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Space Administration

NASA Shared Services Center
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NASA Shared Services Center Service Delivery Guide

NSSC-FM-SDG-0005 Revision A

Effective Date: June 30, 2009
Expiration Date: June 30, 2014

Extended Temporary Duty (ETDY) Assistance

Responsible Office: Financial Management

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Approved by

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 Joyce M. Short
 Deputy Director
 NASA Shared Services Center

June 29, 2009
 Date

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PROCESS FOR ETDY ASSISTANCE

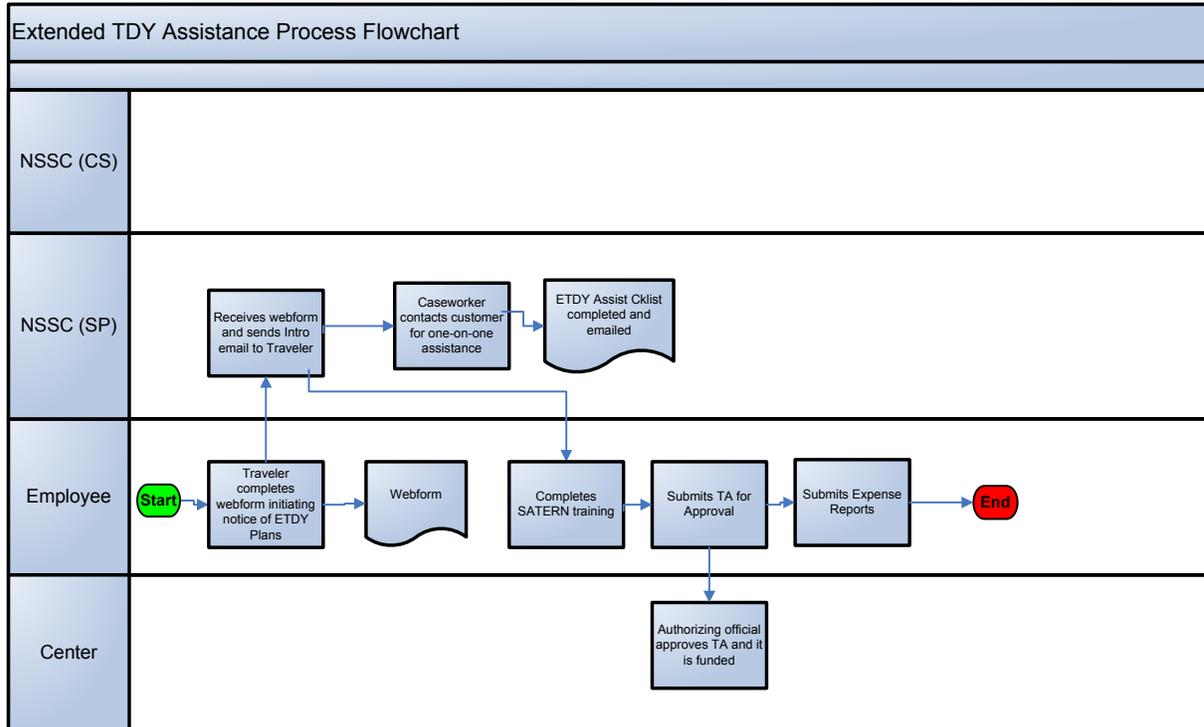
Introduction

The NSSC is responsible for providing assistance to individuals authorized by NASA for Extended Temporary Duty (ETDY) travel.

The NSSC provides the following service in accordance with Federal Travel Regulations (FTR) 301, and NASA policy guidance.

