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NASA Shared Services Center Service Delivery Guide

NSSDG-9620-0001 Revision 5.0

Effective Date: August 31, 2018

Expiration Date: August 31, 2021

Payroll Processing

Responsible Office: Human Resources Services Division

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Approved by

 Amy Alexander
 Chief, Human Resources Services Division

 Date

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Document History Log

Status (Basic/Revision/ Cancelled)	Document Version	Effective Date	Description of Change
Basic	1.0	August 27, 2012	<ul style="list-style-type: none"> • Deleted Missing Timesheets, DOI notifies of missing timesheets • Deleted Transfer and Separation Report, DOI performs this • Delete Family Assistance Fund, DOI inputs allotments • Create Separate SDG's for Taxes and Leave Programs. • Document originated under NSSC-FM-SDG-0004 Payroll Time and Attendance SDG and has been divided into three separate SDGs: NSSDG-9620-0001 Payroll Processing NSSDG-9620-0002 Leave Programs NSSDG-9620-0003 Awards and Taxes
Revision	2.0	September 17, 2013	<ul style="list-style-type: none"> • Updated Errors and Missing Process 4
Revision	3.0	July 1, 2014	<ul style="list-style-type: none"> • Updated Process 3 to include a statement that SES members can use accumulated credit hours but cannot receive compensation for credit hours
Revision	4.0	August 1, 2016	<ul style="list-style-type: none"> • Updated format throughout to reflect new template.

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Status (Basic/Revision/ Cancelled)	Document Version	Effective Date	Description of Change
			<ul style="list-style-type: none"> • Updated Document History Log format, including the date style in the Effective Date column. • Removed step-by-step work instructions throughout SDG. • Moved the Introduction statement to 1.0, Background. • Added the Overview section and all remaining content.
Revision	5.0	August 31, 2018	<ul style="list-style-type: none"> • Updated Cross Functional Flowcharts roles in Process 2, Biweekly Closeout. • Added NSSC HR to the roles and responsibilities in Step 1 of Process 2. • Added reference to NPR 9620.1A section 3.3.6.1, in step 4 of Process 2. • Added Review Hour Type Report as Step 5 of Process 2. • Removed Review Wage Grade Report in step 8 of Process 2. • Added supervisors and employees in tip/notes section in step 10 of Process 2.

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Overview

1.0 Background

The NASA Shared Services Center (NSSC) Payroll Office reviews, validates, and delivers time and attendance data to the Department of the Interior (DOI) Interior Business Center (IBC), researches and resolves errors and missing data in timecards prior to payroll calculation, and acts as liaison between employees and IBC. Furthermore, the NSSC generates supplemental payments, tracks and pays payroll for overseas employees, and processes Prior Pay Period Adjustments (PPPAs).

2.0 Purpose

Services described in this guide are performed by Civil Servant (CS) and Service Provider (SP) personnel. This guide covers those that are more common and provides a basic description of payroll processing tasks. The guide does not cover every step in the process and is intended to provide only an overview of the main steps.

3.0 Applicability/Scope

The payroll function consists of multiple processes. The processes, as well as roles and responsibilities, are defined in this document.

4.0 Privacy Information

All participants involved must ensure protection of all data as covered by the Privacy Act and other applicable regulations and NASA policies.

5.0 Records

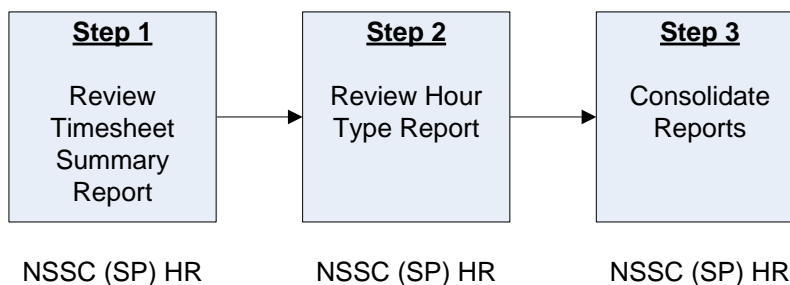
Payroll supporting documentation that is received is included in the HR Master Records Index (MRI)

6.0 Cancellation/Supersession of Previous Documents

This document supersedes NSSDG-9620-0001, NSSC Payroll Processing Service Delivery Guide, Revision 4.0.

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Process 1 – Biweekly Cleanup



The Cleanup procedure is processed biweekly by NSSC (SP) Human Resources before the end of the pay period.

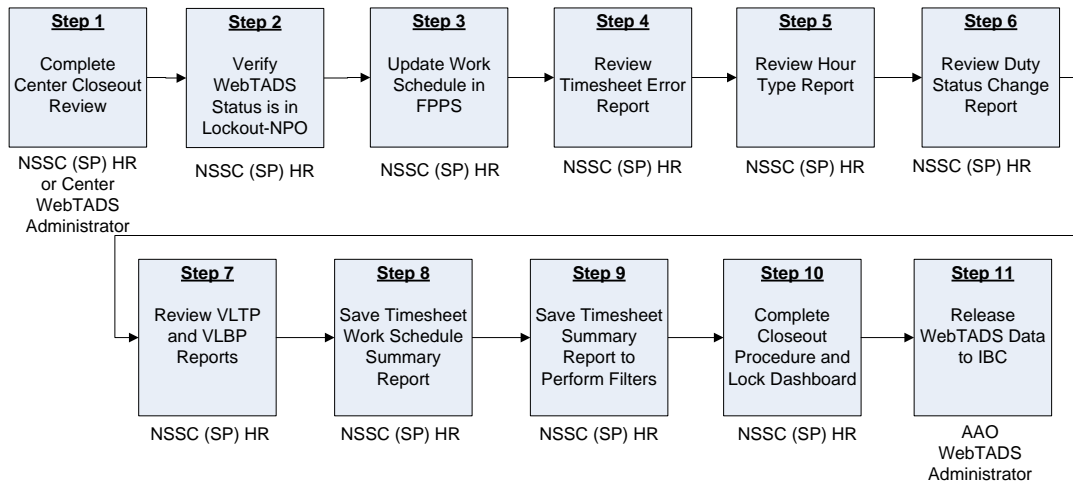
Step Roles and Responsibilities	Biweekly Cleanup Action	Tips/Notes
<u>Step 1</u> NSSC (SP) HR Review Timesheet Summary Report	Review Timesheet Summary Report in WebTADS. Identify and correct invalid hour types. Identify and correct invalid attribute and work schedule combination. Output: Invalid hour types and attributes updated	Any action taken to correct the employee's attributes (e.g., changing the night diff. flag to yes) can only be changed on an unapproved timesheet.
<u>Step 2</u> NSSC (SP) HR Review Hour Type Report	Open and review Hour Type Report to identify employees that may be ineligible for Holiday Leave. Remove Holiday Leave from timecard of ineligible employees. Output: Holiday Leave updated	Note: Holiday Leave procedure is used only when the pay period being processed includes a holiday.

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Step Roles and Responsibilities	Biweekly Cleanup Action	Tips/Notes
<u>Step 3</u> NSSC (SP) HR Complete Cleanup Process	Consolidate reports. Output: Cleanup process complete	

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Process 2 – Biweekly Closeout



The Biweekly Closeout procedure is used to capture mistakes involving employees' timesheets.

The Closeout procedure is processed biweekly on first Monday of a pay period for the prior pay period. The process schedule is subjected to change based on a holiday.

