

National Aeronautics and  
Space Administration

**NASA Shared Services Center**  
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## **NASA Shared Services Center Service Delivery Guide**

**NSSDG-9620-0001      Revision 6.0**

**Effective Date:**      **March 20, 2023**  
**Expiration Date:**    **March 20, 2026**

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# **Payroll Processing**

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**Responsible Office: Human Resources Services Division**

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## Approved by

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 Brian L. Wagner  
 Chief, Human Resources Services Division

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 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"> <li>Deleted Missing Timesheets, DOI notifies of missing timesheets</li> <li>Deleted Transfer and Separation Report, DOI performs this</li> <li>Delete Family Assistance Fund, DOI inputs allotments</li> <li>Create Separate SDG's for Taxes and Leave Programs.</li> <li>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</li> </ul>
Revision	2.0	September 17, 2013	<ul style="list-style-type: none"> <li>Updated Errors and Missing Process 4</li> </ul>
Revision	3.0	July 1, 2014	<ul style="list-style-type: none"> <li>Updated Process 3 to include a statement that SES members can use accumulated credit hours but cannot receive compensation for credit hours</li> </ul>
Revision	4.0	August 1, 2016	<ul style="list-style-type: none"> <li>Updated format throughout to reflect new template.</li> </ul>

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Status (Basic/Revision/ Cancelled)	Document Version	Effective Date	Description of Change
			<ul style="list-style-type: none"> <li>Updated Document History Log format, including the date style in the Effective Date column.</li> <li>Removed step-by-step work instructions throughout SDG.</li> <li>Moved the Introduction statement to 1.0, Background.</li> <li>Added the Overview section and all remaining content.</li> </ul>
Revision	5.0	August 31, 2018	<ul style="list-style-type: none"> <li>Updated Cross Functional Flowcharts roles in Process 2, Biweekly Closeout.</li> <li>Added NSSC HR to the roles and responsibilities in Step 1 of Process 2.</li> <li>Added reference to NPR 9620.1A section 3.3.6.1, in step 4 of Process 2.</li> <li>Added Review Hour Type Report as Step 5 of Process 2.</li> <li>Removed Review Wage Grade Report in step 8 of Process 2.</li> <li>Added supervisors and employees in tip/notes section in step 10 of Process 2.</li> </ul>
Revision	6.0	March 13, 2023	<ul style="list-style-type: none"> <li>Added Alt text to the NASA logo with contact information:</li> <li>Updated LES to ELS throughout document.</li> </ul>

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Status (Basic/Revision/ Cancelled)	Document Version	Effective Date	Description of Change
			<ul style="list-style-type: none"> <li>• Add Process 14 – Union Dues Processing</li> <li>• Updated all the Basic flowcharts and added Alt text.</li> <li>• Added Alt text to all Tables</li> <li>• Updated all the Cross Functional flowcharts and added Alt text.</li> </ul>

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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 timesheets 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)

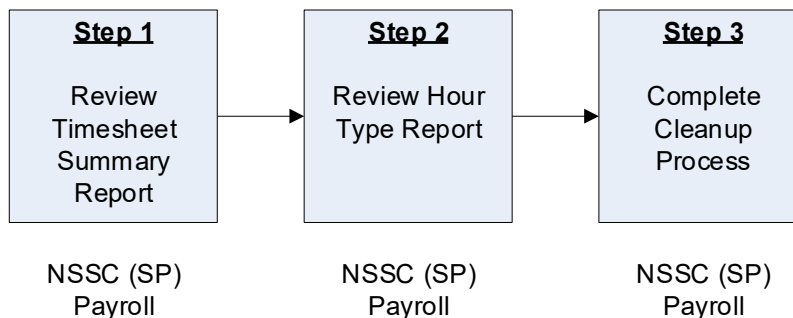
### 6.0 Cancellation/Supersession of Previous Documents

This document supersedes NSSDG-9620-0001, NSSC Payroll Processing Service Delivery Guide, Revision 5.0.



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## Process 1 – Biweekly Cleanup



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

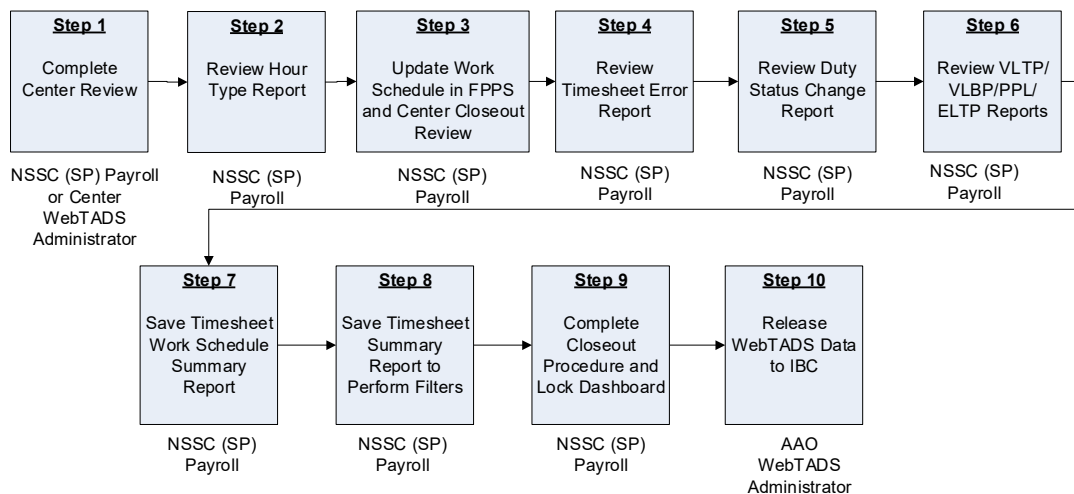
Step Roles and Responsibilities	Biweekly Cleanup Action	Tips/Notes
<b><u>Step 1</u></b> <b>NSSC (SP) Payroll</b> Review Timesheet Summary Report	Review Timesheet Summary Report in WebTADS. Identify and correct invalid hour types. Identify and correct invalid attribute and work schedule combination. <b>Output:</b> Invalid hour types and attributes updated	No changes can be made to an approved timesheet
<b><u>Step 2</u></b> <b>NSSC (SP) Payroll</b> Review Hour Type Report	Open and review Hour Type Report to identify employees that may be ineligible for Holiday Leave. Remove Holiday Leave from timesheet of ineligible employees. <b>Output:</b> 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><b>Step 3</b></u>  <b>NSSC (SP) Payroll</b>  Complete Cleanup Process	Consolidate reports.  <b>Output:</b> 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.

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Step Roles and Responsibilities	Biweekly Closeout Action	Tips/Notes
<b><u>Step 1</u></b>  <b>NSSC (SP) Payroll or Center WebTADS Administrator</b>  Complete Center Review	Review the WebTADS time and attendance data for completeness and accuracy.  Coordinate with the employee and/or employee's supervisor to resolve discrepancies.  Complete Center review and set WebTADS status to Center Payroll Administrator (CPA) lockout.  <b>Output:</b> Lockout status set to CPA	The WebTADS message of the day notifies employees of their center's deadline for timesheet approvals. Center personnel will be locked out of WebTADS no later than 12:00 pm Central Standard Time (CST) and employees will no longer have access to make changes to their current timesheet in WebTADS before payroll processing.  If it is a Monday holiday payroll process on Friday. The message of the day in WebTADS will be updated to let employees know what date payroll will process

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Step Roles and Responsibilities	Biweekly Closeout Action	Tips/Notes
<b><u>Step 2</u></b> <b>NSSC (SP) Payroll</b> Review Hour Type Report	Open and review the Hour Type Report for Court Leave (CL) and Military Leave (ML). Notify employee via email to submit documentation to support Court Leave or Military Leave codes on timesheet.  Complete CPA review and set WebTADS to NSSC Payroll Office (NPO) Lockout.  <b>Output:</b> Lockout status set to NPO	Documentation must be received within two pay periods upon return from CL or ML to support coding time to those pay coded.  If documentation is not received within the allowed time the time will be changed to annual leave.
<b><u>Step 3</u></b> <b>NSSC (SP) Payroll</b> Update Work Schedule in FPPS and Center closeout review	Open and review the Alternate Work Schedule (AWS) report in WebTADS.  Determine necessary AWS code changes to FPPS and weekly work schedule hours.  Update current pay period work schedule in FPPS.  <b>Output:</b> Employee work schedule updated in FPPS	The dashboard is utilized during closeout activities to inform NSSC Payroll Office (NPO) that the center is ready for NPO validation.