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PROCESS-ETDY Assistance



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Roles & Responsibilities

Process 1 –(Process for Extended TDY Assistance)		
Roles and Responsibilities	Action	Tips/Notes
<p>Step 1</p> <p>Traveler</p> <p>Notifies NSSC of Impending ETDY Assignment</p>	<p>1. Traveler notifies NSSC via the ETDY Questionnaire of an impending ETDY assignment. This notification includes information such as the name of the employee, the duration of the ETDY and contact information. The NSSC Travel Office receives this questionnaire via a Remedy Change Request.</p> <p>Output: NSSC notified of impending ETDY assignment.</p>	<p>Appendix A- Extended TDY Questionnaire is accessed at NSSC Customer Service Website, Extended TDY tab under Travel Tab.</p>
<p>Step 2</p> <p>NSSC Travel (SP)</p> <p>Sends Introductory email to Traveler to commence assistance</p>	<p>1. NSSC Travel Office assigns a caseworker to assist traveler during their ETDY assignment.</p> <p>2. Traveler is sent introductory email containing instructions for accessing the ETDY Orientation course via SATERN. Through the training, the traveler will receive orientation regarding ETDY policies, procedures and entitlements. The email also provides the name of the NSSC caseworker that will be assisting them.</p> <p>Output: NSSC notifies traveler of next steps to be taken.</p>	<p>Appendix B - Email language</p>
<p>Step 3</p> <p>Traveler</p> <p>Completes SATERN Training on ETDY</p>	<p>1. Traveler completes ETDY Orientation course in SATERN. If Traveler chooses not to take the orientation and proceed with assistance, they may notify the NSSC Contact Center. This information is included in the introductory email.</p> <p>Output: Traveler completes training action.</p>	

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Process 1 –(Process for Extended TDY Assistance)		
Roles and Responsibilities	Action	Tips/Notes
<p>Step 4</p> <p>NSSC Travel (SP)</p> <p>Reviews ETDY Assistance Checklist with Traveler</p>	<ol style="list-style-type: none"> 1. NSSC caseworker contacts traveler to set up an appointment to review the ETDY Assistance Checklist. It is suggested that the employee reserve a minimum of an hour for this appointment. 2. NSSC caseworker contacts traveler at the appointed time and reviews the ETDY Assistance Checklist which includes information on ETDY policies, procedures and entitlements in accordance with Federal Travel Regulations (FTR) and NASA Procedural Requirements (NPR) 9700.1 Appendix A. The review is documented in the checklist. The caseworker documents any unanswered questions for follow up. 3. A copy of the completed checklist is emailed to the traveler. <p>Output: Employee ETDY Assistance Checklist completed.</p>	<p>Appendix C – ETDY Assistance Checklist</p>
<p>Step 5</p> <p>Traveler</p> <p>Traveler Submits Proposed Authorization</p>	<ol style="list-style-type: none"> 1. The traveler/preparer completes the ETDY Travel Plan (authorization) in FedTraveler.com <p>Output: Proposed ETDY authorization</p>	<p>Caseworker is available for answering questions about ETDY policies.</p>
<p>Step 6</p> <p>NASA Center</p> <p>Approve/Fund ETDY</p>	<ol style="list-style-type: none"> 1. The NASA Center authorizing official approves/funds the ETDY authorization <p>Output: Approved ETDY</p>	
<p>Step 7</p> <p>Traveler</p> <p>Submits Travel Expense Reports</p>	<ol style="list-style-type: none"> 1. The traveler/preparer submits travel expense reports and receipts electronically via FedTraveler.com. Employee electronically signs voucher. <p>Output: Voucher Payment</p>	<p>Caseworker is available for answering questions about ETDY policies.</p>

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PRIVACY DATA

All participants involved must ensure protection of all data covered by the Privacy Act.

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SYSTEM COMPONENTS

Existing Systems

IT System Title	IT System Description	Access Requirements	IT System Interfaces
Remedy	Remedy Change Request Module	User Access	N/A
SATERN	System for Administration, Training, and Educational Resources for NASA	User Access	N/A

New Systems

IT System Title	IT System Description	Access Requirements	IT System Interfaces
N/A	N/A	N/A	N/A

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CUSTOMER CONTACT CENTER STRATEGY

Each activity requires a clearly defined contact center strategy which answers the question “Who will answer the call and handle the request” and defines the escalation parameters for the activity. Because of the varied nature of the NSSC’s activities and the volume of transactions, each activity has a unique contact center strategy. Refer to the NASA Shared Services Customer Contact Center Service Delivery Guide for the contact center strategy for this activity.

