

Transactional Service Definitions

PWS	Transactional Service	Measurement	Definitions
3.1.1	Accounts Payable	Payables/Year	<p>Includes the total number of paid vendor invoices (including foreign), customer refunds, Intra-governmental Payment and Collection (IPAC) payments, Cash Grant payments (non-advance commercial payments), employee reimbursements, credit memos, royalty payments, settlements/legal payments, vendor refund checks, and completed reversal requests for the Centers. The number of payment transactions include all payments made using SAP payment methods C, D E, F X, 5, and 6. The data is pulled using SAP T- Code ZFI_AP_PMT_STAT with a payment run date from the beginning of the fiscal year to the end of the fiscal year. This report is used to ensure that all Treasury confirmed payments are accurately reported for utilization. The same report is also utilized for the on-time payment metric. Foreign payments are pulled based upon the manual spreadsheet uploaded into ServiceNow. The number of IPAC payment transactions includes all payments using 1500 clearing document numbers and document types of KB, KC, KW ZC, and ZI using T-Code FBL1N. The number and dollar amount of Center requested reversal transactions are pulled from the ServiceNow FM Accts Payable - SMO Count and Dollar Amount of Reversal Invoices by Center Report; the number of vendor refund checks processed are pulled from a ServiceNow report. NOTE: Charge card payments are counted based upon each payment file, which includes multiple charges on the card.</p> <p>IPAC payments for FedMil are counted as follows: The NSSC uses the “adopted” method of processing these transaction types. If each of the items has cost and funding, it will be counted as one unit of measure. For example, if you have 500 items and 450 have cost and funding, the processing of the 450 items will be counted as one unit of measure. For the remaining 50 items that are processed later, they will be counted as an additional unit of measure, if all 50 have cost and funding. If only 45 have cost and funding, then the 45 will be counted as a unit of measure. The remaining five will be counted as a unit of measure, if all five have cost and funding, etc. The utilization is counted each time the item is processed/handled, because it equates to a transaction in the system, which is then billable.</p> <p>A transaction includes all process steps, including the</p>

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			<p>Continuous Monitoring Program (CMP), and 1099 Reporting required to perform the transaction.</p> <p>This process is supported by some automation. Please refer to Attachment I-22 Reference documents.</p>
3.1.2	Accounts Receivable	Collections/Year	<p>Includes all AR actions (billings, collections, waivers, reversals, and write-offs) initiated for the Centers. Transactions include entry of an AR action (direct or reimbursable (Doc Types DR, RV, WO, and WV)), collection of that action (Doc Types AR, CA, DA, DB, DF, DI, DL, DM DP, DX, DW, DZ, EF, ET, HF, HT, NP, PF, PT, RL, ZQ, ZX, and ZY), and collections of overpayments without a billing action (direct or reimbursable). Doc Type MR is the second of the two steps required in posting a journal voucher transaction and is not billed to the government or charged to the Centers.</p> <p>Document type WT is a Source Entry for Travel debts \$75 and under which are written off. This transaction is billable to the government but not charged in the Centers utilization. In support of agency Payroll activities, the NSSC is responsible for analyzing, calculating, and posting agency Funded and Unfunded Leave Source Entries utilizing Doc Types SX and SY. This data is pulled using T-Code FBL3N OR FBL5N. Utilization data include partial payments and royalty payments. The variants are the Doc Types listed above, and the data is also filtered by fiscal year. ZEPY customers (employee debt) are included in utilization because the NSSC is responsible for processing transactions in SAP for these customers.</p> <p>The NSSC is responsible for depositing collections (including collections received for down payments). In lieu of manually calculating the utilization data for down payments, the NSSC utilizes Doc Type DP as a means of determining how many collections were processed.</p> <p>A transaction includes all process steps, including the Continuous Monitoring Program (CMP) and Treasury Report on Receivables (TROR) Reporting, required to perform the transaction. The transaction is considered complete when the bill, collection, reversal, waiver, and/or write-off has been posted in the financial system and confirmed, cancelled, or rejected by Treasury (when applicable). The transaction is considered complete when the bill, collection, reversal, waiver, and/or write-off has been posted in the financial system and</p>

