

National Aeronautics and
Space Administration
NASA Shared Services Center

Stennis Space Center, MS
39529-6000
www.nssc.nasa.gov

NASA Shared Services Center Service Delivery Guide

NSSDG-3800-0004 Revision 3.0

Effective Date: September 7, 2021
Expiration Date: September 7, 2024

Unemployment Compensation Program

Responsible Office: Human Resources Services Division

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Approved by

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NSSC HR Director, Office of the Chief Human Capital Officer

Date

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Document History Log

Status (Basic/Revision/ Cancelled)	Document Version	Effective Date	Description of Change
Basic	1.0	October 1, 2014	Basic release
Revision	2.0	July 18, 2018	<ul style="list-style-type: none"> Updated Effective and Expiration Dates. Updated format and style per new template. Added Alt Text to tables and flowcharts. Changed Approver from Ken Newton to Amy Alexander. Updated Document History Log format, including the date style in the Effective Date column. Added Appeals and Hearings to Section 3.0 Applicability/Scope to correspond with document content. Clarified Process 1 steps and details. Combined Process 1, Steps 3 and 4. Added SESA and CaseBuilder tips and notes to Process 1, Step 4. Added NASA Exchange claimant information to Process 1, Step 7 Action. Deleted Process 1, Step 9. Added the case closure of initial claim to Process 1, Step 10 Output. Added Process 1, new Steps 14 and 15.

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Status (Basic/Revision/ Cancelled)	Document Version	Effective Date	Description of Change
			<ul style="list-style-type: none"> Replaced Process 1, Steps 16 and 17 with new Process 4, Appeals, and Process 5, Hearings. Process 2, Steps 1 and 2 Output updated. Combined Process 2, Steps 3 and 4, and updated the new Step 4. Added Process 3, Unemployment Compensation Process for Cost Reimbursement steps. Added Process 4, Unemployment Compensation Process for Agency Appeals. Added Process 5, Unemployment Compensation Process for Hearings. In Metrics section, updated Performance Standard. In System Components section, deleted Information Technology Service Management (Remedy) and NR Web Portal; added CaseBuilder and ServiceNow. Updated Customer Contact Center Strategy section with new standard verbiage. Added Appendix B, Work Process Flow Diagrams and all cross functional flowcharts.

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Status (Basic/Revision/ Cancelled)	Document Version	Effective Date	Description of Change
Revision	3.0	September 7, 2021	<ul style="list-style-type: none"> • General: Changed references from Office of Human Capital Management (OHCM) to Office of the Chief Human Capital Officer (OCHCO) • Process 1: Clarified steps. Updated process flowcharts. • Process 2: Clarified steps. Updated process flowcharts. • Process 3: Clarified steps, including separating process steps, adding Steps 5 and 6. Updated process flowcharts. • Process 4: Clarified steps. Updated process flowcharts. • Process 5: Clarified steps. Updated process flowcharts. • Appendix A, Acronym List: Updated. • Appendix B, Work Process Flow Diagrams: Updated.

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Overview

1.0 Background

The National Aeronautics and Space Administration (NASA) Shared Services Center (NSSC) is responsible for providing general administrative, advisory and transactional support for unemployment compensation. The NSSC will handle the administration of benefits in accordance with all applicable Federal and NASA regulations to provide the customer with timely and accurate unemployment benefit information.

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 our administrative approach to support unemployment compensation 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

This guide outlines the following five processes.

1. Unemployment Compensation Process for Separation
2. Unemployment Compensation Process for Furlough
3. Unemployment Compensation Process for Cost Reimbursement
4. Unemployment Compensation Process for Agency Appeals
5. Unemployment Compensation Process for Hearings

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

Not Applicable

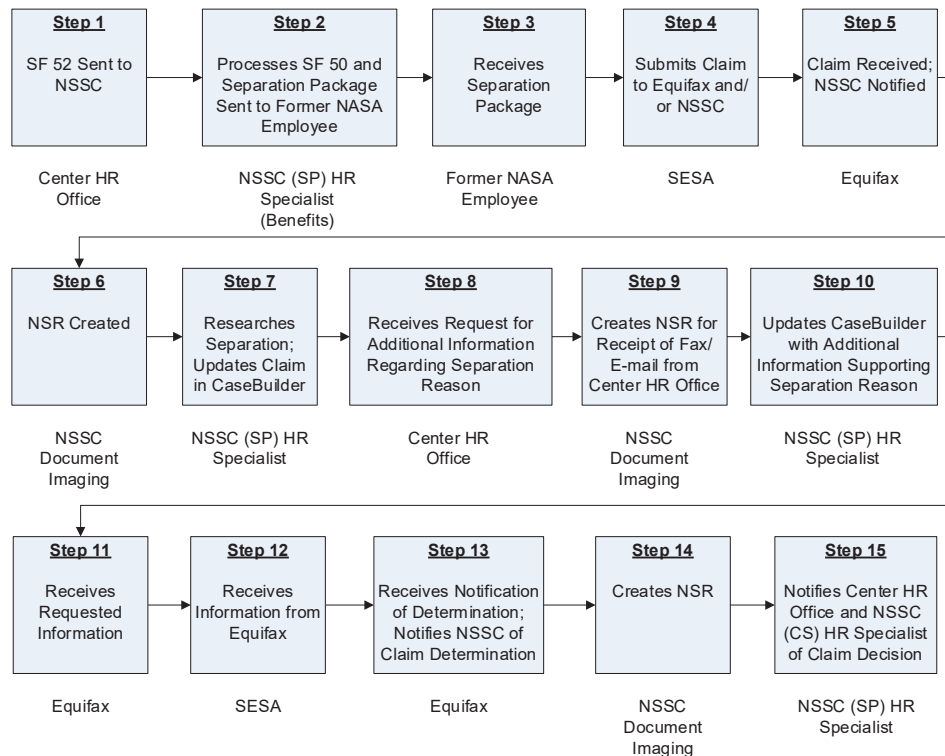
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6.0 Cancellation/Supersession of Previous Documents

This document supersedes NSSDG-3800-0004, NSSC Unemployment Compensation Program Service Delivery Guide, Revision 1.0.

