

National Aeronautics and
Space Administration
NASA Shared Services Center

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www.nssc.nasa.gov

NASA Shared Services Center Service Delivery Guide

NSSDG-3000-0001 Revision 6.0

Effective Date: October 11, 2021
Expiration Date: October 11, 2024

In-Processing

Responsible Office: Human Resources Services Division

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Approved by

AMY

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NSSC HR Director, Office of the Chief Human Capital Officer

Date

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Document History Log

Status (Basic/Revision/ Cancelled)	Document Version	Effective Date	Description of Change
Basic	1.0	June 16, 2007	Basic Release
Revision	2.0	April 30, 2012	<ul style="list-style-type: none"> Document originated under NSSC-HR-SDG-0029. Renumbered on 09/16/2001 to align with SDBS numbering system adopted in March 2010. Added new process steps resulting from the implementation of the Caseworker approach effective 08/01/2011. Incorporated steps resulting from the creation of the Entrance on Duty System. Incorporated steps resulting from the implementation of electronic signature in the Entrance on Duty System.
Revision	3.0	August 1, 2014	<ul style="list-style-type: none"> Updated and Separated the Reemployed Annuitant and Reinstatement process. Added "business days" to the timeframe for Centers to publish employees/applicants in the Workforce Transformation Tracking System (WTTS). Added processes resulting in the Personnel Action Processing (PAP) Program Review Recommendations.

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			<ul style="list-style-type: none"> Added an Acronym list as an Appendix. Added FEHB auto-decline process.
Revision	4.0	June 7, 2017	<ul style="list-style-type: none"> Updated Revision from 3.0 to 4.0. Updated Effective and Expiration dates. Updated Approver from Kenneth Newton to Amy Alexander. Changed “single” point of contact to “primary” in Section 1.0. Updated title of NSSC Travel Department to NSSC Financial Management (FM) Travel Department in Section 1.0. Added the NSSC Suitability Team as a NSSC point of contact in Section 1.0. Added Benefits Counseling as an In-Processing service as Item #3 in Section 3.0. Updated Revision of 2.0 to 3.0 in Section 6.0. Removed NSSC (CS) In-Processing Team from Step 7 on the In-Processing Process Flow Chart from sending benefits reminders. Updated NSSC mailing address from C Road to Jerry Hlass Road in In-Processing Step 1 and Step 4.

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			<ul style="list-style-type: none"> Removed reference to HR Cover Sheet in In-Processing Step 1. Updated the Pre-employment Drug Testing Process in In-Processing Step 2 from sending a NSR to the NSSC Drug Testing Team to copying the NSSC Drug Testing Team on the In-Processing Daily Report. Removed NSSC (CS) In-Processing Team from In-Processing Step 7 of sending benefits reminders. Changed title of the Re-Employed Annuitant In-Processing section to Re-employed Annuitant Process. Corrected Step 5 on the Reemployed Annuitant Process Flowchart by removing NARA. Changed Step 7 from Code and Release Action with the Appropriate Benefits and Retirement Codes to Process New Hire Action and Establish eOPF on the Reemployed Annuitant In-Processing Process Flow Chart. Combined Step 7 and Step 8 on the Reemployed Annuitant In-Processing Process Flow Chart to Process New Hire Action

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			<p>and Establish eOPF and renumbered remaining steps.</p> <ul style="list-style-type: none"> Added “if applicable” to Step 8, formerly Step 9, on the Reemployed Annuitant In-Processing Process Flow Chart. Removed “excluding benefits entitlements” Step 2 Output in the Reemployed Annuitant In-Processing Action column. Removed the Tips/Note from Step 2 in the Reemployed Annuitant In-Processing section. Removed NARA from Step 5 in the Reemployed Annuitant In-Processing section. Changed Step 6 in the Reemployed Annuitant In-Processing section from “Reviews OPF/eOPF to make a determination on the benefits eligibility and retirement for benefit’s counseling” to “Makes a determination on the benefits eligibility and retirement for benefit’s counseling”. Changed Step 6 in the Action column of the Reemployed Annuitant section from “NSSC (SP) In-Processing Team

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			<p>creates and assigns a NSR to NSSC (CS) Retirement/Benefits Team to provide information necessary for the completion of the OPM Form 1482, Agency Certification for Status of Reemployed Annuitants for Federal Employees' Group Life Insurance, as applicable, and determine benefits eligibility and retirement code" to "NSSC (SP) In-Processing Team reviews the appointment and documentation provided by the Center to determine benefits eligibility and retirement code".</p> <ul style="list-style-type: none"> • Changed the Output in the Action column of Step 6 in the Reemployed Annuitant. • Combined Step 7 and 8 on Page 18. • Updated Reinstatement Process Flowchart on Page 20. • Updated Step 2 on Page 21. • Added Step 5 on Page 23. • Updated Step 6 on Page 23. • Combined Steps 7 & 8 on Page 23. • Updated Step 9 on Page 24.

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			<ul style="list-style-type: none"> • Replaced Remedy with ServiceNow in System Components on Page 26. • Updated EODS to System Admin Role on Page 26. • Removed the Interface of Secure Server for Retention and Retrieval on Page 26. • Updated Table of Contents. • Changed Font of Approval Signature on Page 2 from Arial 16 pt to Arial 12 pt. • Updated Effective and Expiration Dates to May 25, 2017 and May 25, 2020. • Changed Goals Section to Metrics on Page 29. • Removed the following Goals on Page 29: <ul style="list-style-type: none"> • Center: NSSC must have at least 10 business days to work the automated In-Processing package with the employee/applicant. • Center: The established submission deadline for Center HR Offices is on the Friday one week prior to the pay period of the effective date of the action. • NSSC (CS) In-Processing Team: Three business days from receipt of the NSR for the Re-employed Annuitant. • NSSC (SP) In-Processing Team: Three business days from publish in WTTS for the Reinstatement.

