



## Voluntary Leave Transfer Program (VLTP) Request Process - EMPLOYEE

Where:Employee Leave Balance PageWho:Employee/InitiatorTimeframe:Anytime during pay period

## Purpose:

An employee may request Voluntary Leave Transfer Program (VLTP) for the purpose of a medical emergency for themselves or a family member. In addition, an employee may request VLTP for military purposes for a family member. Appropriate medical/military documentation must be submitted to the NASA Shared Service Center Payroll Office (NPO) at **1-866-779-6772**.

## **Employee or Initiator Procedure:**

**1.** From the employee Leave Balance page, click on the "Create Request for Voluntary Leave Transfer Program (VLTP)" link to Request to Become Leave Share Recipient.



- 2. Follow the steps below:
  - a. All fields are required including comments, except 'Employee Alternate Email'
  - b. Select individual for approval from the list available
  - **c.** After completion click CONTINUE. If errors are applicable, they will be displayed at the top of the screen
    - i) Note: If errors are applicable, messages will appear with appear in red with instructions on what to correct. The SUMBIT REQUEST button will not be available until all errors are corrected.
  - d. Review information for accuracy (if any changes are made to the request, the 'Continue' button must be clicked before the 'Submit' button for changes to be saved), read the certification and privacy act statements, click the check box if you agree to the Terms and Conditions.
  - e. Click SUBMIT REQUEST (located beneath the privacy act statement)





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Initiated by:	
Status: Unknown	
Continue Cancel	
All fields, except 'Alternate Email', are required.	
Nature and severity of the medical emergency	Emergency
Actual Emergency/Event Begin Date (MM/DD/YYYY)	05/29/2011
Estimated End Date	08/29/2011
	Select appropriate disclosure information
Individual affected by medical emergency (Select One)	O Do NOT disclose applicant name on agency-wide leave share recipient list.
Seit	Disclose applicant name on agency-wide leave share recipient list.
	0
O Family Member	Disclose applicant name and description of medical/military emergency on agency-wide leave share recipient lat. Provide a description of the medical emergency to be distributed to acrystance personnel offices so that other employees may
	Provide a description of the medical emergency to be distributed to servicing personnel offices so that other employees ma annualizestored leave to the applicant.
C Family Member	Provide a description of the medical emergency to be distributed to servicing personnel offices so that other employees ma
Family Member     Family Mittary Prep	Provide a description of the medical emergency to be distributed to servicing personnel offices so that other employees ma annualizestored leave to the applicant.
Family Member     Family Mittary Prep	Provide a description of the medical emergency to be distributed to servicing personnel offices so that other employees ma annualizestored leave to the applicant.  Emergency
Family Methoder     Family Methoder     Family Methoder     Family Methoder     Family Methoder     Methoder     Methoder     Indicate telephone number where initiator of this request can be	Provide a description of the medical emergency to be distributed to servicing personnel offices so that other employees ma annualizestored leave to the applicant. Emergency
Famly Method     F	Provide a description of the medical emergency to be distributed to servicing personnel offices so that other employees ma annualizestored leave to the applicant. Emergency
Family Member     Family Member     Family Mittary Prep     Family Mittary Hijury  Indicate talephone number where initiator of this request can be     x000-x000-x000	Provide a description of the medical emergency to be distributed to servicing personnel offices so that other employees ma annualizestored leave to the applicant. Emergency
Famly Member     Famly Member     Famly Millary Prep     Famly Millary Injury  Indicate telephone number where initiator of this request can be     xxxxxxxxxxx Select individual for approval     Approver     Comments (include justification)	Provide a description of the medical emergency to be distributed to servicing personnel offices so that other employees ma Emergency ereached 555-555-5555