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Process 1 – Unemployment Compensation Process for Separation



Step Roles and Responsibilities	Process for Separation Action	Tips/Notes
Step 1 Center HR Office SF 52 Sent to NSSC	Center Human Resources (HR) Specialist initiates separation Standard Form (SF) 52, Request for Personnel Action, for the NASA employee and forwards to NSSC (SP) Personnel Action Processing (PAP) team for execution. Output: SF 52 processed and sent to NSSC	The NSSC (SP) PAP team notifies the NSSC (SP) Benefits team of separation.

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Step Roles and Responsibilities	Process for Separation Action	Tips/Notes
<u>Step 2</u> NSSC (SP) HR Specialist (Benefits) Processes SF 50 and Separation Package Sent to Former NASA Employee	Processes SF 50, Notification of Personnel Action, and separation package; prepares/mails to the former NASA employee. Output: SF 50 processed and separation package mailed to the former NASA employee	The separation package includes the SF 50 and the SF 8, Unemployment Compensation Notice.
<u>Step 3</u> Former NASA Employee Receives Separation Package	Receives and reviews separation package. Decides to file an unemployment compensation claim and submits SF 8 to the State Employment Security Agency (SESA). Output: Separation package received; submits SF 8 to SESA	If employee requires further assistance, employee will call the NSSC Customer Contact Center (CCC) at 1-877-677-2123 or visit the NSSC Web site at www.nssc.nasa.gov .

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Step Roles and Responsibilities	Process for Separation Action	Tips/Notes
<u>Step 4</u> SESA Submits Claim to Equifax and/or NSSC	SESA reviews the claim and submits the request for employment verification to Equifax and/or directly to NSSC. If received at NSSC, skip to Step 6. Output: Claim is submitted to Equifax for employment verification	SESA either approves or denies claim or requests additional information from Equifax. If SESA requests a fact finding hearing, see Process 5, Unemployment Compensation Process for Hearings. If NSSC receives a claim from SESA outside of CaseBuilder, the Equifax Point of Contact (POC) is notified and the claim may be entered in CaseBuilder by Equifax. If not entered by Equifax, NSSC shall provide response directly to SESA.
<u>Step 5</u> Equifax Claim Received; NSSC Notified	Equifax receives the claim from SESA. NSSC is notified of the new claim via a system-generated e-mail from CaseBuilder. Output: Claim received by Equifax and NSSC is notified	

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Step Roles and Responsibilities	Process for Separation Action	Tips/Notes
<u>Step 6</u> NSSC Document Imaging NSR Created	NSSC Document Imaging receives e-mail, creates NSSC Service Request (NSR) and assigns to NSSC (SP) HR Specialist. Output: NSR Assigned to NSSC (SP) HR Specialist	
<u>Step 7</u> NSSC (SP) HR Specialist Researches Separation; Updates Claim in CaseBuilder	Researches start date, job title, separation date, and reason for separation by accessing the former employee's electronic Official Personnel Folder (eOPF) and/or Federal Personnel/Payroll System (FPPS) records. Equifax questions are forwarded to Center POC for response and supporting documentation. If claimant is a NASA Exchange employee, the NASA Exchange POC is contacted for information regarding separation. Information requested should include previous six quarters of wage data. Output: Separation reason updated in CaseBuilder	If claimant is a Pathways intern, Pathways Agreement should be requested.

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Step Roles and Responsibilities	Process for Separation Action	Tips/Notes
<u>Step 8</u> Center HR Office Receives Request for Additional Information Regarding Separation Reason	Receives request from the NSSC (SP) HR Specialist and provides additional information supporting separation reason to the NSSC. Output: Additional information provided	Examples of supporting documentation are, but not limited to, supervisory statements, reason for termination, resignation letters, proposed terminations, disciplinary actions, etc.
<u>Step 9</u> NSSC Document Imaging Creates NSR for Receipt of Fax/E-mail from Center HR Office	Receives fax or e-mail, creates NSR, and assigns to NSSC (SP) HR Specialist. Output: NSR forwarded to the NSSC (SP) HR Specialist	

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Step Roles and Responsibilities	Process for Separation Action	Tips/Notes
<u>Step 10</u> NSSC (SP) HR Specialist Updates CaseBuilder with Additional Information Supporting Separation Reason	Updates CaseBuilder with additional information and supporting documentation for separation reason. If claim or request for information was received outside of CaseBuilder, responses and documentation may be provided to SESA directly. Resolves additional documentation NSRs and attaches to initial claim for one case file. Output: Additional information provided to Equifax via CaseBuilder or directly to SESA	Input of information may generate additional questions in CaseBuilder. In this case, NSSC (SP) HR Specialist will have to route additional questions back to the Center POC for response before moving forward.
<u>Step 11</u> Equifax Receives Requested Information	Receives requested information and forwards to SESA. Output: Requested information provided to SESA	
<u>Step 12</u> SESA Receives Information from Equifax	Receives information from Equifax and makes determination. Output: Equifax notified of determination	

