

National Aeronautics and Space Administration



NASA SHARED SERVICES CENTER

Temporary Change of Station Service Delivery Guide

NSSC-HR-SDG-0027
Revision: A
July 02, 2007

PRINTED DOCUMENTS MAY BE OBSOLETE; VALIDATE PRIOR TO USE.

RELEASED - Printed documents may be obsolete; validate prior to use.

Approved by

____/s/ Nick Etheridge____
Joyce M. Short
Deputy Director

____8/28/07____
Date

Document History Log

Status (Basic/Revision/Cancelled)	Revision Date	Description of Change
Basic	12/22/06	Basic Release
Revision A	07/02/07	<ul style="list-style-type: none"> • Updated to reflect new process • Put document into new template • Changed flowcharts to cross functional flowcharts

Table of Contents

Introduction	5
Process – Temporary Change of Station (TCS).....	6
Roles & Responsibilities.....	6
Metrics.....	13
System Components	14
Customer Contact Center Strategy	15
Cross Functional Flowchart.....	16
Appendix	
Appendix A - Creating a Purchase Request.....	19

Temporary Change of Station (TCS)

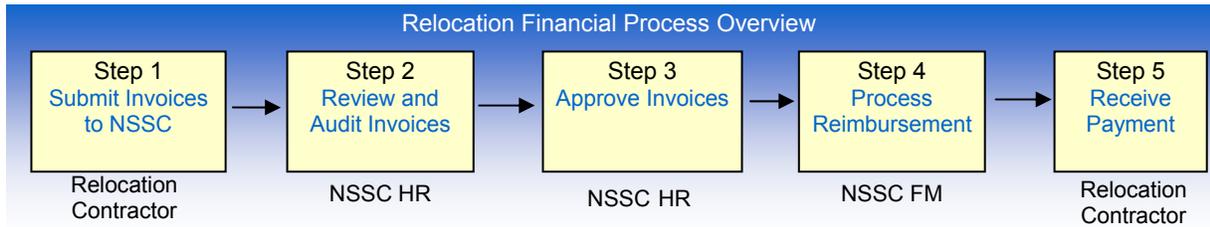
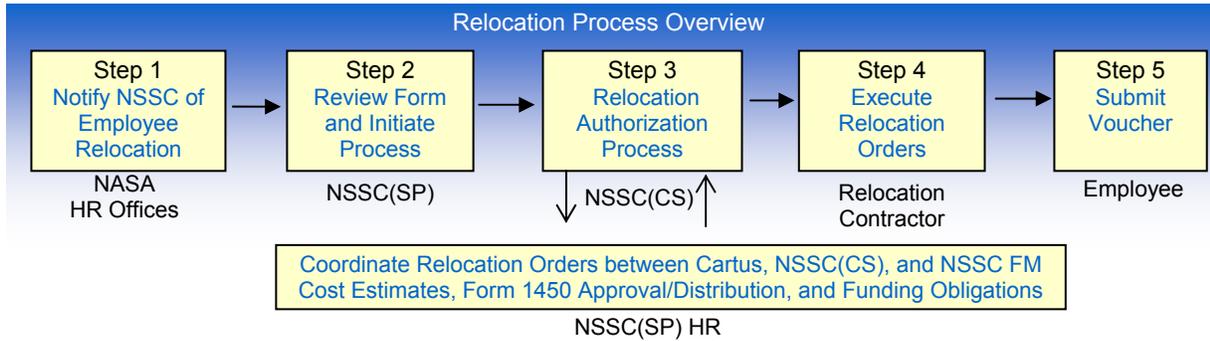
Introduction

The National Aeronautics and Space Administration (NASA) Shared Services Center (NSSC) is responsible for providing relocation assistance to current employees entitled to payment of expenses for Temporary Change of Station (TCS).