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			<ul style="list-style-type: none"> NSSC (SP) In-Processing Team: No more than three business days after the record has been published in WTTS. NSSC (SP) In-Processing Team will follow up with the applicable Center HRO a total of three times for required eOPF documents not received prior to closing the NSR and elevating a NSR to NSSC (CS) eOPF to follow up with Center HRO. Added the following Metric to Page 29: 97% of applicants/employees published in WTTS shall be contacted within 3 business days of being published in WTTS. Updated Approved By Title from Director to Chief. Added missing periods throughout Document History Log. Corrected line spacing throughout document.
Revision	5.0	August 14, 2020	<ul style="list-style-type: none"> Updated Revision number and expiration and effective dates throughout the document. Updated Amy Alexander's title on the approval page. Updated the Table of Contents

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			<ul style="list-style-type: none"> Removed Reassignments and Conversion from the appointment types throughout the document. Changed Process 1 title from In-Processing to New Hires and Transfers Removed reference to Personnel Bulletin 2008-35SG dated December 19, 2008 due to the Staffing Services Branch consolidation to NSSC throughout the document. Changed NASA Service Request (NSR) to ServiceNow Case or Task throughout document. Changed employee/applicant to selectee throughout document. Updated In-Processing Flowcharts. Removed Step 1 Center HRO publishes the WTTS record after the initial suitability assessment. Changed responsibility from Center HRO to NSSC Staffing and HRA for uploading and providing documents for selectee throughout the document. Added that an automated Benefits Reminder of benefits eligibility is sent to the employee 45 calendar

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			<p>days after the EOD Date and Caseworkers ensure new employees have information needed for making benefits decisions via the initial Welcome to NASA e-mail template, the benefits counseling sessions, whether group or individual, in addition to providing the benefits presentation and communication with the employee during their onboarding.</p> <ul style="list-style-type: none"> • Added in the Case Close Steps that the Caseworker ensures that ServiceNow sent the automated Benefits Reminder. • Changed from using the OPM Form 1482 to notifying OPM of a Reemployed Annuitant according to OPM's BAL 19-107. • Added the NSSC (SP) In-Processing Team will collaborate with the NSSC (SP) and NSSC (CS) Retirements and Benefits Team as needed to determine benefits eligibility and retirement code for Reemployed Annuitants and Reinstatements. • Added BAL and HRBP to Appendix A – Acronym List.

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			<ul style="list-style-type: none"> Added Appendix C – NSSC Process Workflows Updated Customer Contact Center Strategy Moved all content to new template format Added Alt Text to Process Workflow Charts throughout document
Revision	6.0	October 11, 2021	<ul style="list-style-type: none"> Updated version and effective and expiration throughout the document Changed references to New Hire as an employment type to First Time Federal Employee throughout the document Removed/changed references to WTTS or EODS to USA Staffing Onboarding where applicable throughout the document Changed references from ServiceNow to HRSD throughout the document Changed references to PAP to PAR throughout the document

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Overview

1.0 Background

The National Aeronautics and Space Administration (NASA) Shared Services Center (NSSC) is responsible for providing in-processing guidance and support to new NASA selections. The NSSC's In-Processing Team consists of caseworkers who provide new selections with a primary NSSC Point of Contact (POC) throughout their on-boarding process, increasing both the degree of communication and the individualized counseling they will receive based on their specific employment type prior to their entry on duty (EOD) date. The caseworker will be the selectee's primary NSSC POC throughout the duration of their in-processing. However, for relocation inquiries, the selectee is referred to NSSC Financial Management (FM) Travel Department and for Suitability, the selectee is referred to NSSC Human Resources (HR) Suitability Team. The In-Processing caseworker will identify, contact, counsel, and in-process the following appointment types:

- First Time Federal Employee (First Time Fed)
- Reinstatement
- Transfer
- Reemployed Annuitant

2.0 Purpose

To provide counseling on benefits, in-processing forms and systems associated with the selectee's integration to their new position prior to entering on duty.

3.0 Applicability/Scope

The NSSC In-Processing Team provides In-Processing services to all external NASA selections. The NSSC In-Processing Team consists of Service Providers (SP) with the following duties and Civil Servants (CS) who provide oversight to the In-Processing activity:

1. Monitoring, approving, and accepting onboarding forms in USA Staffing Onboarding (USASO).
2. Assisting and monitoring a selectee with completing the necessary forms for in-processing using USASO or completing forms not available in USASO required for onboarding.

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3. Counseling a selectee on their benefits eligibility based on the appointment type and assisting with enrollment.
4. Ensuring that selectee forms are electronically accessible and ensure that key information needed by the NSSC's Personnel Action Request (PAR) Team is received for processing actions.
5. Ensuring that all required documents are received and imported in the electronic Official Personnel Folder (eOPF) and perform quality review on the received and/or completed case.