WebTADS MSFC (WebTADS eAuth Testing)     My Timesheet Online Support Logout		Welcome:	System: Normal	Today is 07/08/2011
Request to Become a Leave Recipi	ent for			
Leave Request Number: 6200-03239 🔀 Initiated by: Status: Initiated				List Penc List Histor
This request may be submitted. Please review the Ce button located at the bottom of the form.	rtification and Pr	ivacy Act statements at the bottom	of this form. After review, clic	the Submit Request
Continue Cancel				
All fields, except 'Alternate Email', are required.				
Nature and severity of the medical emergency	Emergency			
Actual Emergency/Event Begin Date (MM/DD/YYYY)	06/29/2011	]		
Estimated End Date	08/29/2011	]		
		disclosure information		
Individual affected by medical emergency (Select One)		applicant name on agency-wide leave share recipie	nt list.	
Self		int name on agency-wide leave share recipient list.		
O Family Member		Int name and description of medical/military emergency ion of the medical emergency to be distributed		er employees may donate
C Family Millary Prep	annual/restored le	ave to the applicant.		,,,,,
C Family Millary Injury	Emergency	0		
Indicate telephone number where initiator of this request can be reached XXX-XXXX-XXXX	555-555-5555			
Select individual for approval Approver				
Comments (include justification)				
	~	Emergency Contact	John Doe	
		Emergency Contact Phone XXX-XXX-XXXX Employee Alternate Email	555-123-5555	
	×	Employee Alternate Email		
500 / 500				
Comment Changed By Emergency		Change 07/08/201	1 On 11 09:37:53	
Certification: 🖾 Privacy Act Statement: 🖾		0110020		
I agree to the Terms and Conditions.				
Submit Request				



3. After submitting the request, a message will display notifying user that the request has been submitted and medical/military documentation must be provided to their approver and also fax a copy to NPO at 1-866-779-6772. An email will be sent to the employee/initiator, approver, and center ER. Options are available to withdraw the request or apply additional comments for approver, Center Employee Relations (ER), or NPO to view. To apply comments:

Web-based Time and Attendance Distribution System

- **a.** Type within the Comments section of the request
- **b.** Click "UPDATE"

Demuest to Deceme a Leave Decisi	and fam				
Request to Become a Leave Recipion	ent for				List Pen List Histo
Your request has been submitted. Please give medica	I/military docum	entation to your approver and fax	to NPO at 1-866-	779-6772.	
Withdraw Update b					
All fields, except 'Alternate Email', are required.					
Nature and severity of the medical emergency	Emergency				
Actual Emergency/Event Begin Date (MM/DD/YYYY)	06/29/2011	1			
Estimated End Date	08/29/2011	1			
		disclosure information			
Individual affected by medical emergency (Select One)  Self Family Mittary Prep Family Mittary Injury	<ul> <li>Disclose applica</li> <li>Disclose applica</li> <li>Provide a description</li> </ul>	e applicant name on agency-wide leave share recipien ant name on agency-wide leave share recipient list. ant name and description of medicalimilitary emergenci tion of the medical emergency to be distributer aver to the applicant.	r on agency-wide leave s		r employees may donate
		*			
Indicate telephone number where initiator of this request can be reached XXX-XXXX	555-555-5555				
XXXX-XXXX Individual selected to provide approval:	555-555-5555				
xxx.xxx.xxxx Individual selected to provide approval: Comments (include justification)	555-555-5555	Emergency Contact	Inhe Doo		
XXX-XXX-XXXX Individual selected to provide approval:	555-5555	Emergency Contact Emergency Contact Phone XXX-XXX-XXXX	John Doe 555-123-5555		
xxx.xxx.xxxx Individual selected to provide approval: Comments (include justification)	555-555-5555	Emergency Contact Emergency Contact Phone XXX-XXXX Employee Alternate Email	John Doe 555-123-5555		

**5.** Comments will be saved and displayed at the bottom of the request page with changed by and changed on information.

Comment	Changed By	Changed On
Emergency		07/08/2011 09:37:53
Input Comments here		07/08/2011 09:39:11
Privacy Act Statement:		
Printedy Act Statement and		



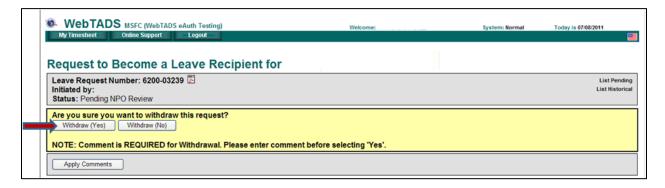




6. To withdraw the request, enter a comment and click "WITHDRAW".



7. After the user clicks "WITHDRAW", a yellow instruction box will appear. If "WITHDRAW" was selected on accident, click "Withdraw (No)". Otherwise, click "Withdraw (Yes)".



**8.** Notice that when "Withdraw (Yes)" is chosen, the status changes to "Initiator Withdraw Confirmed". When "Withdraw (No)" is chosen, the status of the request does not change and remains as "Pending NPO Review".