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Step Roles and Responsibilities	Biweekly Closeout Action	Tips/Notes
<p><b><u>Step 4</u></b></p> <p><b>NSSC (SP) Payroll</b></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><b>Output:</b> 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 timesheet adjustment may be entered and approved in the T &amp; A system the following pay period for corrective action.</p> <p>The timesheet will be approved by an NSSC Civil Servant if annual leave is recorded for missing or unapproved timesheets.</p>
<p><b><u>Step 5</u></b></p> <p><b>NSSC (SP) Payroll</b></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><b>Output:</b> 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>Errors could be time recorded before or after employment date or missing time.</p>

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Step Roles and Responsibilities	Biweekly Closeout Action	Tips/Notes
<b><u>Step 6</u></b> <b>NSSC (SP) Payroll</b>  Review VLTP/VLBP/PPL/ELTP Reports	Review the Center Voluntary Leave Transfer (VLTP), Voluntary Leave Bank Program (VLBP), Paid Parental Leave (PPL) and Emergency Leave Transfer (ELTP) Report error tab.  <b>Output:</b> VLTP, VLBP, PPL and ELTP Reports reviewed and NSSC Leave Program notified if warnings and errors are present.	The Reports list employees who are on the VLTP, VLBP, PPL and ELTP for the current pay period with warnings, errors and criticals on their timesheet
<b><u>Step 7</u></b> <b>NSSC (SP) Payroll</b>  Save Timesheet Work Schedule Summary Report	Open and save the Timesheet Work Schedule Summary Report.  Capture the employee count to be entered for the Monthly Payroll Metric Data.  <b>Output:</b> Capture employee count	

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Step Roles and Responsibilities	Biweekly Closeout Action	Tips/Notes
<p><b><u>Step 8</u></b></p> <p><b>NSSC (SP) Payroll</b></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"> <li>1. Identify unapproved timesheets for all active paid employees.</li> <li>2. Identify all intermittent employees with hours have approved timesheets.</li> <li>3. Identify timesheets with zero hours that have not been approved.</li> </ol> <p>Closeout reports are combined into one package per Center.</p> <p><b>Output:</b> Closeout reports consolidated and ready for review</p>	<p>Work with Supervisors, employees, and Center Payroll Office (CPO) (until all Centers transition) as needed to resolve issues.</p> <p>All closeout reports are combined into one package per Center. Peer reviewed and digitally signed as complete.</p>

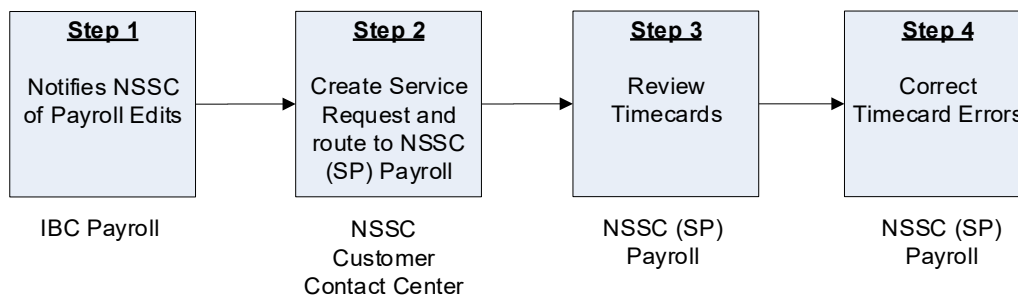


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Step Roles and Responsibilities	Biweekly Closeout Action	Tips/Notes
<u><b>Step 9</b></u> <b>NSSC (SP) Payroll</b> Complete Closeout Procedure and Lock Dashboard	Lock Dashboard in WebTADS.  <b>Output:</b> WebTADS data released to the Application and Platform Services (APS)	WebTADS data must be released to APS by 2:00 p.m. CST 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.
<u><b>Step 10</b></u> <b>APS WebTADS            Administrator</b> Release WebTADS Data to IBC	APS Office completes a review of the WebTADS file. It is released to IBC for payroll processing.  <b>Output:</b> WebTADS data released to the IBC	

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### Process 3 – “Errors and Missings”



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

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

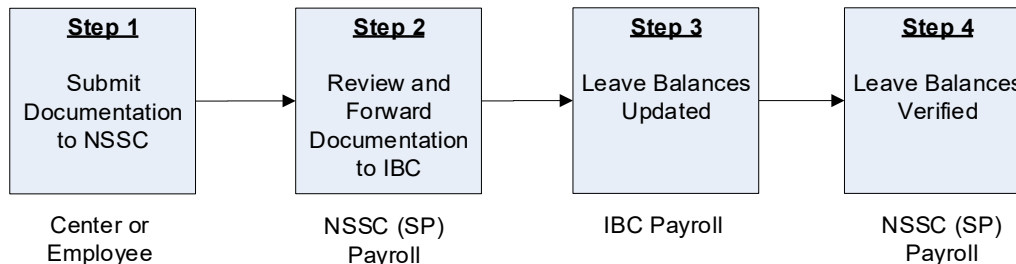
Step Ro and Responsibilities	”Errors and Missings” Action	Tips/Notes
<b><u>Step 1</u></b> <b>IBC Payroll</b> Notifies NSSC Customer Contact Center (CCC) of Payroll Edits	IBC runs a pre-calculation process of the submitted timecards.  IBC reviews the edits for timesheets that may need to be corrected and notifies the NSSC Customer Contact Center of any timecards that are missing or have errors.  <b>Output:</b> NSSC CCC is notified of timesheets that are missing or have errors	

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

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



If an employee is transferring in from another federal agency, the NPO will receive a current Earnings and Leave Statement (ELS), 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.

