

National Aeronautics and
Space Administration

NASA Shared Services Center
Stennis Space Center, MS
39529-6000
www.nssc.nasa.gov

NASA Shared Services Center Service Delivery Guide

NSSDG-9200-0007 Version 12.0

Effective Date: January 19, 2022

Expiration Date: January 19, 2024

FINANCIAL MANAGEMENT SERVICES DIVISION

Accounts Receivable –

Management of Debt Collection

Responsible Office: Accounts Receivable

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Approved by

ALISON
BUTSCH

Digitally signed by
ALISON BUTSCH
Date: 2022.01.24
14:19:48 -06'00'

Alison M. Butsch
Acting Chief, Financial Management Services Division

Date

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DOCUMENT HISTORY LOG

Status (Basic / Revision / Cancelled)	Document Version	Effective Date	Description of Change
Basic	1.0	07/12/2016	Basic release
Revision	2.0	11/28/2016	Update 1099C Process; update interest reversal; update macro information
Revision	3.0	3/9/2017	Transfer and update processes from Civil Service to Service Providers: Process 10, Process 11
Revision	4.0	7/24/2017	Update Waiver Process
Revision	5.0	10/27/2017	Update Promissory Note Process TechDoc Naming Scheme and TechDoc Drop Folder locations updated through SDG Refer to Treasury – Expiration Date = 6 years from “Date Debt Incurred”
Revision	6.0	3/21/2018	Updated Waiver Notification Process when approver is AA MSD. Updated L2 JV review process Updated Treasury Referral Instructions to include Cross-

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			<p>Servicing NG (CSNG) instead of the former FedDebt system</p> <p>Added Process for Deceased Debt</p> <p>Updated Acronyms</p>
Revision	7.0	7/03/2018	<p>Added to Waiver Process-encrypt waiver package e-mails to the centers.</p> <p>Salary Offset Process-removed NSSC Form 0061. Added reference to Debt Accounting Code process and BOBJ</p>
Revision	8.0	4/1/2019	<p>Added Vendor Refund Process E-mail Template</p> <p>Updated Recurring Payment Process</p> <p>Added DOI Write-offs</p> <p>Added Out of Cycle Dunning process</p> <p>Updated CSNG/FedDebt-Proof of Debt Process</p>
Revision	9.0	8/1/2019	<p>SDG Annual Review and Update</p> <p>Updated Employee Debt Waiver Process</p>

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Revision	10.0	1/21/2020	Updated Employee Debt Waiver Process Add Manual Calculation of Interest and Penalty to the Dunning Process.
		5/19/2020	Added Recall Debt from Treasury Process
		6/11/2020	Waiver Requests determined to be invalid Added notes to manually update Text Field in SAP of the residual payment (1800#) doc after a recurring payment is posted.
		6/26/2020	Added BoT Automated Process to Salary Offset (Friendly Reminder) Process
		7/16/2020	Added Dunning-1 st and Internal dunning letter access fees.
		7/17/2020	Added Debt Hearing Process
		7/28/2020	Added Note to Salary Offset JV process
		10/21/2020	Salary Offset -reversal of Salary Offset JV's
		12/15/2020	Added Personal Financial Statement and updated Installment Payment Process

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			<p>Added Pay.gov Payer Profile Instructions</p> <p>Added Establish Pay.gov Recurring Payment Instructions</p> <p>Added Pay.gov Credit Card Refund Process</p>
Revision	11.0	12/10/2021	Added Source Entry posting process
Revision	12.0	1/19/2022	<ul style="list-style-type: none"> • BOC Project Updates • Added Appendix AA - Dunning BOT – Active NASA Employee Process Work Flow

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INTRODUCTION

The National Aeronautics and Space Administration (NASA) Shared Services Center (NSSC) will manage debt collections for all NASA Centers, in accordance with the following regulations:

- A. Statement of Federal Financial Accounting Standard No. 1, “Accounting for Selected Assets and Liabilities”, June 2018;

https://files.fasab.gov/pdf/files/2018_fasab_handbook.pdf

- B. Treasury Financial Manual (TFM) supplement, “Managing Federal Receivables”

<https://www.fiscal.treasury.gov/dms/resources/managing-federal-receivables.html>

- C. “Federal Claims Collection Standards” 31 CFR 900-904;

<https://www.federalregister.gov/documents/2000/11/22/00-29284/federal-claims-collection-standards>

- D. “Debt Collection Authorities under the Debt Collection Improvement Act of 1996” 31 CFR 285;

<https://www.ecfr.gov/current/title-31/subtitle-B/chapter-II/subchapter-A/part-285>

- E. “The Digital Accountability and Transparency (DATA) Act” amends 31 U.S.C. 3716(c) (6); <https://fiscal.treasury.gov/data-transparency/history-overview.html>

- F. Office of Management and Budget (OMB) Circular A-129 "Policies for Federal Credit Programs and Non-Tax Receivables," January 2013;

<https://www.whitehouse.gov/sites/whitehouse.gov/files/omb/circulars/A129/a-129.pdf>

- G. “Debt Collection Improvement Act of 1996” [Public Law 104-134]

<https://www.fiscal.treasury.gov/dms/about/about-dcia.html>

- H. 26 CFR 1.6050P-1 (IRS 1099-C, Collection of Debt)

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- I. United States General Ledger; [Overview: US Standard General Ledger: Publications & Guidance: Financial Management Service](#)
- J. Federal Acquisition Regulation (FAR); <http://www.acquisition.gov/far/>
- K. Treasury Report on Receivables (TROR);
<https://www.fiscal.treasury.gov/dms/resources/debt-management-governmentwide-reports.html>
- L. NASA Procedural Requirements (NPR):
http://nodis3.gsfc.nasa.gov/lib_docs.cfm?range=9%5b0,1,2,3,4,5,6,7%5d

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PURPOSE

This SDG outlines procedures followed by the NSSC Service Provider (SP) and Civil Servant (CS) as it relates to Accounts Receivable (AR) outstanding debt management activities for all NASA Centers.

APPLICABILITY/SCOPE

NSSC AR manages debt collections for all NASA Centers. These activities include but are not limited to:

- Dunning
- Salary Offsets
- Managing Disputes
- Referral to Treasury Cross Servicing
- Write-offs
- Waivers
- Promissory Notes

Note: The SP is responsible for documenting and maintaining all Macros/Scripts utilized in these processes.

PRIVACY DATA

All participants involved must ensure protection of all data covered by the Privacy Act.

RECORDS

Records shall be maintained in accordance with NPR 1441.1E, NASA Records Retention Schedules.

CANCELLATION/SUPERSESSION OF PREVIOUS DOCUMENTS

This document supersedes a portion of NSSDG-9200-0007 Revision 11.0.

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PROCESS 1 – DUNNING

STEP 1. DUNNING - Account Maintainer - Run “AR Aging” Report

On the 16th calendar day of the month (or the next business day following the 16th if the 16th falls on a non-business day), review the SAP “AR Aging” report and identify debts that should be picked up by the Dunning process.

The aging report is used to determine which customers are to be assessed interest, administrative fees and penalty based on the following schedule:

First Dunning (45 – 75 days aged)

1.0% Interest

\$34.00 Administrative Fee

Second (aka “Final”) Dunning (76 – 120 days aged)

1.0% Interest

\$34.00 Administrative Fee

Third (aka “Internal”) Dunning (121 – 150 days aged)

1.0% Interest

6.0% Penalty

A. Run the “AR Aging” report in SAP.

1. Enter T-Code ZCF_ARAGING and then the “AR Aging” report criteria for dunning:

a) Account Group/Range = ZCOM

b) Business Area = Center’s Business Area (e.g., 22)

c) G/L Account Range:



i. 1310.0000 – Reimbursable Principal

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- ii. 1310.3000 – Direct Principal
- iii. 1340.0000 – Interest
- iv. 1360.0000 – Penalty
- v. 1370.0000 – Administrative Fee

d) Through Accounting Period = Current Period

e) Fiscal Year = Current Fiscal Year

AGING OF ACCOUNTS RECEIVABLE REPORT: ZRCF_ARAGING_PP			
 			
Data Selection			
Account Group/Range	ZCOM	to	
Business Area(s)	22	to	
Customer Number		to	
Document Number		to	
G/L Account/Range	1310.0000		
Through Accounting Period	5		
Fiscal Year	2010		

2. Export into Excel and save on the N. Drive at:
N:\FM Division\Accounts Payable_Accounts Receivable\Accounts Receivable\Dunning\<Center>\<FY>\<Month>.

Note: Current NASA Employees are not part of the dunning process, but rather they receive a Salary Offset Notification (Friendly Reminder) e-mail 30 days after the Bill of Collection (BOC) is issued. At 60-days aged, the BOC is sent to the Department of the Interior (DOI) for Salary Offset.

STEP 2. DUNNING - Account Maintainer - Analyze “AR Aging” Report

- A. The NSSC Account Maintainer analyzes the data to identify all receivables to determine what outstanding receivables need to be dunned.

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Note: When viewing the bill of collection posting in SAP, the “Last dunned” value is incremented for each dunning letter created showing how many “dunning” the bill has undergone.

Display Document: Line Item 001

Customer: 118216 RENTAS, TAMIKA L G/L Acc: 1310.3000
CoCode: NASA 1005 MELODY LN
NASA FRIENDSWOOD Doc. No.: 1800005828

Line Item 1 / Invoice / 01
Amount: 3,272.87 USD

Additional Data

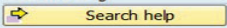
Bus. Area: 72
Disc. base: 3,272.87 Disc. amount: 0.00 USD
Payt Terms: 2000 Days/percent: 0 0.000 % 0 0.000 % 0
Bline Date: 03/15/2016 Invoice Ref.: / / 0
Pmnt Block: ☐
Dunn. block: ☐ Dunning key: ☐
Last dunned: 05/16/2016 **1**
Assignment: 18000058282016
Text: TRANSFER DEBT - ANNUAL LEAVE

Long text

- B. Before dunning an AP customer (and also before writing-off and/or sending to Treasury), you must ensure a payment was not received by AP. To do this, complete the following steps.

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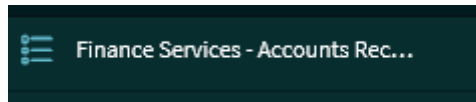
1. Enter FBL1N in SAP.

Vendor selection			
Vendor account	138428	to	
Company code	NASA	to	
Selection using search help			
Search help ID			
Search string			
			
Line item selection			
Status			
<input type="radio"/> Open items			
Open at key date	06/23/2015		
<input type="radio"/> Cleared items			
Clearing date		to	
Open at key date			
<input checked="" type="radio"/> All items			
Posting date		to	
Type			
<input checked="" type="checkbox"/> Normal items			
<input checked="" type="checkbox"/> Special G/L transactions			
<input checked="" type="checkbox"/> Noted items			
<input checked="" type="checkbox"/> Parked items			
<input type="checkbox"/> Customer items			

2. Enter Vendor Number from AP IDR.
3. Check All Items.
4. Under the “Type” section, check the boxes for “Normal items,” “Special G/L transactions,” “Noted items,” and “Parked items.”

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1. Log into ServiceNow.
2. Select “Finance Services-Accounts Receivable



3. Select the filter Icon and select the search criteria's that apply to the collection you are researching, such as; is the collection “Active”, Document Reference Number, Dollar Amount, etc. then select “Run”.

If there is a collection that matches the customer and/or amount on the AR Aging, do not send a dunning letter to the customer. Change the dunning block to a “Z” in SAP to block the debt from dunning.

Note: If a collection is received for the principal only within 30 days after the bill due date, the interest and administrative fee can be reversed with Y3 - Timing Issue as the reversal code and cite “14 CFR 1261.412” on the reversal document. The reversal should be sent to L3 for approval. If the collection is received beyond 30 days after the bill due date, it will be reviewed on a case-by-case basis by the AR CS Lead to determine if interest/admin fee may be reversed (reference 14 CFR 1261.412 (g)).

D. Create a Dunning Block.

1. Use T-Code FBL5N and double-click on the debt to be blocked from dunning.

Note: Do not block a customer, only the debt.

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Change Document: Line Item 001

Customer: 114997 STRICKLAND, CHRISTOPHER V G/L Acc: 1310.3000
CoCode: NASA Agency: [REDACTED] Doc. No.: 1800014221

Line Item 1 / Invoice / 01
Amount: 470.73 USD

Additional Data

Bus. Area: 51
Disc. base: 470.73 Disc. amount: 0.00 USD
Payt Terms: 2000 Days/percent: / %
Bline Date: 06/29/2012 Invoice ref.: / /
Pmnt Block: Dunning key:
Dunn. block: [A] Last dunned:
Assignment: 18000142212012
Text: 51548000018786 (TRAVEL AUDIT DEBT) Long text

2. Select the pencil icon at the top to edit fields.
3. Select the menu button next to “Dunning Block.”
4. Select the block that best describes the reason for blocking the debt from dunning:
 - a) A = Block Manual Interest/Penalty Postings
 - b) C = Referred to Collections
 - c) I =In Dispute
 - d) P = Promissory Note
 - e) R = Returned from DMS-Pending Write-off
 - f) S = Salary Offset
 - g) T = Collected by Treasury
 - h) W = Waiver Requested

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- i) Z = Amounts Not Eligible for Dunning (see examples below):

Lo...	Text
	Freed for dunning
A	Block Manual Interest/Penalty Postings
C	Referred to Collections
I	In Dispute
P	Promissory Note
R	Returned from DMS-Pending Write-off
S	Salary Offset
T	Collected by Treasury
W	Waiver Requested
Z	Amounts Not Eligible for Dunning

- i. Collection found in ServiceNow.
- ii. Collection pending posting in another Functional Area due to **
“Temporary Vendor Overpayment” process.

5. Click Save.

Note: “Temporary Vendor Overpayment” Process: Collections received for an amount disbursed in a prior year and on which, the fund has not yet expired, must be validated by the NASA Center by sending the “NSSC-0061- Accounts Receivable Funding Information Request” form to validate posting information. Please utilize the below e-mail template when sending:

Vendor Refund Process Email Template (to be used for collections received where the original disbursement was made in a prior year and the funds are unexpired)

(Center POC),

NSSC AR received a collection (refund to NASA) from the customer noted below. In accordance with the Agency’s Vendor Refund Process, please review the funding information to validate Anticipated Recoveries at your Center. Anticipated Recoveries must be monitored for refunds to NASA where the fund is unexpired and the original disbursement to the customer was made in a prior year.

Once this is complete, please respond with your approval to post.

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NSSC AR

[Insert Customer and Funding Information]

STEP 3. DUNNING - Account Maintainer - Calculate Interest/Penalty and Administrative Fees.

A. Enter T-Code F-150 in SAP

Note: The calculation of the interest, penalty and administrative fees is processed in conjunction with STEP 4. See the steps below to enter the criteria for T-Code F150.

B. Manually Calculating Interest or Penalty

1. Use the “Interest Calculator” located in the Dunning folder on the N:Drive.
 - a) Enter “Times # of Days late.
 - b) Enter amount of Principal amount in “Principal”.
 - c) Saved this spreadsheet as back up in the centers current months dunning folder on the N:Drive

STEP 4. DUNNING - Account Maintainer - Prepare Delinquent Letters

Note: There are times when an out-of-cycle dunning will need to be processed (e.g., partial payment received). The only difference is the Identification and the entry for the customer.

A. Status tab

1. Run On = Today’s Date
2. Identification = Business Area, period and fiscal year (e.g., 640110). For an out-of-cycle dunning, use the customer number.

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B. Parameters tab

1. Dunning Date = Today's Date
2. Documents posted up to = Today's Date
3. Company Code = NASA
4. Customer = 100000 to 999999 for an out-of-cycle dunning, only enter the customer needed.

C. Free Selection tab

1. Field Name = BSID-GSER (from the drop down menu)

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Schedule Selection and Print

Job parameters

Start date: 10/16/2009

Start time: 00:00:00

Start immediately: ☒

Target computer:

Printout

Dunn.print with scheduling ? ☐

OutputDevice: MAIL

Schedule Cancel

F. Click “Schedule”  button.

G. Hold down “Enter” key until you see “Dun.selection is complete.”

Dunning

Change Dunning printout Sample printout Indiv.dunn.notice Dunn.history Log Dunning list Delete

Run On: 10/16/2009

Identification: 640110

Status Parameter Free selection Additional Log

Status

- Parameters were maintained
- Dun.selection scheduled for 10/16/09 at 10:08:00
- Dun.selection is complete**

H. Click the “Dunning list” button.

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Dunning

Change Dunning printout Sample printout Indiv.dunn.notice Dunn.history Log **Dunning list** Delete

Run On 10/16/2009

Identification 640110

Status Parameter Free selection Additional Log

Status

- Parameters were maintained
- Dun.selection scheduled for 10/16/09 at 10:08:00
- Dun.selection is complete

- I. Review and compare the “Dunning List” to the “AR aging” report to ensure accuracy. If they do not match there is a possibility that a bill should be blocked from dunning or is blocked on a previous month’s dunning run.