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APPENDICES

Appendix A – Extended TDY Questionnaire

NSSC Customer Service - Inquiry Forms - Windows Internet Explorer

https://www.nssc.nasa.gov/portal/site/customerservice/menuitem.9c6284a0e901299cfc7caf104dd72749/

NSSC Customer Service - Inquiry Forms

Home | Travel | Grants | Accounting Services | Training | Retirement and Benefits | Employee Services | Contracting

NSSC Customer Service Web > Home > Inquiry Forms

Inquiry Forms

NASA Extended TDY Questionnaire Confirmation

Below is the information you entered:

Traveler Official Duty Station: NASA Shared Services Center
Traveler First Name: John
Traveler Last Name: Smith
Traveler Phone: 877-677-2123
Traveler E-mail: john@nasa.gov

(Complete if preparer is different than traveler)
Preparer First Name: Jane
Preparer Last Name: Doe
Preparer Phone: 877-677-2123
Preparer E-mail: jane@nasa.gov

Travel Information
Travel Start Date: 05/11/2009
Travel End Date: 07/31/2009
Leaving From: NSSC
Extended TDY Location: HQ
Purpose: Special Project
Has traveler been on EXT TDY to this location before?: No
Is spouse a government employee on detail also?: No

Remarks (Optional; Please limit to 1000 characters.):
xxxxxxxxxxxxxxxxxxxxxxxx

[Click here to print](#)

Please do not include sensitive or personal information like your Social Security number, as e-mail isn't necessarily secure. Use postal mail for sensitive or personal information.

Trusted sites 100%

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Appendix B – Introductory Email Language

*To be sent from NSSC Travel Office mailbox
Subject: Extended TDY Assistance
Importance: High*

Dear (Mr./Ms. Customer Name),

Thank you for completing your ETDY (Extended Temporary Duty) questionnaire. (Caseworker name) has been assigned to assist you during your ETDY assignment.

We recommend that you take the ETDY orientation course, which is available in the System for Administration, Training, and Educational Resources at NASA ([SATERN](#)). Please follow the instructions below to locate the course.

1. Once logged into SATERN, click on "Catalog".
2. Click on "Simple Catalog Search".
3. In the "Keywords" box, type "Extended TDY", and click "Search".
4. Locate "NSSC EXTENDED TDY BRIEFING".
5. Click "Launch content" to view the course.

(Caseworker name) will be contacting you to set up an appointment to further review your specific ETDY assignment and to address any questions you may have.

If you choose not to take the orientation course, please contact the NASA Shared Services Center (NSSC) by e-mail at nssc-contactcenter@nasa.gov or call 1-877-677-2123 (1-877-NSSC123) so we may proceed with setting up an appointment.

We also highly recommend you review the [NASA Desk Guide on Domestic Temporary Duty \(ETDY\)](#).

We look forward to working with you and to assisting you during your ETDY assignment.

Thank you,

NSSC
Travel Office

Web: <http://www.nssc.nasa.gov/customerservice>
Fax: 1-866-779-6772

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Appendix C – ETDY Assistance Checklist

ETDY Assistance Checklist

Current Date:

Traveler's Name

Telephone:

Email:

Permanent Duty Station:

Funding Center:

Dates of Travel: From

To:

ETDY Location:

Purpose:

Has Traveler been on ETDY to this location before? **Yes** **No**

If Yes, From:

To:

Counselor:

Date Counseled:

1. Will you be requesting a cash advance?

No

Yes

Government Credit Card Advances

You may receive a travel advance with the Government-issued travelcharge card by cash withdrawal at ATM machines or at bank facilities. Exceptions are:

- You do not have a travel card.

NOTE: See EFT cash advance section below for more information

A weekly cash limit of \$300 is established by the agency but this limit may be

increased to \$1500 in coordination with the Center Agency Program Coordinator (CAPC).

