



National Aeronautics and
Space Administration
NASA Shared Services Center

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

NASA Shared Services Center Process Work Instruction

NSPWI-3000-0018 Revision 0009

Effective Date: March 10, 2021

Expiration Date: March 10, 2022

Preparation and Distribution of Employee Notices

- FOR NSSC INTERNAL USE ONLY -

Responsible Office: Human Resources Services Division

NSSC Process Work Instruction	NSPWI-3000-0018	Revision 0009
	Number	
	Effective Date:	March 10, 2021
	Expiration Date:	March 10, 2022
		Page 2 of 49
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Distribution of Employee Notices		

Approved by
Kellie Noel
 (affiliate)

 Kellie M. Noel
 HR Service Office Manager

Digitally signed by Kellie Noel
 (affiliate)
 Date: 2021.03.22 09:24:58
 -05'00'

 Date

NSSC Process Work Instruction	NSPWI-3000-0018	Revision 0009
	Number	
	Effective Date:	March 10, 2021
	Expiration Date:	March 10, 2022
Page 3 of 49		
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Distribution of Employee Notices		

Document History Log

Status (Basic/Revision/ Cancelled)	Document Version	Effective Date	Description of Change
Basic	1.0	March 1, 2006	Basic Release
Revision	A	March 1, 2007	<ul style="list-style-type: none"> Revised Processes and Procedures with new and more detailed processes. Removed Data Request Form because it no longer is in use.
Revision	B	March 1, 2007	<ul style="list-style-type: none"> General: Fixed some formatting Wrote more specific instructions throughout References: Added paragraph numbers and paragraphs Processes and Procedures: Added steps and specific instructions for recurring notices and special notes Rewrote all instructions to include more detail and specific steps. Updated Appendix B Acronyms Pre e-mail from Roy Lee, NSSC CS, dated XXX, updated Appendix C, Employee Notification List to delete XXX Added Appendix C, Employee Notice format Added Appendix D, Working in Remedy for Employees Notices

NSSC Process Work Instruction	NSPWI-3000-0018	Revision 0009
	Number	
	Effective Date:	March 10, 2021
	Expiration Date:	March 10, 2022
Page 4 of 49		
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Distribution of Employee Notices		

Status (Basic/Revision/ Cancelled)	Document Version	Effective Date	Description of Change
			<ul style="list-style-type: none"> Added Appendix E, Working in TechDoc for Employee Notices Added Appendix F, Obtaining a Document Number Added Appendix G, Distribution E-mail Templates Added Appendix H, Distribution Lists Added Appendix G, Distribution E-mail Templates Added Appendix H, Distribution Lists
Revision	C	May 21, 2010	<ul style="list-style-type: none"> Updated content and text
Revision	0004	June 21, 2011	<ul style="list-style-type: none"> Update content and text Updated document to reflect new numbering system and template
Revision	0005	July 26, 2012	<ul style="list-style-type: none"> Updated content Changed Section 8
Revision	0006	May 23, 2013	<ul style="list-style-type: none"> Updated several sections
Revision	0007	April 29, 2014	<ul style="list-style-type: none"> Removed Proprietary information and logo Updated content
Revision	0008	March 19, 2015	<ul style="list-style-type: none"> Updated content to new template Add Appendix C-2 Converting Notices to Acrobat & Checking Accessibility Add Appendix C-4 Step-By-Step Instructions on

NSSC Process Work Instruction	NSPWI-3000-0018	Revision 0009
	Number	
	Effective Date:	March 10, 2021
	Expiration Date:	March 10, 2022
Page 5 of 49		
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Distribution of Employee Notices		

Status (Basic/Revision/ Cancelled)	Document Version	Effective Date	Description of Change
			uploading an Employee Notice to HRMES <ul style="list-style-type: none"> • Add Appendix D-1 Advanced Copy E-mails
Revision	0009	March 10, 2021	<ul style="list-style-type: none"> • Deleted effective date • Updated Appendix C-4 Step-By-Step Instructions on uploading an Employee Notice to HRMES • Updated entire workflow processes to current procedures • Updated Appendix B – Employee Notice schedule to include 2021 schedule • Removed Distribution List as Appendix D; added instruction step stating list is maintained in Outlook HR Services email box. • Added Employee Notice Checklist as Appendix D

NSSC Process Work Instruction	NSPWI-3000-0018	Revision 0009
	Number	
	Effective Date:	March 10, 2021
	Expiration Date:	March 10, 2022
		Page 6 of 49
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Distribution of Employee Notices		

Table of Contents

Document History Log	3
Table of Contents	6
1.0 Purpose	8
2.0 Authority	8
3.0 Applicable Documents and References	8
4.0 Process.....	11
4.1 Step 1 – Identify Notices:	11
4.2 Step 2 – Create a Case in ServiceNow	12
4.3 Step 3 – Develop Notices:	14
4.4 Step 4 – NSSC SP/Center/Employees- Post/Send Notice - Finalize Notice:.....	18
4.5 Step 5 – Upload Notice in Acrobat to TechDoc:	19
4.6 Step 6 - Create Notice in Human Resources Messaging System (HRMES)	21
4.7 Step 7 – Obtain Public Search link, Post Notice to Employee Notice Web site, and Prepare Advanced Copy Distribution:.....	22
4.8 Step 8 – Labor Notification for Agency-wide E-mail Notices.....	23
4.9 Step 9 – Distribute Advanced Copy of Notice to NSSC and Center HR POCs:	24
4.10 Step 10 – Respond to Inquiries:	24
5.0 Objective.....	26
6.0 Roles and Responsibilities	26
7.0 Records	27
8.0 Cancellation/Supersession of Previous Documents	27
Appendix A – Acronym List	28
Appendix B – Employee Notice Schedule 2021	31
Appendix C – Employee Notice Format Requirements and Instructions	33
Appendix C-2 – Obtaining and Document Number	36
Appendix C-3 – Converting Notices to Adobe Acrobat and Checking Accessibility	37

NSSC Process Work Instruction	NSPWI-3000-0018	Revision 0009
	Number	
	Effective Date:	March 10, 2021
	Expiration Date:	March 10, 2022
		Page 7 of 49
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Distribution of Employee Notices		

Appendix C-4 – Working with TechDoc for Employee Notices	39
Appendix D – Human Resources Message System (HRMES) Sample Format Requirements	41
Appendix D-2 – Step-by-Step Instructions Using the Human Resources Message System (HRMES)	42
Appendix E – Employee Notice Checklist	48

NSSC Process Work Instruction	NSPWI-3000-0018	Revision 0009
	Number	
	Effective Date:	March 10, 2021
	Expiration Date:	March 10, 2022
		Page 8 of 49
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Distribution of Employee Notices		

1.0 Purpose

The National Aeronautics and Space Administration (NASA) Shared Services Center (NSSC) is responsible for preparing and distributing employee notices for a variety of events subjects (e.g., benefits).

The notices are distributed in accordance with governing regulations and guidelines imposed by the Code of Federal Regulations (C.F.R.), the Office of Personnel Management (OPM), and internal NASA documents listed in Section 3.0, References — Process Work Instruction (PWI).

2.0 Authority

There are different authorities for each notice. Please review Appendix B to view the applicable regulation/directive.

3.0 Applicable Documents and References

The following references were used in the preparation of this Process Work Instruction (PWI):

Regulations Relating to Specific Notices – Regulations and standards govern the Preparation and Distribution of Employee Notices. The regulations regarding specific employee notices can be found in Appendix B – Recurring Agency-wide Employee Notices.

Regulations Relating to Styles, Standards, References, and Writing – Listed below are references arranged in the order to be used. Each entry contains the document name, location, and other helpful information as available.

a. NASA Graphics Style Guide:

- Location: <http://communications.nasa.gov>.
- Click the **NASA Comm Policies & Guidelines** link on the left side of the page.
- Under the **NASA Communications Guidelines** section, click the **NASA Graphics Style Guide** link.
- Refer to the document for document style standards, which includes strict requirements for the use of the NASA logo (also known as the meatball).
- Refer to the page immediately following the cover for other approved documents and the order of reference.

NSSC Process Work Instruction	NSPWI-3000-0018	Revision 0009
	Number	
	Effective Date:	March 10, 2021
	Expiration Date:	March 10, 2022
Page 9 of 49		
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Distribution of Employee Notices		

b. The NASA Procedural Requirements (NPR) 1450.10, NASA Correspondence Management and Communications Standards and Style:

- Location: [http://nodis3.gsfc.nasa.gov/main lib.html](http://nodis3.gsfc.nasa.gov/main_lib.html).
- From the NASA Online Directives Information System (NODIS) page, click the **1000-1999 Organization and Administration** link.
- Locate and click the **NPR 1450.10** link. Notice it is currently on version letter D, but as the document is updated, the final version letter will change.
- Refer to the NPR 1450.10 for all communications materials, other than Public Affairs communications (electronic or hard copy).
- Refer to the NPR 1450.10 for several helpful appendices, including: Compound Words, Capitalization of Frequently Used Words at NASA, and Acronyms.

c. U.S. Government Printing Office Style Manual:

- Location: <https://www.gpo.gov/fdsys/pkg/GPO-STYLEMANUAL-2008/content-detail.html>.
- Refer to the manual for anything not found in the previous two documents listed. Most everything needed will be found in the first three documents.

d. Acronyms for NASA (look here after checking with the Subject Matter Expert (SME) and the NPR 1450.10):

<http://spaceflight1.nasa.gov/shuttle/reference/acronyms/>.

e. The NODIS Library: <http://nodis3.gsfc.nasa.gov/main lib.html>.

f. NSSC References and Resources Web page:

- Location: <https://nasa.sharepoint.com/sites/nssc/SitePages/NSSC-References-and-Resources.aspx>.
- The site contains communication resources and guidelines.

g. NASA Stylebook and Office of Communications Manual

- Location: <http://communications.nasa.gov>.
- In the left navigation pane, click the **NASA Comm Policies & Guidelines** link.
- Under the **NASA Communications Guidelines** section, click the **NASA Stylebook and Office of Communications Manual** link.
- Refer to the document for social media standards, guidance, and terminology.

