

National Aeronautics and  
Space Administration  
**NASA Shared Services Center**

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[www.nssc.nasa.gov](http://www.nssc.nasa.gov)

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

**NSSDG-3296-0001      Revision 5.0**

**Effective Date:**      **March 30, 2022**  
**Expiration Date:**    **March 30, 2025**

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# **Personnel Action Request**

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**Responsible Office: Human Resources Services Division**

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## Approved by

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## Document History Log

Status (Basic/Revision/ Canceled)	Document Version	Effective Date	Description of Change
Basic		December 10, 2007	Basic Release
Revision	2.0	January 14, 2010	<ul style="list-style-type: none"> <li>Submission timeline clarified</li> <li>Process Summary: eOPF change notification sent by e-mail to employee</li> <li>Process 1: <ul style="list-style-type: none"> <li>Return to Duty added as Center-initiated Action</li> <li>Modified supporting documentation requirements</li> <li>Added separation actions</li> </ul> </li> <li>Added adverse actions, awards, incentives/bonuses, details, termination of details, change to lower grades and position changes. Removed change actions.</li> <li>All quality checks are performed if appropriate</li> <li>Process 2: <ul style="list-style-type: none"> <li>Name change request forwarded to Benefits team</li> <li>Process 2a: Use of Data Element Spreadsheet requirements provided</li> <li>Remedy process to create audit trail.</li> <li>Added cancellations, pay adjustments and COLA actions.</li> <li>Step 1: Changed to "Notification of Change"</li> </ul> </li> <li>Process 4: <ul style="list-style-type: none"> <li>Change to lower grade, and awards as System-Generated Actions</li> <li>Added pay adjustments</li> </ul> </li> </ul>

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			<ul style="list-style-type: none"> <li>○ Step 2: Modified spreadsheet requirements</li> <li>○ Step 5: Deleted request to initiate change request ticket</li> <li>• Process 5: <ul style="list-style-type: none"> <li>○ Step 2: Use of data element spreadsheet provided</li> </ul> </li> <li>• Metrics: Submission deadline clarification.</li> <li>• System Components: <ul style="list-style-type: none"> <li>○ Clarified WTTS description and interfaces</li> <li>○ Added Government Retirement &amp; Benefits (GRB) Assist software as Existing System</li> <li>○ Added EODS as a new system</li> </ul> </li> <li>• Cross Functional Flowcharts: <ul style="list-style-type: none"> <li>○ Updated to reflect all changes</li> </ul> </li> <li>• Appendix A: Updated chart</li> <li>• Appendix D: New Chart</li> <li>• Appendix E: Updated Chart <ul style="list-style-type: none"> <li>○ Updated Process 3, 4, &amp; 5 flowcharts</li> </ul> </li> </ul>
Revision	3.0	July 1, 2014	<ul style="list-style-type: none"> <li>• Updated Introduction to remove except Office of Inspector General employees.</li> <li>• Updated Submission timeline with further clarification.</li> <li>• Updated Process 1 for Center Initiated Actions to include Reinstatements, Senior Executive Schedule, Pathways Program, Student Loan Repayment, and Consultants/Experts Actions. Removed Return to Duty Actions</li> <li>• Step 1: Added Human Resources Portal</li> <li>• Replaced FEDEX with special delivery</li> <li>• Added additional details about the FPPS notes field.</li> </ul>

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			<ul style="list-style-type: none"> <li>• Included a statement in Tips/Notes to review the Request for Personnel Action Submission Guide.</li> <li>• Included the supporting documentation requested for Reinstatements and Re-employed Annuitants.</li> <li>• Included a statement to contact NSSC if documents are uploaded after Entry on Duty</li> <li>• Revised Recruitment bonus process.</li> <li>• Included a statement in Tips/Notes for veteran preference and probationary period.</li> <li>• Added additional documentation to include the SF-144A, DD-214 and SF-15.</li> <li>• Step 2: Added a warning about incomplete actions in Tips/Notes.</li> <li>• Added Leave Without Pay, Extension and Absence US Actions Process</li> <li>• Change Request replaced with NASA Shared Services Center Service Request (NSR).</li> <li>• Added information about College Transcripts/Letter from University in Tips/Notes.</li> <li>• Added Student Loan Repayment Process.</li> <li>• Added Consultants/Experts Process.</li> <li>• Added information about submitting the Resignation Letter in Tips/Notes.</li> <li>• Added a statement about incomplete actions.</li> </ul>
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			<ul style="list-style-type: none"> <li>• Updated Process 2 flowchart to include all actions initiated as Step 2 process.</li> <li>• Modified Change Actions.</li> <li>• Included Cost of Living Allowance, Recruitment Bonus, Extension of Leave Without Pay and Early Return to Duty Action as NSSC Initiated Actions.</li> <li>• Step 2: Included all actions initiated by NSSC in the process and remove the addition steps to initiate other type of actions.</li> <li>• Clarified the type of Service Computation Date NSSC calculates.</li> <li>• Clarify the Veteran Preference Information.</li> <li>• Added Change in Data Element to ENCG/PNCG</li> <li>• Step 2c: Added the Cost of Living Adjustment, Recruitment Bonus, Extension of Leave Without Pay and Early Return to Duty Process.</li> <li>• Process 3:</li> <li>• Step 1: Added a statement about wet signature documents</li> <li>• Change Request replaced with NASA Shared Services Center Service Request (NSR)</li> <li>• Process 4:</li> <li>• Updated the flowchart to remove the initiation process in Step 2 since these are System Generated actions.</li> <li>• Added Termination of Temporary Appointments and Annual Change in Service Computation Date Action to the System Generated Action List.</li> </ul>
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			<ul style="list-style-type: none"> <li>• Added a statement in Tips/Notes to clarify which Centers receives probationary notices.</li> <li>• Added a statement in Tips/Notes that NSSC will contact Center if additional information is required for system generated actions.</li> <li>• Change Request replaced with NASA Shared Services Center Service Request (NSR).</li> <li>• Process 5:</li> <li>• Step 2: Added a statement to insert the date of Memo</li> <li>• Updated the Detail Nature of Action Code to 930 and added Termination of Details</li> <li>• Step 3: Revised to clarify when termination of detail will be process based on realignments.</li> <li>• Clarified in Tips/Notes when other actions should be submitted in conjunction with Realignments. Revised Metrics to clarify the submission deadline and added a statement in reference to Center/Agency-wide changes.</li> <li>• System Components:</li> <li>• Added Human Resources Portlet.</li> <li>• Added an Acronym List as Appendix B.</li> <li>• Appendix B Personnel Action Processing Responsibilities Table revised to Appendix C.</li> <li>• Updated Appendix C: Removed 940 from Center LGAP.</li> <li>• Removed old Nature of Action Codes for Details (919 ad 920).</li> <li>• Updated the Termination of Detail under Center.</li> <li>• Remove Recruitment Bonus, Extension of Leave Without Pay</li> </ul>
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			<p>and Return to Duty Actions from Center LGAP and placed under NSSC.</p> <ul style="list-style-type: none"> <li>• Added Nature of Actions 916- Change in Ethnicity and Race, Installation Honor Award (SPPR Only) and Change in Education Action under NSSC LGAP.</li> <li>• Added Space Act Award, NASA Honor Award and Installation Honor Award under Center LGAP.</li> <li>• Appendix C Position Description Cover Sheet revised to Appendix D.</li> <li>• Appendix D Human Resources Cover Sheet revised to Appendix E.</li> <li>• Appendix E RLUP Authority Matrix revised to Appendix F.</li> <li>• Change the RLUP authority for Appointments to NSSC-SP Document originated under NSSC-HR-SDG-0036. Renumbered on 05/08/12 to NSSDG-3296-001 to align with SDNS numbering system adopted in March 2010.</li> </ul>
Revision	4.0	August 1, 2017	<ul style="list-style-type: none"> <li>• Updated document format.</li> <li>• Updated Document History Log format, including the date style in the Effective Date column.</li> <li>• Moved the Acronym List to Appendix A and the Work Process Flow Diagrams to Appendix B per the new format.</li> <li>• Under the Submission timeline updated the submission dates.</li> <li>• Added a comment to review the submission schedule.</li> <li>• Added a link to the submission schedule.</li> </ul>