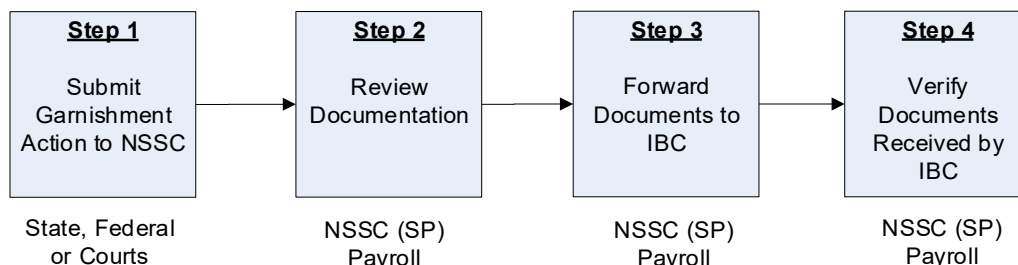
Step Roles and Responsibilities	Earnings and Leave Statement, SF1150, or Employee Data Transferred in Lieu of SF1150 Action	Tips/Notes
<b>Step 1</b>  <b>Center or Employee</b>  Submit Documentation to NSSC	Submits supporting documentation to NSSC to request the update of the employee annual and sick leave balance in Federal Personnel and Payroll System (FPPS).  <b>Output:</b> Documents submitted to NSSC	Employee may submit documentation to In Processing who will send to Payroll.  Leave balances will be transferred based on In Lieu of SF1150 received from previous agency. The NSSC is only transferring Sick Leave based off ELS. Other leave such as annual leave requires an SF-1150. Unless NSSC can confirm there was no break in service for a transfer from

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Step Roles and Responsibilities	Earnings and Leave Statement, SF1150, or Employee Data Transferred in Lieu of SF1150 Action	Tips/Notes
		<p>another federal agency. Then the ELS may be used to transfer both AL and SL.</p> <p>A leave transfer using the ELS may take up to 45 days after submission to DOI to processing.</p>
<b><u>Step 2</u></b> <b>NSSC (SP) Payroll</b>  Review and Forward Documentation to IBC	<p>Receive documents from employee, Center, or outside agency.</p> <p>Review the document and forward to IBC.</p> <p><b>Output:</b> Documents forwarded to IBC for input into FPPS</p>	<p>The pay period end date should correspond with the date the employee transferred to NASA.</p>
<b><u>Step 3</u></b> <b>IBC, Payroll</b>  Leave Balances Updated	<p>Transfers employee's leave from previous agency.</p> <p><b>Output:</b> Leave balances updated</p>	<p>IBC inputs all updated Leave Data in FPPS.</p>
<b><u>Step 4</u></b> <b>NSSC (SP) Payroll</b>  Leave Balances Verified	<p>Verify leave balances have been transferred accurately.</p> <p><b>Output:</b> Leave balance update verified</p>	

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## Process 5 – Salary Garnishments



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

- Child Support and/or Alimony (5CFR, Part 581); and
- 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.

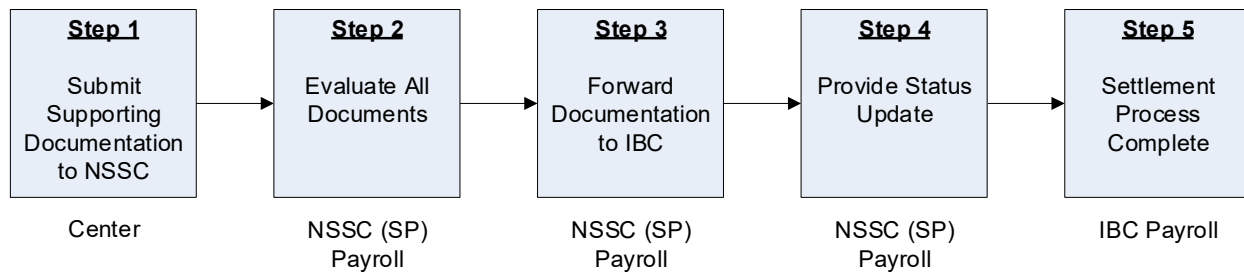
Step Roles and Responsibilities	Salary Garnishments Action	Tips/Notes
<b><u>Step 1</u></b>  <b>Center, State, Federal or Courts</b>  Submit Garnishment Action to NSSC	Submits garnishment action to the NSSC.  <b>Output:</b> Documents forwarded to NSSC	

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Step Roles and Responsibilities	Salary Garnishments Action	Tips/Notes
<u><b>Step 2</b></u>  <b>NSSC (SP) Payroll</b>  Review Documentation	Receive and review the documents to verify employment.  <b>Output:</b> Reviewed documents	
<u><b>Step 3</b></u>  <b>NSSC (SP) Payroll</b>  Forward Documents to IBC	Upload documents to IBC's Secure File Transport.  <b>Output:</b> Documents forwarded to IBC	
<u><b>Step 4</b></u>  <b>NSSC (SP) Payroll</b>  Verify Documents Received by IBC	Verify that IBC received the documents.  <b>Output:</b> 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
<b>Step 1</b>  <b>Center Security Administrator</b> Submit Supporting Documentation to NSSC	Center HR, Legal or Finance submits supporting documentation to NSSC for settlement agreements.  <b>Output:</b> Documents submitted to the NSSC	
<b>Step 2</b>  <b>NSSC (SP) Payroll</b>  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.  <b>Output:</b> Documentation evaluated	Payroll will include other functional areas if settlement requires a review from other Human Resources areas at the NSSC.

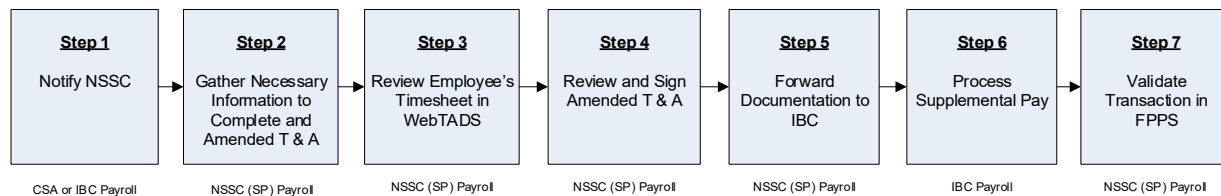


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Step Roles and Responsibilities	Settlements: EEO and Negotiated Settlement Payments Action	Tips/Notes
<u><b>Step 3</b></u>  <b>NSSC (SP) Payroll</b>  Forward Documentation to IBC	Upload documents to IBC's Secure File Transport.  <b>Output:</b> Documentation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

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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
<b><u>Step 1</u></b> <b>CSA or IBC Payroll</b> Notify NSSC	Notify NSSC that a supplemental payment is needed.  <b>Output:</b> NSSC notified of supplemental payment request	
<b><u>Step 2</u></b> <b>NSSC (SP) Payroll</b> Gather Necessary Information to Complete an Amended T & A	Gather necessary information and complete an "Amended Time & Attendance Report -- Federal Personnel/ Payroll System (A-01 Form).  <b>Output:</b> Supplemental payment request form completed	

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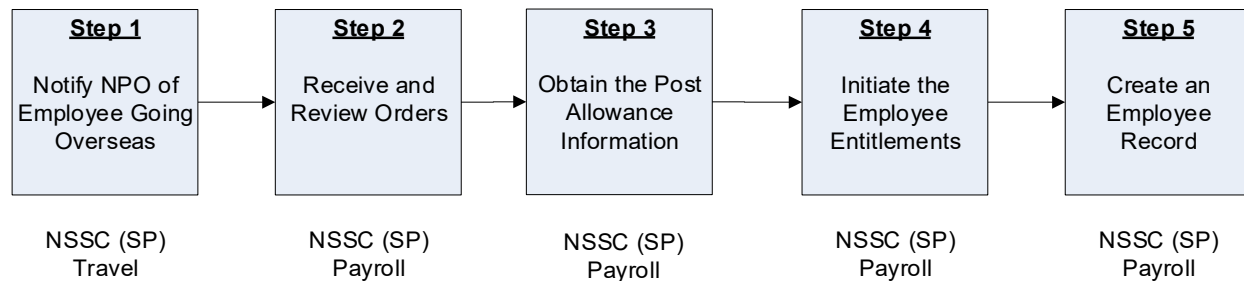
Step Roles and Responsibilities	Supplemental Payment Requests Action	Tips/Notes
<u><b>Step 3</b></u>  <b>NSSC (SP) Payroll</b>  Review Employee's Timesheet in WebTADS	Review the employee's timesheet in WebTADS.  Verify that PPPA was completed and that it matches the Supplemental timesheet.  <b>Output: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

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Step Roles and Responsibilities	Supplemental Payment Requests Action	Tips/Notes
<u><b>Step 7</b></u>  <b>NSSC (SP) Payroll</b>  Validate Transaction in FPPS	Validate the next day that the Supplement Payment was processed.  <b>Output:</b> Supplemental payment verified	Contact employees and let them know when they can expect to see the funds in their bank account. Usually, 24 to 72 hours.  This is not the same as non-receipt of electronic funds transfer. i

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## Process 8 – Overseas Setup



NSSC Travel Office notifies NSSC Payroll Office (NPO) 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, usually for a period of at least one year.

