

Thrift Savings Plan (TSP)
QUICK REFERENCE GUIDE



Quick Reference Guide | Thrift Savings Plan (TSP)

Introduction

This quick reference guide provides assistance with issues you may encounter when dealing with the Thrift Savings Plan. The following four topics will be covered:

Page 2: Changes in Employee Data Records

- Incorrect TSP Service Computation Date
- Address Change
- Separation Record
- Date of Birth Update

Page 3: Missed or Erroneous Contributions or TSP Agency Funds; Catch-up Contributions

- Missed Contributions or Adjust Agency Funds
- Errors in TSP Contribution Type and Amount
- Additional Funds to the TSP Account (Catch-up Contributions for employees over age 50)

Page 4: TSP Hardship Withdrawals

- Timeline of TSP Hardship Withdrawals including Non-Contribution Period
- TSP Hardship Withdrawal Roadblocks

Page 5: TSP Participation Keyed to Federal Retirement Coverage

Note: Please include the employee's full name, detailed explanation of the problem, and correct contact person and phone number in your TSP inquiries. Also, if you have detailed questions not related to the above topics, submit a request via the ServiceNow system to the National Finance Center's (NFC) NFC TSP.

****Reminder about Personally Identifiable Information (PII)***

Throughout this quick reference guide, there are instructions to send via ServiceNow. An asterisk follows these procedures as a reminder on how PII must be handled. Please protect PII by encrypting the data.

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Changes in Employee Data Records

Changes that will affect the employee data record (e.g., updates to personal information and work history) must be sent to NFC's **Payroll/Personnel System (PPS)** first and then the TSP system is automatically updated on the pay date associated with the pay period in which the correction occurred.

Incorrect TSP Service Computation Date (TSP SCD)*

An employee has the incorrect TSP SCD in PPS.

Active Employees: The Agency should process a history correction and correct the employee's TSP Service Computation Date. The Agency must ensure that all allotments and deductions that were on file prior to the history correction are still in place.

Separated Employees: Please attach Screen 118 in the Information/Research Inquiry System (IRIS) and correct the TSP Service Computation Date via the ServiceNow system for processing. It is not necessary to process a History Correction Update Processing System (HCUP) package on the separated employee. If you do not have access to ServiceNow, please contact the NFC Contact Center (NCC) at (855) 632-4468 to request that the TSP SCD correction be sent to NFC's TSP Liaison Group.

Address Change*

An employee's address has changed in Employee Personal Page (EPP) and updated in PPS, but TSP does not display the new address.

Active Employees: *Has the Effective Pay Period Pay Date passed?*

Yes – Please submit an address change request via ServiceNow for processing. If you do not have access to ServiceNow, please contact NCC at (855) 632-4468 and request an address correction be sent to NFC's TSP Liaison Group.

No – Wait for the Effective Pay Period Pay Date to process.

Separated Employees: If the employee has separated from the Federal Government, he/she needs to change his/her address with TSP. The Agency should have the employee go to <http://www.tsp.gov> and download a TSP-9 "Change in Address for Separated Employees" and fax it to the number on the form, not to NFC.

Separation Record*

An employee has separated from the Agency, and the Agency has entered the document in PPS, but TSP does not have the information.

Has the Effective Pay Period Pay Date passed?

Yes – Please submit a separation request via ServiceNow for processing. If you do not have access to ServiceNow, please contact NCC at (855) 632-4468 and request the separation record update be sent to NFC's TSP Liaison Group.

No – Wait for the Effective Pay Period Pay Date to process.

Date of Birth Update*

An employee's Date of Birth has been updated in PPS, but TSP does not have the updated Date of Birth.

Active Employees: *Has the Effective Pay Period Pay Date passed?*

Yes – Please request a date of birth update via the ServiceNow system for processing. If you do not have access to ServiceNow, please contact NCC at (855) 632-4468 and request that the date of birth record be updated at TSP via a data record being sent by NFC's TSP Liaison Group.

No – Wait for the Effective Pay Period Pay Date to process.

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Missed or Erroneous Contributions and TSP Agency Funds

Why does an employee need to pay missed TSP Employee Contributions and/or receive/remove TSP Agency Funds?

Situation #1: An administrative error caused a mistake in contribution amounts and/or Agency funds. Action must be taken to correct this.

Situation #2: An employee returns from military service and is a Federal employee. Action must be taken in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA).

Situation #3: An employee has a retirement correction or TSP portion error. Action must be taken in accordance with the Federal Erroneous Retirement Coverage Correction Act (FERCCA).