4.0 Privacy Information

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

5.0 Records

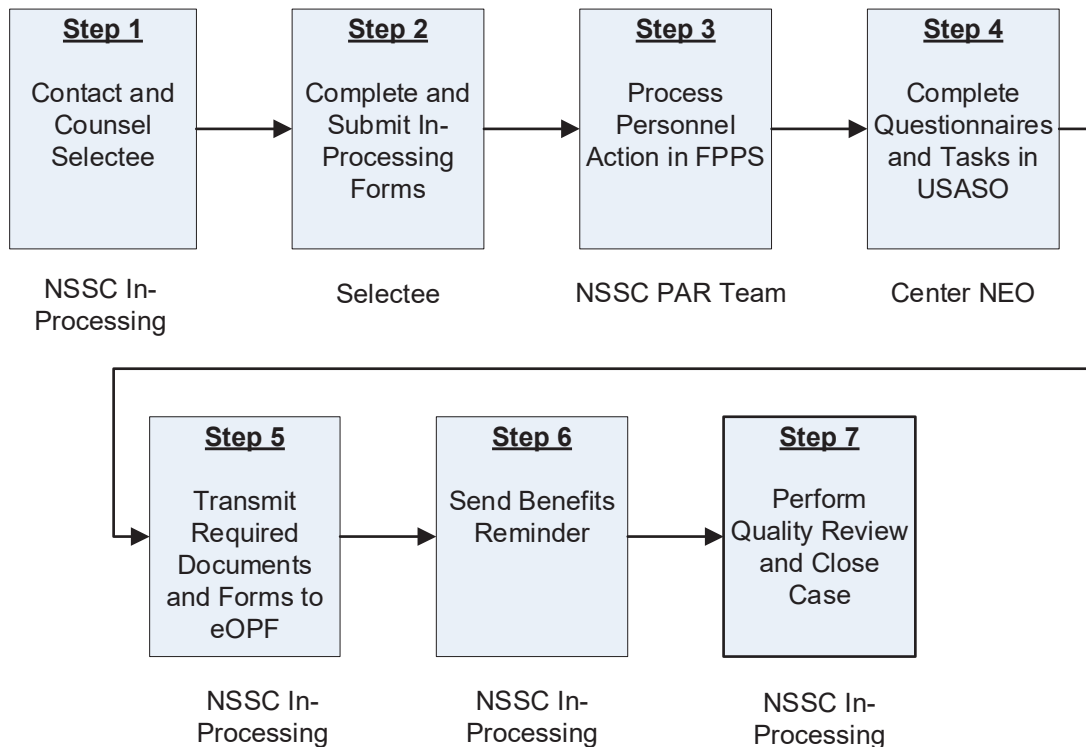
In-Processing forms and supporting documentation that are received during the selectee's in-processing are included in the Human Resources Master Records Index (MRI).

6.0 Cancellation/Supersession of Previous Documents

This document supersedes NSSDG-3000-0001, NSSC In-Processing Service Delivery Guide, Revision 5.0.

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Process 1 – First Time Feds and Transfers



Step Roles and Responsibilities	Name of Process Action	Tips/Notes
<u>Step 1</u> NSSC (SP) In-Processing Contact and Counsel Selectee	When a new selection accepts a final job offer in USA Staffing, a Human Resources Service Delivery (HRSD) case is created and assigned to a NSSC (SP) In-Processing Caseworker. The In-Processing caseworker shall contact the selection with three (3) business days of receiving notification from USA Staffing (USAS) to welcome	NSSC Staffing is responsible for uploading required documents to USAS. First Time Fed and Reinstated Employees with benefits eligibility will be scheduled to attend a Benefits Overview Teleconference and additional benefits counseling will occur as needed.

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Step Roles and Responsibilities	Name of Process Action	Tips/Notes
	<p>them to NASA and begin their onboarding.</p> <p>A benefits presentation is sent to the selectee prior to the selectee attending a benefits counseling session.</p> <p>The selectee is counseled based on their appointment type for both general in-processing needs (including, but not limited to forms completion, financial disclosure and/or drug testing requirement) and benefits options available to them.</p> <p>The selectee is assisted and communicated with as needed throughout the onboarding process and benefits enrollment period.</p> <p>Forms completion is monitored in USASO and the appropriate documents are obtained for processing and import into the electronic Official Personnel Folder (eOPF).</p> <p>Output: Selectee contacted and counseled</p>	<p>Transfers, Reemployed Annuitants, and Executive Services Employees may receive one-on-one benefits counseling.</p>

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Step Roles and Responsibilities	Name of Process Action	Tips/Notes
<u>Step 2</u> Selectee Begin Onboarding Process	<p>The selectee accesses USASO and begins the onboarding process.</p> <p>The selectee is responsible for completing all required forms within the appropriate timeframes specified.</p> <p>Output: Forms completed</p>	<p>USASO system-generated notifications are received when forms are approved and when forms have been rejected with an explanation as to what needs to be corrected.</p> <p>In accordance with the Guide to Personnel Recordkeeping, Designation of Beneficiary forms require a wet signature and must be mailed to the NSSC at the following address:</p> <p>NSSC Building 1111 Jerry Hlass Road Stennis Space Center, MS 39529</p> <p>Beneficiary forms for TSP, CSRS and NEBA are not processed by the NSSC.</p> <p>Form I-9 should not be sent to NSSC. It is maintained at the Center.</p> <p>Original forms (excluding designation of beneficiary forms) may be scanned and e-mailed encrypted to nssc@nasa.gov, securely faxed to 1-866 779-6772, or uploaded to USASO record.</p>

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Step Roles and Responsibilities	Name of Process Action	Tips/Notes
<u>Step 3</u> NSSC (SP) PAR Team Process Personnel Action in FPPS	NSSC (SP) PAR Team processes the personnel action in FPPS. Output: Personnel action processed	NSSC In-Processing along with NSSC Staffing assists with ensuring NSSC PAR Team has all appropriate documents to process the accession action in FPPS.
<u>Step 4</u> Center NASA Employee Orientation (NEO) Complete the Questionnaires and Tasks in USAS and Provide First Day Orientation	The Center NEO completes the questionnaires and tasks in USAS and provides first day orientation. Output: USAS questionnaires and tasks completed and first day orientation provided	
<u>Step 5</u> NSSC (SP) In- Processing Transmit Required Documents and Forms to eOPF	The NSSC (SP) In- Processing caseworker transmits required forms and documents to the eOPF from USASO. Output: Required documents and forms transmitted to eOPF	