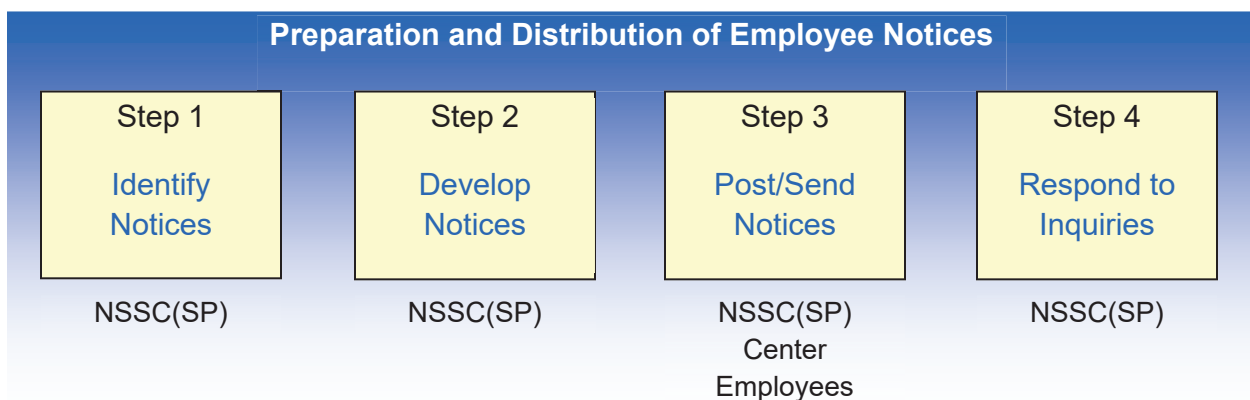
NSSC Process Work Instruction	NSPWI-3000-0018	Revision 0009
	Number	
	Effective Date:	March 10, 2021
	Expiration Date:	March 10, 2022
		Page 10 of 49
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Distribution of Employee Notices		

- h. **The NSSC SP Job Aid: Acronyms & Abbreviations that Frequently Require Correcting in Documents** should be used for all products. While it is not comprehensive, it does include many of the new ones being used due to the Human Capital (HC) Transformation efforts. It also includes many of the acronyms used in Employee Notices. Go to:
[https://dm.nssc.nasa.gov/servlet/dm.web.Fetch?did=5975066&rev=\\$latest](https://dm.nssc.nasa.gov/servlet/dm.web.Fetch?did=5975066&rev=$latest)

NSSC Process Work Instruction	NSPWI-3000-0018	Revision 0009
	Number	
	Effective Date:	March 10, 2021
	Expiration Date:	March 10, 2022
Page 11 of 49		
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Distribution of Employee Notices		

4.0 Process

The detailed steps for preparation and distribution of employee notices are included in this section. The following figure illustrates the process overview:



4.1 Step 1 – Identify Notices

Identify a required notice via either one of two methods:

1. Scheduled Notices – Refer to Appendix B, Scheduled Agency-wide Notices to be distributed by NSSC, to identify required annual notices to be sent to NASA employees. The Timeline Requirements column identifies the timeline for the notices to be sent out.

Important: Since delivery of employee notices is a contractual obligation, it is important that the notices be delivered correctly and in accordance with the deadlines. It is recommended that to avoid potential of forgetting to identify a scheduled notice, you set automatic Outlook calendar reminders for the first day of each month to check the list of notices in this desk guide.

2. Special Notices – Special notices are received through a request by NASA Headquarters (HQ) Office of the Chief Human Capital Officer (OCHCO) to the Customer Contact Center (CCC) or to the NSSC Civil Servant (CS) Employee Notices Point of Contact (POC) to issue notices not identified in the annual list. The requests may come from other sources; however, OCHCO provides the authorization to complete the notice. In such cases, the CCC or NSSC CS will create a ServiceNow case and assign

NSSC Process Work Instruction	NSPWI-3000-0018	Revision 0009
	Number	
	Effective Date:	March 10, 2021
	Expiration Date:	March 10, 2022
		Page 12 of 49
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Distribution of Employee Notices		

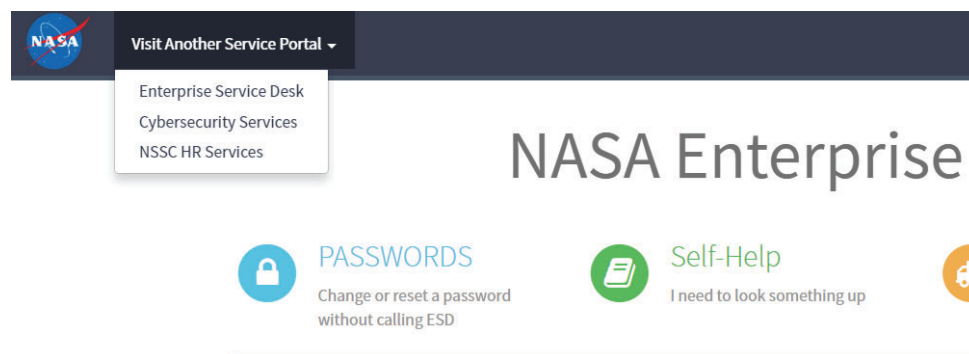
it to NSSC SP Employee Notices if L2 support is needed. Often, the CS team will work special request notices themselves and not require L2 support.

Important: When working on the notice, if at any time you are waiting on information and cannot continue working on the notice, ServiceNow must be updated to reflect a status of Pending and the Case Notes must be updated with an explanation.

4.2 Step 2 – Create a Case in ServiceNow

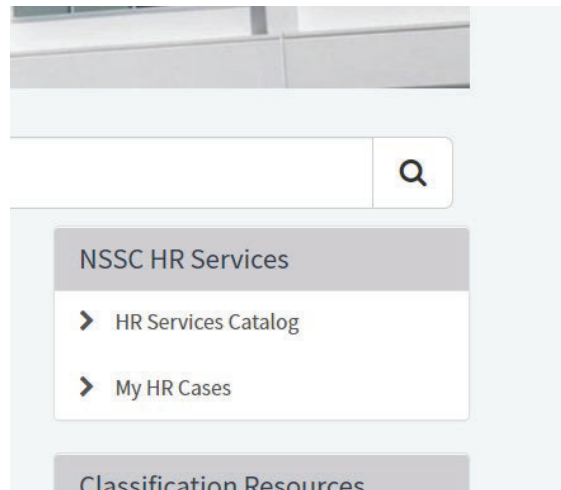
For all scheduled notices, the L2 team is responsible for creating a ServiceNow case before work is begun on a notice. Ideally, cases for scheduled notices are opened on the first day of the month preceding the scheduled release month (e.g., if a notice is scheduled for March, open the case on February 1.) Create a new case using these steps:

1. Go to the NASA Enterprise Service Desk portal at:
<https://esd.nasa.gov/esdportal>.
2. Click on the drop-down menu at the top left of the bar at the top of the page, labeled Visit Another Service Portal, and select NSSC HR Services.



3. Below the picture on the right side of the page, under the heading NSSC HR Services, select HR Services Catalog.

NSSC Process Work Instruction	NSPWI-3000-0018	Revision 0009
	Number	
	Effective Date:	March 10, 2021
	Expiration Date:	March 10, 2022
		Page 13 of 49
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Distribution of Employee Notices		



4. The Catalog will appear. Click Employee Notice Requests. On the page that follows, click Employee Notices Request. A form will appear.
 - a. Submitter/Requestor Information
 - i. Click the radio button beside Someone Else.
 - ii. Under Name, enter the L3 Civil Servant (Gloria O'Rourke). This field will populate the Customer field in the ServiceNow case.
 - b. Notice Information
 - i. From the drop-down menu below Is this a regularly scheduled notice or a special request? select either Scheduled or Special Request.
 1. Under Title of Notice, enter the notice title.
 2. Provide a description of the notice. You may also use the paperclip icon to attach a draft and any other documents that are relevant to the notice topic, fill in this information.
 - c. Approximate Requested Delivery Date (Designate a date within the scheduled month for the notice. This date will be proposed to the approver and can be negotiated at a later time if necessary.)
 - d. Recipients (Agency wide for all scheduled notices unless otherwise specified on Employee Notice Schedule.)

NSSC Process Work Instruction	NSPWI-3000-0018	Revision 0009
	Number	
	Effective Date:	March 10, 2021
	Expiration Date:	March 10, 2022
Page 14 of 49		
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Distribution of Employee Notices		

- e. Delivery Method (See Employee Notice schedule for delivery method of each notice.)
 - f. Email/Portal Content.
 - g. FD Selection – Employee Notices.
 - h. Status – Requested.
 - i. Short Description – Enter title of the notice.
 - j. Work notes – “Creating case for (month) employee notice.”
5. After selecting the Submit button, you will need to find your bookmark that takes you to your open employee notice cases. Once you find the case you created, you will change the Status in the drop down menu to Work in Progress, assign the case to yourself or a designated team member, and select Save.
 6. Check the Short Description field and ensure it contains the title of the notice. (Employee Notice – Notice title).
 7. Next, scroll down to view the tabs at the bottom of the case and click on the HR Tasks tab. If a task was generated, then, select the HRT link.
 8. You may resolve the HR Task as it is not needed. To resolve it, change the assignee to your name, change the Status to Resolved, and enter a work note before selecting Update.
 9. Functional Detail – {add instructions for filling in Negotiated Delivery Date, SME reviewer, etc.}.
 10. If the case has been assigned to you, ensure the case Status field as Work in Progress before saving your progress.