NSSC provides the following services in accordance with Federal Travel Regulations (FTR) 302 Relocation Allowances, and NASA policy guidance:

- Receive and process Relocation Authorization Form and supporting documentation from NASA Centers. Review, monitor and track documents to ensure completeness and accuracy.
- Distribute and monitor all TCS documentation in support of the function; verify approved documents are delivered to appropriate entity and retained by NSSC.
- Assist Relocation Services Contracting Officer's Technical Representative (COTR) with reviewing and auditing invoices for consistency of billing before forwarding invoices to appropriate authority for payment.
- Provide technical support, knowledge and expertise to assist government in monitoring the quality of all services provided by the Relocation Contractor.
- Track utilization and cost of TCS orders by Center.
- Monitor and report Performance Management criteria in direct support of the TCS program with customer surveys, metrics, and data analysis.
- Transition timeline for this requirement will be effective 10/1/07: Provide relocation entitlement counseling services to transferring and prospective NASA employees. Excludes Relocation Contractor specific requirements regarding Move Management Services.
- Transition timeline for this requirement is proposed for 10/1/2007: Outside the Continental United States (OCONUS) moves: Overseas assignment and return, Overseas Tour Renewal Agreement (OTRAT), Overseas to U.S. – Return for Separation.

Process – Temporary Change of Station (TCS)



Roles & Responsibilities

Roles and Responsibilities	Action	Tips
<p>Step 1</p> <p>NASA Center/HQ HR Office</p> <p>Notify NSSC of TCS Authorization</p>	<p>NASA Center HR Office notifies NSSC that a current NASA employee is authorized payment of temporary change of station expenses. This notification, NSSC Relocation Authorization Web form, includes information such as the name of the authorizing official, address and contact information for the affected employee, and information about the appointment. Supporting documentation must also be provided to the NSSC along with the Web form.</p> <p>The Center must indicate whether a house hunting trip and temporary quarters are</p>	<p>The employee should not start any part of the change of station move prior to receiving the travel authorization number.</p> <p>Definition of supporting documentation: signed offer letter, commitment letter, and SF52.</p>

PRINTED DOCUMENTS MAY BE OBSOLETE; VALIDATE PRIOR TO USE.

Roles and Responsibilities	Action	Tips
	<p>authorized.</p> <p>If not previously completed, the Center HR Office must verify that the Resource Office has sent purchase requests with appropriate funding for the move.</p> <p>Output: Notification/Authorization for Relocation Benefits</p>	
<p>Step 2a</p> <p>NSSC(SP) Relocation Contractor Employee</p> <p>Assign TA# Send TCS Forms and Counsel Selectee or Employee</p>	<p>NSSC(SP) HR will issue a Travel Authorization Number (TA#). The TA# will be sent to the employee, the Center Requestor, and CI Travel. The relocation contractor will receive a copy of the Relocation Authorization Form and the TA#.</p> <p>The relocation contractor counsels the selectee/employee on all entitlements associated with the relocation including entitlements/processes and provides all necessary TCS forms/publications to the employee.</p> <p>Counseling will be geared to the employee’s specific situation and address all entitlements/options depending on the unique situation of each traveler, to ensure the employee is fully informed.</p> <p>The employee completes all forms and returns them to the</p>	<p>Forms/publications that may be included, depending on the type of move:</p> <ul style="list-style-type: none"> • NASA Employee Guide to a Successful Move within the Continental United States • TCS Travel Forms • NF 420 or NF 1337 Service Agreement • Additional information on NSSC Portal (Web page)

PRINTED DOCUMENTS MAY BE OBSOLETE; VALIDATE PRIOR TO USE.

Roles and Responsibilities	Action	Tips
	<p>relocation contractor for review.</p> <p>Entitlements for TCS include:</p> <ul style="list-style-type: none"> • Enroute Transportation (employee and family), to Temporary Station and return to Permanent Duty Station • Miscellaneous Expenses • Movement and Storage of Household Goods (HHG) • Property Management • Relocation Services • Relocation Income Tax Allowance (RITA) • House Hunting (may be authorized) • Temporary Quarters (may be authorized for fixed or actual) • Shipment of Privately Owned Vehicle (POV) - if cost effective <p>If the TCS later becomes a PCS, the employee is then entitled to:</p> <ul style="list-style-type: none"> • Travel between temporary official station and previous official station for employee and relocated family members. • Residence transaction expenses • Property management expenses in lieu of residence sale. • Residence-related relocation services expenses. • Temporary Quarters subsistence 	

PRINTED DOCUMENTS MAY BE OBSOLETE; VALIDATE PRIOR TO USE.

