



National Aeronautics and
Space Administration

NASA Shared Services Center
Stennis Space Center, MS
39529-6000
www.nssc.nasa.gov

NASA Shared Services Center Customer Guide

NSCG-9700-0001 Revision 2.0

Effective Date: August 15, 2016
Expiration Date: August 15, 2019

Change of Station NASA's Guide to a Successful Move for OCONUS Relocations

Responsible Office: Financial Management Division

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 2 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

Approved by

 Peggy Mosteller
 Chief, Financial Management Division

 Date

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 3 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

DOCUMENT HISTORY LOG

Status (Basic/Revision Cancelled)	Document Version	Effective Date	Description of Change
Basic	1.0	05/06/2014	Basic Release
Revision	2.0	08/15/2016	Update due to regulatory changes in Relocation Income Tax Allowance and add Storage Tax calculation example

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 4 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

TABLE OF CONTENTS

Preface.....	6
Introduction	6
Eligibility	7
Coverage.....	7
CHAPTER ONE - GET READY.....	8
Employee Service Agreement and Duplicate Reimbursement Disclosure Statement (FTR 302-2).....	8
Agreement to Repay Withholding Tax Allowance	9
Travel Information Request.....	9
Relocation Allowances for Employees	10
Binding Decisions and Acknowledgments.....	14
Travel Authorization	15
Advance of Funds (FTR 302-2).....	16
Travel Vouchers	17
CHAPTER TWO - GET SET... ..	18
Movement of Household Goods (HHG) (FTR 302-7)	18
CHAPTER THREE - GO!.....	21
En route Travel (FTR 302-4)	21
Temporary Quarters (TQSE) (FTR 302-6)	23
Reimbursement Methods and Calculations for Temporary Quarters:	24
Allowances for Expenses Incurred in Connection with Residence Transactions (FTR 302.11).....	29
Selling Your Home	30
Property Management Services (FTR 302-15).....	32
Buying a New Home.....	32
Unexpired Leases	34
Miscellaneous Expense Allowance (MEA) (FTR 302-16).....	34
Reimbursable Expenses	35
Non-reimbursable Expenses	35
CHAPTER 4 - AFTER THE FINISH LINE.....	38
Travel Vouchers	38
Tax Information (FTR 302-17).....	38
Loss or Damage Claims	40
Final Comments	40
APPENDIX A - CHECKLIST OF REQUIRED FORMS.....	41
APPENDIX B - SUMMARY OF ALLOWANCES AND EXCLUSIONS	44
APPENDIX C - GLOSSARY OF TERMS.....	50

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 5 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

APPENDIX D - STATEMENT OF VIOLATION OF SERVICE AGREEMENT 58

APPENDIX E - A HELPFUL CHECKLIST OF THINGS TO DO 59

**APPENDIX F - REIMBURSABLE AND NON-REIMBURSABLE RESIDENTIAL
TRANSACTIONS..... 64**

APPENDIX G - HOME MARKETING INCENTIVE (HMI) PROGRAM 67

APPENDIX H - NASA RELOCATION HIGHLIGHTS 69

APPENDIX I - COMMUNICATION EXCHANGE REFERENCE 74

APPENDIX J - ACRONYMS 76

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 6 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

CHANGE OF STATION - NASA's Guide to a Successful Move for OCONUS Relocations

Preface

Congratulations on your relocation with the National Aeronautics and Space Administration (NASA)! We hope your move is as smooth and trouble-free as possible.

Moving is never easy; there is very little time and many decisions need to be made. During your relocation, you are going to get a lot of advice from many sources. It is important to NASA that you and your family make positive, well-informed decisions regarding your relocation.

Educate yourself and your family about the relocation process so you will know what to expect. That is why we are asking you to take time out of your now-even-busier schedule to read this guide. It explains most of what you will need to know for a successful move. In fact, it was designed to be used as a tool for managing your relocation.

This publication is not only a "how-to" guide, but also a "things-to-do" list. Each time there is an item discussed that you will need to attend to, you will be provided with a box in the wide margin. As you get closer to your actual move, you can zero in on the boxes that are still blank.

If you ever feel that you need more specific information on any topic, ASK! Contact your Relocation Counselor or the NASA Shared Services Center (NSSC) Customer Contact Center, whichever is appropriate. There is no such thing as a trivial question when it comes to relocation. Remember, the responsibility for a problem-free, reimbursable move rests with NASA and you.

Introduction

This guide is for NASA Employees preparing to make a Change of Station (COS) Outside of the Continental United States (OCONUS). It contains helpful information to assist you during your Government-authorized move.

The guide outlines the allowances and expense reimbursements you are entitled to under the Federal Travel Regulation (FTR) and Department of State Standardized Regulations (DSSR). However, it is important to note that this guide is not a copy of the FTR or DSSR. Information in the FTR Section 302 and applicable sections of the DSSR are far more detailed. Therefore, if there are any discrepancies between this guide and

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 7 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

the FTR or DSSR, the applicable FTR or DSSR overrides any information contained herein.

Eligibility

An employee relocating in the interest of the Government is eligible for a number of allowances and reimbursements. Two or more employee members of the same immediate family, relocating in the interest of the Government, are allowed to receive separate relocation orders and benefits. The relocation would be treated separately; however, there will be no duplicate payment for the same expense.

Coverage

There are a few rules governing NASA's ability to pay for your relocation expenses.

- You must sign a 12-month Service Agreement, if required.
- You must sign a Duplicate Reimbursement Disclosure Statement.
- You must complete your travel - including transportation for your family and Household Goods (HHG) - within one year from the effective date of your change of official station. This one-year limit includes settlement of real estate transactions; however, the limit may be extended for an additional year upon request to the travel authorizing official. The one-year period may also be extended if interrupted by active military service.

NOTE: Whenever documentation (e.g., contracts, bills, receipts, etc.) is faxed to the NSSC, a fax template (NSSC Form 023) should be included as a cover sheet. The fax should be sent to: 866-779-NSSC (866-779-6772). The fax template for submitting travel documentation can be found on the NSSC Web site at <http://www.nssc.nasa.gov>.

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 8 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

CHAPTER ONE - GET READY...

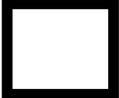
The FTR requires NASA to inform you of a transfer within a timeframe that will provide sufficient time for preparation. Once you have been notified of a transfer, there are a number of things that need to be done before you make any plans regarding a COS. This chapter describes how to begin. Appendix A includes a checklist of the forms required for an OCONUS relocating employee.

Employee Service Agreement and Duplicate Reimbursement Disclosure Statement (FTR 302-2)

You must sign a Service Agreement and Duplicate Reimbursement Disclosure Statement (NASA Form 1337 for Transferee/NASA Flex, NASA Form 513 for Overseas Tour Employment, or NASA Form 420 for First Duty) before travel orders can be issued. By signing the Service Agreement, you agree to remain in Government service for at least 12 months after the effective date of the relocation.

By signing the Duplicate Reimbursement Disclosure Statement, you agree that you will not and have not received duplicate reimbursement for your relocation expenses either from a federal source or private sector entity.

In the event an employee violates the terms of a Service Agreement or Duplicate Reimbursement Disclosure Statement, including failure to effect the transfer, any monies spent by NASA for such travel, transportation, and allowances will be recoverable as a debt due NASA unless the reason(s) for separation is beyond the control of the employee and is acceptable to the responsible officials of NASA. See Appendix D for the NASA Statement on Violation of Service Agreement.

<p>To Do: Complete NASA Form 1337, "Service Agreement/Duplicate Reimbursement Disclosure Statement - Transferred Employee", NASA Form 513, "Service Agreement/Duplicate Reimbursement Disclosure Statement - OCONUS Employment", or NASA Form 420, "Service Agreement/Duplicate Reimbursement Disclosure Statement – First Duty Appointment."</p>	
--	---

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 9 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

Agreement to Repay Withholding Tax Allowance

After signing the Service Agreement and Duplicate Reimbursement Disclosure Statement, you will need to complete NASA Form 1810, Employee Agreement to Repay Withholding Tax Allowance (WTA). Each time an employee is reimbursed for moving expenses which are subject to Federal withholding tax, a WTA is calculated. The WTA is paid by the Government as an advance toward the final Relocation Income Tax Allowance (RITA). The NSSC Travel Office applies a WTA to taxable reimbursements each time a claim (voucher) is processed.

The employee is agreeing to submit the required tax information and claim for the RITA within a reasonable length of time after the receipt of the RITA package from the NSSC. Failure of the employee to comply with this requirement will preclude the agency's payment of the WTA. As a result, the entire WTA will be considered an excess payment, if the RITA claim is not submitted.

To Do: Complete NASA Form 1810, "Employee Agreement to Repay Withholding Tax Allowance (WTA)."	
---	--

Travel Information Request

After signing the Service Agreement, you will need to complete a Travel Information Request form (NASA Form 1449O) that details where you and your HHG will be moved, names of your immediate family, etc. Since your travel authorization documents will be prepared on the basis of the information in this form, it is important that you fill it out in detail. It must be completed before the authorization process can be completed.

To Do: Complete NASA Form 1449O, "OCONUS - Information Covering Persons Transferred or Appointed to First Duty Station."	
---	--

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 10 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

Relocation Allowances for Employees

Table A (FTR 302-3.2): Assigned to First Official Station Outside the Continental United States (OCONUS)

Relocation allowances that Agency must pay or reimburse	Relocation allowances that Agency has discretionary authority to pay or reimburse
1. Transportation for employee & immediate family member(s) (Part 302-4)	1. Shipment of privately owned vehicle (POV) (Subpart B of Part 302-9)
2. Per diem for employee only (Part 302-4)	2. Temporary quarters subsistence expense (TQSE) is not authorized in a foreign area; however, you may be entitled to the following under the Department of State Standardized Regulations (Government Civilians-Foreign Areas) which is available from the Superintendent of Documents, Washington, DC 20402. (a) Foreign Transfer Allowance (FTA) (Subsistence Expense) for quarters occupied temporarily before departure from the 50 states or the District of Columbia for an official station in a foreign area incident to a Permanent Change of Station (PCS) and travel to first official station overseas. (b) Temporary quarters subsistence allowance (TQSA) when a transfer is authorized to a foreign area. (c) The miscellaneous expense portion of the FTA is authorized incident to first official station travel to a foreign area.
3. Transportation & temporary storage of HHG (Part 302-7)	3. Use of relocation service companies only when transfer is to Alaska or Hawaii (Part 302-12)
4. Extended storage of HHG (Part 302-8)	4. Home marketing incentives only when transfer is to a non-foreign OCONUS area (Part 302-15)

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 11 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

Table B (FTR 302-3.101): Transfer from Continental United States (CONUS) to an Official Station OCONUS

Relocation allowances that Agency must pay or reimburse	Relocation allowances that Agency has discretionary authority to pay or reimburse
1. Transportation & per diem for employee & immediate family member(s) (Part 302-4)	1. TQSE is not authorized in a foreign area, however, you may be entitled to the following under the DSSR (Government Civilians-Foreign Areas): (a) A FTA for quarters occupied temporarily before departure from the 50 states or the District of Columbia for an official station in a foreign area incident to a PCS and travel to first official station overseas. (b) TQSA.
2. Miscellaneous moving expense (Part 302-16)	2. Property management services (Part 302-15)
3. Transportation & temporary storage of HHG (Part 302-7)	3. Shipment of POV (Part 302-9)
4. Extended storage of HHG (Part 302-8)	4. Use of relocation services company (Part 302-12)
5. Relocation income tax allowance (RITA) (Part 302-17)*	5. Home marketing incentives (Part 302-14)

*Allowed when old and new official stations are located in the United States. Also allowed when instead of being returned to the former non-foreign area official station, an employee is transferred in the interest of the Government to a different non-foreign area official station than from the official station from which transferred when assigned to the foreign official station.

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 12 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

Table C (FTR 302-3.101): Transfer from an OCONUS Official Station to an Official Station in CONUS

Relocation allowances that Agency must pay or reimburse	Relocation allowances that Agency has discretionary authority to pay or reimburse
1. Transportation & per diem for employee & immediate family member(s) (Part 302-4)	1. Shipment of POV (Part 302-9)
2. TQSE (Part 302-6)*	
3. Miscellaneous expense allowance (Part 302-16)	
4. Sell & buy residence transaction expenses or lease termination expenses (Part 302-11)**	
5. Transportation & temporary storage of HHG (Part 302-7)	
6. Extended storage of HHG only when assigned to a designated isolated official station in CONUS (Part 302-8)	
7. Relocation income tax allowance (RITA) (Part 302-17)	

*A TQSA under the DSSR may be authorized preceding final departure subsequent to the necessary vacating of residence quarters.

**Allowed when old and new official stations are located in the United States. Also allowed when instead of being returned to the former non-foreign area official station, an employee is transferred in the interest of the Government to a different non-foreign area official station than from the official station from which transferred when assigned to the foreign official station.

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 13 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

Table D (FTR 302-3.101): Transfer between OCONUS Official Stations

Relocation allowances that Agency must pay or reimburse	Relocation allowances that Agency has discretionary authority to pay or reimburse
1. Transportation & per diem for employee & immediate family member(s) (Part 302-4)	1. Shipment of POV (Part 302-9)
2TQSE (Part 302-6)*	2. Property management services (Part 302-15)
3. Transportation & temporary storage of HHG (Part 302-7)	
4. Miscellaneous expense allowance (Part 302-16)	
5. Extended storage of HHG only when assigned to a designated isolated official station in CONUS (Part 302-8)	
6. Relocation income tax allowance (RITA) (Part 302-17)	

*TQSA may be authorized under the DSSR.