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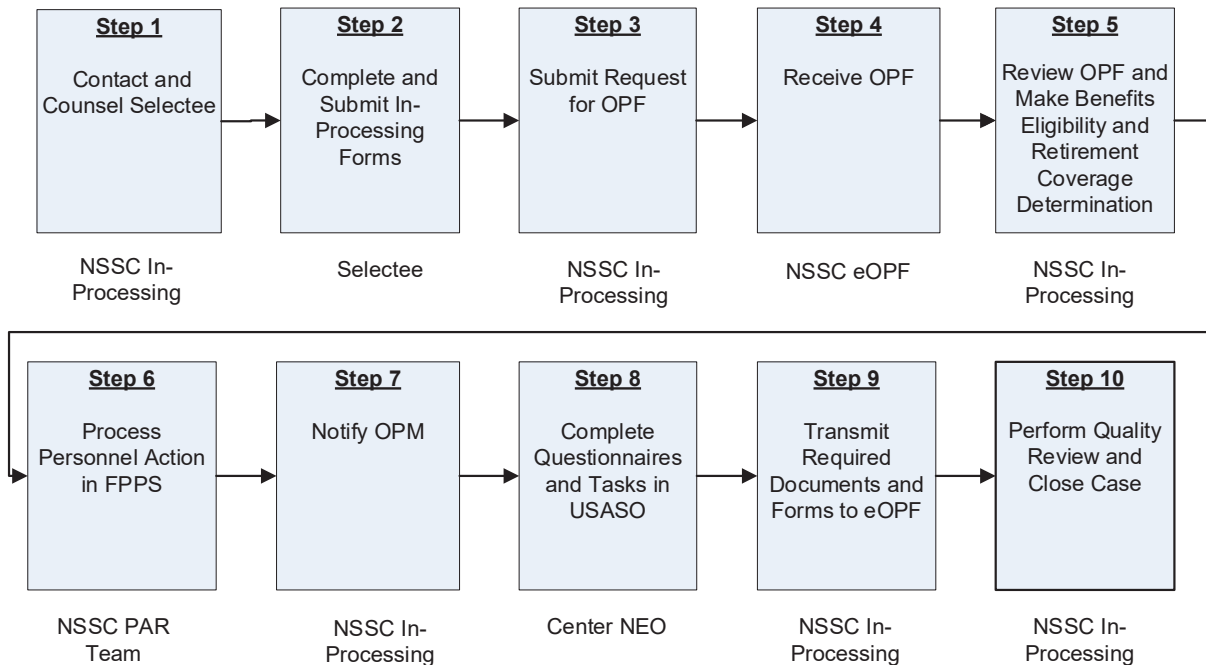
Step Roles and Responsibilities	Name of Process Action	Tips/Notes
<u>Step 6</u> NSSC (SP) In-Processing Send Benefits Reminder	An automated benefits reminder is sent to the employee 45 calendar days after their EOD date from HRSD. Caseworkers ensure new employees have the information needed for making benefits decisions. Output: Employee reminded of benefits election opportunity	If the employee has not made a Federal Employee's Health Benefits (FEHB) election within 60 calendar days from their EOD date, the NSSC (SP) Benefits Team auto-declines the employee's enrollment.

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Step Roles and Responsibilities	Name of Process Action	Tips/Notes
<u>Step 7</u> NSSC (SP) In-Processing Perform Quality Review and Close Case	Quality Review of the Case includes, but is not limited to, the following: <ul style="list-style-type: none"> Ensuring all received documents and forms required for eOPF were imported appropriately. Ensuring that all in-processing questions or concerns shown by the selectee were answered appropriately. Ensuring that an automated benefit reminder was sent to the employee and if not, send a benefits reminder prior to the 60th day after the EOD date. Output: In-Processing completed	

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Process 2 – Reemployed Annuitant



Step Roles and Responsibilities	Name of Process Action	Tips/Notes
Step 1 NSSC (SP) In-Processing Contact and Counsel Selectee	When a new selection accepts a final job offer in USAS , a HRSD case is created and assigned to a NSSC (SP) In-Processing Caseworker. The In-Processing caseworker shall contact the selection with three (3) business days of receiving notification from USA Staffing (USAS) to welcome them to NASA and begin their onboarding.	NSSC Staffing is responsible for uploading required documents to USAS. Reemployed Annuitants will receive one-on-one benefits counseling. If the salary is subject to offset, the Reemployed Annuitants will be required to provide their Civil Service Action (CSA) number and a copy of the latest annuity statement.

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Step Roles and Responsibilities	Name of Process Action	Tips/Notes
	<p>A benefits presentation is sent to the selectee prior to the selectee attending the benefits counseling session.</p> <p>The selectee is counseled based on their appointment type for both general in-processing needs (including, but not limited to forms completion, financial disclosure and/or drug testing requirement) and benefits options available to them.</p> <p>The selectee is assisted and communicated with as needed throughout the onboarding process and benefits enrollment period.</p> <p>Forms completion is monitored in USAO and the appropriate documents are obtained for processing and import into the eOPF.</p> <p>Output: Selectee contacted and counseled</p>	
<p><u>Step 2</u></p> <p>Selectee</p> <p>Begin Onboarding Process</p>	<p>The selectee accesses USASO and begins the onboarding process.</p> <p>The selectee is responsible for completing all required forms</p>	<p>USASO system-generated notifications are received when forms are approved and when forms have been rejected with an explanation as to what needs to be corrected.</p>