Dunning Proposal: Run On: 07/16/2020, Identification: 621020

BusArea	Customer Name	Bill Date	Bill No.	Delinquent History Text	Notice	Days in Arrears	Principal Amount	Interest	Penalty/Fee	Total Amount
62	NEERA H HUNDLEY	05/13/2020	1800009231	TRANSFER DEBT - ANNUAL LEAVE (FP1923)	First	64	646.75	2.27	0.00	649.02
62	NEERA H HUNDLEY	02/24/2020	1800003418	TRANSFER DEBT - NEG ANNUAL LEAVE (FP1914-FP1916)	Internal	143	1,245.18	9.76	23.13	1,278.07
62	NEERA H HUNDLEY			Administrative Fees	Internal				68.00	68.00
* Customer # 124387										1,995.09
** 62										1,995.09
***										1,995.09

Note: If you encounter the scenario above, a customer with a “First” and “Internal” dunning, a \$34 fee needs to be added to the “First” dunning letter. Create a manual dunning letter and update the “dunning list” to reflect this.

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Reviewing the Dunning List

BusArea	Customer Name	Bill Date	Bill No.	Delinquent History Text	Notice	Days in Arrears	Principal Amount	Interest	Penalty/Fee	Total Amount
S1		04/22/2015	1800007590	51000009645 (TRAVEL AUDIT DEBT)	First	48	60.00	0.27	0.00	60.27
S1				Administrative Fees	First				34.00	34.00
* Customer # 115312										94.27

• **First Dunning (45 – 75 days)**

- Interest = 1%
- Admin Fee = \$34.00

Letter mailed to customer

BusArea	Customer Name	Bill Date	Bill No.	Delinquent History Text	Notice	Days in Arrears	Principal Amount	Interest	Penalty/Fee	Total Amount
S1		05/12/2015	1800008380	51000006726 (TRAVEL AUDIT DEBT)	Final	87	48.04	0.11	0.00	48.15
S1				Administrative Fees	Final				68.00	68.00
* Customer # 118827										116.15

• **Second Dunning (aka: Final Dunning) (76 – 120 days)**

- Interest = 1%
- Admin Fee = \$34.00

Letter mailed to customer

BusArea	Customer Name	Bill Date	Bill No.	Delinquent History Text	Notice	Days in Arrears	Principal Amount	Interest	Penalty/Fee	Total Amount
S1		03/27/2015	1800007590	51000009645 (TRAVEL AUDIT DEBT)	Internal	133	60.00	0.22	1.02	61.24
S1				Administrative Fees	Internal				68.00	68.00
* Customer # 115312										129.24

• **Third Dunning (aka: Internal Dunning) (121 – 150 days)**

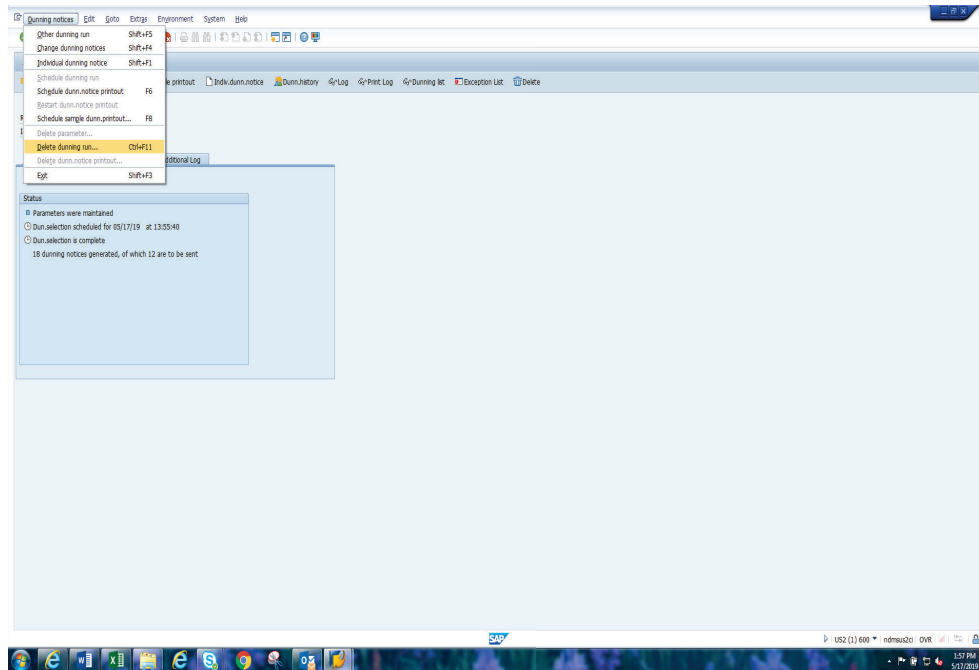
- Interest = 1%
- Admin Fee = \$0.00
- Penalty = 6%

NO Letter mailed to customer

151 Days = W/O and Refer to Treasury

1. If corrections need to be made.
 - a) Delete dunning run by selecting “Dunning Notices → Delete Dunning Run”

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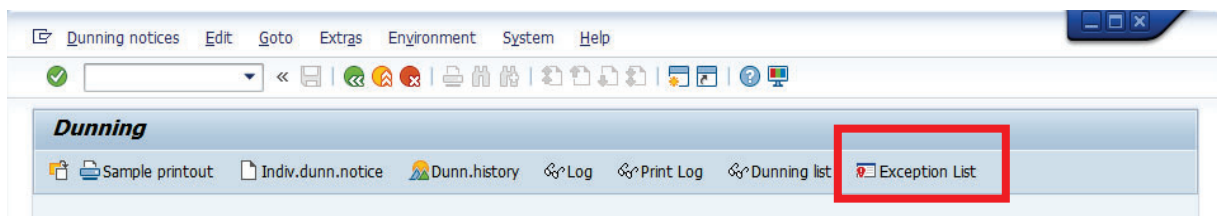


b) Review items and make any necessary corrections.

c) Rerun dunning (See Step 4 process above).

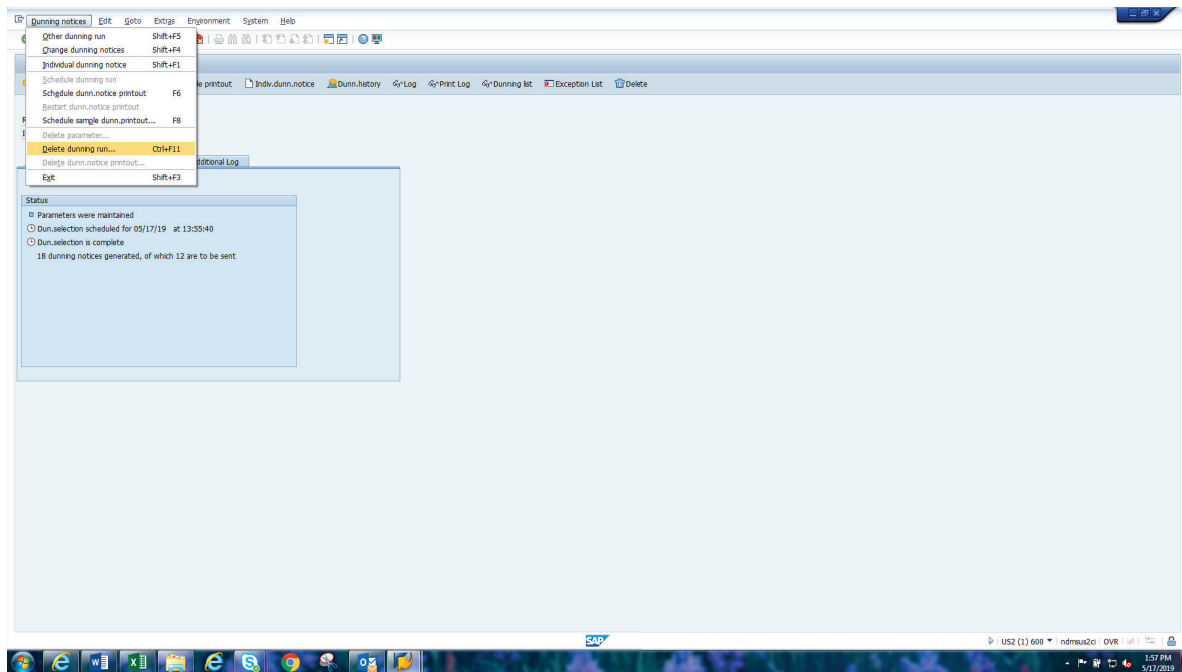
2. If the item is blocked on a previous month's dunning

a) Check the Exception List to see if the item is listed.



b) Delete the dunning run by selecting "Dunning Notices → Delete Dunning Run"

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c) Go to previous dunning and click dunning printout to complete the process.

d) Once previous month has been completed, rerun current month's dunning process.

J. After all corrections have been made to the "Dunning List" click the "Print"

icon  and use "Mail" as the "Output Device."

Note: Print the "Dunning List" even if there are no customers to dun.

K. Retrieve the "Dunning List" from your SAP Outbox and save the "Dunning List" to N:\FM Division\Accounts Payable_Accounts Receivable\Accounts Receivable\Dunning\<Center>\<FY>\<Month>

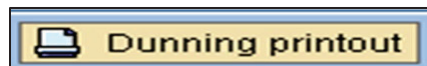
1. Naming Convention (e.g., Center – Dunning List – MM-DD-YY~FY20YY).

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Note: Do NOT make any changes to the dollar amounts on the Dunning List using the PDF editing tool. You may make notes in the margin using the PDF text tool.

Note: The “Dunning List” must match the customer(s) record(s) in SAP after postings are completed.

L. Print the dunning letters by clicking the “Dunning printout” button.



Note: Once the letters are printed, they cannot be changed and the SAP process is complete.

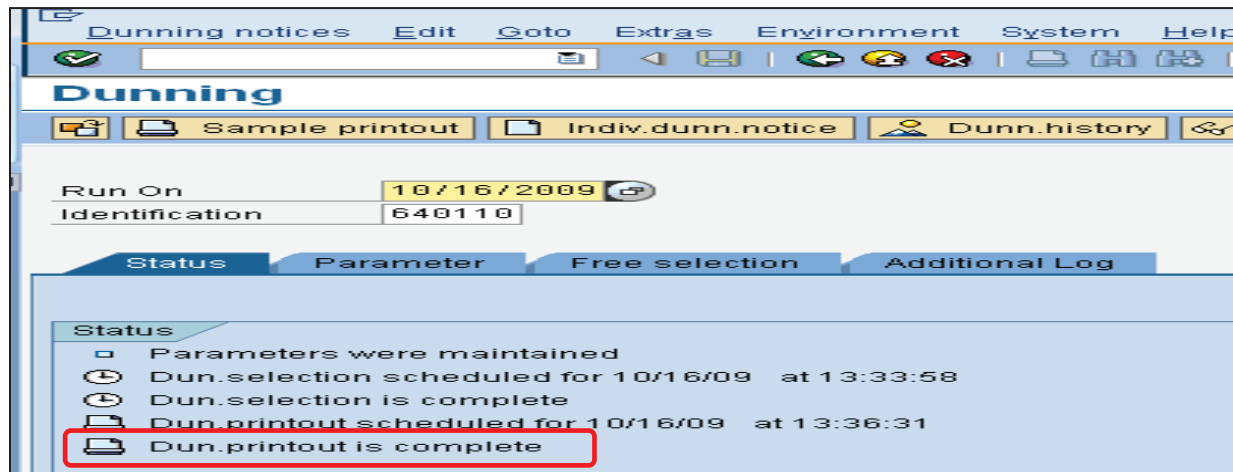
Note: This process must be completed, even if there are no dunning letters, to prevent blocking customers on future months.

M. Make sure “Start Immediately” is checked and type “MAIL” in Output Device.

N. Click the “Print” button.

O. Hold down “Enter” key until you see “Dun.printout is complete.”

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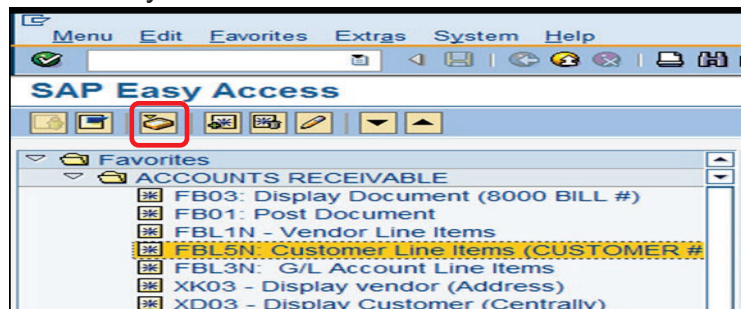


1. Dunning Letters will print to your SAP Workflow Outbox.

Note: If you ever need to reprint a letter, use F150 to view the dunning history for the customer and reprint the letter.

P. Save the dunning Letters from Workflow Box

1. Go into your SAP Workflow Box  to retrieve the letters.



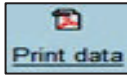
2. Select "Outbox."

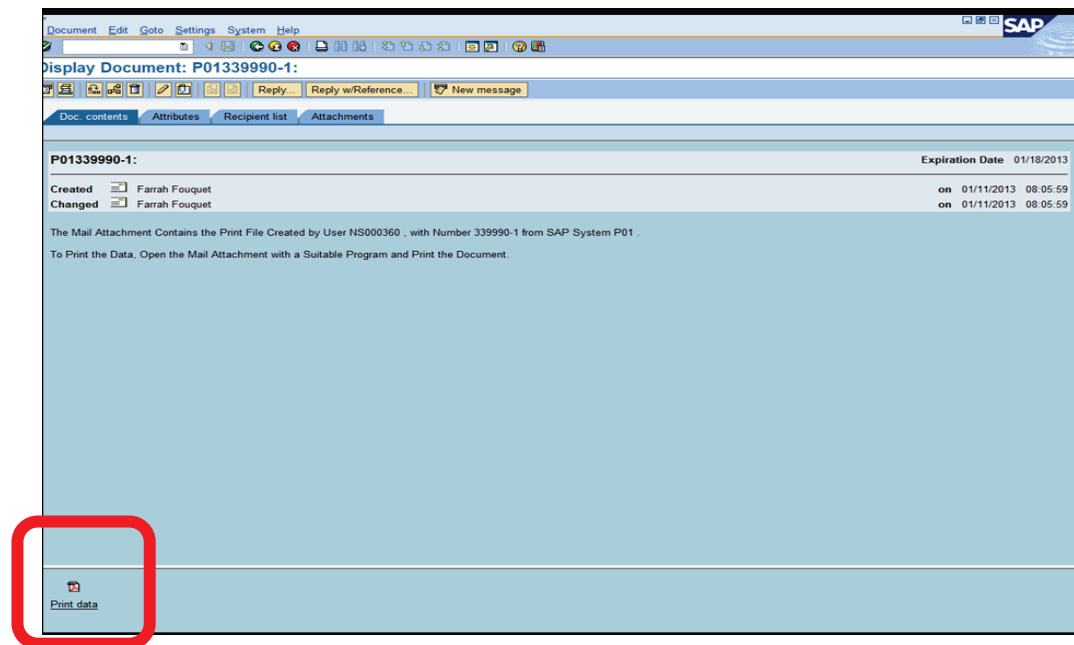


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3. Click on each individual letter.

Outbox					
Class	Title	Send date	Author	Attachmnts	Status
	P01339990-1:	01/11/2013	Farrah Fouquet		
	P01339991-1:	01/11/2013	Farrah Fouquet		
	P01339992-1:	01/11/2013	Farrah Fouquet		
	P01339993-1:	01/11/2013	Farrah Fouquet		
	P01339994-1:	01/11/2013	Farrah Fouquet		


4. Click on the “Print Data”  icon at the bottom of the page.



5. Save the dunning letters to the Center’s dunning folder on the N: Drive.
The dunning letter will be first page of your combined PDF package for L3.
Dunning letter examples are below:
 - a) First Dunning Letter

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National Aeronautics and Space Administration
NASA Shared Services Center
Stennis Space Center, MS 39529-6000



August 06, 2015

Customer #118786

Subject: Past Due Notice

First Notice

Dear:

Pursuant to Code of Federal Regulations (CFR) 14, Part 1261.407 this letter is to inform you that NASA has not received payment for the following past due bill(s):

Bill Date	Bill No.	Principal Amount	Interest Accrued	Notice	Total Amount
04/27/2015	1800008363	13,962.74	38.64	First	14,001.38
04/27/2015	1800008362	796.64	2.20	First	798.84
Required Cumulative Administrative Fee:					34.00
Total Due:					14,834.22

Your prompt payment of this debt is requested as soon as possible.

Once a debt is over 120 days delinquent, it will be referred to the Department of Treasury, Bureau of Fiscal Service (BFS), if appropriate in accordance with the DATA Act of 2014. BFS will use all means available to the Federal Government for collection of this debt including offset against other payments that may be due to you, collection agencies and reporting the indebtedness to credit bureaus.