Table E (FTR 302-3.101): Tour Renewal Agreement Travel (OCONUS)

Relocation allowances that Agency must pay or reimburse	Relocation allowances that Agency has discretionary authority to pay or reimburse
1. Transportation for employee & immediate family member(s) (Part 302-4)	1. Shipment of POV (Part 302-9)
2. Per diem for employee only (Part 302-4)	

*Note: OTRAT – Overseas Tour Renewal Agreement Travel

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 14 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

Table F (FTR 302-3.101): Return from OCONUS Official Station to Place of Actual Residence for Separation (OCONUS)

Relocation allowances that Agency must pay or reimburse	Relocation allowances that Agency has discretionary authority to pay or reimburse
1. Transportation for employee & immediate family member(s) (Part 302-4)	1. Shipment of POV (Part 302-9)
2. Per diem for employee only (Part 302-4)	
3. Transportation & temporary storage of HHG (Part 302-7)	

Binding Decisions and Acknowledgments

In order for NASA to more effectively manage its Relocation Services Program, you will be required to make binding decisions and/or acknowledgements at the beginning of your relocation.

If offered by the paying Center:

- Decide whether you want the Actual Expense or the Partial Flat Rate Reimbursement Method for the FTA during the predeparture period.
- Acknowledge how many days were authorized for the Actual Reimbursement of the TQSA at the new post in the foreign area or preceding final departure from the foreign area.
- Decide whether you want the Actual Expense or Lump Sum Amount Reimbursement Method for TQSE.
- Decide whether you want Property Management Services instead of the Home Sale entitlement at the old duty station. If you choose Property Management Services in lieu of the Home Sale entitlement, you must decide whether you want to utilize the Property Management Services of the Agency Relocation Contractor or whether you plan to arrange your own Property Management Services.

Binding decisions must be made before your travel authorization can be prepared.

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 15 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

To Do: Complete NASA Form 1814, "Foreign Transfer Allowance (FTA) Predeparture Binding Decision" if authorized temporary quarters for predeparture. Decide between the Actual Expense Method and the Partial Flat Rate Reimbursement Method.	<input type="checkbox"/>
To Do: Complete NASA Form 1811, "Temporary Quarters Subsistence Allowance (TQSA)" if authorized temporary quarters at the new foreign post. Acknowledge how many days were permitted under the Actual Expense Method.	<input type="checkbox"/>
To Do: Complete NASA Form 1812, "Temporary Quarters Subsistence Allowance (TQSA) Preceding Final Departure" if authorized temporary quarters preceding final departure at the foreign post. Acknowledge how many days were permitted under the Actual Expense Method,	<input type="checkbox"/>
To Do: Complete NASA Form 1809, "Temporary Quarters Subsistence Expenses (TQSE) Binding Decision" if authorized CONUS temporary quarters when coming from an OCONUS duty station. Decide between the Actual Expense Method and the Lump Sum Reimbursement Method.	<input type="checkbox"/>
To Do: Complete NASA Form 1808, "Property Management Binding Decision" if authorized Property Management Services instead of the Home Sale entitlement. Decide between using the Agency Relocation Contractor services and arranging your own services.	<input type="checkbox"/>

Travel Authorization

After you have signed a Service Agreement and Duplicate Reimbursement Disclosure Statement, chosen binding decisions, signed acknowledgements and completed NASA Form 14490, the NSSC will complete NASA Form 14500, "OCONUS Change of Station Authorization." This form is the key to an authorized move. When signed by the approving official, you will have the authority to incur expenses necessary to move you and your family. These expenses may include: transportation of HHG, storage of HHG, TQSE, TQSA, miscellaneous expense allowance, real estate and unexpired lease expenses, en route, use of relocation service companies, shipment of Privately Owned Vehicle (POV), RITA, etc. The signed/approved authorization specifies your allowances. Read it carefully. If you have any questions, ASK. Before you spend any resources on your move, contact the NSSC with questions about anything not specifically authorized on the Travel Authorization. Be sure to clarify any issues as soon as possible. Once you begin to incur expenses, an authorization cannot be changed.

To Do: Obtain NASA Form 14500, "OCONUS Change of Official Station Authorization" from the NSSC and ensure it is accurate.	<input type="checkbox"/>
--	--------------------------

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 16 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

Advance of Funds (FTR 302-2)

NASA travelers can only receive travel advances through the Government-issued travel card via Automated Teller Machine (ATM) advances. Exceptions are limited to the following:

- Pending travel charge card application
- First Duty Appointee
- No NASA-issued travel charge card
- Foreign travelers going to locations in which access to ATM is limited

If you meet the exceptions above, an advance of funds may be authorized for certain expenses, but they must be authorized on your travel authorization. You will need to fill out Standard Form 1038 to request an advance of funds. The outstanding travel advance will be offset against the travel reimbursement vouchers as they are received, regardless of what expense is claimed on the voucher.

The following may be funded in advance up to 85%:

- Per diem, mileage, and common carrier costs anticipated for the employee and family for the COS move (FTR 302-4.600)
- Estimated allowable TQSE for up to 30 days; subsequently, funds may be approved for additional periods up to 30 days (FTR 302-6.15 and DSSR 120-128 and 242.3)
- Transportation and temporary storage of HHG, only if approved for by commuted rate method (FTR 302-7.105)

The following cannot be funded in advance:

- Miscellaneous expense allowance (FTR 302-16.101)
- Real estate transactions and unexpired leases (FTR 302-11.307)
- Transportation and temporary storage of HHG, if by actual expense method (since the Government pays the mover directly) (FTR 302-7.105)

The travel advance cannot be issued earlier than four weeks before you expect to incur the related expense. Allow at least two weeks to process the advance. The Relocation Contractor will obtain the Direct Deposit information needed to process your advance.

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 17 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

To Do: If eligible to receive an advance, complete Standard Form 1038, "Advance of Funds Application and Account" for advance approval.	
--	---

Travel Vouchers

You will need to fill out travel vouchers as you incur expenses for the various allowances. These vouchers validate your expenditure of advanced funds and facilitate reimbursement for expenditures not advanced. The process for filing travel vouchers is explained in more detail in Chapter 4.

It is strongly encouraged that employees keep all receipts related to their relocation. Receipts are **required** for all lodging, groceries and expenses greater than \$75. If a claim is determined to be unreasonable, you will be required to substantiate all related expenses with receipts.

A receipt is a written/printed acknowledgement from a vendor to the authorized employee or family for payment(s) received for goods or services provided. For a more detailed definition of a valid receipt refer to Appendix C, Glossary of Terms, contained in this guide.

Additionally, employees are encouraged to call the NSSC Customer Contact Center at 1-877-NSSC-123, if you have any questions regarding completion or filing of travel vouchers or go to the NSSC Customer Service Web site at <https://www.nssc.nasa.gov/contactus>.

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 18 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

CHAPTER TWO - GET SET...

Now that you are officially moving to a new duty station, you need to find a new home and move your HHG.

Movement of Household Goods (HHG) (FTR 302-7)

Moving your belongings is probably one of the most difficult parts of your relocation. Advance planning should save you considerable time and aggravation.

The maximum weight allowance of HHG that may be shipped or stored at Government expense is 18,000 pounds net weight plus 2,000 pounds of packing materials. The weight of professional books, paper, and equipment (PBP&E) counts against the 18,000 pound limit. However, if the weight of any PBP&E causes the lot to exceed 20,000 pounds, the PBP&E may be transported to the new duty station as an administrative expense of the Agency, but only at NASA's discretion.

Generally, NASA will assign a moving company and pay the cost on a Commercial Bill of Lading (CBL). If you are authorized the commuted rate method on your travel orders, you will be reimbursed based upon proper receipts and documentation. If you are authorized a CBL on your travel orders, and choose a professional moving company yourself (commuted rate) or choose a "do-it-yourself" move, you will be reimbursed for allowable expenses incurred up to the cost of the CBL. Additionally, employees are advised that there are expenses which cannot be paid on a "do-it-yourself" move, such as a car tow bar and insurance.

Origin and Destination of HHG Shipment

HHG may be shipped from your old home to the home or storage at your new station. Items may be shipped from different locations at the old station to different locations at the new station. The total cost of doing so cannot exceed the cost of moving the items in one shipment.

For example, if you have some furniture in storage near your old home, NASA will pay to have the stored furniture, as well as your housed furniture, moved provided doing so does not exceed the cost of doing it all at once. If you have HHG in more than one lot, contact your Relocation Counselor or the NSSC Customer Contact Center to determine your entitlements.

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 19 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

Items Authorized to be Shipped as HHG

NASA will provide for the shipment of: household furnishings, equipment and appliances, furniture, clothing, books, two- or three-wheeled vehicles, and similar personal property which belong to the employee and immediate family. Residential riding lawn mowers may be included but not farm tractors used for cutting fields of grass. Personal watercraft such as canoes, rowboats, jet skis, etc. may also be included, but not sailboats, power boats, etc.

Items NOT Authorized to be Shipped as HHG

NASA cannot include in the shipment of HHG: automobiles or other passenger vehicles, airplanes, mobile homes, camper trailers, boats, birds, pets, livestock, cordwood, building materials, items that are for resale or disposal rather than for use by you or your family, property not belonging to you or your immediate family, or any property intended for use in conducting a business or other commercial enterprise. If you have a specific question about something you want to ship, be sure to ask your Relocation Counselor or the NSSC before making arrangements.

Note: NASA may authorize the shipment of a POV in a separate allowance, if it is determined to be cost effective and advantageous to the Government.

Insuring HHG

You may want to purchase transit insurance to insure your goods against damage or loss. However, please note that the cost of this insurance is not reimbursable.

Storage of HHG

In connection with transportation of HHG, you will be authorized to store your goods. The NASA Relocation Counselor will arrange for the temporary storage / non-temporary storage, and NASA will pay the costs directly. Travelers who elect to complete self-moves must make storage arrangements independently. Travel vouchers associated with self-storage will need to be submitted for reimbursement.

OCONUS Temporary Storage: The time allowable for temporary storage in connection with an authorized shipment of HHG OCONUS may not exceed 90 days. Under certain circumstances, you also may qualify for an extension.

You are responsible for the payment of taxes incurred for the storage of HHG in excess of 30 days. If the storage costs over 30 days are paid directly by NASA, you will receive a bill of collection for the taxes incurred. If you arrange your own storage and receive reimbursement, the taxes will be withheld from the payment. This is an

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 20 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

Internal Revenue Service (IRS) requirement (IRS Publication 521) and cannot be waived.

Examples for 3rd Party Tax Calculations in conjunction with HHG Storage over 30 days:

Transferee	
^a Taxable 3rd Party Payment	\$1,000.00
^b Withholding Tax Allowance (a x 33.3333%)	\$333.33
^c Amount Subject to Tax (a+b)	\$1,333.33
^d Federal Withholding (c x 25%)	(\$333.33)
^e FICA (c x 6.2%)	(\$82.67)
^f Medicare-HIT (c x 1.4%)	(\$19.33)
^g MS State (c x 5%)	(\$66.67)
Total Taxes due from Employee (e+f+g)	(\$168.67)

First duty	
^a Taxable 3rd Party Payment	\$1,000.00
^b Federal Withholding (a x 25%)	(\$250.00)
^c FICA (a x 6.2%)	(\$62.00)
^d Medicare-HIT (a x 1.4%)	(\$14.50)
^e MS State (a x 5%)	(\$50.00)
Total Taxes due from Employee (b+c+d+e)	(\$376.50)

OCONUS Extended Storage: You may be authorized extended storage of HHG if you are assigned to an overseas official station where NASA limits the amount of HHG you can transport to that location or NASA determines extended storage is cost effective.

The time allowable for extended storage in connection with an authorized shipment of HHG OCONUS will be for the duration of the OCONUS assignment plus 30 days prior to the time the tour begins and plus 60 days after the tour has been completed.

Extensions may be allowed for subsequent service tours of duty at the same or other overseas stations, if you continue to be eligible. When eligibility ceases, storage at NASA's expense will continue until the beginning of the second month after the month in which your tour at the official OCONUS station terminates.

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 21 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

CHAPTER THREE - GO!

Now that you are on your way, you will need to know just a few things while traveling en route to your new destination.

En route Travel (FTR 302-4)

En route travel is the travel period the employee will be allowed to travel from the old duty station or post of duty to the new duty station or post of duty. Employees and family may travel together or separately.

Allowable Expenses

Transportation Expense

NASA will pay for transportation for you and your immediate family to the new duty station or post of duty. During most OCONUS counseling sessions with the Relocation Contractor, employees will be directed to schedule a flight with NASA's Travel Support Contract provider. The basic requirements for using common carrier transportation is that you schedule a flight with a contract carrier, use of coach-class seating is required and you must utilize a U.S. Flag Air Carrier. Any deviations from these requirements will lead to additional costs that shall be borne by you.

When geographically feasible, NASA will determine through a cost comparison process if it is cost effective and advantageous to the Government to ship your vehicle(s) and provide you and your family member(s) common carrier transportation in lieu of driving a POV. NASA will authorize the mode most advantageous to the Government. If it has been determined that it is more advantageous to the Government to ship a vehicle from one location to another, that method becomes the preferred method. If you choose to do otherwise, a constructed travel voucher will be required. You will be reimbursed at the lower cost and will be required to take leave for any excessive travel days. If you are not familiar with constructed travel vouchers, contact the NSSC Customer Contact Center.

Driving the Privately Owned Vehicle (POV) (FTR 302-4)

If you are authorized to drive to your new duty station or post of duty, you may choose any origination point, route, and destination point you would like. However, please note that you will only be reimbursed for the cost of transportation by the usually traveled direct route between your old location and the new duty station or post of duty. You are required to drive at an average of at least 300 miles per day (FTR 302-4.400). You will be reimbursed at the mileage rate as prescribed by General Services Administration

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 22 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

(GSA). Like the per diem rate, the mileage reimbursement rate is subject to change, so please check with your Relocation Counselor for current rates.