**9.** The employee\Initiator can review the status of the request at any point after submittal from the employee Leave Balance page. Click the link to "List Pending Leave Form Requests".

LEAVE FORM REQUESTS for	
Create Request for Advance Sick Leave	Create a new request to receive sick leave advance.
Create Request for Voluntary Leave Transfer Program (VLTP)	Create a new request to receive donated leave.
Donate Leave within NASA	Initiate process to donate annual/restored leave within NASA.
Donate Leave outside NASA	Initiate process to donate annual/restored leave outside NASA.
Donate Leave - Emergency Transfer Program	Leave Form Workflow - ASL Test.
List Pending Leave Form Requests	List All Pending leave form requests (Initiated, Editing, Pending Recommendation, etc).
List Historical Leave Form Requests	List All Historical leave form requests (Terminated, Withdrawn, Disapproval Recommended, Final Disapproval, etc).
Visit Online Support for Additional Inform	ation on these processes

**10.** All pending leave form requests will display in the list. The status as well as other request information is listed. To view further details of the individual form, click 'Edit' to the right of the request. Options for withdrawal or applying comments remain available prior to approval. Once, approved, the request must be terminated.

WebTADS MS     My Timesheet     Onlin	FC (WebTADS eAuth Tes ne Support Logout			WelFi	E 🔄 System: Normal	Today is 07/08/2011	
All Pending Lea	ve Forms for						
ld Employee	Туре	status	Hours (Total)	Pay Period Begin Date	Actual Emergency/Event Begin Date	Est. End Date	Action
6200-03238	LEAVE RECIPIENT	Pending NPO Review	0.0	6/19/2011	6/29/2011	8/29/2011	Edit
6200-03239	LEAVE RECIPIENT	Pending NPO Review	0.0	6/19/2011	6/29/2011	8/29/2011	Edit 🛑

**11. APPROVED** requests can be accessed from the leave balances pages in the section just above leave balances. Click on the link under the request header.

ACTIVE LEAVE FORM REQUESTS for							
Approved ASL Re Approved VLTP R							
Request#	Request Type	Requests	Pay Period Begin Date	Actual Emergency/Event Begin Date	Estimated End Date		
6200-03240	VLTP	Self	06/19/2011	06/29/2011	08/29/2011		
6200-03241	VLTP	Self	05/22/2011	05/29/2011	08/29/2011		





**12.** Requests that are withdrawn or terminated can be accessed from the "List Historical Leave Form Requests" link on the leave balances page.

LEAVE FORM REQUESTS for	
Create Request for Advance Sick Leave	Create a new request to receive sick leave advance:
Create Request for Voluntary Leave Transfer Program (VLTP)	Create a new request to receive donated leave.
Donate Leave within NASA	Initiate process to donate annual/restored leave within NASA.
Donate Leave outside NASA	Initiate process to donate annual/restored leave outside NASA.
Donate Leave - Emergency Transfer Program	Leave Form Workflow - ASL Test.
List Pending Leave Form Requests	List All Pending leave form requests (Initiated, Editing, Pending Recommendation, etc).
List Historical Leave Form Requests	List All Historical leave form requests (Terminated, Withdrawn, Disapproval Recommended, Final Disapproval, etc
Visit Online Support for Additional Informa	ation on these processes

Employee/Initiator Extension Process:

An employee may extend a current VLTP request if the currently approved medical condition is ongoing beyond the approved estimated end date. Additional supporting documentation for the same medical/military occurrence must be sent to the NSSC for justification.

**NOTE:** You must obtain and provide adequate medical documentation to support your medical leave request. You must provide this documentation to your supervisor and to the NSSC HR Office who are the approving officials of your request. The NSSC fax line (1-866-779-6772) is secure. Please review OHCM <u>Personnel Bulletin 2008-03-SH</u> for more information. The bulletin can be found in WebTADS online support section under 'Employee Information' for ASL/VLTP and Leave Donation Enhancements'.