You, as the debtor, have certain rights under the Debt Collection Act of 1982, and the Debt Collection Improvement Act of 1996. Generally you may:

- * inspect and copy any records related to your debt
- * request a review of the determination of your debt
- * request a waiver, or
- * for purposes of salary offset or administrative wage garnishment, request a hearing concerning the debt.

b) Second (aka "Final") Dunning Letter

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National Aeronautics and Space Administration
NASA Shared Services Center
Stennis Space Center, MS 39529-6000



August 06, 2015

Customer #118723

Subject: Past Due Notice

Final Notice

Dear :

Pursuant to Code of Federal Regulations (CFR) 14, Part 1261.407 this letter is to inform you that NASA has not received payment for the following past due bill(s):

Bill Date	Bill No.	Principal Amount	Interest Accrued	Notice	Total Amount
04/13/2015	1800008340	688.00	2.17	Final	690.17
		Required Cumulative Administrative Fee:			68.00
		Total Due:			758.17

Your prompt payment of this debt is requested as soon as possible.


Once a debt is over 120 days delinquent, it will be referred to the Department of Treasury, Bureau of Fiscal Service (BFS), with additional interest and penalties applied, if appropriate, in accordance with the DATA Act of 2014. BFS will use all means available to the Federal Government for collection of this debt including offset against other payments that may be due to you, collection agencies and reporting the indebtedness to credit bureaus.

You, as the debtor, have certain rights under the Debt Collection Act of 1982, and the Debt Collection Improvement Act of 1996. Generally you may:

- * inspect and copy any records related to your debt
- * request a review of the determination of your debt
- * request a waiver, or
- * for purposes of salary offset or administrative wage garnishment, request a hearing concerning the debt.

c) Third (aka "Internal") Dunning Letter (DO NOT MAIL)

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National Aeronautics and Space Administration NASA Shared Services Center Stennis Space Center, MS 39529-6000	
	August 07, 2015
Customer #118723	
Subject: INTERNAL USE ONLY - DO NOT MAIL	
Refer to dunning list for penalty calculation.	

STEP 5. Dunning - **Account Maintainer** Enter journal entry to post interest, penalty and administrative fees (JV approval is not required).

Note: A macro is utilized to perform STEP 5.

- A. The Account Maintainer will open the AR Dunning Template_AM located N:\FM Division\Accounts Payable_Accounts Receivable\Accounts Receivable\Dunning.

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	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	Customer	Invoice Date	Reference	Interest Amount	Penalty Amount	Admin Amount	BA	Bline Date	Assignment Number	Bill No (Text Field)	Interest Doc AM	Penalty Doc AM	Admin Doc AM	JV Interest Doc AM	JV Penalty Doc AM	JV Admin Doc AM
2																
3																
4																
5																

B. Enter the following information under the green headers:

1. Customer Number
2. Invoice Date
3. Reference (Original Bill #)
4. Amount in appropriate columns
5. BA
6. Bline Date (Should be the same as the original bill)
7. Assignment Number (Original Bill Assignment)
8. Bill No. (Text Field)

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	Customer	Invoice Date	Reference	Interest Amount	Penalty Amount	Admin Amount	BA	Bline Date	Assignment Number	Bill No (Text Field)	Interest Doc AM	Penalty Doc AM	Admin Doc AM	JV Interest Doc AM	JV Penalty Doc AM	JV Admin Doc AM
2	120739	2/7/2017	1800002013	0.51	26.34		10	10/26/2016	18000020132017	1800002013						
3	120939	2/7/2017	1800004091	0.34		34	10	12/27/2016	18000040912017	1800004091						
4	120939	2/7/2017	1800004094	1.43			10	12/27/2016	18000040942017	1800004094						
5	102133	2/7/2017	90237888	11.62	137.84		64	12/29/2016	90237888	8000004399						
6	105856	2/7/2017	90239214	5.83		34	64	1/30/2017	90239214	8000004749						
7	105856	2/7/2017	90239215	3.21			64	1/30/2017	90239215	8000004750						
8																

C. Click the “AR Dunning Account Maintainer” Tab

D. Click the “Establish debt interest, penalty, and admin fees” Button

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The macro will begin to post the documents and the spreadsheet will be updated with the posting documents under the grey and gold colored headers.

STEP 6. (MANUAL STEP) Dunning - **Account Maintainer** Enter journal entry to post interest, penalty and administrative fees (JV approval is not required).

A. Enter T-Code FB70 in SAP and use the [Day-to-Day Posting Reference](#) to post all fees.

1. Basic data Tab

a) Customer = Customer Number

b) SGL ind

- i. Interest = Z
- ii. Penalties = Y
- iii. Admin Fee = V

c) Invoice Date = Today's Date

- i. Usually falls on the 16th of the month but if off-cycle, use today's date

d) Reference = Original Invoice Document Number.

- i. Reimbursable = 900 Bill Number
- ii. Direct = 1800 Bill Number
- iii. Partial Collection = Original 900 or 1800 Bill Number

e) Document type = DR

f) Amount = Amount of Interest, Penalty or Administrative Fee

Note: The “Dunning List” fee calculations are cumulative. Therefore, if the “Dunning List” is run for a bill when it is 45 days old and when it is 76 days old (as it should be), the fee amounts calculated in the “Dunning List” on the 76th day will contain interest and administrative fees for both the 45th and 76th days (i.e., if a bill has been included in more than one dunning run, the calculation from previous runs must be subtracted from the cumulative amount calculated on the current “Dunning List” to obtain the current amount that should be posted). Because penalty isn't calculated until a bill is

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121 days old, no adjustment to the penalty amount calculated in the dunning process is necessary.

g) Text

- i. Reimbursable = 8000 Bill # (Month/Year “Interest,” “Admin Fee” or “Penalty”)

e.g., 8000005609 (March 2015 Interest)

Customer	105856	SQL Ind	2
Invoice date	03/18/2015	Reference	90202727
Posting Date	03/18/2015		
Document Type	DR (Customer Invo.)		
Amount	44.25	USD	<input type="checkbox"/> Calculate tax
Tax amount			
Text	8000005609 (March 2015 Interest)		
Company Code	NASA NASA Washington DC		
Agency Loc Cd			
Payment Office	X0002	HQ	

- ii. Direct = 1800 Bill # (Month/Year “Interest,” “Admin Fee” or “Penalty”)

e.g., 1800006060 (March 2015 Interest)

Customer	118459	SQL Ind	2
Invoice date	03/18/2015	Reference	1800006060
Posting Date	03/18/2015		
Document Type	DR (Customer Invo.)		
Amount	0.01	USD	<input type="checkbox"/> Calculate tax
Tax amount			
Text	1800006060 (March 2015 Interest)		
Paymt terms	See immediately		
Baseline Date	01/30/2015		
Company Code	NASA NASA Washington DC		

- iii. Partial Collection = Original 900 or 1800 Bill # (Month/Year “Interest,” “Admin Fee” or “Penalty”)

e.g., 90202724 (March 2015 Interest)

Customer	105856	SQL Ind	2
Invoice date	03/18/2015	Reference	90202724
Posting Date	03/18/2015		
Document Type	DR (Customer Invo.)		
Amount	31.39	USD	<input type="checkbox"/> Calculate tax
Tax amount			
Text	90202724 (March 2015 Interest)		
Company Code	NASA NASA Washington DC		

2. Payment Tab

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- a) Bline Date = same date as original posting date for bill for which you are dunning.

The screenshot shows the 'Invoice' transaction form with the 'Basic data' tab selected. The 'Bline Date' field is highlighted with a yellow box and contains the date '01/07/2015'. Other fields visible include 'Transactn' (Invoice), 'Payment', 'Details', 'Tax', 'Withholding tax', 'Notes', and 'Inv.ref.'.

3. Details Tab

- a) G/L will default depending on what Special Indicator you put on the “Basic” tab. If done correctly, it should populate as follows:
- i. Interest (Z) = 1340.0000
 - ii. Administrative Fee (V) = 1370.0000
 - iii. Penalty (Y) = 1360.0000

- b) Assign

- i. Reimbursable Bill = 900 assignment number of original bill.

The screenshot shows the 'Invoice' transaction form with the 'Details' tab selected. The 'Assign.' field is highlighted with a red box and contains the value '0090202727'. Other fields visible include 'Transactn' (Invoice), 'Basic data', 'Payment', 'Tax', 'Withholding tax', 'Notes', 'G/L' (1340.0000), 'Int RecNotClassified', 'Header Ext', 'Bus. Area', 'Fund', 'Dunn.key', 'Tr.part.BA', 'CreditArea', 'Int.block', and 'Dunn.block'.

- ii. Non-Reimbursable (aka “Direct”) Bill = 1800 assignment number of original bill.

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Transactn: Invoice

Basic data | Payment | Details | Tax | Withholding tax | Notes

G/L: 1340.0000

Assign.: 18000060602015

HeaderText:

Bus. Area:

Fund:

Int RecNotClassified

Tr.part.BA:

CreditArea:

Int.block:

Dunn.key:

Dunn.block: A

- iii. Partial Collection = 1300, 1400 or 1600 assignment number of residual.

Transactn: Invoice

Basic data | Payment | Details | Tax | Withholding tax | Notes

G/L: 1340.0000

Assign.: 14000083482015

HeaderText:

Bus. Area:

Fund:

Int RecNotClassified

Tr.part.BA:

CreditArea:

Int.block:

Dunn.key:

Dunn.block: A

c) Dunn Block = A

4. Bottom (aka "Downstairs")

0 Items (No entry variant selected)						
G/L acct	Short Text	D/C	Text	Tradin...	Bu...	Par
5310.0000		Cred...	Customer 102142 (90111458 October 2009 Interest)		64	
		Cred...				

- a) GL Account
- Interest = 5310.0000
 - Penalty = 5320.0000

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iii. Administrative Fee = 5325.000

iv. Amount = Amount of Interest, Penalty or Administrative Fee
Note: The amount on the “Dunning List” is CUMULATIVE, so if you are on your 2nd or 3rd dunning, you only post the difference.

v. Text

a. Reimbursable = 8000 Bill # (Month/Year “Interest,” “Admin Fee” or “Penalty”)

b. Direct = 1800 Bill # (Month/Year “Interest”, “Admin Fee”, or “Penalty”)

c. Partial Collection = 900 or 1800 Bill # (Month/Year “Interest”, “Admin Fee” “Penalty”)

b) Bus Area = Business Area

c) Fund Center = Business Area and Center Abbreviation
(e.g., 62-MSFC)

d) Fund

i. Interest = NON1435

ii. Penalty = NON1099

iii. Administrative Fee = NON1099

5. Simulate (check for errors and Net \$0)

6. Post (will give you a new 1800 document Number)

B. Enter T-Code FB50 in SAP and use the [Day-to-Day Posting Reference](#) to post the second part posting with MR doc (JV approval is not required).

1. “Basic Data” Tab

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Enter G/L Account Document: Company Code NASA

Tree on | Company Code | Hold | Simulate | Park | Editing options

Basic data | Details

Document Date: 10/16/2009 | Currency: USD

Posting Date: 10/16/2009

Reference: 1800000122

Doc.Header Text: Customer 102142

Document Type: MR | AR Misc Receipts

Company Code: NASA | Agency Washington DC

Amount Information

Total deb.: 0.00 USD

Total cred.: 0.00 USD

- a) Document Date = Today's Date
 - i. Usually falls on the 16th of the month but if off-cycle, use today's date
- b) Reference Number = 1800# interest, penalty or administrative fee posted in FB70
- c) Doc.Header Text = Customer number
- d) Document Type = MR

2. Bottom (aka "Downstairs") – Line 1

0 Items (No entry variant selected)									
G/L acct	Short Text	D/C	Amount in doc. curr.	L	W	Text	Tradin...	Bu...	Par...
5994.0000		Debit	1.34	0		Interest 1800000122	9900	64	
2985.0000		Cred...	1.34	0		Interest 1800000122	9900	64	

- a) G/L acct = 5994.0000
- b) D/C = Debit
- c) Amount = Amount of Interest, Penalty or Administrative Fee

Note: The amount on the "Dunning List" is CUMULATIVE, so if you are on your 2nd or 3rd dunning, you only post the difference.
- d) Text
 - i. "Interest" or "Admin Fee" or "Penalty" – 1800 fee document
e.g., Interest – 1800006598

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e) Business Area = Business Area

f) Fund Center = Business Area and Center Abbreviation
e.g., 62-MSFC

g) Fund

- i. Interest: NON1435
- ii. Penalty: NON1099
- iii. Admin Fee: NON1099

3. Bottom (aka “Downstairs”) – Line 2

0 Items (No entry variant selected)									
G/L acct	Short Text	D/C	Amount in doc.curr.	L...	W	Text	Tradin...	Bu...	Par...
5994.0000		Debit	1.34	...	0	Interest 1800000122	9900	64	
2985.0000		Cred...	1.34	...	0	Interest 1800000122	9900	64	

a) G/L acct = 2985.0000

b) D/C = Credit

c) Amount = Amount of Interest, Penalty or Administrative Fee
Note: The amount on the “Dunning List” is CUMULATIVE, so if you are on your 2nd or 3rd dunning, you only post the difference.

d) Text

- i. “Interest” or “Admin Fee” or “Penalty” – 1800 fee document
e.g., Interest - 1800006598

e) Business Area = Business Area

f) Fund Center = Business Area and Center Abbreviation
e.g., 62-MSFC

g) Fund

- i. Interest: NON1435
- ii. Penalty: NON1099
- iii. Admin Fee: NON1099

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4. Simulate (check for Net \$0).

5. Post (will give you a new 100#).

C. Update the text field of 1800 doc.

1. Using T-Code FB03, go into the 1800 fee document that you posted in FB70 (part I posting) and input the 100# you just posted in FB50 (part 2 posting) at the end of both “Text” lines.

Document Overview - Display

Doc. Type : DR (Customer invoice) Normal document

Doc. Number 1800000123 Company code NASA Fiscal year 2010

Doc. date 10/16/2009 Posting date 10/16/2009 Period 01

Calculate Tax ☐

Ref. doc. CUSTOMER 102142

Doc. currency USD

Item	Amount	Funds Center	Funded Program	Fund	Commt. It	Tr. Prt	Text
1	158.62				RECV	NONFED	102142 (90111457 OCTOBER 2009 INTEREST) 10031879
2	158.62	64-SSC	SSC	NON1435	NONR	NONFED	102142 (90111457 OCTOBER 2009 INTEREST) 10031879
*	0.00						

a) To do this, you double-click in the line and then hit the “pencil” icon.

b) Make changes and save.

STEP 7. DUNNING – Account Maintainer – Assemble Dunning Package

A. Combine all items below into a PDF Dunning Package which should include the following:

1. Dunning Letter

- a) If a P.O. Box address is on the dunning letter, additional validation is required.
 - i. Consumer Debt – Check FPPS for a street address – Update address if a street address is found.

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b) AP Debt – Send a task to AP to request a street address. If no street address is found, notate in the Dunning task that the address was verified and no other address is available.

2. Original Bill of Collection
3. IDR Form (Direct Bills)
4. Other Backup (if applicable)
5. Pay.gov sheet

B. Save Dunning Packages to Dunning folder.

1. The PDF Dunning package is saved at the following path:
N:\FM Division\Accounts Payable_Accounts Receivable\Accounts Receivable\Dunning \ Center \ FY20XX \ MONTH
2. Naming convention example:
 - a) First Dunning - Dunning 1~1800012345
 - b) Second (Final) Dunning – Dunning 2~1800012345
 - c) Third (Internal) Dunning – Dunning 3~1800012345
3. Also, save a copy in the Direct Receivable folder for the bill number.

C. Complete the “Dunning Checklist” for each Center and save a copy of this completed checklist in the applicable dunning folder. The backup POC will review this checklist when reviewing dunning.

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DUNNING CHECKLIST			
Cente	PREPARER	AUDITOR	COMMENTS
Verify the customer is NOT a NASA Employee			
Check for Unposted checks in REMEDY			
Check with AP before dunning an AP bill or verify yourself in FBL5N			
DUNNING LIST			
Is the Notice number correct? First, Final or Internal			
Are the totals correct?			
LETTERS			
Is the Notice number correct? First, Final or Internal			
Are the totals correct?			
SAP			
Is the correct amount posted in SAP			
<i>Note: The Dunning list and letter have the cumulative amounts.</i>			
Was this month's interest posted correctly?			
<i>(i.e. Amount on list/letter subtracted from previous amounts posted in SAP)</i>			
Was this month's Admin posted correctly?			
<i>(i.e. Amount on list/letter subtracted from previous amounts posted in SAP)</i>			
Was this month's Penalty posted correctly?			
<i>(i.e. Amount on list/letter subtracted from previous amounts posted in SAP)</i>			
Verify the Dunning List, Letter and SAP totals match			Note: "Internal" Letter has no "Total"
Dunning Packets uploaded into Tech Doc			
OTHER THINGS TO CHECK			
If dunning letter is going to a P.O. Box, has this been verified as okay with			
5000 accounts net to \$0.00 by Fund <i>GR55/ ZFLIN - Period 1 - Current</i> <i>(Accounts: 5000.0000 to 5999.9999)</i> <i>(Funds: NCIN1099, NCIN1435, NCIN3200 & NCIN3220)</i>			

STEP 8 – Dunning - Account Maintainer – Review dunning prior to sending to L3 to review.