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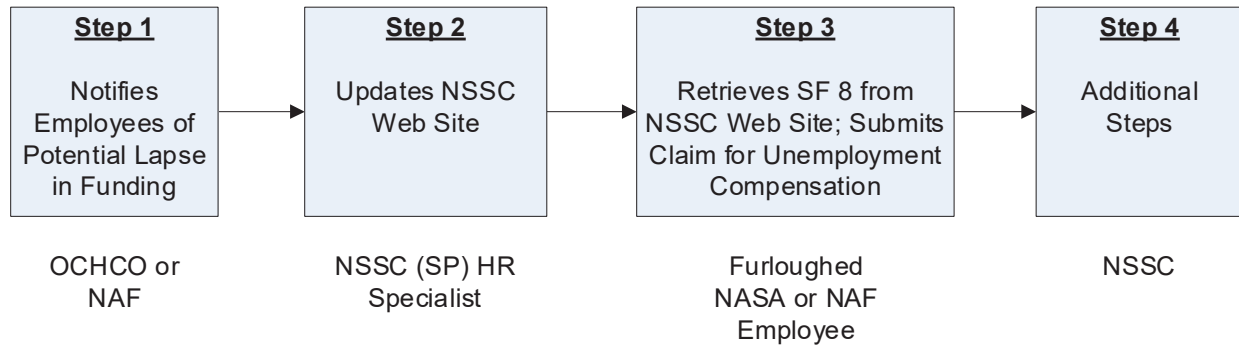
Step Roles and Responsibilities	Process for Separation Action	Tips/Notes
<u>Step 13</u> Equifax Receives Notification of Determination; Notifies NSSC of Claim Determination	Receives notification of determination from SESA and claim in CaseBuilder is updated. Sends e-mail notification and adds alert in CaseBuilder of a claim determination. Output: Claim in CaseBuilder is updated; NSSC Notified of claim determination	Reviews performed quarterly for benefit charges if no determination has been received. Quarterly reviews for payments should continue for up to four quarters to check for determination/payment of benefits.
<u>Step 14</u> NSSC Document Imaging Creates NSR	Receives e-mail, creates NSR, and assigns to NSSC (SP) HR Specialist. Output: NSR assigned to the NSSC (SP) HR Specialist	

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Step Roles and Responsibilities	Process for Separation Action	Tips/Notes
<p><u>Step 15</u></p> <p>NSSC (SP) HR Specialist</p> <p>Notifies Center HR Office and NSSC (CS) HR Specialist of Claim Decision</p>	<p>Reviews claim decision in CaseBuilder.</p> <p>If no decision is received via CaseBuilder, benefit charges paid should be considered a decision and the Center HR Office POC notified.</p> <p>Notifies Center HR Office and NSSC (CS) HR Specialist of decision, and closes NSR if appeal is not filed.</p> <p>Output: Center HR Office and NSSC (CS) HR Specialist notified of claim decision and case is closed</p>	<p>If claim is approved and an appeal will be filed, see Process 4, Unemployment Compensation Process for Agency Appeals.</p> <p>Cases will remain open for review until all charges are paid and cease. Once payment ceases, Case will remain open for one quarter to review for residual payment.</p>

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Process 2 – Unemployment Compensation Process for Furlough



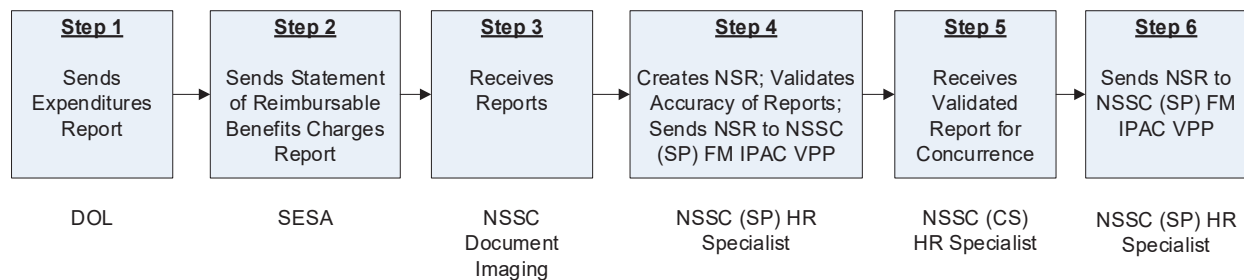
Step Roles and Responsibilities	Process for Furlough Action	Tips/Notes
Step 1 OCHCO or NAF Notifies Employees of Potential Lapse in Funding	Office of the Chief Human Capital Officer (OCHCO) or Nonappropriated Fund (NAF) instrumentalities notifies employees of potential lapse in funding. Output: Employees notified of potential lapse in funding	
Step 2 NSSC (SP) HR Specialist Updates NSSC Web Site	The NSSC (SP) HR Specialist ensures NSSC Web site is updated. Output: The NSSC Web site is updated	

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Step Roles and Responsibilities	Process for Furlough Action	Tips/Notes
<u>Step 3</u> Furloughed NASA or NAF Employee Retrieves SF 8 from NSSC Web Site; Submits Claim for Unemployment Compensation	If furloughed, the NASA or NAF employee decides to file for unemployment compensation, the employee will retrieve SF 8, Unemployment Compensation Notice, from the NSSC Web site and submit it to SESA. Output: Furlough information reviewed and Unemployment Compensation claim submitted	If the employee requires further assistance, employee will call the NSSC CCC at 1-877-677-2123 or visit the NSSC Web site at www.nssc.nasa.gov .
<u>Step 4</u> NSSC Additional Steps	Go to Process 1, Step 4, Submits Claim to Equifax, through Step 15, Notifies Center HR Office and NSSC (CS) HR Specialist of Decision. Output: Claim submitted	NSSC (CS) HR Specialist may provide standardized Agency responses for use during a furlough event with the potential for a large volume of claims.