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Step Roles and Responsibilities	Name of Process Action	Tips/Notes
	<p>within the appropriate timeframes specified.</p> <p>Output: Forms completed</p>	<p>In accordance with the Guide to Personnel Recordkeeping policies, Designation of Beneficiary forms require a wet signature and must be mailed to the NSSC to the attention of the Benefits Team at the following address:</p> <p>NSSC Building 1111 Jerry Hlass Road Stennis Space Center, MS 39529</p> <p>Beneficiary forms for TSP, CSRS and NEBA are not processed by the NSSC.</p> <p>Form I-9 should not be sent to NSSC. It is maintained at the Center.</p> <p>Original forms (excluding designation of beneficiary forms) may be scanned and e-mailed encrypted to nssc@nasa.gov, securely faxed to 1-866 779-6772, or uploaded to USASO record.</p>

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Step Roles and Responsibilities	Name of Process Action	Tips/Notes
<u>Step 3</u> NSSC (SP) In-Processing Submit Request for OPF	NSSC (SP) In-Processing Team creates a case and assigns it to the NSSC (SP) eOPF Team to request the selectee's Official Personnel Folder (OPF). Output: OPF requested	
<u>Step 4</u> NSSC (SP) eOPF Receive OPF	NSSC (SP) eOPF Team receives the OPF. Output: OPF received	
<u>Step 5</u> NSSC (SP) In-Processing Review OPF and Make Benefits Eligibility and Retirement Coverage Determination	If the OPF is received prior to the EOD date, NSSC (SP) In-Processing Team reviews the appointment and eOPF to determine benefits eligibility and retirement coverage and provides additional counseling as needed. Caseworkers ensure new employees have the information needed for making benefits decisions. Output: Benefits eligibility and retirement coverage determined, and counseling provided	The NSSC (SP) In-Processing Team will collaborate with the NSSC (SP) and NSSC (CS) Retirements and Benefits Team as needed to determine benefits eligibility and retirement code.

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Step Roles and Responsibilities	Name of Process Action	Tips/Notes
<u>Step 6</u> NSSC (SP) PAR Process Personnel Action in FPPS	NSSC (SP) PAR Team processes the personnel action in the FPPS. Output: Personnel action processed	NSSC In-Processing along with NSSC Staffing assists with ensuring NSSC PAR Team has all appropriate documents to process the accession action in FPPS.
<u>Step 7</u> NSSC (SP) In-Processing Notify OPM	NSSC (SP) In-Processing Team notifies the Office of Personnel Management (OPM) of the annuitant's re- employment according to the Benefits Administration Letter (BAL) 19-107 or other updated guidance issued after this BAL. Output: OPM notified	
<u>Step 8</u> Center NEO Complete the Questionnaires and Tasks in USAS and Provide First Day Orientation	The Center NEO completes the questionnaires and tasks in USAS and provides first day orientation. Output: USAS questionnaires and tasks completed and first day orientation provided	

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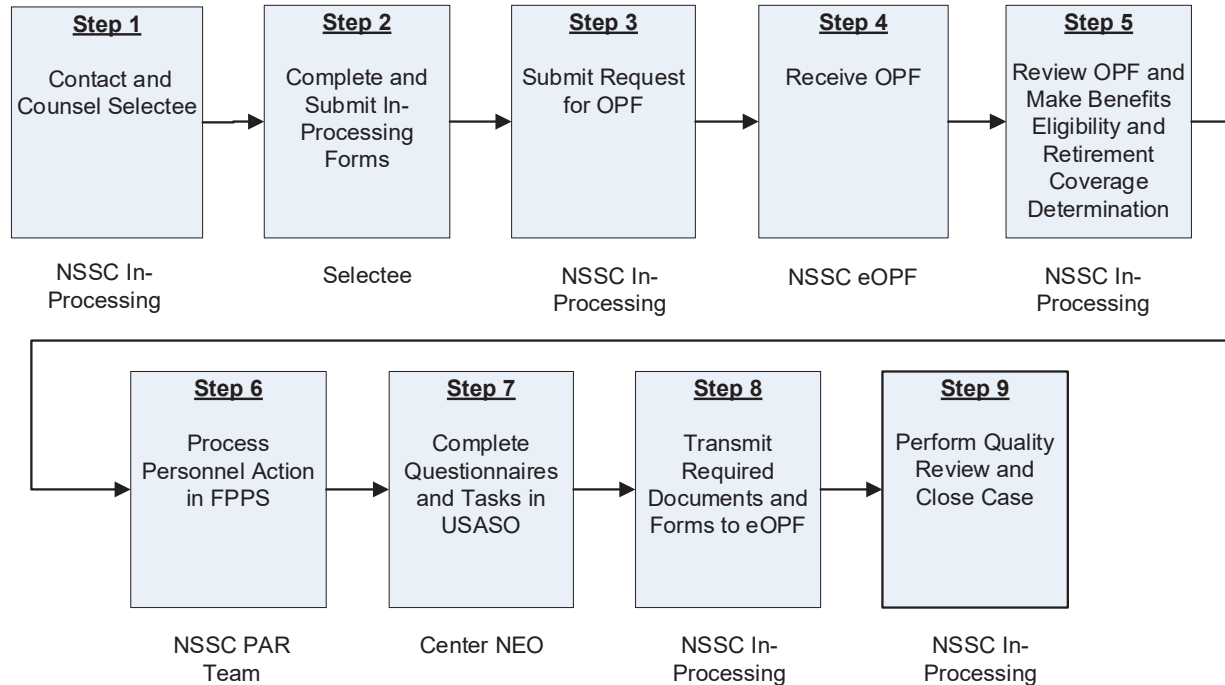
Step Roles and Responsibilities	Name of Process Action	Tips/Notes
<u>Step 9</u> NSSC (SP) In-Processing Transmit Required Documents and Forms to eOPF	NSSC (SP) eOPF Team transmits all required documents and forms into the employee's eOPF from USASO. Output: Required documents and forms transmitted to eOPF	