A. Create a ServiceNow Record/Task

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1. Customer

ARC Dunning	JSC Dunning
DFRC Dunning	KSC Dunning
GRC Dunning	LARC Dunning
GSFC Dunning	MSFC Dunning
HQ Dunning	SSC Dunning
JPL Dunning	

2. Category = Accounts Receivable
3. Subcategory = Dunning Letters
4. Assignment Group = FM – Accounts Receivable L2
5. Assigned to = Your Name
6. PII Box = Checked
7. Status = Work in Progress
8. Priority = High
9. Save

B. Attach the following documents into the ServiceNow task:

1. Dunning List
2. ALL Dunning Packages for the center.

C. Route Task to AR L2 backup POC for review.

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D. AR L2 backup POC and AR L2 Supervisor or designee will review the following:

1. Review dunning letter to ensure the name and customer number match SAP
2. Review dollar amounts to ensure calculations and postings are correct.
3. Add initials to Dunning Checklist

E. Once reviewed, the **AR L2 Supervisor** or designee route the task to AR CS.

STEP 9. DUNNING – CS Accountant – Review Dunning Letters - Review dunning letters for accuracy and completion.

A. AR CS will review dunning letters for accuracy and completion.

1. AR CS will review the following:

- a) Review dunning letter to ensure the name and customer number matches SAP.
- b) Review dollar amounts on letter and in SAP to make sure calculations are correct.
- c) Review to ensure the dunning process was ran on the correct date.
- d) If dunning letters are not accurate or they were not executed timely, a SNOW Quality tab should be created.

B. AR CS will send the task to AR SP to print and mail dunning packets to customer.

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1. In the ServiceNow task work notes, notify AR SP that the dunning letters were reviewed and to proceed to mail the dunning package to the customers.

Note: No signature is required on dunning letters.

STEP 10. DUNNING – Account Maintainer/Payment Processor – Mail Dunning Letters

- A. AR Account Maintainer will upload individual Dunning Letters according to the original Bill of Collection number into TechDoc. See “NSSDG-9200-0008 Coll & Deposit” SDG, Process 16-TechDoc Destruction Process –Direct Receivables.

1. The Dunning List files per center are copied to <N:\Document Imaging\FM - AR - Dunning Lists>

- B. AR Payment Processor will print and mail the dunning package to the customers.

1. Fold the packet so the customer address displays through the envelope window.
2. Write mail code in the return address on the envelope and place the envelopes in the AR Mail “Out” bin.

- C. AR Payment Processor will route task to Account Maintainer after letters are mailed.

- D. AR Account Maintainer will resolve the task.

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PROCESS 2 – SALARY OFFSET (INCL. FRIENDLY REMINDERS)

Salary Offsets are debts owed by current NASA employees that are referred to the Department of Interior (DOI) for collection through their salary.

STEP 1. SALARY OFFSET (FRIENDLY REMINDERS) – **BoT- Automated Process** – Send Friendly Reminder

A. BoT Analysis of Aging Reports

1. Logs into SAP to run, format, and save the Aging Report per T-Code: ZCF_ARAGING for all centers and analyzes each active employee debt to determine the type of debt.

B. BoT ServiceNow Research

1. Logs into ServiceNow to search for payment received.

C. BoT Creation of “Friendly Reminder” Record

1. If BoT determines no payment has been received on a debt aged over 30 days for a current NASA employee, a “Friendly Reminder” record is created.
2. A “Accounts Receivable” Tab is created with the required information.
3. Record and Task is assigned to the AR L2 unassigned queue for Account Maintainer review.
4. Account Maintainer – assigns to AR L3 for approval.
5. Once AR L3 approval is received, the Account Maintainer will send the Friendly Reminder Notification by clicking the Friendly Reminder box in the “Accounts Receivable” Tab . An email notification will be sent to the employee from the AR mail box. (See Appendix B for Email Template).
6. After the notification is submitted, the Account Maintainer saves a copy in TechDoc and resolves the Task. (See STEP 6 below for process to save to TechDoc).
7. The record will remain in “Pending” status until payment is received or record will be utilized again if it becomes necessary to process a Salary Offset request to DOI.

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STEP 2. SALARY OFFSET (FRIENDLY REMINDERS) – BoT Automated Process – Request Salary Offset

A. BoT Analysis of Aging Reports

1. Logs into SAP to run, format, and save the Aging Report per T-Code: ZCF_ARAGING for all centers and analyzes each active employee debt to determine the type of debt.

B. BoT ServiceNow Research

1. Logs into ServiceNow to search for payment received.

C. BoT Creation of “Salary Offset” Task

1. If BoT determines no payment has been received on a debt aged over 60 days for a current NASA employee, an “Establish Salary Offset” task is created under the open existing “Friendly Reminder” record and assigned to the Accounts Receivable L2 unassigned queue.
2. Account Maintainer – Completes the “A-04 Collection of Gov Indebtedness” form (Appendix C) located at the following path: N:\FM Division\Accounts Payable_Accounts Receivable\Accounts Receivable\AR Forms and Templates \ A-04 Collection of Gov Indebtedness, and attaches to the Task.
3. AR AM – Assigns Task to AR L2 Supervisor for review.
4. Once the AR L2 Supervisor review is complete, Task will be assigned to AR L3 for validation and approval signature. AR L3 will then assign back to AR L2 unassigned queue.
Note: Electronic signature is not required.
5. The Account Maintainer can e-mail or fax the A-04 form to the designated DOI POC. (Refer to Step 9 below for complete process).
6. AR L2 can keep the case open to watch for the salary offset to occur on the biweekly Datamart report from DOI.

STEP 3. SALARY OFFSET (FRIENDLY REMINDERS) – Manual Process to be used if BoT fails – Send Friendly Reminder

- A. Run the “AR Aging” report weekly (on or near Monday) to review outstanding debts. **Exception:** Week of dunning of reporting

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- B. Search for ZCOM debts that are at least 30 days old.
- C. Check FPPS and NASA People Search to verify the the customer is still a current NASA employee. Employees identified as “NASA IPA” are not NASA employees.
 1. To verify if the person is a NASA employee in NASA People Search, go to NAMS at <https://idmax.nasa.gov/nams/user/>.
 2. Click on Links → People Search

The screenshot displays the IdMAX Identity and Access Management web application. The top navigation bar features the IdMAX logo and four main tabs: NAMS, Identities, Credentials, and Links. The 'Links' tab is currently selected, and a dropdown menu is open, showing various user management and support options. The main content area is titled 'Your NAMS Requests' and includes a search bar with the text 'Type 3 or more characters'. Below the search bar, there is a section for 'Current Access' which lists several active requests, including 'Access to Core Financial Production via the bReady Portal', 'AGCY FSCATT', and 'AGCY0012 Basic Active Directory Account'. The dropdown menu from the 'Links' tab includes options such as 'Change Launchpad Password', 'Forgot Launchpad Password?', 'Change NDC Desktop Password', 'Forgot NDC Desktop Password?', 'Change Security Questions', 'People Search', 'Manage Personal Information', 'ICAM Reporting', 'SATERN (online training)', 'What's New?', 'About', 'ICAM Portal', and 'Help'.

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3. Enter the first and last name of individual and click Search.

Advanced Search

The Advanced Search form contains the following fields:

- Personal Information:** First Name (John), Middle Initial (Middle Initial), Last Name (Doe), Display Name (Display Name), Email (Email), Org Code (Organization Code), Employer (Employer), Building (Building), Room (Room).
- Business Information:** Business Phone (Business Phone), Business Mobile (Business Mobile), Business Fax (Business Fax), Business Address (Business Address), Business City (Business City), Business State (Business State), Business Zip (Business Zip), Title (Title), Level of Confidence (Level Of Confidence).
- Agency Information:** Agency User ID (Agency UID), X500 UID (X500 UID), UUPIC (UUPIC), Mail Stop (Mail Stop), Center (All), Identity Status (All), IT Status (Enabled), Citizenship Status (All).

A red asterisk indicates: * A minimum of two fields are required unless searching by Agency User Id, Business Phone, X500 UID, or UUPIC.

4. If no information is available, the person is not a NASA employee
5. If there is information for the individual, look at the Employer. If the employer is NASA, that individual is a NASA employee.

Employer NASA
Citizenship US

6. If there is anything other than NASA (e.g., Service Provider, NASA IPA, or any service provider company name), that individual is not a NASA employee and should be dunned.

Title -none-
Employer Service Provider
Citizenship US


7. Check ServiceNow to determine if a collection has been received but not yet posted.

- a. Log into ServiceNow.
- b. Select 'Finance Services-Accounts Receivable



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- c. Select the filter Icon  and select the search criteria's that apply to the collection you are researching, such as; is the collection "Active", Document Reference Number, Dollar Amount, etc., then select "Run"

If a collection is found, do NOT send the customer a friendly reminder. Notate the case number on the "AR Aging" report for that debt and that a collection has been received.

8. Once an outstanding debt has been determined to be for a current NASA employee with no collection received, the Account Maintainer will create a record and task:

Category = Accounts Receivable
Subcategory = Friendly Reminder

9. Create an Accounts Receivable Tab with the following:
- a) Customer Name
 - b) Dollar Amount
 - c) AR Center
 - d) Customer Number
 - e) TA Number
 - f) AR Bill Number
 - g) AR Bill Date
10. In the work notes of the task, type "Friendly Reminder" and assign to the AR Supervisor for review.
11. AR Supervisor will assign the task to the FM – Accounts Receivable L3 Center POC for review.

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STEP 4. SALARY OFFSET (FRIENDLY REMINDERS) – CS Accountant - Review Functional Detail tab.

A. CS Accountant will review/approve the request for accuracy and completion.

1. CS will review the following:

- a) Review Functional Detail tab to ensure the name, email address, BOC number, amount and customer number matches SAP.
- b) Verify that no collections were made at the time of review by checking the collection workbooks.

2. Assign the task to AR-L2.

- a) In the work notes, notify AR SP that Friendly Reminder was reviewed and to please proceed with email notifications.

STEP 5. SALARY OFFSET (FRIENDLY REMINDERS) – Account Maintainer/Payment Processor – Send Friendly Reminder.

A. Send the Friendly Reminder by clicking the Friendly Reminder box in the Functional Detail Tab. An email notification will be sent to the employee from the AR mail box. (See Appendix B for Email Template).

B. After the notification is submitted, save a copy in TechDoc.

STEP 6. SALARY OFFSET (FRIENDLY REMINDERS) – Account Maintainer - Save in Tech Doc.

A. Go to the Accounts Receivable Tab in ServiceNow

B. Click Notification Activity to retrieve a copy of the email.

1. The Notification will have to be copied into a word document in 2 parts.

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- a) Copy the top portion, (From, Sent, To and Subject Line) and paste into a word document.
 - b) Copy the body and paste under the top portion into a word document.
- C. Name the document: Friendly~Original BOC#, e.g., Friendly~1800001234
- D. Drop the Friendly Reminder Notification email at N:\Document Imaging in the FM – Direct Receivables.
- E. Resolve Task.
- F. AR-L2 Center POC will hold the ServiceNow case in pending.
1. If payment is not received when the debt is aged to 60 days, it will be referred to DOI for salary offset under a new “Establish Salary Offset” task (see **STEP 5** below).

STEP 7. SALARY OFFSET – Account Maintainer - Refer Current NASA Employee for Involuntary Salary Offset.

- A. Complete the “A-04 Collection of Gov Indebtedness” form (Appendix C) located at the following path: N:\FM Division\Accounts Payable_Accounts Receivable\Accounts Receivable\AR Forms and Templates \ A-04 Collection of Gov Indebtedness
 1. Begin Pay Period - The salary offset should be requested for the next pay-period.
 2. Name = Employee’s name
 3. SSN = XXX–XX–XXXX (last 4 digits of SSN does NOT need to be included)
 4. Department = NN
 5. Bureau = Business Area

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6. Amount to be Deducted per Pay Period – Leave Blank for Involuntary Salary Offset
7. Total Amount to be Deducted = Full Amount of Bill of Collection
8. Federal Debt Recovery = Bill of Collection Document Number
9. Involuntary Salary Offset = P.C. 61B (Involuntary)
10. Naming Convention = “Salary~bill # (e.g.,18000012345)” Save on N Drive at N:\Bills of Collection\BA - Center\OPEN\SALARY OFFSET_RECLASS

B. Create a new task in ServiceNow – Use the same Friendly Reminder record if available.

1. Category = Accounts Receivable
2. Subcategory = Establish Salary Offset
3. Account Group = FM - Accounts Receivable L2
4. Attach the completed Form A-04 in the Task
5. Attach any other supporting documentation or correspondence if applicable.

Note: The Bill of Collection and IDR Form can be viewed in SAP so does not need to be attached.

6. Work Notes = “Salary Offset for Customer #XXXXXX”

C. Route task to **SP AR Supervisor** for review who will then assign to AR L3 for validation and approval.

Note: An electronic signature is not required.

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STEP 8. Salary Offset – CS Accountant – Review Current NASA Employee for Involuntary Salary Offset.

A. The **AR CS** will review the following on the A-04 form:

1. Ensure the BOC, amount, customer name and center matches SAP.
2. Ensure no PII exists, the correct pay period and correct payroll code were selected.
3. Verify no collections were made at the time of review by checking the collection workbook.

B. **AR CS** will then sign their name on the A-04 form and assign the task to AR L2 for processing.

STEP 9. Salary Offset – Account Maintainer – submit current NASA Employee for Involuntary Salary Offset

- A. The Account Maintainer can e-mail or fax the A-04 form to the designated DOI POC.
- B. Enter a dunning block of “S” on the bill in SAP for Salary Offset (see “Process 1 – Dunning” [Step 2(D)]).
- C. Save a copy of the A-04 form to N:\Bills of Collection\BA - Center\OPEN\SALARY OFFSET_RECLASS.
- D. Save a copy of IDR in the N:\Bills of Collection\BA - Center\OPEN\SALARYOFFSET_RECLASS folder.
- E. Complete the Salary Offset Template ([N:\FM Division\Accounts Payable Accounts Receivable\Accounts Receivable\AR Forms and Templates\BOC Templates](#)) and save in the N:\Bills of Collection\BA - Center\OPEN\SALARY OFFSET_RECLASS folder.

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F. Resolve Task.

G. AR L2 POC can keep the record open to watch for the salary offset to occur on the biweekly Datamart report from DOI.

Note: If the employee's Center (bureau) is different than the Center to which the debt is owed, request on the Form A-04 that the funds be transferred to the bureau of the debt.

Note: A separate A-04 form is prepared for each debt (even if on the same customer) to facilitate tracking and posting in SAP.

Note: The debt must be for a current employee.

STEP 10. Salary Offset – Account Maintainer – Refer current NASA employee for Voluntary Salary Offset.

A. Determine if the debtor is a current NASA employee.

1. If debtor is NOT a current NASA employee, see "Process 12–RECURRING PAYMENT."
2. If debtor is a current NASA employee, contact the customer for payment plan arrangements/negotiation.

B. As soon as payment plan is negotiated, AR L2 Center POC completes the "A-04 Collection of Gov Indebtedness" form (Appendix C) located at the following path:

N:\FM Division\Accounts Payable_Accounts Receivable\Accounts Receivable\AR Forms and Templates \ A-04 Collection of Gov Indebtedness

1. Begin Pay Period - The salary offset should be requested for the next pay-period.
2. Name = Employee's name
 - a) SSN = XXX–XX–XXXX (last 4 digits of SSN does NOT need to be included)

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- b) Department = NN
- c) Bureau = Business Area
- d) Amount to be Deducted per Pay Period = Amount agreed upon by AR-L2 and employee.
- e) Total Amount to be Deducted = Full amount of Bill of Collection
- f) Federal Debt Recovery = Bill of Collection Document Number
- g) Voluntary Salary Offset = P.C. 61C (Voluntary)
- h) Naming Convention = "Salary~bill #(e.g.,18000012345)"

C. Create a new task in ServiceNow – Use the same record as the Friendly Reminder record if available.

- 1. Category = Accounts Receivable
- 2. Subcategory = Establish Salary Offset
- 3. Account Group = FM - Accounts Receivable L2

In the "Work Notes" of the task, list the customer number and bill number and state that the employee would like to initiate a payment plan for salary offset.

D. Route "Establish Salary Offset" task to AR-L3

- 1. Attach the completed Form A-04 in the Task
- 2. Attach any other supporting documentation or correspondence if applicable.

Note: The Bill of Collection and IDR Form can be viewed in SAP so does not need to be attached

- 3. Work Notes = "Salary Offset for Customer #XXXXXX"

E. Route task to **SP AR Supervisor** for review who will then assign to AR L3 for validation and approval.

Note: An electronic signature is not required.

STEP 11. Salary Offset – **CS Accountant** – Review current NASA employee for Voluntary Salary Offset.

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A. The AR CS will review the following on the A-04 form:

1. Ensure the BOC, amount, customer name and center matches SAP.
2. Ensure no PII exists, the correct pay period and correct payroll code were selected.
3. Verify no collections were made at the time of review by checking the collection workbooks.

B. **AR CS** will then sign their name on the A-04 form and assign the task to AR L2 for processing.

STEP 12. Salary Offset – **Account Maintainer** – submit current NASA employee for Voluntary Salary Offset

- A. The Account Maintainer can e-mail or faxed the A-04 form to the designated DOI POC.
- B. Enter a dunning block of “S” on the bill in SAP for Salary Offset (see “Process 1 – Dunning” [Step 2(D)]).
- C. Save a copy of the A-04 form to N:\Document Imaging\FM – Direct Receivables\FY20YY\Center for Auto-upload into Tech-Doc.
- D. Resolve Task.
- E. AR L2 POC can keep the case open to watch for the salary offset to occur on the biweekly Datamart report from DOI.