4.3 Step 3 – Develop Notices

The NSSC SP completes the following steps:

1. Develop a draft notice using Microsoft Word by summarizing research on the topic or from information provided in the request by following the steps below (A similar notice issued in prior years may be used as a reference):

NSSC Process Work Instruction	NSPWI-3000-0018	Revision 0009
	Number	
	Effective Date:	March 10, 2021
	Expiration Date:	March 10, 2022
Page 15 of 49		
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Distribution of Employee Notices		

- a. Save all drafts on shared drive at \\nsscfs01p.nssc.nasa.gov\nssc-shared\SP Human Resources\Employee Notices, using appropriate subfolders. Each notice is in a subfolder named for the month it is distributed.
- b. Confirm the title clearly identifies the notice.
- c. Provide a purpose statement in the first paragraph. Quickly identify why the notice is being sent out and if it applies. Target the high points and provide the details later in the notice.
- d. Keep the notices to one page when possible.
- e. Present information in clear, unambiguous language. Read the notice from the perspective of someone who is not familiar with the topic.
- f. Spell out the meanings of acronyms on first use, followed by the acronym in parentheses; thereafter, use only the acronym.
- g. Confirm everything is spelled correctly and NASA styles and standards are followed (Refer to Section 4 - References-Regulations and Guidelines).
- h. Unless otherwise directed, each notice must end with the following information, centered at the bottom of the notice (It is in Arial 10 point type):

**For questions concerning this notice, contact:
NSSC Customer Contact Center
1-877-677-2123 (1-877-NSSC123) or nssc-contactcenter@nasa.gov**

- i. After inserting the contact information referenced above into the notice, populate the auto-filled Subject Line in the e mail hyperlink by completing the following:
 - i. Right-click on the NSSC E-mail Address (nssc-contactcenter@nasa.gov).
 - ii. Select the Edit Hyperlink option.
 - iii. Check the E-mail Address field to confirm it shows: <mailto:nssc-contactcenter@nasa.gov>.
 - iv. In the Subject field, type the complete title of the notice followed by Employee Notice (e.g., Uniformed Services Employment and Reemployment Rights Act (USERRA) Employee Notice).

NSSC Process Work Instruction	NSPWI-3000-0018	Revision 0009
	Number	
	Effective Date:	March 10, 2021
	Expiration Date:	March 10, 2022
Page 16 of 49		
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Distribution of Employee Notices		

j. In the document header, type the following in Garamond 10 point type, replacing the highlighted text as relevant:

Date of Issue: Month Year

k. In the document footer, type the following in Garamond 10 point type, replacing the highlighted text as relevant:

i. Document Number

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

Note: Previously issued notices are archived in TechDoc in the Human Resources (HR)/Employee_Notices_&_Notifications folder.

2. Obtain an official document number for the notice. Each notice must have a date of distribution and an official document number for archive purposes. To obtain a document number, complete the following steps:

a. Open Internet Explorer.

b. Navigate to the Stennis Intranet located at https://nasa.sharepoint.com/sites/nssc/SitePages/NSSC_Employees_.aspx.

c. Under the NSSC Employee Portal Quick Links heading, click the References and Resources link.

d. Under the Electronic Library subheading, click the Standardized Document Numbering System (SDNS) link.

e. Click the Request Document Number link.

f. In the next screen, click the Request Document Number link.

g. Select Center from drop-down list.

h. Select NSSC.

i. Click the Document Type drop-down arrow and select the (EN) Employee Notices option.

NSSC Process Work Instruction	NSPWI-3000-0018	Revision 0009
	Number	
	Effective Date:	March 10, 2021
	Expiration Date:	March 10, 2022
Page 17 of 49		
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Distribution of Employee Notices		

- j. In the Agency Filing Scheme (AFS) Number field, type 3000.
 - k. Leave the Unique field blank.
 - l. In the Enter Document Title field, type the full document title. Ensure the title is spelled correctly so that anyone searching for the title will be able to locate it.
 - m. In the Enter Document Requestor(s) field, type user's name. Ensure the user name is typed the same way each time so that anyone can easily search the database for all of the user's documents if a report is needed (using the Document Report link).
 - n. Click the Request Document Number button. The unique document number is displayed immediately. Copy and paste the number into the footer of the notice.
 - o. Save the screen to user's folder with the related notice, which ensures that user can go back and verify the number entered on the notice is correct and no typos were made.
3. Send draft of notice via e-mail to the NSSC SME for accuracy of content with Track Changes enabled. Copy the SME SP Supervisor, the SP EN Technical Lead, and EN team members.
 4. After incorporating the SME's input, e-mail the draft notice to the Development of Information Materials Team and the NSSC SP Employee Notice Technical Lead for review.
 5. Move the sent and received e-mails from the parties to the proper folder in the NSSC HR Services mailbox in Outlook by dragging e-mails from user's Personal folder to the Employee Notice Outlook folder within the NSSC HR Services Outlook box.
 6. Make changes requested by the Development of Information Materials Team and the NSSC SP Supervisor.
 7. Return the next draft to the NSSC SP Employee Notice Technical Lead via e-mail for another review and repeat the step until Supervisor approval is received.
 8. Move the sent and received e-mails from the parties to the applicable Employee Notices folder in the NSSC HR Services mailbox in Outlook.
 9. Receive an approval e-mail from the NSSC SP Employee Notice Technical Lead.

NSSC Process Work Instruction	NSPWI-3000-0018	Revision 0009
	Number	
	Effective Date:	March 10, 2021
	Expiration Date:	March 10, 2022
Page 18 of 49		
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Distribution of Employee Notices		

10. Move e-mails to the applicable Employee Notices folder in the NSSC HR Services mailbox in Outlook.
11. Send approved notice to the NASA civil servant(s) designated as approver on the employee notice schedule for final review and approval. Propose a distribution date for approval also. Copy the NSSC L3 POCs (Gloria O'Rourke and Deirdre Wolverton) and the SP Employee Notice team members
13. Move e-mails to the applicable Employee Notices folder in the NSSC HR Services mailbox in Outlook.
14. Review, make, and ensure changes are conformed to NASA standards when the NASA CS returns the reviewed notice.
16. Address changes with the NSSC SP Technical Lead, if questions arise.
17. Move e-mails to the applicable Employee Notices folder in the NSSC HR Services mailbox in Outlook.
18. Ensure NASA CS approval to proceed is received and Service Now case/task/and Functional Detail is updated. IMPORTANT – if the Negotiated Delivery Date changes for any reason, update the applicable Function Detail field.
19. Move e-mails to the applicable Employee Notice folder in the NSSC HR Services mailbox in Outlook once NSSC CS approval is received.

4.4 Step 4 – NSSC SP/Center/Employees- Post/Send Notice - Finalize Notice

The NSSC SP completes the following steps:

1. Check the notice again to ensure no grammar, punctuation, or format issues exist (Refer to Appendix C - Employee Notice Format Requirements and Instructions).

Note: All employee notices must adhere to the instructions, unless otherwise, directed by NSSC CS.

2. Check again to ensure hyperlinks work correctly, including the Subject Line of the CCC e-mail link.

NSSC Process Work Instruction	NSPWI-3000-0018	Revision 0009
	Number	
	Effective Date:	March 10, 2021
	Expiration Date:	March 10, 2022
		Page 19 of 49
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Distribution of Employee Notices		

3. Check again to ensure the month and year of issue is placed in the header section and the document control number is placed in the footer section of the document.
 4. Ensure the notice indicates to contact the NSSC CCC with questions regarding the notice, unless otherwise directed by NSSC CS.
 5. Check the file name to ensure it conforms to standards (i.e., Title).
 6. Convert the file to Adobe Acrobat and run the accessibility check to ensure Section 508 compliance.
- (See Appendix C-2, Converting Notices to Acrobat & Checking for Accessibility, for directions on creating a Section 508 compliant document.)
7. Check hyperlinks in the Acrobat file by clicking on the links to ensure links are working properly.

4.5 Step 5 – Upload Notice in Acrobat to TechDoc

The NSSC SP completes the following steps:

1. Uploads the notice in the TechDoc database using the following steps:
 - Log into TechDoc.
 - Open the HR folder in TechDoc.
 - Navigate to the Employee_Notices_&_Notifications folder.
 - Navigate to the corresponding folder for the notice (If it is a new special notice, use the MISC folder).
 - Click the Create Document option.
 - In the Number field, type the document number as assigned by the SDNS.
 - In the Title field, type the title of the notice, including the year of issue.
 - In the Doc Type field, click the drop-down arrow.
 - Select the EN-Employee Notices option.
 - In the Doc Category field, click the drop-down arrow.
 - Select the Pub_Ref_Material – Public Reference Material option.

NSSC Process Work Instruction	NSPWI-3000-0018	Revision 0009
	Number	
	Effective Date:	March 10, 2021
	Expiration Date:	March 10, 2022
Page 20 of 49		
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Distribution of Employee Notices		

- Ensure the Check to add myself to Distribution List option is selected (New requirement per the Advanced TechDoc training).
- Ensure the Check to add myself to Notification List option is selected (New requirement per the Advanced TechDoc training).
- In the POC field, type user's name.
- Verify the Organization field shows HR – HR Services Division.
- In the Web Search field, click the drop-down arrow.
- Select the Global option (The option ensures any user can access the notice, regardless of whether or not using the NASA computer system. Since employees may have to access notices at home and the notices do not contain protected information, use the option).
- In the Reason field, type the reason the document is being created (e.g., Upload to Web site).
- Click the Next button.
- Click the Next button again.
- At the beginning of the File field, click the Choose File button.
- Locate and select the Acrobat file.
- Click the OK button.
- Leave the Fetch Access field on the Normal option.
- Click the OK button.
- In the Access screen, click the Next button.
- In the Access Lists screen, click the Owner option.
- Scroll under the Shared Lists heading to locate and click the HR_SP_GEI_EN option.
- Click the Add button.
- Click the Next button.
- In the Access Users List screen, click the Read option.
- Scroll under the Available Users heading to locate and click the Global Users (R) option.
- Click the Add button.

NSSC Process Work Instruction	NSPWI-3000-0018	Revision 0009
	Number	
	Effective Date:	March 10, 2021
	Expiration Date:	March 10, 2022
Page 21 of 49		
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Distribution of Employee Notices		

- Click the Next button.
 - Click the OK button.
2. Release the document in TechDoc using the following steps:
- In TechDoc, click the document's White Paper icon.
 - Click the Release option on the left side of the screen.
 - In the Revision field, type Basic. If the document is subsequently modified and uploaded again, type the date in the following format: yyyy-mm-dd.
 - In the Reason field, type the reason the document is being created (e.g., Upload to Web site).
 - Click the Next button.
 - Since the file was converted to Adobe Acrobat (Portable Document Format (PDF)) before uploading, deselect the Render the Generation to a Watermarked PDF File option (Do not allow the file to be converted to Acrobat PDF within TechDoc since the formatting may be changed incorrectly, the hyperlinks may be disconnected, and the document may not be 508 compliant).
 - Click the OK button.

