



NSSC Vision: Unparalleled Service
NSSC Mission: To provide timely, accurate, high quality, cost effective, and customer focused support for selected NASA business and technical services.

NSSC News
Edition 37
June 20, 2006

From the NSSC Executive Director

I am pleased to announce that the Agency has approved my selection of Joyce Short for the NSSC Deputy Executive Director. Joyce will continue to serve in her current capacity as Service Delivery Director; however, she will also assume responsibility for assisting me in managing the roles and responsibilities and the integration of the three components of the NSSC: Service Delivery, Business and Administration, and Customer Satisfaction and Communication.

As you know, Joyce has been a valuable asset to the NSSC and I am excited that the Agency accepted my recommendation and recognized her many talents. Joyce has a wealth of experience and has held a variety of positions that will benefit and help the NSSC continue to be a success. Prior to joining the NSSC team, Joyce was Director of the HR Shared Service Center, Defense Finance and Accounting Service (DFAS) where she was responsible for providing a full range of human resources products and services (including management advisory services) for more than 24,000 employees in 7 Department of Defense agencies. She spent 15 years with the Defense Finance and Accounting Service, formerly known as the US Army Finance Center where she held a variety of leadership positions including, Deputy Human Resources Officer; Chief, Recruitment and Placement; Chief, Staffing and Employment; and Human Resources Information Systems Manager.

Business and Administration

Customer Advances to the NSSC

NSSC customers are to advance funds into the Working Capital Fund as specified in customer Service Level Agreements. Customer prepayments for FY06 services were scheduled for January and May which have been advanced. An additional advance is scheduled in August for October - November FY07 services. As part of the recent SLA modification, there is a June prepayment of funds to be advanced to the NSSC for the payment of off-site Training Purchases which transitions to the NSSC beginning July 2006. If assistance is needed in facilitating advances, please contact Nikki Tubbs (228-813-6017) of the Operations & Budget Team.

NSSC ViTS Schedule

July 20, 2006	1:00-3:00pm CDT
September 21, 2006	1:00-3:00pm CDT

Office Personnel Changes

Arthur Sparrow, Lead, Operations & Budget Management Team, will be leaving the NSSC at the end of June and returning to the Langley Research Center (LaRC). Arthur was instrumental in establishing the NSSC in the Working Capital Fund and helped to put into place key processes and procedures necessary for successful "Go-Live" of the NSSC on March 1, 2006. Arthur will be missed and we wish him well in his new assignment at LaRC.

Bob Poncet has been selected as Arthur's replacement and is in the process of transitioning to the NSSC. Bob is currently the Lead, Resources Management Division in the Office of the CFO at Stennis Space Center and prior to that assignment was the Business Manager for the Rocket Propulsion Test Program. Bob has experience in managing budget operations, execution, and reporting for institutional and program budgets. Bob is a Cum Laude Honor Graduate with a Bachelor's in Mathematics from Mississippi State University and he also holds a Masters degree from Mississippi State University. We are excited to have Bob join the NSSC team and look forward to working with him in his new role.

Service Delivery Directorate

Financial Management

Time & Attendance

The NSSC began processing time and attendance for all NASA employees on May 28, 2006. The process for entering WebTADS information including login and password **did not** change: employees should continue to use WebTADS in exactly the same manner. The time and attendance transition will not affect employee paychecks, leave and earnings statements, and employee express, which are processed by the Department of the Interior (DOI). The NSSC reviews, validates, and delivers time and attendance data to the DOI, and provides general information on payroll services to employees. We coordinate with DOI on corrections and adjustments and coordinate and reconcile employee receivables, death payments, military depositis, and non-NASA awards.