Roles and Responsibilities	Action	Tips
	<ul style="list-style-type: none"> • Transportation of HHGs not previously transported to the temporary official station. • Transportation of a POV not previously transported to the temporary official station (if cost effective). • Movement of HHGs between temporary residence and new permanent residence. <p>Output: Pre-move counseling; TCS Forms (Completed forms for Employee/Selectee portion); Travel Authorization Number</p>	
<p>Step 2b</p> <p>Selectee/ Employee</p> <p>Complete forms/get counseling</p>	<p>Selectee/Employee is responsible for completing all forms, and being available for counseling session.</p>	<p>Selectee/employee should review materials and consider all possible questions about the move/entitlements before contacting the TCS counselor.</p>
<p>Step 3</p> <p>NSSC(SP) HR NSSC(CS) HR NSSC(SP) FM NSSC(CS) FM Relocation Contractor</p> <p>Approve Travel Order</p>	<p>Once all employee forms are reviewed, the relocation contractor develops a travel order (NASA Form 1450) and creates a cost comparison if necessary for authorization of POV shipment. The Relocation Contractor submits the 1450 along with all other relocation forms to NSSC(SP) HR to begin the review and approval process. NSSC(SP) HR verifies the 1450 against the Relocation Authorization Request Form and the employee form 1449. NSSC ensures that there is a signed</p>	

PRINTED DOCUMENTS MAY BE OBSOLETE; VALIDATE PRIOR TO USE.

Roles and Responsibilities	Action	Tips
	<p>Service Agreement before proceeding with the approval process.</p> <p>NSSC(SP) HR forwards a copy of the 1450 package to the NSSC(SP) FM for cost estimate. NSSC(SP) FM prints the documents and delivers the 1450 package to NSSC Civil Servant (CS) HR for approval.</p> <p>NSSC(CS) HR signs the travel order and forwards it to NSSC FM for cost obligation. NSSC(CS) FM returns the travel order to NSSC(SP) FM, notifies that funds have been obligated for the relocation. NSSC(SP) FM scans the 1450 and accompanying documentation back into the system, then forwards the information to NSSC(SP) HR. NSSC(SP) HR distributes a copy of the approved travel order to the gaining NASA Center/Requestor, the relocation contractor and to the Selectee/Employee.</p> <p>Output: Approved Travel Order</p>	
<p>Step 4a</p> <p>Relocation Contractor</p> <p>Prepare for move</p>	<p>The relocation contractor arranges for a house hunting trip as required, to include identifying and contacting real estate agents, providing area information and coordinating the issuance of e-ticket, if applicable. The relocation contractor also arranges for</p>	

PRINTED DOCUMENTS MAY BE OBSOLETE; VALIDATE PRIOR TO USE.

Roles and Responsibilities	Action	Tips
	<p>the transportation of automobiles, if approved.</p> <p>Output: Move requirements defined</p>	
<p>Step 4b</p> <p>Relocation Contractor NSSC(SP) HR NASA Center Transportation Office</p> <p>Execute move</p>	<p>The relocation contractor secures moving and storage services and authorizes property management services (as appropriate for TCS moves).</p> <p>In some cases, the NASA Center has elected to use their Center Transportation Office (CTO) instead of the relocation contractor for Move Management Services. In these cases, the Selectee/Employee will be referred to the CTO for this portion of the move.</p> <p>Output: Completed Travel</p>	<p>NSSC(SP) HR continues to maintain an advisory role throughout the relocation/move process.</p>
<p>Step 4c</p> <p>Relocation Contractor NSSC(SP) HR NSSC(SP) FM Selectee/ Employee</p> <p>Amendments/ Waivers</p>	<p>Requests for extensions waivers and of temporary quarters entitlements beyond the approved timeframe must be made by the employee. To maintain consistency and one central point of contact, the employee submits the request directly to their relocation counselor. The relocation counselor will submit the waiver request to the NSSC. The NSSC(SP) HR will distribute the request to the appropriate Center Requestor for their processing and approval.</p> <p>Once approved (or denied),</p>	