Reimbursement for more than one POV must be authorized in advance on the travel authorization (FTR 302.4-501). More than one POV may be allowed when:

- A POV cannot reasonably transport your entire family together with luggage;
- A family member's age or physical condition necessitates special accommodations in one POV;
- You must report to the new station before your family can feasibly leave the old residence (end of school year, etc.);
- Family members must take up residence at the new station in advance of your reporting date (because of the beginning of a new school year, etc.); and/or
- Members of your family travel between more than one set of authorized points of travel.

Shipment of POV (FTR 302-9 Subpart D)

If shipment of a POV is authorized, NASA will pay for all necessary and customary expenses directly related to the transportation of the POV (including crating and packing, shipping and port charges for readying the POV for shipment at the port of embarkation and for use at the port of debarkation).

CAUTION: Regulations do not allow NASA to reimburse the cost of a rental car at either the old official station, new official station or any post of duty.

To Do: Make transportation reservations for en route travel, if common carrier is the mode of transportation.	
--	--

Per Diem Expense

You are allowed per diem while you are traveling to your new station. For OCONUS transfers, the per diem allowance for allowable en route travel between the destination from where the employee is relocating within CONUS and the new duty station or post of duty OCONUS is not to exceed the foreign per diem rate. For OCONUS transfers, the per diem allowance for allowable en route travel between the destination from where the employee is relocating OCONUS and the CONUS new official station will not exceed

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 23 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

the **Standard CONUS rate** prescribed by GSA. NASA will pay per diem in accordance with the following guidelines:

- En route travel begins the day you actually leave the destination from where you are relocating and ends the day you arrive at the new station.
- You will be reimbursed three-quarters of the meal and incidentals expense (M&IE) rate for the first and last day of en route travel.
- If permitted under the regulation and your spouse/domestic partner travels with you, the maximum allowed per diem is three-fourths your rate. If traveling separately and authorized for separate travel, your spouse/domestic partner is allowed full per diem.
- If permitted under the regulation, other family members 12 years or older are allowed per diem up to three-fourths your rate; younger than 12 years are allowed per diem up to one-half your per diem rate.

To Do: Prepare and submit a Standard Form 1012, "Travel Voucher", for en route travel expenses once accomplished.



Temporary Quarters (TQSE) (FTR 302-6)

If authorized, NASA employees have four forms of temporary quarters. You must make the binding decisions when completing the NASA Form 1449O before your authorization is prepared.

Predeparture Subsistence Expense (TQSA)/FTA (DSSR 242.3)

If approved or required under the regulation, NASA employees have the option to choose the Actual Expense or the Partial Flat Rate Reimbursement Method. You may be authorized to claim FTA reimbursement for up to 10 days. The approved number of days may be anywhere in the United States. If over 10 days of FTA is needed, a justification will be required.

Temporary Quarters Subsistence (TQSE) Allowance at Post (DSSR 121a)

If approved or required under the regulation, NASA employees may be authorized reimbursement for up to 90 days of TQSA using the Actual Expense Reimbursement Method. An additional 60 days may be authorized if individual circumstances are deemed compelling by the authorizing official. Under no circumstances may you be authorized reimbursement for TQSA for more than a total of 150 consecutive days.

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 24 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

TQSA Preceding Final Departure (DSSR 121b)

If approved or required under the regulation, NASA employees may be authorized reimbursement for up to 30 days of TQSA using the Actual Expense Reimbursement Method. An additional 60 days may be authorized if individual circumstances are deemed compelling by the authorizing official. Under no circumstances may you be authorized reimbursement for TQSA for more than a total of 90 consecutive days.

TQSE (FTR 302-6)

If approved or required under the regulation, NASA employees have the option to choose the Actual Expense Method or the Lump Sum Reimbursement Method for their TQSE. You may be authorized to claim actual reimbursement TQSE in increments of 30 days or less, not to exceed 60 consecutive days. An additional 60 days may be authorized if individual circumstances are deemed compelling by the authorizing official. Under no circumstances may you be authorized reimbursement for actual TQSE for more than a total of 120 consecutive days (FTR 302-6.104). If you select the Lump Sum Reimbursement Method for TQSE, you are paid a lump sum amount for up to 30 days only.

Reimbursement Methods and Calculations for Temporary Quarters:

Predeparture Subsistence Expense/FTA (DSSR Section 242.3)

If approved or required under the regulation, NASA will pay predeparture FTA incurred, provided expenses are reasonable and do not exceed the maximum allowable amount. The amount of predeparture subsistence expense granted to you for expenses in departing a duty station in the United States for a post in a foreign area shall be determined according to the maximum per diem rate for the U.S. locality from which transferred and your family status. You are given the option to choose either the Partial Flat Rate Method or the Total Actual Subsistence Method of reimbursement.

Partial Flat Rate Reimbursement Method (DSSR 242.3a):

If you select the Partial Flat Rate Reimbursement method, you are paid an actual lodging amount (excluding lodging tax) up to the lodging portion of the per diem of the locality from which transferred and a flat amount equal to the M&IE portion of the per diem. Receipts are required for only lodging if this method is followed. To determine the amount of your payment under this method, the following information is provided:

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 25 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

	Lodging – Locality Rate (Actual)	M&IE – Locality Rate (Flat)
Initial Occupant (Employee or Family Member 12 & Over)	100% of Locality Rate X authorized days	100% of Locality Rate X authorized days
Each additional Occupant (12 & over)	75% of Locality Rate X authorized days	75% of Locality Rate X authorized days
Each additional Occupant (under 12)	50% of Locality Rate X authorized days	50% of Locality Rate X authorized days

Total Actual Subsistence Method – TQSA (DSSR 242.3b):

If you select the Total Actual Reimbursement Method, you are paid for documented costs based on the maximum per diem. Receipts are required for commercial lodging and a certified statement (without receipts) is required for daily meals, laundry and dry cleaning. No reimbursement is allowed for non-commercial lodging; however, daily meals, laundry and dry cleaning may be reimbursed. To determine the amount of your payment under this method, the following information is provided:

	Lodging and M&IE – Locality Rate (Actual)
Initial Occupant (Employee or Family Member 12 & Over)	100% of Locality Rate X authorized days
Each additional Occupant (12 & over)	75% of Locality Rate X authorized days
Each additional Occupant (under 12)	50% of Locality Rate X authorized days

To Do: If claiming Actual Expenses Method, complete the NASA Form 1500 "Claim For Temporary Quarters Subsistence Expense Reimbursement," to maintain an accurate record of your expenses.	<input type="checkbox"/>
To Do: Prepare and submit a SF 1012 "Travel Voucher" for Actual Expense Method for each 30-day period, Lump Sum Amount Reimbursement Method or Partial Flat Rate Reimbursement Method.	<input type="checkbox"/>

TQSA at Post (DSSR Sections 120-128)

If approved or required under the regulation, NASA will pay TQSA incurred at the new foreign post, provided expenses are reasonable and do not exceed the maximum allowable amount for you and your immediate family members.

Employees may be authorized an allowance for a period up to 90 days after first arrival at a new post. An additional 60 days may be authorized for compelling reasons. You must request additional days for temporary quarters through your Relocation Counselor and provide justification in writing to the NSSC Travel Office.

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 26 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

Calculation amounts based off the below table:

	First 30 days Daily Rate	Second 30 days Daily Rate	Third 30 days Daily Rate
Initial Occupant (Employee or Family Member 12 & Over)	75% of per diem for listed foreign area	65% of per diem for listed foreign area	55% of per diem for listed foreign area
Each additional Occupant (12 & over)	50% of per diem for listed foreign area	45% of per diem for listed foreign area	40% of per diem for listed foreign area
Each additional Occupant (under 12)	40% of per diem for listed foreign area	35% of per diem for listed foreign area	30% of per diem for listed foreign area

Daily Rates for authorized extensions are annotated in Appendix B – Summary of Allowances and Exclusions.

To Do: If claiming Actual Expenses Method, complete the NASA Form 1500 "Claim For Temporary Quarters Subsistence Expense Reimbursement," to maintain an accurate record of your expenses.	<input type="checkbox"/>
To Do: Prepare and submit a SF 1012 "Travel Voucher" for Actual Expense Method for each 30-day period, Lump Sum Amount Reimbursement Method or Partial Flat Rate Reimbursement Method.	<input type="checkbox"/>

TQSA Preceding Final Departure– (DSSR Sections 120 – 128)

If approved or required under the regulation, NASA will pay TQSA incurred at the foreign post when preceding final departure, provided expenses are reasonable and do not exceed the maximum allowable amount for you and your immediate family members.

Employees may be authorized an allowance for a period up to 30 days at post. An additional 60 days may be authorized for compelling reasons. You must request additional days for temporary quarters through your Relocation Counselor and provide justification in writing to the NSSC Travel Office.

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 27 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

Calculation amounts based off the below table:

	30 days Daily Rate
Initial Occupant (Employee or Family Member 12 & Over)	75% of per diem for listed foreign area
Each additional Occupant (12 & over)	50% of per diem for listed foreign area
Each additional Occupant (under 12)	40% of per diem for listed foreign area

Daily rates for authorized extensions are annotated in Appendix B – Summary of Allowances and Exclusions.

To Do: If claiming Actual Expenses Method, complete the NASA Form 1500, "Claim For Temporary Quarters Subsistence Expense Reimbursement," to maintain an accurate record of your expenses.	<input type="checkbox"/>
To Do: Prepare and submit a SF 1012 "Travel Voucher" for Actual Expense Method for each 30-day period, Lump Sum Amount Reimbursement Method or Partial Flat Rate Reimbursement Method.	<input type="checkbox"/>

TQSE

Actual Expense Method – TQSE (FTR 302-6 Subpart B)

If approved or required under the regulation, NASA will pay actual TQSE incurred, provided expenses are reasonable and do not exceed the maximum allowable amount. There are limits to the amounts of reimbursement you may receive under this allowance:

Employees may be authorized an allowance for a period up to 60 days. An additional period not to exceed 60 days may be authorized for compelling reasons. You must request additional days for temporary quarters through your Relocation Counselor and provide justification in writing to the NSSC Travel Office. Temporary storage is not automatically extended when requesting additional temporary quarters.

First 30-Day Period: You or an unaccompanied spouse (i.e., the spouse may occupy temporary quarters in a location separate from the employee), are allowed a daily rate up to the Standard CONUS rate, not the rate for the locality of your new duty location. The Standard CONUS rate can be located at <http://www.gsa.gov/perdiem>. The following rates are applicable to family members for temporary quarters.

First 30-Day	Lodging and M&IE – Standard CONUS Rate (Actual)
Employee or unaccompanied spouse	100% of Standard CONUS rate X authorized days

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 28 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

Accompanying spouse	75% of Standard CONUS rate X authorized days
Each family member 12 years or older	75% of Standard CONUS rate X authorized days
Each family member under 12 years	50% of Standard CONUS rate X authorized days

Second 30-Day Period and Additional 60 days, if authorized: The following rates are applicable to family members for temporary quarters in excess of the First 30 day period:

Second 30-Day	Lodging and M&IE – Standard CONUS Rate (Actual)
Employee or unaccompanied spouse	75% of Standard CONUS rate X authorized days
Accompanying spouse	50% of Standard CONUS rate X authorized days
Each family member 12 years or older	50% of Standard CONUS rate X authorized days
Each family member under 12 years	40% of Standard CONUS rate X authorized days

Allowable Amounts

Reimbursement for subsistence expenses is on an actual expense basis. The “maximum allowable amount” is the “maximum daily amount” multiplied by the number of days you actually incur TQSE not to exceed the number of days authorized, taking into account that the rates change after 30 days in temporary quarters.

Actual expenses for lodging, meals, and all other items of subsistence expenses must be itemized on a daily basis. Where groceries are claimed in lieu of meals, you shall submit all receipts. All lodging receipts and receipts for any subsistence expense in excess of \$75 are required to be submitted with the voucher. Although other receipts are not required, they should be retained regardless of amount in case expenses are deemed to be unreasonable. Local transportation expenses during temporary quarters are not reimbursable.

TQSE are for a consecutive-day period only. This entitlement does not run separately for the employee and their families, but runs concurrently for all family members (FTR 302-6.109). Employees may be reimbursed for the “fixed costs” portion of per diem if they are required to perform TDY while in temporary quarters, or they may elect to extend their entitlement period. “Fixed costs” are those authorized entitlements other than meals. These include lodging, furniture rental, utilities, and cable TV. Limits to the amounts of reimbursement you may receive under this allowance exist.

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 29 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

Lump Sum Reimbursement Method – TQSE (FTR 302-6 Subpart C)

If you select the Lump Sum TQSE Reimbursement method, you are paid a lump sum amount for up to 30 days. Receipts for lodging are required by NASA, and no extensions are allowed (FTR 302-6.200).

To determine the amount of your payment under this method, the following information is provided (FTR 302-6.201):

- Employee: 75% of applicable locality rate X authorized days
- Spouse: 25% of applicable locality rate X authorized days
- Child (any age): 25% of applicable locality rate X authorized days

To Do: If claiming Actual Expenses Method, complete the NASA Form 1500, "Claim For Temporary Quarters Subsistence Expense Reimbursement," to maintain an accurate record of your expenses.	<input type="checkbox"/>
To Do: Prepare and submit a SF 1012 "Travel Voucher" for Actual Expense Method for each 30-day period or Lump Sum Amount Reimbursement Method.	<input type="checkbox"/>

Allowances for Expenses Incurred in Connection with Residence Transactions (FTR 302.11)

(Real Estate Transactions Apply to PCS Transferees and NASA Flex ONLY)

You may be reimbursed for expenses associated with the sale of your old home, purchase of your new home, or the breaking of a lease. There are five requirements to be eligible for this reimbursement:

- Any title or interest involved must be in your name and/or your immediate family member's name.
- You must have acquired an interest in the property involved before being informed of the transfer.
- You must settle sales, purchases, and lease terminations within one year after reporting for duty at the new station, unless an extension of time has been authorized.
- In cases when expenses are shared with other individuals, reimbursement will be based on your share of the transaction.

