

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

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

**NSSDG-9620-0002    Revision 5.0**

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

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# **Leave Programs**

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**Responsible Office: Human Resources Services Division**

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## Document History Log

Status (Basic/Revision/ Cancelled)	Document Version	Effective Date	Description of Change
Basic	1.0	February 7, 2013	<ul style="list-style-type: none"> <li>Document originated under NSSC-FM-SDG-0004 Payroll Time and Attendance SDG, and has been divided into three separate SDGs: NSSDG-9620-0001 Payroll Processing; NSSDG-9620-0002 Leave Programs; and NSSDG-9620-0003 Awards and Taxes.</li> </ul>
Revision	2.0	February 7, 2014	<ul style="list-style-type: none"> <li>Add Administration of Voluntary Leave Bank Program.</li> </ul>
Revision	3.0	April 2, 2018	<ul style="list-style-type: none"> <li>Updated document format and style.</li> <li>Updated Document History Log format, including the date style in the Effective Date column.</li> <li>Corrected minor grammar, punctuation, and verbiage for style, clarity, and consistency throughout.</li> <li>Removed step-by-step work instructions throughout SDG.</li> <li>Combined processes for VLTP, VLB, and ASL for the initial request to be a leave recipient and termination procedures.</li> <li>Corrected Document Number in the Header from 0003 to 0002.</li> </ul>

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Status (Basic/Revision/ Cancelled)	Document Version	Effective Date	Description of Change
			<ul style="list-style-type: none"> <li>• Updated Metrics.</li> <li>• Removed the following Metrics &amp; Goals: <ul style="list-style-type: none"> <li>○ Employee: Metric information will be captured by system reports (i.e., WebTADS).</li> <li>○ Goal = To track the timeliness of all requests made for efficient processing.</li> <li>○ Supervisor: Metric information will be captured by system reports (i.e., WebTADS).</li> <li>○ Goal = To track the timeliness of all requests made for efficient processing.</li> <li>○ Center: Metric information will be captured by using system reports (i.e., WebTADS) (where applicable).</li> <li>○ Goal = To track the timeliness of all requests made.</li> </ul> </li> <li>• Added the following Metric: <ul style="list-style-type: none"> <li>○ NSSC Leave Programs Team: 95% of Leave Program requests shall be responded to within 3 business days.</li> </ul> </li> <li>• Updated Approver Title from Director to Chief.</li> </ul>

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Status (Basic/Revision/ Cancelled)	Document Version	Effective Date	Description of Change
			<ul style="list-style-type: none"> <li>• Changed NSSC HR Specialist L2 to NSSC (SP) HR.</li> <li>• Changed L3 Leave Programs Lead to NSSC (CS) HR.</li> <li>• Corrected Leave Board to Leave Bank Board.</li> <li>• Process 3, VLBP Recipient Request, divided Step 6 into Steps 6 and 7. Renumbered remaining steps.</li> <li>• Process 5: <ul style="list-style-type: none"> <li>○ Changed title from Leave Donation Request to Leave Donor Request.</li> <li>○ Updated all steps.</li> </ul> </li> <li>• Process 6: <ul style="list-style-type: none"> <li>○ Changed title from Emergency Leave Share Donations to Emergency Leave Transfer Program (ELTP) Donations.</li> <li>○ Updated all steps.</li> </ul> </li> <li>• Removed Process 7, Military Leave, since it is a Payroll function.</li> <li>• Removed Process 8, Restoration of Annual Leave, since it is a Payroll function.</li> <li>• Removed Process 9, Advanced Annual Leave, since it is a Payroll function.</li> </ul>

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Status (Basic/Revision/ Cancelled)	Document Version	Effective Date	Description of Change
			<ul style="list-style-type: none"> <li>Renumbered Process 10 to Process 8, ASL, and updated Step 2.</li> <li>Added the following Process: Process 7 – ELTP Recipient Request</li> <li>Updated Customer Contact Center Strategy per new template.</li> <li>Updated Appendix A, Acronym List.</li> <li>Added Appendix B, Work Process Flow Diagrams, including all cross functional process flows.</li> </ul>
Revision	4.0	September 28, 2020	<ul style="list-style-type: none"> <li>Added the following Process: Process 9 – Paid Parental Leave Request</li> <li>Updated all processes with current process activities for VLBP, VLTP, ASL, and ELTP workflows.</li> </ul>
Revision	5.0	September 7, 2021	<ul style="list-style-type: none"> <li>Updated Process 3, VLBP Recipient Request, Step 7, to clarify reconsideration request deadline.</li> <li>Updated Process 4, VLTP Recipient Request, basic process flowchart.</li> <li>Updated Process 5, Leave Donor Request, Step 2, with waiver requirement POCs.</li> <li>Updated Process 9, PPL Request, with updated system functionality in WebTADS and FPPS in the</li> </ul>

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Status (Basic/Revision/ Cancelled)	Document Version	Effective Date	Description of Change
			basic process flowchart and the process steps. <ul style="list-style-type: none"> <li>Updated Appendix B, Work Process Flow Diagrams, Process 9, PPL Request.</li> </ul>

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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 the administration of NASA leave programs. NSSC will handle the administration of leave programs in accordance with all applicable Federal and NASA regulations to provide the customer with timely, accurate, and comprehensive counseling and processing of leave requests. The leave programs administered by the NSSC include the Voluntary Leave Transfer Program (VLTP), Voluntary Leave Bank Program (VLBP), Emergency Leave Transfer Program (ELTP), Advanced Sick Leave (ASL), and Paid Parental Leave (PPL).

### 2.0 Purpose

Services described in this guide are performed by NSSC Civil Servant (CS) and Service Provider (SP) personnel. This guide covers those services that are more common and provides a basic description of our administrative approach to support leave program 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 processes for the following:

- VLBP
- VLTP
- ELTP
- ASL
- PPL

### 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

All forms and supporting documentation received during any process covered by this guide are included in the Human Resources (HR) Master Records Index (MRI).

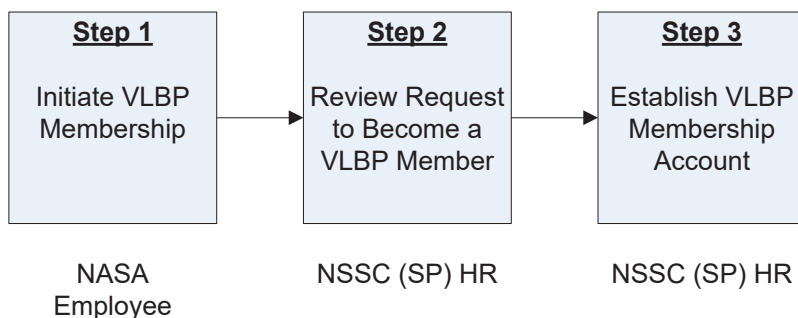
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## 6.0 Cancellation/Supersession of Previous Documents

This document supersedes NSSDG-9620-0002, NSSC Leave Programs Service Delivery Guide, Revision 4.0.

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## Process 1 – Initiate VLBP Membership



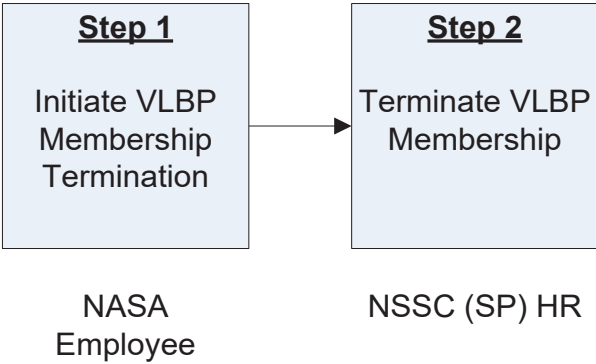
Step Roles and Responsibilities	Initiate VLBP Membership Action	Tips/Notes
<b>Step 1</b> <b>NASA Employee</b> Initiate VLBP Membership	Request VLBP membership in the Web-based Time and Attendance Distribution System (WebTADS). <b>Output:</b> VLBP membership request submitted	<b>Individual Enrollment Period:</b> enrollment and the annual leave accrual will be deducted the next pay period. <b>Open Enrollment Period:</b> enrollment and the annual leave accrual will be deducted the first pay period of the new leave year.