PRINTED DOCUMENTS MAY BE OBSOLETE; VALIDATE PRIOR TO USE.

Roles and Responsibilities	Action	Tips
	<p>the request will be returned to the NSSC as the supporting documentation for the Amended Relocation Request Authorization Form. NSSC will determine if these waivers or extensions are allowable under law or regulation. If they are not, the NSSC will inform the employee/selectee and the Center HR Office. If they are allowable, the NSSC(SP) HR will work with the relocation contractor to develop Amended Orders.</p> <p>Output: Amendment to Orders</p>	
<p>Step 5</p> <p>Selectee/ Employee NSSC(SP) FM NSSC(CS) FM</p>	<p>The employee submits SF-1012 travel voucher to NSSC FM. NSSC(SP) FM provides any necessary counseling to the employee on their voucher, develops the final costs associated with the relocation, and provides these costs to the NSSC(CS) FM. NSSC(SP) sends final costs to the Center HR office. NSSC FM maintains relocation file.</p> <p>Output: Travel Reimbursement</p>	<p>Files on travel orders are retained for 7 years.</p>

Metrics

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
NSSC(SP) HR	TCS forms and/or Request for Counseling Session	Relocation Contractor	Within one (1) day of notification of authorized move by NASA Center
NSSC(SP) FM	Costed Travel Order	NSSC(CS) HR	Within two (2) days of receiving selectee's required information
NSSC(CS) HR	Approved Travel Order	NSSC(CS) FM	Within one (1) business day of receiving prepared travel order
NSSC(CS) FM	Obligate Funds for Approved Travel Order	NSSC(SP) HR	Within one (1) business day of receiving approved travel order

Privacy Data

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

System Components

Existing Systems

IT System Title	IT System Description	Access Requirements	IT System Interfaces
SAP	Financial Obligation and Payment System	Internal NSSC Customers	Local Mainframe Access