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Process 3 – Unemployment Compensation Process for Cost Reimbursement



Step Roles and Responsibilities	Process for Cost Reimbursement Action	Tips/Notes
<u>Step 1</u> DOL Sends Expenditures Report	Department of Labor (DOL) sends notification of Expenditures Report to the NSSC. Output: Expenditures Report received	
<u>Step 2</u> SESA Sends Statement of Reimbursable Benefits Charges Report	Sends Statement of Reimbursable Benefits Charges Report to Equifax and/or the NSSC. Output: Statement of Reimbursable Benefits Charges Report sent	Benefits Charge Reports received by Equifax from SESA can be found on the Period Charge Report in CaseBuilder.
<u>Step 3</u> NSSC Document Imaging Receives Reports	NSSC Document Imaging receives e-mail, creates NSR, and assigns to NSSC (SP) HR Specialist. Output: NSR forwarded to NSSC (SP) HR Specialist	

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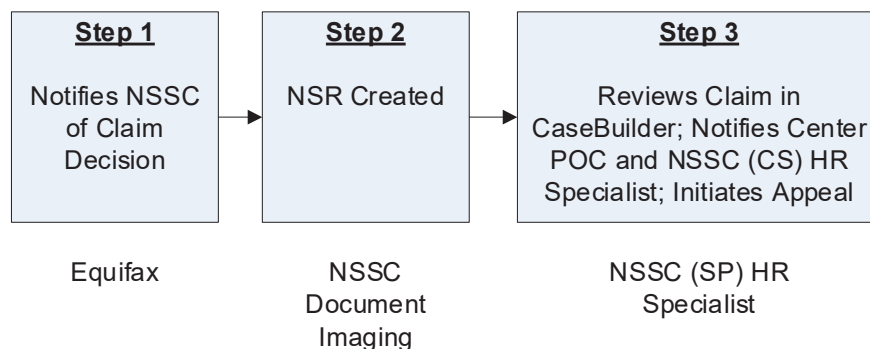
Step Roles and Responsibilities	Process for Cost Reimbursement Action	Tips/Notes
<p><u>Step 4</u></p> <p>NSSC (SP) HR Specialist</p> <p>Creates NSR; Validates Accuracy of Reports; Sends NSR to NSSC (SP) FM IPAC VPP</p>	<p>Downloads Period Charge Report from CaseBuilder with reports sent by SESA directly to Equifax and adds to NSR with other reports received.</p> <p>Validates the accuracy of the Statement of Expenditures and Statement of Reimbursable Reports.</p> <p>If no discrepancies are identified, an NSR is assigned to NSSC (CS) HR Specialist for concurrence.</p> <p>If discrepancies are identified, before assigning the NSR to the NSSC (CS) HR Specialist, the NSSC (SP) HR Specialist contacts the Equifax POC. If no resolution is made by Equifax, NSSC (SP) HR contacts DOL/SESA Coordinator regarding the discrepancies.</p> <p>Output: SESA reports are validated and NSR assigned to NSSC (CS) HR Specialist for concurrence.</p>	<p>For each reporting period, the reports are validated to ensure the credits from a previous reporting period, if applicable, were applied.</p> <p>Contact appropriate Agency if Statement of Reimbursable or Expenditure Report is not received.</p>

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Step Roles and Responsibilities	Process for Cost Reimbursement Action	Tips/Notes
<u>Step 5</u> NSSC (CS) HR Specialist Receives Validated Report for Concurrence	Receives validated report with any discrepancies identified and elevated to SESA. Reviews report for concurrence and sends notification of concurrence to NSSC (SP) HR Specialist. Output: Concurrence sent and NSR assigned to NSSC (SP) HR Specialist	
<u>Step 6</u> NSSC (SP) HR Specialist Sends NSR to NSSC (SP) FM IPAC VPP	Concurrence received from NSSC (CS) HR Specialist. Assigns an NSR to NSSC (SP) Financial Management (FM) Intra-governmental Payment and Collection (IPAC) Vendor Payment Processor (VPP) for payment processing. Output: SESA reports are validated and NSR assigned to NSSC (FM) IPAC VPP for payment Processing	

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Process 4 – Unemployment Compensation Process for Agency Appeals