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 30 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

- You must have completed the time period specified in your service agreement for overseas tour of duty if you previously transferred from an official station in the United States to a foreign area and you are now transferring back to the United States.

NASA has contracted with a third party to provide you with a comprehensive program to assist you with all phases of your relocation. See Appendix G for more information.

Selling Your Home

There are two potential ways to sell your home. You should investigate all options to determine which method is best for you.

You may sell your home yourself or with the aid of your own real estate agent, and be reimbursed for certain expenses incurred with the sale. In selling your home, you are eligible for reimbursements up to 10% of the sale price for allowable expenses.

Additionally, you may be authorized to use the services of the third party for the NASA Home Sale Program offered by the relocation service company that NASA retains. These services are explained more fully in Appendix H and in the brochure you can obtain from your Relocation Counselor.

Note: NASA pays the total contractor fee for home sales valued up to \$500,000. Employees are responsible for that portion of contractor fees associated with home sales exceeding \$500,000.

In connection with the third party relocation service, NASA offers a Home Marketing Incentive (HMI) payment to a transferred employee to encourage the employee to independently and aggressively market their residence and find a bona fide buyer; thereby reducing the fee/expense NASA must pay the relocation services company. The amount of the incentive payment will be 3% of the amended value price the relocation services company paid the employee for the residence, not to exceed \$15,000. **The relocation services company under contract with NASA must be used to receive the Home Marketing Incentive payment.**

If you use the relocation services contractor to sell the residence at the old duty station and receive the home marketing incentive, the actual temporary quarters subsistence is limited to 60 days with no exceptions. (Reference Appendix G - Home Marketing Incentive Program).

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 31 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

Reimbursable Sales Expenses

Provided they are customarily paid by the seller of a residence at the old official station, the following expenses may qualify for reimbursement: (see Appendix F)

- Broker's fees and real estate commissions in connection with selling the home (not in connection with purchasing a home at your new station)
- Advertising expenses (newspaper, bulletin board, and multiple-listing service), not included in the broker's fees or real estate commissions associated with selling your home
- Customary cost of appraisal
- Legal fees such as a title search, title opinion, title insurance; preparing abstracts, conveyances, other instruments and contracts, and notary and recording fees; surveys, and preparing drawings and plats. Note: legal services should be specifically itemized on the attorney's bill and not submitted under the general heading of legal fees.

Note: For a complete list and explanation of each, see FTR 302-11.200.

Non-Reimbursable Sales Expenses

The following expenses are not reimbursable (FTR 302-11.202):

- Any fees that have been inflated or are higher than normally imposed for similar services in the locality;
- Broker fees or commissions paid in connection with the purchase of a home at the new official station;
- Owner's title insurance policy, "record title" insurance policy, mortgage insurance or insurance against loss or damage of property and optional insurance paid for by you in connection with the purchase of a residence for your own protection;
- Interest on loans, points, and mortgage discounts;
- Property taxes;
- Operating or maintenance costs;
- Any fee, cost, charge, or expense determined to be part of the finance charge under the Truth in Lending Act, Title I, Pub. L. 90-321, as amended, and Regulation Z issued by the Board of Governors of the Federal Reserve System (12 CFR part 226, unless specifically authorized in 302-11.200);
- Expenses that result from construction of a residence, except as provided in FTR 302-11.200(e)(10); and
- Losses. See FTR 302-11.304.

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 32 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

Property Management Services (FTR 302-15)

In some situations, property management services may be requested in lieu of the home sale. If approved, NASA will pay the selling expenses of that property at a later date. However, the entitlement will be reduced by the amount of property management entitlements already reimbursed. Property management services are offered by a company for a fee and assist a transferee in retaining and renting, rather than selling his/her residence at the old official station. These services typically include obtaining a tenant, negotiating the lease, inspecting the property regularly, managing repairs and maintenance, enforcing lease terms, collecting the rent, paying the mortgage and other carrying expenses from rental proceeds and/or funds of the employee, accounting for the transactions, and providing periodic reports to the employee. NASA will not pay for items relating to the maintenance, insurance or loss of income on the property. Property Management only relates to the fee charged by the company for their services. The employee may obtain the services directly and be reimbursed up to what the NASA relocation service company would charge, or NASA may contract with the relocation services company to provide these services. If you are interested in this entitlement please contact your Relocation Counselor for further information.

Buying a New Home

Certain expenses associated with purchasing a home at your new duty station are also reimbursed, although not to the extent as in selling your old home. You may be reimbursed up to 5% of the purchase price for allowable expenses.

Reimbursable Purchase Expenses

See Appendix F for details. In general, the following expenses may qualify for reimbursement (FTR 302-11.200):

- Miscellaneous costs including loan origination fees (normally Not-To-Exceed (NTE) 1%), cost of preparing credit reports, mortgage and transfer taxes, State revenue stamps, charges for prepayment of mortgage (in most cases), the cost of a lenders mortgage title policy; and
- Costs incurred in construction of a residence, provided these costs are comparable to what the reimbursable cost of purchasing an existing residence would be.

Note: These expenses may or may not be reimbursable based upon what is usual and customary for the area in which you are purchasing a home.

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 33 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

Non-reimbursable Purchase Expenses

The following expenses in connection with the purchase of a home at your new station are not reimbursable (FTR 302-11.202):

- Broker's fees and real estate commissions
- Losses due to failure to buy a residence at the new station at a price comparable to the selling price of the residence at the old station
- Additional taxes that arise as a result of a change in residence
- Any litigation costs
- Costs of most types of insurance including "record title" policy, owner's title policy, mortgage insurance, and property insurance
- Interest on loans, points, and mortgage discounts
- Funding Fees
- Property taxes
- Operating and maintenance costs
- Expenses determined to be finance charges as defined in the Truth in Lending Act
- Losses due to failure to sell a residence at the old duty station for a certain price
- Legal expenses of an advisory nature

To Do: For real estate expenses, complete NASA Form 1338, "Employee Application for Reimbursement of Expenses Incurred for Sale or Purchase of Residence with Change of Official Station."	<input type="checkbox"/>
To Do: Also, complete Standard Form 1012, "Travel Voucher" for these expenses and submit with the NASA Form 1338.	<input type="checkbox"/>

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 34 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

Note: These two forms should be submitted with the following documentation as applicable: sales agreement, property settlement documents, invoices, receipts for other bills paid, and/or receipts for items paid outside of the contract.

Unexpired Leases

Expenses incurred for settlement of an unexpired lease are reimbursable when (FTR 302-11.7):

- Applicable laws or the terms of the lease provide for payment of settlement expenses; or
- Such expenses cannot be avoided by sublease or other arrangement; or
- You have not contributed to the expenses by failing to give appropriate lease termination notice promptly after you have definite knowledge of your transfer; or
- The broker's fees or advertising charges are not in excess of those customarily charged for comparable services in that locality.

To Do: Complete Standard Form 1012, "Travel Voucher," to document expenses incurred with unexpired lease transactions.	
---	---

Miscellaneous Expense Allowance (MEA) (FTR 302-16)

The MEA is designed to help defray some of the costs incurred due to relocating. The MEA is related to expenses that are common to living quarters, furnishings, household appliances, and to other general types of costs inherent in relocation of a place of residence.

There are two ways to claim this allowance.

(1) If you do not want to collect supporting documentation to claim this benefit, you may receive a flat allowance. If you have no immediate family relocating with you, you will receive \$650.00 or the equivalent of 1 week gross pay (whichever is less). If you do have immediate family members relocating with you, you will receive \$1,300.00 or the equivalents of 2 weeks gross pay (whichever is less).

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 35 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

(2) With full supporting documentation, you may claim up to one week basic pay (if you are single) or two weeks basic pay (if you have an immediate family). The allowance shall not exceed the maximum rate of a GS-13 at the time the employee reports for duty at the new official station.

Reimbursable Expenses

The following are examples of miscellaneous moving expenses:

- Disconnecting and connecting appliances, equipment, and converting appliances for operation on available utilities;
- Utility fees or deposits that will not be eventually refunded;
- Losses due to forfeiture of medical, dental, and food locker contracts that are not transferable or refundable;
- Automobile registration, driver's license, and use taxes imposed when bringing automobiles into certain jurisdictions;
- Cutting and fitting rugs, draperies, and curtains moved from one residence to another – do not include NEW carpets or draperies;
- Rental agent fees customarily charged for securing housing in foreign areas;
- Grandfather clocks – leveling and adjusting after move;
- Piano tuning after move;
- Telephone – will reimburse to give you service which is comparable to the service at your previous residence, i.e., additional jacks; and
- Contracts for private institutional care, such as that provided for handicapped or invalid dependents which are not transferable or refundable.

Non-reimbursable Expenses

The following are not examples of miscellaneous expenses and cannot be reimbursed (FTR 302-16.203):

- Losses in selling or buying real and personal property and cost related to such transactions;

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 36 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

- Cost of additional insurance on HHG while in transit to the new official station or cost of loss or damage to such property;
- Additional costs of moving HHG caused by exceeding the maximum weight limitation;
- Costs of newly acquired items, such as the purchase or installation cost of new rug or drapery;
- Higher income, real estate, sales, or other taxes as the result of establishing residence in the new locality;
- Fines imposed for traffic infractions while en route to the new official station locality;
- Accident insurance premiums or liability costs incurred in connection with travel to the new official station locality, or any other liability imposed upon the employee for uninsured damages caused by accidents for which he/she or a member of his/her immediate family is held responsible;
- Losses as the result of sale or disposal of items of personal property not considered convenient or practicable to move;
- Damage or loss of clothing, luggage, or other personal effects while traveling to the new official station locality;
- Subsistence, transportation, or mileage expenses in excess of the amounts reimbursed as per diem or other allowances under this regulation;
- Medical expenses due to illness or injuries while en route to the new official station or while living in temporary quarters at Government expense under the provisions of this chapter; and
- Costs incurred in connection with structural alterations (remodeling or modernizing of living quarters, garages or other buildings to accommodate privately-owned automobiles, appliances or equipment; or the cost of replacing or repairing worn-out or defective appliances, or equipment shipped to the new location).

Note: If you choose to document expenses, allowance shall not exceed the maximum gross pay of a GS-13 provided in 5 U.S.C. at the time the employee reports for duty (FTR 302-16.103).

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 37 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

<p>To Do: Complete Standard Form 1012, "Travel Voucher," to claim the miscellaneous moving expense allowance. Please note that this expense cannot be advanced.</p>	
--	---

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 38 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

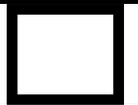
CHAPTER 4 - AFTER THE FINISH LINE

Now that you have arrived, you will need to complete all the paperwork and final details of your move. This chapter outlines how to fill out your travel voucher, guidelines on income tax liability you may incur, and how to make damage claims.

Travel Vouchers

To claim reimbursement for any allowed expenses, you must fill out a Standard Form (SF) 1012 "Travel Voucher". If you received a travel advance, you must complete a Travel Voucher to show how you spent the funds that you received. Travel vouchers should be turned in as the expenses are incurred. Be sure to submit all supporting documentation, and keep a copy for your file.

Relocation travel vouchers are processed by the NSSC located at Stennis Space Center, MS. Your Center management does not need to sign Relocation travel vouchers; the approving officials are located at the NSSC. Please include your travel authorization number and a daytime phone number on the travel voucher. Reimbursements are made by direct deposit to the banking institution and account information you have on file with Payroll. Travel vouchers should be faxed to 1-866-779-6772 with a cover sheet, e-mailed to nssc@nasa.gov or mailed to NSSC, Building 1111, Attn: Document Control, Stennis Space Center, MS 39529.

To Do: Complete a SF 1012 "Travel Voucher" for reimbursement of expenses or to account for an advance of funds.	
--	---

Tax Information (FTR 302-17)

The IRS requires all employers to withhold taxes from the reimbursement of various moving expenses. Transferees are entitled to a RITA to reimburse substantially all of the additional Federal, State, and local income taxes incurred. However, only the expenses actually paid or incurred and not allowed as a moving expense deduction for tax purposes are covered by the RITA.

NOTE: It is imperative to understand that your vouchers will be processed in accordance with your current tax elections (including state of residency) within NASA's official personnel and payroll system of record, the Federal Personnel Payroll System (FPPS), at the time vouchers are received. To verify your current tax elections, please contact the payroll office by sending an e-mail to nssc-contactcenter@nasa.gov or you may call 1-877-677-2123.

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 39 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

Please review the following chart to obtain guidance concerning taxable allowances:

Applicability	Reference
Covers employees working for the U.S. Government who are moving to a station abroad OCONUS Foreign.	IRS Publication 516 U.S. Government Civilian Employees Stationed Abroad http://www.irs.gov/pub516
Covers expenses associated with employees who are moving to or between stations within CONUS and/or OCONUS Non-Foreign.	IRS Publication 521 Moving Expenses http://www.irs.gov/pub521
Covers expenses associated with employees who are moving between a station within CONUS, OCONUS Non-Foreign or OCONUS Foreign and the U.S. Possessions.	IRS Publication 521 Moving Expenses http://www.irs.gov/pub521 IRS Publication 570 Tax Guide for Individuals with Income from U.S. Possessions http://www.irs.gov/pub570

NOTE: RITA and Home Marketing Incentive payments are not included in the RITA. Taxes are the responsibility of the recipient.

In compliance with existing regulations, the amount of tax liability and the subsequent RITA will be determined by the NSSC. NSSC will send eligible transferees a request for the RITA voucher submission and necessary information after NASA issues W-2's for the tax year.