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Step Roles and Responsibilities	Name of Process Action	Tips/Notes
<u>Step 10</u> NSSC (SP) In-Processing Perform Quality Review and Close Case	Quality Review of the Case includes, but is not limited to, the following: <ul style="list-style-type: none"> Ensuring all received documents and forms required for eOPF were transmitted appropriately. Ensuring that all in-processing questions or concerns shown by the selectee were answered appropriately. Ensuring that an automated benefit reminder was sent to the employee and if applicable, send a benefits reminder prior to the 60th day after the EOD date. Output: In-Processing completed	

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Process 3 – Reinstatement



Step Roles and Responsibilities	Name of Process Action	Tips/Notes
<u>Step 1</u> NSSC (SP) In-Processing Contact and Counsel Selectee	<p>When a selection accepts a final job offer in USAS, a HRSD case is created and assigned to a NSSC (SP) In-Processing Caseworker.</p> <p>A benefits presentation is sent to the selectee prior to the selectee attending the benefits counseling session.</p> <p>The selectee is counseled based on their appointment type for both general in-processing needs (including, but not limited</p>	<p>NSSC Staffing is responsible for uploading required documents to USAS.</p> <p>Reinstatements can receive one-on-one benefits counseling or attend a Benefits Overview Teleconference, whichever is preferred.</p>

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Step Roles and Responsibilities	Name of Process Action	Tips/Notes
	<p>to EODS forms completion, financial disclosure and/or drug testing requirement) and benefits options available to them.</p> <p>The selectee is assisted and communicated with as needed throughout the onboarding process and benefits enrollment period.</p> <p>Forms completion is monitored in USASO and the appropriate documents are obtained for processing and import into the eOPF.</p> <p>Output: Selectee contacted and counseled</p>	
<p><u>Step 2</u></p> <p>Selectee</p> <p>Begin Onboarding Process</p>	<p>The selectee accesses USASO and begins the onboarding process.</p> <p>The selectee is responsible for completing all required forms within the appropriate timeframes specified.</p> <p>Output: Forms completed</p>	<p>In accordance with the Guide to Personnel Recordkeeping policies, Designation of Beneficiary forms require a wet signature and must be mailed to the NSSC to the attention of the Benefits Team at the following address:</p> <p>NSSC Building 1111 Jerry Hlass Road Stennis Space Center, MS 39529</p> <p>Beneficiary forms for TSP, CSRS and NEBA are not processed by the NSSC.</p>

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Step Roles and Responsibilities	Name of Process Action	Tips/Notes
		<p>Form I-9 should not be sent to NSSC. It is maintained at the Center.</p> <p>Original forms (excluding designation of beneficiary forms) may be scanned and e-mailed encrypted to nssc@nasa.gov, securely faxed to 1-866 779-6772, or uploaded to USASO record.</p>
<p><u>Step 3</u></p> <p>NSSC (SP) In-Processing</p> <p>Submit Request for OPF</p>	<p>NSSC (SP) In-Processing Team creates a HRSD case and assigns it to the NSSC (SP) eOPF Team to request the selectee's OPF.</p> <p>Output: OPF requested</p>	
<p><u>Step 4</u></p> <p>NSSC (SP) eOPF</p> <p>Receive OPF</p>	<p>NSSC (SP) eOPF Team receives the OPF.</p> <p>Output: OPF received</p>	

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Step Roles and Responsibilities	Name of Process Action	Tips/Notes
<u>Step 5</u> NSSC (SP) In-Processing Review OPF and Make Benefits Eligibility and Retirement Coverage Determination	<p>If the OPF is received prior to EOD date, the NSSC (SP) In-Processing Team reviews the appointment and OPF to determine benefits eligibility and retirement coverage and provides additional counseling as needed.</p> <p>Caseworkers ensure new employees have the information needed for making benefits decisions.</p> <p>Output: Benefits eligibility and retirement coverage determined, and counseling provided</p>	<p>The NSSC (SP) In-Processing Team will collaborate with the NSSC (SP) and NSSC (CS) Retirements and Benefits Team as needed to determine benefits eligibility and retirement code.</p> <p>An automated benefits reminder of their eligibility to elect benefits is sent to the employee 45 calendar days after their EOD date from ServiceNow, if applicable.</p>
<u>Step 6</u> NSSC (SP) PAR Process Personnel Action in FPPS	<p>NSSC (SP) PAR Team processes the personnel action in the FPPS.</p> <p>Output: Personnel action processed</p>	<p>NSSC In-Processing along with NSSC Staffing assists with ensuring NSSC PAR Team has all appropriate documents to process the accession action in FPPS.</p>
<u>Step 7</u> Center NEO Complete the Questionnaires and Tasks in USAS and Provide First Day Orientation	<p>The Center NEO completes the questionnaires and tasks in USAS and provides first day orientation .</p> <p>Output: USAS questionnaires and tasks completed and first day orientation provided</p>	

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Step Roles and Responsibilities	Name of Process Action	Tips/Notes
<u>Step 8</u> NSSC (SP) In-Processing Transmit Required Documents and Forms to eOPF	NSSC (SP) In-Processing Caseworker transmits all required documents and forms to the employee's eOPF from USASO. Output: Required documents and forms transmitted to eOPF	
<u>Step 9</u> NSSC (SP) In-Processing Perform Quality Review and Close Case	Quality Review of the Case includes, but is not limited to, the following: <ul style="list-style-type: none"> • Ensuring all received documents and forms required for eOPF were imported appropriately. • Ensuring that all in-processing questions or concerns shown by the selectee were answered appropriately. • Ensuring that an automated benefit reminder was sent to the employee and if not, send a benefits reminder prior to the 60th day after the EOD date. Output: In-Processing completed	

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Metrics

Initiating Entity	Deliverable	Receiving Entity	Performance Standard
NSSC (SP) In-Processing	Selectee Contacted	NSSC through WTTS	97% of applicants/employees published in WTTS shall be contacted within 3 business days of being published in WTTS