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			<ul style="list-style-type: none"> <li>• Added a remark for retroactive actions and Senior Management approval.</li> <li>• Under Process Summary, added basic requirements to code and LGAP actions.</li> <li>• In the note section changed trac to TRAC feature in FPPS.</li> <li>• Under Center-Initiated Actions added Phased Retirement and Opt Out of Phased Retirement actions.</li> <li>• In the tips/notes area of Process 1 added table and rule number and pay setting information in the list of Basic Requirements.</li> <li>• Included enhanced leave in the FPPS notes.</li> <li>• Included a statement to review the Request for Personnel Action (RPA) Submission Guide.</li> <li>• Included a note that data entered in WTTS or ePDS is not required to be entered again in the SF-52 of FPPS unless there is a discrepancy with the data.</li> <li>• Updated NSSC street address from C Road to Jerry Hlass Road.</li> <li>• Added the Veteran Administrative Letter for 10 point preference claims.</li> <li>• Added additional information in the tips/notes for SES appointments and conversions.</li> <li>• Included the word encryption under the LWOP Absent Uniformed Services Actions for military orders.</li> <li>• Added the information needed for Phased Retirement Action.</li> <li>• Added Phased Retirement Agreement in tips/notes.</li> </ul>
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			<ul style="list-style-type: none"> <li>• Added the information needed for Opt Out of Phased Retirement Action.</li> <li>• Added Phased Retirement Application in tips/notes.</li> <li>• Updated Appendix C to add Phased Retirement Nature of Action codes.</li> <li>• Under NSSC-Initiated Actions replaced reference to Remedy with ServiceNow in the tips/notes section.</li> <li>• Added a comment that NSSC will contact Center for confirmation on pay setting for grade and pay retention actions.</li> <li>• Modified the tips/notes for requesting the annuity statement.</li> <li>• Under NSSC-Expedited Actions Process added the definition of expedited actions.</li> <li>• Under the Realignment/Reorganization Actions Process, added a comment under the tips/notes to notify NSSC in advance.</li> <li>• Added a link to the NSSC HRAPAP webpage to access Realignments/Reorganization Spreadsheet.</li> <li>• Under metrics added internal NSSC requests from functional areas and the timeline to complete the request.</li> <li>• Under the Customer Contact Center Strategy updated the link to the NSSC Customer Contact Center Service Delivery Guide.</li> <li>• Added the Phased Employment/Retirement Action to the Center LGAP.</li> </ul>
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			<ul style="list-style-type: none"> <li>Added the Opt Out of Phased Retirement Action to the Center LGAP.</li> <li>Added the Change in Education Action to the NSSC LGAP.</li> <li>Updated the ePDS Coversheet.</li> </ul>
Revision	5.0	March 30, 2022	<ul style="list-style-type: none"> <li>All areas of this document have been reviewed and updated in conjunction with the merger of HRA and PAP into the PAR Team.</li> </ul>

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## Overview

### 1.0 Background

Personnel Action Request (PAR) covers transactional Human Resources (HR) activities that are necessary to appoint, promote, separate, record, and maintain personnel changes for National Aeronautics and Space Administration (NASA) employees. The NASA Shared Services Center (NSSC) Service Provider (SP) shall support HR transaction processing and related records to produce updated:

- Executive Service (ES) data.
- Official Personnel Folder (OPF) data.
- Standard Form (SF) 50, Notification of Personnel Action.
- Non-OPF data (e.g., data not recorded on SF 50, Group Action Request Lists (GARLs), and awards documentation).

### 2.0 Purpose

This guide provides roles, responsibilities, and high-level processes related to the NSSC PAR activity. NSSC (SP) personnel shall follow the Office of Personnel Management (OPM) regulations and Department of the Interior (DOI) and NASA guidance, policies, and procedures for personnel data input and output processing. Sources for these data processes include but are not limited to: SF 52, Request for Personnel Action (RPA); SF 50, Notification of Personnel Action; NASA employee information (e.g., Employee Express (EEX), Electronic Official Personnel Folder (eOPF)). The work will be performed using the Federal Personnel and Payroll System (FPPS), USA Staffing (USAS), Electronic Position Description System (ePDS), ServiceNow, and the Executive and Schedule C System (ESCS).

**Note:** Record keeping processes, including scanning and filing of required documents into the eOPF, are covered in the eOPF Service Delivery Guide (SDG).

### 3.0 Applicability/Scope

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

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#### 4.0 Privacy Information

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

#### 5.0 Records

PAR supporting documentation that is received during the employee/applicant's in-processing is included in the HR Master Records Index (MRI).

#### 6.0 Cancellation/Supersession of Previous Documents

This document supersedes NSSDG-3296-0001, Personnel Action Processing Service Delivery Guide, Revision 4.0.

#### 7.0 Submission Deadline

Processes have been coordinated with the NSSC Staffing Services Branch and the Office of the Chief Human Capital Officer (OCHCO). After review of the Agency action processing workload, OCHCO has determined that a 1-week lead-time for actions to be submitted to the NSSC is sufficient. Therefore, RPAs and supporting documentation will be submitted to the NSSC no later than the Close of Business (COB) 4 Fridays prior to the beginning of the pay period in which the action is effective. Actions submitted outside the submission timeframes may not be processed until the following pay period if there is no coordination with NSSC. NSSC may renegotiate the effective date when actions are submitted outside the submission timeframe. The Submission Schedule is available on the PAR webpage. Please review the Submission Schedule at the following link: [PAR Submission Schedule](#).

#### 8.0 Process Summary

The following is an overview of the processes as a whole:

- a. The Servicing HR Office identifies the need for an RPA for an employee and submits a Human Resources Service Delivery (HRSD) request to the NSSC.

**Note:** The approval workflow in HRSD must be completed prior to the request becoming ready to work by the NSSC. The approval workflow can be bypassed only if the HR Point of Contact is authorized to approve the request.

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- b. The NSSC receives the approved RPA, retrieves the supporting documentation as applicable, and reviews this information for completeness and accuracy. NSSC initiates and codes the personnel action to complete processing requirements, following the Guide to Processing Personnel Actions (GPPA) and NASA regulations and policies.
- c. The personnel action is reviewed for quality and completeness, legally approved, and the NSSC PAR team releases the personnel action for FPPS processing. This step is called Release for Update (RLUP). Refer to Appendix C, Personnel Action Request Responsibilities Table.
- d. The SF 50, Notification of Personnel Action, is electronically filed in the eOPF, and any required documentation according to OPM's Guide for Recordkeeping.

**Note:** Employees are notified by an e-mail of a new SF 50 placed in their eOPF. They can review SF 50 actions at any time by accessing their eOPF.