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			<p>confirmed, cancelled, or rejected by Treasury (when applicable).¹</p> <p>This process is supported by some automation. Please refer to Attachment I-22 Reference documents.</p>
3.1.4	Fund Balance with Treasury	Total AP, AR Collections and Travel Payments/Year	<p>The number of transactions will be the sum total of completed AP, AR Collections excluding new receivables including IPACs, and Travel payments. The calculation is based on the number of transactions due to the fact that researching, resolving, and tracking statement of differences is done at the transaction level, not the payment schedule level. Additionally, the cost used to determine the rate for FBWT is the cost associated with the performance of FBWT; it does not include the cost associated with AP, Travel, or AR. Therefore, the cost is not double counted.</p> <p>A transaction includes all process steps, including the Continuous Monitoring Program (CMP), required to perform the transaction. The transaction is considered complete when the transaction has been entered in the financial system or with Treasury because both are the basis for reconciliation.</p> <p>This process is supported by some automation. Please refer to Attachment I-22 Reference documents.</p>
3.1.5.1	Domestic Travel Services	Vouchers or Audit Completed/Year	<p>Processed domestic travel disbursement and all advances issued (domestic, foreign and COS). The utilization includes payments reissued for various reasons (e.g., treasury cancellation due to incorrect traveler vendor record). Domestic travel utilization should not include domestic ETDY, as those transactions are included in the ETDY Travel Expense Reports Payment utilization. Domestic vouchers are Doc Type ZT. Advances issued are Doc Type ZE. Liquidations of domestic advances occur on a separate document from the payment and are not counted as an additional transaction for utilization purposes. The SAP Query NSSC Travel Payment Group Payment Activity is used to derive the utilization data.</p> <p>The domestic travel disbursement transaction is considered complete when the payment has been cleared in the financial system and confirmed, cancelled, or rejected by Treasury (when applicable). This process is supported by some automation. Please refer to Attachment I-22 Reference documents.</p> <p>Domestic travel voucher post-payment reviews completed. A domestic post-payment review transaction</p>

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			<p>includes all process steps required to perform the transaction.</p> <p>The domestic post-payment review transactions, the transaction is considered complete when the review has been complete.</p>
3.1.5.2	Change of Station (COS) Payments	Vouchers/Year	<p>Processed COS payments for enroute, house hunting, direct reimbursement real estate related expenses, home marketing incentive payments, direct reimbursement property management related expenses, self-move transportation, storage of household goods, temporary quarters subsistence expenses, miscellaneous expense allowance, and Relocation Income Tax (RIT) Allowance. Income Tax Reimbursement Allowance (ITRA) is also included for long-term ETDY personnel. Utilization includes all payments reissued for various reasons (e.g., treasury cancellations due to incorrect traveler vendor record). The number of COS payments could be estimated by taking the number of COS moves times three or four. COS voucher payments are Doc Type ZU. Liquidations of COS advances occur on a separate document from the payment and are not counted as an additional transaction for utilization purposes. Utilization is determined from SAP Query SQ01 – NSSC Travel Payment Variant.</p> <p>A transaction includes all process steps required to perform the transaction. The transaction is considered complete when the payment has been cleared in the financial system and confirmed, cancelled, or rejected by Treasury (when applicable).</p>
3.1.5.3	Foreign Travel Payments	Vouchers/Year	<p>Processed foreign travel expense report payments. The utilization includes payments reissued for various reasons (e.g., treasury cancellation due to incorrect traveler vendor record). Foreign travel utilization does not include foreign ETDY, as those transactions are included in the ETDY Travel Expense Reports. Foreign vouchers are Doc Type ZO. Liquidations of foreign advances occur on a separate document from the payment and are not counted as an additional transaction for utilization purposes. The SAP Query NSSC Travel Payment Group Payment Activity is used</p>