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Step Roles and Responsibilities	Initiate VLBP Membership Action	Tips/Notes
<b><u>Step 2</u></b> <b>NSSC (SP) HR</b>  Review Request to Become a VLBP Member	Review employee-initiated membership request in WebTADS for eligibility to enroll.  If request is for a new employee enrolling within the 60-day Individual Enrollment Period, create Case and continue to Step 3.  If request is for an Open Enrollment Period, do not process at this time. All open enrollment elections will be processed together at the end of the leave year.  <b>Output:</b> VLBP membership request reviewed	Open Enrollment memberships are completed via mass entry in the Federal Personnel and Payroll System (FPPS) and must be completed by the last day of the leave year prior to payroll closeout.  Cases are not created for the mass membership entry.
<b><u>Step 3</u></b> <b>NSSC (SP) HR</b>  Establish VLBP Membership Account	If request is for a new employee enrolling within the 60-day Individual Enrollment Period, initiate VLBP membership in FPPS and complete processing of membership request in WebTADS.  <b>Output:</b> VLBP membership established	

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## Process 2 – Terminate VLBP Membership



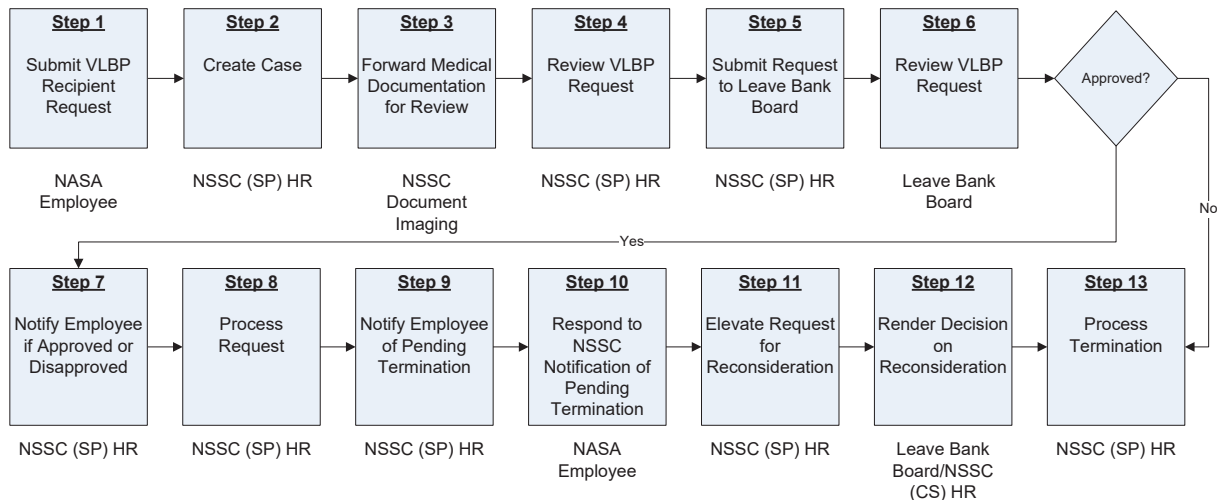
Step Roles and Responsibilities	Terminate VLBP Membership Action	Tips/Notes
<b><u>Step 1</u></b>  <b>NASA Employee</b>  Initiate VLBP Membership Termination	Request to terminate VLBP membership in WebTADS.  <b>Output:</b> VLBP membership termination request submitted	Leave contributions are not refundable at cancellation.

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Step Roles and Responsibilities	Terminate VLBP Membership Action	Tips/Notes
<b><u>Step 2</u></b> <b>NSSC (SP) HR</b> Terminate VLBP Membership	<p>At the end of the leave year, all requests will be processed at the same time.</p> <p>Terminate VLBP membership in FPPS and WebTADS.</p> <p><b>Output:</b> VLBP membership terminated</p>	<p>Membership terminations will be effective the last day of the current leave year.</p> <p>Membership terminations must be completed by the last working day of the leave year. Termination requests received the day of payroll closeout for the last pay period cannot be backdated. The membership contribution for the new leave year will still be taken by the pay system.</p>

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### Process 3 – VLBP Recipient Request



Step Roles and Responsibilities	VLBP Recipient Request Action	Tips/Notes
<b>Step 1</b>  <b>NASA Employee</b>  Submit VLBP Recipient Request	Submits request for hours from the Leave Bank via WebTADS and forwards required medical documentation to the NSSC via mail or fax for review.  If employee has already submitted medical documentation for a separate request for VLTP or ASL, this documentation can be used to support this request.  <b>Output:</b> VLBP request submitted	Employee has 15 calendar days to submit medical documentation to NSSC, with the possibility of a 15-day extension. If medical documentation is not received within 30 calendar days, resolve Case.  A VLBP recipient request may be submitted up to 30 calendar days prior to effective eligibility for the program.  A retroactive request may NOT be submitted

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Step Roles and Responsibilities	VLBP Recipient Request Action	Tips/Notes
		more than 30 days after the end of the requested medical emergency.
<u><b>Step 2</b></u> <b>NSSC (SP) HR</b> Create Case	Create a Case once notification of employees request is received.  <b>Output:</b> Case created and assigned	
<u><b>Step 3</b></u> <b>NSSC Document Imaging</b> Forward Medical Documentation for Review	Receive medical documentation and assign Case to NSSC (SP) HR.  <b>Output:</b> Medical documentation received and forwarded	
<u><b>Step 4</b></u> <b>NSSC (SP) HR</b> Review VLBP Request	Review medical documentation to determine if requirements are met.  Include review of past leave bank usage history via FPPS for previous 2 years. The number of hours previously approved, used, and returned will need to be included with the request to the Leave Bank Board.  If requirements are met and employee is: <ol style="list-style-type: none"> <li>1. Requesting initial hours or additional hours from the Leave Bank, validate in WebTADS. Continue to Step 5.</li> </ol>	Every effort is made to work with employees to obtain acceptable medical documentation prior to withdrawing a request. Medical documentation is expected within 15 days of the request, but if the employee is working on obtaining documentation, the timeframe can be extended up to an additional 15 days.



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Step Roles and Responsibilities	VLBP Recipient Request Action	Tips/Notes
	<p>2. Requesting an extension to the current end date only, update WebTADS. Skip to Step 8.</p> <p>If eligibility requirements are not met and the employee is:</p> <ol style="list-style-type: none"> <li>1. Submitting the initial request to become a leave recipient, send employee notice that the request requires new medical documentation. If new documentation meeting the requirements is not received within 15 days, the request is expired and can be withdrawn. Employee should be notified prior to withdrawing request. Withdraw WebTADS request and resolve Case.</li> <li>2. Requesting an extension to the current end date or requesting additional hours, send employee notice that the request requires new medical documentation. If new documentation meeting the requirements is not received, the request is expired and can be withdrawn. Employee should be notified prior to withdrawing request.</li> </ol> <p><b>Output:</b> VLBP request reviewed for eligibility and acceptable medical documentation</p>	<p>A request for extension can ONLY be made for a new estimated end date. If additional hours are needed, a new request must be submitted.</p>

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Step Roles and Responsibilities	VLBP Recipient Request Action	Tips/Notes
<b><u>Step 5</u></b> <b>NSSC (SP) HR</b>  Submit Request to Leave Bank Board	Submit VLBP Recipient Request to Leave Bank Board for consideration via e-mail to Board Liaison.  If the employee has had previous VLBP requests, submit to the Leave Bank Board the previous 2 years of VLBP usage information, including prior hours used and returned.  Place Case in pending.  <b>Output:</b> VLBP request sent to Leave Bank Board for review	
<b><u>Step 6</u></b> <b>Leave Bank Board</b>  Review VLBP Request	Review request, make decision, and notify the NSSC via e-mail of approval or disapproval of the recipient request.  <b>Output:</b> Request approved or disapproved	E-mail with approval/disapproval is received through the Leave Bank Board Liaison.
<b><u>Step 7</u></b> <b>NSSC (SP) HR</b>  Notify Employee if Approved or Disapproved	If request is disapproved, process disapproval in WebTADS, send employee notice with option to request reconsideration. If employee requests reconsideration within 15 business days, skip to Step 11. If request for reconsideration is not received within 15 business days, deny request in WebTADS and resolve Case.  <b>Output:</b> Employee notified	Within 10 business days of the Leave Bank Board's decision, the Leave Bank member will be notified via automated e-mail from WebTADS. NSSC (SP) HR sends e-mail to employee regarding option of a request for reconsideration.

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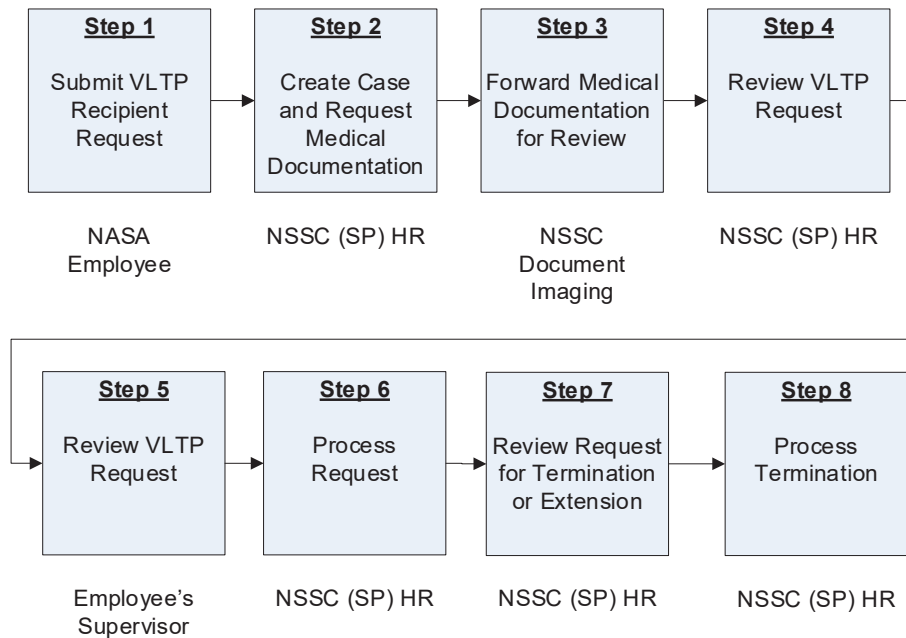
Step Roles and Responsibilities	VLBP Recipient Request Action	Tips/Notes
<u><b>Step 8</b></u> <b>NSSC (SP) HR</b> Process Request	Process the request in FPPS and validate in WebTADS. Send employee notice that VLBP request was approved, instructions on coding the timecard, extension request process, and current end date.  Place Case in pending.  <b>Output:</b> VLBP request processed	
<u><b>Step 9</b></u> <b>NSSC (SP) HR</b> Notify Employee of Pending Termination	WebTADS sends out expiration reminders at 15 days, 7 days, and 1 day prior to expiration with upcoming end date.  <b>Output:</b> Employee notified of VLBP pending termination	Prior to termination send the employee a courtesy reminder e-mail with the extension request information sent with their approval.
<u><b>Step 10</b></u> <b>NASA Employee</b> Respond to NSSC Notification of Pending Termination	If employee: <ol style="list-style-type: none"> <li>1. Submits request to extend the current end date or requests additional hours from the Leave Bank, request medical documentation and go back to Step 4.</li> <li>2. Fails to respond to pending termination notice, notifies the NSSC that they will not be requesting an extension, or requests to be removed, skip to Step 13.</li> </ol> <b>Output:</b> Employee response received	A request for extension can ONLY be made for a new estimated end date. If additional hours are needed, a new request must be submitted.