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## Process 1 – Request for Personnel Action (RPA) Process

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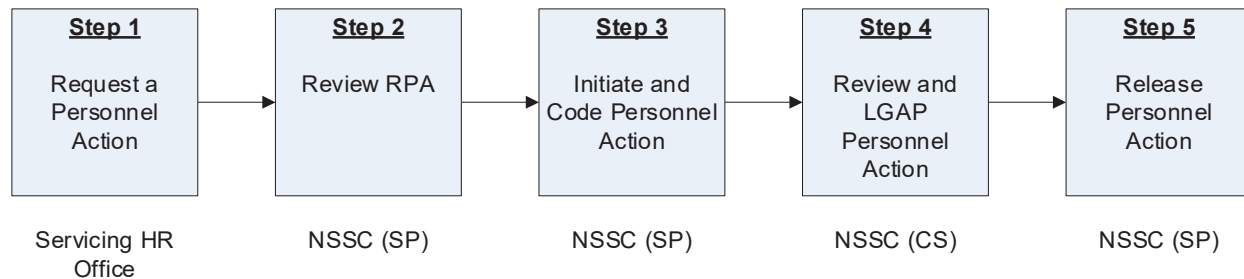
Personnel actions requested by Servicing HR Offices include the following:

- Appointments
- Conversions
- Transfers
- Reinstatements
- Consultants/Experts
- Cancellations
- Corrections
- Change Actions (Refer to Process 2, Change Actions Process.)
- Leave Without Pay (LWOP)
- Extensions
- Early Return to Duty
- Cost-of-Living Adjustment (COLA)
- LWOP Absent Uniformed Services
- Senior Executive Services (SES)
- Promotions
- Reassignments
- Pathways Program
- Adverse Actions
- Manual Awards (Those not generated through NASA Automated Awards System (NAAS))
- Separations
- Phased Retirement Extension
- Opt Out of Phased Retirement
- Other Actions



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The Roles and Responsibilities table includes the process for all of these and indicates special steps for specific actions, as needed. For the detailed flowcharts related to this process, refer to Appendix B, Work Process Flow Diagrams.



Step Roles and Responsibilities	Request for Personnel Action (RPA) Process Action	Tips/Notes
<b>Step 1</b>  <b>Servicing HR Office</b>  Request a Personnel Action	<p>Submits a request for a personnel action in HRSD. When the request completes the approval workflow, it becomes ready for the NSSC PAR team to work.</p> <p>Send any required supporting documentation to the NSSC by attaching the documents to the HRSD Service Request, if it does not contain PII or by sending it by an encrypted e-mail to <a href="mailto:nssc@mail.nasa.gov">nssc@mail.nasa.gov</a> or fax to 1-866-779-6772.</p> <p><b>Output:</b> An approved SF 52 with required backup information for processing submitted to NSSC</p>	<p>The RPA Submission Guide and the HRSD RPA service requests provide details for required supporting documentation for specific personnel actions.</p> <p>Requests from the NSSC Staffing Services Branch are initiated in HRSD to the NSSC PAR team.</p> <p>All PAR for new hire appointments, transfers, and reinstatements will be initiated through HRSD to the NSSC PAR team.</p> <p>Supporting documentation from the NSSC Staffing Services Branch may be</p>

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Step Roles and Responsibilities	Request for Personnel Action (RPA) Process Action	Tips/Notes
		<p>attached to the USAS case Documents tab.</p> <p>The NSSC will submit the Pick-up 50 to the losing agency after processing for those employees who transfer from another Federal agency.</p>
<u><b>Step 2</b></u>  <b>NSSC (SP)</b>  Review RPA	<p>Reviews RPA to ensure all required information and supporting documentation has been provided to the NSSC or available in USAS and HRSD.</p> <p>If missing information is discovered, the NSSC PAR team notifies the requestor.</p> <p><b>Output:</b> RPA reviewed</p>	
<u><b>Step 3</b></u>  <b>NSSC (SP)</b>  Initiate and Code Personnel Action	<p>Inputs all pertinent data elements in FPPS to complete the personnel action and forwards to the NSSC Civil Servant (CS) for legal approval, if required.</p> <p><b>Output:</b> Personnel Action initiated and coded</p>	<p>Personnel actions that do not require legal approval by NSSC (CS) are released in FPPS by NSSC (SP).</p>

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Step Roles and Responsibilities	Request for Personnel Action (RPA) Process Action	Tips/Notes
<u><b>Step 4</b></u>  <b>NSSC (CS)</b>  Review and LGAP Personnel Action	Reviews the personnel action for accuracy and completeness, legally approves and returns to NSSC (SP) for release or NSSC (CS) releases if applicable.  <b>Output:</b> Personnel Action reviewed and approved	NSSC monitors changes in OPM, FPPS guidelines, regulations, and Agency policies that impact processing.  NSSC CS releases SES and Adverse Actions. Please review RLUP Authority Matrix for more information.
<u><b>Step 5</b></u>  <b>NSSC (SP)</b>  Release Personnel Action	Releases the personnel action in FPPS  <b>Output:</b> RPA completed	The SF 50 and required documentation are indexed in the eOPF. The eOPF system generates an e- mail notification to the employee of the change in the eOPF.

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## Process 2 – Change Actions Process

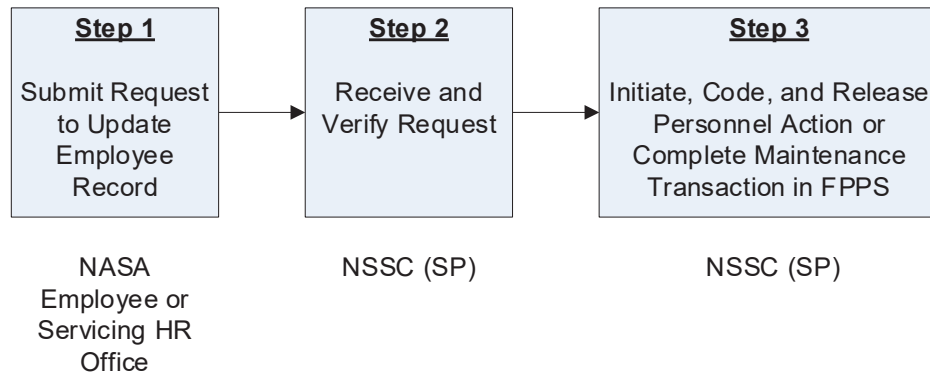
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NSSC SP will initiate a personnel action or process a maintenance transaction also known as an Employee Change (ENCG) (i.e., Non-SF 50 data change) or Position Change (PNCG) (i.e., position information change) upon the submission of the following change actions.

- Data Element
- Duty Station
- Ethnicity
- Hours
- Name
- Org Code
- Org Code Description
- Position Number
- Service Computation Date (SCD) for Leave
- Supervisor Status
- Veterans Preference
- Work Schedule

The Roles and Responsibilities table includes this process. For the detailed flowcharts related to this process, refer to Appendix B, Work Process Flow Diagrams.

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Step Roles and Responsibilities	Change Actions Process Action	Tips/Notes
<b><u>Step 1</u></b>  <b>NASA Employee or Servicing HR Office</b>  Submit Request to Update Employee Record	Submits a change action request to update an employee record in HRSD or employee e-mails a request to the NSSC Customer Contact Center.  <b>Output:</b> Request to update employee's record submitted	Most change actions will be processed with an SF 50.  For updates to employee records within FPPS that do not require an SF 50 (e.g., education level, performance rating, drug testing, financial statement, cybersecurity codes), a maintenance transaction or ENCG/PNCG is processed in FPPS.  Multiple employees may be submitted through the mass request in HRSD. Refer to Process 5, Mass Actions Process.

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Step Roles and Responsibilities	Change Actions Process Action	Tips/Notes
<u><b>Step 2</b></u> <b>NSSC (SP)</b>  Receive and Verify Request	Verifies data changes requests and supporting documentation.  <b>Output:</b> RPA submitted to NSSC	
<u><b>Step 3</b></u> <b>NSSC (SP)</b>  Initiate, Code, and Release Personnel Action or Complete Maintenance Transaction in FPPS	Inputs all pertinent data elements in FPPS to complete the personnel action or maintenance transaction.  <b>Output:</b> Personnel Action or maintenance transaction completed	The SF 50 and required documentation are indexed in the eOPF. The eOPF system generates an e-mail notification to the employee of the change in their eOPF.

