

## Non-Receipt of Salary

If an employee claims non-receipt of salary, the Agency should verify on Payroll-Personnel Inquiry System (PINQ) Program PQ032, Payroll Listing, whether a time and attendance (T&A) processed for the affected pay period. If the T&A is not processed through the automated system:

- The T&A was not received by The National Finance Center (NFC).

**OR**

- The T&A did not clear the Time and Attendance Validation System (TIME) edit process.

Note: It is vital that the Agency transmits a T&A for the relevant pay period so that collection is made from the appropriate salary payment.

### **When to Process a Quick Service Request (QSR):**

- Late accession
- Expired not to exceed (NTE) date on Information and Research Inquiry System (IRIS) Program IR102, Dates & Miscellaneous/ Personnel Data (or other personnel processing issue)
- Absence of check mailing address on IRIS Program IR124, Address/ Check Information
- Late or missing T&A

### **When not to Process a QSR:**

- Employee is terminated, and payment has already been made through the automated PPS or manual payment process
- T&A is viewable on PINQ Program PQ023, TA-History
- Employee was not paid for a prior pay period, but has since received a payment for a subsequent pay period through the automated system

QSRs are used for processing an advance net salary payment when the corresponding T&A can be transmitted to be processed with the next Payroll Computation System (PAYE) cycle.

A QSR is processed by the Agency via the Special Payroll Processing System (SPPS) Mainframe. It is designed for entering data for the current processing pay period and three consecutive prior pay periods. Only one QSR can be processed for a single pay period.

Users should enter QSR information based on criteria established by the Agency personnel office. SPPS Mainframe processes the QSR for the specified pay period.

### **Disbursed Amount:**

The amount of the QSR disbursed is the approximate anticipated net pay for the employee and is computed at 70 percent of the biweekly gross pay of an 80-hour tour of duty, based on the scheduled salary. Alternately, a specific amount may be entered.

QSR transactions are released by SPPS Mainframe and scheduled for disbursement on the Manual Pay Schedule (Monday-Friday 11:00 a.m. central time (CT)).

### **Receipt Account (RA):**

With the certification of the QSR (much like a loan), the system automatically generates an RA which is set to collect at 100 percent from the next system-generated payment. This RA is viewable on IRIS Program IR114, Receipt Accounts. The RA is reversed after processing of the T&A(s) 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.

Note: It is vital that the Agency transmits a T&A for the relevant pay period so that collection is made from the appropriate salary payment, as the RA does not distinguish specific pay periods.

### **Example:**

An employee was not paid for Pay Period (PP) 03. Based on the reason, a QSR is processed to pay the employee 70 percent of their gross pay. This payment is treated as a loan until the next T&A is paid; ideally, this should be the employee's PP 03 T&A. Once the QSR is processed, an RA is automatically established in PPS waiting to be satisfied. When the PP 03 T&A is received and processed, the system will satisfy the RA by collecting the amount of the QSR and disbursing any remaining funds. If for any reason the employee's net amount of their PP 03 T&A

is not enough to satisfy the bill, the remaining balance will be collected from a subsequent T&A. If the Agency fails to submit the employee's PP 03 T&A, the RA will collect from the PP 04 T&A. This may cause the employee to think they were not paid for PP 04.

Note: It is vital that the Agency transmits a T&A for the relevant pay period so that collection is made from the appropriate salary payment, as the RA does not distinguish specific pay periods.

For more information, please see Quick Service Request in the SPPS Mainframe procedure manual.

## Quick Service Wire or "14-Liner" (QSW)

### When to Process a QSW:

Note: The salary advance format QSR is not applicable.

### About the QSW:

- The QSW option is the manual processing of the employee's T&A via Web-based Special Payroll Processing System (SPPS) Web by NFC.
- Payment is based entirely on authority of request.
- Conflicting data in the employee's master file or on the T&A will be disregarded.
- Actual net pay is disbursed on the Manual Pay Schedule (Monday-Friday 11:00 a.m. CT).
- No corresponding T&A should be transmitted.
- QSW requests should be submitted via SPPS Web. Use the Attachment tab to include a 14-line document listing all the following information in the following order:
  - Name and Social Security number
  - Reason for QSW (e.g., terminated employee)
  - T&A contact point, accounting station, and personnel office identifier (POI)
  - Grade, step, shift, Federal Wage System (FWS)
  - Annual Adjusted Salary (or hourly rate for FWS) COLA/Post Diff percentage
  - Fair Labor Standards Act (FLSA) code

- Pay Period (to be paid)
- Hours and transaction code (TCs) (to be paid)
- Agency accounting to charge
- Federal and State tax withholding codes
- Benefit deductions and related data (e.g., Federal Employees Health Benefits (FEHB) code, retirement code, Federal Employees' Group Life Insurance (FEGLI) code and age bracket)
- Check mailing address (or electronic funds transfer (EFT) routing and account numbers)
- Authorized Agency representative (Table Management System (TMGT) Table 063, (Department/Agency/Bureau Contact) Contact Type 07)
- Contact phone number
- For more information see, Adding Attachments in the SPPS Web procedure manual.