Step Roles and Responsibilities	Biweekly Closeout Action	Tips/Notes
<p>Step 1</p> <p>NSSC (SP) HR or Center WebTADS Administrator</p> <p>Complete Center Closeout Review</p>	<p>Review the WebTADS time and attendance data for completeness and accuracy.</p> <p>Coordinate with the employee and/or employee's supervisor to resolve discrepancies.</p> <p>Complete Center review and release WebTADS data to NSSC.</p> <p>Output: Lockout status set to NSSC Payroll Office (NPO)</p>	<p>The dashboard is utilized during closeout activities to inform NPO that the center is ready for NPO validation.</p> <p>Center personnel will be locked out of WebTADS at 10:00am CST and employees will no longer have access to make changes to their current timecard in WebTADS before payroll processing.</p>

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Step Roles and Responsibilities	Biweekly Closeout Action	Tips/Notes
<p><u>Step 2</u></p> <p>NSSC (SP) HR</p> <p>Verify WebTADS Status Is in Lockout-NPO</p>	<p>Monitor WebTADS for lockout status.</p> <p>Output: Lockout status (Lockout-NPO) has been verified</p>	
<p><u>Step 3</u></p> <p>NSSC (SP) HR</p> <p>Update Work Schedule in FPPS</p>	<p>Open and review the Alternate Work Schedule (AWS) report in WebTADS.</p> <p>Determine necessary AWS code changes to FPPS and weekly work schedule hours.</p> <p>Update current pay period work schedule in FPPS.</p> <p>Output: Employee work schedule updated in FPPS</p>	

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Step Roles and Responsibilities	Biweekly Closeout Action	Tips/Notes
<p><u>Step 4</u> NSSC (SP) HR</p> <p>Review Timesheet Error Report</p>	<p>Open and review the Timesheet Error Report for Error(s) and Critical(s).</p> <p>If no data appears, no action is necessary.</p> <p>If data appears, then research is required to determine if an action is necessary.</p> <p>Output: Timesheet errors reviewed and corrected as needed</p>	<p>The Timesheet Error Report lists all Critical(s), Error(s), and Warning(s) shown on an employee's timesheet.</p> <p>In accordance with NPR 9620.1A section 3.3.6.1, NSSC Payroll will record annual leave for Centers' missing or unapproved time sheets during the final validation and certification process to ensure salary payments are processed. In the rare instance of this occurrence, a time sheet adjustment may be entered and approved in the T & A system the following pay period for corrective action. The timecard will be approved by an NSSC Civil Servant if annual leave is record for missing for or unapproved timesheets.</p>
<p><u>Step 5</u> NSSC (SP) HR</p> <p>Review Hour Type Report</p>	<p>Open and review the Hour Type Report for Court Leave (CL) and Military Leave (ML).</p> <p>Notify employees via email to submit documentation to support Court Leave or Military Leave codes on timesheet.</p>	<p>Documentation must be received within two pay periods upon return from court leave or military leave to support coding time to those pay coded.</p> <p>If documentation is not received within the allowed time the time will be changed to annual leave.</p>

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Step Roles and Responsibilities	Biweekly Closeout Action	Tips/Notes
<p><u>Step 6</u> NSSC (SP) HR</p> <p>Review Duty Status Change Report</p>	<p>Open and review the Duty Status Change Report to identify changes in duty status processed in FPPS.</p> <p>Output: Duty Status Change Report reviewed and potential errors identified for follow up action</p>	<p>Errors identified may be addressed in Errors and Missing or PPPAs.</p>
<p><u>Step 7</u> NSSC (SP) HR</p> <p>Review VLTP and VLBP Reports</p>	<p>Review the Center Voluntary Leave Transfer (VLTP) Report and Voluntary Leave Bank Program (VLBP) Report.</p> <p>Notify Leave Programs team SP if warnings or errors are present.</p> <p>Output: VLTP and VLBP Reports reviewed</p>	<p>The Reports list employees who are on the VLTP and VLBP for the current pay period.</p>
<p><u>Step 8</u> NSSC (SP) HR</p> <p>Save Timesheet Work Schedule Summary Report</p>	<p>Open and save the Timesheet Work Schedule Summary Report.</p> <p>Capture the employee count to be entered for the Monthly Payroll Metric Data.</p> <p>Output: Capture employee count</p>	

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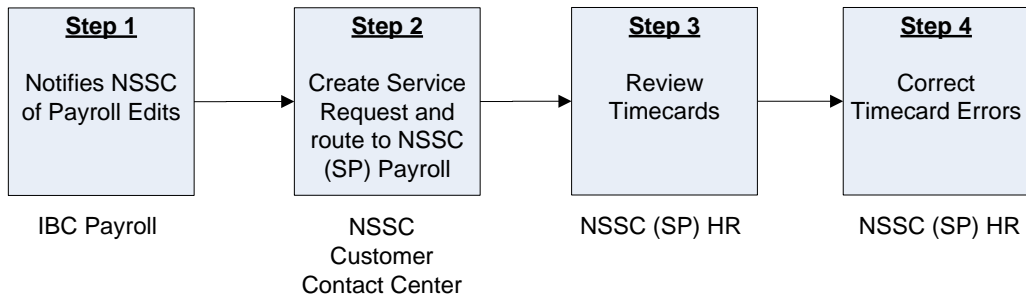
Step Roles and Responsibilities	Biweekly Closeout Action	Tips/Notes
<p><u>Step 9</u></p> <p>NSSC (SP) HR</p> <p>Save Timesheet Summary Report to Perform Filters</p>	<p>Open and save the Timesheet Summary Report.</p> <p>Perform the following filters. If the filters bring up data, review the current timesheets for all employees listed to follow up as needed.</p> <ol style="list-style-type: none"> 1. Identify unapproved timesheets for all active paid employees. 2. Identify all intermittent employee's with hours have approved timesheets. 3. Identify that no contractors have an approved timesheet. 4. Identify timesheets with zero hours that have not been approved. <p>Closeout reports are combined into one package per Center.</p> <p>Output: Closeout reports consolidated and ready for review</p>	<p>Work with Supervisors, employees and Center CPO (until all Centers transition) as needed to resolve issues.</p> <p>All closeout reports are combined into one package per Center.</p>

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Step Roles and Responsibilities	Biweekly Closeout Action	Tips/Notes
<p><u>Step 10</u></p> <p>NSSC (SP) HR</p> <p>Complete Closeout Procedure and Lock Dashboard</p>	<p>Lock Dashboard in WebTADS.</p> <p>Output: WebTADS data released to the Agency Application Office (AAO)</p>	<p>WebTADS data must be released to AAO by 2:00 p.m. CT on the Monday following the close of the pay period. If there is an upcoming holiday, the WebTADS data must be released by 2:00 p.m. CT on the Friday of the close of the pay period.</p>
<p><u>Step 11</u></p> <p>AAO WebTADS Administrator</p> <p>Release WebTADS Data to IBC</p>	<p>AAO ePayroll Office completes a review of the WebTADS file. It is released to IBC for payroll processing.</p> <p>Output: WebTADS data released to the IBC</p>	

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Process 3 – “Errors and Missings”



The NPO’s biweekly “Errors and Missing” process immediately follows the IBC precalculation process performed in FPPS.

NPO works jointly with IBC to correct any error or missing timecard conditions. IBC runs the final payroll calculation process once corrections are made.

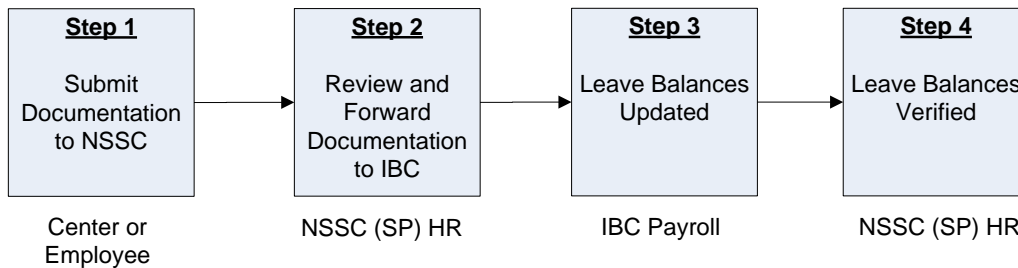
Step Roles and Responsibilities	”Errors and Missings” Action	Tips/Notes
<p>Step 1</p> <p>IBC Payroll</p> <p>Notifies NSSC of Payroll Edits</p>	<p>IBC runs a precalculation process of the submitted timecards.</p> <p>IBC reviews the edits for timecards that may need to be corrected and notifies the NSSC Customer Contact Center of any timecards that are missing or have errors.</p> <p>Output: NSSC is notified of timecards that are missing or have errors</p>	

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Step Roles and Responsibilities	"Errors and Missings" Action	Tips/Notes
<p><u>Step 2</u></p> <p>NSSC Customer Contact Center</p> <p>Create Service Request and route to NSSC (SP) Payroll</p>	<p>The NSSC Customer Contact Center creates a NSSC Service Request (NSR) which includes the "Errors and Missing" data and assigns the NSR to NSSC Payroll (SP).</p> <p>Output: "Errors and Missing" data is received at the NSSC and is sent to Payroll (SP)</p>	
<p><u>Step 3</u></p> <p>NSSC (SP) HR</p> <p>Review Timecards</p>	<p>Review the employee's timecard in WebTADS to determine if further action is required.</p> <p>Output: Timecards reviewed</p>	
<p><u>Step 4</u></p> <p>NSSC (SP) HR</p> <p>Correct Timecard Errors</p>	<p>Coordinate with Center HR, Payroll, employee, or approver as needed to resolve issues.</p> <p>Complete manual timecard corrections if applicable.</p> <p>Upload the Amended T&A to the Secure File Transport Server.</p> <p>Notify IBC of action taken and update NSR with resolution.</p> <p>Output: Timecard corrections completed</p>	

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Process 4 – Leave and Earnings Statement, SF1150, or Employee Data Transferred in Lieu of SF1150



If an employee is transferring from one agency to another agency, the NPO will receive a current Leave and Earnings Statement, Standard Form (SF) 1150, Record of Leave Data, or Employee Data Transferred-In Lieu of SF1150, which will be sent to IBC for transfer of leave balances.