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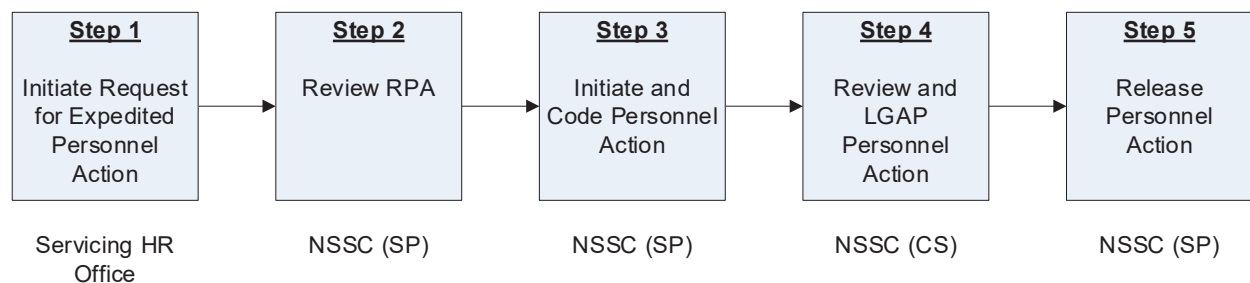
### Process 3 – Expedited Actions Process

Expedited Actions include the following:

- SES
- Adverse Actions
- Separations
- Cancellations
- Corrections
- Retroactive Actions
- Last Minute New Hires

The Roles and Responsibilities table includes the process for all of these and indicates special steps for specific actions, as needed. For the detailed flowchart related to this process, refer to Appendix B, Work Process Flow Diagrams.

Expedited actions are last minute actions that must be processed within the pay period submitted and that cannot be made effective at a later date. They are tracked as late actions by NSSC when submitted after the personnel action submission deadline. Any action that must be processed retroactively and is not listed as an exception should be accompanied by a note in the ServiceNow Request stating that the HR Director is aware of the retroactive action and approves it.



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Step Roles and Responsibilities	Expedited Actions Process Action	Tips/Notes
<b><u>Step 1</u></b>  <b>Servicing HR Office</b>  Initiate Request for Expedited Personnel Action	Submits RPA and notifies NSSC (SP) of the pending expedited action by e-mail to: <a href="mailto:nssc-contactcenter@mail.nasa.gov">nssc-contactcenter@mail.nasa.gov</a> with the subject line: Expedited Action Request.  <b>Output:</b> RPA received	
<b><u>Step 2</u></b>  <b>NSSC (SP)</b>  Review RPA	Reviews RPA to ensure all required information and supporting documentation has been provided to the NSSC or available in USAS or ServiceNow.  <b>Output:</b> RPA reviewed	
<b><u>Step 3</u></b>  <b>NSSC (SP)</b>  Initiate and Code Personnel Action	Inputs all pertinent data elements in FPPS to complete the personnel action and forwards to the NSSC (CS) for legal approval, if required.  <b>Output:</b> Action coded	NSSC (SP) validates if it is an Expedited Action based on the action type and the proposed effective date.



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Step Roles and Responsibilities	Expedited Actions Process Action	Tips/Notes
<u><b>Step 4</b></u> <b>NSSC (CS)</b> Review and LGAP Personnel Action	Reviews the personnel action for accuracy and completeness, legally approves, and returns to NSSC (SP) to release or NSSC (CS) releases if applicable.  <b>Output:</b> Personnel Action reviewed and approved	NSSC monitors changes in OPM, FPPS guidelines, regulations, and Agency policies that impact processing.  Action is Legally Approved (LGAP'd) and RLUP'd in accordance with Appendix C, Personnel Action Processing Responsibilities Table, and Appendix D, RLUP Authority Matrix.
<u><b>Step 5</b></u> <b>NSSC (SP)</b> Release Personnel Action	Releases the personnel action in FPPS.  <b>Output:</b> RPA completed	The SF 50 and required documentation are indexed in the eOPF. The eOPF system generates an e-mail notification to the employee of the change in their eOPF.

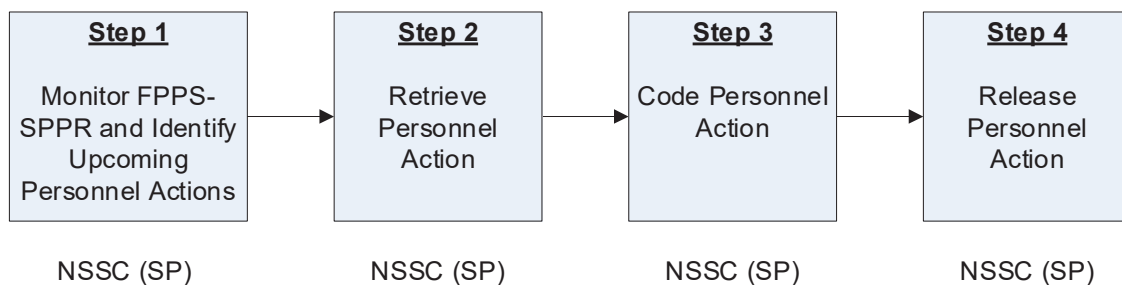
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## Process 4 – System-Generated Actions Process

System-generated Actions include the following:

- Within Range Increase (WRI)
- Tenure changes
- Return to Duty (RTD)
- Termination of Temporary Appointments
- Change in Lower Grade (CLG)
- Termination of Detail
- Awards (Only from Servicing Personnel Office Mass Prints Process (SPPR))
- Pay Adjustments (Only from SPPR)
- Change in SCD (Annually)

The Roles and Responsibilities table includes the process for all of these and indicates special steps for specific actions, as needed. For the detailed flowchart related to this process, refer to Appendix B, Work Process Flow Diagrams.



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Step Roles and Responsibilities	System-Generated Actions Process Action	Tips/Notes
<b><u>Step 1</u></b> <b>NSSC (SP)</b> Monitor FPPS-SPPR and Identify Upcoming Personnel Actions	Monitors FPPS SPPR and identifies actions generated for: WRIs, Terminations, RTDs, CLG, Awards, Change in SCD and Tenure Changes, and Pay Adjustments.  <b>Output:</b> FPPS SPPR monitored and upcoming personnel actions identified	
<b><u>Step 2</u></b> <b>NSSC (SP)</b> Retrieve Personnel Action	Retrieves personnel action and validates action.  <b>Output:</b> Personnel action retrieved and validated	<p>NSSC will contact the Servicing HR Office if additional information is required prior to processing action.</p> <p>For WRI, the WRI report is analyzed and validated.</p> <p>If the waiting period is not satisfied, the Date of Last Equivalent Increase is updated, and the Personnel Action is deleted from FPPS.</p> <p>Unless an RPA request for a denial of WRI is received in advance or an extension to a Not to Exceed personnel action, the SPPR generated personnel action will be processed.</p> <p>If a performance rating is required for a WRI, NSSC will contact the HR Office for assistance after reviewing the eOPF or Standard Performance</p>

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Step Roles and Responsibilities	System-Generated Actions Process Action	Tips/Notes
		Appraisal Communication Environment (SPACE) for the rating. If the rating is requested from the HR Office, a personnel action request to process a change in data element should be submitted in HRSD indicating the rating, effective date of rating and rating period end date.
<b><u>Step 3</u></b>  <b>NSSC (SP)</b>  Code Personnel Action	Codes the personnel action in FPPS.  <b>Output:</b> Personnel Action coded	
<b><u>Step 4</u></b>  <b>NSSC (SP)</b>  Release Personnel Action	Releases the personnel action in FPPS.  <b>Output:</b> Personnel Action completed	The SF 50 and required documentation are indexed in the eOPF. The eOPF system generates an e-mail notification to the employee of the change in their eOPF.

