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# Processing

## Precision

Processing personnel and payroll actions is one of the most technically intricate tasks in federal HR. OPM's Guide to Processing Personnel Actions alone has 35 chapters alone, and that guide only gives guidance on how personnel actions should be processed, but not how to actually implement the processing in one of the many automated systems used in the Government today.

Knowing how to properly code and process actions is half of the equation; knowing how to use the automated system is the other integral piece. Processing requires attention and precision. There's very little margin for error in processing, as a simple data entry error can negatively affect a federal employee's pay and benefits. Many of the Government's most experienced processors are approaching retirement, and often newer processors have not yet achieved the extensive technical knowledge and experience to be a fast, effective processor. Many HR offices need a partner to help them address gaps in their processing capabilities. YRCI offers just that.

We have valuable experience processing personnel and payroll actions, and supporting leave and time & attendance (T&A) system activities, using many different systems, such as those provided by the National Finance Center (EPIC, STAR, EmpowHR) and the National Business Center (FPPS, Quicktime). YRCI has the technical know-how and experienced processors ready to help with your processing needs. From processing entrance-on-duty forms to coding retirement actions, and every step increase and paycheck in between, we are your source for processing support.

## Building Positions

A position must be built in a personnel processing system before any personnel action processing work can occur for the actual employee that occupies the position. Working from position descriptions, YRCI has carefully built positions in automated systems for many federal clients.

## Personnel Actions

Successful personnel action processing is predicated on the processing professional knowing the right approach to take with a particular action and having the technical knowledge of both coding and using the automated system, without constantly referencing a guide or user manual. It takes years to cultivate this level of familiarity with processing logic, codes, and automated systems. The less a processing professional knows, the longer it takes to process an action, the more actions get backlogged, and the greater the potential for errors in actions that do get processed. YRCI's experienced processing professionals help federal agencies with their processing workload by increasing the timeliness and quality of processing.

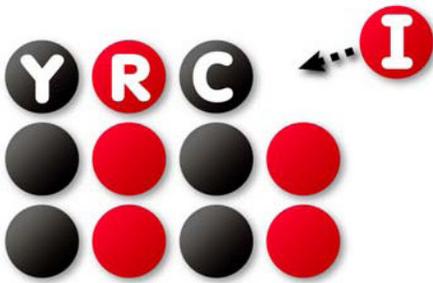
## Payroll Actions

The actual delivery of compensation to a federal employee's account is no easy task. There are several forms that need to be completed and processed for an employee to receive pay, and more forms that affect how pay is distributed, such as Court-Ordered Child Care or Alimony Deductions or Authorization of Labor Organization Dues. YRCI's processors are experts not only in processing these payroll actions, but in building custom reports and resolving payroll processing errors.

## Leave and T&A

YRCI provides extensive support for systems that manage employee leave accounts and T&A. We develop custom reports and perform analysis to reconcile errors produced by discrepancies between systems, such as having different service computation dates in the timekeeping system and the payroll system for the purposes of leave accrual. YRCI succeeds in addressing difficult errors and discrepancies that arise in these systems by thoroughly investigating the issue and gathering all information to determine the root cause and remedy.





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### Past Performance

YRCI has provided personnel and payroll processing services to several federal agencies. Each of these agencies have experienced the efficient and cost-effective changes our services bring. Examples include:



**Department of Homeland Security, Headquarter (DHS HQ).** After a transition period, YRCI became DHS HQ's personnel and payroll action processing resource. We used National Finance Center (NFC) automated systems to build positions, process step increases, enter tax withholding information, and much more. Further, we supported DHS HQ's time-keeping and leave account applications.

In addition to providing operational support, YRCI was an integral partner in helping DHS upgrade its processing system. DHS HQ was using NFC's Entry Processing Inquiry and Correction (EPIC) system, but wanted to move to the NFC's newer, more integrated system: EmpowHR. At the time, EmpowHR was an entirely new system. YRCI, as DHS HQ's processing support team, served as one of the first users of the system. Knowing that any new system implementation has its quirks and bugs, YRCI worked closely with the EmpowHR help desk to address issues that occurred during the new implementation. This helped get EmpowHR up and running quickly at DHS HQ.

**Transportation Security Administration (TSA).** We provide personnel and payroll processing for TSA in a high-volume, metrics-driven environment. Our team is comprised of individuals who expertly code and process actions, while another part of our team reviews processing activities for quality and completeness. In addition to providing operational support, we develop procedures for processing to help streamline processing activities. Further, we resolve difficult to solve issues with the time and attendance and payroll systems.



**U.S. Coast Guard (USCG).** YRCI provides personnel and payroll action processing support to USCG, in addition to T&A and leave support. We code and process a full range of personnel actions and pay documents for employees appointed under both competitive and excepted service. In this unique environment, we process actions involving several different pay systems. We process many different entrance-on-duty forms, name changes, addresses changes, tax information, promotions, re-assignments, and terminations.

We fully support USCG's T&A and leave account systems. We address errors that are reported each pay period, as we work to reconcile discrepancies between the payroll and T&A system.



**National Science Foundation (NSF).** YRCI is responsible for NSF's personnel and payroll action processing. Additionally, we support their timekeeping function, which does not interface with their payroll system and requires careful reconciliation. In addition to our operational support, our payroll subject matter experts interpret, develop, and implement policies for payroll, leave administration, and time and attendance issues.

### Procuring Our Services

YRCI offers a number of easy methods in order to procure our services:

- YRCI possesses a GSA schedule with a wide variety of HR services labor categories at very competitive rates: GSA Schedule 738X for HR and EEO Services (Contract No. GS-02F-0050N).
- We have Blanket Purchase Agreements (BPAs) with multiple agencies that you may be able to use.