Repayment of travel advances from a Government-issued charge card is due in full on the next 30 day billing cycle.

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Electronic Fund Transfer (EFT) Cash Advances

EFT cash advances may be issued to you without a Government-issued travel card.

[\(NPR 9700.1 Appendix A 301-51.204\)](#)

Cash advances must be authorized on your travel orders. Once the authorization has received final approval, the advance will be issued to your account.

The maximum amount of a cash advance is for 45days at the reduced per diem rate. (Example: DC area \$173 x 45 = \$7785 See www.gsa.gov for current per diem

Repayment of EFT cash advances begins on the first monthly voucher. Equal deductions will be made to reclaim the advance.

[\(NPR 9700.1 Appendix A 301-71.305\)](#)

- Example: \$3,000 EFT cash advance issued and ETDY period is 1 year. Beginning on the 1st monthly voucher, \$250 will be deducted from the reimbursement to ensure that all \$3,000 is paid by the last monthly voucher.

2. House Hunting Trips:

House hunting trips are NOT allowed on ETDY. If you are traveling to your ETDY location on a separate official business trip prior to your ETDY assignment beginning, you may take the opportunity to check into lodging accommodations on your own time.

3. Will family/pets be accompanying you?

There is no authority for NASA to pay per diem expenses for any family members who are not NASA employees at the ETDY site. An employee who decides to take family members along on the ETDY assignments should be prepared to pay for all of their related expenses. (NPR 9700.1 Appendix A 301-11.213

4. Is spouse a NASA Government employee on ETDY detail also? Yes No

What is your spouse's name? _____

What Location? _____

One will receive reduced per diem rate of 65%. (NPR 9700.1 APPENDIX A 301-11.214

The other will receive 65% of the M&IE rounded up to the nearest dollar. (NPR9700.1 APPENDIX A 301-11.214)

5. Is spouse a NASA Government employee on COS detail also? Yes No

What is your spouse's name? _____

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What location? _____

If yes, there could be potential conflicts in entitlements for ETDY versus COS.

We will research after we have completed our counseling and notify you if we identify any issues.

6. Enroute Transportation:

The method of transportation selected must be what is most advantageous to the government considering all cost factors (e.g., actual transportation cost, per diem, lost work time). Consideration should also be given to excess baggage cost.

[\(FTR 301-10.4\)](#)

Generally, the authorized modes of transportation in order of preference are:

Common Carrier (air, train)

Privately Owned Vehicle

Rental Car (last resort)

Prior to authorization of enroute transportation allowances, consideration must be given as to what local transportation is available at the particular ETDY station. (NPR 9700.1 APPENDIX A 301-11.208)

POV - Example of Advantageous to Government vs. Personal Preference

Common carrier available to ETDY point and local transportation available at the ETDY point = POV is personal preference only.

Common carrier available to ETDY point, but local transportation not available = cost comparison must be completed for travel to and at ETDY location to determine what is most advantageous.

Common carrier not available to ETDY point and local transportation not available = POV may be authorized as advantageous to government.

Common Carrier (airfare, train)

The contract city-pair fare must be used.

If you do not use the contract city-pair fare, you must meet the criteria in FTR 301-10.107 and you must have approval from your DCFO (or designee) that it is practicable and cost effective. (NPR 9700.1 APPENDIX A 301-10.108)

POV

POV may be authorized if cost advantageous to the government, if not then a constructive voucher is required, if you decide to use your POV.

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If you use a POV but were authorized to travel by common carrier, you will be reimbursed on a mileage basis for the actual travel performed plus per diem, not to exceed the total for the constructive voucher of the authorized method.

[\(NPR 9700.1 APPENDIX A 301-10.309\)](#)

Rental Car

The use of a rental vehicle must be advantageous to NASA and must be specifically authorized.

[\(NPR 9700.1 APPENDIX A 301-10.450\)](#)

Intermediate size rental cars are the standard size rental cars to be authorized for TDY.

[\(NPR 9700.1 APPENDIX A 301-10.450\)](#)

Authorization is required for other than lowest cost rental company in terminal.

