



National Finance Center Customer Notification

Time and Attendance (T&A) – Pullers on T&As

July 1, 2020

Reference Number: NFC-1593017695

Dear Customer:

This notice serves as a reminder to all Agencies of the circumstances under which the National Finance Center (NFC) Payroll Operations Processing Branch (PaPB) may process a “puller” on a T&A document.

A puller is used to retrieve a transmitted T&A that has applied to the database prior to payroll processing. The puller action places the T&A in suspense in order to delete the T&A. The T&A puller is processed by NFC PaPB through the Time and Attendance Report Online Suspense Correction and Document Addition System (TSUS).

The following are examples of scenarios that may result in a puller to be processed:

- The employee must be paid manually due to garnishments (tax levy, child support, commercial garnishment) that exceed the system limitations.
- The employee is not due pay, such as when a T&A is erroneously transmitted, or the employee’s T&A has been paid manually, as with a Quick Service Wire/14-liner (QSW).
- Personnel actions are being processed which require programmer intervention and an extended resolution timeframe.
- History Correction Update Processing System (HCUP) actions are being processed that cross pay periods and will necessitate the employee to be paid manually.

Authorized Agency representatives with questions concerning this notification should contact the NFC Contact Center at either 1-855-632-4468 or via the ServiceNow Customer Service Portal.