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Step Roles and Responsibilities	VLBP Recipient Request Action	Tips/Notes
<b><u>Step 11</u></b> <b>NSSC (SP) HR</b> Elevate Request for Reconsideration	Send request forward to the Leave Bank Board for review. The Leave Bank Board will render a decision within 10 business days of receiving the request.  <b>Output:</b> Request for reconsideration submitted for review	Requests for reconsideration are due to a denial of hours or reduced number of hours approved.
<b><u>Step 12</u></b> <b>Leave Bank Board/NSSC (CS) HR</b> Render Decision on Reconsideration	Leave Bank Board or NSSC (CS) HR notifies NSSC (SP) HR of the decision regarding the employee's request for reconsideration.  If Leave Bank Board approves request for reconsideration, go to Step 8.  If request for reconsideration is denied, continue to Step 13.  <b>Output:</b> Reconsideration decision rendered	A decision from the Leave Bank Board on a request for reconsideration is final.
<b><u>Step 13</u></b> <b>NSSC (SP) HR</b> Process Termination	Terminate employee's leave recipient status in WebTADS and FPPS. Employee receives termination notice from WebTADS.  Resolve Case.  <b>Output:</b> Employee's status as a VLBP recipient terminated and Case resolved	

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## Process 4 – VLTP Recipient Request



Step Roles and Responsibilities	VLTP Recipient Request Action	Tips/Notes
<b>Step 1</b> <b>NASA Employee</b> Submit VLTP Recipient Request	Submit request to participate in the VLTP via WebTADS and forward required medical documentation to the NSSC via e-mail or fax for review.  If employee has already submitted medical documentation for a separate request for ASL or VLBP, this documentation may be used to support this request. Create Case and skip to Step 4.  <b>Output:</b> VLTP request submitted	Employee has 15 calendar days to submit medical documentation to NSSC, with the possibility of a 15-day extension. If medical documentation is not received within 30 calendar days, withdraw request and resolve Case.

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Step Roles and Responsibilities	VLTP Recipient Request Action	Tips/Notes
<u><b>Step 2</b></u> <b>NSSC (SP) HR</b> Create Case and Request Medical Documentation	Create a Case once notification of employee request is received. Send request for medical documentation to employee and copy to Supervisor.  <b>Output:</b> Case created and assigned	
<u><b>Step 3</b></u> <b>NSSC Document            Imaging</b> Forward Medical Documentation for Review	Receive medical documentation and assign to NSSC (SP) HR.  <b>Output:</b> Medical documentation received and forwarded	

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Step Roles and Responsibilities	VLTP Recipient Request Action	Tips/Notes
<b><u>Step 4</u></b> <b>NSSC (SP) HR</b> Review VLTP Request	Review medical documentation to validate eligibility and medical documentation requirements are met.  If requirements are met, accept in WebTADS, submit for supervisory approval, and continue to Step 5.  If eligibility/medical requirements are not met, send notification to employee and supervisor that request requires new medical documentation. If documentation meeting the requirements is not received, the request is expired and can be withdrawn. Notice should be sent to employee prior to withdrawing request. Withdraw WebTADS request and resolve Case.  <b>Output:</b> VLTP request reviewed for eligibility	Extension requests beyond 1 year must be reviewed by NSSC (CS) HR and then forwarded to Center HR Office for approval.  Every effort is made to work with the employee to obtain acceptable medical documentation prior to withdrawing a request. Medical documentation is expected within 15 days of the request, but if the employee is working on obtaining documentation, the timeframe can be extended up to an additional 15 days.
<b><u>Step 5</u></b> <b>Employee's Supervisor</b> Review VLTP Request	Review VLTP request and approve/disapprove in WebTADS.  If the supervisor disapproves request in WebTADS, resolve Case.  WebTADS autonotification will be sent to employee, Center Employee Relations (ER), and copy to NASA Payroll Office (NPO) with disapproval.  <b>Output:</b> Request processed by supervisor	If request is disapproved, the supervisor must notify the employee of the reason for disapproval.

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Step Roles and Responsibilities	VLTP Recipient Request Action	Tips/Notes
<b><u>Step 6</u></b> <b>NSSC (SP) HR</b> Process Request	Process the approved request in FPPS and validate in WebTADS. Send employee notice that VLTP request was approved, instructions on coding the timecard, extension request process, approved estimated end date, and upcoming termination information.  Place Case in pending.  <b>Output:</b> VLTP request processed and pending extension or termination	
<b><u>Step 7</u></b> <b>NSSC (SP) HR</b> Review Request for Termination or Extension	Complete review of request, timecard, and leave balances to determine if any required Prior Pay Period Adjustments (PPPAs) have completed processing.  If PPPAs are needed, termination will be placed on hold until adjustments have processed through the pay system.  If extension of participation is not requested and PPPAs are not needed, proceed with termination.  <b>Output:</b> Request review completed prior to termination	Prior to termination, send the employee a courtesy reminder e-mail notifying of the pending VLTP expiration with extension and termination processes.

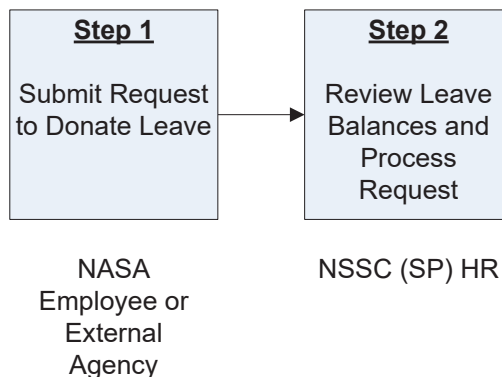


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Step Roles and Responsibilities	VLTP Recipient Request Action	Tips/Notes
<b><u>Step 8</u></b> <b>NSSC (SP) HR</b> Process Termination	Terminate employee's leave recipient status in WebTADS and FPPS. WebTADS sends autogenerated e-mail confirming termination is complete to employee, supervisor, and Center ER, and copies NSSC.  Resolve Case.  <b>Output:</b> Employee's status as a VLTP recipient terminated and Case resolved	

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## Process 5 – Leave Donor Request



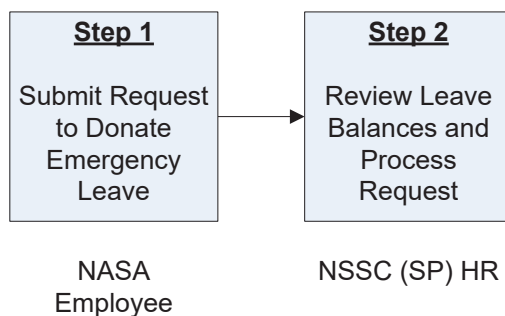
Step Roles and Responsibilities	Leave Donor Request Action	Tips/Notes
<b><u>Step 1</u></b>  <b>NASA Employee or External Agency</b>  Submit Request to Donate Leave	<b>For NASA Employee Donating to NASA VLBP or NASA VLTP:</b>  If request to donate leave is from a NASA employee, the employee submits the leave donation request through WebTADS.  <b>For NASA Employee Donating to VLTP for Employee of External Agency:</b>  If request to donate leave is from a NASA employee donating to an employee of an external agency, the employee submits the request through WebTADS.  <b>Output:</b> Request to donate leave submitted	VLTP donations are credited to a specific employee, and VLBP donations are credited to the NASA Leave Bank.  <b>For External Agency Employee Donating to NASA VLTP:</b>  If request to donate leave is from a Federal employee outside NASA, the employee and external agency complete Office of Personnel Management (OPM) Form 630-B, Request to Donate Annual Leave to Leave Recipient Under the Voluntary Leave Transfer Program. The external agency faxes the completed form to the NSSC at 1-866-779-6772.

