



United States Department of the Interior
Office of the Secretary



September 13, 2013

Important Information for Our Payroll Customers

An error related to the Electronic Funds Transfer (EFT) date for federal employees in some agencies serviced through the Interior Business Center (IBC) will mean these employees will not receive their payroll funds prior to payday, Tuesday, September 17, 2013.

The error affects 40,000 of the 240,000 federal employees in 23 of the 42 agencies whose payroll provider is IBC. See page two for the list of affected agencies.

The error occurred with the payroll file that IBC sent to Treasury and was related to the EFT date that was entered in the transfer file. An oversight occurred during the certification process for pay period 2013-19 that inadvertently disbursed the EFT payments on the official pay date, Tuesday, September 17, 2013. Efforts to process a new payment file were unsuccessful. Therefore, for these employees, the 2013-19 payments will not be made early on the Friday before the official pay date. These employees will be paid on their official pay date of Tuesday. IBC will resume normal processing next pay period.

All other employees served by IBC, including the Department of the Interior, will receive their EFTs as usual. IBC is developing a corrective action plan to catch such errors in the future with the intent of preventing this situation from recurring. Although most of IBC's clients are not impacted by the error, IBC knows that this is a serious matter for those affected and sincerely regrets any inconveniences the error may have caused.

The official pay date for these agencies is the second Tuesday following the end of the two-week pay period--in this case, pay period number 2013-19, which ended September 7, 2013. EFTs to client agencies in this pay group are generally provided to financial institutions for an early deposit prior to the official pay date. This is routinely accomplished by the first Friday following the end of the pay period. Staggering of disbursement files facilitates the processing of payroll in a timely manner.

To address the impact for those accustomed to the early EFT practice, IBC has begun contacting approximately 1,800 financial institutions to alert them of the error and request the financial institutions work with their customers to address the situation. Some banks have already agreed to recognize the payments on Friday, September 13.

IBC held a conference call with its customer agency representatives upon finding the error and will continue to provide customers with updates over the next several days. If the impacted employees experience difficulties with their financial institutions, IBC will work with the employees and their financial institutions to mitigate impacts. According to Comptroller General decisions, the federal government may not compensate employees for overdraft or other financial institution fees, but IBC can provide written confirmation that the errors occurred outside of the employee's control and make requests on behalf of the employee that the financial institutions waive any resulting fees.

Agencies are able to execute queries in the IBC database, following instructions provided by IBC, to identify employees who are receiving net salary checks via EFT.



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Agencies affected:

1. Arctic Research Commission (ARC)
2. Chemical Safety and Hazard Investigation Board (CSB)
3. Consumer Product Safety Commission (CPSC)
4. Equal Employment Opportunity Commission (EEOC)
5. Federal Energy Regulatory Commission (FERC)
6. Federal Retirement Thrift Investment Board (FRTIB)
7. Federal Trade Commission (FTC)
8. Institute of Museum & Library Srvs/Natl Founda Art (IMLS)
9. National Aeronautics and Space Administration (NASA)
10. National Archive and Records Administration (NARA)
11. National Labor Relations Board (NLRB)
12. National Science Foundation (NSF)
13. National Transportation Safety Board (NTSB)
14. Nuclear Regulatory Commission (NRC)
15. Office of Navajo and Hopi Indian Relocation (ONHIR)
16. Overseas Private Investment Corporation (OPIC)
17. Pension Benefit Guaranty Corporation (PBGC)
18. Public Defender Service for DC (PDS)
19. Securities and Exchange Commission (SEC)
20. Trade and Development Agency (TDA)
21. U.S. International Trade Commission (ITC)
22. U.S. Tax Court (USTC)
23. Valles Caldera Trust (VCT)

For media inquiries, contact Jessica Kershaw, 202-208-6416.

For employee questions, contact the IBC Customer Support Center, 1-888-367-1622.