An estimate for taxes is calculated for each travel voucher submission as follows:

NASA Pays:

- Withholding Tax Allowance (WTA)
- Employer Portion of Social Security Tax Federal Insurance Contributions Act (FICA) (if applicable)
- Employer Portion of Medicare Health Insurance Tax (HIT)

Employee Pays:

- Employee Portion of FICA (if applicable)
- Employee Portion of HIT
- State Tax (if applicable)
- Local Tax (if applicable)

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 40 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

NOTE: Employees under the Federal Employees Retirement System (FERS) are subject to FICA. Employees under the Civil Service Retirement System (CSRS) are not subject to FICA. All employees are subject to HIT.

The state tax, local tax and employee portion of FICA and HIT taxes will reduce the net reimbursement of your travel vouchers.

The total allowable reimbursement will be recorded as part of your gross wages (i.e., the amount after applicable taxes are calculated and added in) when each travel claim is processed. This will result in an increased tax burden for the calendar year; however, the Federal tax has been offset by the WTA payment on the vouchers. Calculation of a RITA is authorized for the year following reimbursements to ensure eligible transferred employees have been compensated for substantially all of the additional Federal, State (if applicable), and local (if applicable) income tax expense incurred.

To Do: Wait for procedures on submission of RITA Claim from the NSSC.	
--	--

Loss or Damage Claims

Claims for lost or damaged personal property, resulting from the shipment of HHG while under official transfer of station travel orders, are settled with the Relocation Contractor.

The first step to assuring reimbursement for all lost or damaged goods is to personally monitor all unloading and unpacking. Get a copy of the loading inventory and check off each crate, box, or item. Anything missing or visibly damaged should be noted on the inventory sheet. Annotate on the inventory when the condition is "unknown" for those boxes not unpacked by the carriers or in their presence.

Un-adjudicated or denied claims may receive additional consideration by filing NASA Form 1204 "Employee's Claim for Damage to, or Loss of, Personal Property Incident to Service" only after all contract carrier provisions for remedy have been exhausted. Call the NSSC Customer Contact Center or your Relocation Counselor for assistance.

Final Comments

We want you to be satisfied with your move. If there are any problems, or any potential problems that you foresee, please contact your Relocation Counselor or the NSSC as soon as possible. Best of luck at your new duty station!

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 41 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

APPENDIX A - CHECKLIST OF REQUIRED FORMS

Transferee/NASA Flex

Form Number/Reference	Form Name/Reference	Date Completed
NASA Form 1337	Service Agreement/Duplicate Reimbursement Disclosure Statement – Transferred Employee	
NASA Form 513	Service Agreement/Duplicate Reimbursement Disclosure Statement – Overseas Employment	
NASA Form 1810	Agreement to Repay Withholding Tax Allowance	
NASA Form 14490	OCONUS Information Covering Persons Transferred or Appointed to First Duty Station	
NASA Form 1814	Foreign Transfer Allowance (FTA) Predeparture Binding Decision	
NASA Form 1811	TQSA Acknowledgement	
NASA Form 1812	TQSA Preceding Final Departure Acknowledgement	
NASA Form 1809	Temporary Quarters Subsistence Expense (TQSE) Binding Decision	
NASA Form 1808	Property Management Binding Decision	
NASA Form 14500	OCONUS Authorization-Change of Official Station (Obtain from NSSC and ensure accuracy.)	
Standard Form 1038	Advance of Funds Application (if obtaining an advance)	
Standard Form 1012 (Travel Voucher)	Used for En route reimbursement expenses	
NASA Form 1500 and Standard Form 1012 (Travel Voucher)	Claim For Temporary Quarters Subsistence Expense Reimbursement to maintain an accurate record (if claiming actual expense method) of your expenses. Actual Expense Method for each 30-day period of Temporary Quarters, submit with Standard Form 1012.	
Standard Form 1012 (Travel Voucher)	Used for Temporary Quarters Lump Sum Reimbursement Method	
NASA Form 1338 and Standard Form 1012 (Travel Voucher)	Employee Application for Reimbursement of Expenses Incurred Upon Sale or Purchase of Residence Upon Change of Official Station. Submit with the Standard Form 1012. (These forms should be submitted with the following	

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 42 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

	documentation as applicable: sales agreement, property settlement documents, invoices, receipts for other bills paid, and/or receipts for items paid outside of the contract.)	
Standard Form 1012 (Travel Voucher)	Expenses incurred with unexpired lease transactions	
Standard Form 1012 (Travel Voucher)	Miscellaneous Expense Allowance	
Standard Form 1012 (Travel Voucher)	Reimbursement of expenses or to account for an advance of funds	
NASA Form 1632 and Standard Form 1012 (Travel Voucher)	Relocation Income Tax Allowance Certification	
NASA Form 1204 and Standard Form 1012 (Travel Voucher)	Employee's Claim for Damage to, or Loss of, Personal Property Incident to Service. Submit with Standard Form 1012.	
NSSC-Form-0023	NSSC Travel Receipt Cover Sheet	

NOTE: The forms can be found at: <http://server-mpo.arc.nasa.gov/Services/NEFS/Home.tml>. Also, visit <http://www.nssc.nasa.gov/customerservice/> to see samples of the forms required to complete your travel voucher.

First Duty

Form Number/Reference	Form Name/Reference	Date Completed
NASA Form 420	Service Agreement/Duplicate Reimbursement Disclosure Statement - First Duty Station Appointment	
NASA Form 513	Service Agreement/Duplicate Reimbursement Disclosure Statement – Overseas Employment	
NASA Form 14490	OCONUS Information Covering Persons Transferred or Appointed to First Duty Station	
NASA Form 14500	OCONUS Authorization-Change of Official Station. (Obtain from NSSC and ensure accuracy.)	
Standard Form 1038	Advance of Funds Application (if obtaining an advance)	
Standard Form 1012 (Travel Voucher)	Used for En route reimbursement expenses	
Standard Form 1012	Reimbursement of expenses or to account for	

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 43 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

(Travel Voucher)	an advance of funds	
NASA Form 1204 and Standard Form 1012 (Travel Voucher)	Employee's Claim for Damage to, or Loss of, Personal Property Incident to Service. Submit with Standard Form 1012.	
NSSC-Form-0023	NSSC Travel Receipt Cover Sheet	

NOTE: The forms can be found at: <http://server-mpo.arc.nasa.gov/Services/NEFS/Home.tml>. Also, visit <http://www.nssc.nasa.gov/customerservice/> to see samples of the forms required to complete your travel voucher.

Senior Executive Service (SES) Last Move Home

Form Number/Reference	Form Name/Reference	Date Completed
NASA Form 14490	OCONUS Information Covering Persons Transferred or Appointed to First Duty Station	
NASA Form 14500	OCONUS Authorization-Change of Official Station. (Obtain from NSSC and ensure accuracy.)	
Standard Form 1038	Advance of Funds Application (if obtaining an advance)	
Standard Form 1012 (Travel Voucher)	Used for En route reimbursement expenses	
Standard Form 1012 (Travel Voucher)	Reimbursement of expenses or to account for an advance of funds	
NASA Form 1204 and Standard Form 1012 (Travel Voucher)	Employee's Claim for Damage to, or Loss of, Personal Property Incident to Service. Submit with Standard Form 1012.	
NSSC-Form-0023	NSSC Travel Receipt Cover Sheet	

NOTE: The forms can be found at: <http://server-mpo.arc.nasa.gov/Services/NEFS/Home.tml>. Also, visit <http://www.nssc.nasa.gov/customerservice/> to see samples of the forms required to complete your travel voucher.

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 44 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

APPENDIX B - SUMMARY OF ALLOWANCES AND EXCLUSIONS

Below is a summary, in table format, of the allowances and exclusions described in this guidebook. This summary is not all-inclusive.

Allowances

EN ROUTE TRAVEL EXPENSES FROM OCONUS TO CONUS DUTY STATIONS	REIMBURSEMENT AMOUNTS
Transportation by Common Carrier	Actual Expense for Employee and Immediate Family
Transportation by POV	IRS Standard Mileage Rate for moving purposes http://www.irs.gov
Per Diem	Not to Exceed
Employee or Spouse/Domestic Partner unaccompanied by employee	100% of the Standard CONUS rate; Standard CONUS rate can be located at http://www.gsa.gov/perdiem
Accompanying Spouse	75% of the Standard CONUS rate
Each Family Member 12 years or older	75% of the Standard CONUS rate
Each Family Member under 12 years	50% of the Standard CONUS rate

EN ROUTE TRAVEL EXPENSES FROM CONUS TO OCONUS OR BETWEEN OCONUS POST OF DUTY STATIONS	REIMBURSEMENT AMOUNTS
Transportation by Common Carrier	Actual Expense for Employee and Immediate Family
Transportation and Storage of POV	According to cost approved by the Government Agency
Per Diem	Not to Exceed
Employee or Spouse/Domestic Partner unaccompanied by employee	100% of the Foreign Per Diem Locality rate; Foreign Per Diem Locality rate can be located at http://www.defensetravel.dod.mil/site/perdiemCalc.cfm
Accompanying Spouse	75% of the Foreign Per Diem Locality rate
Each Family Member 12 years or older	75% of the Foreign Per Diem Locality rate
Each Family Member under 12 years	50% of the Foreign Per Diem Locality rate

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 45 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

MISCELLANEOUS EXPENSE ALLOWANCE	REIMBURSEMENT AMOUNTS
Employee with Immediate Family	Without documentation: Flat allowance of \$1300 or 2 weeks gross pay (whichever is less) With documentation: Up to 2 weeks gross pay for itemized actual expenses (maximum rate of grade GS-13)
Employee without Family	Without documentation: Flat allowance of \$650 or 1 week gross pay (whichever is less) With documentation: Up to 1 week gross pay for itemized actual expenses (maximum rate of grade GS-13)

ACTUAL FOREIGN TRANSFER ALLOWANCE - PREDEPARTURE	REIMBURSEMENT AMOUNTS
Per Diem	Not to Exceed
Maximum Time Allowable	10 days; additional days may be authorized for "compelling" reasons
Expenses Covered	Lodging, meals, laundry and dry-cleaning
Employee or Spouse/Domestic Partner unaccompanied by employee	100% of Locality Rate
Accompanying Spouse	75% of Locality Rate
Each Family Member 12 years or older	75% of Locality Rate
Each Family Member under 12 years	50% of Locality Rate

PARTIAL FLAT RATE METHOD FOREIGN TRANSFER ALLOWANCE - PREDEPARTURE	REIMBURSEMENT AMOUNTS
Per Diem	Not to Exceed
Maximum Time Allowable	10 days; additional days may be authorized for "compelling" reasons
Expenses Covered	Lodging, meals, laundry and dry-cleaning
Initial Occupant (Employee or Family Member 12 years and over)	100% of Locality Rate
Each Additional Occupant (12 years or older)	75% of Locality Rate
Each Additional Occupant under 12 years	50% of Locality Rate
ACTUAL TEMPORARY QUARTERS SUBSISTENCE ALLOWANCE - POST	REIMBURSEMENT AMOUNTS

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 46 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

Per Diem	Not to Exceed
Maximum Time Allowable	90 days; additional 60 days may be authorized for "compelling" reasons computed at the same rates established for the third 30 days.
Expenses Covered	Lodging, meals, laundry and dry-cleaning
First 30-Day Period	
Initial Occupant (Employee or Family Member 12 years and over)	75% of Locality Rate
Each Additional Occupant (12 years or older)	50% of Locality Rate
Each Additional Occupant under 12 years	40% of Locality Rate
Second 30-Day Period	
Initial Occupant (Employee or Family Member 12 years and over)	65% of Locality Rate
Each Additional Occupant (12 years or older)	45% of Locality Rate
Each Additional Occupant under 12 years	35% of Locality Rate
Third 30-Day Period	
Initial Occupant (Employee or Family Member 12 years and over)	55% of Locality Rate
Each Additional Occupant (12 years or older)	40% of Locality Rate
Each Additional Occupant under 12 years	30% of Locality Rate

ACTUAL TEMPORARY QUARTERS SUBSISTENCE ALLOWANCE – PRECEDING FINAL DEPARTURE	REIMBURSEMENT AMOUNTS
Per Diem	Not to Exceed
Maximum Time Allowable	30 days; additional 60 days may be authorized for "compelling" reasons
Expenses Covered	Lodging, meals, laundry and dry-cleaning
30-Day Period	
Initial Occupant (Employee or Family Member 12 years and over)	75% of Locality Rate
Each Additional Occupant (12 years or older)	50% of Locality Rate
Each Additional Occupant under 12 years	40% of Locality Rate
First 30-Day Period Extension	

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 47 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

Initial Occupant (Employee or Family Member 12 years and over)	65% of Locality Rate
Each Additional Occupant (12 years or older)	45% of Locality Rate
Each Additional Occupant under 12 years	35% of Locality Rate
Second 30-Day Period Extension	
Initial Occupant (Employee or Family Member 12 years and over)	55% of Locality Rate
Each Additional Occupant (12 years or older)	40% of Locality Rate
Each Additional Occupant under 12 years	30% of Locality Rate

ACTUAL EXPENSE METHOD TEMPORARY QUARTERS SUBSISTENCE EXPENSE	REIMBURSEMENT AMOUNTS
Per Diem	Not to Exceed
Maximum Time Allowable	60 days; additional 60 days may be authorized for "compelling" reasons
Expenses Covered	Lodging, meals, laundry and dry-cleaning
First 30-Day Period	
Employee or Spouse/Domestic Partner unaccompanied by employee	100% of Standard CONUS Rate
Accompanying Spouse	75% of Standard CONUS Rate
Each Family Member 12 years or older	75% of Standard CONUS Rate
Each Family Member under 12 years	50% of Standard CONUS Rate
Second 30-Day Period	
Employee or Spouse/Domestic Partner unaccompanied by employee	75% of Standard CONUS Rate
Accompanying Spouse	50% of Standard CONUS Rate
Each Family Member 12 years or older	50% of Standard CONUS Rate
Each Family Member under 12 years	40% of Standard CONUS Rate
60-Day Extension Period	
Employee or Spouse/Domestic Partner unaccompanied by employee	75% of Standard CONUS Rate
Accompanying Spouse	50% of Standard CONUS Rate
Each Family Member 12 years or older	50% of Standard CONUS Rate
Each Family Member under 12 years	40% of Standard CONUS Rate

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 48 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

LUMP SUM REIMBURSEMENT METHOD TEMPORARY QUARTERS SUBSISTENCE EXPENSE	REIMBURSEMENT AMOUNTS
Per Diem	Not to Exceed
Employee	Applicable Locality Rate x up to 30 days x 75% (no extensions)
Each Accompanying Immediate Family Member	Applicable Locality Rate x up to 30 days x 25% (no extensions)

REAL ESTATE EXPENSES	REIMBURSEMENT AMOUNTS
Time Limit	One year (extension of one additional year under certain circumstances)
Sale Expenses	10% of sale price
Purchase Expenses	5% of purchase price
Mobile Home (includes boats)	Only if used as a residence

HOUSEHOLD GOODS (HHG)	REIMBURSEMENT AMOUNTS
Transportation Expenses	According to cost approved by the Government Agency
Maximum Weight Allowance	18,000 pounds for HHG and an additional 2,000 pounds for packing materials (additional 1,500 pounds may be authorized for professional books etc.)
Storage of HHG	Not to Exceed
Temporary	90 Days; additional 90 days may be authorized for compelling reasons NOTE: Storage amounts paid over 30 days are taxable and the employee pays the taxes.
Extended	For the duration of the OCONUS assignment.