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Step Roles and Responsibilities	Leave Donor Request Action	Tips/Notes
<b><u>Step 2</u></b> <b>NSSC (SP) HR</b> Review Leave Balances and Process Request	<p>If request to donate leave is from a NASA employee, review request, determine eligibility to donate requested amount of leave, and process request in WebTADS and FPPS.</p> <p>If leave balances are insufficient, deny the request and send employee notice with the reason why request to donate leave was rejected.</p> <p>If request is above the maximum allowable, Center approval is required. Provide employee with the Limitation on Leave Donation information and the requirement of a waiver from the employee's supervisor in consultation with the Servicing HR Office to proceed with a donation over the maximum.</p> <p><b>Output:</b> Request processed</p>	<p><b>For VLTP Donations to or from an External Agency:</b></p> <p>The cover page for a donation to an outside agency must contain the Point of Contact (POC) at the receiving agency.</p> <p>Interior Business Center (IBC) processes outside donations within two pay periods, including NASA employees donating to external agency employees and external agency employees donating to NASA employees.</p>

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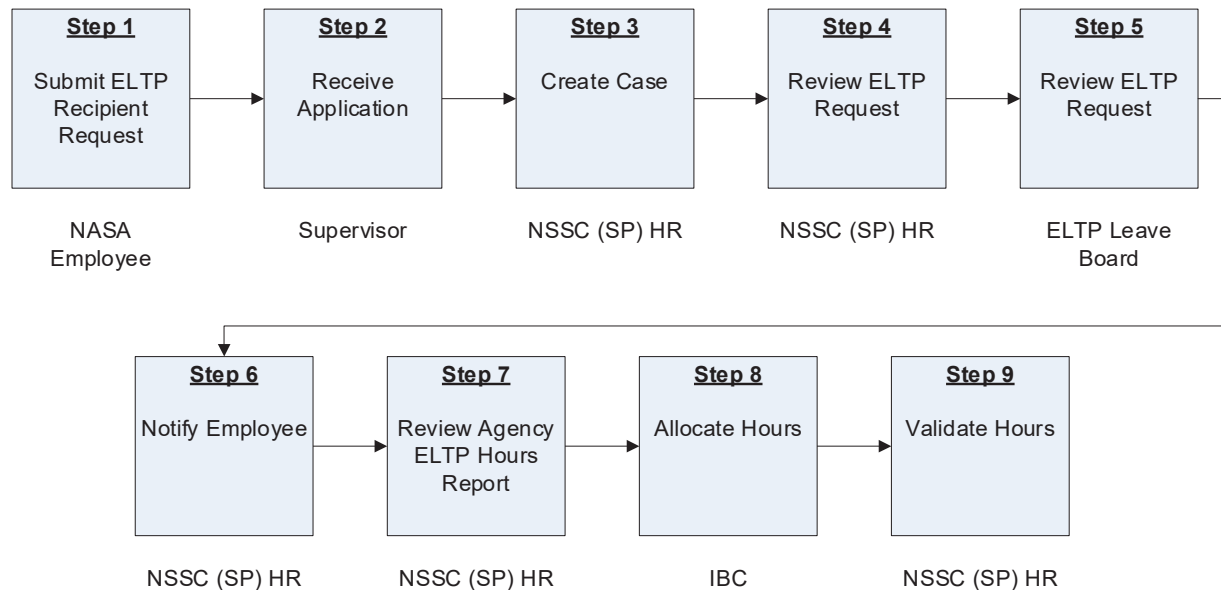
## Process 6 – ELTP Donations



Step Roles and Responsibilities	ELTP Donations Action	Tips/Notes
<b>Step 1</b> <b>NASA Employee</b> Submit Request to Donate Emergency Leave	Submit emergency leave donation request through WebTADS. <b>Output:</b> Request to donate emergency leave submitted	
<b>Step 2</b> <b>NSSC (SP) HR</b> Review Leave Balances and Process Request	Review request to determine eligibility to donate requested amount of leave, and process request in WebTADS and FPPS. If leave balances are insufficient, deny the request and send employee notice with the reason why request to donate leave was rejected. All requests are forwarded to IBC for processing. <b>Output:</b> Request processed	Emergency leave donation requests are received throughout the year. If there is no designated major disaster associated with the request or no disaster has been declared by the President, the donation cannot be processed and must be rejected.

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## Process 7 – ELTP Recipient Request



Step Roles and Responsibilities	ELTP Recipient Request Action	Tips/Notes
<b>Step 1</b>  <b>NASA Employee</b>  Submit ELTP Recipient Request	Creates WebTADS request to Become a Leave Recipient Under the Emergency Leave Transfer Program.  WebTADS forwards request to Supervisor for recommendation.  <b>Output:</b> ELTP request submitted and pending Supervisor recommendation	

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Step Roles and Responsibilities	ELTP Recipient Request Action	Tips/Notes
<b><u>Step 2</u></b>  <b>Supervisor</b>  Receive Application	Review WebTADS ELTP request for completeness and accuracy.  Recommend approval/disapproval within request.  WebTADS forwards request to NSSC HR.  <b>Output:</b> ELTP request submitted to NSSC	
<b><u>Step 3</u></b>  <b>NSSC (SP) HR</b>  Create Case	Receive request notification via e-mail from WebTADS; create a Case.  <b>Output:</b> Case created	
<b><u>Step 4</u></b>  <b>NSSC (SP) HR</b>  Review ELTP Request	Review request, complete ELTP Recipient Emergency Specific Spreadsheet.  Notify employee and supervisor of eligibility.  Submit ELTP Recipient Request to ELTP Leave Board for consideration.  <b>Output:</b> ELTP request sent to ELTP Leave Board for review	

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Step Roles and Responsibilities	ELTP Recipient Request Action	Tips/Notes
<b><u>Step 5</u></b>  <b>ELTP Leave Board</b>  Review ELTP Request	Review request, make decision, and notify the NSSC via e-mail of approval or disapproval.  <b>Output:</b> Request approved or disapproved	
<b><u>Step 6</u></b>  <b>NSSC (SP) HR</b>  Notify Employee	Notify employee and supervisor regarding the ELTP Recipient application status.  Send ELTP Recipient Emergency Specific Spreadsheet to Center ELTP POC.  Flip flag to yes, and add ELTP pay codes to WebTADS timecard.  <b>Output:</b> Employee notified of status	“Flag” refers to the ELTP Indicator flag on the employee’s leave balances page in WebTADS.
<b><u>Step 7</u></b>  <b>NSSC (SP) HR</b>  Review Agency ELTP Hours Report	Retrieve Agency ELTP Hours Report in WebTADS. Review/log/track ELTP hours used/available in ServiceNow.  Forward Agency ELTP Hours Report and ELTP spreadsheet to IBC ELTP POC prior to Pay Calc.  <b>Output:</b> Agency ELTP hours report reviewed	This step is completed each pay period in which the requesting employee uses ELTP hours or completes a PPPA to utilize ELTP hours retroactively.

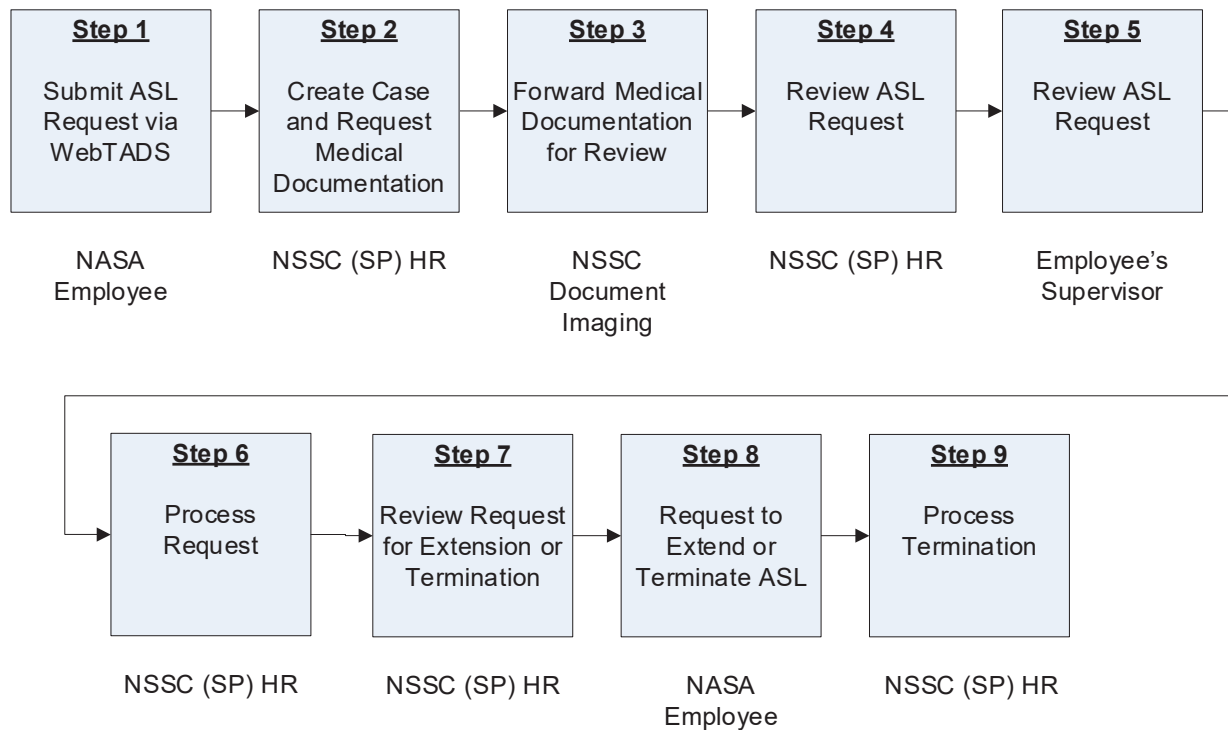
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Step Roles and Responsibilities	ELTP Recipient Request Action	Tips/Notes
<b><u>Step 8</u></b> <b>IBC</b> Allocate Hours	Allocate ELTP hours to respective recipient each pay period.  <b>Output:</b> ELTP hours allocated	
<b><u>Step 9</u></b> <b>NSSC (SP) HR</b> Validate Hours	Validate hours added to recipients in FPPS One Time Adjustment (OTA) command. Update ServiceNow. Notify employee and supervisor when ELTP hours are exhausted.  <b>Output:</b> ELTP hours validated	



