

TSP Processing Priorities Matrix  
As of 8 March 2006

The following are guidelines for processing materials received via the mail or by fax at the mail management/data entry (MM/DE) facility. The standards to be met are as follows:

- All materials are to be scanned and indexed within 2 business days of receipt.
- All forms assigned to be processed by the facility are to be completed with 5 business days of receipt. This 5 business day completion standard includes the 2-day scan and index steps timeframe.

Exceptions to the standards should be discussed with the Agency project manager and may be granted in light of unexpected volumes, weather-related or other local phenomena, and disaster situations.

The mail management/data entry project manager is responsible for ensuring that the standards are met and may reassign priorities as necessary with the categories. Priority reassignments between categories may affect the workloads of other business units (BU) (not covered by this contract) and must be cleared with the Agency project manager.

Note: Items are not prioritized with categories.

Queue	Downstream Activity Impacted by MM/DE's functions (BU or program activity)	Priority and functions for MM/DE	Volume
AGENCY COR (Agency Correspondence)	BU: Agency Technical Support Staff	Critical (Scan and index)	Low
LEGALP (Legal items)	BU: Legal Process Unit	Critical (Scan and index)	Low
DEATH CORR (Death Correspondence)	BU: Legal Process Unit	Critical – Legal process actions (Scan and index)	Low
FAX	All others	Critical	High
LEGALAU (Powers of attorney, guardianships, conservatorships, etc.)	Loans/Withdrawals (most commonly) – holds to be placed on account or permission	Critical – Financial (Process only)	Low

	for others to transact business for a participant		
PARTCORR (Participant Correspondence)	BU: Call Center Correspondence Unit	Critical (Scan and index)	Moderate
NEEDREVIEW (Item requires further review for routing)	All others	Critical – routing unknown (Processing Step only)	Low
REPROFORM (Reprocess forms)	Loans/Withdrawals (most commonly)	Critical – If the item is in this queue, participant has contacted the call centers or the Agency. (Processing Step only)	Low
RESCAN (Rescan forms)	Loans/Withdrawals (most commonly, but may impact all areas)	Critical – If the item is in this queue, participant has contacted the call centers or the Agency (Processing Step)	Low
Form TSP-13S	BU: Death Processing Unit	Critical – Failure to process timely may result in an erroneous distribution of funds (Scan, index, and process)	Low
NotRepay (Notice of intent not to repay a loan)	Withdrawals will fail until taxable distribution is processed on loan	Critical – Participant expectation and withdrawal form dependencies	Medium
Form TSP-16 (Request for Spousal Exception)	Loans/Withdrawals	Critical – Failure to process timely will delay processing of loan or withdrawal (Process only)	Low
Form TSP-17 (Information about Deceased Participant)	BU: Death Processing Unit	Critical (Scan, index and process)	Low
Form W4-P	Loans/Withdrawals	Critical – Failure to process timely could result in erroneous	

		withholding on a disbursement (Scan, index and process)	Low
Form TSP-60 (Transfer into the TSP)	BU: Rollover Processing Unit	Critical – Failure to process timely could result in funds being returned erroneously or delay in notifying participant of a problem with the rollover (Scan, index and process)	Low
Form TSP-20 (Loan Application)	Loans	High – Participant expectation (Scan, index and process)	High
Form TSP-21G	Loans	High – Participant expectation (Scan, index and process)	High
Form TSP-21R	Loans	High – Participant expectation and closings (Scan, index and process)	Medium
Form TSP-21D	Loans	High (Failure to process will delay residential loan disbursement or erroneous rejection of agreement) (Scan, index and process)	Low
Form TSP-41 (LWOP notice)	Loans	High (Failure to process can result in an erroneous loan taxable distribution) (Scan, index and process)	Low
Form TSP-50 (Investment Allocation)	Contribution Allocation/ Interfund Transfer	High – Participant expectation (Scan, index and process)	Low
Form TSP-70 (Withdrawal Request)	Withdrawals	High – Participant expectation (Scan, index and process)	High
TSP70 ABAN (Form	Withdrawals	High – Participant	

TSP-70A)		expectation (Scan and index)	Very Low
Form TSP-74 (Request for Direct Deposit)	Death Benefits/ Withdrawals	High – Failure to process timely could result in a check disbursement (Scan, index and process)	Low
Form TSP-76 (Financial Hardship Inservice Withdrawal)	Withdrawal	High – Participant expectation (Scan, index and process)	High
Form TSP-77 (Partial Withdrawal)	Withdrawal	High – Participant expectation (Scan, index and process)	Medium
VOD (Verification of Account)	BU: Call Center Correspondence Unit	High – Participant expectation (Scan and index)	Low
Form TSP-75 (Age-based inservice withdrawal)	Withdrawals	High – Participant expectation but not generally as critical as a financial hardship or full separation withdrawal (Scan, index and process)	Medium
LOA TSP-60 (Letter of Acceptance of money to be rolled over to the TSP)	BU: Call Center Correspondence Unit	Medium – Impacts ability to execute a rollover (Scan and index)	Low
Change of address for a beneficiary	BU: Death Processing Unit	Indicative Data; Financial (Scan, index and process)	Low
TSP-15 (Change of Name)	Indicative Data	Medium – Account profile update (Scan, index and process)	Low
TSP-3 (Designation of Beneficiary)	Indicative Data	High (scan and index). Medium (processing) – Account profile update. Death processing will look for forms that have not yet been data entered.	High
Form TSP-65 (Combining	Combining civilian or uniformed services	Medium (Scan, index and process)	Low

Accounts)	accounts		
Form TSP-73 (Change in Monthly Payments)	Withdrawals	Medium except for (1) the last week of the month since the forms could impact the heavy 1 <sup>st</sup> of the month payments (High) and (2) the annual change activity (Critical) (Scan, index and process)	Low except at end of year (High)
Form TSP-70A (Abandoned Account)	BU: Adjustment Processing Units	Medium – Account will have to be restored prior to payment (Scan, index and process)	Low
Form TSP-9 (Change of Address)	Indicative Data	Medium – Account profile update (Scan, index and process)	Low
Form TSP-72 (Request for Materials)	Mailing	Low (Scan, index and process)	Low
STMTENCL (Requests for Mailed Statements)	Quarterly participant statement mailings	Low (Scan, index, and process). Cyclical	Very High
PART CORRA (Archive)	Reference	Low (Scan and index)	Medium

**Definitions:**

Priorities

Critical – Scan and index. These queues should be cleared within 24 hours. Failure to do so could delay downstream processing.

Critical – Scan, index, and process (or Processing Step Only). These queues should be cleared daily if possible. These items can directly affect the correctness of disbursements, or downstream processing, or have been identified as a result of a participant contact.

High – Scan, index, and process. These items should be processed as soon as possible within the 5-day window. All have associated participant expectations of a transaction (particularly loans and withdrawals).

Medium – Scan, index, and process. These items must be completed within the 5-day window, but generally have a lesser immediacy.

Low – Requests for materials, low volume.

Uniformed services forms have the same priorities as civilian forms; however the volumes are substantially lower.

Volumes (generally)

Low – less than 50 items per day

Medium –50 to 150

High – greater than 150