[\(NPR 9700.1 APPENDIX A 301-10.450\)](#)

Any upgrade should be authorized prior to commencement of travel and justification is required.

[\(NPR 9700.1 APPENDIX A 301- 10.450\)](#)

Other _____

NOTE: If other transportation, further research may be required. Once research has been completed, we will get back with you.

7. Will You Be Shipping Any Unaccompanied (Excess) Baggage? Yes No

Baggage must be transported in manner most cost effective to the government.

[\(NPR 9700.1 APPENDIX A 301-11.225\)](#)

Shipment of furniture is not an allowable expense under ETDY.

Excess baggage does not include furniture.

Unaccompanied baggage rules vary depending on your mode of travel. What is your mode of travel?

If Flying:

Excess baggage may not exceed 350 lbs.

[\(NPR 9700.1 APPENDIX A 301-11.225\)](#)

If Driving:

You may ship (UPS/Federal Express, etc.) ground service up to 350 lbs. in addition to what you can carry in your POV, if authorized.

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You may rent a trailer/truck (U-Haul, etc.) to carry any additional items to the ETDY location. However, a cost comparison is required, showing that renting a trailer/truck is more advantageous to the government than the cost of airfare plus excess baggage or POV plus shipment of 350 lbs. Cost comparison should be submitted to the NSSC with the first voucher.

8. Enroute Lodging:

(If the authorized mode of transportation is POV)

You are expected to take the most direct route and must drive an average of 300 miles per day in order to receive per diem. ([FTR 302-4.201](#))

The first day of travel, you are entitled to payment of 75% of M&IE and lodging for the location where you spent the night.

If no lodging is required on the first day of travel, you are entitled to payment of 75% of M&IE at the destination, provided you are in a travel status for more than 12 hours.

The reduced per diem rate begins on the second day of the ETDY. ([NPR 9700.1 A301-11.207](#))

If Actual lodging and/or M&IE are required during enroute, then actuals must be approved on your authorization.

9. Transportation at ETDY Location:

POV (If Authorized)

If local transportation (metro / shuttle) is available at the ETDY location, you may be authorized a POV allowance on a personal preference basis. ([NPR9700.1 APPENDIX A 301-11.209](#))

If authorized, mileage will be reimbursed for round trip travel from the place of lodging to the ETDY location for official business purposes. ([NPR 9700.1 APPENDIX A 301-11.210](#))

Gas will not be reimbursed because it is included in the mileage rate.

Shipping of an automobile is not an allowable expense (including auto train).

POV mileage will be reimbursed based on the current GSA rate.

Rental Car

If you have been authorized use of a POV on a personal preference basis, or as advantageous to the Government, you can be authorized use of a rental car. However, it must be justified as advantageous to the Government and not merely a personal convenience. An employee should never be authorized a rental car at the TDY site because the family accompanied the employee who needs use of the POV. ([NPR 9700.1 APPENDIX A 301-11.211](#))

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Taxi

NASA has determined that a reasonable tip for commercially operated local transportation such as a taxi is a maximum of 15% of fare.

([NPR 9700.1 APPENDIX A301-10.420](#))

10. Per Diem Rate Definitions:

Reduced Rate is the flat rate allowed for each full day at the ETDY location. You will be reimbursed 65% of the per diem.

([NPR 9700.1 APPENDIX A 301-11.203](#))

Reduced rate reimbursement begins at 12:01am on the second day of your ETDY.

([NPR 9700.1 APPENDIX A 301-11.205](#))

Daily Fixed Costs are the expenses other than meals authorized in the ETDY per diem rate.

([NPR 9700.1 APPENDIX A 301-11.226/NPR 9700.1 APPENDIX A 301-11.215/NPR 9700.1 APPENDIX A 301-11.218](#))

NOTE: The fixed cost rate of 65% of the lodging portion of the per diem rate is applied on monthly vouchers when you are away from the ETDY location for any reason which includes annual leave, returns to PDS or secondary travel.