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## Process 8 – ASL



Step Roles and Responsibilities	ASL Action	Tips/Notes
<b><u>Step 1</u></b> <b>NASA Employee</b> Submit ASL Request via WebTADS	Submit request for ASL via WebTADS and forward required medical documentation to the NSSC for review via e-mail or fax.  If employee has already submitted medical documentation for a separate request for VLTP or VLBP, this documentation can be used to support this ASL request.  <b>Output:</b> ASL request submitted	

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Step Roles and Responsibilities	ASL Action	Tips/Notes
<u><b>Step 2</b></u> <b>NSSC (SP) HR</b>  Create Case and Request Medical Documentation	Create Case and send request for medical documentation to employee with copy to supervisor.  <b>Output:</b> Case created and documentation requested	
<u><b>Step 3</b></u> <b>NSSC Document Imaging</b>  Forward Medical Documentation for Review	Receive medical documentation and assign to NSSC (SP) HR.  <b>Output:</b> Medical documentation received and forwarded	

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Step Roles and Responsibilities	ASL Action	Tips/Notes
<u><b>Step 4</b></u> <b>NSSC (SP) HR</b> Review ASL Request	Review medical documentation to validate criteria requirements are met. If requirements are met, accept in WebTADS and submit for supervisory approval.  If eligibility/medical requirements are not met, send notification to employee and supervisor that request requires new medical documentation. If documentation meeting the requirements is not received, the request is expired and can be withdrawn. Notice should be sent to employee prior to withdrawing request Withdraw in WebTADS and resolve Case.  <b>Output:</b> ASL request reviewed for eligibility/medical requirements	Every effort is made to work with employees to obtain acceptable medical documentation prior to withdrawing a request. Medical documentation is expected within 15 days of the request, but if the employee is working on obtaining documentation, the timeframe can be extended up to an additional 15 days.
<u><b>Step 5</b></u> <b>Employee's Supervisor</b> Review ASL Request	Review ASL request and approve/disapprove in WebTADS.  WebTADS auto-notification is sent to employee and Center ER, and copy to NPO with disapproval.  If the supervisor disapproves request, resolve Case.  <b>Output:</b> Request reviewed and approved or disapproved by supervisor	If request is disapproved, the supervisor must notify the employee of the reason for disapproval.

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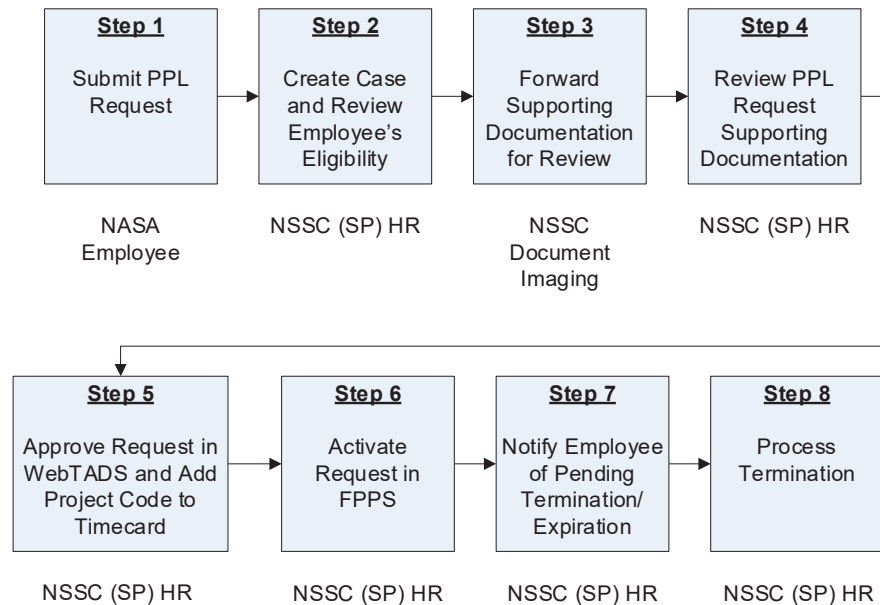
Step Roles and Responsibilities	ASL Action	Tips/Notes
<u><b>Step 6</b></u> <b>NSSC (SP) HR</b> Process Request	Notify IBC to process approved request. Validate in WebTADS. Send employee notice that ASL request was approved, instructions on coding the timecard, extension request process, approved estimated end date, and upcoming termination information.  <b>Output:</b> ASL request processed and pending extension or termination	If an employee applies for a disability retirement, the employee must have the ASL status terminated.
<u><b>Step 7</b></u> <b>NSSC (SP) HR</b> Review Request for Extension or Termination	Complete review of request, timecard, and leave balances to determine if any required PPPAs have completed processing.  If PPPAs are needed, termination is placed on hold until adjustments have processed through the pay system.  If extension of participation is not requested and PPPAs are not needed, proceed with termination.  <b>Output:</b> Review completed prior to termination	

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Step Roles and Responsibilities	ASL Action	Tips/Notes
<b><u>Step 8</u></b> <b>NASA Employee</b>  Request to Extend or Terminate ASL	If employee submits extension request in WebTADS and new medical documentation, go to Step 2.  If employee notifies the NSSC that the employee will not be requesting an extension or requests to be removed from the program, go to Step 9.  <b>Output:</b> Employee ASL status updated	
<b><u>Step 9</u></b> <b>NSSC (SP) HR</b>  Process Termination	Terminate employee's ASL request in WebTADS. Send notification to IBC to return any remaining ASL hours.  WebTADS auto notification is sent to employee with confirmation of termination.  <b>Output:</b> Employee removed from ASL and Case resolved	Request to return unused ASL hours is submitted to IBC via e-mail and must be validated for completion in FPPS. Do not close Case until return is validated.

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## Process 9 – PPL Request



Step Roles and Responsibilities	PPL Action	Tips/Notes
<b>Step 1</b> <b>NASA Employee</b> Submit PPL Request	Submit request for PPL via WebTADS.  If employee has already submitted medical documentation for a separate request for other Leave Programs, documentation can be used to support this PPL request.  <b>Output:</b> PPL request submitted to the NSSC via WebTADS	Employee may submit medical documentation to the NSSC via either of the following methods: <ul style="list-style-type: none"> <li>Fax: 1-866-779-6772</li> <li>Entrust encrypted e-mail: <a href="mailto:nssc@nasa.gov">nssc@nasa.gov</a></li> <li>System generated e-mail sent from WebTADS verifying request for PPL has been received by the NSSC.</li> </ul>

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Step Roles and Responsibilities	PPL Action	Tips/Notes
<p><b><u>Step 2</u></b></p> <p><b>NSSC (SP) HR</b></p> <p>Create Case and Review Employee's Eligibility</p>	<p>Create a Case upon receipt of employee's request.</p> <p>Review Personnel Attributes in WebTADS, FPPS, and eOPF to determine program eligibility.</p> <p>Review FMLA history for previous 12 months in FPPS. PPL participation may be impacted by prior FMLA usage.</p> <p>If requirements are met, an email notification is sent to employee and supervisor with eligibility determination and details of supporting documentation requirements.</p> <p>If eligibility requirements are not met, send employee and supervisor notice that the request is denied and the reason for denial. Deny in WebTADS and resolve Case.</p> <p><b>Output:</b> Case created, eligibility determination completed, and employee and supervisor notified</p>	<p>If supporting documentation is not received with request, include request for documentation in confirmation e-mail to employee and supervisor.</p> <p>Supporting documentation will include:</p> <ul style="list-style-type: none"> <li>Signed Paid Parental Leave Continuing Service Agreement.</li> <li>Documentation showing the date of birth, adoption, or foster placement of the child or other administratively appropriate documentation.</li> </ul>

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Step Roles and Responsibilities	PPL Action	Tips/Notes
<b><u>Step 3</u></b> <b>NSSC Document Imaging</b>  Forward Supporting Documentation for Review	Receive administratively appropriate documentation and assign Case to NSSC (SP) HR.  <b>Output:</b> Documentation received and case assigned	If documentation is received via e-mail, upload into TechDoc and copy the link into the Case.  Documentation may be submitted later; PPL will not be activated until proper documentation is received.
<b><u>Step 4</u></b> <b>NSSC (SP) HR</b>  Review PPL Request Supporting Documentation	Review documentation submitted to support request for PPL. If all documentation is complete and meets criteria for acceptance, move forward to approval.  If all documentation is not present or does not meet criteria for acceptance, contact and work with employee to obtain acceptable documentation. <b>Output:</b> PPL supporting documentation reviewed	If PPL request was submitted more than 60 days in advance, a supplementary review of FMLA usage may be needed to evaluate any FMLA hours used in the last 12 months.  PPL Supporting documentation will include: <ul style="list-style-type: none"> <li>Signed Paid Parental Leave Continuing Service Agreement.</li> <li>Documentation showing the date of birth, adoption, or foster placement.</li> </ul>