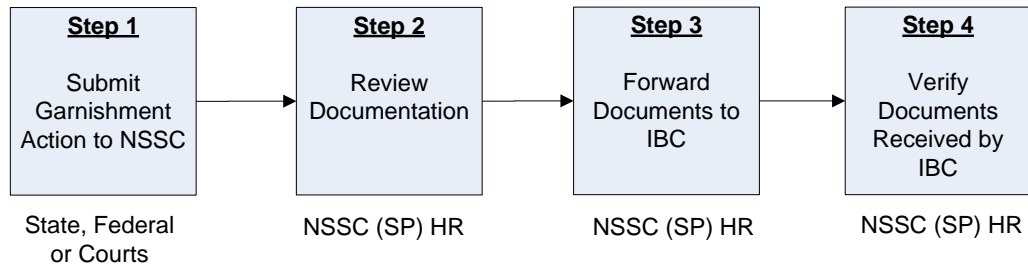
Step Roles and Responsibilities	Leave and Earnings Statement, SF1150, or Employee Data Transferred in Lieu of SF1150 Action	Tips/Notes
Step 1 Center or Employee Submit Documentation to NSSC	Submits supporting documentation to NSSC to request the update of the employees leave balances in Federal Personnel and Payroll System (FPPS). Output: Documents submitted to NSSC	
Step 2 NSSC (SP) HR Review and Forward Documentation to IBC	Receive documents from employee, Center, or outside agency. Review the document and forward to IBC. Output: Documents forwarded to IBC for input into FPPS	The pay period end date should correspond with the date the employee transferred to NASA.

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Step Roles and Responsibilities	Leave and Earnings Statement, SF1150, or Employee Data Transferred in Lieu of SF1150 Action	Tips/Notes
<u>Step 3</u> IBC, Payroll Leave Balances Updated	Transfers employee's leave from previous agency. Output: Leave balances updated	IBC inputs all updated Leave Data in FPPS.
<u>Step 4</u> NSSC (SP) HR Leave Balances Verified	Verify leave balances have been transferred accurately. Output: Leave balance update verified	

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Process 5 – Salary Garnishments



There are two types of garnishment actions affecting Federal employees' pay:

- a. Child Support and/or Alimony (5CFR, Part 581); and
- b. Commercial (Private Debt) (5CFR, Part 582).

The legal process is any writ, order, summons, or other similar process in the nature of garnishment that orders an agency to withhold an amount from the pay of an employee and to make a payment of such withholding to a specified party to satisfy a legal obligation. The office designated to accept legal process for NASA employees is the IBC.

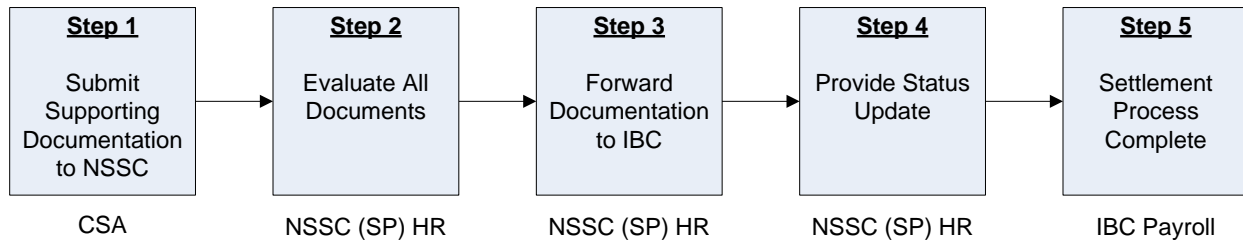
Step Roles and Responsibilities	Salary Garnishments Action	Tips/Notes
<p>Step 1</p> <p>State, Federal or Courts</p> <p>Submit Garnishment Action to NSSC</p>	<p>Submits garnishment action to the NSSC.</p> <p>Output: Documents forwarded to NSSC</p>	

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Step Roles and Responsibilities	Salary Garnishments Action	Tips/Notes
<u>Step 2</u> NSSC (SP) HR Review Documentation	Receive and review the documents to verify employment. Output: Reviewed documents	
<u>Step 3</u> NSSC (SP) HR Forward Documents to IBC	Upload documents to IBC's Secure File Transport. Output: Documents forwarded to IBC	
<u>Step 4</u> NSSC (SP) HR Verify Documents Received by IBC	Verify that IBC received the documents. Output: Verified receipt of garnishment documentation to IBC	

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Process 6 – Settlements: EEO and Negotiated Settlement Payments



EEO and negotiated settlement payments may include several components, including back pay, back leave, compensable damages, and other damages.

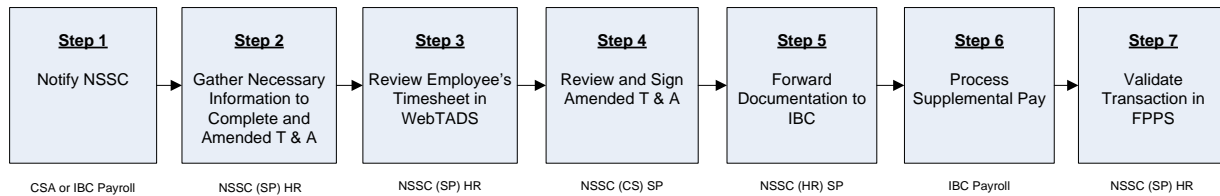
Step Roles and Responsibilities	Settlements: EEO and Negotiated Settlement Payments Action	Tips/Notes
<u>Step 1</u> CSA Submit Supporting Documentation to NSSC	Center Security Administrator (CSA) submits supporting documentation to NSSC for settlement agreements. Output: Documents submitted to the NSSC	
<u>Step 2</u> NSSC (SP) HR Evaluate All Documents	Evaluate all documents received to determine what the settlement is for (leave, back pay, or other) and if it is for an active employee. Output: Documentation evaluated	

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Step Roles and Responsibilities	Settlements: EEO and Negotiated Settlement Payments Action	Tips/Notes
<u>Step 3</u> NSSC (SP) HR Forward Documentation to IBC	Upload documents to IBC's Secure File Transport. Output: Documentation forwarded to IBC	IBC may request additional information.
<u>Step 4</u> NSSC (SP) HR Provide Status Update	Notify Center of IBC's progress Output: Status updates provided	
<u>Step 5</u> IBC, Payroll Settlement Process Complete	IBC processes settlement as specified. Output: Settlement process complete	

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Process 7 – Supplemental Payment Requests



A Supplemental/Amended timesheet (also identified as a Paid Daily, Offline Payment, or Retroactive Pay Adjustment) is a Timesheet that is filled out by NPO and sent to IBC.