1. Access the request as indicated in step 11 above. Click "Extend Request".

WebTADS MSFC (WebTADS eAuth Testing) My Timesheet     Online Support     Logout	Welcome:	System: Normal	Today is 07/08/2011
ny titlestiest. Claute support Logou			-
<b>Request to Become a Leave Recipie</b>	ent for		
Leave Request Number: 6200-03239 🖾 Initiated by: Status: Final Approval by Medical Documentation received by			List Pending List Historical
Terminate Request Extend Request Apply (	Comments		
All fields, except 'Alternate Email', are required.			
Nature and severity of the medical emergency	Emergency		
Actual Emergency/Event Begin Date (MM/DD/YYYY)	06/29/2011		
Estimated End Date	10/29/2011		
	Select appropriate disclosure information		
	Do NOT disclose applicant name on agency-wide leave share recip	ient list.	
Individual affected by medical emergency (Select One)	Disclose applicant name on agency-wide leave share recipient list.		
• Self	Disclose applicant name and description of medical/military emergen		
C Family Member	Provide a description of the medical emergency to be distribute annual/restored leave to the applicant.	ed to servicing personnel offices so that of	ther employees may donate
Family Miltary Prep	Emergency		
C. Family Military injury			
Indicate telephone number where initiator of this request can be reached XXX-XXX.XXXX	555-555-5555		
Individual selected to provide approval: 1			
Comments (include justification)			
	Emergency Contact	John Doe	
	Emergency Contact Phone XXX-XXX-XXXX	555-123-5555	
	Employee Alternate Email		
500 / 500	~		
Common	Phonesed Do	Changed On	
Comment Emergency	Changed By	Changed On 07/08/2011 09:37:53	
Input Comments here Extend Request Needed Need to extend request		07/08/2011 09:39:11 07/08/2011 11:35:30 07/08/2011 11:40:54	





- **2.** A yellow instruction box will appear: **a.** Input comment regarding the extension **b.** Click "Extend Request (Yes)"

Request to Become a Leave Recipie	ent for			
Leave Request Number: 6200-03239 🖾 Initiated by: Status: Final Approval Medical Documentation received by				Lis List
Are you sure you want to extend this request? Extend Request (Yes) Extend Request (No) NOTE: Comment is REQUIRED for Extension. Please	enter comment b	efore selecting 'Yes'.		
Extend Request				
All fields, except 'Alternate Email', are required.				
Nature and severity of the medical emergency	Emergency			
Actual Emergency/Event Begin Date (MM/DD/YYYY)	06/29/2011			
Estimated End Date	08/29/2011			
	Select appropriate	disclosure information		
Individual affected by medical emergency (Select One)		applicant name on agency-wide leave share recipie	nt list.	
Self		it name on agency-wide leave share recipient list.		
Family Member		It name and description of medical/military emergenc on of the medical emergency to be distributed		ther employees may donate
		we to the applicant.	to servicing personaler onices so that o	uner employees may conste
C Family Miltary Prep				
Family Military Prep Family Military Injury	Emergency	<u>a</u>		
	Emergency 555-555-5555	2 2		
Family Millary Injury		8		
Family Military Injury Indicate telephone number where initiator of this request can be reached XXX-XXX-XXXX-XXXX		×		





- **3.** New fields will appear for "NEW Estimated End Date" requested.
  - **a.** Enter the new estimated end date you are requesting under the old estimated end date
  - **b.** Click "Update"

Request to Become a Leave Recipie	ent for		
Leave Request Number: 6200-03239 🖾 Initiated by Status: Extend Request Initiated Medical Documentation received by			List H
Please Enter new End Date, Update and Submit for Ext	tension.		
Update Cancel Apply Comments			
All fields, except 'Alternate Email', are required.			
Nature and severity of the medical emergency	Emergency		
Actual Emergency/Event Begin Date (MM/DD/YYYY)	06/29/2011		
OLD Estimated End Date	08/29/2011		
a NEW Estimated End Date	09/29/2011		
	Select appropriate disclosure information		
	O Do NOT disclose applicant name on agency-wide leave share recipi	ent list.	
Individual affected by medical emergency (Select One)	O Disclose applicant name on agency-wide leave share recipient list.		
	Disclose applicant name and description of medical/military emergen	cy on agency-wide leave share	recipient list
C Family Member	Provide a description of the medical emergency to be distribute annual/restored leave to the applicant.		
Family Member     Family Military Prep.	Provide a description of the medical emergency to be distribute		
C Family Member	Provide a description of the medical emergency to be distribute annual/restored leave to the applicant.		
Family Member     Family Military Prep.	Provide a description of the medical emergency to be distribute annual/restored leave to the applicant.		
Family Member     Family Military Prep     Family Military Injury Indicate telephone number where initiator of this request can be reached	Provide a description of the medical emergency to be distribute annual/restored leave to the applicant.		
Family Methoer Family Mittary Prep Family Mittary Injury	Provide a description of the medical emergency to be distribute annualizestored leave to the applicant. Emergency		
Family Member     Family Military Prep     Family Military Injury Indicate telephone number where initiator of this request can be reached XXX-XXXX-XXXX Individual selected to provide approval:	Provide a description of the medical emergency to be distribute annualizestored leave to the applicant. Emergency		
Family Member     Family Military Prep     Family Military Injury Indicate telephone number where initiator of this request can be reached XXX-XXX-XXXX	Provide a description of the medical emergency to be distribute annualizestored leave to the applicant. Emergency		