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Step Roles and Responsibilities	PPL Action	Tips/Notes
<u><b>Step 5</b></u>  <b>NSSC (SP) HR</b> Approve Request in WebTADS and Add Project Code to Timecard	Log into WebTADS and approve request. Begin date should match DOB. Leave code added to WebTADS timecard.  Send employee and supervisor notice that PPL request was activated, instructions on coding the timecard, and expiration date.  <b>Output:</b> PPL code approved in WebTADS; ready for employee to use	
<u><b>Step 6</b></u>  <b>NSSC (SP) HR</b> Activate Request in FPPS	Log into FPPS command code, FMIN, confirm the correct employee record is being updated and select applicable PPL Occurrence Pay Code. Update Begin date as DOB and expiration date will populate automatically.  <b>Output:</b> PPL activated in FPPS	
<u><b>Step 7</b></u>  <b>NSSC (SP) HR</b> Notify Employee of Pending Termination/Expiration	Send e-mail notification to employee with pending expiration information 2 weeks before expiration date.  <b>Output:</b> Employee notified of PPL expiration	Manually send e-mail from the ServiceNow HR Service Delivery (HRSD) case HR.

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Step Roles and Responsibilities	PPL Action	Tips/Notes
<u><b>Step 8</b></u> <b>NSSC (SP) HR</b> Process Termination	Terminate employee's PPL status in WebTADS and FPPS.  E-mail notification of termination is sent to employee with termination status.  <b>Output:</b> Employee removed from PPL and Case resolved	System-generated e-mail sent from WebTADS upon PPL termination.

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Metrics

Initiating Entity	Deliverable	Receiving Entity	Performance Standard
NSSC Leave Programs	Leave Program requests are responded to within 3 business days	Employee/ Supervisor	95% of Leave Program requests shall be responded to within 3 business days

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## System Components

### Existing Systems

Existing IT System Title	IT System Description	Access Requirements	IT System Interfaces
FPPS and DataMart	FPPS that supports all payroll and personnel actions for NASA.	User role for SP and CS	None
WebTADS	NASA Payroll Time and Attendance system responsible for recording employee's time.	User role for SP and CS	FPPS
Historical Personnel Payroll System (HPPS)	NASA's Personnel and Payroll System that contains time keeping information for NASA employees prior to DOI conversion.	User role for SP and CS	None
Web Access Tool (WAT)	NASA's Web Access Tool that contains various Center reports for Payroll.	User role for SP and CS	None
Documentum	The Liaison Payroll Office's scanning system that houses employee requests and retirement records prior to NSSC transition.	User role for SP	None

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Existing IT System Title	IT System Description	Access Requirements	IT System Interfaces
ServiceNow	Supports NSSC internal activities, metrics, etc.	User role for SP and CS	None
TechDoc	Houses all processing documents for the NSSC	User role for SP and CS	None

### New Systems

New IT System Title	IT System Description	Access Requirements	IT System Interfaces
ServiceNow HRSD Module	Supports NSSC internal activities, metrics, etc.	User role for SP and CS	None

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## Customer Contact Center Strategy

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The NSSC Customer Contact Center Service Delivery Guide provides details regarding menu position, routing, and escalation of inquiries for this activity. NSSDG-1200-0001, NSSC Customer Contact Center Service Delivery Guide, is located at:  
[https://dm.nssc.nasa.gov/servlet/dm.web.Fetch?did=1926925&rev=\\$latest](https://dm.nssc.nasa.gov/servlet/dm.web.Fetch?did=1926925&rev=$latest).

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## Appendix A – Acronym List

Acronym	Meaning
ASL	Advanced Sick Leave
CS	Civil Servant
ELTP	Emergency Leave Transfer Program
eOPF	Electronic Official Personnel Folder
ER	Employee Relations
FMLA	Family and Medical Leave Act
FPPS	Federal Personnel and Payroll System
HPPS	Historical Personnel Payroll System
HR	Human Resources
HRSD	HR Service Delivery
IBC	Interior Business Center
MRI	Master Records Index
NASA	National Aeronautics and Space Administration
NPO	NASA Payroll Office
NSSC	NASA Shared Services Center
OPM	Office of Personnel Management
OTA	One Time Adjustment
POC	Point of Contact
PPL	Paid Parental Leave

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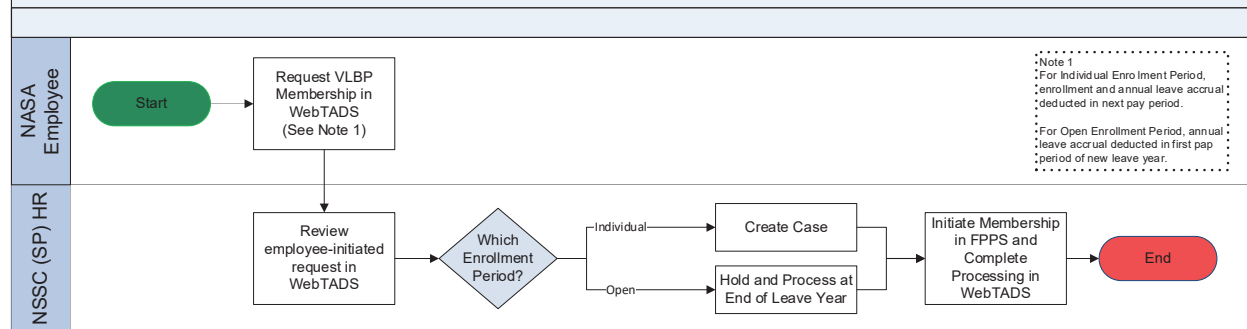
Acronym	Meaning
PPPA	Prior Pay Period Adjustment
SP	Service Provider
VLBP	Voluntary Leave Bank Program
VLTP	Voluntary Leave Transfer Program
WAT	Web Access Tool
WebTADS	Web-based Time and Attendance Distribution System



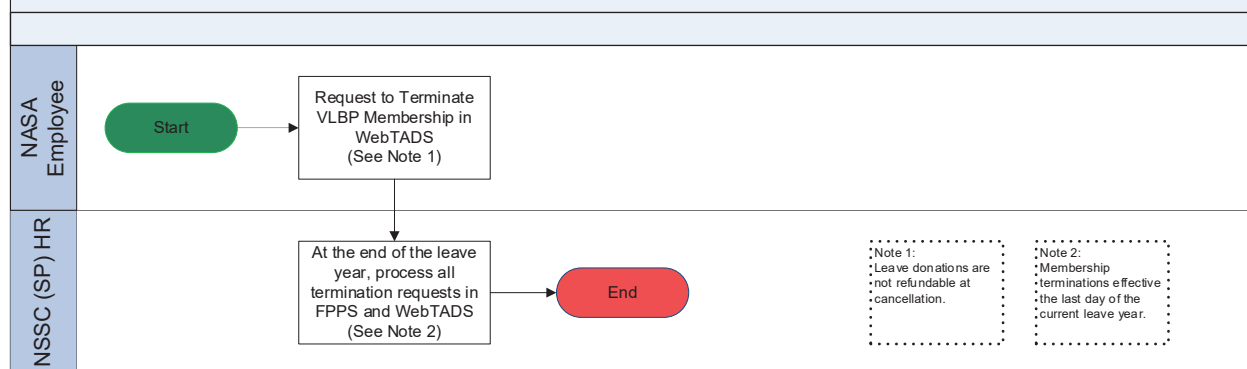
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## Appendix B – Work Process Flow Diagrams