Note: If the employee’s Center (bureau) is different than the Center to which the debt is owed, request on the Form A-04 that the funds be transferred to the bureau of the debt.

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Note: A separate A-04 form is prepared for each debt (even if on the same customer) to facilitate tracking and posting in SAP.

Note: The debt must be for a current employee.

STEP 13. Salary Offset - Account Maintainer – Prepare JV for Salary Offset Reclassification. Reclassification is performed to move the collection received from Payroll to be applied to the functional area where the debt was incurred.

Document Date		10/14/2014	Currency	USD
Posting Date		10/14/2014		
Reference		NSSC20150015		
Doc.Header Text		SALARY RECLASS - W BLANCO		
Document Type		XB		
Company Code		NASA	NASA Washington DC	

Amount Information	
Total Dr.	0.00 USD
Total Cr.	0.00 USD

0 Items (No entry variant selected)

G/L acct	D/C	Amount...	Text	B..	Cost ce...	Order	WBS element	F..	Fund
6100.1111	Debit ▼	50.91	SALARY RECLASS - W. G. BLANCO (PP1421)	51	514540	FC000000	520430.07.01.04	51	EXCX22015D
1010.8100	Cred... ▼	50.91	SALARY RECLASS - W. G. BLANCO (PP1421)	51				51	EXCX22015D

A. Debt is identified on the biweekly Datamart Run as collected from a NASA employee.

B. A credit memo is posted to the open debt using FB75.

1. Use the same GL and fund from the open BOC when posting the credit memo.

a) GL accounts with a “1” after the decimal are labor related GL accounts and are appropriate to use.

i. 6100.1111 = OPEXP Reg Salary GS/GM Full-Time Permanent

ii. 6100.1112 = OPEXP Reg Salary Wage Grade Full-Time Permanent

iii. 6100.1113 = OPEXP Reg Salary ST, SL, SES, EX, CA, Excpt Serv

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- iv. 6100.1114 = OPEXP Reg Salary Full-Time Temporary
- v. 6100.1115 = OPEXP Reg Salary All Part-Time Employees
- vi. 6100.1116 = OPEXP Reg Salary Intermittent Emees
- vii. 6100.1117 = OPEXP Reg Salary Reimbursable Details - Military
C
- viii. 6100.1118 = OPEXP Reg Salary Reimbursable Details - Civilian
C
- ix. 6100.1119 = OPEXP Reg Salary All Cooperative Student
Trainees

C. Prepare a JV to reclassify the collection to “cash.”

Note: Salary Offset JVs are due by on/near the 12th of each month to allow enough time for cash postings by other departments.

Note: You may wait for two pay-periods to post each JV (for a total of both pay periods) in the case of debt requiring multiple payments.

1. Utilize the Debt Accounting Process (See NSSDG-9200-Establishment of Receivables) to obtain funding information in order to begin the posting process to reclassify the payroll collection.

Note: If the BOBJ data has negative hours, use the Form 61 to request funding from the center. Include the form and any email correspondence as additional backup for the JV.

D. Prepare the JV using FB50.

1. Document Date = Today's Date
2. Reference = JV#
3. Doc Header = Salary Reclass – Employee's first initial and last name
4. Doc Type = XB
5. Bottom (aka: “Downstairs”) Line 1

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- a) GL Accounts – Obtained via BOBJ (This GL should start with 6100.1XXX)
 - b) D/C = Debit
 - c) Amount = amount of salary offset payment (or total amount of multiple payments if more than one pay-period is being included on the JV).
 - d) Text = “Salary Reclass – First and Last Name – Pay Period(s)”
 - e) Bus. Area = Business Area
 - f) Cost Center – Obtained via BOBJ
 - g) Order – Obtained via BOBJ
 - h) WBS Element – Obtained via BOBJ
 - i) Fund Center – Obtained via BOBJ
 - j) Fund – Obtained via BOBJ
6. Bottom (aka: “Downstairs”) Line 2
- a) GL = 1010.8100
 - b) D/C = Credit
 - c) Amount = amount of salary offset payment (or total amount of multiple payments if more than one pay-period is being included on the JV).
 - d) Text = “Salary Reclass – First and Last Name – Pay Period(s)”
 - e) Bus. Area = Business Area
 - f) Fund Center – Obtained via BOBJ
 - g) Fund – Obtained via BOBJ

E. Simulate and park the document (this will give you a 100 # document).

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F. Create a “JV-Salary Offset” task (on the existing Friendly Reminder record if available).

1. Category = Accounts Receivable
2. SubCategory = “JV Salary Offset”

Note: See “Collection and Deposit Process” SDG Process – Journal Vouchers” for full JV Process including JV attachments and approval routing.

G. Create or update the “Accounts Receivable” tab for Salary offset reclassification document (XB JVs-100 doc- considered a cash out doc) and complete the following:

Note: If the salary offset requires multiple JV’s, a new record will need to be created for each subsequent JV. In that instance, a new “Accounts Receivable” tab will need to be created for the new JV. Relate the records and copy the billing information from the original “Accounts Receivable” tab, so the Functional Area will have the information to post the collection.

1. Dollar Amount = Amount Posted
2. FBWT Reason = Travel Refund or Overpayment pending NSSC posting
3. Expected Posting Date = Last Business Day of the Month
4. AR Center
5. Date of Treasury Confirmation = Date 100 parked in SAP
6. Document Reference Number = 100 Doc posted (this is used as the DRN on the cash posting document later)
7. Check the “Billable” box

H. Once the JV is approved and routed back to AR-L2 and the JV document is posted, do the following:

1. Update task “Work Notes” with JV posting document and notate that the collection was received via a salary offset.

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2. Route task to Functional Area Vendor Payment Processor for cash posting.

Note: If the JV has been returned for corrections, update the doc date to the date the corrections have been made.

- I. If there is a collection that could not be posted with the Bi-Weekly Macro because the debt has a cancelled fund – the JV is routed to the Accounts Receivable Payment Processor to post using the Day to Day posting guide for cancelled funds.
- J. The task is then routed to the AP/Travel Payment Processor for documentation purposes only.
- K. AP / Travel Payment Processor will use FB65 and F-52 to post a credit memo and cash receipt document. The cash receipt document (F-52) uses GL account 1010.6100. After posting, the SAP document numbers are added to the ServiceNow task's "Work Notes." The task is then assigned back to the Account Maintainer.
- L. If the debt is for a P-Card, the task is routed to AR/Payment Processor to post the payment using T-Code F-28.
- M. Once the task is returned to AR L2, the Account Maintainer notates the 15000 document number posted by AP/Travel on "Salary Offset" tab of the IDR.
- N. The task is then routed to AR- L3 to validate postings and to verify that backup was attached in SAP and saved in Tech Doc
- O. AR L3 will resolve task upon completion.
- P. If the original BOC was collected via Salary Offset Journal vouchers, the JV, will not need to be reversed. The Travel Department will reverse their collection postings. If there are multiple JV's use the BOC number as reference and use the last payment date for the document date. If there is only one Salary Offset JV use the JV number for the DRN.

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STEP 14. Salary Offset - Account Maintainer – Schedule retirement offset from OPM for a retired employee

A. Retired employee requests offset from retirement benefits

1. The customer received a BOC from DOI for overpayment of Salary, Health Benefits, etc.
2. Customer provides written documentation to the NSSC requesting initiation of a collection from retirement benefits. Information will serve as the official documentation to complete Standard Form (SF) 2805 (Appendix D).
3. The Account Maintainer will prepare SF 2805 and complete the following required information:
 - a) Name of Annuitant or Former Employee
 - b) Select “Retirement System”, (CSRS or FERS). The Account Maintainer will validate with the NSSC Retirement Benefits Department.
 - c) Social Security Number
 - d) Date of Birth
 - e) Name and address to which payment should be made
 - f) Date Service Terminated
 - g) Amount of Debt
 - h) Date Claim accrued
 - i) Additional interest – Select “Will not accrue”
 - j) Reason for debt – i.e., Overuse of Advance Annual or Sick Leave
 - k) Letter included notice of intent to offset retirement benefits? – Select “No.”
 - l) Select “Debtor acknowledged debt; copy is attached.”
 - m) Select “Debtor consented to collection from retirement benefits: copy is attached.”

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4. Account Maintainer routes copy of BOC, correspondence from retired employee initiating collection, and completed SF2805 to the NSSC AR L3 for review.
5. If there are no corrections, AR L3 will sign and forward package to the Account Maintainer for package submittal to Office of Personnel Management (OPM) POC.
6. If there are any errors, AR L3 will route the package back to AR L2 for correction.

B. OPM will send the collection amount to the NSSC via check payment.

STEP 15. Salary Offset - Account Maintainer - Collect payment of a debt via Salary Offset when the debt is owed to one center, but the employee is employed by another center.

Important Note: To avoid this issue, when sending the salary offset request to DOI initially, or once it is realized that there is a center discrepancy, let DOI know the cross-center issue and they can move the monies between centers prior to sending the money to NASA which will avoid the corrective steps listed below.

- A. The steps below outline what to do if DOI collects from the employee, but the employee's debt is for another "bureau" (for example, employee works for JSC, but debt is for HQ training paid from the working capital fund).
 1. Employee Center = NASA Center of Employee
 2. Debt Center = NASA Center with debt
 3. Datamart bi-weekly report shows amount withheld from employee pay in Employee Center
- B. Account Maintainer creates a task (under the original Friendly Reminder record if available) and sends to the AR Payment Processor requesting an IPAC of funds between centers. The task will request an IPAC from the employee's center to the center of the debt and will note the amount to transfer, the pay period collected, and the SAP debt and CM documents.
- C. AR Payment Processor IPACs funds from employee center to debt center.
- D. AR PP adds IPAC DRN and IPAC Accomplished Date to the "Work Notes" and attaches a copy of IPAC to the task. Then the AR PP assigns the Task back to the Account Maintainer.

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- E. AR-AM complete all steps in “Process 2 – Salary Offset” - STEP 11 - Salary Offset - Account Maintainer – Prepare JV for Salary Offset Reclassification” with some slight variations below:
1. Doc Date = IPAC Accomplish Date
 2. Reference Field = IPAC Document Reference Number (DRN)
 3. The JV needs to be prepared for the original center on the DOI datamart report.
- F. Once the JV is approved and routed back to AR-L2 and the documents are posted, do the following:
1. Update task “Work Notes” with JV posting document and make a special note that the Vendor Payment Processor will need to use the IPAC accomplish date and DRN in their postings.
 2. Route task to Functional Area Vendor Payment Processor for cash posting.
- G. AP/Travel Payment Processor will use FB65 and F-52 to post a credit memo and cash receipt document. The cash receipt document (F-52) uses GL account 1010.6100. After posting, the SAP document numbers are added to the ServiceNow task’s “Work Notes.” The task is then assigned back to the Account Maintainer.
- H. If the Debt is for a P-Card – The task is routed to AR Payment Processor to post the payment using T-Code F-28.
- I. Once the task is returned to AR L2, the Account Maintainer notates the 15000 document number posted by AP/Travel on “Salary Offset” tab of the IDR.
- J. The task is then routed to AR- L3 to validate postings and to verify that backup was attached in SAP and saved in Tech Doc.
- K. AR L3 will resolve task upon completion.
- Note:** A separate POD A-4 is prepared for each debt due to facilitate tracking and posting in SAP.
- Note:** The debtor must be for a current employee.

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PROCESS 3 – RETURN MAIL

STEP 1. Return Mail - **Account Maintainer**- Receives returned mail from mail room.

- A. Mail room receives undeliverable mail from USPS and the mail is routed, unopened, to FM and distributed to SP AR Supervisor. Envelope is opened to determine center. Envelope and contents are routed to the L2 Center POC.

- B. AR L2 AM creates a ServiceNow record/task.
 1. Category = Accounts Receivable
 2. Subcategory = Returned Mail

- C. AR L2 AM uploads correspondence (including copy of envelope with return reason) into TechDoc.
 1. Scan Returned item and drop in the “ FM –Direct Receivables” Document Imaging folder at the following path:
N:\Document Imaging\FM - Direct Receivables

 2. Naming Convention: Returned~Original BOC# e.g.,
Returned~1800001234

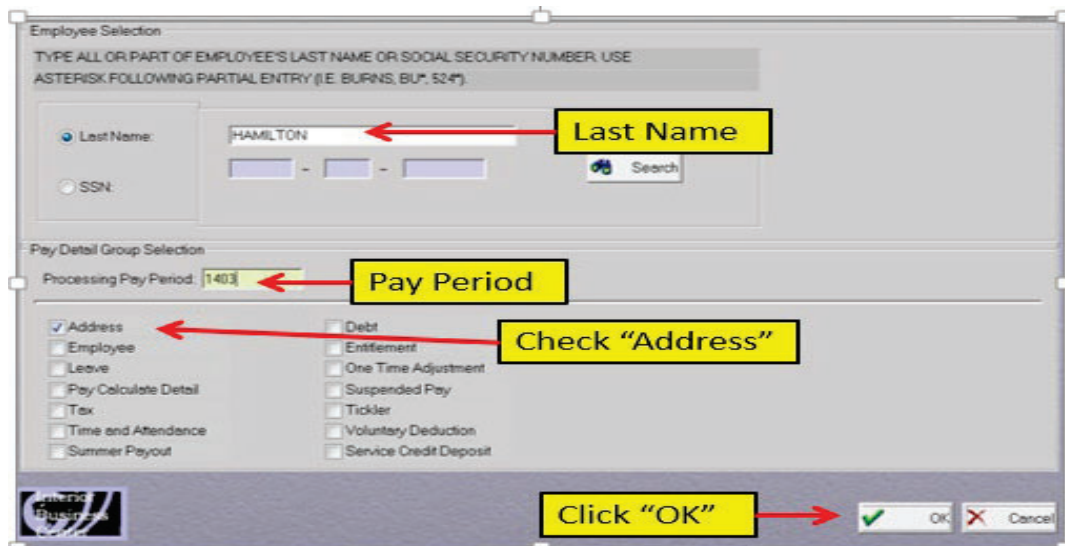
STEP 2. Return Mail - **Account Maintainer** – Verify customer address.

- A. When it is determined that the mail is for a current or former employee, open FPPS and retrieve the employee’s last known address.
 1. Log into the FPPS system Web site at <https://webfpps.ibc.doi.gov/>.
 2. Choose PDVW from the menu.

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3. Search using the former employee's last name and most recent pay-period.
4. Check the "Address" box and click "Ok."



5. Department = NN
6. Bureau = Business Area

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7. Click “Ok.”

Name/SSN Search

To limit search for Name/SSN, type Department, Bureau, and/or Subbureau, Organization:

Department: Department = “NN”

Bureau: Bureau = Business Area

Subbureau:

Organization:

Click “OK”

☒ OK ☐ Cancel

8. Select the employee you wish to view by clicking on the “radio button” next to his/her name.

Employee Selection

Type all or part of an employee Social Security Number or Last Name

☒ SSN: Search

☐ Name: (Last) (First)

SSN/Name Search

Click on an employee you want to view:

SSN	Name
<input checked="" type="radio"/>	HAMILTON, A
<input type="radio"/>	HAMILTON, C
<input type="radio"/>	HAMILTON, M
<input type="radio"/>	HAMILTON,
<input type="radio"/>	
<input type="radio"/>	
<input type="radio"/>	
<input type="radio"/>	
<input type="radio"/>	

End

☒ OK ☐ Cancel

9. Compare the FPPS address to the address on the correspondence.

a) If it is different, route the task to the AR PP and request the customer master be updated with the most recent address (AR PP – see STEP 3 below).

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- b) If it is the same, route the task (NSSC internal) or email (external) the bill's requestor to request address information from the requestor of the bill.
- i. In the task's "Work Notes," provide the last known customer address and any other contact information such as web site or phone number. Route the task to requestor if requestor is within the NSSC. Mark the task in an "Urgent" status.

B. If the customer is an organization, complete the following steps.

1. Route the task to AP-L2 Center Lead to request a search of the System for Award Management (SAM) database.
2. In the task's "Work Notes," provide the last known customer address and any other contact information such as web site or phone number. Route the task to AP, marked "Urgent."
3. If an updated address or additional contact information is not found in FPPS or SAM, contact the party who requested the BOC (Travel, AP, or Center) and determine if updated address/contact information is available.

Note: NASA employees are to notify HR if their mailing address changes due to extended temporary duty (TDY).

STEP 3. Return Mail - Account Maintainer/PP – Update Customer Master.

Note: In the case of a reimbursable bill, the center must update the address on the customer master

A. Update Customer Master if an updated mailing address is found by completing the following steps:

1. Account Maintainer creates Case/Task requesting an update to the customer master. Attach backup to the task documenting new customer address. Route the task to the AR PP.

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2. PP updates customer address using T-code XD02 and routes the task back to the Account Maintainer.
3. Account Maintainer verifies changes using T-code XD03.

STEP 4. Return Mail - **Account Maintainer** – Re-mail the BOC/Dunning Letter to customer.