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

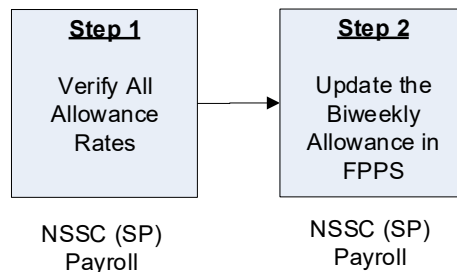
Step Roles and Responsibilities	Overseas Setup Action	Tips/Notes
<b><u>Step 1</u></b> <b>NSSC (SP) Travel</b> Notify NPO of Employee Going Overseas	Notify NPO that an employee is going overseas.  <b>Output:</b> NPO notified of overseas employee	
<b><u>Step 2</u></b> <b>NSSC (SP) Payroll</b> Receive and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

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Step Roles and Responsibilities	Overseas Setup Action	Tips/Notes
<b><u>Step 3</u></b> <b>NSSC (SP) Payroll</b> Obtain the Post Allowance Information	Obtain the employees annual salary in FPPS.  Access the Department of State's Web site at <a href="https://aoprals.state.gov/">https://aoprals.state.gov/</a> for the post allowance payment table that corresponds to family size.  Select the country to obtain the post allowance and post differential percentages.  Calculate the biweekly post allowance amount.  <b>Output:</b> Post allowance entitlements calculated	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.
<b><u>Step 4</u></b> <b>NSSC (SP) Payroll</b> Initiate the Employee Entitlements	Enter the biweekly post allowance amount in FPPS <b>Output:</b> Post allowance entitlements initiated in FPPS	
<b><u>Step 5</u></b> <b>NSSC (SP) Payroll</b> Create an Employee Record	Consolidate the necessary documents and create a ServiceNow case.  <b>Output:</b> ServiceNow case created	

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## Process 9 – Periodic Updates (Biweekly and Annually)



The NPO checks the State Department web site every two weeks for Biweekly Allowance updates. If allowance updates are present, the NPO adjusts the pay allowance and differentials in FPPS.

Step Roles and Responsibilities	Periodic Updates (Biweekly and Annually) Action	Tips/Notes
<b>Step 1</b> <b>NSSC (SP) Payroll</b> 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 ServiceNow case notating the changes. <b>Output:</b> Employee's post allowance entitlements calculated	

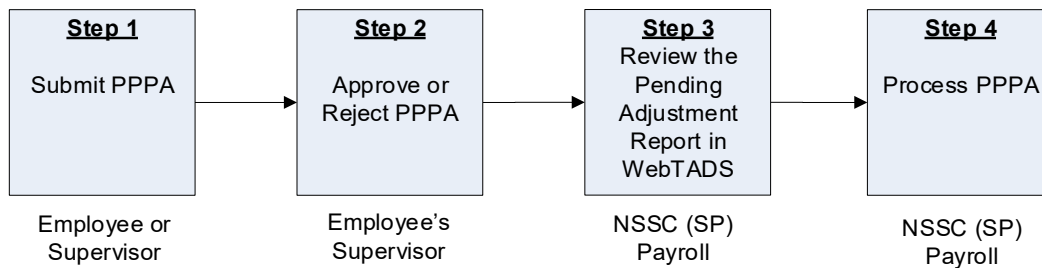
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Step Roles and Responsibilities	Periodic Updates (Biweekly and Annually) Action	Tips/Notes
<b><u>Step 2</u></b>  <b>NSSC (SP) Payroll</b>  Update the Biweekly Allowance in FPPS	Update the biweekly post allowance amount in FPPS.  <b>Output:</b> Post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



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## Process 10 – Prior Pay Period Adjustments (PPPA)



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 (SP) Payroll for processing as a hard copy PPPA.

Type I adjustments are 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.

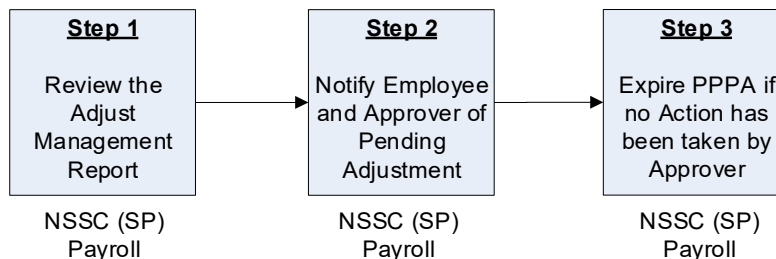
Step Roles and Responsibilities	PPPAs Action	Tips/Notes
<b><u>Step 1</u></b>  <b>Employee or Supervisor</b>  Submit PPPA	Submit PPPA in WebTADS.  <b>Output:</b> PPPA submitted for approval	

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

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## Process 11 – Expiring PPAs



PPAs in WebTADS are “expired” when they have been pending for over 33 days.

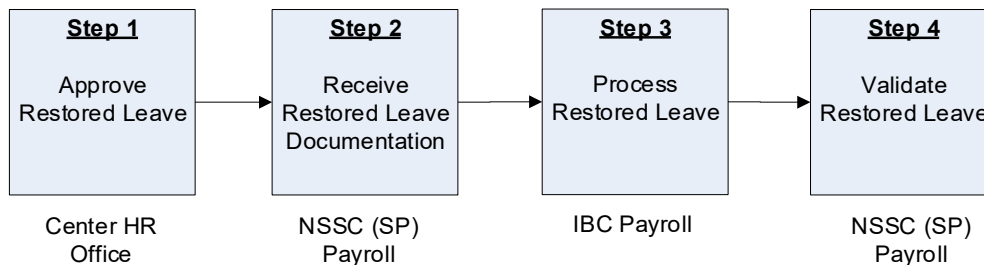
Step Roles and Responsibilities	Expiring PPAs Action	Tips/Notes
<b><u>Step 1</u></b> <b>NSSC (SP) Payroll</b> Review the Adjust Management Report	Review the Adjust Management Report to confirm the existence of any PPAs 33 days or older.  <b>Output:</b> Reviewed the Adjust Management Report	Make sure the expiration date is listed as <b><u>days</u></b> ; 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).
<b><u>Step 2</u></b> <b>NSSC (SP) Payroll</b> Notify Employee and Approver of Pending Adjustment	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.  <b>Output:</b> Notification of pending PPA sent out via e-mail	

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

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## Process 12 – Restoration of Annual Leave



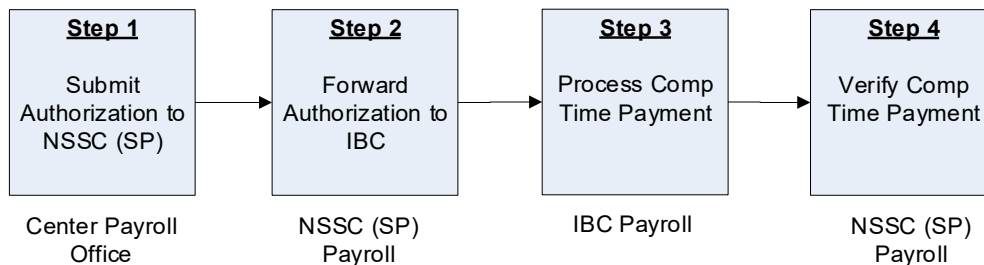
Step Roles and Responsibilities	Restoration of Annual Leave Action	Tips/Notes
<b>Step 1</b>  <b>Center HR Office</b>  Approve Restored Leave	Center HR Office consolidates all requests for restored annual leave and forwards to the NSSC.  <b>Output:</b> Restored Leave form submitted to NSSC	
<b>Step 2</b>  <b>NSSC (SP) Payroll</b>  Receive Restored Leave Documentation	Receive Restored Leave form and verify that the Projected Use or Lose balance corresponds with the hours to restore.  Forward the Restored Leave form to IBC, Payroll Operations Branch, for processing.  <b>Output:</b> Restored Leave form submitted to IBC	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.