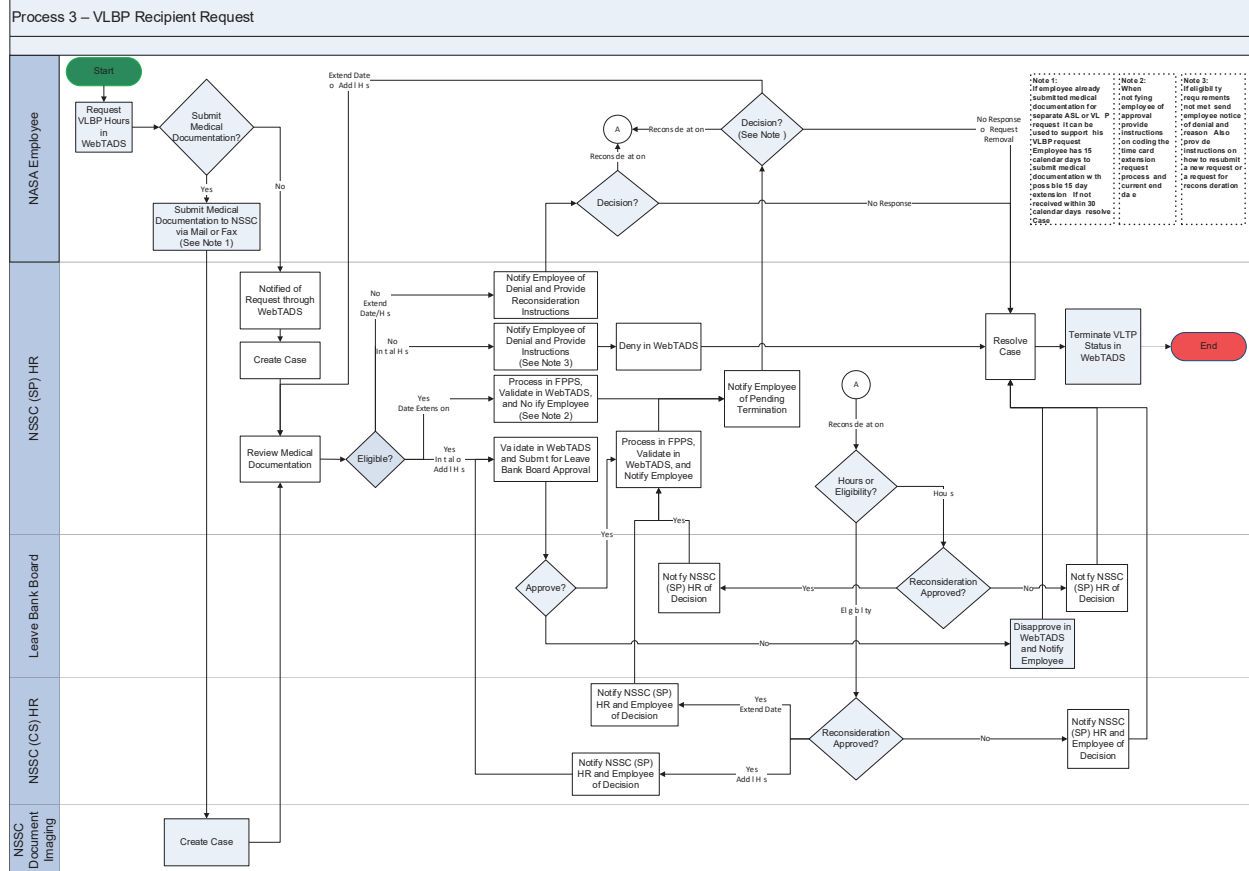
### Process 1 – Initiate VLBP Membership



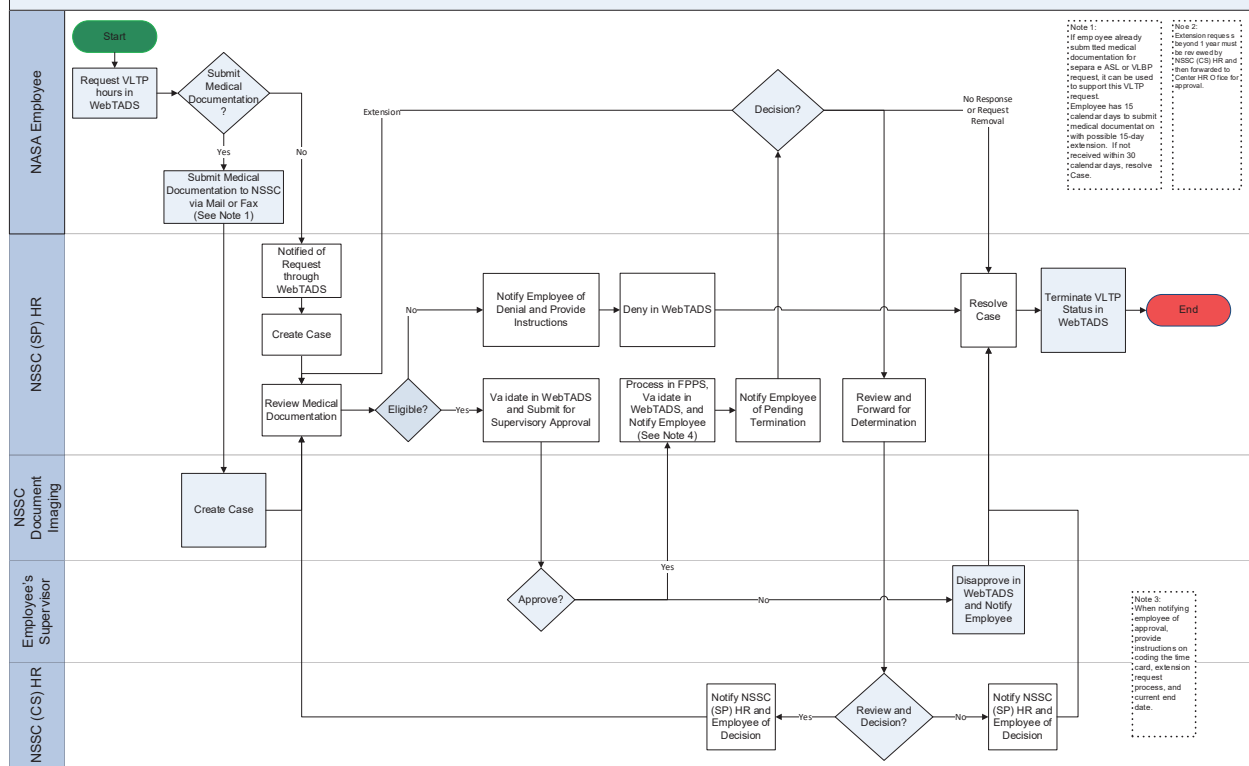
### Process 2 – Terminate VLBP Membership