Step Roles and Responsibilities	Supplemental Payment Requests Action	Tips/Notes
<p>Step 1</p> <p>CSA or IBC Payroll</p> <p>Notify NSSC</p>	<p>Notify NSSC that a supplemental payment is needed.</p> <p>Output: NSSC notified of supplemental payment request</p>	
<p>Step 2</p> <p>NSSC (SP) HR</p> <p>Gather Necessary Information to Complete an Amended T & A</p>	<p>Gather necessary information and complete an "Amendment Time & Attendance Federal Personnel Payment" Form.</p> <p>Output: Supplemental payment request form completed</p>	

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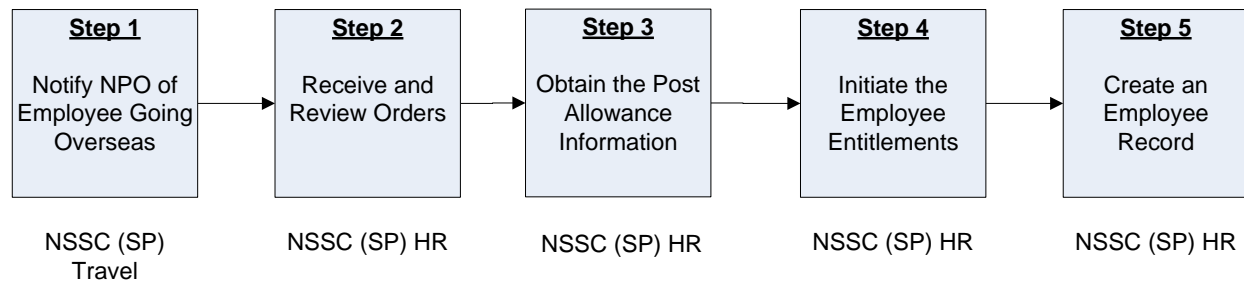
Step Roles and Responsibilities	Supplemental Payment Requests Action	Tips/Notes
<p><u>Step 3</u></p> <p>NSSC (SP) HR</p> <p>Review Employee's Timesheet in WebTADS</p>	<p>Review the employee's timesheet in WebTADS.</p> <p>Verify that PPPA was completed and that it matches the Supplemental timesheet.</p> <p>Output: Timesheet correction verified in WebTADS</p>	
<p><u>Step 4</u></p> <p>NSSC (CS) HR</p> <p>Review and Sign Amended T & A</p>	<p>Review and place signature on Amended T & A form.</p> <p>Output: Amended T & A document signed</p>	
<p><u>Step 5</u></p> <p>NSSC (SP) HR</p> <p>Forward Documentation to IBC</p>	<p>Upload Supplemental Payment form to IBC's Secure Transport File.</p> <p>Output: Form Forwarded to IBC for processing</p>	IBC's policy for issuing supplemental payments is a minimum of 8 hours
<p><u>Step 6</u></p> <p>IBC Payroll</p> <p>Process Supplemental Pay</p>	<p>Process Supplemental payment in FPPS.</p> <p>Output: Payment processed</p>	

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Step Roles and Responsibilities	Supplemental Payment Requests Action	Tips/Notes
<p><u>Step 7</u></p> <p>NSSC (SP) HR</p> <p>Validate Transaction in FPPS</p>	<p>Validate the next day that the Supplement Payment was processed.</p> <p>Output: Supplemental payment verified</p>	<p>Contact employees and let them know when they can expect to see the funds in their bank accounts.</p>

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Process 8 – Overseas Setup



NSSC Travel Office notifies NSSC Payroll of employees who are to make a Permanent Change of Station (PCS) overseas. This is done whenever an employee is transferred overseas for an extended period of time, usually for a period of at least one year. NPO will coordinate with NSSC Travel Office for travel orders.

Form SF 1190 is used for change of station orders for Iraq or Afghanistan.

The aggregate salary for details in Afghanistan or Iraq is increased and manually entered by IBC.

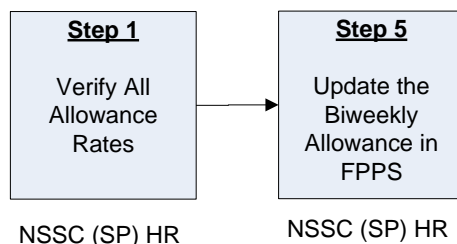
Step Roles and Responsibilities	Overseas Setup Action	Tips/Notes
<u>Step 1</u> NSSC (SP) Travel Notify NPO of Employee Going Overseas	Notify NPO that an employee is going overseas. Output: NPO notified of overseas employee	
<u>Step 2</u> NSSC (SP) HR Receive and Review Orders	Receive orders and review for effective dates of travel and post location, and post family size. Output: Travel orders reviewed	

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Step Roles and Responsibilities	Overseas Setup Action	Tips/Notes
<p><u>Step 3</u></p> <p>NSSC (SP) HR</p> <p>Obtain the Post Allowance Information</p>	<p>Obtain the employees annual salary in FPPS.</p> <p>Access the Department of State's Web site for the post allowance payment table that corresponds to family size.</p> <p>Select the country to obtain the post allowance and post differential percentages.</p> <p>Calculate the biweekly post allowance amount.</p> <p>Output: Post allowance entitlements calculated</p>	<p>The post allowance payment tables for six family sizes are included in Section 229 of the Department of State Standardized Regulations (DSSR) Table of Contents tab.</p>
<p><u>Step 4</u></p> <p>NSSC (SP) HR</p> <p>Initiate the Employee Entitlements</p>	<p>Enter the biweekly post allowance amount in FPPS.</p> <p>Output: Post allowance entitlements initiated in FPPS</p>	
<p><u>Step 5</u></p> <p>NSSC (SP) HR</p> <p>Create an Employee Record</p>	<p>Consolidate the necessary documents and create an NSR.</p> <p>Output: NSR created</p>	

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Process 9 – Periodic Updates (Biweekly and Annually)



The State Department periodically updates the amount of allowances due to employees living and working overseas. The NPO checks the State Department Web site for Biweekly Allowance update information. If allowance updates are present, the NPO adjusts the pay allowance and differentials in the Payroll system for the affected employee.

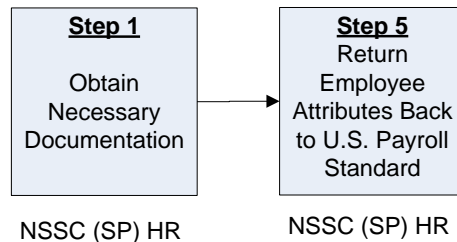
Step Roles and Responsibilities	Periodic Updates (Biweekly and Annually) Action	Tips/Notes
<u>Step 1</u> NSSC (SP) HR Verify All Allowance Rates	Verify allowance rates by location at the Department of State's Web site. Verify any Pay Increase the employee has received. Calculate post allowance biweekly amount. Update the NSR notating the changes. Output: Employee's post allowance entitlements calculated	

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Step Roles and Responsibilities	Periodic Updates (Biweekly and Annually) Action	Tips/Notes
<p><u>Step 2</u></p> <p>NSSC (SP) HR</p> <p>Update the Biweekly Allowance in FPPS</p>	<p>Update the biweekly post allowance amount in FPPS.</p> <p>Output: Post allowance entitlements updated in FPPS</p>	

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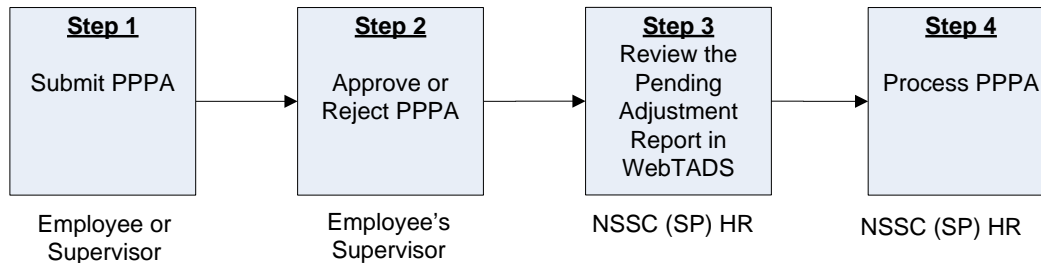
Process 10 – Overseas Employee Return Procedures



Step Roles and Responsibilities	Overseas Employee Return Procedures Action	Tips/Notes
<u>Step 1</u> NSSC (SP) HR Obtain Necessary Documentation	Receive automated email from NSSC Travel Office when an employee is returned to the U.S. Output: Employee returns to U.S.	Annual Leave Ceiling should remain 360. This will go down as leave is used until it reaches 240.
<u>Step 2</u> NSSC (SP) HR Return Employee Attributes Back to U.S. Payroll Standard	Communicate to the employee that they need to review and update their address and banking information as necessary. Output: Returning the employee's attributes back to U.S. payroll standard	

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Process 11 – PPPAs



A PPPA is submitted to change a timesheet's hours and/or labor codes from a prior pay period.