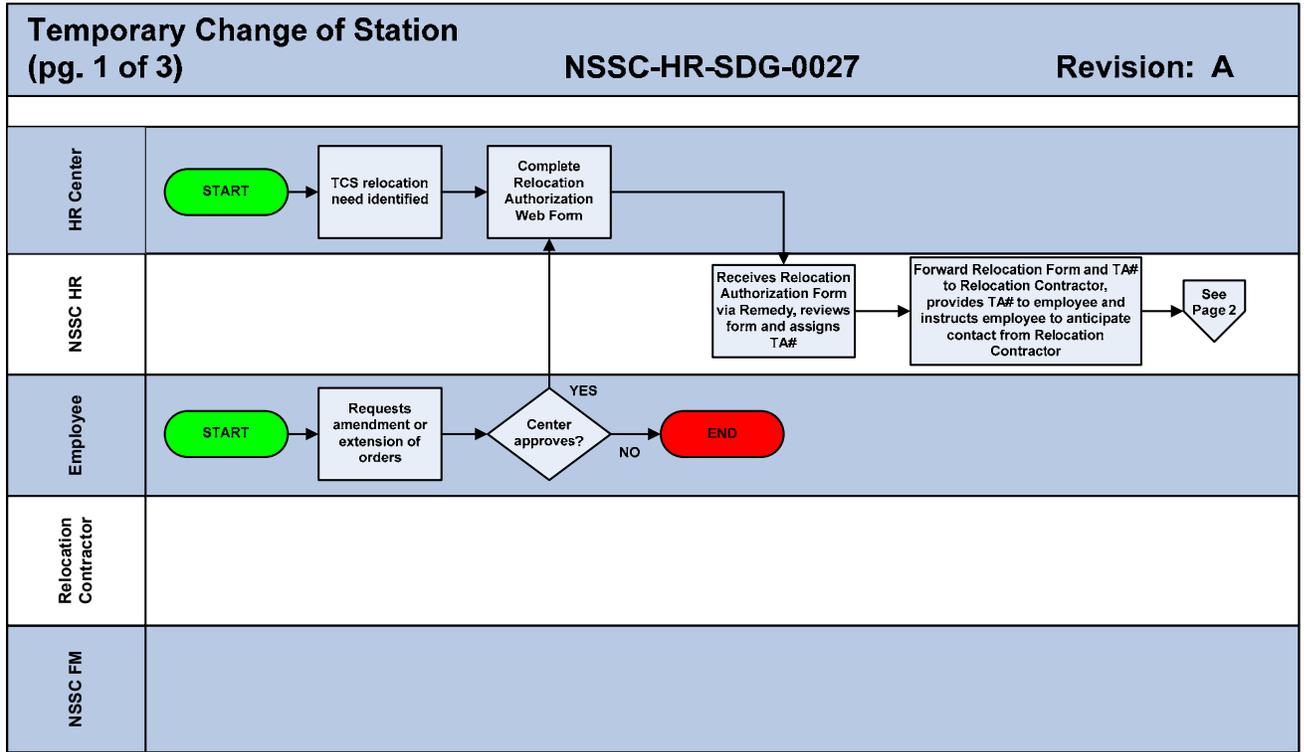
New Systems

Generic System Title	Business Requirements for System	Access Requirements	IT System Interfaces
Adobe Professional	Distribute signed orders	Internal NSSC Customers	Local Desktop Access
Client Connect	PCS/TCS Reporting System	Internal and External NSSC Customers	Web Access