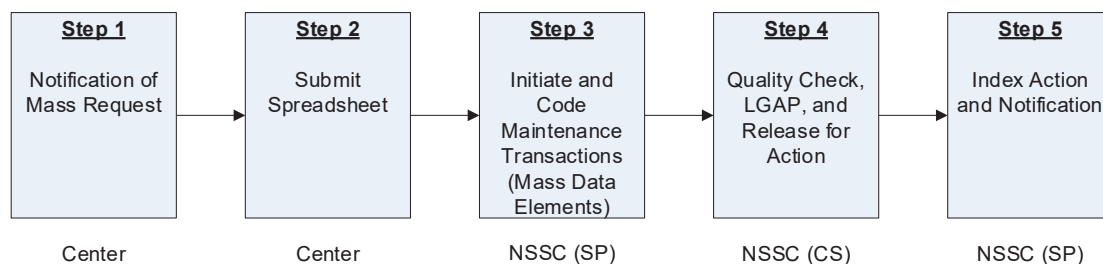
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## Process 5 – Mass Actions Process

Mass Actions include the following:

- Pay Adjustments
- Performance Ratings
- Data Element Changes
- Realignments/Reorganizations

The Roles and Responsibilities table includes the process for all Mass Actions and indicates special steps for specific actions, as needed. For the detailed flowchart related to this process, refer to Appendix B, Work Process Flow Diagrams.



Step Roles and Responsibilities	Mass Actions Process Action	Tips/Notes
<b><u>Step 1</u></b>  <b>Center</b>  Notification of Mass Request	Notifies the NSSC in advance of submitting a mass request spreadsheet. This will allow the PAR Team time to prepare for mass processing in advance of the effective pay period. The spreadsheet must be submitted to NSSC one pay period in advance of the effective date.  <b>Output:</b> Awareness of upcoming mass update	

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Step Roles and Responsibilities	Mass Actions Process Action	Tips/Notes
<b><u>Step 2</u></b>  <b>Center</b>  Submit Spreadsheet	<p>Submits the mass spreadsheet for the specific mass action request.</p> <p>Mass pay adjustments for multiple employees can be submitted in HRSD by attaching a spreadsheet listing the Center, effective date, organization code, employee name and pay increase.</p> <p>Mass performance ratings for multiple employees can be submitted through HRSD by attaching the Mass Performance Rating spreadsheet from SPACE.</p> <p>Centers should contact their Performance Management Lead to access SPACE to obtain the spreadsheet.</p> <p>The Mass Data Element Changes spreadsheet is available in HRSD under the Mass Data Element Change Request. Centers should attach the spreadsheet when submitting the mass request.</p> <p>The Mass Realignment/Reorganization spreadsheet is available in HRSD under the Realignment/Reorganization Request. The spreadsheet should be attached when the request is submitted to the NSSC.</p> <ul style="list-style-type: none"> <li>The spreadsheet will include:</li> </ul>	<p>Mass pay adjustments and performance ratings will be processed for the requested effective date if the requests are submitted according to the submission timeline. NSSC will make every effort to process the actions within the pay period the actions are effective. Centers will be notified if a mass request must be moved to the following pay period.</p> <p>Mass Realignments and Change in Data Element requests should be submitted one full pay period before the effective date.</p> <p>If the reorganization occurs and there is only a change in the title and no change occurs in the type of the employee's appointment, position, grade, or pay and the same authority is used for the action taken on each employee, a List Form of Notice may be used.</p> <p>Agency/Center must receive approval from the Agency Applications Office (AAO) to implement the Realignment</p>

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Step Roles and Responsibilities	Mass Actions Process Action	Tips/Notes
	<ul style="list-style-type: none"> <li>○ Total # of Impacted Employees</li> <li>○ Authority Description for Reorganization including date of approval</li> <li>○ List of Impacted Employees</li> <li>○ Position Description (PD) Numbers</li> <li>○ PD Edits Required</li> <li>○ Old and New Organization Codes</li> <li>○ Type of actions for the Reorg (Realignment Change in Org Code or Change in Org Description)</li> <li>○ Indicate in the notes if other actions are necessary to complete the Realignment (e.g., Promotions, Reassignments, and Termination of Details).</li> </ul> <p><b>Output:</b> Spreadsheet submitted</p>	<p>before submitting a request to the NSSC.</p> <p>Center will indicate whether PD edits are required on the spreadsheet. NSSC Classification team will update the PD prior to the processing of the realignment.</p> <p>NSSC terminates all Details for employees detailed to the org being realigned before the Realignment's effective date.</p> <p>NSSC will notify the Center and request new detail action once a realignment is complete.</p> <p>If the spreadsheet is not submitted on schedule, individual actions must be completed in FPPS and may be delayed.</p> <p>Reassignments, promotions, etc. that are affected in conjunction with the Realignment/Reorganization process should be sent to PAR one full pay period in advance to ensure quality control.</p>

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Step Roles and Responsibilities	Mass Actions Process Action	Tips/Notes
		Reassignments and promotion requests cannot be submitted as mass actions. The personnel action requests must be submitted under the Position Change Request option.
<u><b>Step 3</b></u>  <b>NSSC (SP)</b>  Initiate and Code Maintenance Transactions (Mass Data Elements)	Initiates and codes the action or update the personnel record in FPPS.  <b>Output:</b> Action coded in FPPS	
<u><b>Step 4</b></u>  <b>NSSC (SP)</b>  Quality Check, LGAP, and Release for Action	Reviews SF 52 coding and verifies all documentation received.  Updates are made, when necessary, prior to LGAP or release of maintenance transactions.  Action is LGAP'd and RLUP'd in accordance with RLUP Authority Matrix.  <b>Output:</b> Action Released or personnel record updated in FPPS	NSSC monitors changes in OPM, FPPS guidelines, regulations, and Agency policies that impact processing.  Maintenance transactions or ENCG/PNCG changes will not produce an SF 50 in FPPS.



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Step Roles and Responsibilities	Mass Actions Process Action	Tips/Notes
<b><u>Step 5</u></b> <b>NSSC (SP)</b> Index Action and Notification	Indexes and electronically files in eOPF the SF 50 and supporting documents (after RLUP).  <b>Output:</b> Action indexed and electronically filed in eOPF	eOPF generates electronic notification to employee of a change in the employee's eOPF.

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## Metrics

Initiating Entity	Deliverable	Receiving Entity	Performance Standard
Center HR Office/NSSC/AAO/ Employee	Processed personnel action (SF 50)  Non-SF 50 Maintenance transactions or ENCG/PNCG Changes	Employee: through eOPF and DOI: through FPPS	<p>97% of transactions are processed by NSSC accurately as defined by regulations and references.</p> <p>97% of personnel transactions that are received at the NSSC by the established deadline and as a complete package are processed within 5 business days from the effective date.</p> <p>The established submission deadline is defined as four Fridays prior to the first day of the pay period in which the action is effective, except for Realignment/Reorganization and Data Elements changes. Center/Agency-wide ENCG/PNCG changes will be negotiated on a case-by-case basis.</p>
Internal NSSC Functional Areas	Processed personnel action (SF 50)  Non-SF 50 Data Element	Employee: through eOPF and DOI: through FPPS	Two pay periods after submission of request to NSSC PAR Team.