PPPAs are processed daily from Thursday (Day 5) through Wednesday (Day 11) of the Pay Period.

Adjustments beyond 26 pay periods must be sent to NSSC Payroll for processing as a hard copy PPPA.

Type I adjustment is a leave or pay affecting adjustment.

Type II adjustments are labor code changes and approved at the center level and are not accepted by the NPO.

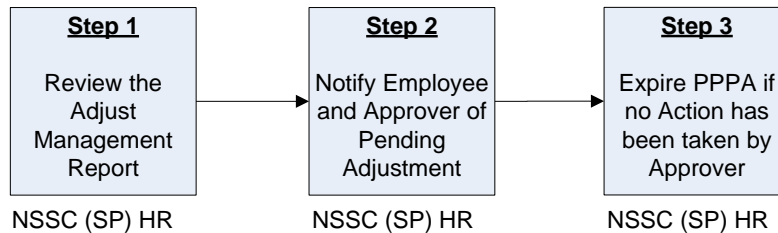
Step Roles and Responsibilities	PPPAs Action	Tips/Notes
<u>Step 1</u> Employee or Supervisor Submit PPPA	Submit PPPA in WebTADS. Output: PPPA submitted for approval	

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Step Roles and Responsibilities	PPAs Action	Tips/Notes
<p><u>Step 2</u></p> <p>Employee's Supervisor</p> <p>Approve or Reject PPPA</p>	<p>Approve or reject PPPA.</p> <p>Output: PPPA approved or rejected</p>	
<p><u>Step 3</u></p> <p>NSSC (SP) HR</p> <p>Review the Pending Adjustment Report in WebTADS</p>	<p>Review the Pending Adjustment Report.</p> <p>Open and review adjusted timecards individually.</p> <p>Determine if adjustment is acceptable.</p> <p>Output: Audited the PPPA</p>	
<p><u>Step 4</u></p> <p>NSSC (SP) HR</p> <p>Process PPPA</p>	<p>Process PPPA in WebTADS by accepting or rejecting the adjustment.</p> <p>Output: PPPA Process completed in WebTADS</p>	<p>WebTADS exports the PPPAs to IBC via the TACORR file to update FPPS.</p>

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Process 12 – Expiring PPPAs



PPPAs in WebTADS are “expired” when they have been pending for over 33 days (or 2 pay periods) or longer.

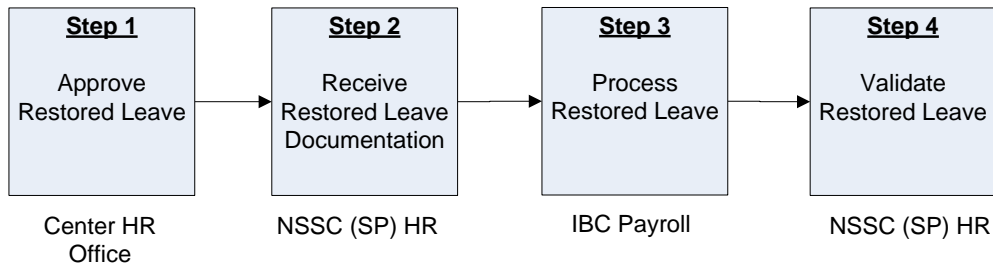
Step Roles and Responsibilities	Expiring PPPAs Action	Tips/Notes
<p><u>Step 1</u> NSSC (SP) HR</p> <p>Review the Adjust Management Report</p>	<p>Review the Adjust Management Report to confirm the existence of any PPPAs 33 days or older.</p> <p>Output: Reviewed the Adjust Management Report</p>	<p>Make sure the expiration date is listed as days; not minutes, hours, or seconds. (e.g., 1.0<u>d</u> ago=days ago, 3.2<u>h</u> ago=hours ago, 2.0<u>m</u> ago=minutes ago, and 87.9<u>s</u> ago=seconds ago).</p>
<p><u>Step 2</u> NSSC (SP) HR</p> <p>Notify Employee and Approver of Pending Adjustment</p>	<p>Send an e-mail to the employee and approver stating that an adjustment is pending and if no action is taken to approve or reject, it will be expired.</p> <p>Output: Notification of pending PPPA sent out via e-mail</p>	

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Step Roles and Responsibilities	Expiring PPPAs Action	Tips/Notes
<p><u>Step 3</u></p> <p>NSSC (SP) HR</p> <p>Expire PPPA if no Action has been taken by Approver</p>	<p>Expire PPPAs in WebTADS that have not been rejected or approved by approver.</p> <p>Output: PPPAs are expired</p>	<p>An expiration of PPPA cancels the employee's adjustments and converts the timesheet back to the data that was first submitted.</p>

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Process 13 – Restoration of Annual Leave



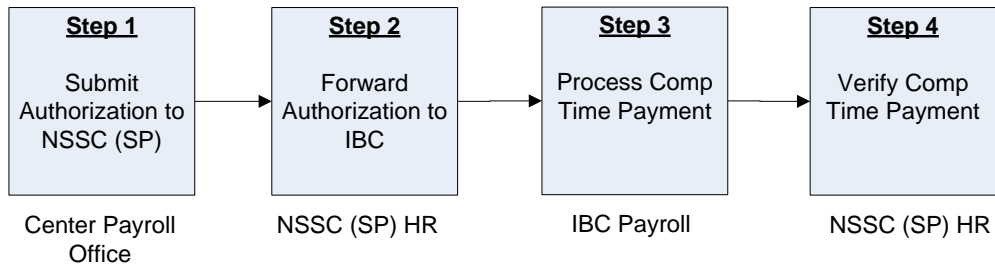
Step Roles and Responsibilities	Restoration of Annual Leave Action	Tips/Notes
<p>Step 1</p> <p>Center HR Office</p> <p>Approve Restored Leave</p>	<p>HR Office consolidates all requests for restored annual leave and forwards to the NSSC.</p> <p>Output: Restored Leave form submitted to NSSC</p>	
<p>Step 2</p> <p>NSSC (SP) HR</p> <p>Receive Restored Leave Documentation</p>	<p>Receive Restored Leave form and verify that the Projected Use or Lose balance corresponds with the Hours to Restore.</p> <p>Forward the Restored Leave form to IBC, Payroll Operations Branch, for processing.</p> <p>Output: Restored Leave form submitted to IBC</p>	<p>If hours reported in FPPS are lower than the hours reported on the form, mark through the hours with one line, and write the number of hours reported in FPPS.</p>

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Step Roles and Responsibilities	Restoration of Annual Leave Action	Tips/Notes
<u>Step 3</u> IBC, Payroll Process Restored Leave	Enters Restored leave hours into FPPS. Output: Restored Leave processed in FPPS	
<u>Step 4</u> NSSC (SP) HR Validate Restored Leave	Validates the restored leave hours and expiration dates are correct in FPPS. Output: Restored Leave validated	

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Process 14 – Payment of Compensatory Time



Expiration of compensatory time is 26 pay periods.

A message on the Leave and Earning Statement (LES) displays a warning three pay periods in advance of the compensatory time expiring.

When an employee's FLSA category changes from Non-Exempt to Exempt, and the compensatory time off earned as a Non-Exempt employee is not taken within 26 pay periods, the employee is entitled to receive payment for the unused compensatory time.