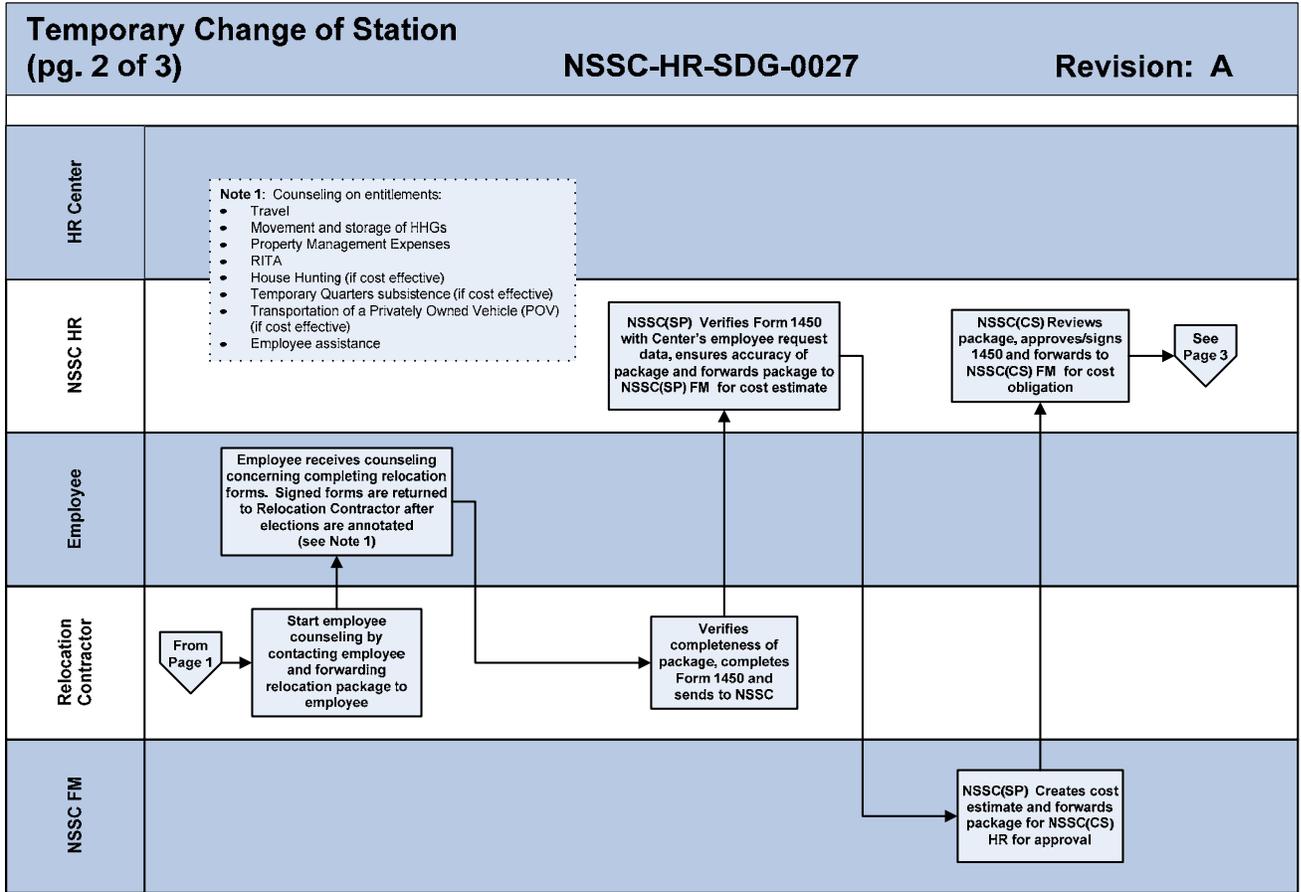
Customer Contact Center Strategy

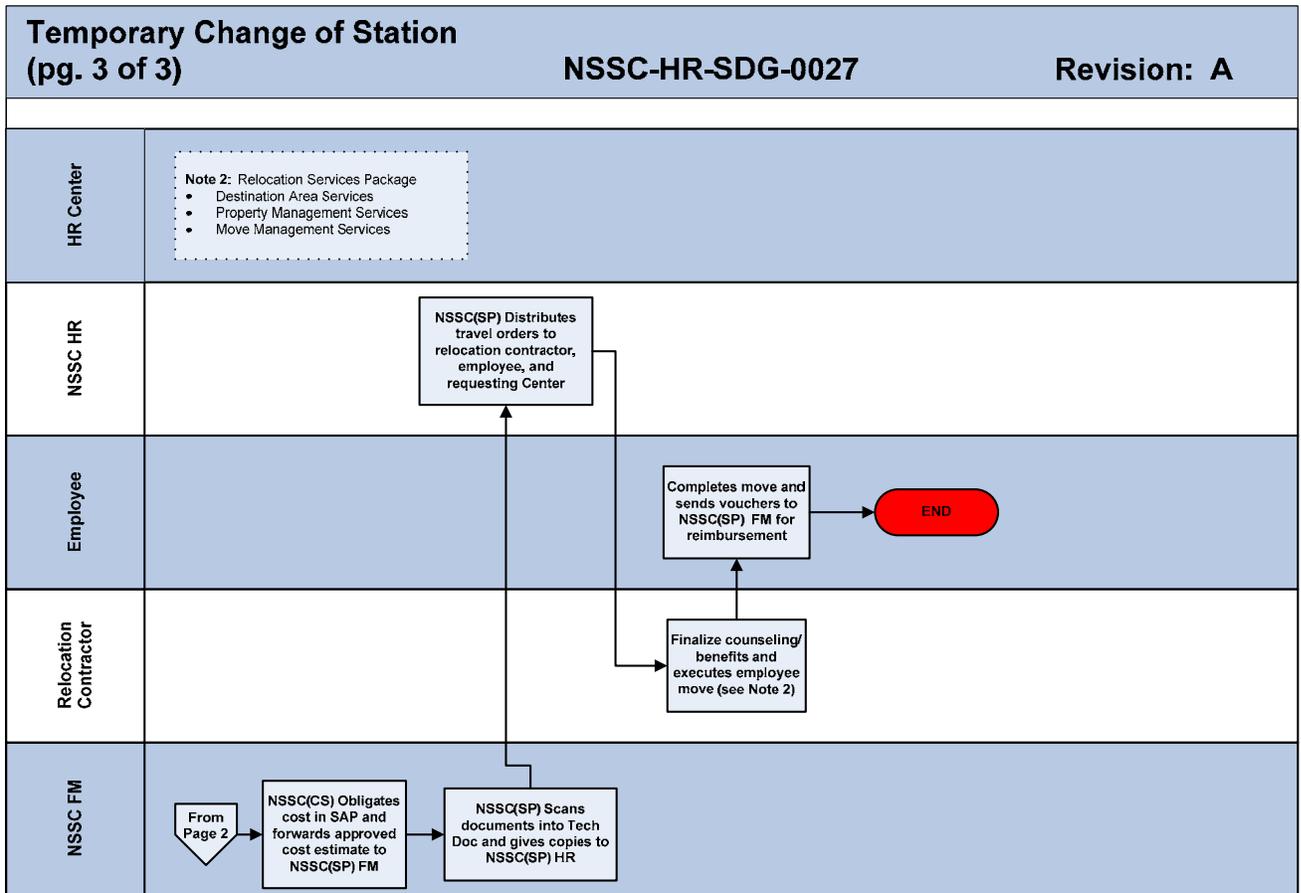
The NSSC Customer Contact Center Service Delivery Guide provides details regarding menu positioning, routing, and escalation of inquiries for this activity.