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			<p>to derive the utilization data.</p> <p>A transaction includes all process steps required to perform the transaction. The transaction is considered complete when the payment has been cleared in the financial system and confirmed, cancelled, or rejected by Treasury (when applicable).</p> <p>This process is supported by some automation. Please refer to Attachment I-22 Reference documents.</p>
3.1.5.4	Extended TDY Payments (Foreign and CONUS)	Vouchers/Year	<p>All processed ETDY expense report payments. Utilization includes payments reissued for various reasons (e.g., treasury cancellation due to incorrect traveler vendor record). Liquidations of ETDY advances occur on a separate document from the payment and are not counted as an additional transaction for utilization purposes. The SAP Query “NSSC Travel Payment Group Payment Activity” is used to derive the utilization data.</p> <p>A transaction includes all process steps required to perform the transaction. The transaction is considered complete when the payment has been cleared in the financial system and confirmed, cancelled, or rejected by Treasury (when applicable).</p> <p>This process is supported by some automation. Please refer to Attachment I-22 Reference documents.</p>
3.1.5.6	Extended TDY Travel Authorization and Travel Voucher Preparation	Travel Authorizations and Travel Vouchers Prepared/Year	<p>Processed ETDY Authorization and voucher preparation forms from NASA Centers and travelers. Review, monitor and track documents to ensure completeness and accuracy. Monitored un-submitted ETDY travel vouchers and coordinate submission of the voucher with the ETDY traveler. Prepared and amended ETDY travel authorizations and vouchers in compliance with Federal Travel Regulations and Agency Policy. This includes acting as a travel arranger by making airline, rail, hotel, and rental car reservations using the Online Booking Engine within the Electronic Travel System (ETS); Preparing cost comparisons when the mode of transportation is not the government’s preferred method of travel; Obtaining and coordinate supporting documentation including the Official In Charge approval document and other various documents and create the Travel Authorization in the ETS; Providing clarification of authorized reimbursements to NASA employees; Utilizing the ETS to estimate total travel costs for all travel authorizations; Retaining travel authorizations and supporting documentation in accordance with GAO regulations and NASA policies</p>

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			<p>and procedures; Notifying the Center or traveler, as appropriate, of any additional information or documentation that may be required to process the travel authorization or voucher; Tracking utilization and cost of ETDY travel authorizations by Center; Performing ETDY/TDY/PCS/TCS calculations to be used for cost comparisons; and Providing daily unticketed ETDY anticipated authorization report</p> <p>Each ETDY Parent and Nested Authorization (both Domestic and Foreign) submitted in CGE as well as each ETDY Interim and Nested Voucher (both Domestic and Foreign) submitted in CGE counts as one Transaction.</p> <p>A transaction includes all process steps, including federal reporting requirements to perform the transaction.</p>
3.1.8	PCS/TCS Relocation Authorization Services	PCS and TCS Authorizations/Year	<p>Each approved PCS/TCS authorization counts as one transaction.</p> <p>A transaction includes all process steps required to perform the transaction, including counseling, calculations, and obligations. The transaction is considered complete when the authorization has been entered in the financial system, the approved authorization has been delivered to the employee, and the NSSC Service Request or incident has been resolved.</p>
3.1.12	NSSC Travel Support	Authorizations/Year	<p>Each approved travel authorization counts as one transaction. Includes all travel types. A transaction includes all process steps required to perform the transaction.</p> <p>The transaction is considered complete when the authorization is created in the Travel System.</p>
3.2.1.1	Drug Testing	Tests/Year	<p>Each random, voluntary, reasonable suspicion, post-accident, unsafe practice, pre-employment, and follow-up drug test administered counts as one transaction.</p> <p>A transaction includes all process steps required to perform the transaction, including Medical Officer Review (MRO) services and scheduling. The transaction is considered complete when test results have been posted in the drug testing software and the NSSC Service Request or incident has been resolved.</p>
3.2.1.2	Employment Inquiries	Inquiries/Year	<p>By nature, General Employment Inquiries are usually received via the Customer Contact Center and are</p>