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

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## Process 13 – Payment of Compensatory Time



Expiration of compensatory time is 26 pay periods.

A message on the Earning and Leave Statement (ELS) 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
<b>Step 1</b> <b>Center Payroll Office</b> Submit Authorization to NSSC (SP) HR	Completes the Authorization for Expired Compensatory Time to be paid as overtime for the exempt employee. Forwards Authorization to NSSC. <b>Output:</b> Expired compensatory time pay is authorized and submitted to the NSSC	

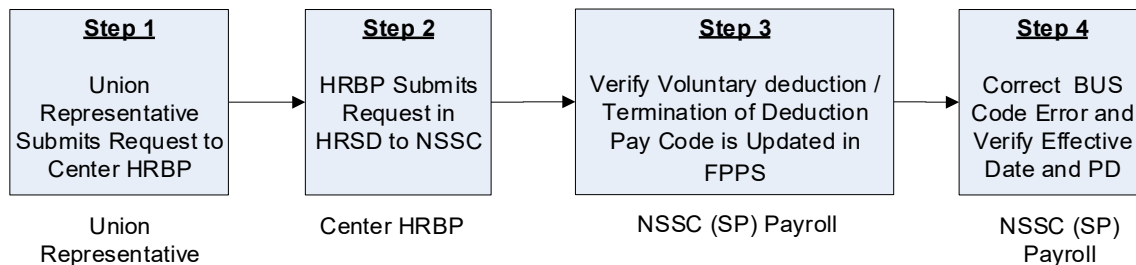
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Step Roles and Responsibilities	Payment of Compensatory Time Action	Tips/Notes
<b><u>Step 2</u></b>  <b>NSSC (SP) Payroll</b>  Forward Authorization to IBC, Payroll Operations Branch	Receive and review Authorization for Expired Compensatory Time payout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



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## Process 14 – Union Dues Processing



Step Roles and Responsibilities	Union Dues Processing	Tips/Notes
<b><u>Step 1</u></b>  <b>Union Representative submits request to Center HRBP</b>  Forward SF-1187 / SF-1188 to Center HRBP	Union Representative receives SF-1187 / SF-1188 and reviews Authorization for completeness, accuracy, and effective date for initiating union dues deduction / stopping deductions from pay  <b>Output:</b> Receive and review request to start / stop union dues deduction	Union Representative will submit request directly to HRBP  Request will be signed by the Union President, Vice President, Treasurer, or designee  Confirm Bargaining Unit Status (BUS) Code is eligible to participate in a Collective Bargaining Unit

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Step Roles and Responsibilities	Union Dues Processing	Tips/Notes
<p><b><u>Step 2</u></b></p> <p><b>Center HRBP submits request to NSSC</b></p> <p>HRBP submits request in HRSD to NSSC</p>	<p>HRBP reviews request to ensure accurate Position description (PD) is being used by reviewing the Coding PD Cover Sheet in Electronic Position Description System (ePDS)</p> <p><b>Output:</b> Request and PD are reviewed for accuracy and submitted to NSSC</p>	<p>Can be submitted by Manager or Approving Official</p> <p>SeviceNow allows the submitter to put in the “note” section any anomalies to data element changes in PDs so NSSC is aware</p> <p>GSFC no longer has a local payroll office, only WebTADS Coordinators. Currently, NSSC Payroll starts and terminates union dues based on the respective from submitted by the union representative.</p>

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Step Roles and Responsibilities	Union Dues Processing	Tips/Notes
<p><b>Step 3</b></p> <p><b>NSSC (SP) Payroll</b></p> <p>Verify voluntary deduction / termination of deduction pay code is updated in FPPS</p>	<p>Process SF-1187 / SF-1188 in FPPS to start / stop union dues deductions</p> <p>Temporary actions in which union dues will be suspended if an employee is moving from a bargaining unit to a non-bargaining unit</p> <p>508 – COV TO TERM APPT NTE “D”</p> <p>515 – CONV TO APPT NTE “D”</p> <p>522 – CONV TO O/S LTD APPT NTE “D”</p> <p>548 – CONV SES LTD TERM APPT NET “D”</p> <p>549 – CONVE SES LTD EMGY APPT NTE “D”</p> <p>571 – CONV TO EXC APPT NETE “D”</p> <p>590 – CONV TO PROV APPT NTE “D”</p> <p>703 – PROMOTION-NTE “D”</p> <p>730 – DETAIL NTE “D”</p> <p>741 – PSN CHG NTE “D”</p> <p>912 – TEMP REASSIGNMENT NTE “D”</p> <p>930 – DETAIL NTE “D”</p> <p><b>Output:</b> Union dues start / stop deduction request processed in FPPS</p>	<p>NSSC (SP) Payroll will confirm effective date and select appropriate Union Code in FPPS.</p> <p>FPPS will suspend union dues automatically once action is released.</p> <p>HRO Staff member retrieves biweekly report from and provides to Labor and Employee Relation Staff to review, validate, and disposition.</p> <p>Reverse of the above process should occur once temporary action expires.</p> <p>If there is an error with BUS code Center submits a correction request in HRSD to PAR. Request should stipulate if union dues must be restarted retroactive and PD should be updated to reflect correct BUS code. PAR will send an HRSD request to Payroll to restart the union dues if necessary.</p>

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Step Roles and Responsibilities	Union Dues Processing	Tips/Notes
<p><b><u>Step 4</u></b></p> <p><b>NSSC (SP) Payroll</b></p> <p>Correct BUS code error and verify effective date and PD</p>	<p>Process when there is an error to the BUS code</p> <p><b>Output:</b> Incorrect BUS code corrected, and effective date and PD confirmed</p>	<p>Center submits correction request in HRSD to correct BUS code based on effective date.</p> <p>Case notes should specify what corrections are needed and if dues must be restarted retroactive to the effective date of the change.</p> <p>PD should be updated to reflect correct BUS code.</p> <p>If union dues need to be restarted NSSC PAR will send an HRSD request to NSSC Payroll asking to restart the dues.</p> <p>DOI has confirmed that union dues <b>will not automatically restart</b> if an action is corrected or cancelled.</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 IBC)		Review of automated workload system, data warehouse, and desk audits
NSSC (SP) Payroll	90% of all Payroll inquiries will be responded to within 3 business days. (Note: During the last 4 days of a pay period, the Customer Contact Center shall provide a warm hand-off to a Payroll SME, if they are unable to answer payroll/time and attendance related question(s)		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 (Oracle Business Intelligence Enterprise Edition)	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
Application and Platform Services (APS)	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