4.6 Step 6 - Create Notice in Human Resources Messaging System (HRMES)

Once the notice content is approved by the designated Agency approver, develop a HRMES message by using the Appendix C-4 Step-By-Step Instructions on uploading an Employee Notice to HRMES.

The HRMES message will be a "Pointer" message for all notices with a Delivery Method of Web and HR Portal. The HRMES message will include the full content of the notice for all notices with a Delivery Method of E-mail, Web and Portal. Refer to Employee Notice Schedule for Delivery Method for each notice.

- a. If Full Text HRMES: Full notice content is entered in HRMES
- Header: This is an Agency-wide notification to all NASA employees.
 - Header if Targeted Message: This is a targeted notification to (**blank**) employees.
- b. If Pointer Template:

NSSC Process Work Instruction	NSPWI-3000-0018	Revision 0009
	Number	
	Effective Date:	March 10, 2021
	Expiration Date:	March 10, 2022
Page 22 of 49		
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Distribution of Employee Notices		

- Pointer template with public search TechDoc link is entered in HRMES (See Appendix C-5 – Human Resources Message System Sample Format Requirements).

4.7 Step 7 – Obtain Public Search link, Post Notice to Employee Notice Web site, and Prepare Advanced Copy Distribution

a. The NSSC SP completes the following steps:

1. Obtain the public search link by using the following steps:

- Access the NSSC Public Search Engine located at <https://searchpub.nssc.nasa.gov/search/general.html>.
- Click the first Search field drop-down arrow.
- Select the Text option.
- In the first Search Text field, type the title of the notice.
- Click the Search button. A list of documents with the typed text is displayed.
- Click the Revision link for the desired document. The document is displayed.
- Verify the desired document.
- Copy the Web address for the notice from the Address bar in the Web browser.

2. Post the notice on the NSSC Employee Notice Web page using the following steps:

- Navigate to the Employee Notice Web page at [https://nasa.sharepoint.com/sites/nssc/SitePages/Employee-Notices\(1\).aspx](https://nasa.sharepoint.com/sites/nssc/SitePages/Employee-Notices(1).aspx).
- Click on the Edit pencil icon.
- Under the Current Employee Notices heading, click on **+Add links**. A new page displays; click on From a Link and paste in the public search link. Click Insert.
- Change the icon to match the previous notices' icons and change the title to match the notice's full title.
- Once all changes are made, click on the Republish link. It is very important to ensure that you click Republish otherwise the link will not be posted or saved. If you notice any errors, start again to make corrections and click Republish.
- Click on the new notice link to ensure the link works and pulls the correct notice.

NSSC Process Work Instruction	NSPWI-3000-0018	Revision 0009
	Number	
	Effective Date:	March 10, 2021
	Expiration Date:	March 10, 2022
Page 23 of 49		
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Distribution of Employee Notices		

3. Notify the NSSC L3 CS via e-mail that the notice is posted to the NSSC Employee Notices Web page and provide the Public Search link.

Sample e-mail text:

The [Notice Title] has been posted to the Employee Notice Web site. The public search link for this scheduled notice, to be published [DATE] via [DELIVERY METHOD], is:

[NOTICE WEB ADDRESS]

- Send the e-mail to the NSSC CS and copy the NSSC SP Employee Notices Team and Supervisor.
- Click and drag the Sent E-mail Message from Outlook Sent Items box into the NSSC HR Services mailbox in the proper Employee Notices folder.

4.8 Step 8 – Labor Notification for Agency-wide E-mail Notices

Notices that go out Agency-wide e-mail via HRMES must have prior Labor union notification. NASA's labor representatives forward the email preview to the unions.

- a. The NSSC SP completes the following steps:

1. Once the notice is approved and entered into HRMES, send a HRMES e-mail preview of the notice to Labor reps. This preview must be sent to Labor 48 hours before the HRMES e-mail is deployed but no sooner than 3 business days before. For example, if a notice is scheduled to go out on a Wednesday, the e-mail preview must be sent to Labor reps on Monday.
2. Send the e-mail to the identified Labor reps (Larry Zoloty and Sharon Sutton) and CC Gloria O'Rourke, Deirdre Wolverton, and Ed DePew. Blind CC the SP Employee Notices team.

Format:

To: Zoloty, Lawrence C. (GRC-J000) <lawrence.c.zoloty@nasa.gov>; Sutton, Sharon (HQ-LE052) <sharon.sutton@nasa.gov>

Cc: O'Rourke, Gloria M (NSSC-XD022) <gloria.m.orourke@nasa.gov>; Wolverton, Deirdre C. (NSSC-XD022) <deirdre.c.wolverton@nasa.gov>

Subject: For Information: {Subject Line of Notice}

Body of email:

NSSC Process Work Instruction	NSPWI-3000-0018	Revision 0009
	Number	
	Effective Date:	March 10, 2021
	Expiration Date:	March 10, 2022
Page 24 of 49		
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Distribution of Employee Notices		

Good morning/afternoon:

This is being provided for information.

The NSSC will be sending out the notice below to all employees via HRMES email on Thursday, January 30, 2020.

{Insert HRMES preview here}

[Do not include "This is a preview copy of message ID xxxx".

Do not include your name and/or signature block.]

4.9 Step 9 – Distribute Advanced Copy of Notice to NSSC and Center HR POCs:

- a. The NSSC SP completes the following steps for all notices:
 1. Create and send (At least 1 business day in advance of the employee notice delivery date) the distribution e-mail using the following steps:
 - Create new e-mail message using the NSSC HR Services e-mail box.
 - Delete personal information, including customized signature block.
 - Copy and paste the correct e-mail template into the message, ensuring customized information (including the Public Search Link) needed is included.
 - Send the message to Center HR POCs and NSSC POCs using the distribution lists maintained in the Contacts of the NSSC HR Service e-mail box.
 - Click and drag the Sent E-mail Message from the Sent Items folder into the applicable Employee Notices folder in the NSSC HR-Services mailbox.

4.10 Step 10 – Respond to Inquiries:

- a. The NSSC SP completes the following steps:
 1. Send an e-mail to the Requestor in response to inquiries relating to the employee notices within one business day (If the NSSC CCC Level 1 personnel cannot respond to an inquiry relating to an employee notice, the NSSC SP SME will handle the inquiry as a Level 2 assignment as shown in Appendix E - NSSC CCC Remedy Case Flowchart).
 2. Move the e-mail to the proper folder in the NSSC HR Services mailbox in Outlook.

NSSC Process Work Instruction	NSPWI-3000-0018	Revision 0009
	Number	
	Effective Date:	March 10, 2021
	Expiration Date:	March 10, 2022
		Page 25 of 49
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Distribution of Employee Notices		

Note: If an employee does not receive a notice or would like to request a duplicate notice, the employee should contact the CCC. The CCC will send out the notice via e-mail from TechDoc.

NSSC Process Work Instruction	NSPWI-3000-0018	Revision 0009
	Number	
	Effective Date:	March 10, 2021
	Expiration Date:	March 10, 2022
Page 26 of 49		
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Distribution of Employee Notices		

5.0 Objective

- 5.1. To assist NSSC SP HR employees through the procedural steps in preparing and distributing employee notices.

6.0 Roles and Responsibilities

- 6.1 The NSSC SP is responsible for the following:
- Identifying the required notice by creating or receiving Service Now case
 - Updating Service Now case
 - Developing the notice
 - Obtaining a document number for the notice
 - Sending notice to the SME for updates and accuracy of content
 - E-mailing draft notice to the Development of Information Materials Team and NSSC SP Technical Lead
 - Maintaining e-mails
 - Making changes to the notice, ensuring changes conform to NASA standards, and addressing changes with NSSC SP Supervisor and NSSC CS
 - Returning corrected draft to the Technical Lead
 - Receiving approval
 - Sending approved notice to the designated CS for review and approval
 - Ensuring no grammar, punctuation, or format issues exist in notice
 - Checking to ensure hyperlinks work and notice is correct and conforms to all applicable standards
 - Converting file to Adobe Acrobat and ensuring Section 508 compliance
 - Uploading and releasing notice in TechDoc
 - Receiving the approval to distribute notice
 - Creating and sending an advance notification distribution e-mail
 - Posting the notice correctly on the Web site
 - Sending e-mail to Requestor in response to inquiries
 - Creating a new HRMES message (if applicable)
 - Sending HRMES preview email to NASA Labor representatives (if applicable)

NSSC Process Work Instruction	NSPWI-3000-0018	Revision 0009
	Number	
	Effective Date:	March 10, 2021
	Expiration Date:	March 10, 2022
		Page 27 of 49
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Distribution of Employee Notices		

- 6.2 The Development of Information Materials Team is responsible for reviewing the initial notice.
- 6.3 The NSSC SP Technical Lead is responsible for reviewing, correcting, and approving the initial notice.
- 6.4 The designated Agency CS is responsible for reviewing and approving the notice.
- 6.5 The SP SME is responsible for ensuring accuracy of content.

7.0 Records

Per the Master Record Index (MRI), Employee Notices Associated Work Activity is located in Service Now. The cutoff date is either the end of fiscal or calendar year, and it may be destroyed/deleted 5 years later after cutoff date.

Per the (MRI, Employee Notices Supporting Documentation is located in TechDoc and/or the HR/Employee Notices folder. The cutoff date is either the end of fiscal or calendar year, and it may be destroyed/deleted 5 years later after cutoff date.

8.0 Cancellation/Supersession of Previous Documents

This document supersedes NSPWI-3000-0018 –Preparation and Distribution of Employee Notices – Revision 0008.

