



## National Finance Center Customer Notification

# QSR Advance (Mainframe) and QSR Delayed (SPPS Web)

April 15, 2019

Reference Number: NFC-1554491960

Dear Customer:

The National Finance Center (NFC) is taking a proactive approach in preventing duplicate payments during the utilization of its payroll system processes for Quick Service Request (QSR) Advance and QSR Delayed.

Prior to processing and certifying any QSR requests, Agencies should first confirm that no original or corrected timesheet has been submitted for payment by performing the following steps:

1. Conduct research before submitting requests for payments.
2. Research the mainframe database by accessing PINQ for the appropriate database and reviewing PQ032 to ensure that the requested pay period has not processed a live or corrected timesheet.
3. If an original time card has been processed in the Payroll/Personnel Processing System (PPS) and appears on PQ32, the Agency should not process a QSR or request a 14-Liner.
4. Contact the NFC Contact Center (NCC) to review the adjustment file (ADJP) to ensure that the requested pay period does not have a pending corrected timesheet being held in abeyance for processing in a subsequent payroll cycle.

If either of the above scenarios exists, do not use QSRs.

NFC will be implementing edits in the future that will prevent the processing of duplicate payments through the system. Additional information will be forthcoming concerning testing and an expected implementation date.

**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 or via the ServiceNow Customer Service Portal (CSP).