USDA United States Department of Agriculture
National Finance Center

Quick Reference Card | SPPS Quick Service Requests (QSRs)

Quick Service Request Overview

A Quick Service Request (QSR) is used to provide salary payment in the Special Payroll Processing System (SPPS) Mainframe or SPPS Web when an employee is not paid through the automated Payroll/Personnel System (PPS) or manual payment process.

Do you need to use a QSR?

If an employee claims non-receipt of salary, you can query the **Information/Research Inquiry System (IRIS)** or verify payment on **Screen 032 in the Payroll/Personnel Inquiry System (PINQ)** as early as the Monday prior to the Thursday payday for payments being made through the automated Payroll/Personnel System.

If payment was not made through the automated system, the Time and Attendance (T&A) record was either not received by NFC or did not clear the edit process.

Possible reasons for which a T&A did not clear include:

- Late accession action
- Missing check mailing address on **Screen 124 in IRIS**
- Expired not-to-exceed date on **Screen 102 in IRIS**
- Retroactive personnel action corrections
- Processed separation

If you determine that the employee has not been paid, you can use a QSR-Advanced Format or QSR-Delayed Format in order to pay the employee quickly.

QSR-Advanced Format vs. QSR-Delayed Format

QSRs can be processed in either an Advanced or Delayed format. It is important to implement the correct format. Process a QSR-Advanced Format and avoid QSR-Delayed Format, whenever possible.

Advanced Quick Service Requests

An Advanced Quick Service Request (QSR-Advanced Format) is processed through SPPS Mainframe. This type of QSR is used for processing an advance of net salary when the corresponding T&A can be transmitted for processing with the next cycle of payroll.

For step-by-step guidance on processing a QSR-Advanced Format, please refer to the SPPS Procedure Manual or consider enrolling in the SPPS Mainframe course at https://nfc.usda.gov/Training/index.php.

Important Notes about a QSR-Advanced Format

- A QSR-Advanced Format cannot be used if a subsequent T&A has processed.

- If a QSR-Advanced Format is entered for the current processing pay period on the first Monday through Thursday, SPPS Mainframe waits until the first Friday of the pay period to issue the payment.

- Check Screen 114 in IRIS to be sure a receipt account was established; it will deduct from the next T&A that is processed at NFC. If the T&A for the QSR is not transmitted, the receipt account will deduct from the net of current T&A.

- If the receipt account does not establish and a T&A is received, the T&A will pay in addition to the QSR. Contact the NCC if you do not see a receipt account.

- QSR-Advanced Format records are maintained for the current pay period and 26 prior pay periods in the history file which is accessed through the inquiry function. QSR-Advanced Format information not shown in SPPS Mainframe can be viewed in DOTSE.

- If you leave the **NET PAY AMOUNT** field blank, the system will calculate 70% of 80 hours of base salary if the employee is in the database. If the employee is not in the database, you should enter the amount that would be 70% of 80 hours of base salary rounded to the nearest $25 increment.

- You can override the system to pay more than 70% of 80 hours base salary (such as for overtime) by calculating 70% of gross and keying in desired net pay amount rounded to the nearest $25 increment.

- You can also pay less than 80 hours if the employee did not work 80 hours. (For example: 40 hours x hourly rate x 70% = Net and round to nearest $25 increment).

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There are a few situations in which SPPS Mainframe cannot be used for a QSR-Advanced Format payment:

• When an employee is terminated
• When an employee was not paid for a prior pay period but has since received a payment for a subsequent pay period

Delayed Quick Service Requests

Delayed Quick Service Requests (QSR-Delayed Format) can also be referred to as Quick Service Wires (QSWs), or "14-Liners."

The QSR-Delayed Format:

• Is used when the QSR-Advanced format is not applicable for one of the reasons listed above.

• Is processed by NFC Payroll Operations.

• Is disbursed on the 11:00 A.M. Central Time manual schedule.

Only process a QSR-Delayed Format in the following infrequent cases:

• Employee has been terminated.

• An intervening pay period has been processed.

• Employee is transferring from one Agency to another Agency on the same database and the employee is still active with the previous Agency.

You must provide all 14 lines of information listed on the right side of this page when you fax* your request to Payroll Operations Department of Agriculture (303) 274-3811, Department of Treasury (303) 274-3814, Department of Homeland Security (303) 274-3815. All other Agencies (303) 274-3813 or (303) 274-3817.

• Information can be submitted via SPPS Web.

*NOTE: Whenever you fax or e-mail any paperwork with personal information, you must protect personally identifiable information (PII). Completely mark out all digits, except for the last four digits, in the social security number to protect employees' identities.

For a QSR-Delayed Format, information should be submitted to NFC Payroll Operations in the following order:

1. Enter "QSR" to indicate that a request is being made for quick service.
2. Enter NAME and SOCIAL SECURITY NUMBER of employee, adding "C" if employee is currently being paid by NFC or "N" for a new employee.
3. State REASON FOR QSR, i.e., terminated employee, etc.
4. Enter T&A CONTACT POINT CODE, ACCOUNTING STATION CODE, and SUBMITTING OFFICE NUMBER.
5. Enter EMPLOYEE'S GRADE, STEP, and SALARY RATE (if a wage board employee, indicate applicable shift rates.) If applicable, COLA CODE with percentage rate and POST DIFFERENTIAL with percentage rate should be included.
6. Enter PAY PERIOD to be paid.
7. Indicate if employee is covered by Fair Labor Standards Act (FLSA), "N" for non-exempt or "E" for exempt.
8. Enter HOURS to be paid and TRANSACTION CODES to be charged (if a wage board employee, also furnish SHIFT SUFFIX CODES).
9. Enter TAX WITHHOLDING DATA, with Federal given first, followed by state, state code, then city data with name of city or city code.
10. Enter OTHER DEDUCTIONS, such as FEGLI CODE (if optional FEGLI, give date of birth), type of RETIREMENT, FEHB CODE, FINANCIAL ORGANIZATION route and account numbers, MEALS, QUARTERS, COMMISSARY, TSP, etc.
11. Enter APPROPRIATION to be charged.
12. Enter MAILING ADDRESS (does not have to match the AD-349 in the database). A one-time SF-1199A can be submitted for DD/EFT payment.
13. Enter your NAME, TITLE, AGENCY, and SIGNATURE as the official authorized to make QSRs.
14. Enter your NAME and PHONE NUMBER or that of another Agency representative who can answer questions regarding the request.

Please submit a separate document for each Quick Service Request.

Conflicting data in the employee's master file or on the T&A will be disregarded.