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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
APS	Application and Platform Services
AWS	Alternate Work Schedule
BUS	Bargaining Unit Status
CFR	Code of Federal Regulation
CPA	Center Payroll Administrator
CPO	Center Payroll Office
CL	Court Leave
CS	Civil Servant
CST	Central Standard Time
DSSR	Department of State Standardized Regulations
EFT	Electronic Funds Transfer
ELS	Earnings and Leave Statement
ELTP	Emergency Leave Transfer Program
FLSA	Fair Labor Standards Act
FPPS	Federal Personnel/Payroll System
HPPS	Historical Personnel Payroll System
HR	Human Resources
IBC	Interior Business Center
ML	Military Leave

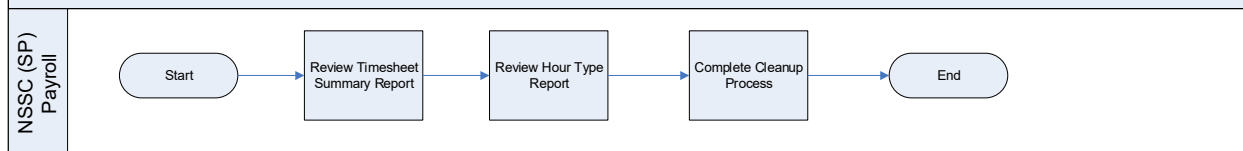
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Acronym	Meaning
NPO	NSSC Payroll Office
NSR	NSSC Service Request
NSSC	NASA Shared Services Center
OBIEE	Oracle Business intelligence Enterprise Edition
PD	Position Description
PCS	Permanent Change of Station
PPL	Paid Parental Leave
PPPA	Prior Pay Period Adjustment
SF	Standard Form
SFTP	Secure File Transport Protocol
SP	Service Provider
T&A	Time and Attendance
VLBP	Voluntary Leave Bank Program
VLTP	Voluntary Leave Transfer Program
WebTADS	Web-based Time and Attendance Distribution System

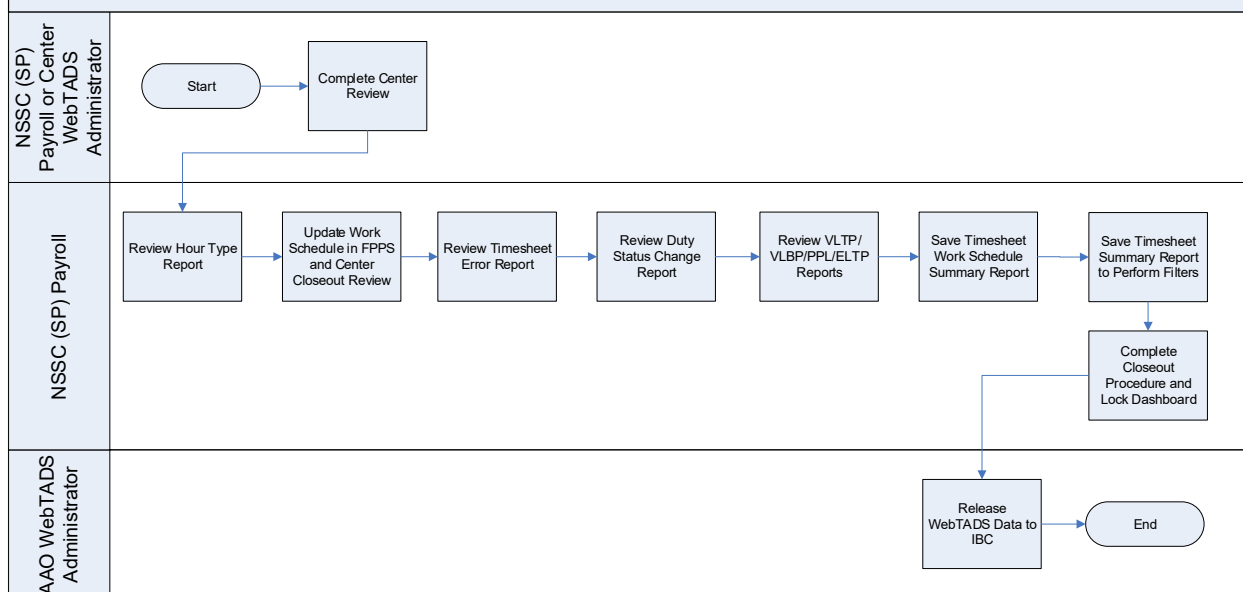
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## Appendix B – Work Process Flow Diagrams