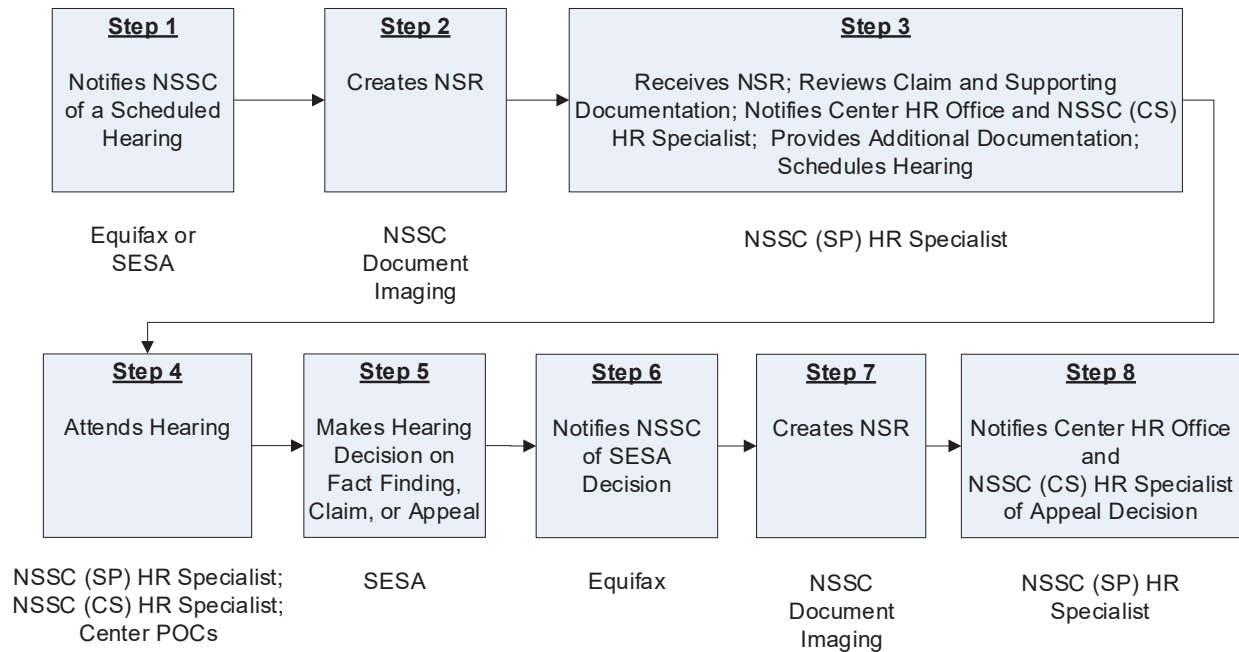
Step Roles and Responsibilities	Process for Appeals Action	Tips/Notes
<u>Step 1</u> Equifax Notifies NSSC of Claim Decision	Sends e-mail notification and adds alert in CaseBuilder of a claim decision. Output: NSSC notified of claim decision	
<u>Step 2</u> NSSC Document Imaging NSR Created	Receives e-mail, creates NSR, and assigns to NSSC (SP) HR Specialist. Output: NSR assigned to the NSSC (SP) HR Specialist	

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Step Roles and Responsibilities	Process for Appeals Action	Tips/Notes
<p><u>Step 3</u></p> <p>NSSC (SP) HR Specialist</p> <p>Reviews Claim in CaseBuilder; Notifies Center POC and NSSC (CS) HR Specialist; Initiates Appeal</p>	<p>If an unfavorable claim decision is received, the Center POC and NSSC (CS) are notified with copy of the decision to determine if an appeal will be filed. If an appeal is not required, declines appeal in CaseBuilder. If an appeal is required, initiates in CaseBuilder or via other SESA methods (i.e., telephone or e-mail).</p> <p>When the hearing notice is received from Equifax, refer to Process 5, Unemployment Compensation Process for Hearings.</p> <p>Output: Appeal initiated</p>	<p>If additional supporting documentation is necessary to determine if an appeal is required, the Center HR Office is contacted.</p>

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Process 5 – Unemployment Compensation Process for Hearings



Step Roles and Responsibilities	Process for Hearings Action	Tips/Notes
Step 1 Equifax or SESA Notifies NSSC of a Scheduled Hearing	Sends hearing notice or calls regarding a fact-finding hearing. Equifax adds alert in CaseBuilder of a scheduled hearing. Output: NSSC notified of scheduled hearing	This process may include fact-finding hearings. A hearing notice may be received for an Agency appeal of a claim approval or an appeal from a former employee due to a denied claim.

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Step Roles and Responsibilities	Process for Hearings Action	Tips/Notes
<u>Step 2</u> NSSC Document Imaging Creates NSR	Receives mail or e-mail, creates NSR, and assigns to NSSC (SP) HR Specialist. Output: NSR Assigned to the NSSC (SP) HR Specialist	

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Step Roles and Responsibilities	Process for Hearings Action	Tips/Notes
<p><u>Step 3</u></p> <p>NSSC (SP) HR Specialist</p> <p>Receives NSR; Reviews Claim and Supporting Documentation; Notifies Center HR Office and NSSC (CS) HR Specialist; Provides Additional Documentation; Schedules Hearing</p>	<p>Reviews hearing request and supporting documentation to ensure no additional information will be needed, and reviews hearing attendance instructions which may require online or phone registration.</p> <p>Notifies the Center HR Office and NSSC (CS) HR Specialist of scheduled hearing and provides a copy of the hearing packet. Requests Center HR Office POC identify witnesses that will attend and testify during the hearing.</p> <p>Provides additional documentation to the hearing representative, if requested.</p> <p>Sends a meeting request to the Center HR Office POCs and NSSC (CS) HR Specialist to schedule the hearing on their calendars. The meeting request will include a copy of the hearing packet either from the Agency or from SESA if received, hearing guide and the call instructions for the hearing.</p> <p>Output: Hearing notice received and scheduled</p>	<p>If any additional information is needed to support the appeal, the Center HR Office is contacted.</p> <p>The Center HR Office may request a former supervisor, attorney, or other witness attend the hearing.</p>