Exclusions

The following are examples of those items for which NASA cannot reimburse you. In many cases, the exclusions are the result of GSA FTR 302. If you have any questions, please contact your Relocation Counselor for assistance.

- Moving expenses associated with pets;
- Costs of newly acquired items;

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 49 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

- Transportation of certain HHG, as specified in Chapter 2. Additionally, transportation of your automobile, which is excluded from the definition of HHG, is not allowed unless it has been determined that it is advantageous to NASA to ship the POV to the new duty station or post of duty;
- Separate charges for insurance, valuation, and expedited services for moving HHG;
- Expenses such as fines, judgments, and court costs that were incurred while making a move;
- Costs of repairing or replacing appliances and equipment;
- Costs of altering or remodeling residence or other property;
- Local transportation costs during temporary quarters; and
- Various real estate-related expenses as outlined in Chapter 3.

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 50 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

APPENDIX C - GLOSSARY OF TERMS

Actual expense: Payment of authorized actual expenses incurred, up to the limit prescribed by the Administrator of GSA or Agency, as appropriate. Entitlement to reimbursement is contingent upon entitlement to per diem, and is subject to the same definitions and rules governing per diem.

Approved accommodation: Any place of public lodging that is listed on the national master list of approved accommodations. The national master list of all approved accommodations is compiled, periodically updated, and published in the Federal Register by Federal Emergency Management Agency (FEMA). Additionally, the approved accommodation list is available on the U.S. Fire Administration's Internet site at <http://usfa.fema.gov/hotel/>.

Automated-Teller-Machine (ATM) services: Government contractor-provided ATM services that allow cash withdrawals from participating ATMs to be charged to a Government contractor-issued charge card.

Calendar Day: The 24-hour period beginning at 12:01 am and ending at 12:00 am on the next day.

Commercial Bill of Lading (CBL): A document showing shipment of your goods and acknowledging their receipt, signed by the agent of the carrier, and issued by a carrier or the Government.

Common Carrier: Private-sector supplier of air, rail, or bus transportation.

Commuted Rate: A price rate used to calculate a set amount to be paid to an employee for the transportation and temporary storage of his/her HHG. It includes the cost of line-haul transportation, packing/unpacking, crating/uncrating, drayage incident to transportation and other accessorial charges and costs of temporary storage within applicable weight limit for storage including handling in/out charges and necessary drayage.

Continental United States (CONUS): The 48 contiguous States and the District of Columbia.

Contract Carrier: U.S. certificated air carriers which are under contract with the Government to furnish Federal employees and other persons authorized to travel at Government expense with passenger transportation service. This also includes GSA's scheduled airline passenger service between selected U.S. cities/airports and between selected U.S. and international cities/airports at reduced fares.

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 51 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

Dependent/Immediate Family: Any of the following named members of the employee's household at the time he/she reports for duty at the new permanent duty station or performs other authorized travel involving family members:

- (1) Spouse/Domestic Partner;
- (2) Children of the employee or employee's spouse/domestic partner who are unmarried and under 21 years of age or, who, regardless of age, are physically or mentally incapable of self-support. (The term "children" shall include natural offspring; stepchildren; adopted children; grandchildren, legal minor wards, or other dependent children who are under legal guardianship of the employee or employee's spouse; and an unborn child(ren) born and moved after the employee's effective date of transfer.)
- (3) Dependent parents (including step and legally adoptive parents) of the employee or employee's spouse/domestic partner; and
- (4) Dependent brothers and sisters (including step and legally adoptive brothers and sisters) of the employee or employee's spouse/domestic partner who are unmarried and under 21 years of age or who, regardless of age, are physically or mentally incapable of self-support.

Generally, the individuals named in items 3 and 4 will be considered dependents of the employee if they receive at least 51% of their support from the employee or employee's spouse/domestic partner; however, this percentage of support criteria shall not be the decisive factor in all cases. These individuals may also be considered dependents for the purpose of this definition if they are members of the employee's household and, in addition to their own income, receive support (less than 51%) from the employee or employee's spouse/domestic partner without which they would be unable to maintain a reasonable standard of living.

Effective Date of Transfer or Appointment: The date on which an employee or new appointee physically reports for duty at the new or first official duty station (as opposed to the Payroll/Personnel interpretation as the date the employee enters on the rolls).

Extended Storage: Storage of HHG while an employee is assigned to an official station or post of duty to which he/she is not authorized to take or unable to use the HHG or is authorized in the public interest. It is also referred to as non-temporary storage.

Foreign Transfer Allowance (FTA): A discretionary allowance under 5 U.S.C. 5924(2) (A) for extraordinary, necessary and reasonable expenses, not otherwise compensated for, incurred by an employee incident to establishing him or herself at any post of assignment in a foreign area, including costs incurred in the United States, its territories,

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 52 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

possessions, the Commonwealth of Puerto Rico and the Commonwealth of the Northern Mariana Islands prior to departure for such post.

Government contractor-issued individually billed charge card: A Government contractor-issued charge card used by authorized individuals to pay for official travel and transportation related expenses for which the contractor bills the employee.

Home Marketing Incentive Payment: This program offers you the opportunity to market your home and be rewarded when you bring in a qualified, bona fide buyer. You must use the NASA relocation services contractor in order to qualify for this payment. You will be limited to a total of 60 days of temporary quarters. The payment is considered taxable income to you and is not included in the RITA.

Household Goods (HHG): Property, unless specifically excluded, associated with the home and all personal effects belonging to an employee and immediate family members on the effective date of the employee's change of official station orders (the day the employee reports for duty at the new official station) that legally may be accepted and transported by a commercial HHG carrier.

(1) HHG also includes:

- (a) Professional books, papers, and equipment (PBP&E);
- (b) Spare parts of a POV (see definition of POV) and a pickup truck tailgate when removed;
- (c) Integral or attached vehicle parts that must be removed due to high vulnerability to pilferage or damage, (e.g., seats, tops, wench, spare tire, portable auxiliary gasoline can(s) and miscellaneous associated hardware);
- (d) Consumable goods for employees assigned to locations where the Department of State has determined that such goods are necessary;
- (e) Vehicles other than POVs (such as motorcycles, mopeds, jet skis, snowmobiles, golf carts, boats that can be transported in the moving van (e.g., canoe, kayak, rowboat, O/I motorboat (14 ft. or less));
- (f) Ultra-light Vehicles (defined in 14 CFR part 103 as being single occupant, for recreation or sport purposes, weighing less than 155 pounds if unpowered or less than 254 pounds if powered, having a fuel capacity NTE 5 gallons, airspeed NTE 55 knots, and power-off stall speed NTE 24 knots).

(2) HHG does not include:

- (a) Personal baggage when carried free on tickets;

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 53 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

- (b) Automobiles, trucks, vans and similar motor vehicles, mobile homes, camper trailers, and farming vehicles;
 - (c) Live animals including birds, fish, reptiles;
 - (d) Cordwood and building materials;
 - (e) HHG for resale, disposal or commercial use rather than for use by employee and immediate family members;
 - (f) Privately owned live ammunition; and
 - (g) Propane gas tanks.
- (3) Federal, State and local laws or carrier regulations may prohibit commercial shipment of certain articles not included in paragraph (2) of this definition. These articles frequently include:
- (a) Property liable to impregnate or otherwise damage equipment or other property (e.g., hazardous articles including explosives, flammable and corrosive material, poisons);
 - (b) Articles that cannot be taken from the premises without damage to the article or premises;
 - (c) Perishable articles (including frozen foods), articles requiring refrigeration, or perishable plants unless;
 - i. Shipment is to be transported not more than 150 miles and/or delivery accomplished within 24 hours from the time of loading;
 - ii. No storage is required, and
 - iii. No preliminary or en route services (e.g., watering or other preservation method) are required of the carrier.

Incidental Expenses: See Per Diem Allowance.

Lodging: See Per Diem Allowance.

Lump Sum Reimbursement Method: NASA may offer a lump sum dollar amount for temporary quarters. The employee may accept or decline the offer. If accepted, lodging receipts will be required but itemization is not required for meals and incidental expenses. A voucher must be submitted claiming the allowances in order to be reimbursed.

Meals and Incidental Expenses (M&IE): See Per Diem Allowance.

Mileage Allowance: A rate per mile allowed instead of the actual expenses of operation of a privately owned conveyance or in connection with personally moving your mobile home.

Miscellaneous Moving Expense Allowance: Generally, a specified amount for the purpose of defraying various costs associated with relocating a residence, such as

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 54 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

disconnecting and connecting appliances, cutting and fitting rugs, forfeiture losses on medical, dental and food locker contracts that are not transferable, etc.

Mobile Home: Any type of house trailer or mobile dwelling constructed for use as a residence and designed to be moved overland, either by self-propulsion or towing. Also, a boat (houseboat, yacht, sailboat, etc.) when used as the employee's primary residence.

New Duty Station/Post of Duty: The NASA Center, Government Agency or permanent duty location to which you are relocating.

Non-foreign area: The States of Alaska and Hawaii, the Commonwealths of Puerto Rico, Guam and the Northern Mariana Islands and the territories and possessions of the United States (excludes the Trust Territories of the Pacific Islands).

Non-temporary Storage: Storage of HHG and personal effects in lieu of transportation in connection with a regular duty assignment at a post of duty station outside CONUS or in connection with a regular duty assignment at an isolated location in CONUS.

Official Station: The official station of an employee is the location of the employee's permanent work assignment. The geographic limits of the official station are:

- (1) The corporate limits of the city or town where stationed or if not in an incorporated city or town;
- (2) The reservation, station, or other established area (including established subdivisions of large reservations) having definite boundaries where the employee is stationed.

Old Duty Station/Post of Duty: The NASA Center, Government Agency or permanent duty location from which you are relocating.

Outside Continental United States (OCONUS): Any location outside of the 48 contiguous States and the District of Columbia.

Partial Flat Rate: An actual lodging amount up to the lodging portion of the per diem of the locality from which transferred and a flat amount equal to the meal and incidental expense (M&IE) portion of the per diem. Receipts are required for only lodging.

Per Diem Allowance: The per diem allowance (also referred to as subsistence allowance) is a daily payment instead of reimbursement for actual expenses for lodging, meals and related incidental expenses. The per diem allowance is separate from transportation expenses and other miscellaneous expenses. The per diem allowance covers all charges, including taxes and service charges where applicable for:

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 55 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

- (1) **Lodging.** Includes expenses for overnight sleeping facilities, baths, personal use of the room during the daytime, telephone access fee, and service charges for fans, air conditioners, heaters and fires furnished in the room when such charges are not included in the room rate. Lodging does not include accommodations on airplanes, trains, buses, or ships. Such cost is included in the transportation cost and is not considered a lodging expense.
- (2) **Meals.** Expenses for breakfast, lunch, dinner, and related tips and taxes (specifically excluded are alcoholic beverage and entertainment expenses, and any expenses incurred for other persons).
- (3) **Incidental expenses.**
 - (a) Fees and tips given to porters, baggage carriers, bellhops, hotel maids, stewards or stewardesses and others on ships, and hotel servants in foreign countries;
 - (b) Transportation between places of lodging or business and places where meals are taken, if suitable meals cannot be obtained at the temporary site; and
 - (c) Mailing cost associated with filing travel vouchers and payment of Government sponsored charge card billings.

Permanent Change of Station (PCS): When an employee transfers from one official station or post of duty to another, whether within the same Government agency or between two different Government agencies.

Privately Owned Vehicle (POV): Any vehicle such as an automobile, motorcycle, aircraft, or boat operated by an individual that is not owned or leased by a Government agency, and is not commercially leased or rented by an employee under a Government rental agreement for use in connection with official Government business.

Property Management Services: Provided by private companies for a fee, which help an employee to manage his/her residence at the old official station as a rental property. These services typically include, but are not limited to, obtaining a tenant, negotiating the lease, inspecting the property regularly, managing repairs and maintenance, enforcing lease terms, collecting the rent, paying the mortgage and other carrying expenses from rental proceeds and/or funds of the employee, and accounting for the transactions and providing periodic reports to the employee.