NSSC Payroll Process Flow  
Process 1 - Biweekly Cleanup

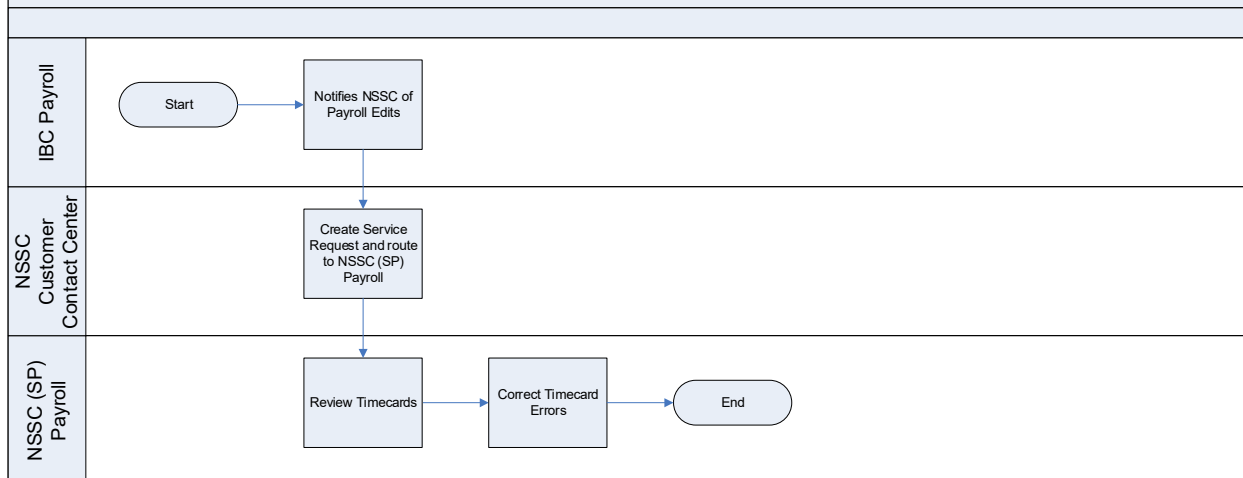


NSSC Payroll Process Flow  
Process 2 – Biweekly Closeout

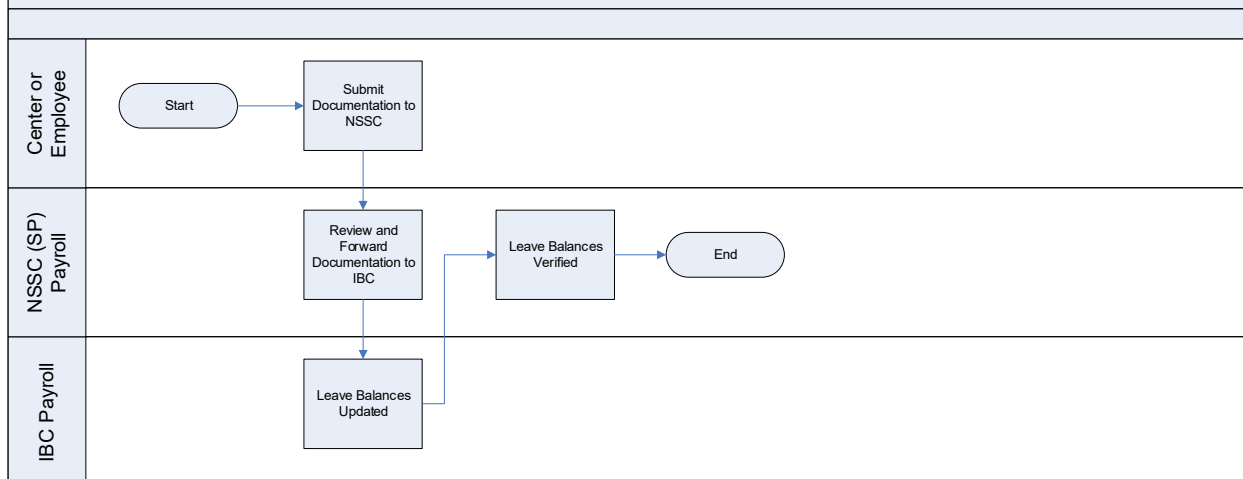


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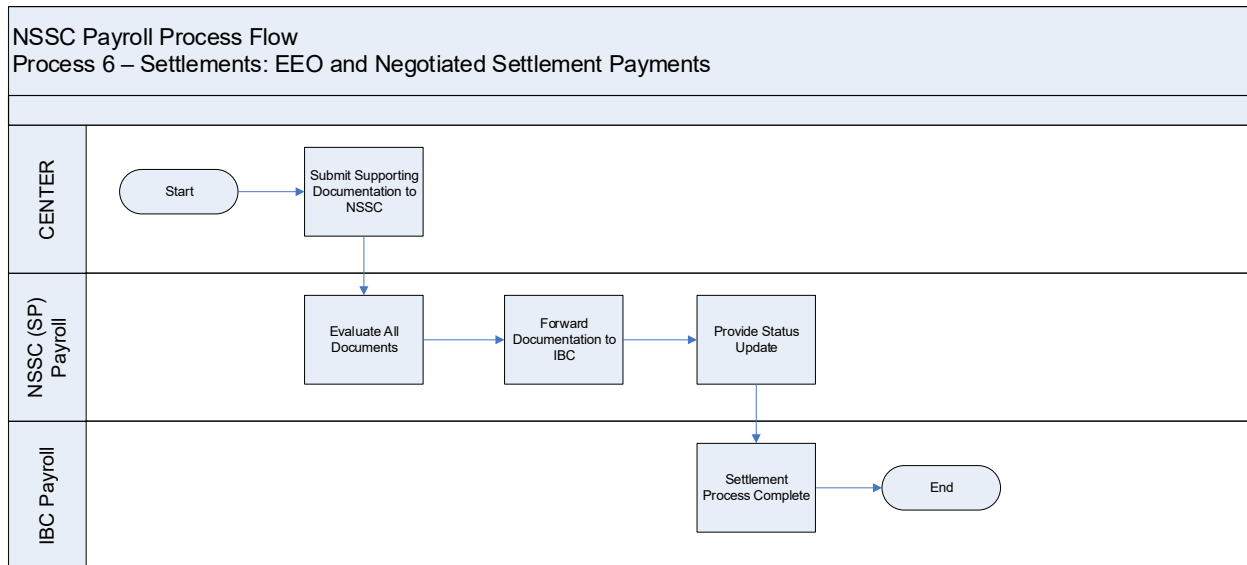
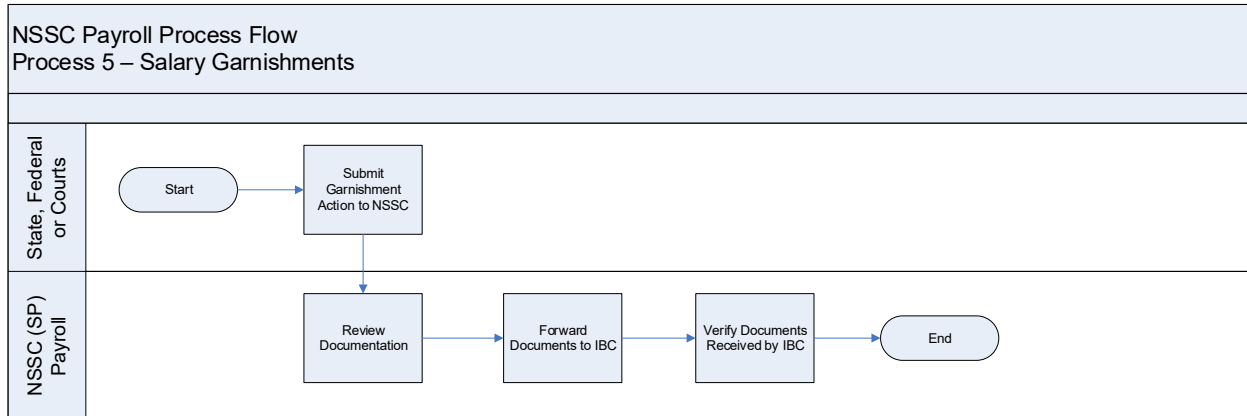
NSSC Payroll Process Flow  
Process 3 – “Errors and Missings”



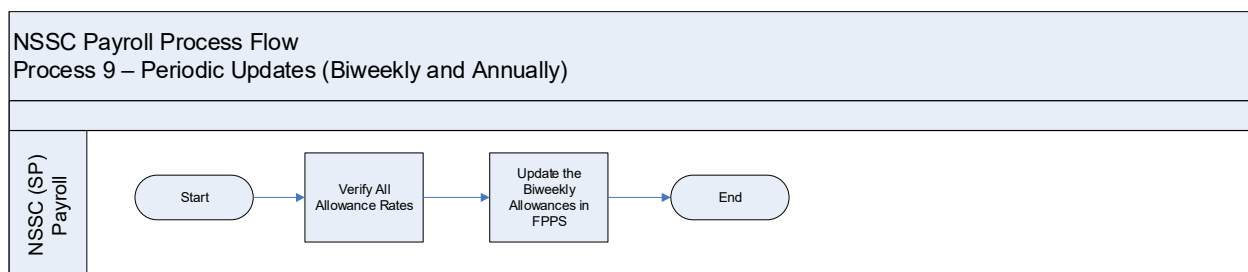
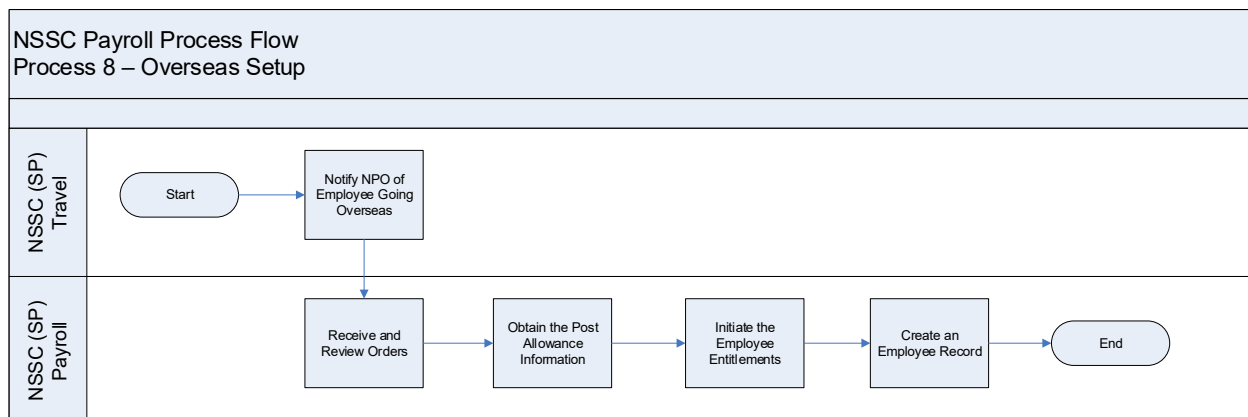
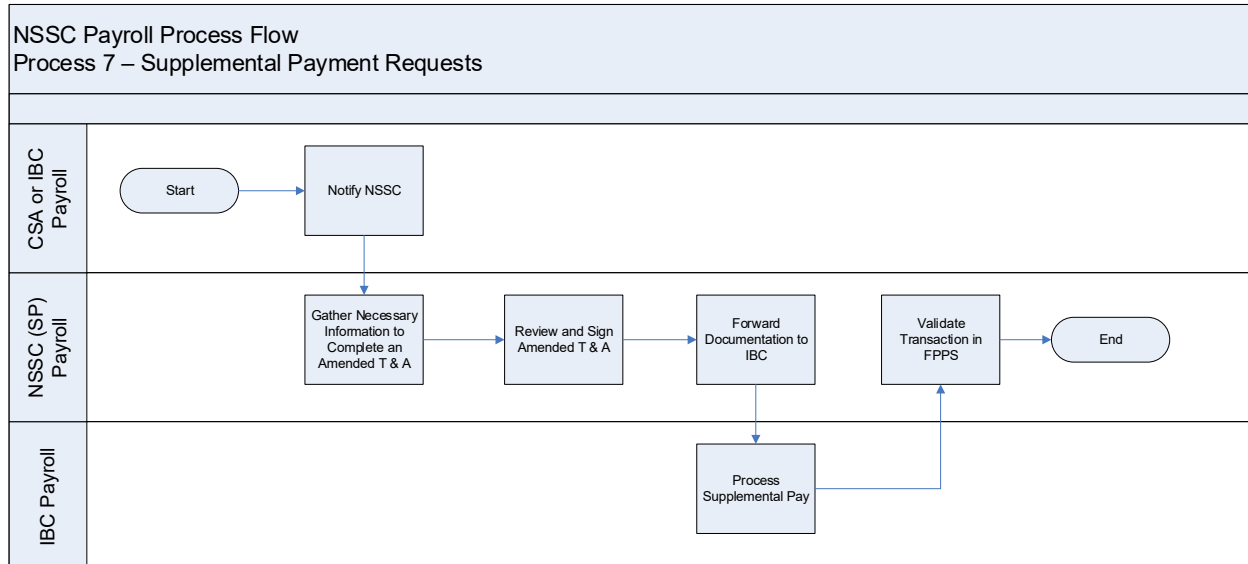
NSSC Payroll Process Flow  
Process 4 – Leave and Earnings Statement, SF1150, or Employee Data Transferred in Lieu of SF1150