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Step Roles and Responsibilities	Process for Hearings Action	Tips/Notes
<u>Step 4</u> NSSC (SP) HR Specialist NSSC (CS) HR Specialist Center POCs Attends Hearing	Attends the hearing per the instructions from SESA. Updates NSR with hearing summary and attendee list. Output: Hearing is attended by NASA personnel; provides additional information to SESA as requested during the hearing	Center POCs are the primary witnesses. NSSC (CS) HR Specialist provides secondary support to the appeal during questioning. NSSC (SP) HR Specialist attendance is optional.
<u>Step 5</u> SESA Makes Hearing Decision on Fact Finding, Claim, or Appeal	Makes hearing decision on fact-finding, claim, or appeal and notifies Equifax. Output: Decision made and Equifax notified	SESA may send hearing decision directly to NSSC.
<u>Step 6</u> Equifax Notifies NSSC of SESA Decision	Sends e-mail notification and adds alert in CaseBuilder of an appeal decision. Output: NSSC notified of SESA decision	
<u>Step 7</u> NSSC Document Imaging Creates NSR	Receives mail or e-mail, creates NSR, and assigns to NSSC (SP) HR Specialist. Output: NSR Assigned to the NSSC (SP) HR Specialist	

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Step Roles and Responsibilities	Process for Hearings Action	Tips/Notes
<p><u>Step 8</u></p> <p>NSSC (SP) HR Specialist</p> <p>Notifies Center HR Office and NSSC (CS) HR Specialist of Appeal Decision</p>	<p>Reviews hearing or appeal decision in CaseBuilder.</p> <p>Notifies and provides copy of hearing or appeal decision to Center HR Office and NSSC (CS) HR Specialist. Closes NSR if no further appeals are required. If additional appeal is required, return to Step 3.</p> <p>Output: Center HR Office and NSSC (CS) HR Specialist notified of hearing or appeal decision and case is closed if no further appeals are required.</p>	

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Metrics

Initiating Entity	Deliverable	Receiving Entity	Performance Standard
NSSC	Appeal Information	Equifax	Prior to SESA due date.

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System Components

Existing Systems

Existing IT System Title	IT System Description	Access Requirements	IT System Interfaces
Federal Personnel/Payroll System (FPPS)	Processing system for payroll and personnel actions	User Role	Web access; data warehouse
Electronic Official Personnel Folder (eOPF) System	Paperless Official Personnel Folder (OPF)	User Role	FPPS
TechDoc	Electronic library and document management system	User Role	Web
ServiceNow	NSSC Work Tracking System	User Role	TechDoc
CaseBuilder	Equifax Case Tracking System	User Role	N/A

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

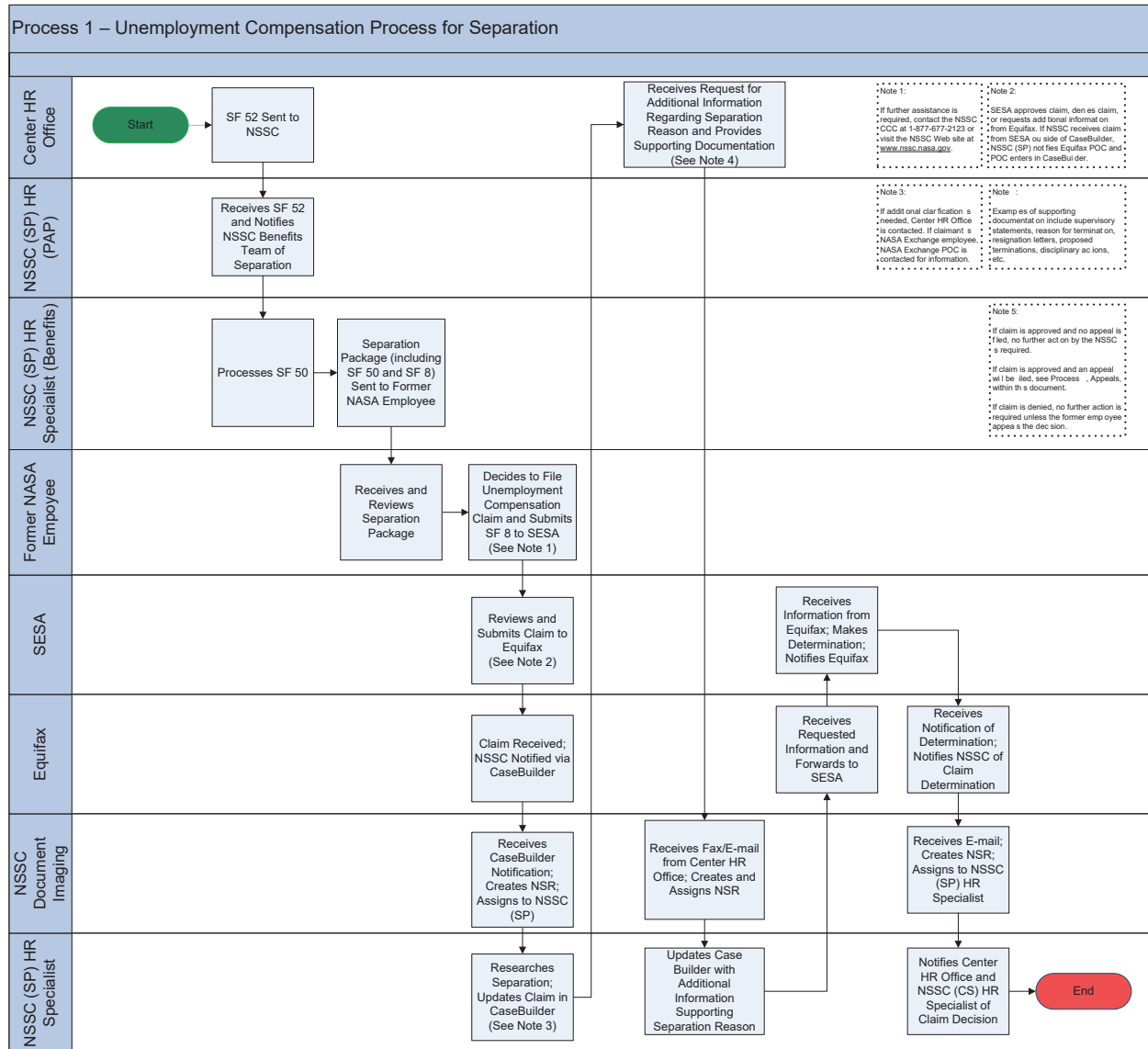
Acronym	Meaning
CCC	Customer Contact Center
CS	Civil Servant
DOL	Department of Labor
eOPF	electronic Official Personnel Folder
FM	Financial Management
FPPS	Federal Personnel/Payroll System
HR	Human Resources
IPAC	Intra-governmental Payment and Collection
IT	Information Technology
NAF	Nonappropriated Fund
NASA	National Aeronautics and Space Administration
NSR	NSSC Service Request
NSSC	NASA Shared Services Center
OCHCO	Office of the Chief Human Capital Officer
OHCM	Office of Human Capital Management
OPF	Official Personnel Folder
PAP	Personnel Action Processing
POC	Point of Contact
SESA	State Employment Security Agency