Why is there an error in the TSP Contribution type or amount seen on Screen 118 in IRIS?

Situation #4: An administrative error involves contributions that an employee had properly designated as Roth or Traditional on the TSP Election Form, but that were submitted incorrectly to TSP.

Situation #5: Due to an employee error, the dollar amount or percentage entered cause the TSP employee contributions to max out prematurely. Or the employee had too much TSP taken out of his/her pay.

If any of these errors apply, please submit your request via ServiceNow for processing. If you do not have access to ServiceNow, please contact NCC at (855) 632-4468 and request a ServiceNow ticket be sent to the NFC's TSP Liaison Group.

NOTE: The Agency should NOT submit a request in the Administrative Billings and Collections (ABCO) System or Special Payroll Processing System (SPPS) Web request.

Catch-Up TSP Contributions

If an employee is over age 50, the employee can contribute an additional amount of money, called a "catch-up contribution," to TSP that surpasses the regular TSP contribution limit. The limit for this amount changes annually so please check the Internal Revenue Service (IRS) Web site for details.

TSP Catch-up Contributions (TSP-1-C) must be processed each year. This contribution does not roll over at the end of the calendar year.

If you are turning age 50 in the calendar year, you must wait until the effective pay period 1 in January to enter your TSP-1-C.

You do not have to pay the regular TSP/IRS Maximum first and then the TSP Catch-up. Catch-up contributions can begin with the new calendar year.

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TSP Hardship Withdrawals

When TSP issues a hardship withdrawal to an employee following a request, the TSP employee contributions must be stopped. The following example is illustrated with pay periods A through P, and can begin during any actual pay period throughout the year:

TSP Hardship Withdrawals can be initiated in any given pay period (PP A).

- TSP Board sends an employee a financial hardship withdrawal notice.
- TSP sends documentation to NFC about withdrawal.

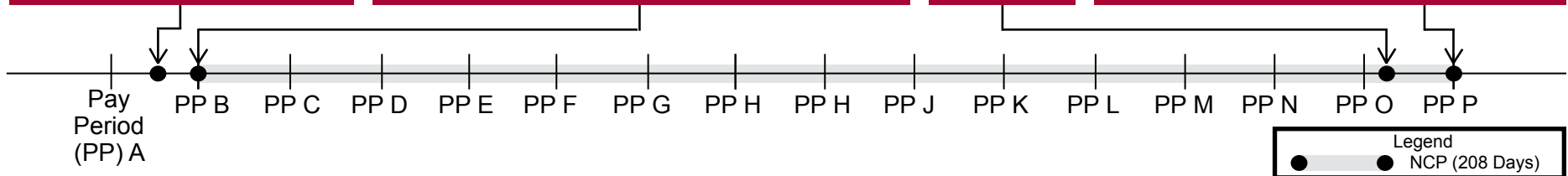
TSP Hardship Withdrawals begin the next full pay period (PP B).

- The Non-Contribution Period (NCP) start date is updated and can be viewed on Screen 118 IRIS, and the system calculates 208 days from that date to determine the end of the NCP.
- NFC updates the TSP status code to "H" which stops employee contributions and begins the NCP.

TSPs re-start date occurs in a pay period (PP O).

At the end of the NCP, the TSP Board will mail the employee a notice that he can resume his TSP employee contributions which will be the next pay period (PP P).

- The TSP Status Code "H" will not change to a "Y" until the employee/Agency enters a new TSP-1 document. A TSP-1C can be entered, also.
- The effective pay period must be the next full pay period to re-start the TSP Employee Contributions.



TSP Hardship Withdrawals Roadblocks

The Agency or the employee has attempted to enter the TSP-1 or TSP-1C and the status code remains in "H" status.

Check the Effective Pay Period to ensure that the Pay Date has passed:

If Yes – Agency needs to enter an "L" override and the document should update.

If No – Agency should correct the pay period on the document.

The Agency notices that the effective date for the "H" status code on the IRIS 118 screen is incorrect.

Please attach a screen capture of IRIS 118 screen with the "H" status date via ServiceNow for processing. If you do not have access to ServiceNow, please contact NCC at (855) 632-4468 and request that IRIS 118 be updated with the correct "H" status date via NFC's TSP Liaison Group.