([NPR 9700.1 APPENDIX A 301-11.216](#))

11. Lodging at the ETDY Location:

Conventional Lodging (hotel/motel, boarding house or apartment) The following is allowed as part of the reduced per diem rate ([NPR 9700.1 APPENDIX A 301-11.213](#))

Rental of a furnished one bedroom or efficiency apartment

If not furnished, appropriate and necessary furniture can be rented

Connection, use and disconnection of utilities

Basic telephone usage fee (no installation or long distance)

Basic Cable (no premium channels)

Internet service (high speed is allowable)

Cost of reasonable fees for cleaning service if not included in lodging

Miscellaneous deposits/fees such as amenity fee, lodging deposit, move-in fee, application fee, garage fee, storage fee, etc. ([GSBCA 16478-TRAV](#))

Cost of meals and incidentals

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Government Quarters

You will be reimbursed, as a lodging expense, the fee or service you pay for use of the quarters and not the reduced lodging portion for that location.

(FTR 301-11.12)

Lodging With Friends or Relatives

You will not be reimbursed for lodging, but will be reimbursed 65% of the M&IE.

You may be reimbursed for additional costs your host incurs as a result of accommodating you if you are able to substantiate the additional costs and your agency determines them to be reasonable. (NPR 9700.1 APPENDIX A 301-11.220)

Non-Conventional Lodging

You may be reimbursed for the cost of other types of lodging when there are not conventional lodging facilities in the area or when conventional lodging facilities are in short supply because of an influx of attendees due to a special event.

(FTR 301-11.12)

When renting a room from a private individual the following criteria must be met:

- The relationship between the landlord and the employee must be at "arms length", meaning the landlord is not a relative or a personal friend.
- The relationship must be of a business purpose, meaning the landlord must be in the business of renting out the room in their home.
- A lease agreement is in place and the rent charged is reasonable.

If the above criteria are met, you will receive the 65% of the lodging for the area in which you are performing the TDY.

(GSBCA 143980-TRAV)

Recreational Vehicle

You may be reimbursed for expenses (parking fees, connection use and disconnection of utilities, basic amenities, dumping fees, etc.) as lodging cost and not the reduced lodging portion for that location.

Other

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12. Request for Actuals:

You may request for reimbursement of actual expenses in instances when the prescribed per diem rate for an ETDY assignment will not cover the continuing cost of the assignment.

A request for actuals must be submitted to the Director of Business Integration, OCFO, NASA Headquarters HQ Policy Department. All requests must be submitted in writing and signed by the designated authorizing official (traveler's supervisor/director/chief). The request must include:

A statement that the additional cost is a necessary expense to the Government.

Estimated additional cost

Fund Center and Fund that will finance the additional cost.

Start and end date of additional entitlement.

Thorough explanation of why actual expenses are required.

NOTE: When this information is collected, prepare a memorandum for the signature of the Director of Business Integration that identifies the traveler, describes the requested exemption waiver/approval, and states that the request is approved. The request should route through the Agency Travel Business Process Lead and the Director of Business Integration for their concurrence.

13. Allowable Miscellaneous Expenses:

Laundry/Dry Cleaning

Automated Teller Machine (ATM) Fees

Metro fare/mileage to/from official business

Excess baggage (NTE 350 pounds)

Fees incurred as a result of breaking a lease as long as ETDY is cancelled by NASA and prudent efforts were made to obtain a refund.

[\(NPR 9700.1 APPENDIX A 301-11.16\)](#)

Tolls, Taxi, Tips

14. Home Trips:

If authorized, trips to PDS are allowed every three weeks, not to exceed 17 trips per a one year assignment or the prorated equivalent rounded down for assignments of a lesser duration. (Example: a six month assignment should not exceed 8 trips, [NPR 9700.1 APPENDIX A 301-11.221](#))

Rental car cannot be used at PDS unless on official business. (NPR 9700.1 APPENDIX A 301-10.450)

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Home trips should be vouchered on a separate expense report called a "nested" trip. The nested trip is related to your ETDY authorization, but has a separate voucher number.