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			<p>usually worked as incidents at Level 1 by agents in the Customer Contact Center using templates provided by subject matter experts at Level.</p> <p>General Employment Inquiries that are resolved at Level 1 shall only be billed as incidents under the Customer Contact Center Activity (3.5.1). Only Inquiries that must be elevated to HR functional SP (Level 2) (template responses are not available) will count as a General Employment Inquiry transaction.</p> <p>Every General Employment Inquiry transaction worked via incident and resolved at HR functional SP Level 2 will be charged as two transactions: an incident under 3.5.1 and a General Employment Inquiry 3.2.1.2.</p> <p>Each inquiry submitted to the NSSC concerning employment opportunities and special hiring programs/authorities with NASA, including unsolicited applications, worked at HR functional SP Level 2, counts as one transaction.</p> <p>A transaction includes all process steps required to perform the transaction. The transaction is considered complete after a response to the inquiry has been delivered through email or over the phone and the NSSC Service Request or Incident has been resolved.</p>
3.2.1.3	Classification Appeals	Classification Recommendations/ Year	<p>Each classification recommendation issued in response to Agency-level position classification appeals counts as one transaction.</p> <p>A transaction includes all process steps required to perform the transaction. A transaction is considered complete when a recommendation has been forwarded to OCHCO and the NSSC Service Request or incident has been resolved.</p>
3.2.1.4	Employee Awards	Awards/Year	<p>Each recognition item for Agency, Center and Length of Service awards programs processed and delivered counts as one transaction.</p> <p>Awards may consist of several items. Typical awards consist of:</p> <ul style="list-style-type: none"> • Agency Honor Awards may include a medal set with a certificate in a frame, a certificate in a frame only, or a certificate in a folder only, or a virtual certificate. <p>Support to the Agency Honor Awards Program, Agency Honor Awards Ceremony and administration of the external awards program is divided among these transactions;</p> <ul style="list-style-type: none"> • Length of Service Awards will always include a

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			<p>certificate in a folder and a lapel pin; 35 year and up will include a memento (~\$30-\$100 each); 50 year and up in include a letter from the President;</p> <p>•Center Honor Awards and other awards will only include a virtual certificate.</p> <p>A transaction includes all process steps required to perform the transaction. Awards requiring printing are shipped and recorded in NSSC Service Requests. The awards shipments are tracked closely by the SP using tracking numbers provided by the carrier (annotated in the Case). Virtual awards are emailed and recorded in the NSSC Service Request. A transaction is considered complete once verification that a Center has received the shipment or email has been obtained and the NSSC Service Request or incident has been resolved.</p>
3.2.3.1	Employee Benefits	Enrollments, changes, claims/Year	<p>Each benefits form processed counts as one transaction. All forms processed as part 3.2.3.3 for new hire, transfer, or reassignment are covered under 3.2.3.3.</p> <p>A transaction includes all steps required to perform the transaction, including counseling which includes name changes, qualifying life events, inquiries, leave without pay and return to duty, verification of eligibility, calculations, processing the SF-50 when applicable, uploading applicable documents into eOPF, etc. However, counseling may occur which may not yield a transaction. The transaction is considered complete after form has been processed and the NSSC Service Request or incident is resolved.</p>
3.2.3.2	Retirement Estimates and Packages	Estimates and Packages/Year	<p>Each retirement estimate request, Federal Erroneous Retirement Correction Act, administrative error corrections and each retirement package completed count as one transaction. Retirement estimates that are developed as part of a retirement package DO NOT count as separate transactions.</p> <p>A transaction includes all process steps required to perform the transaction adhering to all regulatory and OPM requested timeliness requirements, including counseling. A transaction is considered complete when an estimate has been provided to the customer and the case resolved after ensuring employees questions have been answered (for estimates only) or after the retirement package has been processed and shipped to OPM (for packages).</p>
3.2.3.3	In-Processing	New Employees/Year	<p>Each new employee, transfer, or reassignment selected for employment with NASA that is provided in-processing by the NSSC counts as one transaction. A transaction includes all process steps required to</p>