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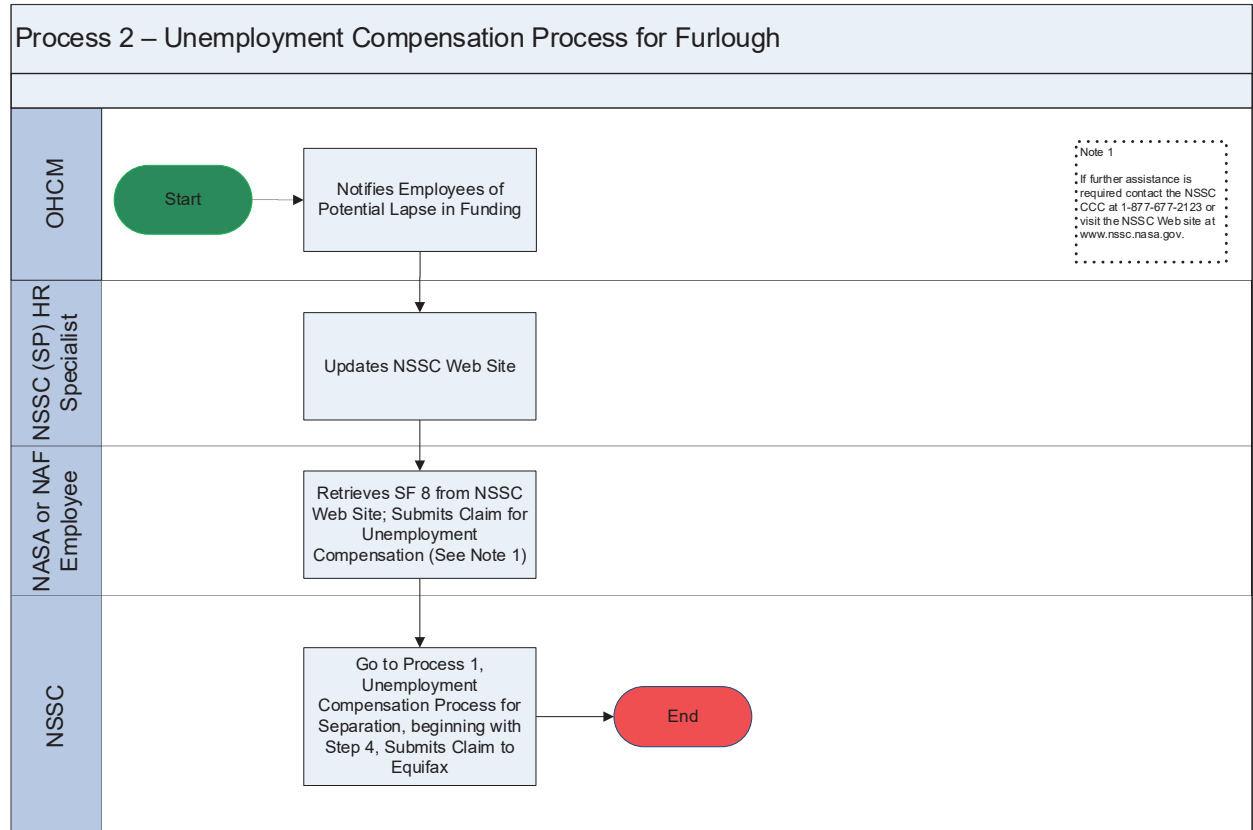
Acronym	Meaning
SF	Standard Form
SP	Service Provider (Contractor)
VPP	Vendor Payment Processor