NSSC Process Work Instruction	NSPWI-3000-0018	Revision 0009
	Number	
	Effective Date:	March 10, 2021
	Expiration Date:	March 10, 2022
Page 28 of 49		
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Distribution of Employee Notices		

Appendix A – Acronym List

Acronym	Meaning
AFS	Agency Filing Scheme
ASL	Advanced Sick Leave
CCC	Customer Contact Center
CFC	Combined Federal Campaign
C.F.R.	Code of Federal Regulations
COB	Close of Business
CPP	Competitive Placement Plan
CS	Civil Servant
DI	Document Imaging
EO	Executive Order
FEB	Federal Employee Benefits
FEDVIP	Federal Employees' Dental and Vision Insurance Program
FEGLI	Federal Employees' Group Life Insurance Program
FEHB	Federal Employees' Health Benefit Program
FLTCIP	Federal Long Term Care Insurance Program
FMLA	Family Medical Leave Act
FSAFEDS	Federal Flexible Spending Account Program
HQ	Headquarters
HR	Human Resources

NSSC Process Work Instruction	NSPWI-3000-0018	Revision 0009
	Number	
	Effective Date:	March 10, 2021
	Expiration Date:	March 10, 2022
Page 29 of 49		
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Distribution of Employee Notices		

Acronym	Meaning
HRMES	Human Resources Messaging System
ID	Identification
IG	Inherently Governmental
IT	Information Technology
L2	Level 2
L3	Level 3
MRI	Master Record Index
NASA	National Aeronautics and Space Administration
NEBA	NASA Employees Benefit Association
NEBS	NASA Employee Benefits System
NODIS	NASA Online Directives Information System
NPR	NASA Procedural Requirements
NSR	NSSC Services Request
NSSC	NASA Shared Services Center
OHCM	Office of Human Capital Management
OPM	Office of Personnel Management
PDF	Portable Document Format
POC	Point of Contact
PWI	Process Work Instructions
SDG	Service Delivery Guide

NSSC Process Work Instruction	NSPWI-3000-0018	Revision 0009
	Number	
	Effective Date:	March 10, 2021
	Expiration Date:	March 10, 2022
		Page 30 of 49
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Distribution of Employee Notices		

Acronym	Meaning
SDNS	Standard Document Numbering System
SME	Subject Matter Expert
SP	Service Provider
TSP	Thrift Savings Plan
URL	Uniform Resource Locator
U.S.C.	United States Code
USERRA	Uniformed Services Employment and Reemployment Rights Act
VLTP	Voluntary Leave Transfer Program
WIP	Work In Progress

NSSC Process Work Instruction	NSPWI-3000-0018	Revision 0009
	Number	
	Effective Date:	March 10, 2021
	Expiration Date:	March 10, 2022
Page 31 of 49		
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Distribution of Employee Notices		

Appendix B – Employee Notice Schedule 2021

The following table shows the notice title, release month, and distribution method. (The internal schedule including approver names and notes is maintained at N:\SP Human Resources\Employee Notices\Informational Resources\Schedules.)

NASA Employee Notices	Timeline	Distribution Method
Weingarten Rights	January	Web, e-mail & portal
Flexible Spending Acct (FSAFEDS) Use or Lose Deadline and Carryover Policy	February	Web & portal
Annual Notice to Employees in a Testing Designated Position (TDP)	February	Targeted e-mail
NASA's Telework Program	March	Web, e-mail & portal
NASA Policies, Merit System Principles, and Prohibited Personnel Practices	May	Web, e-mail & portal
Whistleblower Disclosures	May	Web, e-mail & portal
The Family and Medical Leave Act (FMLA)	June	Web & portal
Leave Program Procedures	June	Web & portal
You Rights Under USERRA	June	Web & portal
Federal Long-Term Care Insurance Program (FLTCIP) Information	July	Web & portal
The NASA Merit Promotion and Placement (MPP) Plan	July	Web & portal
Designation of Beneficiary Forms	August	Web & portal
Drug-Free Workplace Responsibilities for Supervisors	August	Targeted e-mail
Drug-Free Workplace Responsibilities for Administrative Officers	August	Targeted e-mail

NSSC Process Work Instruction	NSPWI-3000-0018	Revision 0009
	Number	
	Effective Date:	March 10, 2021
	Expiration Date:	March 10, 2022
Page 32 of 49		
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Distribution of Employee Notices		

Updating Your Emergency Contact Information	September	Web, e-mail & portal
General FEGLI/NEBA Information	September	Web & portal
Annual Leave Forfeiture and Leave Donation Notice	November	Web, e-mail & portal
FEHB Open Season	November	Web, e-mail & portal Combined message
FSA Open Season		
FEDVIP Open Season		
Thrift Savings Plan (TSP) Overview	November	Web & portal
VLBP Open Season Reminder	November	Web & portal
End of Year Payroll Reminders	December	Web, e-mail & portal
Pay Comparability Adjustment	December/January	Web & portal

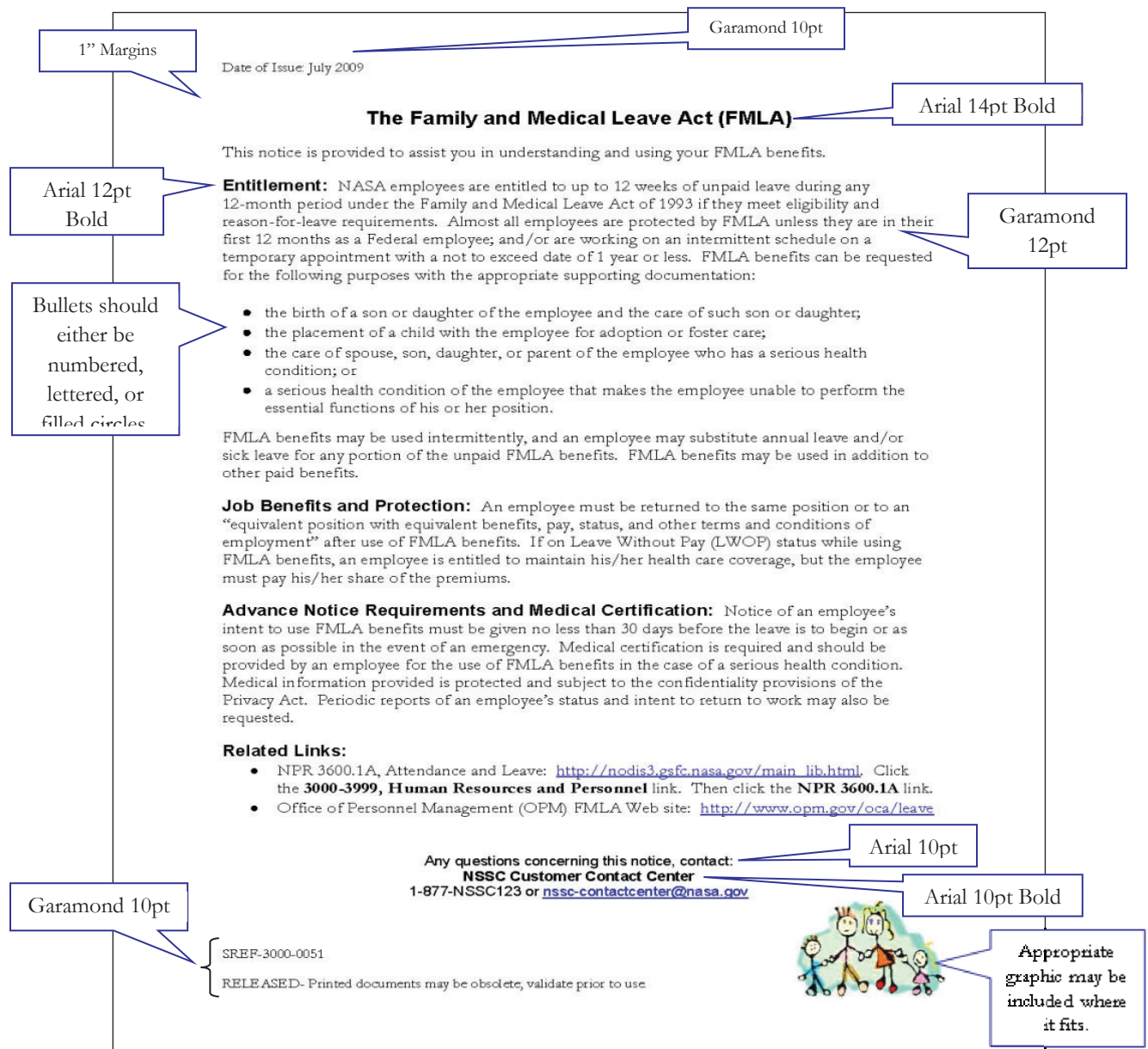
NSSC Process Work Instruction	NSPWI-3000-0018	Revision 0009
	Number	
	Effective Date:	March 10, 2021
	Expiration Date:	March 10, 2022
Page 33 of 49		
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Distribution of Employee Notices		

Appendix C – Employee Notice Format Requirements and Instructions

C-1 Standard Format Requirements

This is a sample notice and identifies the standard format for the notices.

Note: In some cases, the format may have to be adjusted to meet other requirements.



NSSC Process Work Instruction	NSPWI-3000-0018	Revision 0009
	Number	
	Effective Date:	March 10, 2021
	Expiration Date:	March 10, 2022
Page 34 of 49		
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Distribution of Employee Notices		

A – Inserting Alternate Text for Graphics and Photos

This paragraph contains instructions for inserting alternative text in graphics and photographs.

1. While in the MS Word document, right-click the photo or clip art.
2. Select the **Size** option.
3. Select the **Alt Text** tab.
4. In the **Alternative text** field, type a description of the photo or clip art. Please note, do not lead in with, “This image contains....” Or “This is a picture of...”
5. Click the **Close** button.

If the Alt Text tab cannot be located in the Size screen, use the following procedures:

1. While in the MS Word document, right-click the photo or clip art.
2. Select the **Format Picture** option.
3. Select the **Alt Text** tab.
4. In the **Alternative text** field, type a description of the photo or clip art. Please note, do not lead in with, “This image contains....” Or “This is a picture of...”
5. Click the **Close** button.

B - Assigning the Document Language

This paragraph contains instructions for identifying and assigning the appropriate document language. Please note that it is far better to assign the language in MS Word rather than in Acrobat.