4. Click "Submit for Extension" at the bottom of the form and fax additional documentation for same occurrence to the NPO at **1-866-779-6772.** An email is sent to the NPO and the employee.

WebTADS MSFC (WebTADS eAuth Testing)		Welcome:	Su	stem: Normal	Today is 07/08/2011
My Timesheet Online Support Logout					1003913 0100 2011
Request to Become a Leave Recipie	ent for				
Leave Request Number: 6200-03239					List Pending
Initiated by					List Historica
Status: Extend Request Initiated Medical Documentation received by					
Please Enter new End Date, Update and Submit for Ex	tension				
Update Cancel Apply Comments					
All fields, except 'Alternate Email', are required.					
Nature and severity of the medical emergency	Emergency				
Actual Emergency/Event Begin Date (MM/DD/YYYY)	06/29/2011	1			
OLD Estimated End Date	08/29/2011	1			
NEW Estimated End Date	09/29/2011	1			
		disclosure information			
		e applicant name on agency-wide leave share recipie	nt list.		
Individual affected by medical emergency (Select One)		int name on agency-wide leave share recipient list.			
· Seif		int name and description of medical/military emergence	y on agency-wide leave sh	hare recipient list.	
C Family Member		ion of the medical emergency to be distribute	d to servicing personne	l offices so that oth	ner employees may donate
Family Military Prep	Emergency	ave to the applicant.			
Family Military Injury					
		52			
Indicate telephone number where initiator of this request can be reached XXX-XXX-XXXX	555-555-5555				
Individual selected to provide approval:					
Comments (include justification)			1		
	~	Emergency Contact	John Doe		
		Emergency Contact Phone XXX-XXX-XXXX	555-123-5555		
	10	Employee Alternate Email			
500 / 500					
Comment Emergency	Changed By		Changed On 07/08/2011 09:3	7:53	
Input Comments here Extend Request Needed			07/08/2011 09:3 07/08/2011 11:3		
Privacy Act Statement:					
Submit for Extension					
WebTADS 2.9.9.28 (Build 2011.06.29@17:25) [36ms] Fr Jul 05 11:36:00 CDT 2011 on wttestap2 td=11 Leave Form		Find a bug? Please report it to your WebTADS C	enter Administrator.		

5. Request is routed to the NPO for review and approval.

WebTADS MSFC (WebTADS eAuth Testing) My Timesheet Online Support Lopout	Welcome:	System: Normal	Today is 07/08/2011
Request to Become a Leave Recipient for			
Leave Request Number: 6200-03239 🔀			List Pending
Initiated by:			List Historical
Status: Extension Pending NPO Review Modical Documentation received by			
Your extension request has been submitted.			
Withdraw Update Apply Comments			





**6.** An email will be sent to the employee and NPO once the extension is either withdrawn or approved by NPO. The employee can view the status of their extension request by navigating back to their leave balances page to the approved section for leave requests and clicking the link for the request.

ACTIVE LEAVE FORM REQUESTS for SAFIE, FAYSSAL M *As of: 07/08/2011					
Approved ASL R Approved VLTP					
Request #	Request Type	Requests	Pay Period Begin Date	Actual Emergency/Event Begin Date	Estimated End Date
6200-03240	VLTP	Self	06/19/2011	06/29/2011	08/29/2011
6200-03241	VLTP	Self	05/22/2011	05/29/2011	08/29/2011

Employee/Initiator Termination Process:

1. Employees/Initiator will receive an email 30 days prior to the estimated end date of their request as a reminder that the estimated end date is approaching. Employees and NPO will also receive an email when the estimated end date has passed. Employees and NPO can terminate a request anytime after approval. To terminate a request, navigate to the leave balances page as shown above and click the link of the request to terminate. Click the "Terminate Request" button.