Step Roles and Responsibilities	Payment of Compensatory Time Action	Tips/Notes
<p>Step 1</p> <p>Center Payroll Office</p> <p>Submit Authorization to NSSC (SP)</p>	<p>Completes the Authorization for Expired Compensatory Time to be paid as overtime for the exempt employee.</p> <p>Forwards Authorization to NSSC.</p> <p>Output: Expired compensatory time pay is authorized and submitted to the NSSC</p>	

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Step Roles and Responsibilities	Payment of Compensatory Time Action	Tips/Notes
<p><u>Step 2</u></p> <p>NSSC (SP) HR</p> <p>Forward Authorization to IBC</p>	<p>Receive and review Authorization for Expired Compensatory Time payout form.</p> <p>Forward Authorization to IBC, Payroll Operations Branch.</p> <p>Output: Expired compensatory time payment form submitted to IBC for processing</p>	
<p><u>Step 3</u></p> <p>IBC Payroll</p> <p>Process Comp Time Payment</p>	<p>Process expired compensatory time payment.</p> <p>Output: Payment processed in FPPS</p>	
<p><u>Step 4</u></p> <p>NSSC (SP) HR</p> <p>Verify Comp Time Payment</p>	<p>Validates compensatory time has been paid.</p> <p>Output: Compensatory time payment verified</p>	

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Metrics

Initiating Entity	Deliverable	Receiving Entity	Performance Standard
NSSC (SP) Payroll	Process 99.9% Payroll/Time & Attendance (including pay and leave adjustments) accurately and on time to the DOI)		Review of automated workload system, data warehouse, and desk audits

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System Components

Existing Systems

Existing IT System Title	IT System Description	Access Requirements	IT System Interfaces
FPPS and OBIEE	Federal Payroll and Personnel System that supports all payroll and personnel actions for NASA	User role for SP and CS	None
WebTADS	NASA Payroll Time and Attendance system responsible for recording employee's time.	User role for SP and CS	FPPS
Secure File Transport System	IBC's Secure File used to upload documents directly to IBC.	User role for SP and CS	None
AAO Remedy	Supports Marshall internal activities, metrics, etc.	User role for SP and CS	None
Historical Personnel Payroll System (HPPS)	NASA's Personnel and Payroll System that contains timekeeping information for NASA employees prior to DOI conversion.	User role for SP and CS	None

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Existing IT System Title	IT System Description	Access Requirements	IT System Interfaces
TechDoc	Houses all processing documents for NSSC	User role for SP and CS	None
ServiceNow	Workload Management System	User and User Support	ServiceNow

New Systems

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

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Customer Contact Center Strategy

The NSSC Customer Contact Center Service Delivery Guide provides details regarding menu position, routing, and escalation of inquiries for this activity. NSSDG-1200-0001, NSSC Customer Contact Center Service Delivery Guide, is located at:
[https://dm.nssc.nasa.gov/servlet/dm.web.Fetch?did=1926925&rev=\\$latest](https://dm.nssc.nasa.gov/servlet/dm.web.Fetch?did=1926925&rev=$latest).

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Appendix A – Acronym List

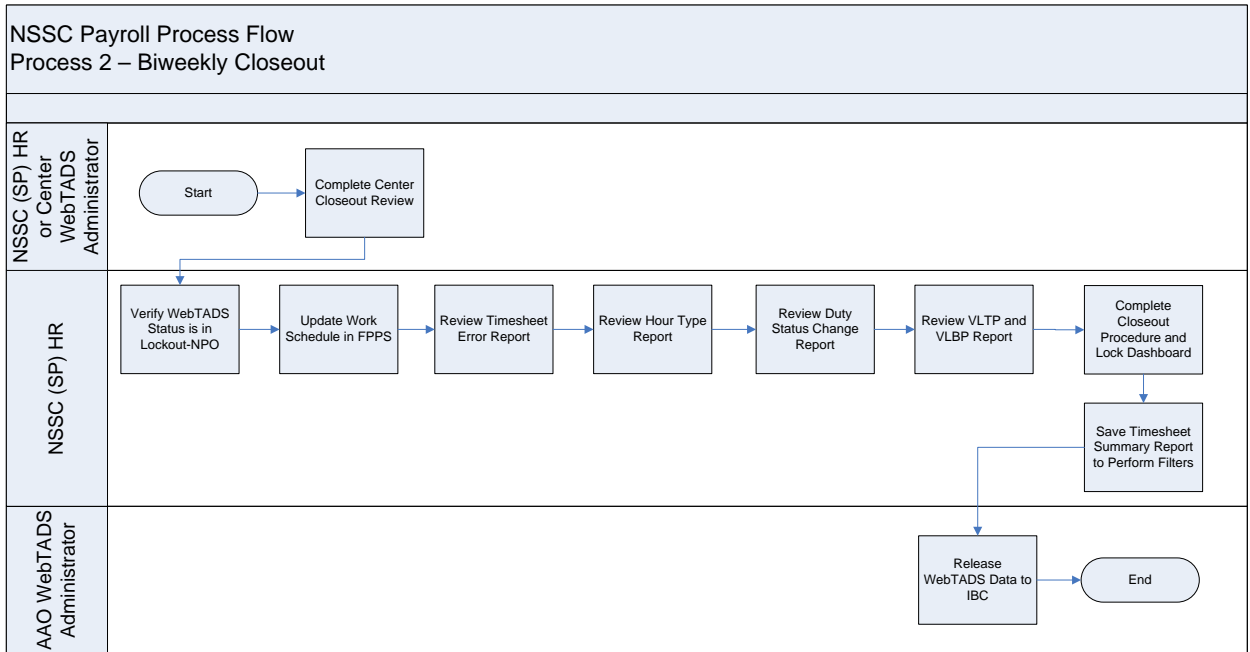
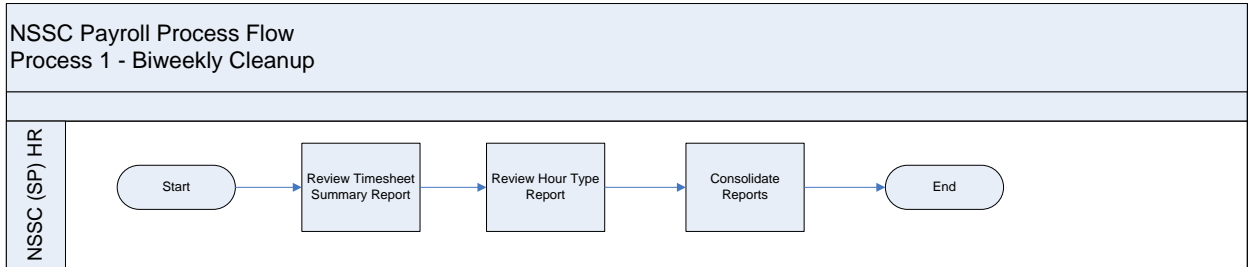
Acronym	Meaning
AAO	Agency Application Office
AWS	Alternate Work Schedule
CPO	Center Payroll Office
CS	Civil Servant
CSA	Center Security Administrator
DSSR	Department of State Standardized Regulations
FEGLI	Federal Employee Group Life Insurance
FLSA	Fair Labor Standards Act
FPPS	Federal Personnel/Payroll System
HR	Human Resources
IBC	Interior Business Center
LES	Leave and Earning Statement
NPO	NSSC Payroll Office
NSR	NSSC Service Request
NSSC	NASA Shared Services Center
PCS	Permanent Change of Station
PPPA	Prior Pay Period Adjustment
SFTP	Secure File Transport Protocol
SP	Service Provider