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			perform the transaction, including counseling, processing all forms, and upload documents in eOPF. A transaction is considered complete when the Caseworker has completed counseling, verified that all required forms have been received, completed, processed, are in the employee's eOPF, and resolved the NSSC Service Request. Any outstanding forms at the time of case close out (~60 days after Entrance on Duty), the Caseworker elevates the request to eOPF Level 3 for additional follow up to obtain the required forms and resolves the case. The transaction is not considered complete until all required forms are received or case closeout has occurred, and the CS has been notified of outstanding forms and the NSSC Service Request has been resolved.
3.2.3.4	Civ/Mil Deposit Processing	Civilian and Military Deposits and Re-deposits/Year	<p>Each deposit or re-deposit processed counts as one transaction. A transaction includes all process steps (e.g., amount due, calculate increase in annuity, impact to retirement eligibility, assistance gathering supporting documents, request earning for USERRA transactions, etc.) required to perform the transaction, including counseling. Voluntary Contributions are considered civilian deposit.</p> <p>The transaction is considered complete when forwarded to DOI and/or OPM and the NSSC Service Request has been resolved.</p>
3.2.3.5	Leave Programs	Participants/Year	<p>Each Advanced Sick Leave, Voluntary Leave Transfer, Voluntary Leave Bank, and Emergency Leave Transfer program request that is processed counts as one transaction.</p> <p>A transaction includes all process steps required to perform the transaction, including counseling. However, counseling may occur which may not yield a transaction. The transaction is considered complete when the action is completed in the time and attendance software, FPPS and the NSSC Service Request or incident has been resolved.</p>
3.2.3.5	Leave Programs	Participants/Year	<p>Each Parental Leave Program request that is processed counts as one transaction.</p> <p>A transaction includes all process steps required to perform the transaction, including counseling. However, counseling may occur which may not yield a transaction. A transaction is considered complete when a complete leave request is processed in the time and attendance software and FPPS.</p>

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3.2.5.1	eOPF Records	Documents and Hard Copy Files Requests/Year	<p>Each request for documents to be added to eOPF or for the eOPF data validation and purge of an OPF count as one transaction. Each request may have multiple documents that make up the request. All documents required for conversions, new hire, transfer, and reassignment of new employees received within their first 60 days of their Entrance on Duty counts as one transaction when completed.</p> <p>A transaction includes all process steps required to perform the transaction; this includes validation of a transferred folder with the FPPS data and obtaining missing documents from prior Agencies. The transaction is considered complete when documents have been loaded into eOPF or when a transferred folder has been uploaded, validated, corrections and/or updates in FPPS are completed and the NSSC Service Request or incident has been resolved.</p>
3.2.5.2	Personnel Action Request	Actions/Year	<p>Each employee and/or position change which may or may not create a SF-50 that is processed in the FPPS. The unit of measure does not include system generated actions that are created, generated, and completed through an automated system (e.g., NAAS, FPPS, and Employee Express), corrections caused by NSSC error, retirement actions, benefit actions and death actions. However, the unit of measure does include system generated actions if the action enters the Servicing Personnel Office Mass Prints Process (SPPR) box within FPPS requiring manual intervention (e.g., awards with the same effective date, pay adjustments for those employees on retained pay, etc.).</p> <p>A transaction includes all process steps required to perform the transaction. The transaction is considered complete once the action has been released for processing in FPPS.</p>
3.2.5.2	Personnel Action Request in ESCS System	Submission in ESCS	<p>Each complete submission to ESCS from a completed SF50 that does not require a correction. A transaction includes all steps and data required to complete a successful ESCS entry.</p> <p>Entries in ESCS within Section 3.2.7 Senior Executive Service (SES) Case Documentation shall not be counted as a transaction. Transactions will not include ESCS entries due to SF 50 corrections and resubmissions to ESCS. Transactions will not include entries due to SF50 Corrections as a result of NSSC error.</p>
3.2.11	Financial Disclosures	Disclosures/Year	<p>Each OGE-450, OGE-278, and OGE 278-T form filed (electronic or hard copy) counts as one transaction.</p>