In Microsoft Word:

1. Click the **Review** tab.
2. In the **Proofing** section, click the **Set Language** option.
3. In the Language screen, click the **English (U.S.)** option.
4. Click the **OK** button.

Only use the following procedures if you were unable to assign the language in MS Word or if you had trouble doing so:

In Adobe Acrobat:

1. From the **File** menu, select the **Properties** option. (Note that it may also be called the Document Properties option in some versions of Acrobat.)
2. In the Document Properties screen, click the **Advanced** tab.
3. Under the **Reading Options** heading, click the **Language** drop-down menu and select the **English US** option.

NSSC Process Work Instruction	NSPWI-3000-0018	Revision 0009
	Number	
	Effective Date:	March 10, 2021
	Expiration Date:	March 10, 2022
		Page 35 of 49
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Distribution of Employee Notices		

4. Click the **OK** button.
5. Save the Acrobat file.

NSSC Process Work Instruction	NSPWI-3000-0018	Revision 0009
	Number	
	Effective Date:	March 10, 2021
	Expiration Date:	March 10, 2022
Page 36 of 49		
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Distribution of Employee Notices		

Appendix C-2 – Obtaining and Document Number

Document numbers are obtained through the Stennis Document Numbering System (SDNS). All employee notices must have an official document number prior to distribution. This is critical to ensure compliance with NASA requirements. To obtain a document number through the SDNS, use the following procedure:

1. Open Internet Explorer and go to the Stennis Intranet at:
<http://sscportal.ssc.nasa.gov>.
2. Under the Applications On-Line heading, then under the Center Applications subheading, click to select the Stennis Document Numbering System (SDNS) link.
3. Click the Request Document Number link.
4. In the next screen, click the Request Document Number link.
5. Select Center from drop down list and select NSSC.
6. Click the Document Type drop-down arrow and select the (EN) Employee Notices option.
7. In the AFS Number field, type 3000.
8. Leave the Unique field blank.
9. In the Enter Document Title field, type the full document title. Be sure this is spelled correctly so that anyone searching for this title will be able to locate it.
10. In the Enter Document Requestor(s) field, type your name. Be sure you type your name the same way each time so that you can easily search the database for all of your documents if you need to run a report (using the Document Report link).
11. Click the Request Document Number button. The unique document number is displayed immediately.
12. Save that screen to your folder with the related notice. This ensures that you can go back and verify that the number you entered on the notice is correct and no typos were made.

NSSC Process Work Instruction	NSPWI-3000-0018	Revision 0009
	Number	
	Effective Date:	March 10, 2021
	Expiration Date:	March 10, 2022
Page 37 of 49		
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Distribution of Employee Notices		

Appendix C-3 – Converting Notices to Adobe Acrobat and Checking Accessibility

Instructions for converting finalized notices to Adobe Acrobat, for checking Section 508 accessibility compliance, and for correcting accessibility errors:

- a. Finish document and save a Word version to the correct folder.
- b. Click the **Acrobat** tab.
- c. Click the **Create PDF** button.
- d. Save as a PDF in the correct folder.
- e. From the **Tools** menu, click the **Accessibility** option, then click the **Full Check** sub option.
- f. In the **Accessibility Full Check** screen, ensure the following options are selected as noted:
 1. Report and Comment Options Section:
 - Check: Create Accessibility Report
 - Click the **Choose** button. Navigate to the folder where the Word file and the Acrobat file are saved. Select the **same location** and click the **OK** button.
 - Check: Include repair hints in Accessibility Report
 - Uncheck: Create comments in document
 2. Page Range Section: Check: All pages in document
 3. Checking Options Section:
 - Name: Adobe PDF
 - Check: ALL OPTIONS IN THIS SECTION
- g. Click the **Start Checking** button. When completed, an Adobe Acrobat window is displayed showing a list of the problems found or stating that there are no problems found.
- h. Click the **OK** button.
- i. Did the checker find problems?
 1. If the checker did not find problems, proceed to Step I.

OR

NSSC Process Work Instruction	NSPWI-3000-0018	Revision 0009
	Number	
	Effective Date:	March 10, 2021
	Expiration Date:	March 10, 2022
		Page 38 of 49
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Distribution of Employee Notices		

2. If the checker found problems that may prevent the document from being fully accessible, review the Accessibility Report and follow the instructions to fix the issues.

Note: Scroll down to the Hints for Repair section of the report to review the solutions.

- j. Once all issues are fixed, do the following:

1. From the **File** menu, click the **Save** option.
2. Return to Step e to run the Accessibility Checker again.

- k. Repeat Steps e through j until the accessibility checker finds no problems.

Note: If issues cannot be resolved, please ask for help from the team or NSSC (SP) Supervisor.

- l. The Acrobat file is now ready for uploading to TechDoc or distributing as needed.

NSSC Process Work Instruction	NSPWI-3000-0018	Revision 0009
	Number	
	Effective Date:	March 10, 2021
	Expiration Date:	March 10, 2022
Page 39 of 49		
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Distribution of Employee Notices		

Appendix C-4 – Working with TechDoc for Employee Notices

Most of the TechDoc instructions are located in the main body of this document. This section contains helpful information that may only be used occasionally. As new helpful information is developed, it will be added to this appendix.

A. Create a New Folder in TechDoc

To create a new folder in TechDoc, use the following procedure:

1. Log into TechDoc and select the **HR** folder.
2. In the HR folder, select the **Employee_Notices_&_Notifications** folder.
3. Find and open the folder for the notice you are working on. If it is a new special notice, use the **MISC** folder.
4. Click the **Create Folder** option.
5. In the **Name** field, type the name of the Notice you are working on.
6. In the **Description** field, type the title of the notice (e.g., FMLA Notices).
7. Ensure the **Check to add myself to Notification List** option is selected.
8. In the **RMA File Plan** field, leave it blank.
9. Verify that the **Organization** field shows **HR – HR Services Division**.
10. In the **Reason** field, type the reason this folder is being created (e.g., New notice.), click the **OK** button.
11. In the Access for Folder screen, click the **Next** button.
12. In the Access Lists screen, click the **Owner** option. Scroll under the Shared Lists heading to locate and click the **HR_Emp_Notices** option, then click the **Add** button.
13. Click the **Next** button, then the **OK** button.

B. Replace an Employee Notice Document in TechDoc

To replace a notice that has already been uploaded to TechDoc with a new version, use the following procedure:

1. Make the necessary changes to the notice in the Word document and save it.
2. Convert the notice into an Adobe Acrobat file (PDF) according to the instructions in Appendix D, Employee Notice Format Requirements and Instructions and save it.
3. Log into TechDoc and find the notice folder within the Human Resources folder.
4. Click the white paper next to the name of the notice.
5. Click the **Reserve** option.
 - a. Reason: Type the reason for replacing this document (e.g., Updated notice).
 - b. Click the **OK** button.
6. Click the **Replace** option.
 - a. Reason: Type the same reason as above.

NSSC Process Work Instruction	NSPWI-3000-0018	Revision 0009
	Number	
	Effective Date:	March 10, 2021
	Expiration Date:	March 10, 2022
		Page 40 of 49
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Distribution of Employee Notices		

- b. Click the **Next** button.
- c. Click the **Browse** button, and locate the PDF file of the revised notice in your saved documents.
- d. Click the **OK** button.
- 7. Click the **Release** option.
 - a. Revision: Type in today's date.
 - b. Reason: Type the same reason as above.
 - c. Click the **Next** button.
 - d. Uncheck: Render the Generation to a watermarked PDF file.
 - e. Click the **OK** button.

NSSC Process Work Instruction	NSPWI-3000-0018	Revision 0009
	Number	
	Effective Date:	March 10, 2021
	Expiration Date:	March 10, 2022
Responsible Office: Human Resources Services Division		Page 41 of 49
SUBJECT: Preparation and Distribution of Employee Notices		

Appendix D – Human Resources Message System (HRMES) Sample Format Requirements

Full content notice sample for Agency-wide e-mail notices in HRMES:

Message 3811, Version 1
Last Updated: 08/14/2020 9:22 AM

Published Email & HR Portal

From: NSSC-HRMES@mail.nasa.gov
To: 17978 recipients ([View](#))
Subject: Whistleblower Disclosures
Attachment(s): [Response to Employees Alleging Violations of Whistleblower Protections.pdf](#)
[Know Your Rights When Reporting Wrongdoings.pdf](#)
Importance: Normal

This is an Agency-wide notification to all NASA employees.

This notice provides an overview of whistleblower disclosure information, including the Whistleblower Protection Act. This notice is for National Aeronautics and Space Administration (NASA) employees.

The Whistleblower Protection Act of 1989, updated by the Whistleblower Protection Enhancement Act (WPEA) of 2012, protects Federal employees from reprisal for disclosures of information they reasonably believe evidences:

- Violation of any law, rule, or regulation.
- Gross mismanagement.
- Gross waste of funds.
- Abuse of authority.
- Substantial and specific danger to public health or safety.
- Conspiracy related to scientific research or analysis (scientific integrity).

An Agency official's threat to take, propose, or not take a personnel action because of protected whistleblowing activities constitutes a prohibited personnel practice. The protection of Federal employee whistleblowers falls within the jurisdiction of the Office of Special Counsel (OSC), an independent agency. At NASA, under certain circumstances, the Office of Inspector General (OIG) may also review these matters. You are protected if you make a lawful whistleblower disclosure to the OSC, the NASA OIG, or a NASA supervisor or manager. You are also protected if you make such a disclosure to other individuals or organizations, such as a congressional committee or the media, provided that the disclosure is not specifically prohibited by law and the information does not have to be kept secret in the interest of national defense or foreign affairs.

Disclosures Involving Classified Information

A disclosure of waste, fraud, or abuse that includes classified information is not a protected disclosure under the whistleblower laws unless the disclosure is made in accordance with the laws and rules that govern the proper handling and transmission of classified information. For example, you are not protected for disclosing classified information to an unauthorized recipient, even if you reasonably believe the information is evidence of waste, fraud, or abuse. You can make a protected disclosure of classified information to the OIG, but the information may not be transmitted using the OIG's unclassified hotline. For more information on how to properly provide classified information to the OIG, please contact the OIG's hotline at 1-800-424-9133 or Cedric Campbell, the NASA Whistleblower Protection Coordinator, at 202-244-4122. You may also e-mail him at HQ-OSC-Counsel@mail.nasa.gov.