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## System Components

### Existing Systems

Existing IT System Title	IT System Description	Access Requirements	IT System Interfaces
Federal Personnel and Payroll System (FPPS)	Processing system for payroll and personnel actions	User Role	Web access (or eGOV successor system), data warehouse, NAAS.
NASA Employee Orientation (NEO) Website	Location of New Hire forms for employees	User Role	
OPM's Electronic Official Personnel Folder (eOPF) System	Electronic version of the paper Official Personnel Folder (OPF) and a system for accessing the electronic folder online	User Role; System Administration Role	FPPS
Government Retirement & Benefits (GRB) Assist Software	Software to assist in SCD calculation	User Role	Secure server for GRB web-based calculation, retention, and retrieval
Entrance on Duty System (EODS)	Software to assist in the new hire process and maintains forms	User Role	Secure Server for retention and retrieval
ePDS	Electronic Position Description System	User Role	

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Existing IT System Title	IT System Description	Access Requirements	IT System Interfaces
HRSD Portal	Portal used to fill a vacant position	User Role	FPPS, ePDS, ServiceNow
ServiceNow	Workload Management System	User and User Support	ServiceNow

### New Systems

New IT System Title	IT System Description	Access Requirements	IT System Interfaces
USAS	USA Staffing	User Role	USA Jobs, HRSD

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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 is located at:  
[https://dm.nssc.nasa.gov/servlet/dm.web.Fetch?did=1926925&rev=\\$latest](https://dm.nssc.nasa.gov/servlet/dm.web.Fetch?did=1926925&rev=$latest).

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## Appendix A – Acronym List

Acronym	Meaning
AAO	Agency Applications Office
COB	Close of Business
CS	Civil Servant
CLG	Change in Lower Grade
COB	Close of Business
COLA	Cost of Living Adjustment
DOI	Department of Interior
EEX	Employee Express
ENCG	Employee Change
EODS	Entrance on Duty System
eOPF	Electronic Official Personnel Folder
ePDS	Electronic Position Description System
ES	Executive Service
ESCS	Executive and Schedule C System
FPPS	Federal Personnel and Payroll System
GARL	Group Action Request List
GPPA	Guide to Processing Personnel Actions
GRB	Government Retirement & Benefits
HR	Human Resources

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Acronym	Meaning
HRSD	Human Resources Service Delivery
LGAP	Legally Approved
LWOP	Leave Without Pay
MRI	Master Records Index
NAAS	NASA Automated Award System
NASA	National Aeronautics and Space Administration
NEO	New Employee Orientation
NOA	Nature of Action
NOAC	Nature of Action Code
NSSC	NASA Shared Services Center
NTE	Not to Exceed
OCHCO	Office of the Chief Human Capital Officer
OPF	Official Personnel Folder
OPM	Office of Personnel Management
PAR	Personnel Action Request
PD	Position Description
PNCG	Position Change
RIF	Reduction in Force
RLUP	Release for Update
RPA	Request for Personnel Action
RTD	Return to Duty

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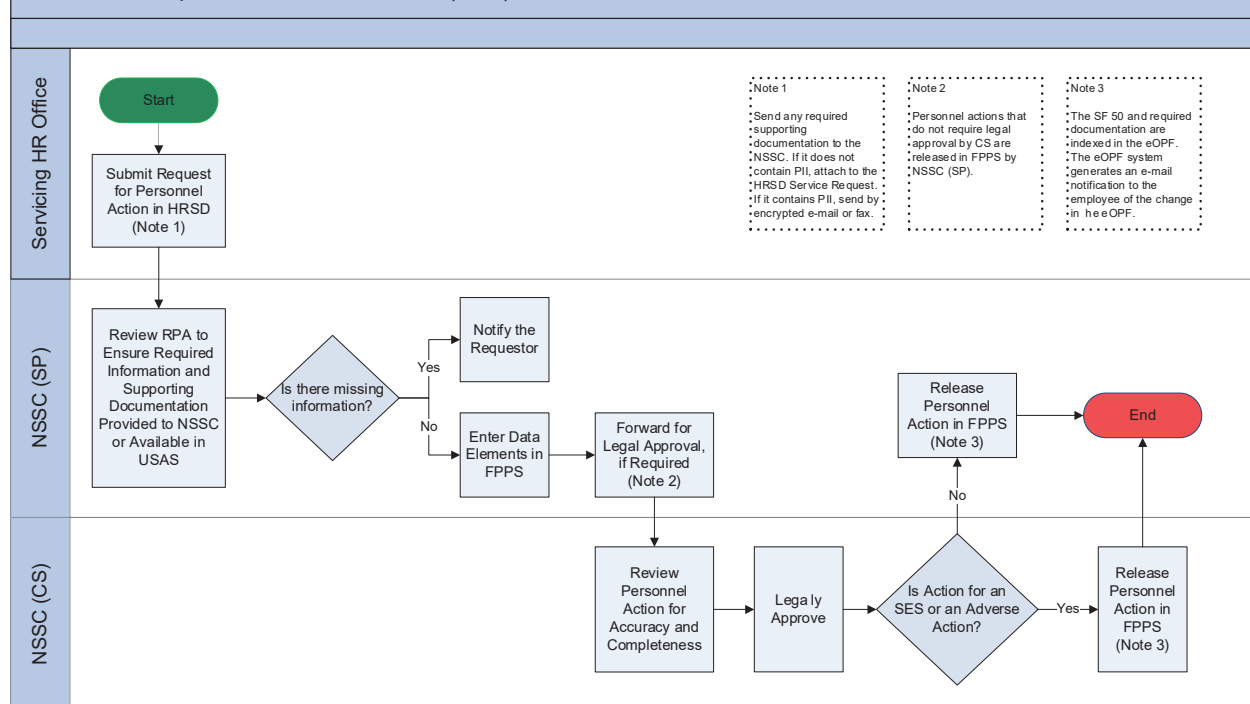
Acronym	Meaning
SCD	Service Computation Date
SDG	Service Delivery Guide
SES	Senior Executive Services
SF	Standard Form
SP	Service Provider
SPACE	Standard Performance Appraisal Communication Environment
SPPR	Servicing Personnel Office Mass Prints Process
USAS	USA Staffing
WRI	Within Range Increase



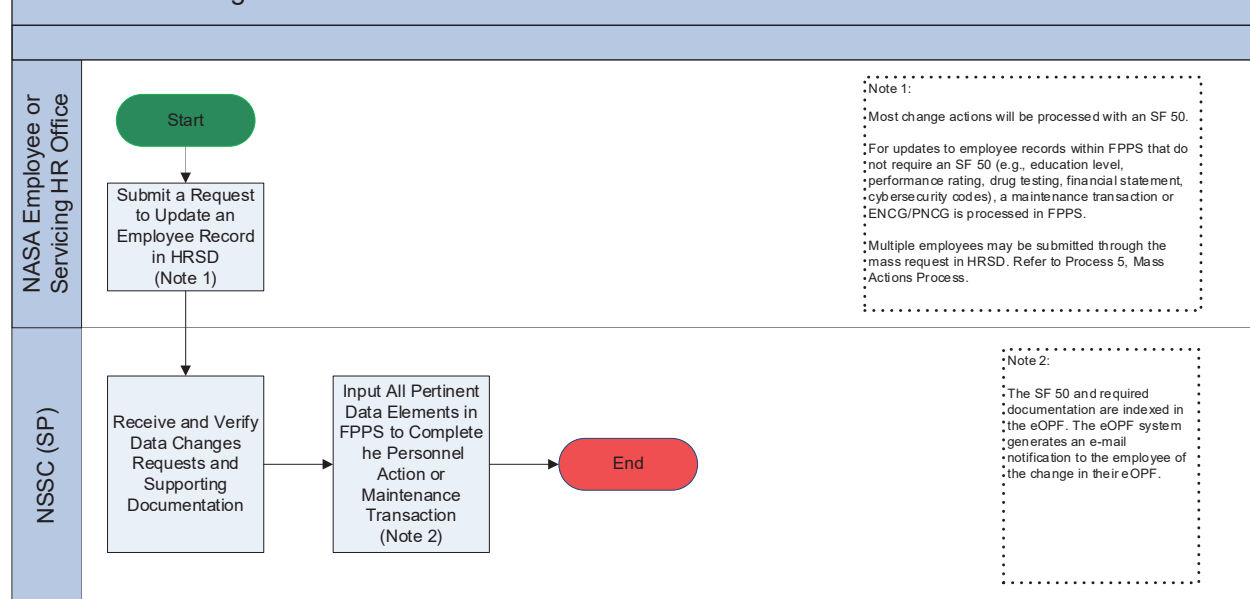
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## Appendix B – Work Process Flow Diagrams

