defer revenue collection within the fiscal year. FSA charges are billed in the month incurred

Payroll Business Objectives: Balanced Scorecard

Objectives for this business are in the format of a balanced scorecard.

- **Customers:** Ensure that DOE employees are paid accurately and in a timely manner, supervisors and financial resource managers receive value added reports, and employees receive quality responses from the Payroll Customer Service representatives.
- **Financials:** Develop and execute plans to Provide quality services without unduly burdening the program offices that finance the payroll operations.
- **Internal Processes:** Evaluate and/or reengineer policies, procedures, and business practices to complement the payroll system modernization initiative.
- **Learning and Growth: Continue to develop** and implement strategies to deploy technology and training to employees, administrative staff, and supervisors so that they become integral partners in the payroll modernization process.

For more information on these objectives and business line performance measures please go to www.ma.mbe.doe.gov/wcf and view the Payroll Five-year Plan.

Service Standards

Payroll Payments - 99.9% on time and accurate (consistent with current excellent performance)

Electronic Payments - 96% (Federal Standard for 1997 was 94%)

Management Flexibility

Individual Departmental customers do not have an option of where to buy payroll and personnel services. These decisions are managed corporately at the Secretarial level. However, customers can, through Board management, insist on efficient operations from the business line managers.

Points of Contact

Business Line Manager

George Tengan

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For more information, customers are invited to visit the Payroll home page at

<http://www.hr.doe.gov/cfo/pay.html> .