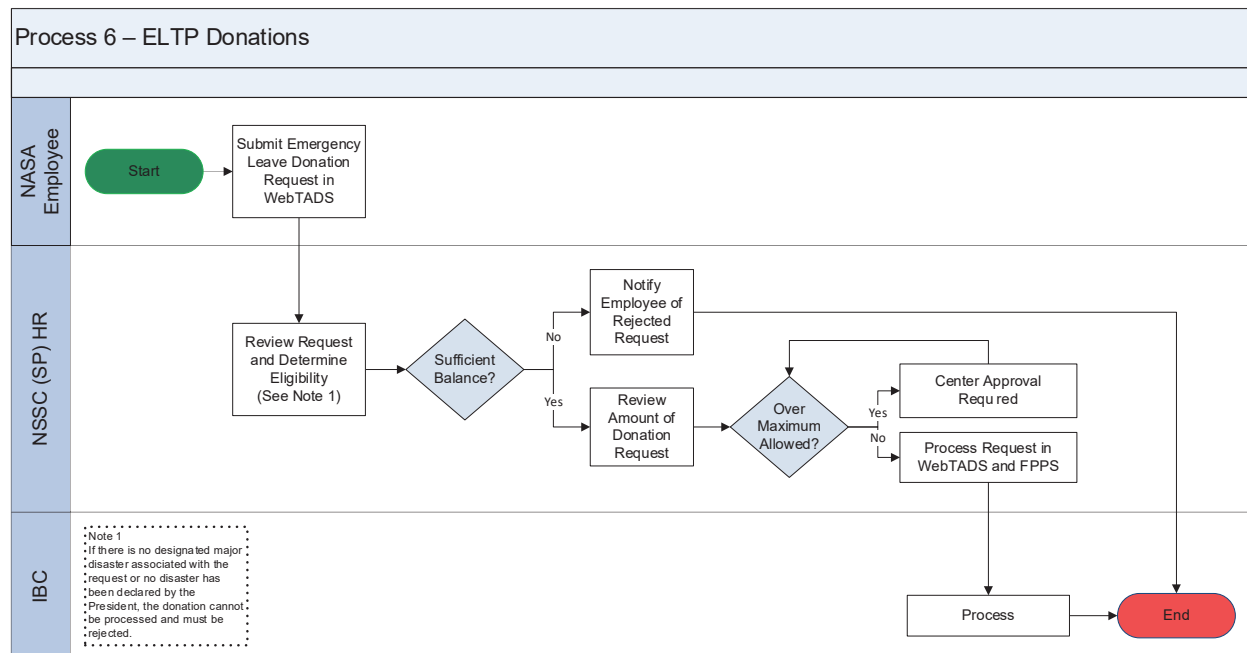
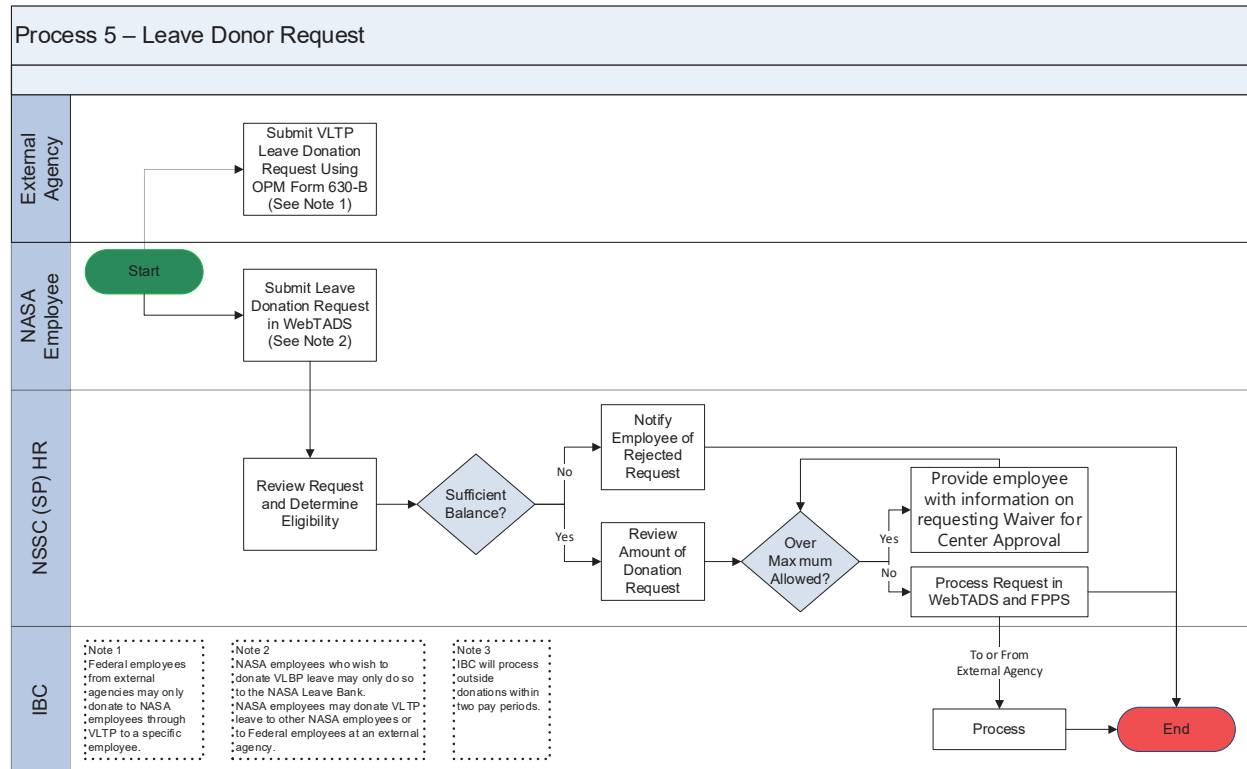
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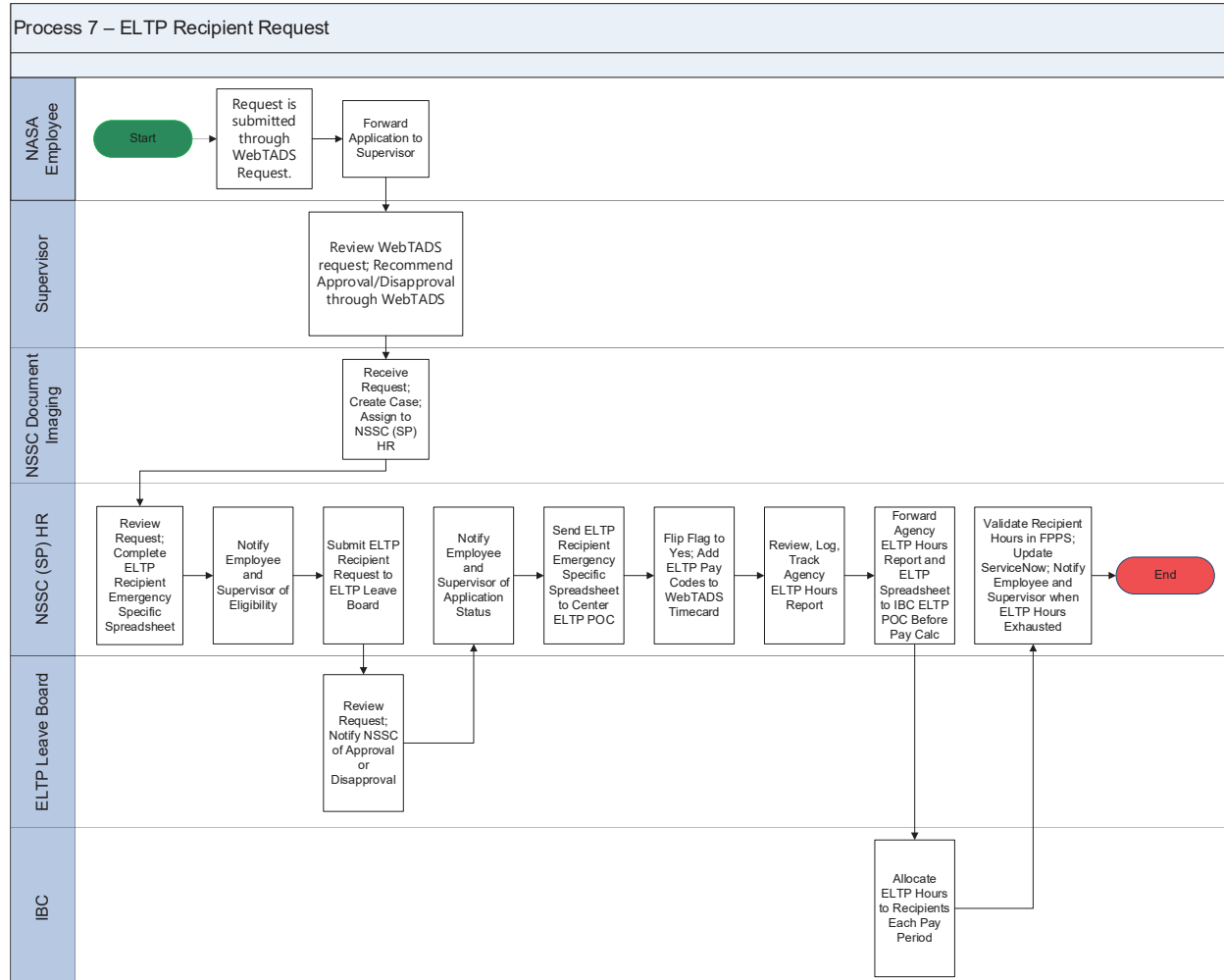
Process 4 – VLTP Recipient Request



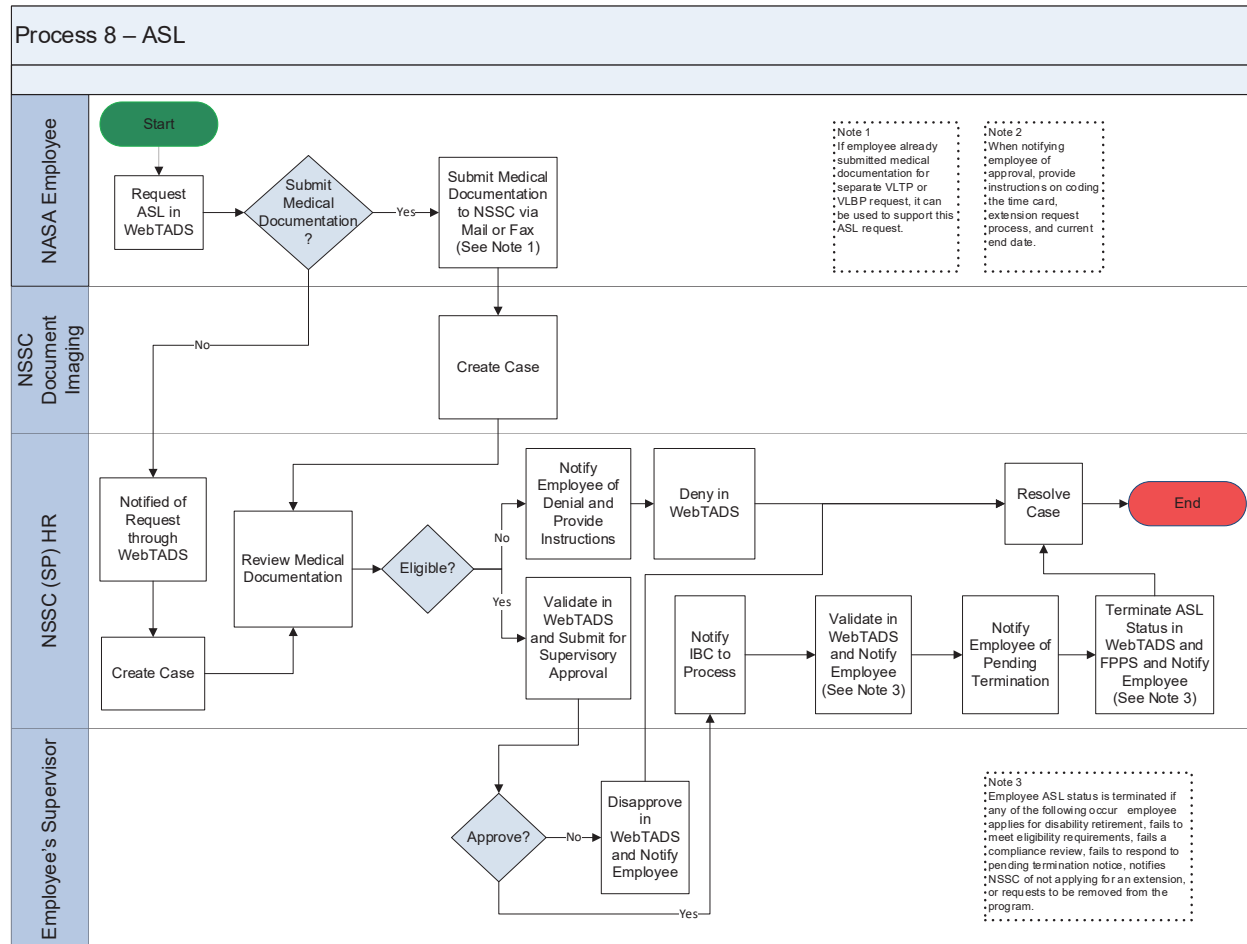
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Process 9 – PPL Request