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System Components

Existing Systems

Existing IT System Title	IT System Description	Access Requirements	IT System Interfaces
TechDoc	Electronic Documents Library	Internal and External NSSC Customers	Kofax
eOPF	OPM's electronic Official Personnel Folder	User and User Support	FPPS
FPPS	Interior Business Center (IBC) Personnel and Payroll System	User	Identity Management and Account Exchange (IdMAX)

New Systems

New IT System Title	IT System Description	Access Requirements	IT System Interfaces
HRSD	Workload Management System	User and User Support	USA Staffing and Onboarding
USA Staffing and Onboarding	Recruiting and New Hire Onboarding System	User	HRSD

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Customer Contact Center Strategy

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

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Appendix A – Acronym List

Acronym	Meaning
BAL	Benefits Administration Letter
CS	Civil Servant
EOD	Entry on Duty
eOPF	Electronic Official Personnel Folder
FEHB	Federal Employees' Health Benefits
FPPS	Federal Personnel and Payroll System
FM	Financial Management
HR	Human Resources
IBC	Interior Business Center
IdMAX	Identity Management and Account Exchange
MRI	Master Records Index
NASA	National Aeronautics and Space Administration
NEO	NASA Employee Orientation
NSSC	NASA Shared Services Center
OF	Optional Form
OIG	Office of Inspector General
OPF	Official Personnel Folder
OPM	Office of Personnel Management
PAR	Personnel Action Request

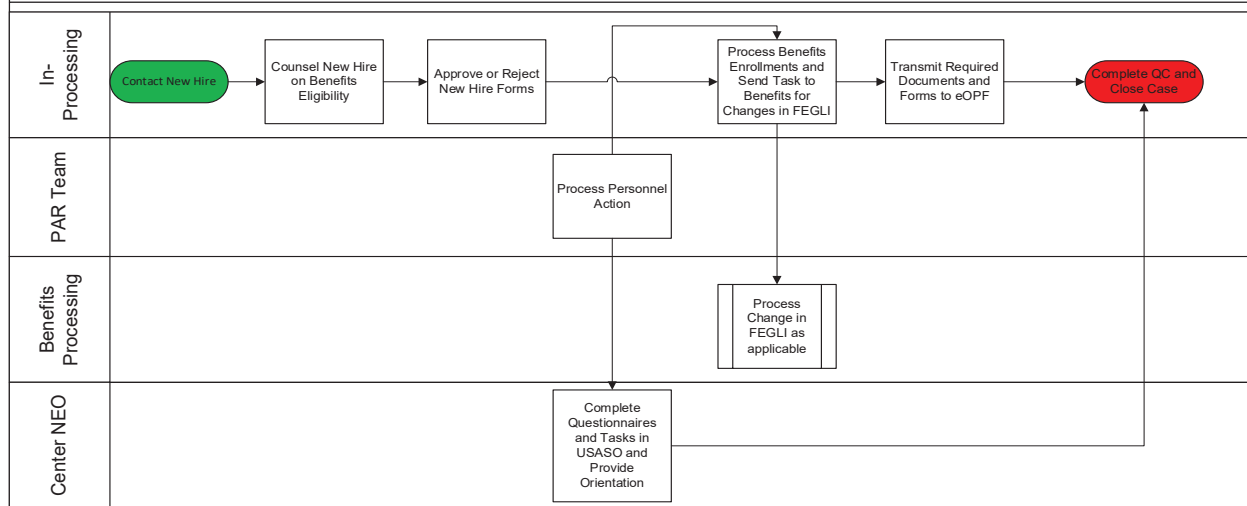
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Acronym	Meaning
POC	Point of Contact
SES	Senior Executive Services
SF	Standard Form
SP	Service Provider
USAS	USA Staffing
USASO	USA Staffing Onboarding

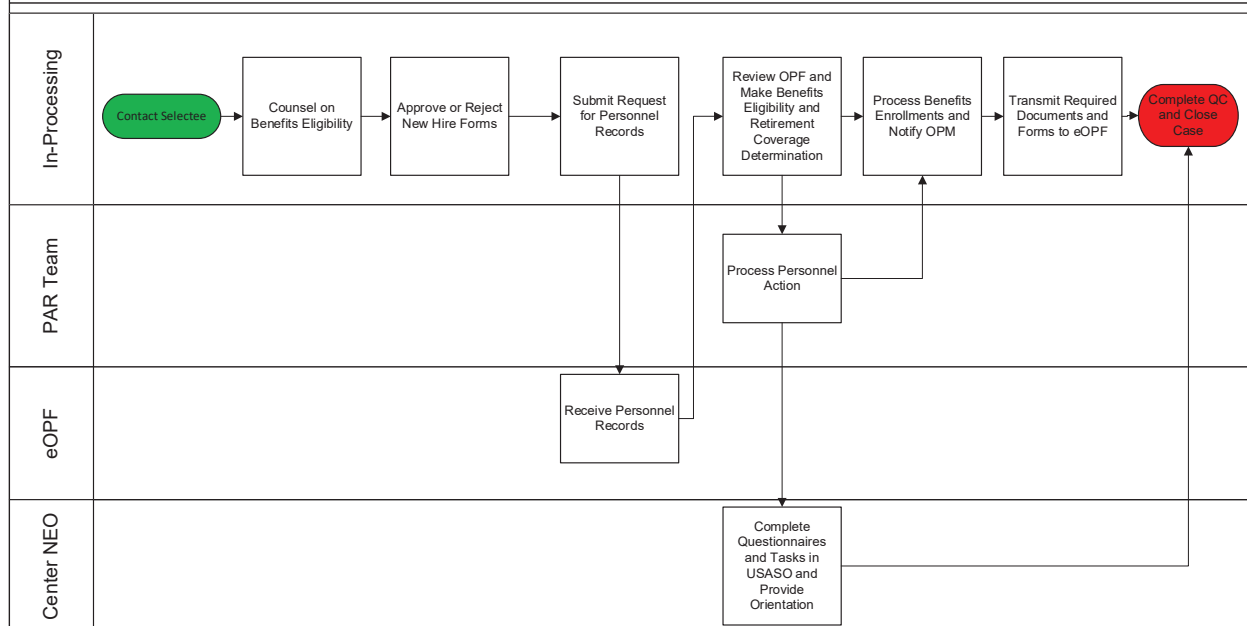
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Appendix B – Work Process Flow Diagrams