### Process 1 – Request for Personnel Action (RPA) Process Workflow

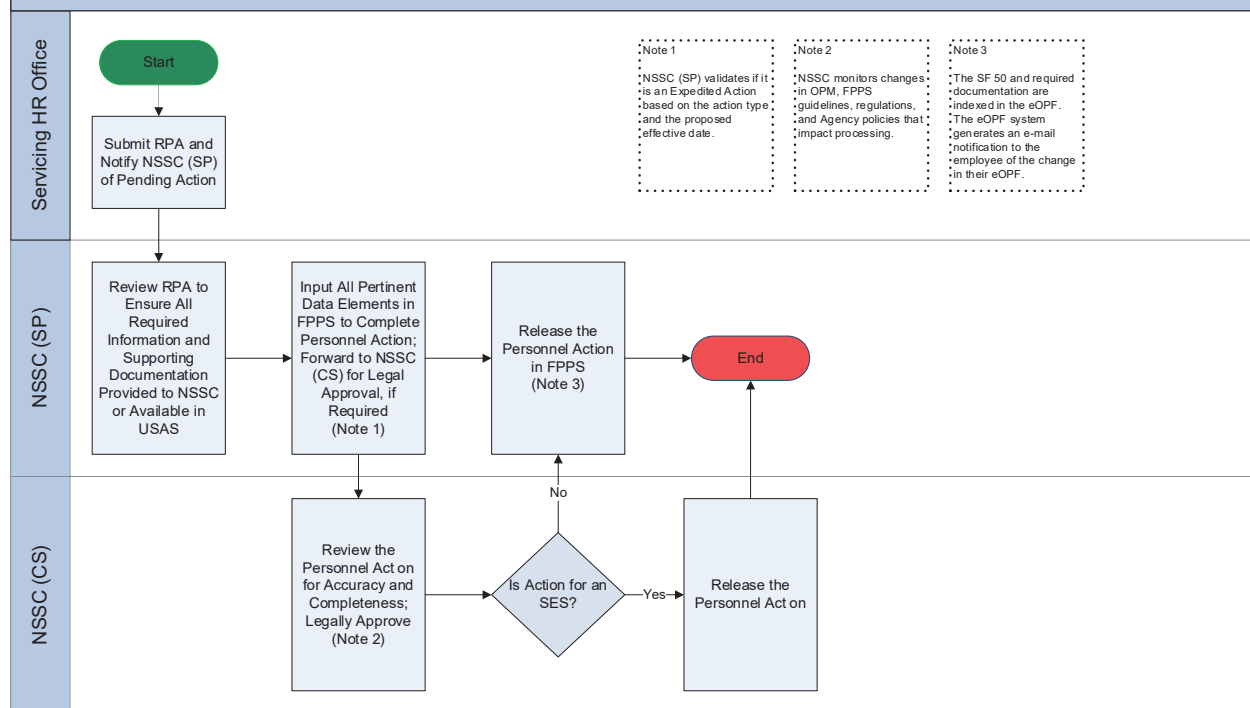


### Process 2 – Change Actions Process Workflow

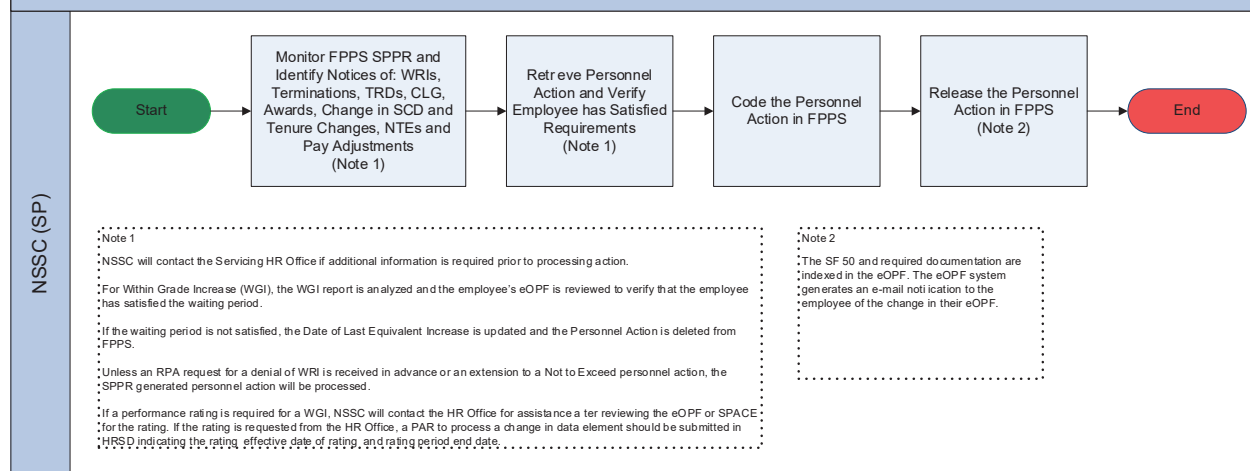


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### Process 3 – Expedited Actions Process Workflow

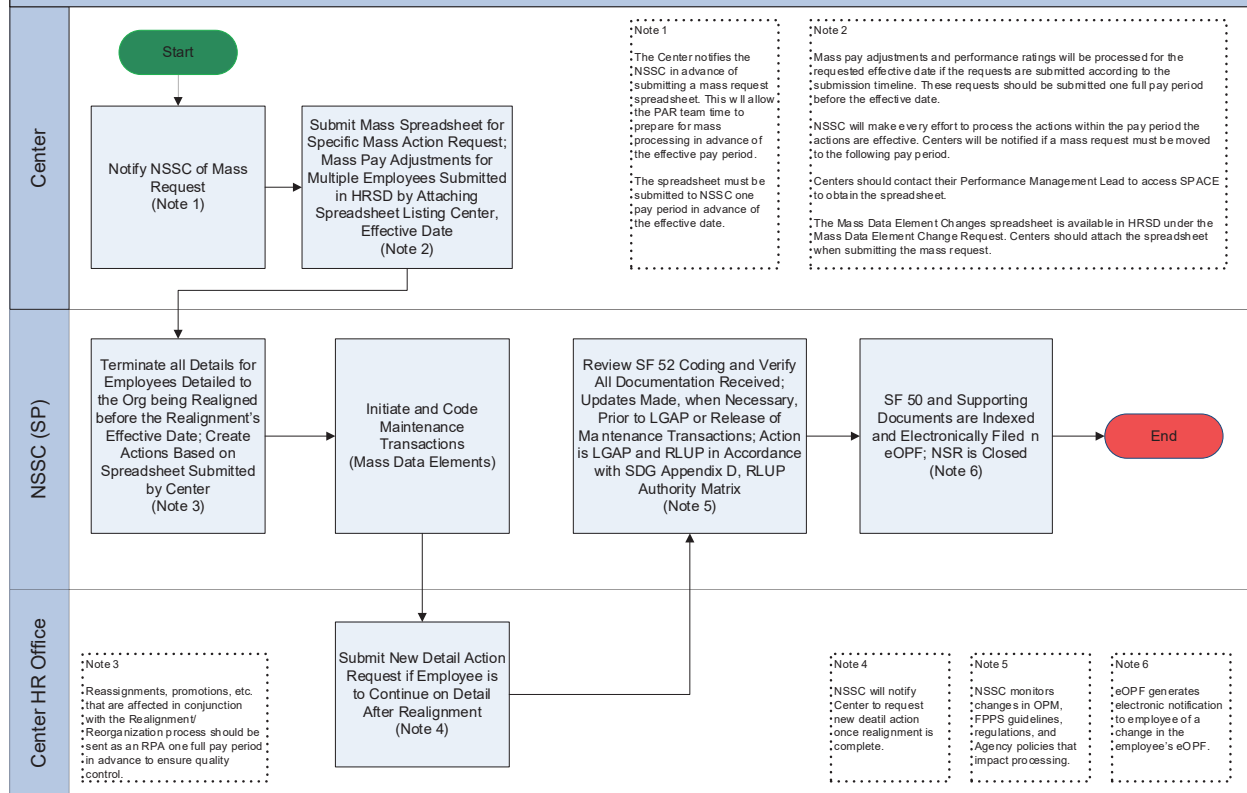


### Process 4 – System-Generated Actions Process Workflow



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## Process 5 – Mass Actions Process Workflow