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			A transaction includes all process steps required to perform the transaction. The transaction is considered complete after the form has been routed after the Accepted Date to the Center for action and the NSSC Service Request has been resolved (if paper forms were used).
3.2.14	Payroll	Department of Interior Submissions/Year	<p>The time and attendance data electronically delivered to the Department of the Interior (DOI) using NASA's Time and Attendance System for each payroll cycle for each center counts as one transaction. There are 11 centers and each year generally has 26 pay periods (some have 27). During a normal year, 11X26 would equal 286 transactions.</p> <p>A transaction includes all process steps required to perform the transaction. The transaction is considered complete when the time and attendance data has been successfully electronically delivered to the Department of the Interior (DOI) using NASA's Time and Attendance System for each payroll cycle.</p>
3.2.21.1	Employee Notices	Notices/Year	<p>Each Federal, Agency and Center specific employee notice issued counts as one transaction.</p> <p>A transaction includes all process steps required to perform the transaction. The transaction is considered complete after the notice has been issued and/or published to the Web and the NSSC Service Request or incident has been resolved.</p>
3.2.22.2	Off-site Training	Registrations/Year	<p>Each purchased Off-site individual training registration resulting in a purchase and each Center cancellation (when the cancellation is received after purchase has been completed) counts as one transaction.</p> <p>A transaction includes all process steps required to perform the transaction. An external training purchase transaction is considered completed when the CS registers and completes the procurement for Training. A cancellation is only considered to be a transaction when it is received after the CS has completed the registration and the payment. A cancellation is considered completed when the SP confirms cancellation with the vendor and inquires if a refund will be issued (SP will request FM to issue a bill of collection if a refund is due) and the cancellation case has been resolved.</p>
3.2.22.3	On-site Training	On-site Training Purchases/Year	<p>Each purchased On-site training purchase completed counts as one transaction.</p> <p>A transaction includes all process steps required to perform the transaction. An on-site training purchase transaction is considered completed when the CS issues</p>

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			award for a course and resolves case. A cancellation is only considered to be a transaction when it is received after the CS has awarded a contract. A cancellation is considered completed when the SP confirms cancellation with the vendor and inquires if a refund will be issued (SP will request FM to issue a bill of collection if a refund is due) and the cancellation case has been resolved.
3.2.23.2	SES Appointment Certification Support	SES Appointment Certifications/Year	Each SES Appointment Certification completed counts as one transaction. Submissions that are returned by OPM for rework do not count as new transactions. A transaction includes all process steps required to perform the transaction. The transaction is considered complete when the case is forwarded to OCHCO and the NSSC Service Request or incident has been resolved.
3.3.2.1	Grant Awards	Grants and Cooperative Agreements/Year	Each grant or cooperative agreement awarded (signed by the CO) counts as one transaction. A transaction includes all process steps required to perform the transaction.
3.3.2.2	Grant Administration	Supplements/Year	Each unilateral and bilateral supplement issued (signed by CO) counts as one transaction. A transaction includes all process steps required to perform the transaction.
3.3.3.1	SBIR/STTR Awards	Awards/Year	Each Phase I, Phase II, Post-Phase II Opportunities, and Phase III SBIR and STTR contract awarded (signed by CO) counts as one transaction. A transaction includes all process steps required to perform the transaction.
3.3.3.2	SBIR/STTR Administration	Modifications/Year	Each unilateral and bilateral modification issued (signed by CO) counts as one transaction. A transaction includes all process steps required to perform the transaction.
3.3.15.1	SAT Awards	New SAT Requests	Each new SAT Request (non-expedite, expedite, urgent) package submitted to the Government counts as a transaction after the procurement package has been submitted to the Government by the Contractor and then has either been awarded or cancelled by the Government. A transaction includes all process steps required to perform the transaction.

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3.3.15.2	SAT Administration	SAT Mods	<p>Each modification package submitted to the Government counts as a transaction after the modification package has been submitted to the Government by the Contractor and then has either been awarded or cancelled by the Government.</p> <p>A transaction includes all process steps required to perform the transaction.</p>