- A. Account Maintainer reprints last correspondence from SAP (if applicable) and verifies that the new address prints on the documents.
 1. To reprint a dunning letter, use T-code F150 to view the customer dunning history and reprint the last dunning letter.
 2. To reprint a direct bill, view the customer documents using T-code FBL5N.
 - a) Single-click on the 1800 billing document number.
 - b) Choose “Environment” > “Correspondence” > “Request”
 - c) Select “ZARFI Non-Reimbursable FI Invoice.”
 - d) Click “Continue.”
 - e) Choose “Environment” > “Correspondence” > “Display”
 - f) Click the “Print” button.
 3. To reprint a Reimbursable bill, use T-Code VF03.
 - a) Enter the 900 bill number.
 - b) Choose “Billing Document” > “Issue Output To”
 - c) Click “Print Options” button to select printer.
 - d) Check the “Print Immediately” box.
 - e) Click “Execute.”

Note: The BLINE date of the debt will need to be reset to the date the BOC is re-mailed to the corrected address.

Note: Any late fees posted during dunning for this bill should be reversed since the bill was never received.

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Note: If the original BOC was not returned but a subsequent past due dunning notice is returned, late fees will continue to be charged based on the original BLINE date.

STEP 5. Return Mail - **Account Maintainer** – Email BOC or Dunning Letter to customer.

- A. If the search for an updated physical address is not found, but the customer can be reached via e-mail (e.g., via a website or other customer documents), send an e-mail from the AR mailbox.
 1. Attach a copy of the BOC, Pay.gov instructions and all other applicable notices and bill backup.
 2. Request a “read receipt” on the e-mail.

Note: The BLINE date of the debt will need to be reset to the date the BOC is emailed.

Note: Any late fees posted during dunning for this bill should be reversed since the bill was never received.

Note: If the original BOC was not returned but a subsequent past due dunning notice is returned, late fees will continue to be charged based on the original BLINE date.

STEP 6. Return Mail – **Account Maintainer** – Mail BOC/Dunning Letter to the last known address.

- A. If a current mailing address nor email address can be determined, continue to mail BOC/dunning notices to the existing address. At 150-days aged (120-days delinquent), the debt is referred to Treasury.

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PROCESS 4 – REFER TO TREASURY

STEP 1. Refer to Treasury – **Account Maintainer** – Determine debts to be referred to Treasury.

- A. If no payment has been received after the Final Notice is sent and the bill is over 120-days delinquent (150-days aged), non-federal customers owing more than \$25 (principal + interest + penalty+ administrative fees) are turned over to Treasury for collection.
- B. If under \$25 is owed, the amount can be written-off with approval of Deputy Chief Financial Officer (DCFO) but cannot be referred to Treasury. This approval is stored in TechDoc along with a copy of the original bill of collection.
- C. Ensure “due diligence” has occurred to notify customer (i.e. the debt has been dunned at least 2 times).
- D. Debts from foreign or sovereign governments cannot be referred to Treasury, however debts from foreign companies/individuals can.
- E. Individuals/Companies that are in bankruptcy cannot be referred to Treasury.
- F. Debts for Individuals who will be in prison for more than 6 months cannot be referred to Treasury
- G. Deceased Individuals: Unless a debt states “for the estate of (name)” then the debt should not be referred to Treasury. If an individual becomes deceased AFTER a referral has already been sent, unless there were other individuals listed on the debt, then the debt will be returned.
- H. Non-Federal debts with a reimbursable fund cannot be written off but can be referred to Treasury.
- I. Debts with a direct fund can be written off and referred to Treasury.
- J. If a debt is referred to Treasury but cannot be written off, enter a Dunning Block “C” in SAP (See Process 1 “Dunning”).

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- K. If a non-federal debt is referred to Treasury, but cannot be written-off, go into debt's bill number (or latest residual 1300/1400 doc) and in the reference field, put the date the debt was referred to Treasury in parentheses so the status is picked up on CMP 3.2 automatically.
- L. If instructed by L3 to refer a debt to Treasury before it reaches 150-days old (120-days delinquent), you can refer to Treasury but only write-off before 150-days old with agency approval.
- M. If this referral is for an AP bill, send a task to the AP Lead to verify a payment was not received by AP. Collection tickets are sometimes sent to AP and they inadvertently resolve the tickets instead of returning to AR to post a credit memo to the bill.
- N. Create Record/Task
1. Category = Accounts Receivable
 2. SubCategory = FedDebt Referral
- O. Complete the "Treasury Cross-Servicing" checklist (Appendix E) located at the following path:
N:\FM Division\Accounts Payable_Accounts Receivable\Accounts Receivable\AR Forms and Templates\BOC Templates\Treasury Cross-Servicing Referral Checklist
1. Center
 2. Debtor Name
 3. Customer Number
 4. Date Debt Established = Bill of Collection Document Date
 5. Bill Number = SAP Bill of Collection number

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6. TIN/EIN – This is a required field for Treasury but should be redacted or deleted from this form when it is saved anywhere including, but not limited to, the N:Drive, SAP and ServiceNow).
 7. Original Amount of Debt
 8. Interest, Penalties and Admin fees – Enter total of all fees assessed here.
 9. Payment Made Against Debt – Enter total of all payment made against debt and fees here. Enter this amount as a credit.
 10. Reason for Debt (e.g., Travel Overpayment, Vendor Overpayment, Health Benefits, etc.).
 11. Dunning Letter Dates - Enter all dates for which dunning letters were issued.
 - a) If a dunning letter is missing or if there are no dunning letters for any reason, list this reason in the “Comments” section at the bottom of the checklist.
 12. Is the Debt Valid and Legally Enforceable? The answer to this must be “Yes” or the debt cannot be referred to Treasury.
 13. Has Due Process been completed? This question is asking if the customer has been dunned at least 2 times.
 14. Has the Bill been marked as sent to Treasury in SAP?
 15. Is the debtor’s address located in a Foreign Country?
 16. Comments – Enter any additional comments that you feel pertinent to this referral in this section.
 17. SP POC – Type your name (electronic signature is not required and document does not need to be converted to a pdf).
- P. Save the completed Cross-Servicing Checklist at the following path:

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N:\Bills of Collection\CENTER\OPEN COLLECTIONS\FEDDEBT -
REFERRED TO TREASURY (OPEN)

Q. Naming Convention:

1. Individual = Last Name, First Name~Center
2. Business/Institution = Business Name~Center

R. In the ServiceNow task, complete the following steps:

1. Attach the Crossing-Servicing Checklist to the task.
2. Add the Direct Receivables TechDoc link (on which the customer was last dunned) as a link in ServiceNow task.
Note: The Direct Receivables link can be found in Tech-Doc:
FM/AR/DIRECT RECEIVABLES/FY20YY/Center/Bill #
3. Attach any supporting correspondence for the creation, validation, or referral of the BOC if not in the final “Direct Receivables” link.
4. Route task to Accounts Receivable L3 for validation and inputting of their name (electronic signature is not required and document does not need to be converted to a pdf).

STEP 2. Refer to Treasury **CS Accountant** – Review and Approve the Cross-Servicing Checklist

- A. Accounts Receivable L3 review the Cross-Servicing Checklist attached in the task.
1. “CS POC Name” field – Type your name (electronic signature is not required and document does not need to be converted to a pdf).
 2. Reattach the Treasury Cross-Servicing Form (with your name now entered) to the task and route back to AR-L2.

STEP 3. Refer to Treasury **Account Maintainer** – Enter the debt into the Cross-Servicing (CSNG) System.

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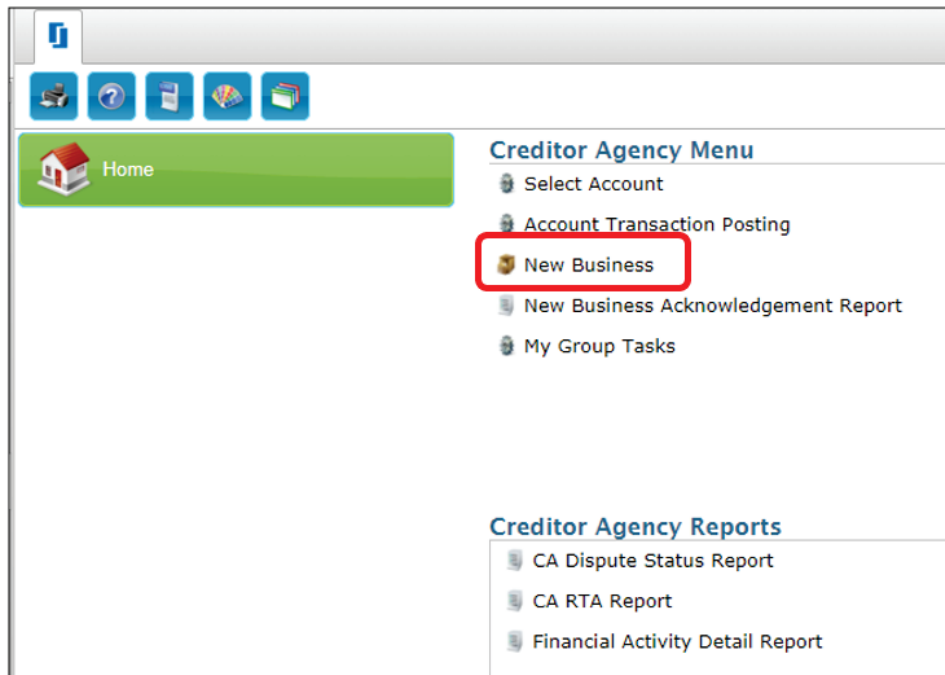
A. Log into the CSNG system in Chrome using the link below:

<https://xservice.fiscal.treasury.gov/csp/prod/os.artiva.web.page.Main.cls>

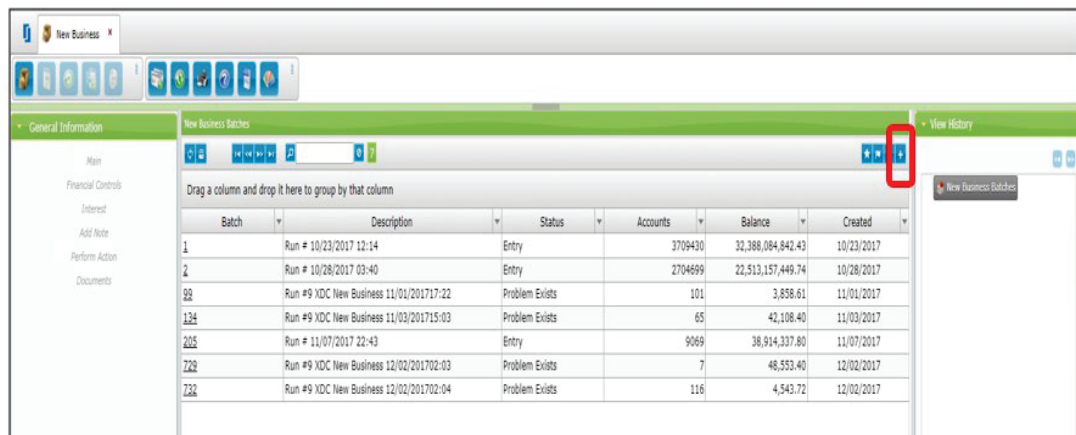
1. Enter your User ID (ITIM) and password
2. Click the “LOGIN” button.

B. Enter the debt into the CSNG System.

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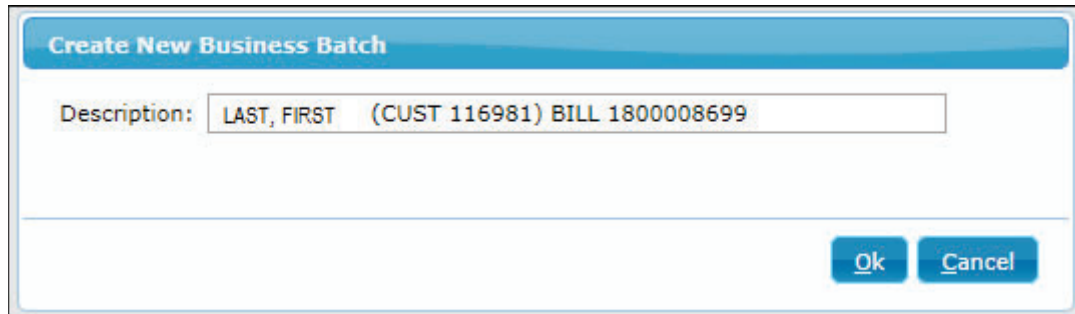


1. Select “New Business.”



2. Click the  button in the upper right corner.

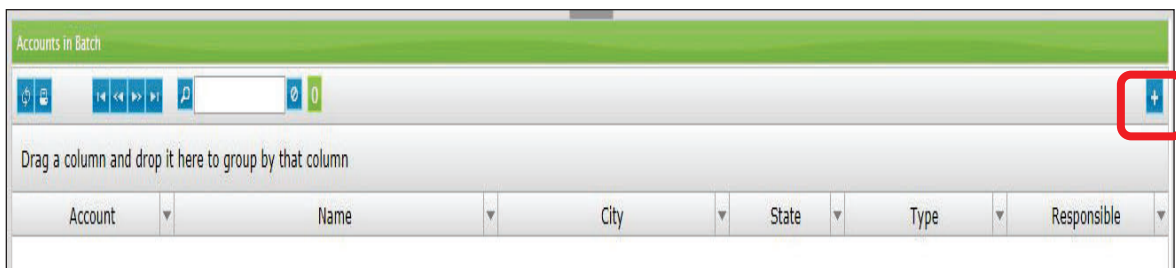
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Create New Business Batch

Description:

3. Enter a "Description."
 - a) LAST NAME, FIRST NAME (CUST #) BILL #
 - b) BUSINESS NAME (CUST #) BILL #
4. Click the "Ok" button.

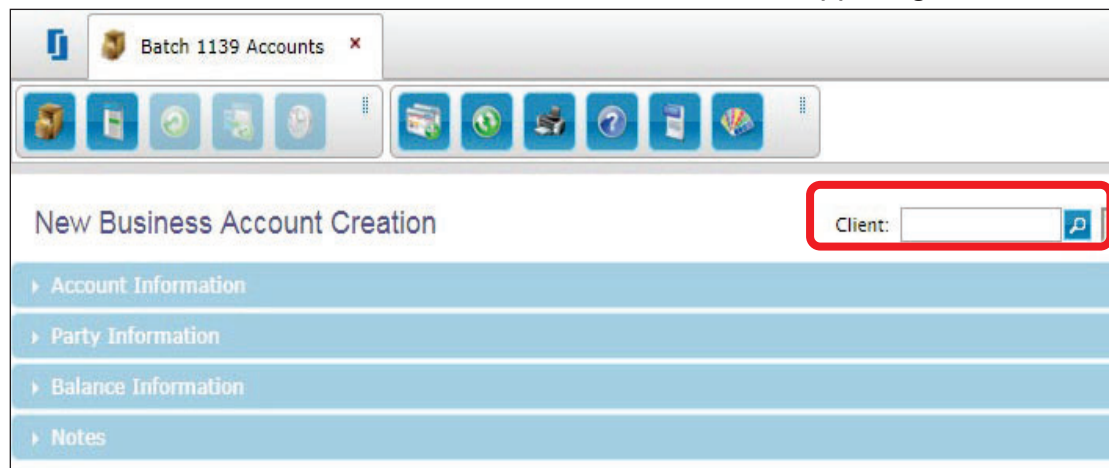


Accounts in Batch

Drag a column and drop it here to group by that column

Account	Name	City	State	Type	Responsible

5. To create a new account, click the  button in the upper right corner.



New Business Account Creation

Client:

- Account Information
- Party Information
- Balance Information
- Notes

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6. Select the correct “Client ID” from the drop-down box using the list below:

CLIENT AGENCY IDs

CSNG Agency ID	Agency Code	Agency Name	CSNG Bureau ID	Bureau Code	Bureau Name	CSNG Office ID	Office Code	Office Name	CSNG Client ID	Client (Program) Code	Client (Program) Name	Profile Active?
486	80	Natl Aeronautics & Space Adm	544	AR01	NASA Shared Services Center (ARC)	546	CAM	NASA Shared Services Center	128627	AR1A	Cross Servicing	Y
486	80	Natl Aeronautics & Space Adm	588	DF01	NASA Shared Services Center (AFRC)	590	CAE	NASA Shared Services Center	134727	DF1A	Cross Servicing	Y
486	80	Natl Aeronautics & Space Adm	560	GR01	NASA Shared Services Center (GRC)	564	OHO	NASA Shared Services Center (GRC)	128927	GR1A	Cross Servicing	Y
486	80	Natl Aeronautics & Space Adm	552	GS01	NASA Shared Services Center (GSFC)	559	MDG	NASA Shared Services Center (GSFC)	128928	GS1A	Cross Servicing	Y
486	80	Natl Aeronautics & Space Adm	1601	GS02	NASA Shared Services Center (HQ)	1602	MDG	NASA Shared Services Center (HQ)	128930	GS2A	Cross Servicing	Y
486	80	Natl Aeronautics & Space Adm	487	JS01	NASA Shared Service Center (JSC)	491	TXH	NASA Shared Services Center (JSC)	134726	JS1A	Cross-Servicing	Y
486	80	Natl Aeronautics & Space Adm	533	KS01	NASA Shared Services Center (KSC)	534	FLK	NASA Shared Services Center (KSC)	129627	KS1H	Cross Servicing	Y
486	80	Natl Aeronautics & Space Adm	1501	LA01	NASA Shared Services Center (LARC)	1502	VAH	NASA Shared Services Center (LARC)	134728	LA1A	Cross Servicing	Y
486	80	Natl Aeronautics & Space Adm	605	MS01	NASA Shared Services Center (MSFC)	607	ALM	NASA Shared Services Center (MSFC)	129629	MS1A	Cross Servicing	Y
486	80	Natl Aeronautics & Space Adm	547	ST01	NASA Shared Services Center (SSC)	549	MSS	NASA Shared Services Center (SSC)	129630	ST1A	Cross Servicing	Y