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 56 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

Receipt: A written/printed acknowledgement from a vendor to the authorized employee or family for payment(s) received for goods or services provided. The receipt shall provide the following information:

- (1) Printed name and address of the vendor;
- (2) Date payment received;
- (3) Form of payment (specified in the form of cash, check, credit card, etc.);
- (4) Total amount of payment;
- (5) Name of individual who received the goods or services (if hand written);
- (6) Brief description or itemized listing of actual goods or services provided.
(Note: If the receipt is for temporary quarters/lodging, it should include the address and time period of service.);
- (7) Signature of vendor (if hand written receipt).

Relocation Income Tax Allowance (RITA): The amount of payment computed and paid in Year 2 to cover substantially all of the estimated additional tax liability incurred as a result of the covered moving expense reimbursements received in Year 1. **This allowance is not available to new appointees.**

Relocation Service Company: A relocation company under contract with NASA to provide relocation services to eligible transferred employees (such as for the shipment and storage of household goods, arranging for purchase of employee's residence, home finding assistance, etc.).

Service Agreement: A written agreement between you and your agency, signed by you, stating that you will remain in the service of the Government for a period of time as specified in FTR 302-2.13 after you have relocated. If you violate a service agreement (other than for reasons beyond your control and which must be accepted by your Agency), you will incur a debt due to the Government, and you must reimburse all costs that your Agency has paid towards your relocation expenses including withholding tax allowance (WTA) and RITA.

Standard CONUS Rate: The rate used to compute per diem for a PCS and all other localities not specifically listed in the locality listing.

Temporary Quarters Subsistence Allowance: Allowance granted to an employee for the reasonable cost of temporary quarters, meals and laundry expenses incurred by the employee and/or immediate family members (a) for a period not to exceed 90 days after first arrival at a new post in a foreign area or a period ending with the occupation of residence (permanent) quarters, if earlier; or (b) for a period not to exceed 30 days immediately preceding final departure from the post subsequent to the necessary vacating of residence quarters.

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 57 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

Temporary Quarters Subsistence Expenses: Expenses incurred by you and your dependents when occupying temporary quarters until you can obtain permanent quarters incident to your transfer to a new duty station. Temporary quarters refers to lodging obtained temporarily after a transfer has been authorized or approved, and after you or your dependents vacate the residence quarters in which you and your dependents were residing at the time of your transfer.

Temporary Storage: Storage of HHG for a limited period of time at origin, destination, or en route in connection with transportation to, from, or between official station, post of duty or authorized alternate points. It is also referred to as storage in transit (SIT).

Travel Authorization (Orders): The process of documenting, by means of a travel authorization form ([NASA Form 1450O](#)) the travel to be performed and the expenses which are permitted. Generally, all travel must be authorized in advance unless the circumstances of the particular trip are such that it is not feasible to secure advance authorization.

Travel Claim (Voucher): A written request, supported by documentation and receipts where applicable, for reimbursement of expenses incurred in the performance of official travel, including relocation travel. NASA employees use Standard Form 1012.

Travel Status: The elapsed period of time from the beginning to the ending of official travel in compliance with the authority stated on a travel order. This includes incidental waiting time en route for transportation connections and delays en route beyond the control of the traveler.

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 58 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

APPENDIX D - STATEMENT OF VIOLATION OF SERVICE AGREEMENT

In the event an employee violates the terms of a Service Agreement, including failure to affect the transfer, any monies spent by NASA for such travel, transportation, and allowances will be recoverable as a debt due the U.S. Government unless the reason(s) for separation is beyond the control of the employee and is acceptable to the responsible officials of NASA. Violations of the terms of a Service Agreement refer to failure to meet or comply with the specified conditions of the agreement. Be advised debt as a result of failure to complete all terms of the Service Agreement is not forgiven in part, but requests for consideration can only be for the totality of the debt consistent with governing Federal Regulations.

Transfers from one duty station to another while serving under a current agreement within NASA is not an agreement violation even though a new agreement may be signed in connection with a transfer. An employee serving under such an agreement at a permanent duty station within the U.S. Government may be released from the conditions of such a service or transportation agreement when the separation was for reasons beyond the employee's control and acceptable to NASA. The determination of acceptability will be made by the Assistant Administrator for Human Capital Management for NASA Headquarters, or by the Director of the NASA Center concerned.

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 59 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

APPENDIX E - A HELPFUL CHECKLIST OF THINGS TO DO

NOTE: This appendix is to assist you in preparing for your move. This is not to be construed to increase or decrease your permanent change of station entitlements in any way.

Phase I

- _ Verify what NASA's relocation policy does and does not cover.
- _ Establish tentative dates for your move.
- _ Layout your planning calendar schedules.
- _ Put your home on the market after receiving your Travel Authorization Number or notify your landlord of intent to vacate.
- _ Begin your mover selection process.
- _ Contact a real estate agent or get an apartment guide, if you plan on renting.
- _ Work with your Relocation Counselor to secure a moving company to handle your relocation.
- _ Make a list of everyone you need to notify. Update your address book of friends, relatives, and other contacts, including phone numbers.
- _ Complete an official change of address form at <https://moversguide.usps.com> or at your local post office.
- _ Begin sorting out those items you do not plan to move. Plan a date for a garage sale.
- _ Contact the IRS or your accountant for forms and information regarding tax deductible moving expenses.
- _ Select your new home and arrange financing. Establish tentative closing dates.
- _ Check with the new school district for school schedules and enrollment requirements.
- _ Obtain place of worship information for your new area, if applicable.

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 60 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

- Determine requirements for a new driver's license and transfer of registration/license plates.
- Contact an Insurance Agent to arrange for coverage on your new home and automobile.
- Look for job opportunities for your spouse and children, if they plan to work.
- Select a bank, establish accounts, and obtain a safe deposit box.
- Sketch out a floor plan of your new home and get room measurements. Determine how your present furniture, appliances, and decor will fit, and make a list of things you will need to buy.
- Secure a Post Office box for mail forwarding, if you still have not found a new home.
- Compile a list of utilities and their phone numbers. Determine any requirements to commence service (such as deposits or prepayments).

Phase II

- Notify schools when you are moving. Arrange for records to be transferred to the new school system.
- Confirm pick-up and delivery dates with your mover or Relocation Counselor. If you need storage, advise the moving company now.
- Continue sorting belongings that you will dispose of, items you are taking with you, and everything else that goes with the mover.
- Obtain an appraisal and gather receipts, if you have high value or unusual items that you expect to ship.
- Make your travel arrangements.
- Time to hold your garage sale and/or give to charity any items you no longer need.
- Verify your time schedules with your real estate agents or landlords.
- Reconfirm dates for packing, pick-up, and delivery with your mover or Relocation Counselor.

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 61 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

- _ Send out change of address cards to the Post Office, friends, relatives, and magazines.
- _ Gather all your personal records:

Doctors		Dentists		Lawyers
Accountants	Worship Places			Schools

- _ Contact utilities at your old home concerning disconnect dates, provide a forwarding address, and contact those in your new town to begin service:

	Disconnect Date	Commence Date
Phone company	_____	_____
Gas company	_____	_____
Electric company	_____	_____
Water service	_____	_____
Cable TV	_____	_____
Internet Service Provider	_____	_____

- _ Notify your credit card companies of the change of address. Apply for new bank cards and local store charge accounts, if necessary.
- _ Take care of financial arrangements:
 - Transfer bank accounts
 - Contents of safe deposit box
 - Notify your broker or investment counselor
 - Settle any outstanding bills
- _ Take your pet to the veterinarian for immunization and preparation for the journey. Arrange for transportation and obtain copies of your pet's records and licenses.
- _ Contact the property manager and reserve the elevator for moving day, if you are moving from or into an apartment or high-rise building.
- _ Drain oil and gas from all your power equipment.
- _ Cancel deliveries and services such as newspapers, diaper service and trash collection effective by your moving date.
- _ Consider a sitter for kids and pets for moving day.

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 62 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

Phase III (Moving Week)

Three or four days before moving out:

- _ Defrost your freezer. Give or throw away any perishable food you will not eat in the next two days.
- _ Give your plants to a loving home.
- _ Have your car serviced, if you plan to drive.

One or two days before moving out:

- _ Pack your luggage and anything you are taking with you.
- _ Use only those household items you absolutely have to like towels, sheets, pans, a coffee pot, and a few tools. Everything else should be ready to go.
- _ Have the moving company pack everything that you are not taking yourself.
- _ Obtain travelers checks for trip expenses and payment to movers.

Moving Day (Relax and observe the moving professionals at work.)

- _ Return any leased equipment for television, telephone, etc.
- _ Before the movers leave, check through the house with your driver to make sure nothing has been missed. Remember to check the attic, basement, closets, cupboards, drawers and outdoor buildings.

After Arrival at New Location

- _ Ensure tax elections (including state of residency) are reviewed and updated as applicable to your relocation.
- _ Submit voucher for en route travel.

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 64 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

APPENDIX F - REIMBURSABLE AND NON-REIMBURSABLE RESIDENTIAL TRANSACTIONS

Subpart C—Reimbursable Expenses

§302-11.200 What residence transaction expenses will my agency pay?

Provided the residence transaction expenses are customarily charged to the seller of a residence in the locality of the old official station or paid by the purchaser at the new official station, your Agency will, with appropriate supporting documentation provided by you, reimburse you for the following residence transaction expenses when they are incurred by you incident to your relocation:

- (a) Your broker's fee or real estate commission that you pay in the sale of your residence at the last official station, not to exceed the rates that are generally charged in the locality of your old official station;
- (b) The customary cost for an appraisal;
- (c) The costs of newspaper, bulletin board, multiple-listing services, and other advertising for sale of the residence at your old official station that is not included in the broker's fee or the real estate agent's commission;
- (d) The cost of a title insurance policy, costs of preparing conveyances, other instruments, and contracts and related notary fees and recording fees; cost of making surveys, preparing drawings or plats when required for legal or financing purposes; and similar expenses incurred for selling your residence to the extent such costs:
 - (1) Have not been included in other residence transaction fees (i.e., brokers' fees or real estate agent fees);
 - (2) Do not exceed the charges, for such expenses that are normally charged in the locality of your residence;
 - (3) Are usually furnished by the seller;
- (e) The costs of searching title, preparing abstracts, and the legal fees for a title opinion to the extent such costs:
 - (1) Have not been included in other related transaction costs (i.e., broker's fees or real estate agency fees); and
 - (2) Do not exceed the charges, for such expenses, that are customarily charged in the locality of your residence.

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 65 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

(f) The following "other" miscellaneous expenses in connection with the sale and/or purchase of your residence, provided they are normally paid by the seller or the purchaser in the locality of the residence, to the extent that they do not exceed specifically stated limitations, or if not specifically stated, the amounts customarily paid in the locality of the residence:

- (1) Federal Housing Administration (FHA) or Department of Veterans Affairs (VA) fees for the loan application;
- (2) Loan origination fees and similar charges such as loan assumption fees, loan transfer fees or other similar charges not to exceed 1 percent of the loan amount without itemization of the lender's administrative charges (unless requirements in §302-11.201 are met), if the charges are assessed in lieu of a loan origination fee and reflects charges for services similar to those covered by a loan origination fee;
- (3) Cost of preparing credit reports;
- (4) Mortgage and transfer taxes;
- (5) State revenue stamps;
- (6) Other fees and charges similar in nature to those listed in paragraphs (f)(1) through (f)(5) of this section, unless specifically prohibited in §302-11.202;
- (7) Charge for prepayment of a mortgage or other security instrument in connection with the sale of the residence at the old official station to the extent the terms in the mortgage or other security instrument provide for this charge. This prepayment penalty is also reimbursable when the mortgage or other security instrument does not specifically provide for prepayment, provided this penalty is customarily charged by the lender, but in that case the reimbursement may not exceed 3 months' interest on the loan balance;
- (8) Mortgage title insurance policy, paid by you, on a residence you purchased for the protection of, and required by, the lender;
- (9) Owner's title insurance policy, provided it is a prerequisite to financing or the transfer of the property; or if the cost of the owner's title insurance policy is inseparable from the cost of other insurance which is a prerequisite;
- (10) Expenses in connection with construction of a residence, which are comparable to expenses that are reimbursable in connection with the purchase of an existing residence;
- (11) Expenses in connection with environmental testing and property inspection fees when required by Federal, State, or local law; or by the lender as a precondition to sale or purchase; and
- (12) Other expenses of sale and purchase made for required services that are customarily paid by the seller of a residence at the old official station or if customarily paid by the purchaser of a residence at the new official station.

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 66 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

§302-11.201 When may my reimbursement for loan assumption fees or other similar fees exceed the 1 percent as specified in §302-11.200(f) (2)?

Reimbursement may exceed one percent (as specified in §302-11.200(f) (2) only when you provide evidence that the higher rate:

- (a) Does not include prepaid interest, points, or a mortgage discount; and
- (b) Is customarily charged in the locality where the residence is located.

§302-11.202 What residence transaction expenses will my agency not pay?

Your agency will not pay:

- (a) Any fees that have been inflated or are higher than normally imposed for similar services in the locality;
- (b) Broker fees or commissions paid in connection with the purchase of a home at the new official station;
- (c) Owner's title insurance policy, "record title" insurance policy, mortgage insurance or insurance against loss or damage of property and optional insurance paid for by you in connection with the purchase of a residence for your protection;
- (d) Interest on loans, points, and mortgage discounts;
- (e) Property taxes;
- (f) Operating or maintenance costs;
- (g) Any fee, cost, charge, or expense determined to be part of the finance charge under the Truth in Lending Act, Title I, Pub. L. 90-321, as amended, and Regulation Z issued by the Board of Governors of the Federal Reserve System (12 CFR part 226), unless specifically authorized in §302-11.200;
- (h) Expenses that result from construction of a residence, except as provided in §302-11.200(f) (10); and
- (i) Losses, see §302-11.304.