NOTE: TSP Bulletin 19-3, upcoming changes in September 2019

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THRIFT SAVINGS PLAN PARTICIPATION KEYED TO FEDERAL RETIREMENT COVERAGE

RETIREMENT COVERAGE CODE	NAME	Agency funds 1% and Government matching if contributing	No Agency funds	Not eligible to participate
0	Customs and Border Protection Enhanced CSRS		X	
1	Civil Service Retirement Act (CSRS)		X	
2	FICA only (Social Security System) *			X
3	Foreign Service Pension System (FSPS) -CSRS		X	
4	None (Reemployed CSRS Annuitant)*			X
6	CSRS (Special)		X	
8	VA Judges (w/o survivor annuity benefits)		X	
9	VA Judges (w/survivor annuity benefits)		X	
A	Article III Judges and Justices		X	
B	Bankruptcy Judges and Justices under JRS		X	
C	FICA and CSRS (Partial)		X	
D	Forest Service (FS) Pension (Law Enforcement)	X		
E	FICA and CSRS Special (Partial)		X	
F	FS (Law Enforcement)		X	
G	FICA and FS (Partial)		X	
H	FS(Law Enforcement Officers)		X	
J	FICA & Fed Retirement Transitional withholding Rate 1.3%			
K OR KR	Federal Employees Retirement System	X		
L or LR	FERS Air Traffic Controllers	X		
M or MR	FERS FF/LE	X		
I = N or NR	FERS Reserve Technician	X		
O or OR	Customs and Border Protection Enhanced FERS	X		
P or PR	FSPS -FERS	X		
Q	Customs and Border Protection Enhanced CSRS Offset		X	
R	FICA and CSRS (Full)		X	
S	Claims Court Judges (JRS)		X	
7 = T	FICA and CSRS-Special (Full)		X	
U	Bankruptcy Judges (FICA/Partial CSRS)		X	
V	CSRS (Congressional)		X	
W	FICA and FS (Full)		X	
Y	Bankruptcy Judges (FICA/Full CSRS)		X	

Summary

The table to the left lists different types of Federal employees and aligns these groups with their respective retirement coverage codes.

Key

* Except for Civil Service Retirement System (CSRS) Offset reemployed annuitants who are eligible for TSP participation regardless of their decision to earn supplemental or re-determined annuities.

Retirement Code "5" in the NFC system is Navy, Army, and Air Force Institute (NAFI) employees who are not eligible for TSP at all.

Retirement Code "I" in the NFC system will change to Retirement Code "N" prior to submission to TSP.

Retirement Code "7" in the NFC system will be translated to Retirement Code "T" at TSP.

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Loan Alteration Procedures

To make a payment to a TSP loan account, NFC will make deductions from an employee's salary payments and send this amount to TSP on a bi-weekly basis. Employees are ultimately responsible for any missed TSP loan payments. If the employee misses any loan payments, the employee should go to the TSP Web site (<http://www.tsp.gov>) and download a TSP Loan Coupon, and send payments to the TSP Service Office address on the form.

If the employee would like to start, stop, or change the contribution amount of a TSP loan, then the TSP system will send an electronic file of the actions to NFC's system daily. These three actions are clarified below:

- Stopped TSP Loan: Employee has paid off the TSP loan or TSP has taxed out the TSP loan due to non-payment.
- Changed TSP Loan: Employee logged on directly to the TSP Web site (<http://www.tsp.gov>) and requested a re-amortization of the TSP loan.
- Start the TSP Loan: Employee has just received the TSP loan.

Special action is required if an employee transfers or takes leave. The following diagram describes these procedures:

Transferred Employees

Action must be taken by an Agency when the employee transfers between Agencies.

Is the employee on the NFC's database for the current Agency?

Yes – Please submit the loan setup request via ServiceNow for processing no later than Tuesday 9:00 AM CST (of payroll week). If you do not have access to Remedy, please contact NCC at (855) 632-4468 and request a loan setup be sent to NFC's TSP Liaison Group.

No – Wait until the employee is setup on the NFC's database with current Agency before sending request to NFC via ServiceNow.

Employees on Leave (Civilian or Military)

Action must be taken when the employee departs or returns from leave.

Agency should go directly to the TSP Web site (<http://www.tsp.gov>) and download a TSP-41 document and fax directly to the TSP Service Office Number on the form.* TSP-41 should be faxed when the employee departs **and** when he or she returns. Do not send this form to NFC.

Note:

- Interest is accrued during the period of non-pay.
- The employee is only allowed a maximum of 1 year of civilian leave.
- Military leave is indefinite.

Special Note About Loans:

If the Agency does not see the loan on Screen 120 of IRIS on Friday of payroll week, they need to notify the employee. The employee will need to print the TSP Loan Coupon from www.tsp.gov and submit a payment directly to TSP.

***REMINDER:** Please protect PII when submitting a ServiceNow ticket by encrypting the data.