Account Information

Client Reference Number: 1800008699

Listed Date: 12/18/2017

Service Date: 06/27/2017

Delinquency Date: 07/27/2017

Statute expiration date: 06/27/2023

Original Amount of Debt: 5,427.67

Referred Debt Balance: 5,616.72

Initial Int Type: A

Loan or Admin: A

Consumer or Commercial Debt: C

Interest Rate: 1.00

Interest Thru Date: 11/16/2017

Party Information

7. Enter the following in the “Account Information” section:

a) Client Reference Number = Original Bill Number

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- b) Listed Date = Today's Date
- c) Service Date = Original Date of Bill
- d) Delinquency Date = 30-days from Original Bill Date
 - i. Promissory Note = 30-days from last missed payment on promissory note.
- e) Statute of Expiration = 6-Years from Original Bill Date
- f) Original Amount of Debt = Original Principal
- g) Referred Debt Balance = Principal OWED plus all fees.
- h) Initial Int Type = "Additional" / "A"
- i) Loan or Admin = "Admin" / "A"
- j) Consumer or Commercial Debt
 - i. Consumer = C
 - ii. Commercial = M
- k) Interest Rate
 - i. CY2009 to Current CY = 1.00
- l) Interest Thru Date = Date of Last Dunning

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8. Enter the following in the “Party Information” section:

- a) Client Entity Number = Customer Number
- b) For Consumer customers, enter the following:
 - i. Last Name
 - ii. First Name
 - iii. Middle Name (or initial) if known
- c) For Commercial customers, enter the Company Name in “Last Name” field.
- d) Debtor Generation (e.g., Jr., Sr.)
- e) Business
 - i. Y = Yes
 - ii. N = No

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- f) For Consumer, enter a Social Security Number.
- g) For Commercial, enter an Employee Identification Number (TIN).
- h) Fill in Address Line
- i) Gender
 - i. Consumer = Unknown
 - ii. Commercial – Leave Blank

▼ Balance Information	
Administrative Fees:	68.00
Assessed Penalty Fee:	99.93
TOP Fees:	0.00
Principal:	5,427.67
Interest:	21.12
	5,616.72

9. Enter the following in the “Balance Information” section:
- a) Administrative Fees = Administrative Fees STILL OWED.
 - b) Assessed Penalty Fee = Penalty Fee STILL OWED.
 - c) Principal = Principal Amount STILL OWED.
 - d) Interest = Interest Fee STILL OWED.

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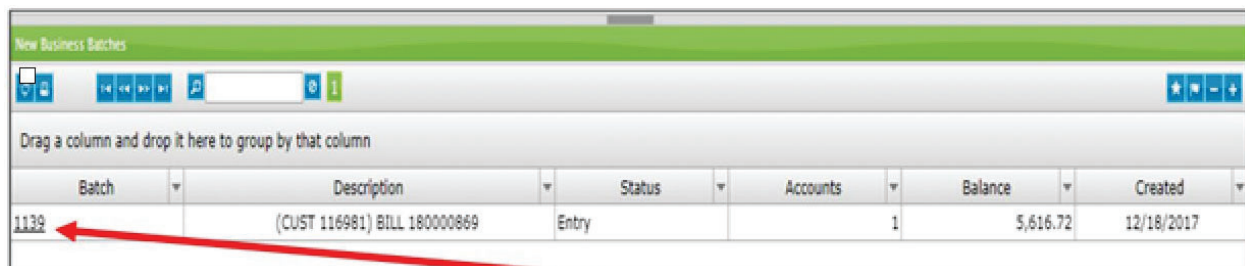
- e) Verify the total in gray matches the amount you entered in “Referred Debt Balance” in the “Account Information” section above.

10. Click  at the top right of the screen. This will create the account.



The screenshot shows the 'Batch 1139 Accounts' window. In the top left corner, there is a row of icons. The first icon, which looks like a file cabinet, is highlighted with a red rectangular box. Below the icons, there is a 'General Information' section on the left and a table of 'Accounts in Batch' on the right. The table has columns for Account, Name, City, State, Type, and a checkbox. One row is visible with the account number 7288753, name JOHN WEISS, city BOWIE, state MD, and type PRIM.

11. Click the File Cabinet icon in the top left corner to create the batch.



The screenshot shows the 'New Business Batches' window. It features a table with columns: Batch, Description, Status, Accounts, Balance, and Created. The first row of the table has the following values: Batch 1139, Description (CUST 116981) BILL 180000869, Status Entry, Accounts 1, Balance 5,616.72, and Created 12/18/2017. A red arrow points from the left towards the batch number 1139 in the first row.

12. Once the batch is created (and a batch number is assigned), click on the batch number.

- a) This will pull up the account. Click on the account number.

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General Account Information

Client Reference: 1800008699 Initial Balance: 5,616.72

Forward In Client: List Date: 12/18/2017

Account Type: Service Date: 06/27/2017

Collection Type: Delinquency Date: 07/27/2017

Operating Unit: Charge-Off Date:

Office: Disputed: N

Relationship type: PRIM Res: Y Name: JOHN Address:

Balances

Initial List Balance	New Business E	Balance type description
68.00	ADMIN	Administrative Fees
99.93	PNE	Assessed Penalty Fee
0.00	TOP	TOP Fees
5,427.67	PRN	Principal

Client Information

Clients: 128928 Cross Servicing

Address: Accounts Receivables

Bldg 1111 Jerry Hliss Road

Stennis Sp Ctr MS 39529

Instructions:

Contact Name	Phone	Ext	Title	Role	Email
NSSC - GSFC	(877) 677-21...				nssc-contactcenter@nasa.gov
NSSC - GSFC	(877) 677-21...				nssc-contactcenter@nasa.gov

External Operating Unit Information

Unit: 559

Name: NASA Shared Services Center (GSFC)

Address: Accounts Receivables

Bldg 1111 Jerry Hliss Road

Stennis Sp Ctr MS 39529

Hierarchy: 559|552|486

Class: OFFICE

Group: AGENCY-BUREAU-OFFICE

Phone: 877-677-2123

Fax: 866-779-6772

13. Verify the information.

General Information

Main

Financial Controls

Interest

Add Note

Perform Action

Documents

14. On the left, under “General Information,” select “Financial Controls.” This will bring up the “Interest” and “Penalty Fee Settings.”

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General Account Information

Client Reference: 1800008699 Initial Balance: 5,616.72

Forward In Client: List Date: 12/18/2017

Account Type: Service Date: 06/27/2017

Collection Type: Delinquency Date: 07/27/2017

Operating Unit: Charge-Off Date:

Office: Disputed: N

Relationship type: PRIM Res: Y Name: JOHN Address:

Balances

Initial List Balance	New Business E	Balance type description
68.00	ADMIN	Administrative Fees
99.93	PNE	Assessed Penalty Fee
0.00	TOP	TOP Fees
5,427.67	PRN	Principal

Client Information

Client: 128928 Cross Servicing

Address: Accounts Receivables

Bldg 1111 Jerry Hliss Road

Stennis Sp Ctr MS 39529

Instructions:

Contact Name	Phone	Ext	Title	Role	Email
NSSC - GSFC	(877) 677-21...				nssc-contactcenter@nasa.gov
NSSC - GSFC	(877) 677-21...				nssc-contactcenter@nasa.gov

External Operating Unit Information

Unit: 559

Name: NASA Shared Services Center (GSFC)

Address: Accounts Receivables

Bldg 1111 Jerry Hliss Road

Stennis Sp Ctr MS 39529

Hierarchy: 559|552|486

Class: OFFICE

Group: AGENCY-BUREAU-OFFICE

Phone: 877-677-2123

Fax: 866-779-6772

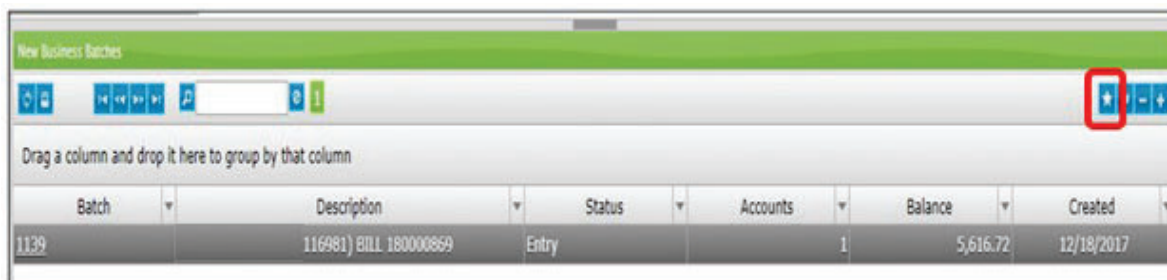
15. Verify the information (especially in the “Interest” and “Penalty Fee” Settings” sections).

- Penalty Rate should show as 6.0
- Make any changes/updates as needed.

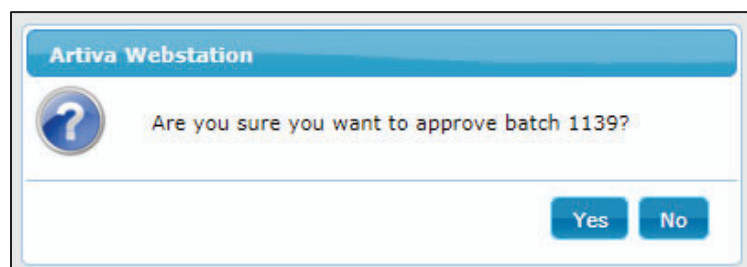


16. Click the File Cabinet icon in the top left corner to show the Batch Summary.

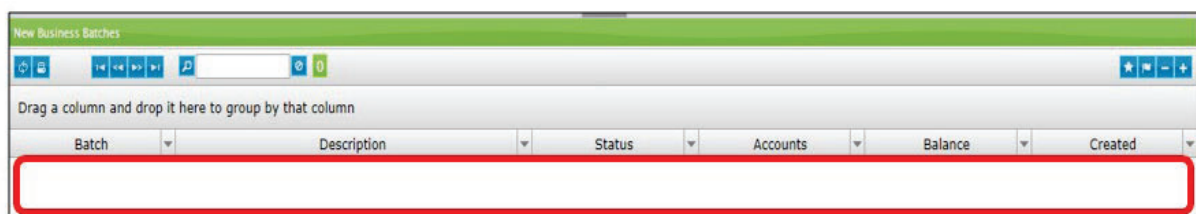
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17. Click the Star button to start the batch approval.



18. Click the “Yes” button.

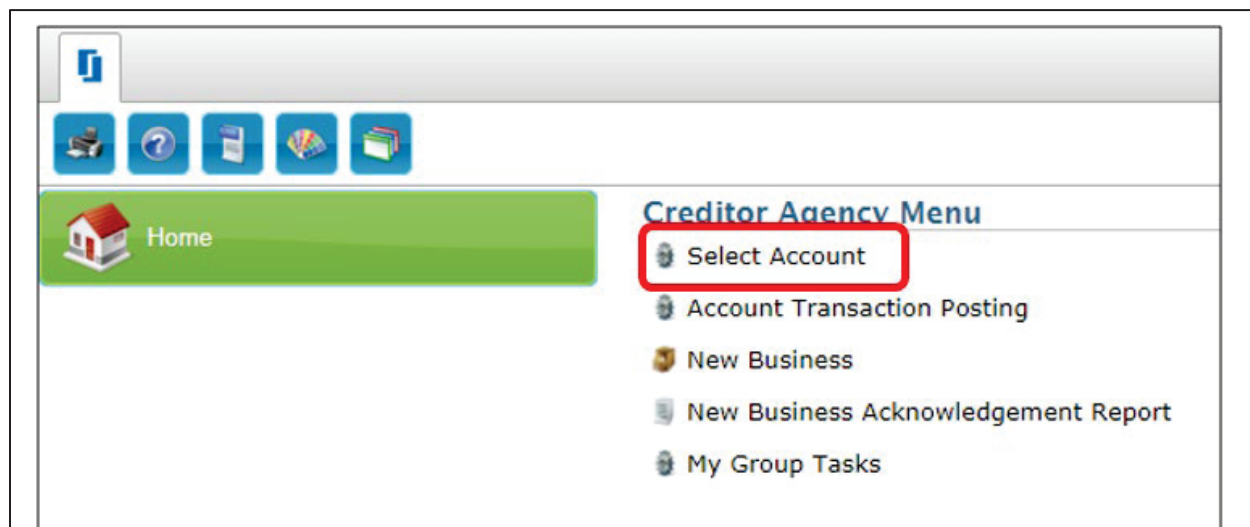


19. You will see that the batch has now fallen off of your list.



20. To verify, return to the home screen by clicking the button in the top left corner.

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21. Click on “Select Account.”



22. At the top, change “Standard Search Prompt” to “Client Reference Number” (using the drop down box).



23. Enter the Bill Number and hit the “Enter” key on your keyboard.

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Responsible Party

Name: Address:

Balance: 7,474.95 Agency Bal: 7,709.45

SSN: DOB: Ph: Op Unit:

Phase: INIT Status: NEWINIT Follow-up: 12/18/2017

PCA:

Cross Servicing Information

Program Code: GS1A PCA - Days Until Eligible: Exp Date: AWG Status:

Office Code: NASA Shared Services Center (GSFC) DHS Status: POD Status:

Bureau Code: NASA Shared Services Center (GSFC) TOP Status: Dispute Status:

Agency Code: Natl Aeronautics & Space Adm Return Status: PA Status:

Client Entity #: 116981 Cancel: AR Status:

DHS Case ID: 21221860 Business: Medical: CRS: DOJ Status:

Accounts in Set

Account	Client	Original Client	Service Date	Listed Date	Client Reference Number	Listed Amount	Current Balance
2288753	128928	Cross Servicing	06/27/2017	12/18/2017	1800006699	5,448.79	7,474.95

Place of Employment

Name: Employed: ☒ Phone: Ext:

Recent History

Calls: 0 Last Letter: Last Action: Next Pay Amt: On:

Contacts: 0 Requested: Last Result: Last Pay Amt: On:

Letters: 0 Status: Date: Last Apply Amt: Broken Promises: 0

Last User Notes

User	Type	Date	Time	Text
FF01	User	12/18/2017	06:43:01 PM	(Acct. Mgt.) Phase changed from NEWBUS to PRIMARY.
FF01	User	12/18/2017	06:43:00 PM	Status changed to NEWINIT/ARNEWINIT.

24. Verify the information.

25. Save a copy of this screen to use as the coversheet of your referral packet in the next section.

C. Using Adobe, combine the following files into a PDF packet:

1. CSNG screen (pictured above)
2. "Referral to Cross Servicing" checklist
3. Last Dunning List (with this debt highlighted on it in some way)
4. Save the packet using the naming convention below:
 - a) Consumer = Treasury~Original BOC#

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i. E.g., Treasury~1800001234

b) Business/Institution = Treasury~Original BOC#

i. E.g., Treasury~1800001234.

D. Save a copy of the packet at the following path: N:\Bills of Collection\
CENTER\OPEN COLLECTIONS\FEDDEBT - REFERRED TO TREASURY
(OPEN)

E. Drop a copy of the packet at in N:\Document Imaging\ FM-Direct Receivables so that
it can be loaded into TechDoc via the auto-upload process.

F. Attach packet to all write-off docs in SAP.

G. Redact TIN/SSN information in all places in packet before attaching into SAP.

H. Update the TROR “Write offs, CNC and Closed Debts Schedule” Worksheet on Share-
Drive

1. Enter entire amount including fees in the following sections:

a) “Debts Written Off Current Fiscal Year – CNC”

b) “Debts Classified as CNC”

STEP 4. Refer to Treasury – **Account Maintainer** - Complete “Process 7 : Write-Offs.”
When complete, you may continue to STEP 5 below.

STEP 5. Refer to Treasury - **Account Maintainer** – Check Allowance for Bad Debts
(AFBD) account for positive balances.

A. Run T-Code GR55 – ZFUN in SAP

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1. Fiscal Year
2. Period 1 = 0
3. Period 2 = Current Period
4. Accounts
 - a) 1319.0000
 - b) 1347.0000
 - c) 1367.0000
 - d) 1377.0000
5. Business Area = Center #

6. Clock



Data Source...			
Selection values			
Fiscal year	2009		
Company code	NASA		
Period			
Period	12		
Selection groups			
Accounts			
Or value(s)	1319.0000	to	
Business Area Set ID			
Or value(s)	64	to	

Note: If you see debits (positive amounts) in any fund, you will need to do an Allowance for Bad Debts (AFBD) Source Entry.