Domestic Travel

The NSSC began processing all Domestic Travel voucher payments June 1, 2006. After management approval, the voucher automatically routes to the NSSC where it is reviewed and paid within 4 business days of receipt at the

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NSSC. All Extended TDY domestic vouchers are audited before payment; therefore, employees should fax their required documentation (contracts, bills, receipts, etc.) to the NSSC at the time they complete their voucher. The NSSC also conducts a monthly random statistical sampling of regular domestic travel vouchers. Your voucher may be selected for a detailed audit. If your voucher for a particular trip is selected for audit, you will be notified by email to submit your receipts to the NSSC. Documentation should be faxed to 1-866-779-NSSC (1-866-779-6772). A fax template for submitting travel documentation has been provided on the NSSC website at <http://www.nssc.nasa.gov/forms>. Please remember that NASA employees must maintain travel receipts in accordance with NASA's Financial Travel Regulations (FTR 301-52.4). The NSSC will not process payments during the last 4 business days of the calendar month. This may cause a brief delay in the processing of your voucher if submitted during this timeframe. The Domestic Travel Authorization process will remain at the Centers.

Human Resources

Agency Awards

The transition of Awards to the NSSC will encompass a number of sub-components. In addition to processing, printing, and the provision of on-site support for certain Center awards ceremonies, the NSSC will assume responsibility for the newly developed NASA Automated Awards System. Once complete, the system will facilitate input and approval of awards from the NASA Centers. The system will be virtually transparent to employees, will save time for supervisors and HROs, and will reduce the transaction cost per award.

Off-site Training

In the training arena, NASA recently deployed a new Learning Management System (LMS) to Centers, which came online May 8th. In July, the NSSC will assume responsibility for processing Off-site Training and related Training Purchases. The NSSC will use the new LMS, officially called the System for Administration, Training, and Educational Resources for NASA (SATERN) to process training requests. The new system is designed to facilitate tracking the comprehensive range of information NASA needs to manage its learning programs effectively. SATERN replaced former training systems such as SOLAR and AdminSTAR and will result in a one-stop-shop for training coordination and data. The new system will create efficiencies for everyone from employees to supervisors and other approving officials.

Financial Disclosure

Public and confidential financial disclosures serve to prevent conflicts of interest and to identify potential conflicts by providing for a systematic review of the financial interest of both current and prospective officers and employees. These reports assist agencies in administering their ethics program and providing counseling to employees. The Of-

fice of General Counsel will transition the function of Financial Disclosure Reporting to the NSSC in July 2006. The NSSC will utilize the Ethics Program Tracking System (EPTS) to ensure all filers complete the required forms in a timely manner.

An Important Reminder about Employee Notices

The NSSC currently publishes Employee Notices for Human Resources and posts them on our Customer Service Website. These notices cover important Human Resource topics such as: Federal Group Life Insurance Open Season; Federal Employee Health Benefits Open Season; Flexible Spending Account Open Season; Thrift Savings Plan program availability; annual NASA Scholarship Fund call for nominations; and CFC Campaign. Finding the new NASA HR Employee Notices is easy:

1. Visit our Customer Service Website at www.nssc.nasa.gov/customerservice
2. Click on *Human Resources* in the left-hand column
3. Click on *Employee Notices* under the *Support to Personnel Programs* heading.

The Employee Notices are located in the Announcement box and released and updated frequently.

If you have any questions concerning Agency Awards, Off-site Training, Financial Disclosure, or Employee Notices, call the NSSC Contact Center at 1-877-NSSC123 (1-877-677-2123), visit our customer service website at www.nssc.nasa.gov/customerservice, or email the Contact Center at nssc-contact@nasa.gov.

Customer Satisfaction and Communication NSSC Liaisons

The NSSC Liaison Meet & Greet was held during May. Each Center Liaison set up a display table in a centralized location at their Center allowing them the opportunity to meet and talk with employees during their lunch break. A variety of NSSC materials were distributed including the NASA Employee Quick Reference Guide (March-June 2006), the Center Liaison Brochure, and the NASA Shared Services Center Brochure. The liaisons outlined their roles and responsibilities as the Center Liaison and answered questions concerning NSSC activities. From all reports, the event was a success. Center liaison's received positive feedback from their customers concerning this event.

Elena Martinez, Ames Research Center Liaison, attends the CBPL Summit and presents for the NSSC

Elena Martines, ARC, Liaison, recently attended the CBPL Summit and presented an NSSC Introduction to the conference attendees. Topic discussed included the NSSC background, brief history, current activities, upcoming transitions, and important information about contacting the NSSC. Elena also passed out NSSC literature and fielded questions from the conference attendees. This was a very important venue for providing information about the NSSC to an audience that can really help us spread the NSSC word across the Agency.