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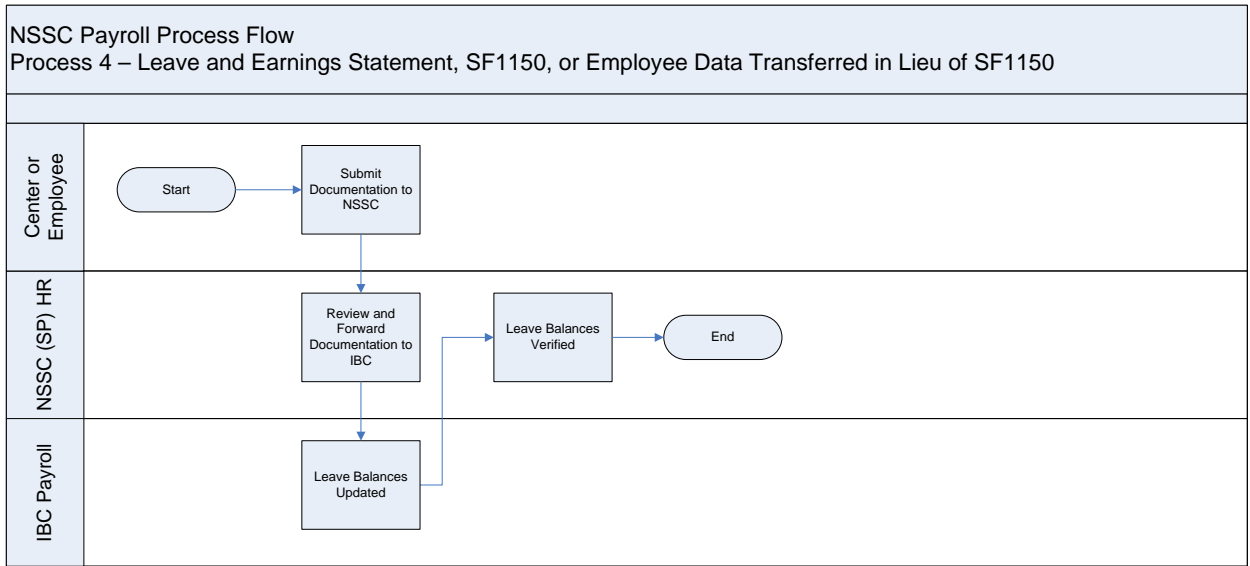
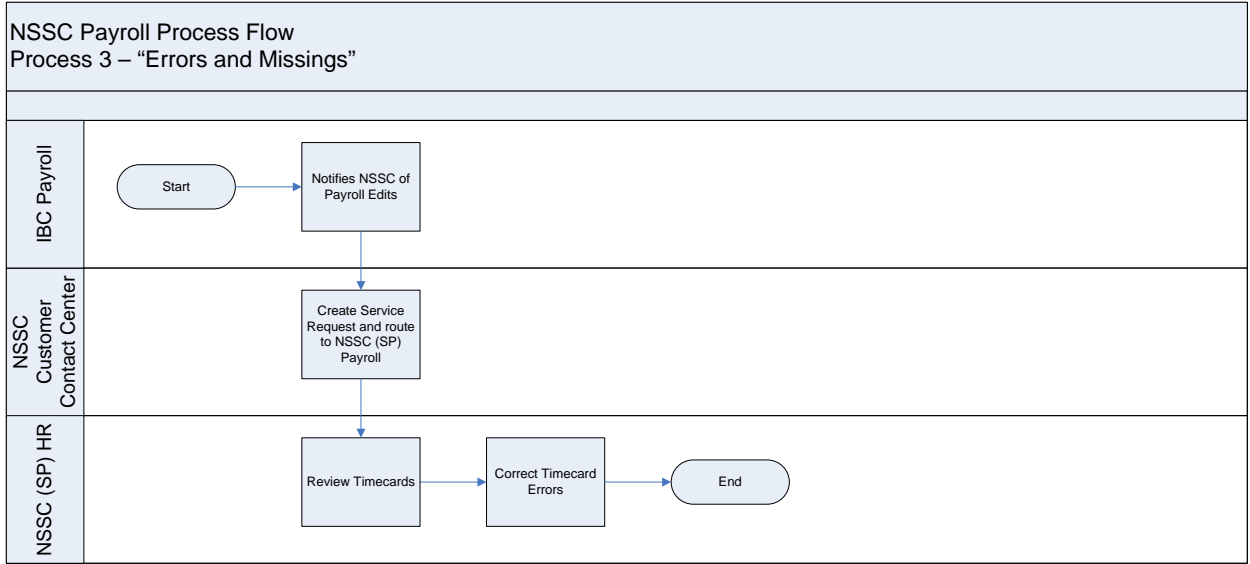
Acronym	Meaning
VLBP	Voluntary Leave Bank Program
VLTP	Voluntary Leave Transfer Program
WBS	Work Breakdown Structure
WebTADS	Web-based Time and Attendance Distribution System

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Appendix B – Work Process Flow Diagrams

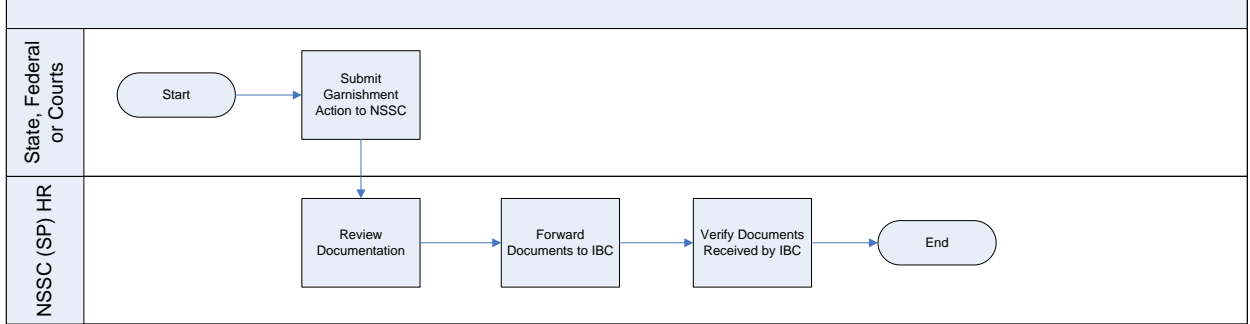


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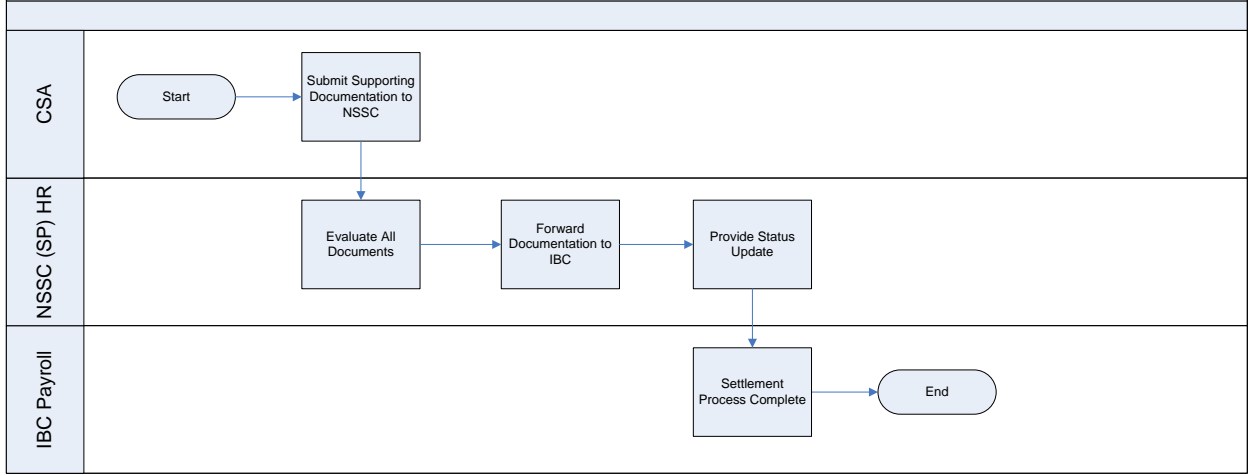