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 67 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

APPENDIX G - HOME MARKETING INCENTIVE (HMI) PROGRAM

As part of the NASA Home Sale Program, you may wish to take advantage of the NASA HMI Program. This program offers you the opportunity to market your home and be rewarded when you bring in a qualified, bona fide buyer. Because the fees paid to NASA's relocation services contractor are significantly less when you aggressively market your home and secure an outside contract, NASA has implemented a program wherein the savings are shared with you.

Please read the details carefully as you will need to make some immediate binding decisions, if you choose to participate.

Award Payments

The amount of the award will be based on the amended sale price. You will not be required to file a voucher for this payment. The payment will be generated based upon notification by the NASA relocation contractor that an amended sale has settled. To receive payment of the award, the sale which you negotiated has to actually close. If, for whatever reason, it does not settle and the property reverts to the relocation company as regular inventory, the award will not be granted.

Employees electing to participate in the Home Marketing Incentive Program will be limited to a total of 60 days of temporary quarters, with no exceptions.

Additional Information

Please work closely with your Relocation Counselor who will guide you through the amended sale process.

If you have not yet entered the Home Sale Program but would like to speak to someone about this program, please call the NSSC Customer Contact Center at: 877-677-2123 for referral information.

Benefits

You can receive an award equal to 3% of the amended value of the home not to exceed \$15,000. The following chart outlines some sample situations and the possible benefit to you:

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 68 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

Appraised Price	Actual Sale Price	Incentive Payment (based on 3%)	Amount Paid to Employee (taxes not reflected)
\$100,000	\$102,000	\$3,060	\$105,060
\$100,000	\$ 98,000	\$2,940	\$100,940
\$150,000	\$153,000	\$4,590	\$157,590
\$150,000	\$148,000	\$4,440	\$152,440
\$200,000	\$204,000	\$6,120	\$210,120
\$200,000	\$198,000	\$5,940	\$203,940

Eligibility

To be eligible for this program you must be authorized and use the NASA relocation contractor to sell your home at the old duty station. If you opt for direct reimbursement of your real estate sale expenses, you are not eligible for this program. NASA requires the employee market their home through a preferred agent/broker for 75 calendar days prior to accepting an appraised value sale. Employees who choose not to use a preferred agent/broker are ineligible for any home marketing incentives provided by the agency.

Once you enter the program, you are required to continue the listing for the entire 75 days. This decision is binding and withdrawal from the program is not permitted. In addition, employees who participate in the Guaranteed Home Sale program must agree to market their home at a price which does not exceed 5% of:

- A current market analysis as provided by any licensed agent/broker, or
- The current appraised value of the home, as provided by the contractor's licensed agent/broker

Tax Consequences

The HMI is considered taxable income to you; therefore, income and employment taxes will be withheld. You will not receive a withholding tax allowance to offset the withholding on the incentive payment, nor a RITA payment for any of the federal, state and local income taxes on the incentive payment.

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 69 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

APPENDIX H - NASA RELOCATION HIGHLIGHTS

NASA has contracted to provide you with a comprehensive program to assist you with all phases of your relocation. You will be contacted by a Relocation Counselor to walk you through the various steps. The following is a synopsis of the many features of the program. Your Relocation Counselor will help you with the details of each phase of your move.

Pre-Transfer Counseling

Pre-transfer counseling includes advance information on the services provided by the NASA Relocation Contractor. If you would like to speak to someone about relocation services, please call the NSSC Customer Contact Center at 1-877-677-2123 for referral information.

Destination Services

The Relocation Counselor offers professional guidance on making an informed decision in your new location. In addition, a local real estate agent can provide you with information on housing availability and costs, schools, taxes and the community. Experts will help you plan your trip, assign a local real estate agent(s) and monitor to ensure that you make the best use of your time.

Departure Area Services – Home Sale Assistance

Eligibility: In order to participate in the home purchase program, you must:

- Legally own the property as defined in the FTR.
- Commute to and from the property, making this your official residence.

In addition, the property must meet certain eligibility criteria. It must be a completely constructed property that complies with all local, state and federal building, fire, health, and safety requirements. The following properties are not eligible:

- Homes that are not insurable
- Mobile/manufactured homes, cooperatives, boats and houseboats
- Contaminated properties (lead paint, asbestos, leaking underground storage tanks, properties near hazardous waste sites, etc.)
- Homes where financing cannot be obtained

In addition, there are situations where NASA may only pay a pro-rata (partial) share of the NASA relocation contractor fee. In the following instances, you would be responsible for the payment of the unpaid portion of the fee. This would include:

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 70 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

- Situations where the home is in title with a non-family member
- Ownership of a duplex or multi-family dwelling that is only partially occupied by you
- Ownership of a property with land in excess of that which is reasonable for the area
- Homes with a value in excess of \$500,000

Marketing Assistance

This program is designed to help you maximize the value you can expect for your home. The appraisal process will give you a guarantee from the NASA relocation contractor, which may or may not be the eventual selling price of your property. Only the open market will determine the "worth" of your home. Your Relocation Counselor will work with you to develop a strategy to market your home. They will work with you to select an effective real estate agent, to list your home at a price that will generate interest from the buyers in your area and then to negotiate the best possible price for your home.

Listing Your Home

It is imperative that you include the following exclusion clause in any listing agreement that you sign:

The Owners hereby reserve the right:

1. To sell, transfer or otherwise convey the property to the NASA relocation contractor at any time and in such event, the agreement is canceled with no obligation of commission or continuance of the listing thereafter; and
2. No commission or compensation shall be earned by or due payable to broker, until the sale of the property has been consummated between the seller and buyer, the deed delivered to the buyer and the purchase price delivered to the seller.

The Appraisal Process

Your Relocation Counselor will order two appraisals of your current residence. He/she will provide you with a list of local, qualified, independent fee appraisers. You may select two from this list or you may suggest alternative appraisers not on the list. If you select alternative appraisers, they must meet the following standards:

- Derive his/her income primarily from residential appraising (not commercial appraising or as a real estate agent/broker)

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 71 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

- Be familiar with market conditions in the area where your home is located
- Have knowledge and experience using the Employee Relocation Council Appraisal Form
- Be available to complete the assignment in an accurate and timely manner so that the NASA relocation contractor can present an offer to you within 30 days
- Have access to current local market data through a multiple list service or other cooperative service
- Have no present or future interest in your home, nor have a relationship that would affect an independent judgment on the value
- Not be a Government employee, or related to you, or a NASA relocation contractor employee
- Not have appraised your home within the past six months

The appraisers will be asked to evaluate your home based on the market value approach. They are asked to consider current sales of similar homes in your area and estimate the most probable price your home might sell for under current market conditions in your community. This does not mean the highest or the lowest price. The appraisers will consider the value of your home in "as is" condition. Since the appraisers are not qualified to judge the condition of roofs, water heaters, furnaces, etc., they assume that everything is in working condition.

Take an Active Role in the Appraisal Process. Give all appraisers a list of comparable homes that have recently sold, closed, and those which are currently on the market. The appraisers must consider this information when determining the value of your property. If not, they must provide an explanation as to why it was not included in their written report.

Once the NASA relocation contractor receives the written appraisal reports, they are reviewed for consistency of information. If the values are within 5% of the higher appraisal, the two appraisal values are averaged and you are called with a guaranteed offer. If the difference of opinion is more than 5%, a third appraisal is ordered. When all three reports are in, the two closest are averaged and that is the guaranteed offer you will receive. If all three vary equally, all three are averaged.

Your Relocation Counselor will make the offer to you by phone and follow up with a written offer. The written offer will include copies of the appraisals and any inspections that might have been ordered. You will have 60 calendar days to continue to market your home for an amended sale or accept/reject the offer.

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 72 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

Equity Advance

To enable you to market your home for as long as possible and to take advantage of the home selling incentive, you can ask for a no-interest equity advance for up to 95% of your equity off of the guaranteed offer. You will simply need to demonstrate to your Relocation Counselor that you need the funds for the purchase of a home in your new location.

The Amended Sale

If you receive an offer from an independent source, you should immediately notify your Relocation Counselor. **DO NOT SIGN ANY CONTRACTS, COUNTER-OFFERS OR CONTRACT ADDENDUMS.** If you do sign any document with a buyer, you will no longer be able to participate in the NASA Guaranteed Home Sale Program. In addition, you will no longer qualify for the NASA Home Sale Marketing Incentive Program.

Your Relocation Counselor will review your offer to determine if it is a bona fide offer (all contingencies have been met) and instruct you on how to proceed. The Relocation Counselor will speak with your real estate agent to ensure his/her cooperation with the process. You will be asked to amend the NASA relocation contractor's contracts of sale to the new higher, amended price. If your appraisals are not complete, you can still take advantage of this part of the program. The NASA relocation contractor will simply send you a contract of sale at the amended value sale price. There will be no appraised price. The NASA relocation contractor will then purchase the property from you for this amount. At the same time, the agent will be instructed to send the buyer's contract to the NASA relocation contractor for signature. This process ensures that you will receive the higher price, that you have access to your equity, you are protected in case the transaction does not go to settlement and that your real estate agent receives the earned commission. In addition, it makes you eligible for the NASA Home Sale Marketing Incentive Program, as explained below.

The NASA Home Sale Marketing Incentive Program

Because NASA's fees to the NASA relocation contractor are significantly less (if you are able to generate an outside offer instead of accepting the appraised price), NASA has implemented this program to share the benefit of the savings with you. You must commit to marketing your home within set guidelines. After the home closes between the NASA relocation contractor and the outside buyer, you will receive 3% of the amended value of your home not to exceed \$15,000. Your Relocation Counselor will review the details of the program with you.

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 73 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

Final Highlight

Once you have sold your home to the NASA relocation contractor (either at the appraised price or as an amended sale), you have 45 days to vacate your property. The property must be left in broom-clean condition.

You and your family will have many questions about the relocation process. Our goal for the NASA relocation contractor is to relocate you to your new location as efficiently and cost effectively as possible. Their Relocation Counselors are versed in all the details of the NASA program. This guide is designed as a quick reference. Your Relocation Counselor will work through all the details with you. Please call whenever you have a question or concern.

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 74 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

APPENDIX I - COMMUNICATION EXCHANGE REFERENCE

Calls/E-mails from NSSC	
NSSC-COS Travel	Sends e-mail once proper paperwork is received from the Center to begin your move. This e-mail will include your Travel Authorization (TA) Number. Please note: If you have not gotten this e-mail and feel you should have, please contact your POC at the Center you have been negotiating with to ensure paperwork is on its way to the NSSC.
NSSC-COS Travel	Sends e-mail with approved NASA Form 1450C once approved and funded.

Calls/E-mails from Relocation Contractor	
Non Home Sale Portion	
Associate Relocation Counselor (ARC)	Makes initial contact to set up initiation call.
Relocation Counselor (RC)	Counsels on entitlements, assist with completion and submissions of forms, and facilitates household goods. Also, serves as main contact for non-home sale activities.
Move Specialist	Facilitates and coordinates the household goods move including setting move dates, arranging survey, and third party services.
Van Line Coordinator	Makes contact to schedule and confirm a survey of the employee's household goods.
Third Party Contacts	If special crating is required or additional services are necessary, the employee may receive a call from the representative to arrange.
Van Coordinator/Driver	The driver for the employees household goods move may contact the employee to confirm arrival times.
Mortgage Providers	If the employee agrees for the Relocation Contractor to provide a mortgage referral, the employee will be contacted by a representative from the requested lender.
Home Sale Portion - (If authorized for the Guaranteed Home Sale Program)	
Relocation Counselor (RC)	Facilitates and serves as the main contact for the entire home sale process.
Title Specialist	Title will be ordered on the employee's home and communication from the title specialist regarding obtaining deed documents and title paperwork may occur.
Appraisers	Two Appraisers will contact the employee to arrange the appraisal appointments.
Inspectors	Inspectors will contact the employee directly to schedule appointments unless another point of contact has been established by the employee.

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 75 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

How to Voucher for Expenses	
NSSC Web site	For Public - NASA Shared Services
Questions on vouchering or reimbursement	Call the NSSC at 877-677-2123

NSSC Customer Guide	NSCG-9700-0001	Revision 2.0
	Number	
	Effective Date:	08/15/2016
	Expiration Date:	08/15/2019
Page 76 of 76		
Responsible Office: Financial Management Division		
SUBJECT: Change of Station - NASA's Guide to a Successful Move for OCONUS		

APPENDIX J - ACRONYMS

ACRONYM	DEFINITION
ARC	Associate Relocation Counselor
ATM	Automated Teller Machine
CBL	Commercial Bill of Lading
CONUS	Continental United States
COS	Change of Station
CSRS	Civil Service Retirement System
DSSR	Department of State Standardized Regulations
EOD	Entry on Duty
FEMA	Federal Emergency Management Agency
FERS	Federal Employees Retirement System
FICA	Federal Insurance Contributions Act
FPPS	Federal Personnel and Payroll System
FTA	Foreign Transfer Allowance
FTR	Federal Travel Regulations
GSA	General Services Administration
HHG	Household Goods
HIT	Health Insurance Tax
HMI	Home Marketing Incentive
IRS	Internal Revenue Service
M&IE	Meals and Incidental Expenses
MEA	Miscellaneous Expenses Allowance
NASA	National Aeronautics and Space Administration
NSSC	NASA Shared Services Center
NTE	Not-To-Exceed
OCONUS	Outside the Continental United States
OTRAT	Overseas Tour Renewal Agreement
PCS	Permanent Change of Station
PBP&E	Professional Books, Paper, and Equipment
POV	Privately Owned Vehicle
RC	Relocation Counselor
RITA	Relocation Income Tax Allowance
SES	Senior Executive Service
SF	Standard Form
TQSA	Temporary Quarters Subsistence Allowance
TQSE	Temporary Quarters Subsistence Expense
WTA	Withholding Tax Allowance