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**From:** Bob Gibbs, NASA Chief Human Capital Officer  
**To:** All Civil Service Employees  
**Date:** February 4, 2019  
**Subject:** Off-Cycle Payroll Payments Questions and Answers  
**Attached:** Questions and Answers.pdf

We appreciate your continued patience as we are working with our payroll provider, Department of Interior, Interior Business Center, to address the processing of the off-cycle retroactive payments which were issued last week.

As a result, we just received the attached "Questions and Answers" document related to the off-cycle payments and benefit issues which you may find useful.

As a reminder, off-cycle payments will be included in the Earnings and Leave Statement (ELS) for pay period 19-3 (January 20 to February 2, 2019). This ELS will be available for review in Employee Express on February 7, 2019. For questions regarding your ELS, you may contact the IBC Customer Support Center at 1-888-367-1622 (Option 3, 1) or [Payroll\\_Helpdesk@ios.doi.gov](mailto:Payroll_Helpdesk@ios.doi.gov).

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