Leave Request Number: 6200-03239 🖾 Initiated by: Status: Final Approval by Medical Documentation received by		List H
Terminate Request Extend Request Appl	y Comments	
All fields, except 'Alternate Email', are required. Nature and severity of the medical emergency Actual Emergency/Event Begin Date (MM/DD/YYYY) Estimated End Date	Emergency 06/29/2011 10/29/2011	
Individual affected by medical emergency (Select One)   Self  Famly Member  Famly Miltary Prep Famly Miltary Injury	Select appropriate disclosure information Do NOT disclose applicant name on agency-wide leave share recipient last. Disclose applicant name on agency-wide leave share recipient last. Disclose applicant name and description of medical military emergency Provide a description of the medical emergency to be distribut annual/restored leave to the applicant. Zmergency	
Indicate telephone number where initiator of this request can be reached XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	555-565-6555	
Individual selected to provide approval: Comments (include justification)	Emergency Contact	John Doe





- 2. A yellow dialogue box appears for verification and a notification to add a comment.
  - a. Add a Comment
  - b. Click "Terminate Request (Yes)"
    - i. Note that if "Terminate Request (No)" is clicked, the request status remains as "Final Approval" and is not terminated.

	WebTADS MSFC (WebTADS eAuth Testing)		Welcome:	System: Non	mal Today is 07/08/2011
	My Timesheet Online Support Logout		Tretome:	of stella litera	·····
	Request to Become a Leave Recipie	ent for			
	Leave Request Number: 6200-03239 🖾 Initiated by: Status: Final Approval Medical Documentation received by				List Pending List Historical
b	Are you sure you want to terminate this request? Terminate Request (Yes) NOTE: Comment is REQUIRED for Termination Please	enter comment	before selecting 'Yes'.		
	Extend Request				
	All fields, except 'Alternate Email', are required.				
	Nature and severity of the medical emergency	Emergency			
	Actual Emergency/Event Begin Date (MM/DD/YYYY)	06/29/2011			
	Estimated End Date	10/29/2011			
			disclosure information		
	Individual affected by medical emergency (Select One)		applicant name on agency-wide leave share recipie	nt list.	
	Self		t name on agency-wide leave share recipient list.		- 1 - 1
	Family Member		t name and description of medical/military emergenc on of the medical emergency to be distributed		
	Family Miltary Prep	annual/restored lea			
	O Family Mittary Injury	Emergency			
	Indicate telephone number where initiator of this request can be reached XXX-XXX-XXXX	555-555-5555			
	Individual selected to provide approval:				
	Comments (include justification)				
2	No longer needed	~	Emergency Contact	John Doe	
a			Emergency Contact Phone XXX-XXX-XXXXX	555-123-5555	
,		×	Employee Alternate Email		

**3.** When "Terminate Request (Yes)" is clicked, the status changes to "Terminated by Initiator/Employee by XXXXX".

Request to Become a Leave Recipient for	
Leave Request Number: 6200-03239 Initiated by: Statue: Terminated by Initiator/Employee by Medical Documentation received by:	List Pending List Historical
Apply Comments	





**4.** The request is now viewable on the "List Historical Leave Request" link from the Leave Balances page.

WebTADS Msf	Testing) pout	w	elcome:	System: Normal	Today is 07/08/2011		
Id Employee	Type	Status	Hours (Total)	Pay Period Begin Date	Actual Emergency/Event Begin Date	Est. End Date	Action
6200-03238	LEAVE RECIPIENT	Initiator Withdraw Confirmed	0.0	6/19/2011	6/29/2011	8/29/2011	View
6200-03239	LEAVE RECIPIENT	Terminated by Initiator/Employee	0.0	6/19/2011	6/29/2011	10/29/2011	View

## Special Considerations:

- The request can be withdrawn by the employee/initiator, NPO or the Approver any time prior to approval. After approval, the request must be terminated.
- The employee/initiator does not have the ability to modify the request once submitted (withdraw or apply comments are the only options). If changes are necessary, contact NPO or your Approver.
- Medical documentation must be faxed to the NSSC Payroll office to complete the request and approval process. NSSC fax number is 1-866-779-6772. For assistance, call the NSSC Customer Contact Center at 1-877-677-2123.