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## Appendix C – Personnel Action Request Responsibilities Table

The table in this appendix indicates which actions can be LGAP'd by NSSC (CS) and which can be LGAP'd by NSSC (SP). The actions are listed by NOAC.

NSSC (CS) LGAP Action	NSSC (SP) LGAP Action
100 – Career Appt	001 – Cancellation
101 – Career-Cond Appt	002 – Correction
107 – Emergency Appt	292 – Return to Duty
108 – Term Appt NTE	355 – Termination – Expiration of Appt (SPPR Only)
115 – Appt NTE	713 – Change to Lower Grade (SPPR Only)
120 – Overseas Limited Appt	773 – Extension of LWOP
122 – Overseas Limited Appt NTE	780 – Name change from
124 – Appt Status Quo	781 – Change in Work Schedule
130 – Transfer	782 – Change in Hours
140 – Reinstatement Career	790 – Realignment
141 – Reinstatement Career-Cond	792 – Change in Duty Station
142 – SES Career Appt	800 – Change in Data Element
143 – Reinstatement SES Career	815 – Recruitment Incentive
145 – Transfer SES Career	840 – Individual Cash Award (SPPR Only)
146 – SES Noncareer	841 – Group Cash Award (SPPR Only)
148 – SES LTD Term Appt NTE	842 – Indiv Suggestion/Invention Award (SPPR Only)

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NSSC (CS) LGAP Action	NSSC (SP) LGAP Action
170 – Excepted Appt	843 – Group Suggestion/Invention Award (SPPR Only)
171 – Excepted Appt NTE	844 – Foreign Language Award (SPPR Only)
190 – Provisional Appt NTE	846 – Individual Time-Off Award (SPPR Only)
312 – Resignation-ILIA	847 – Group Time-Off Award (SPPR Only)
317 – Resignation	866 – Termination of Grade Retention
330 – Removal	878 – Presidential Rank Award (SPPR Only)
352 – Termination Appt In	879 – SES Performance Award (SPPR Only)
357 – Termination	882 – Change in SCD
385 – Termination during Prob/Trial Period	883 – Change in Vet Pref for RIF
390 – Separation-Appt In	888 – Denial of WGI (SPPR Only)
450 – Suspension NTE	890 – Misc Pay Adjustment
452 – Suspension Indefinite	891 – Reg Perf Pay
460 – LWOP NTE	893 – Reg WRI
471 – Furlough	894 – Pay Adj (Manual)
472 – Furlough NTE	901 – Change Functional Classifications
473 – Absent US	902 – Change Veterans Status
500 – Conv to Career Appt	903 – Change Position Sensitivity

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NSSC (CS) LGAP Action	NSSC (SP) LGAP Action
501 – Conv to Career Cond Appt	904 – Change Supervisory Status Code
508 – Conv to Term Appt NTE	916 – Change in Ethnicity and Race
515 – Conv to Appt NTE	924 – Chge Prev Ret Cov/Froz Svc/Crd Svc
540 – Conv to Reins-Career	925 – Change in Duties
541 – Conv to Reins-Career Cond	929 – Change in Org Descriptions
542 – Conv to SES Career Appt	932 – Termination of Detail (SPPR Only or based on Realignment Spreadsheet
543 – Conv to Reins-SES Career Appt	940 – Cost of Living for Reemp Annt
546 – Conv to SES NonCareer	983 – Change Org Code and/or Posn Nn
548 – Conv SES Ltd Term Appt NTE	984 – Change in Pos Title/Number
570 – Conv to Except Appt	987 – Space Act Award (SPPR Only)
571 – Conv to Excepted Appt NTE	988 – NASA Honor Award (SPPR Only)
615 – Phased Employment/Retirement	989 – Installation Honor Award (SPPR Only)
616 – Opt Out Phased Employ/Retirement	993 – Change in Education
702 – Promotion	
703 – Promotion NTE	
713 – Change to Lower Grade	
721 – Reassignment	
740 – Position Change	
760 – Extension of Appt NTE	

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NSSC (CS) LGAP Action	NSSC (SP) LGAP Action
762 – Extension of SES Appt NTE	
765 – Extension of Term Appt NTE	
769 – Extension of Promotion NTE	
810 – Change in Allow/Differential	
816 – Relocation Incentive	
817 – Student Loan Repayment	
819 – Availability Pay	
826 – Redesignation Bonus	
827 – Retention Incentive	
840 – Individual Cash Award (Not generated by NAAS)	
841 – Group Cash Award (Not generated by NAAS)	
842 – Indiv Suggestion/Invention Award (Not generated by NAAS)	
843 – Group Suggestion/Invention Award (Not generated by NAAS)	
844 – Foreign Language Award (Not generated NAAS)	
845 – Travel Savings Incentive	
846 – Individual Time-Off Award (Not generated by NAAS)	
847 – Group Time-Off Award (Not generated by NAAS)	

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NSSC (CS) LGAP Action	NSSC (SP) LGAP Action
848 – Referral Bonus	
878 – Presidential Rank Award (Not generated by NAAS)	
879 – SES Performance Award (Not generated by NAAS)	
888 – Denial of WGI (Not system-generated)	
892 – Irreg Perf Pay	
930 – Detail NTE	
931 – Extension of Detail NTE	
932 – Termination of Detail (Not system-generated and not based on Realignment)	
958 – Phys Compar Allow	
959 – Physician Compar Allowance Stop	
987 – Space Act Award	
988 – NASA Honor Award	
989 – Installation Honor Award	



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## Appendix D – RLUP Authority Matrix

The table in this appendix provides information on which team is responsible for releasing an action (i.e., NSSC (SP) or NSSC (CS)).

Nature of Action (NOA)	NSSC (SP) PAR Team	NSSC (CS) PAR Team
Adverse Actions (Removals, suspensions, reductions in grade, etc.)		X
Appointments	X	
Awards	X	
Benefits	X	
Bonuses	X	
Cancellation of Actions	X	
Changes in Data Elements except SCD	X	
Conversions	X	
Demotions/Change to Lower Grade (other than Adverse Actions)	X	
Demotions/Change to Lower Grade (Adverse Actions)		X
Extensions	X	
Furlough		X
LWOP	X	
Non-status Appointments	X	
Overseas Appt		X

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Nature of Action (NOA)	NSSC (SP) PAR Team	NSSC (CS) PAR Team
Pay Issues (Grade Retention, Highest Previous Rate, etc.)	X	
Promotions	X	
Reassignments	X	
Reorganization & Realignment	X	
Reduction in Force		X
RTD	X	
Senior Executive Services (SES) Actions		X
Separations/Terminations (other than Adverse Actions)	X	
Separations/Terminations (Adverse Actions)		X
Service Computation Dates	X	
Temporary Actions	X	
Transfers	X	
Veterans Preference	X	
WGI, WRI, QSI	X	