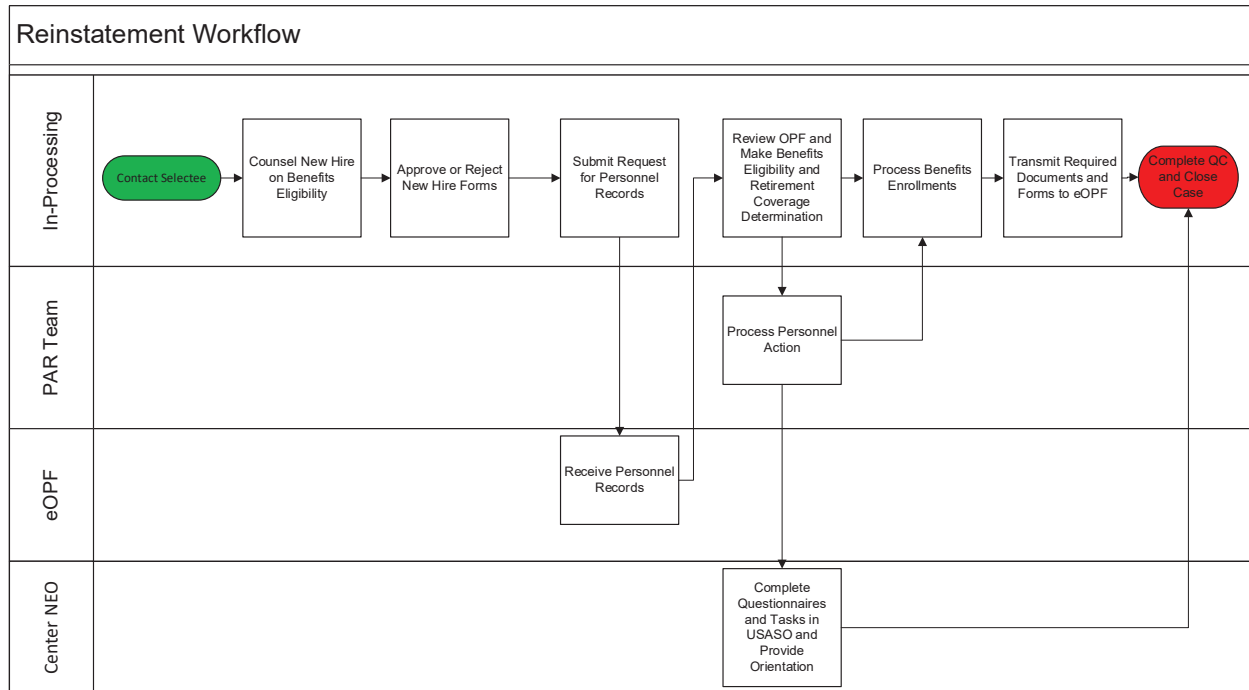
First Time Fed and Transfer Workflow



Reemployed Annuitant Workflow



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Appendix C – Onboarding Forms by Appointment Type

Appointment Type	OF-306, Declaration of Federal Employment (4)	SF-144, Statement of Prior Federal Service	SF-181, Race and National Origin	SF-256, Self-Identification of Disability	Admission/Assignment Form	I-9, Employment Eligibility Form	Ready Reserve Standby Verification	Educational Data Form	SF-1189A, Direct Deposit Sign-Up	W-4, Employee Withholding Certificate	TSP-1, TSP Election	SF-2809, FEHB	SF-2817, FEGLI	SF-2823, FEGLI Designation of Beneficiary (3)	SF-1152, Unpaid Compensation Designation of Beneficiary (3)	SF-3102, FERS Designation of Beneficiary (3)
New Hire (If eligible for benefits)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
New Hire (If not eligible for benefits)	X	X	X	X	X		X	X	X	X				X		
Transfer	X	X	X	X	X		X	X	X	X				X	X	X
Reinstatement (1)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Center to Center Reassignment								X		X						
Conversion Appointments (If not previously eligible for)					X			X			X	X	X	X	X	X
Re-employed Annuitant (2)	X	X	X	X	X		X	X	X	X				X	X	X

For reinstated employees' benefits, if the employee returns to work after a break in service of less than 180 days, the employee will automatically be enrolled in the same coverage they had before they left their prior position. The employee will have to qualify to elect other coverage (Open Season, physical exam, or qualifying life event). Any previous waiver of coverage remains in effect.

When the employee returns to work after a break in service of 180 days or more, the employee will automatically be enrolled in Basic (even if previously waived) and the same Optional insurance (if applicable) they had in their prior position. They can elect any type of Optional insurance or increase the multiples of the Optional coverage within 60 days of returning to service. If they do not submit an election of Optional insurance, they will get back whatever Optional insurance they had before separating and will be considered to have waived any other optional insurance.

For retirees that return to work for the Federal government, benefits vary depending on the type and length of appointment.

In accordance with the Guide to Personnel Recordkeeping, Designation of Beneficiary forms require a wet signature and must be mailed to the NSSC.