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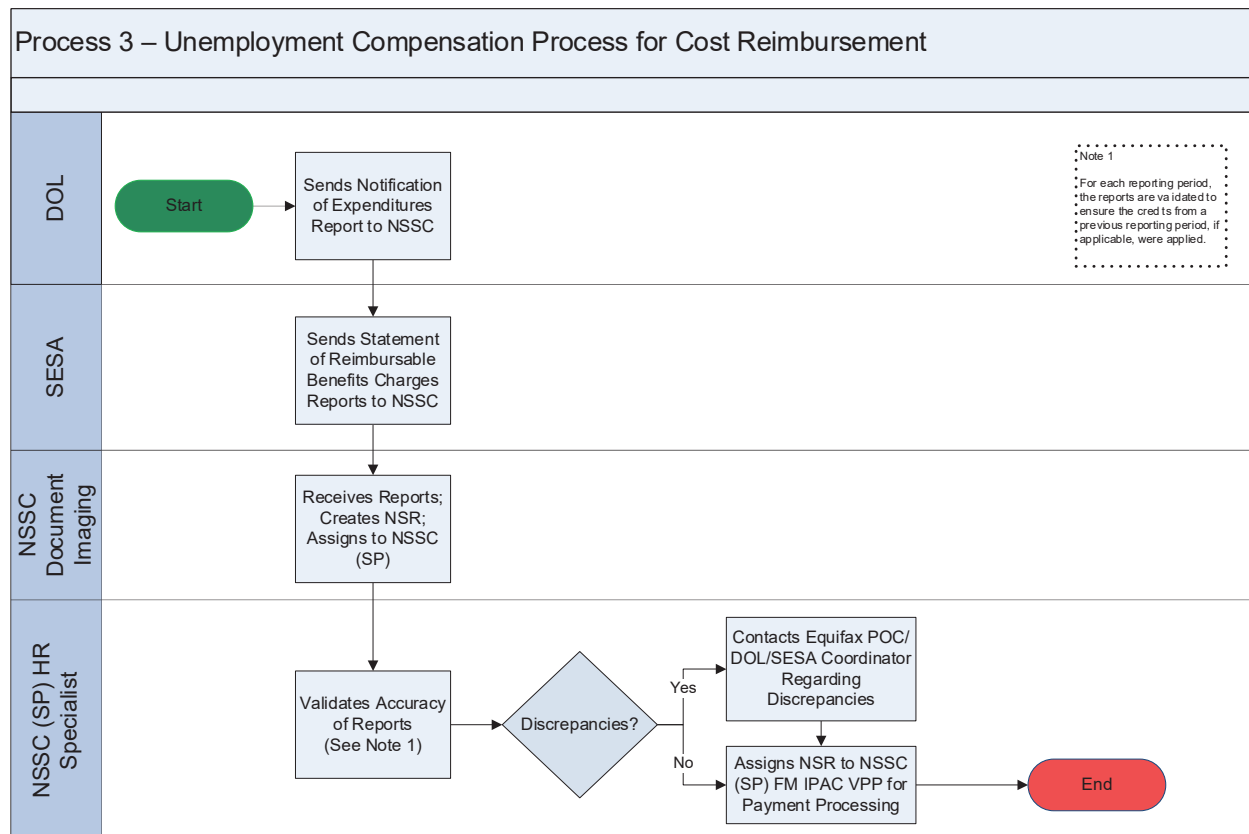
Appendix B – Work Process Flow Diagrams



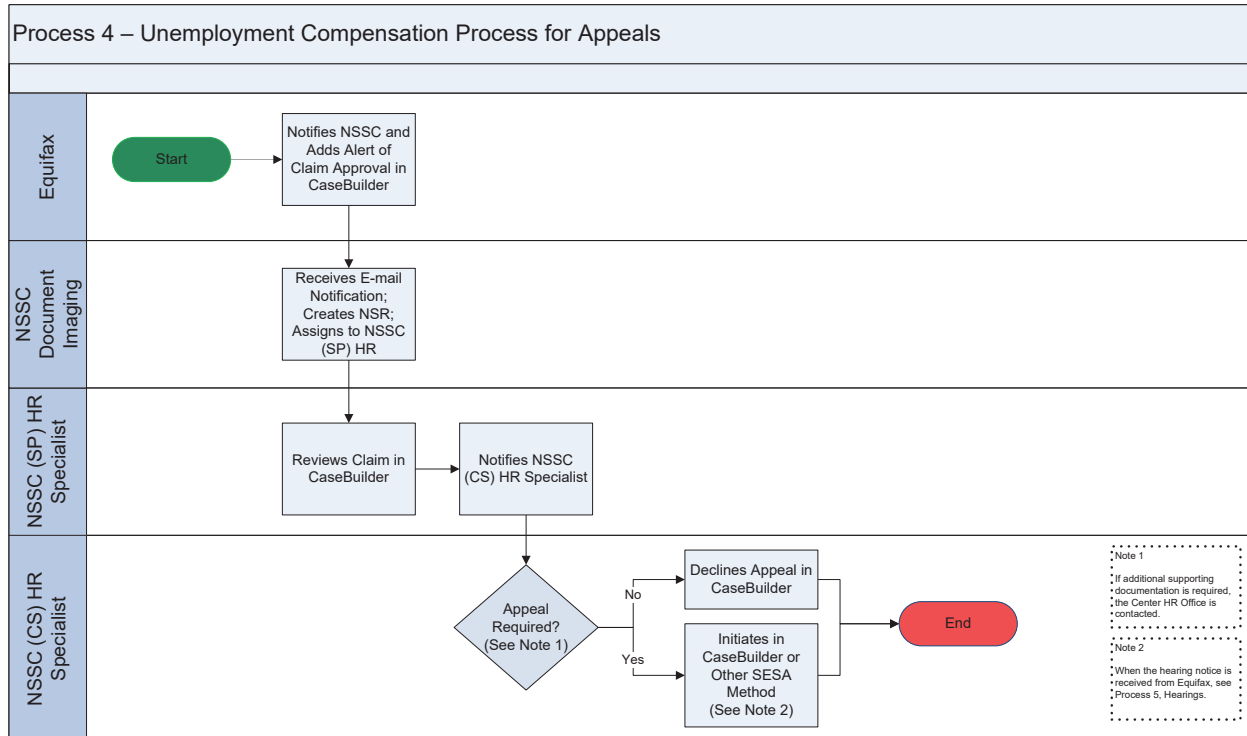
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