The WPEA clarifies that employees are protected even if the disclosures are identified as part of their existing job duties, such as for auditors and safety inspectors. Further, the WPEA:

- Protects disclosures even if made to an individual who participated in the alleged wrongdoing being disclosed.
- Protects disclosures that have been previously made or were known.
- Protects employees regardless of their motive for making the protected disclosure unless the information is disclosed with the knowledge that it is false or with willful disregard for its truth or falsity.
- Protects verbal disclosures or those otherwise not made in writing.
- Protects disclosures without regard to when the reported activity may have occurred.
- Protects Government scientists for disclosures related to the integrity of the scientific process.

Additional Information for Supervisors

OSC requires that NASA notifies supervisors annually on "how to respond to complaints alleging a violation of whistleblower protections" and has provided the attached PDF file titled "Response to Employees Alleging Violations of Whistleblower Protections" to meet this requirement. In addition to the presentation, please note the following key points:

- The training referred to in the presentation is located in the System for Administration, Training, and Educational Resources for NASA (SATERN). The course number is "AG-WHISTLE-2020," and the title is "Whistleblower Protection Training for Managers and Supervisors 2020." Supervisors are required to take this course at the start of their supervisory position and then again every 3 years.
- Employees alleging violations of whistleblower protections may not be familiar with whistleblower law or may not explicitly indicate that they are a whistleblower. Terms such as "whistleblower," "report," or "violation" need not be used. If the content of the allegation falls into the area of whistleblower protection, supervisors should treat it as such.
- Anonymity procedures and protections may differ depending on the content of the allegation. If an employee raises an issue about anonymity, please contact the Whistleblower Program Coordinator identified in the Points of Contact section of this notice.
- All employees are authorized and encouraged to disclose wrongdoing and may do so to the OIG without notifying their supervisors or "chain of command." Supervisors should not discourage an employee's disclosure regardless of avenue taken.

Points of Contact

For more information on whistleblower protection, you may contact Cedric Campbell, the NASA Whistleblower Protection Coordinator (who also serves as Associate Counsel to the NASA Inspector General) at 1-202-244-9122 or by e-mail at HQ-OSC-Counsel@mail.nasa.gov.

References

- Additional information about whistleblower protections, including making protected disclosures and filing claims of reprisal for whistleblowing activities, can be accessed on the OSC Web site at: <https://osc.gov/>.
- A course in SATERN, "Whistleblower Protection Training for Managers and Supervisors 2020," is available to all NASA employees. To locate the course:
 - Go to <https://satern.nasa.gov>; then click the Launch SATERN button.
 - In the Find Learning tile search field, type AG-WHISTLE-2020.
 - Click the Go button.
- For more information on your rights, refer to the attached OSC file titled "Know Your Rights When Reporting Wrongdoings."
- Whistleblower Protection Enhancement Act (WPEA): <https://www.congress.gov/113/bills/434/pdf/1-113-bills-434.pdf>.
- NASA OIG Whistleblower Protection page, which can be found at: <https://oig.nasa.gov>. At the bottom of the page in the Contact NASA OIG section, click the Whistleblower Protection Coordinator link. Or you can use this direct link: <https://oig.nasa.gov/whistleblower/>.

For questions concerning this notice, contact:
NASA Shared Services Center (NSSC) Customer Contact Center
1-877-677-2123 (1-877-NSSC123) or nssc-contactcenter@nasa.gov

HR Portal Pointer message sample for notices going out Web and portal only:

Message 3942, Version 1
Last Updated: 01/05/2021 4:39 PM

Published HR Portal Only

From: NSSC-HRMES@mail.nasa.gov
To: 17978 recipients ([View](#))
Subject: January 2021 Pay Adjustments
Importance: Normal

This is an Agency-wide e-mail notification to all NASA employees.

An Employee Notice titled "January 2021 Pay Adjustments" has been posted to the NASA Shared Services Center (NSSC) Web site for your reference. To access current Employee Notices, please visit [https://nasa.sharepoint.com/sites/nssc/SitePages/Employee-Notices\(1\).aspx](https://nasa.sharepoint.com/sites/nssc/SitePages/Employee-Notices(1).aspx).

For questions concerning this notice, contact:
NASA Shared Services Center (NSSC) Customer Contact Center
1-877-677-2123 (1-877-NSSC123) or nssc-contactcenter@nasa.gov

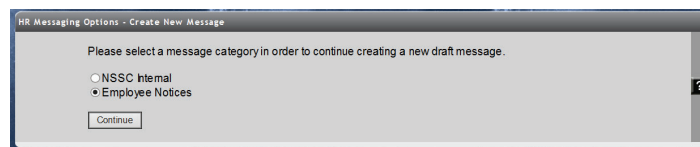
Why yes, it is all about you! And that's exactly what you'll find in the "About Me" section in the [HR Portal](#). You can access up-to-date information such as your individualized pay and leave summary which includes balances and expiration date

THIS IS AN AUTOMATED HRMES MESSAGE. PLEASE DO NOT REPLY.
Please contact the [NSSC Customer Contact Center](#) if you need additional information.

NSSC Process Work Instruction	NSPWI-3000-0018	Revision 0009
	Number	
	Effective Date:	March 10, 2021
	Expiration Date:	March 10, 2022
Page 42 of 49		
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Distribution of Employee Notices		

Appendix D-2 – Step-by-Step Instructions Using the Human Resources Message System (HRMES)

- Log in to Human Resources Messaging System (HRMES) located at <https://hrmes.nasa.gov>.
- Click the **Create New** link in the *HRMES Tools* section.
- Click the **Employee Notices** option, and click the **Continue** button.



STEP 1 – How and when you would like this message delivered?

- Under the *Delivery Method* section, click the **drop-down arrow** for the **Delivery Method** and decide if the notice will be sent out via e-mail only, be uploaded to the Human Resources Portal only, or if it will be sent out both ways.
- Click the **drop-down arrow** for the **Frequency** option and decide when the notice will be delivered.
- If the **One Time** option is chosen, determine if it will go out **Immediately** (Upon Approval) (is sent out anytime of the day), or scheduled on a specific date for it to be sent out. Remember that if it is set for a specific date, but approved after the 2:00 a.m. delivery time, the date will need to be changed (Example: If it is due out on 10/15/2012, but it is not approved until 10/15/12, the date will need to be changed since it is after 2:00 a.m.) or it will not be released until it is changed.
- The NSSC CS POC usually wants to **Specify** the Start Date field. Click the drop-down arrow for the Start Date option, and a calendar-type drop down field is displayed. Click on the calendar, and select the date you want the notice to be released for distribution.

Delivery Method

* Delivery Method: Email Only

* Frequency: One Time

* Start Date: ☐ Immediately (Upon Approval) ☒ Specify
10/22/2015

selected prior to message publishing. Please select a delivery frequency from
of "Immediately" are sent as soon as they are approved. Otherwise messages
urs in the early morning.

Who is the sender?

Source: 11 12 13 14 15 16 17

Message Author: 18 19 20 21 22 23 24

Receive CC: 25 26 27 28 29 30 31

message Upon Publication?

NSSC Process Work Instruction	NSPWI-3000-0018	Revision 0009
	Number	
	Effective Date:	March 10, 2021
	Expiration Date:	March 10, 2022
Page 43 of 49		
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Distribution of Employee Notices		

- h. Under the *Who is the sender?* section, choose **Yes** for the *Receive CC* option.
- i. **No** will stay selected for the *From (Display Name)* unless you want the message to come from a person's name as sender instead of the *HRMES* attributes.
- j. From the **Send On Behalf Of:** option, leave as **Not Specified** unless the requestor wanted this message to come from a specific individual (e.g., the requestor asked for the message to come from Charlie Bolden. Then click the **Look Up User** link, and select the name of the person who will be listed as the sender of the message.
- k. Once everything on the page is complete, click the **Save & Continue** button.

STEP 2 – Define Message Recipient List

- l. In the Step 2 – Define Message Recipient List page, you will have to decide the Distribution Type and Centers to whom the message will be sent. This is where we add any filtered lists that may be requested or we select any filtered options that may be requested.
 - a. If there are no filtered options listed in the request (i.e., if this is an Agency-wide distribution requested), ensure that under the **Centers** option, **All** is checked. Everything else should stay as is on the page. Click the **Save & Continue** option at the top or bottom of the page.
 - b. If the requestor has specified that only certain Centers are to receive the message, under the Distribution Type option in the Select Recipient Distribution Type: field, ensure the Recipient Filters button is selected.

- c. If the requester has specified certain other filtering criteria to be used, click on the respective plus sign (+) to the left of the field you wish to expand on. For example, if the requestor asks you to only send to Supervisor Status Levels 4 and 6, click the + next to Supervisor Status. Press the Ctrl Key down, while clicking numbers 4 – Supervisor (CSRA) and numbers 6- Leader.

NSSC Process Work Instruction	NSPWI-3000-0018	Revision 0009
	Number	
	Effective Date:	March 10, 2021
	Expiration Date:	March 10, 2022
Page 44 of 49		
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Distribution of Employee Notices		

When the correct filtering group is shown, press the **Save & Continue** button at the bottom of the screen. The Groups selected will now be shown to the right of the filtered list area:

Also, when you print a .pdf of the completed file, you must ensure the number of anticipated recipients match the anticipated number of the filtered search before sending.

- d. If there is an Excel document which contains the name and e-mail addresses of the filtered list, copy the filtered Excel file in the N:\SP Human Resources\Employee Notices\Filtered e-mail List - HRMES – Downloads folder.