Trips to PDS should be notated on the voucher and should indicate whether they are home visits or official business.

On day of departure from ETDY location and on day of return to ETDY location, traveler is entitled to 75% M&IE plus fixed lodging at the ETDY location.

You will receive the fixed lodging rate of 65% of the lodging portion of the per diem rate on the monthly voucher.

No per diem (lodging or M&IE) is paid at the PDS.

15. Secondary Travel:

When a traveler is on ETDY and is requested to perform TDY at another location (other than their permanent duty station), this is considered Secondary Travel.

Fixed lodging rate should be authorized at the ETDY location. While on secondary travel, travelers cannot claim M&IE at the ETDY location.

This rate is 65% of the lodging portion of the per diem rate.

Monthly ETDY vouchers should have the secondary travel dates and authorization number annotated in the comments section.

Secondary travel voucher and monthly ETDY vouchers should be compared to ensure there is no overlap in payment of expenses.

16. Weekends/Leave:

Weekends

You are paid the reduced ETDY per diem rate for weekends as long as you are not in a leave status both on Friday afternoon and Monday morning.

Leave

Annual Leave

- You will only receive the fixed lodging rate (65% of the lodging portion of the per diem rate) on their monthly voucher if they take any amount of leave on any work day.
- You will only receive fixed lodging rate (65% of the lodging portion of the per diem rate) on non-work days if they are in a 'leave status' at the ending of the work day before and the beginning of the work day after non-work days. ([NPR 9700.1 APPENDIX A 301-11.226](#))

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Sick Leave

- If you take sick leave, you will receive the regular ETDY rate. ([FTR 301-30.4](#))

17. Filing Travel Vouchers:

Expense reports should be submitted on a monthly basis ([NPR 9700.1 APPENDIX A 301-52.7](#)).

Payments are not made during the last 3 business days of the month or on the first business day of the following month due to month end close out purposes. For this reason, it is recommended that your expense report be approved by your management at least 4 business days prior to the last payment date to allow enough time to review and process the expense report.

Attach a copy of your signed lease agreement with the first expense report.

You may submit your first expense report with less than 30 days in order to arrange recurring payment in a more convenient time of the month.

Attach copies of receipts for expenses not included in per diem over \$75.

Receipts should be attached to your FedTraveler.com expense report.

Expense reports may be held from processing by the NSSC until all required documentation is attached and received.

Expense reports which require corrections will have to be returned to the traveler/preparer. The NSSC is unable to make changes on the expense reports due to FedTraveler.com system limitations.

Any special circumstances, annual leave, secondary or home trips need to be mentioned in the comments section of the voucher. Trips home need to be descriptive to advise whether this was an official visit home or an actual home visit.

A breakdown of expenses is required for all items placed in the "other expense" category. This field is being used to accommodate system miscalculations, therefore a detailed breakdown by amount and description is required.

18. ETDY Taxes (ITRA):

From the point it can be reasonably determined that your assignment will exceed 365 days, the NSSC should be notified immediately so that we can begin deducting taxes from the subsequent monthly vouchers. ([NPR 9700.1 APPENDIX A 301-11.201](#))

Any assignment to a specific location (within a 50 mile radius) will be treated as one continuous assignment unless there is a 7 month break in service. If the break is less than 7 months, your travel reimbursement will be taxable.

The amount of deduction is determined by the IRS for all taxable reimbursements.

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This taxable information is then reported to DOI (Department Of Interior) to be included on employee's W-2 at the end of the calendar year and must be sent to the traveler for filing of their ITRA.

If you return to your PDS and create a new set of orders to return to the same ETDY location, this does not circumvent the fact that the ETDY is taxable if the totals from both sets of orders exceeds 1 year.

If the ETDY is expected to last for more than 1 year, whether or not it actually last for more than a year, the IRS considers this to be an indefinite assignment and is subject to taxes.

If you determine that the ETDY may exceed 365 days, you should contact the NSSC to discuss ETDY taxes in more detail.

Additional Comments/

Action Items