



## National Finance Center Customer Notification

# Quick Service Request

November 28, 2018

Dear Customer:

This Customer Notification serves as a reminder to Agencies of the purpose of Quick Service Requests (QSR) - Advanced Format which is processed in the National Finance Center's (NFC's) Mainframe Application. A QSR is used to provide a salary payment when an employee is not paid through the automated Payroll/Personnel System which may result from one of the following:

- a late personnel action
- a late accession
- a late time and attendance report (T&A)
- no check mailing address
- possibly an Agency in the middle of performing cancellation or correction actions to data in the Payroll/Personnel system

An Agency personnel office initiates a QSR if it is determined that an employee has not been paid via the automated Payroll/Personnel system. There are three situations when the mainframe Special Payroll Processing System (SPPS) cannot be used for a QSR payment: (1) when an employee is terminated, (2) when a payment has already been made through the automated Payroll/Personnel system or manual pay process through web SPPS and (3) when an employee has not been paid for a prior pay period but has since received a payment for a subsequent pay period. The QSR option should only be used for entering data for the **current processing pay period and three consecutive prior pay periods**. Only one QSR record can be processed for a single pay period.

Users should enter QSR data based on criteria established by the Agency personnel office. SPPS automatically calculates 70% of the employee's 80 hours of base salary, rounded down to the nearest \$25.00 increment, leaving 30% for deductions. SPPS can disburse more or less than the 70% of 80 hours of base salary by overriding the system.

QSRs are disbursed from the mainframe SPPS on the manual pay schedule which executes Monday through Friday, excluding [holidays](#), at 11:00 am (CT).

SPPS processes the QSR payment for the specified pay period. A T&A must be transmitted immediately for each pay period that a QSR payment is made. A receipt account (RA) is established on the payroll/personnel database for the QSR and RA data can be found by querying the Information/Research Inquiry System (IRIS) screen 114, Receipt Accounts. The QSR is identified as RA type 09.

Note: Although the QSR option will allow the entry of more than four QSR requests, only four associated receipt account records can exist in the Payroll Personnel database at one time; therefore, it is imperative to research IRIS 114 prior to processing any QSR. Existing RAs may have to be temporarily combined to allow processing of the QSR. All Agencies must have the ability to process a QSR. Please contact your Agency security administrator if you don't have access to process a QSR.

The RA is reversed after processing of the T&A that satisfies the established RA amount. If a T&A is not transmitted before the processing of the following pay period, the payment will be collected against the T&A transmitted for the current processing pay period. Once a deduction has been taken to offset a QSR, information can be queried in the Payroll/Personnel Inquiry System (PINQ) on screen 051, PACS Receipt Accounts. Additional information can be found in the SPPS mainframe application, QSR Menu Screen, option 2, History Inquiry.

**Federal employees with questions concerning this notification should contact their Servicing Personnel Office.** Authorized Agency representatives with questions concerning this notification should contact NFC's Contact Center at either 1-855-632-4468; via email to [NFCcontactcenter@nfc.usda.gov](mailto:NFCcontactcenter@nfc.usda.gov) or via the ServiceNow Customer Service Portal (CSP).