- i. Under **Distribution Type** to **Select Recipient Distribution Type**:, click the **Custom Upload** option. A field pop up then asks you to

NSSC Process Work Instruction	NSPWI-3000-0018	Revision 0009
	Number	
	Effective Date:	March 10, 2021
	Expiration Date:	March 10, 2022
Page 45 of 49		
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Distribution of Employee Notices		

Upload Distribution List. Click the **Browse** button and navigate to the N:\SP Human Resources\Employee Notices\Filtered e-mail List - HRMES – Downloads folder and select the file name you want to use as your filtered e-mail list, and press **Open** to include the list in the HRMES message. Ensure the correct filename is in the Upload Distribution List:, and click **Upload**. Any errors that HRMES finds will be shown in Red at the top of the Upload Distribution List task bar.

Note: (If you need to Download and Excel Recipient E-mail Template, you can do so on this page in HRMES by clicking the **Download Excel Recipient Email Template** button.)

- ii. Click **Save & Continue** to proceed.

STEP 3 – Message

- m. In the **Step 3 – Message** page, under the *Subject & Action* section, type the **name of the Employee Notice** for the **Subject** (Example: Whistleblower Disclosures Notice).
- n. Unless stated otherwise, the *Does Message Require an Action?* option will stay **No**.
- o. Copy each paragraph from the approved Word document into Word Pad. Then copy from Word Pad with the stripped formatting into the *Message Body* section in HRMES. Remember that the notice must be Arial 10. Tips include using the Shift/Enter for a new line, and Ctrl/Enter for a new formatting style or paragraph. Also, paste in from Word Pad then complete formatting, then add Centering or Bold. Also, to get links to appear as links, press Enter key at the end of a link and then backspace the period up to link. The type will then turn blue. To add a quick link to the unformatted text, select the quick link verbiage, go to Internet and copy the page address, click the add a link chain at the top of the HRMES message screen, and paste into the address bar the correct page.
 - a. All Employee notices in HRMES should include an Italicized message line stating who is receiving the message: e.g., *This is a targeted e-mail notification to NASA employees who have requested hardcopy W-2 and/or Earnings and Leave Statements.*
 - b. All Employee notices in HRMES should include a footer-type Italicized message: e.g., *To access all employee notices, please visit the NSSC Employee Notices Web page at:*
[https://nasa.sharepoint.com/sites/nssc/SitePages/Employee-Notices\(1\).aspx](https://nasa.sharepoint.com/sites/nssc/SitePages/Employee-Notices(1).aspx).
 - c. Use the following message text for notices that will be posted to Web only:

NSSC Process Work Instruction	NSPWI-3000-0018	Revision 0009
	Number	
	Effective Date:	March 10, 2021
	Expiration Date:	March 10, 2022
		Page 46 of 49
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Distribution of Employee Notices		

HRMES Subject Line: Employee Notice Regarding “Subject of Notice (if Title too long) or Title”

This is an Agency-wide e-mail notification to all NASA employees.

An Employee Notice titled “Title of Notice and hyperlink to public search link” has been posted to the NASA Shared Services Center (NSSC) Web site for your reference. To access current Employee Notices, please visit [https://nasa.sharepoint.com/sites/nssc/SitePages/Employee-Notices\(1\).aspx](https://nasa.sharepoint.com/sites/nssc/SitePages/Employee-Notices(1).aspx).

For questions concerning this notice, contact:
NASA Shared Services Center (NSSC) Customer Contact Center
 1-877-677-2123 (1-877-NSSC123) or nssc-contactcenter@nasa.gov

- p. If an attachment is needed, click the **Browse** button for the *Add File Attachments* under the *Additional Items* section.

- q. Once everything on the page is complete, click the **Save & Continue** button.

STEP 4 – Review, Approve, and Submit

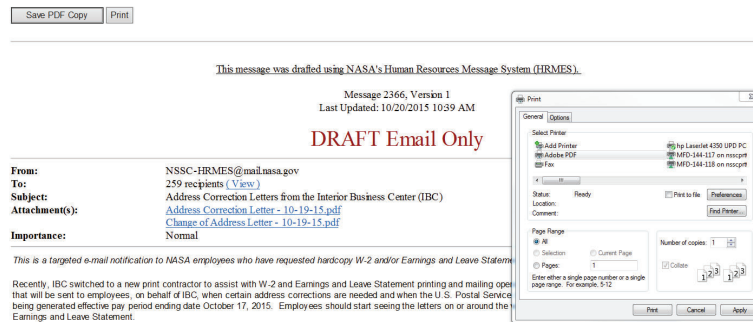
- r. In **Step 4. Review** - Under the *Specify Reviewers and Approvers* section, click the **Look Up User** under the *Reviewer(s)* heading. Locate the Employee Notices L2 Service Owner’s name (or Level 2 POC name) and click the **Select User** link to the left side of the name. Ensure the correct name is added into the Reviewer’s area. Then click the **Save** button.

Note: As of 10/18/15, the direction from NSSC Level 3 is to have Employee Notices L2 Service Owner or designated POC as the reviewer, and to have the Employee Notices L3 Lead as the Approver.

- s. Under the *Specify Reviewers and Approvers* section, click the **Look Up User** under the *Approvers(s)* heading. Locate the designated HRMES POC and click the **Select User** link to the left side of the name. Then click the **Save** button.

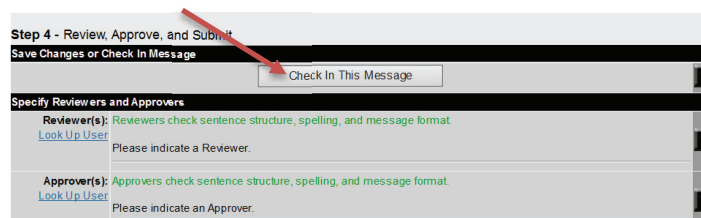
NSSC Process Work Instruction	NSPWI-3000-0018	Revision 0009
	Number	
	Effective Date:	March 10, 2021
	Expiration Date:	March 10, 2022
		Page 47 of 49
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Distribution of Employee Notices		

- t. Before Submitting for Review and Approval, Under the Subject heading, click the Name of the HRMES message you have created which will open a draft .pdf file.



- u. Click the Print option at the top of the .pdf viewing. Choose from your print options, the Adobe PDF printer and click Print. Save that document in the N:Employee Notices folder where the document is and name it “Draft for Review – EN – NAME – Date.pdf.
- v. Print out the .PDF file and review it for format, underlines, special characters, correct attachments, correct filtered number of participants, etc. Also, bring a copy of the Word final file and this .PDF draft HRMES copy to another Employee Notice L2 team member to validate the HRMES document is correct and in line with the Word file.
- w. Click the **Submit for Review and Approval** button at the top of the page under the *Submit Draft for Publication* section.

Note: Do not select the Check In This Message button as this will not submit the HRMES message for approval as expected.



- x. Locate the designated HRMES POC and click the **Select User** link to the left side of the name. Click the **Save** button.

NSSC Process Work Instruction	NSPWI-3000-0018	Revision 0009
	Number	
	Effective Date:	March 10, 2021
	Expiration Date:	March 10, 2022
Page 48 of 49		
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Distribution of Employee Notices		

Appendix E – Employee Notice Checklist

Employee Notice Checklist

To be used in conjunction with Employee Notice Work Instructions

Employee Notice Title: _____ Date Started: _____

Release Date: _____ Delivery Method: _____ Date Completed: _____

1. Create ServiceNow Case, Task and Functional Detail for scheduled notices. (First of each month for notices scheduled in next month)
2. Create draft notice using template styles in Word.
3. Create SDNS (if needed).
4. Send draft notice to (SP) SME reviewer and obtain feedback (using Track Changes).
5. When SME returns it, save as next draft number and keep Track Changes on.
6. Send to SP Employee Notice Technical Lead for review(s), copying the Employee Notices Team. Include in e-mail name of SP SME reviewer and date reviewed.
 1. Make suggested corrections.
7. Send to Dev of Info Materials, copying the Employee Notices Team. Include in your e-mail SP SME reviewer and date reviewed.
13. *Note: Keep Track Changes *on* to show difference between last year and this year.
 1. Make suggested corrections.
8. Send to SP Employee Notice Technical Lead, copying the Employee Notices Team. Include in your e-mail SP SME and Dev of Info Materials reviewers and date(s) reviewed.
14. *Note: Send clean draft but leave comments that need to be addressed by L3, if applicable.
 1. Make suggested corrections.
9. Send to L3 or Agency Approver (listed on Employee Notice Schedule on or before the 15th of each month prior to the scheduled delivery month (scheduled notices only), copying the Employee Notices Team and the CS Employee Notice team. When sending to L3 or Agency Approver, there is no need to list the individuals who have reviewed the notice.
 1. Sent to L3 on: _____.
 2. If changes come back, send to DEV/EN Lead again for review. After receiving their approval, send to back to L3 if needed.
10. Convert to PDF.
 1. Run 508 checker and make any necessary corrections.
11. Upload to TechDoc.

NSSC Process Work Instruction	NSPWI-3000-0018	Revision 0009
	Number	
	Effective Date:	March 10, 2021
	Expiration Date:	March 10, 2022
		Page 49 of 49
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Distribution of Employee Notices		

12. Obtain public search link and add it to Functional Detail
13. Update Service Now case and Functional Detail
14. Draft Notice for HRMES.
 1. Upload to HRMES. If customer list, ensure filters are selected or list is uploaded.
 2. Print or review an e-mail preview to check for spacing or other errors and make changes as needed.
 3. In HRMES, submit for Reviewer (Liz Edwards (Carrie and Jean as back-ups) approval.
 - i. Sent on: _____.
 4. Verify that L2 Reviewer approved and verify that L3 Approver was notified of pending review.
 - i. Sent on: _____.
 5. Date of distribution: _____.
 6. Approved by L3 on: _____.
15. If HRMES message is a full content notice, send notification to Agency Labor POCs at least 48 hours (business days) prior to delivery. Do not send more than 3 business days prior to the notice.
16. Send out advanced notice e-mail 24 hours ahead of notice to Employee Notice POC contact list unless otherwise specified by L3.
17. Upload to Web site after Advance Notification; use public search link.
18. Day of release, check NSSC Web site and ensure HRMES message went out.
19. Ensure all e-mails regarding case are entered in the Case Notes and the FD is updated and accurate. Close ticket once this is complete.