Cross Functional Flowchart



PRINTED DOCUMENTS MAY BE OBSOLETE; VALIDATE PRIOR TO USE.





Appendix A – Creating a Purchase Request

Detailed job aids and step-by-step instructions for creating purchase requisitions can be found on the IEM On-line Quick Reference Guide (OLQR) webpage at <http://olqr-cf.ifmp.nasa.gov>. After accessing the OLQR webpage, select "Purchasing" > "Initiate Purchase Requisition" > "ME51N – Create Purchase Requisition" to review the step-by-step instructions and associated screen shots.

Data unique to the NSSC Relocation Services Delivery Order that must be entered into the "Header Text" and "Item Overview" is provided below.

The screenshot shows the SAP Purchase Requisition system interface. A yellow callout box at the top right contains the following text:

Delivery Order: NNX06AA21D "Cartus Corporation"
Incremental funding for relocation services for (Enter Center Name)
NSSC Tech POC: Steve Futch (228) 813-6240
NSSC CO: Michael Sweigart (228) 813-6342
Center Tech POC: (Enter Name & Phone No.)
Center Resource Analyst: (Enter Name & Phone No.)

Below this, a table lists item details:

St...	Item A	I	Matl group	Short text	Quantity	Unit	C	Delivery date	Agreement	Item	Created by
	1	P	D		1	JOB	D				

Two yellow callout boxes point to the 'Matl group' and 'Short text' columns in the table:

- Material Group: V3 "Other Transportation Travel & Relocation Services"
- Short Text: Relocation Services for (Enter Center Name)

At the bottom, another yellow callout box points to the 'PGr' column in the 'Item Overview' table:

PGroup: *XA
*=wildcard for Center Identifier

em	Created by	Requisnr.	Tracking...	Plant	Stor. loc.	Purchasing org.	PGr	Estimated total value
							*XA	

National Aeronautics and Space Administration

NASA Shared Services Center

Building 5100

Stennis Space Center, MS 39529-6000

www.nssc.nasa.gov

www.nasa.gov

PRINTED DOCUMENTS MAY BE OBSOLETE; VALIDATE PRIOR TO USE.