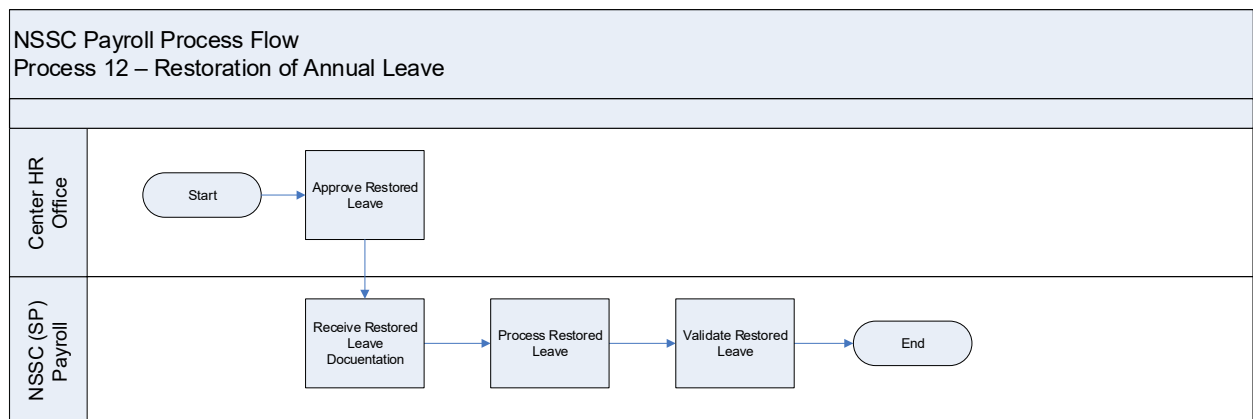
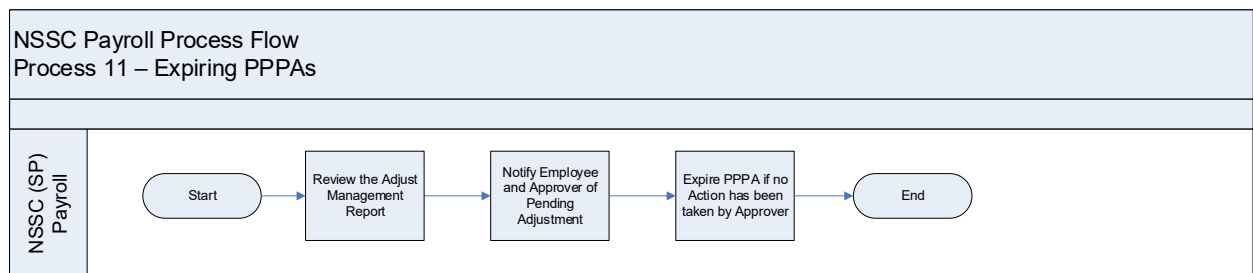
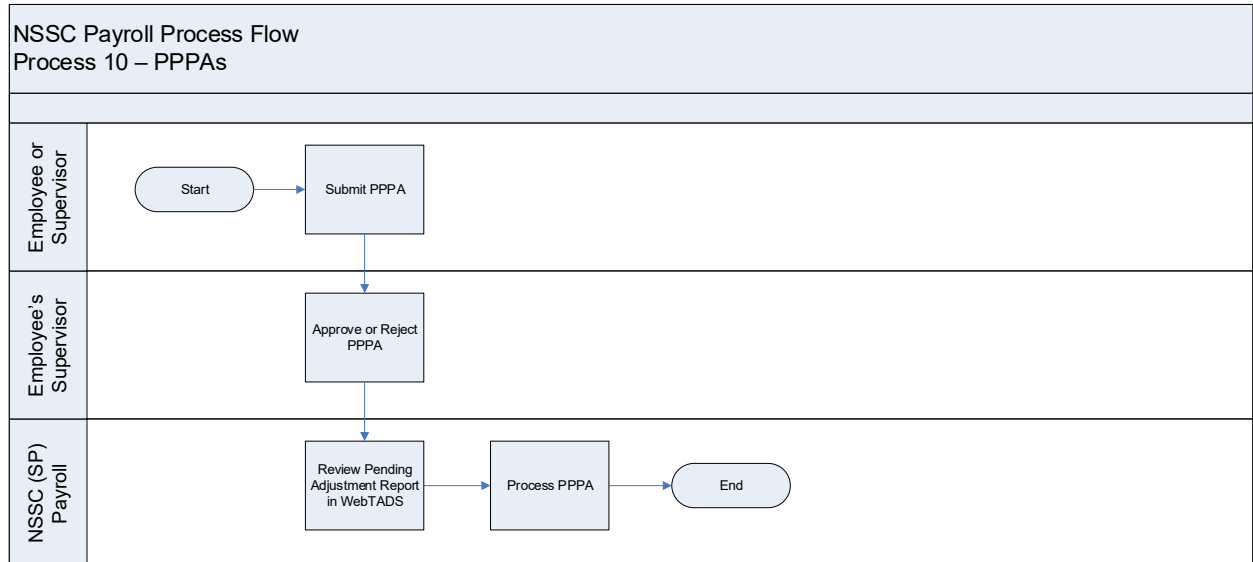
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