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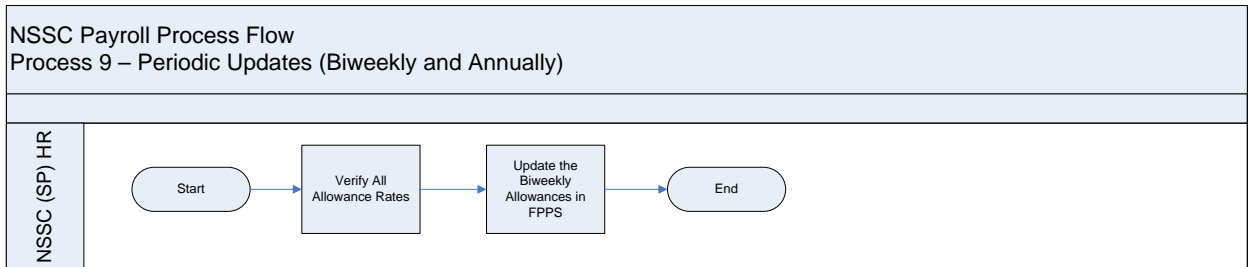
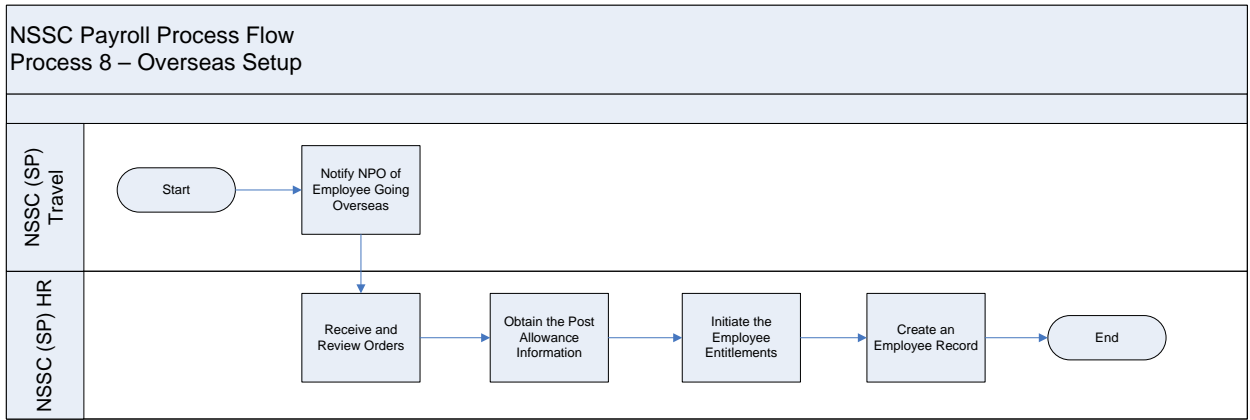
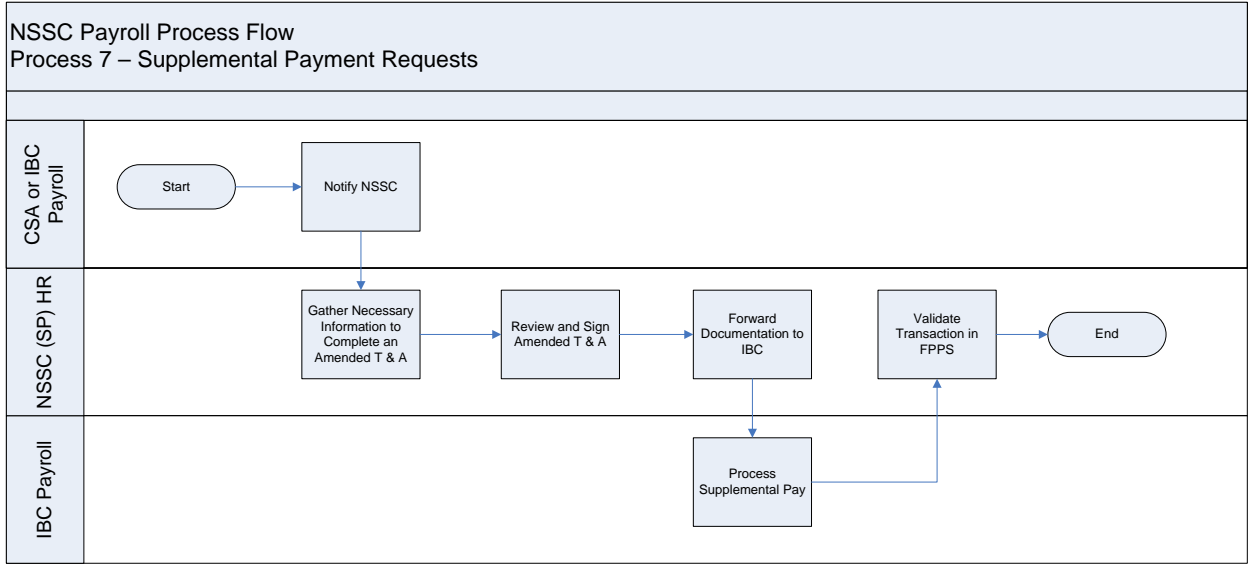
NSSC Payroll Process Flow
Process 5 – Salary Garnishments



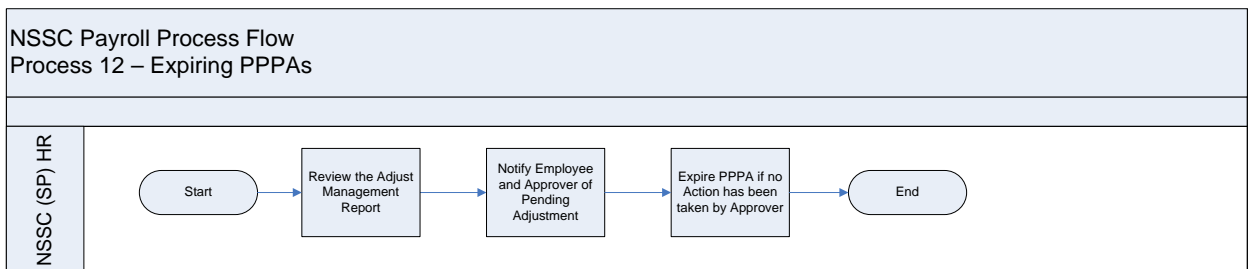
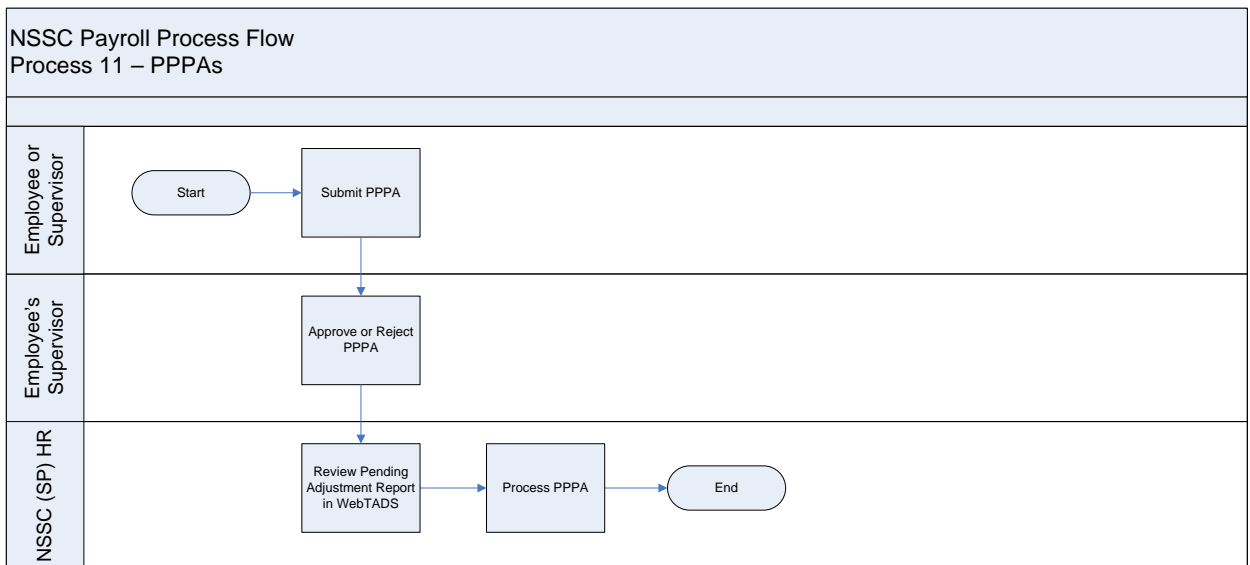
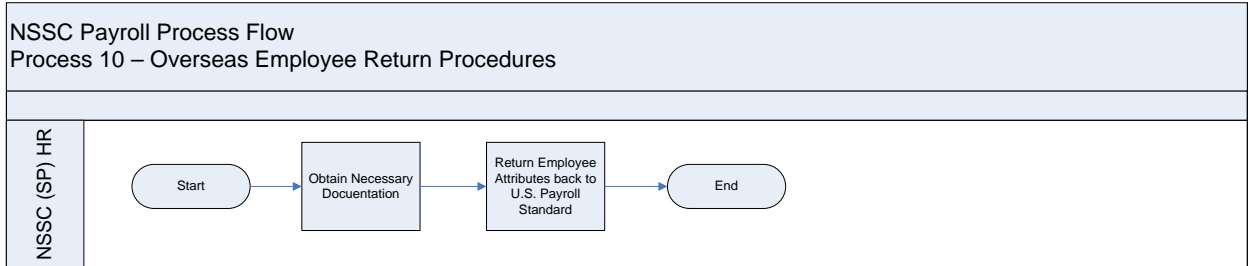
NSSC Payroll Process Flow
Process 6 – Settlements: EEO and Negotiated Settlement Payments



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