Note: Though multiple postings can be completed on one entry, each posting (by fund) must have its own SAP posting document number (One document number cannot contain more than one fund).

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STEP 6. Refer to Treasury - **Account Maintainer** – Prepare Source Entry to post adjustments if there are debits (positive amounts) in the GL accounts.

A. Enter T-Code FB50 in SAP

1. Basic Data tab

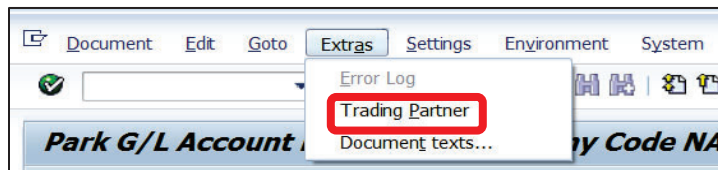
- a) Document Date = Today's Date
- b) Reference = AFBD Source
- c) Doc.Header Text = AFBD (Month / Year)
- d) Document Type = Depends on GL account
 - 1) For GL 6720.0000, use Document Type DB.
 - 2) For GL 5909.0000, use Document Type DF.
 - 3) For GL 5324.0000, use Document Type DL.
 - 4) For GL 5329.0000, use Document Type DM.
 - 5) For GL 5319.0000, use Document Type DI.

2. Bottom (aka "Downstairs") 1st Row

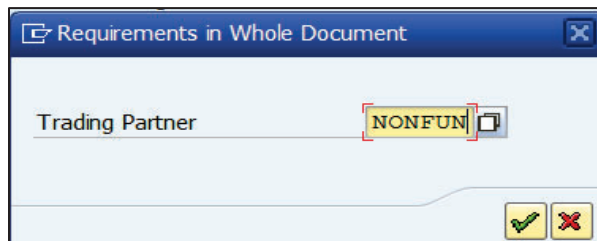
- a) GL acct
 - i. Principal: 6720.0000
 - ii. FOIA Principal = 5909.0000
 - a. This will require a part II posting (see "Day-to-Day Posting Guide" [Posting Day-to-Day Non-Reim \(Job Aid\)](#)).
 - iii. Interest: 5319.0000

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- a. This will require a part II posting (see “Day-to-Day Posting Guide” [Posting Day-to-Day Non-Reim \(Job Aid\)](#)).
- iv. Penalty: 5324.0000
 - a. This will require a part II posting (see “Day-to-Day Posting Guide” [Posting Day-to-Day Non-Reim \(Job Aid\)](#)).
- v. Admin: 5329.0000
 - a. This will require a part II posting (see “Day-to-Day Posting Guide” [Posting Day-to-Day Non-Reim \(Job Aid\)](#)).
- b) D/C = Debit
- c) Amount
- d) Text = AFBD Source
- e) Trading Partner
 - i. Principal = Blank
 - ii. Non-funds (NON1435, NON1099, NON3200 & NON3220) = NONFED
 - a. Click Extras at the top of the page and then enter NONFED for all non-funds



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f) Business Area

g) Fund Center

- i. Principal = Business Area number
- ii. FOIA/Interest/Penalty/Admin = Business Area-Abbreviation
(e.g., 51-GSFC)

h) Fund

- i. Principal = Fund from FBL5N

Note: If there is more than one fund in FBL5N for debts you are writing off, you will need to do an FB50 for each fund.

- ii. FOIA Principal = NON3220
- iii. Interest = NON1435
- iv. Penalty/Admin = NON1099

3. Bottom (aka “Downstairs) 2nd Row

a) GL acct

- i. 1319.0000 (Principal and FOIA Principal)
- ii. 1347.0000 (Interest)

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iii. 1367.0000 (Penalty)

iv. 1377.0000 (Admin Fee)

b) D/C = Credit

c) Amount

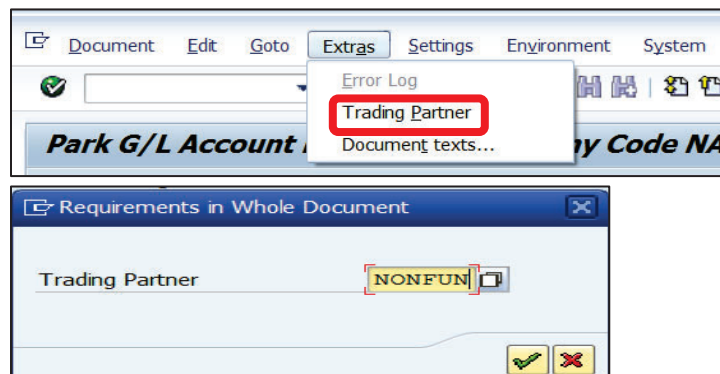
d) Text = AFBD Source

e) Trading Partner

i. Principle = Blank

ii. Non-funds = NONFED (NON1435, NON1099, NON3200 & NON3220) = NONFED

a. Click Extras at the top of the page and then enter NONFED for all non-funds



f) Business Area

g) Fund Center

i. Principal = Business Area Number

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- ii. FOIA/Interest/Penalty/Admin = Business Area-Abbreviation
(E.g., 51-GSFC)

h) Fund

- i. Principal = Fund from FBL5N
- ii. FOIA Principal = NON3220
- iii. Interest = NON1435
- iv. Penalty/Admin = NON1099

i) Simulate

j) Park – Do not post.

- i. This will give you a 1600#

k) Enter T-Code FB50 in SAP to post the second part postings with an MR doc type for all of the documents posted with a NONFUN

- i. Debit = 2985.000
- ii. Credit = 5994.0000

B. Create Source Entry template for review. See Process Quarterly Allowance for Bad Debts for Source Entry process.

STEP 7. Refer to Treasury – **Account Maintainer** – Additional “Housekeeping.”

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A. After posting, again run the Allowance for Bad Debts (STEP 5 above) to be sure the postings were completed successfully. There should be no more debit (positive) balances on any fund.

B. Update the “## (CTR) WO CNC Closed” workbook saved monthly in the center’s TROR folder (N:\FM Division\Accounts Payable_Accounts Receivable\Accounts Receivable\TROR).

1. Enter entire amount (including fees) in the following sections of the workbook:

a) “Debts Written Off Current Fiscal Year – CNC”

b) “Debts Classified as CNC”

C. Attach CSNG package to all WO document(s) posted in SAP.

Note: Once the debt is transferred to Treasury, customer will receive a notification from Treasury that future payments are to be made to Treasury, not the Agency. If customer calls regarding his payment after transfer, he should be provided with Treasury’s customer service number (800-858-0725).

STEP 8. Refer to Treasury – **Account Maintainer** – Post collections received from Treasury.

Note: Do not reverse debts that were written-off and referred to Treasury.

Note: Treasury collected on NASA’s behalf - Center must cover Treasury collection fee if collection must be refunded to the customer - Center completes an AP disbursement form for the Treasury fee refund.

A. Reestablish collections received from Treasury (see “Process 8 – “Re-Establishing Debt” for full process). (Appendix F has a breakdown of the accounts for reestablishing debt after collection).

1. Before posting, update the “Collections by Treasury FY20XX” worksheet saved on the N: drive at: N:\FM Division\Accounts Payable_Accounts

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Receivable\Accounts Receivable\Fed Debt\Collections by Treas with the collection information provided on the FedDebt Report. This worksheet will provide a breakdown of the following:

- a) How to post the collections (what parts to reestablish and what parts to post as “new”).
- b) How much is still owed on a bill.
- c) Any overage that need to be refunded to the customer or posted to another bill for the same customer.

STEP 9. Refer to Treasury - **Account Maintainer** – Record debts returned to the Agency (RTA) for reporting purposes and issuance of 1099C.

A. If a debt is “Returned to Agency” (RTA) by Treasury, update the following:

- 1. Update the Center’s “## (CTR) WO CNC Closed” workbook saved monthly in the center’s TROR folder (N:\FM Division\Accounts Payable_Accounts Receivable\Accounts Receivable\TROR).
- 2. Update the Center’s 1099 tab in the 1099 spreadsheet located at N:\FM Division\Accounts Payable_Accounts Receivable\Accounts Receivable\1099-C

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PROCESS 5 – RECALL DEBT FROM TREASURY

STEP 1. Recall a debt from Treasury - **Account Maintainer** – Recalling a debt from the Cross-Servicing (CSNG) System.

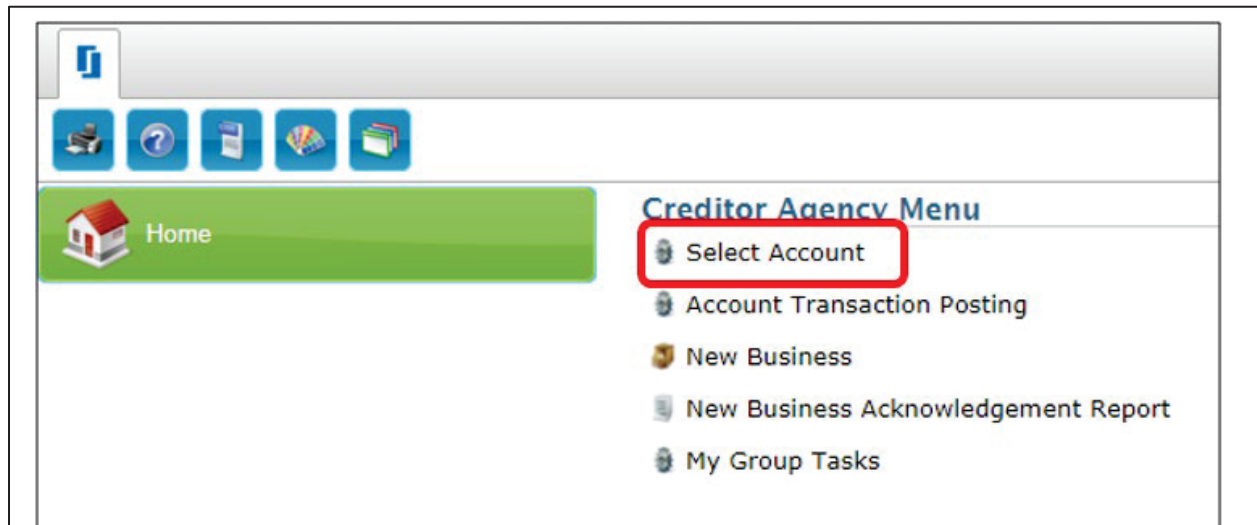
A. Log into the CSNG system in Chrome using the link below:

<https://xservice.fiscal.treasury.gov/csp/prod/os.artiva.web.page.Main.cls>

1. Enter your User ID (ITIM) and password.
2. Click the “LOGIN” button.

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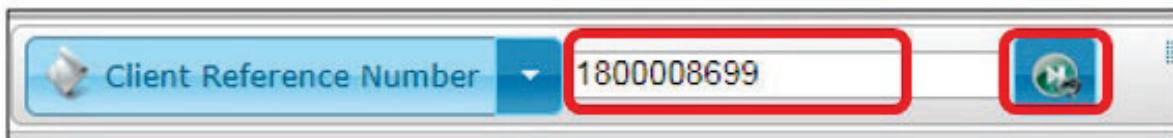
- B. You will be directed to the home screen. Choose “Select Account” from the ‘Creditor Agency Menu’.



- C. At the top, change “Standard Search Prompt” to “Client Reference Number” (using the drop down box).



- D. Enter the Bill Number and hit the “Enter” key on your keyboard.



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E. You will be directed to the “Responsible Party” screen. Click “Perform Action” under the “Work Responsible Party” heading.

The screenshot shows the Artiva Web application interface. The left sidebar under 'Work Responsible Party' has 'Perform Action' highlighted. The main content area is titled 'Responsible Party' and shows details for George Jetsonian. Below this is the 'Cross Servicing Information' section, followed by an 'Accounts in Set' table, and then 'Place of Employment' and 'Recent History' sections.

Responsible Party Information:

Name:	George Jetsonian	Balance:	6,550.26
Address:	123 Space Way	SSN:	###-##-####
	Pluto	DOB:	01/01/1990
	AL 12345	Ph:	G
		Op Unit:	
		Phase:	INIT
		Status:	NEWINIT
		Follow-up:	05/14/2018
		PCA:	

Cross Servicing Information:

Program Code:	AT1A	PCA - Days Until Eligible:		Exp Date:		AWG Status:	
Office Code:	Office of Agency Training	DMS Status:		POD Status:		Dispute Status:	
Bureau Code:	Bureau of Agency Training	TOP Status:	INELIGIBLE	PA Status:		AR Status:	
Agency Code:	Department of Agency Training	Return Status:		DOJ Status:			
Client Entity #:		Cancel:					
DMS Case ID:	980	Business:	C	Medical:	N	CRS:	N

Accounts in Set:

Account	Client	Original Client	Service Date	Listed Date	Client Reference Number	Listed Amount	Current Balance
10000364	10	Agency Training Client	01/01/2015	05/14/2018	AGYTRNG123	5,000.00	6,550.26

Place of Employment:

Name:		Employed:	X	Phone:		Ext:	
-------	--	-----------	---	--------	--	------	--

Recent History:

--	--	--	--	--	--	--	--

Footer: crspadb011 - TRAINING May 16, 2018 - 12:11PM JR01

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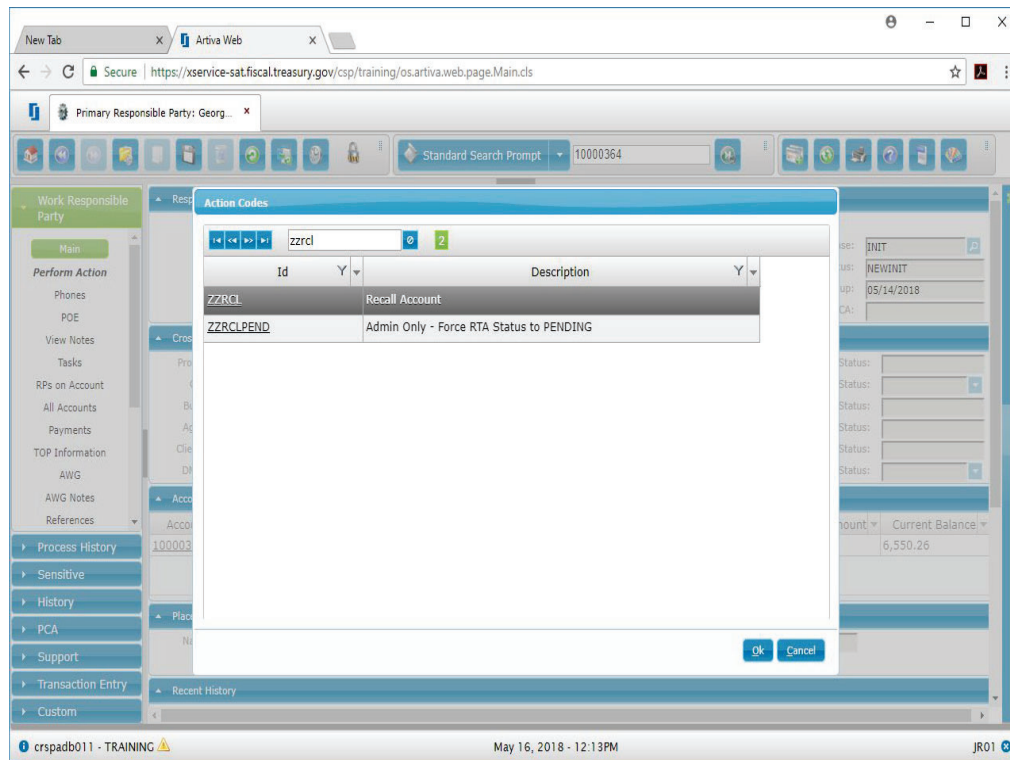
- F. Click the search icon to the right of the “Action Code” field in the “General Action Code” pop up window.

The screenshot displays the Artiva Web application interface. A 'General Action Code' pop-up window is open, featuring an 'Action Code' input field and a search icon to its right. The background shows the 'Responsible Party' details for George Jetsonian, including address, SSN, DOB, and a table of account information.

Account	Client	Original Client	Service Date	Listed Date	Client Reference Number	Listed Amount	Current Balance
10000364	10	Agency Training Client	01/01/2015	05/14/2018	AGYTRNG123	5,000.00	6,550.26

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- G. In the “Action Codes” pop up window, enter RCL in the search field.
Select “RCL” and click OK.



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H. Then, click OK in the “General Action Code” pop up window.

The screenshot displays the Artiva Web application interface. A 'General Action Code Window' is open, showing the 'Action Code' field with the value 'ZZRCL' and a 'Recall Account' button. The background window shows the 'Responsible Party' details for George Jetsonian, including address, balance, and various status fields.

Account	Client ID	Original Client	Service Date	Listed Date	Client Reference Number	Listed Amount	Current Balance
10000364	10	Agency Training Client	01/01/2015	05/14/2018	AGYTRNG123	5,000.00	6,550.26

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- I. Select “Request Referring Agency Initiated Recall” in the “Results Code” pop up window and click OK.

The screenshot shows the Artiva Web application interface. A 'Result Codes' pop-up window is open, displaying a table with the following data:

Code	Description
REQUEST	Referring Agency Initiated Recall

The pop-up window has 'Ok' and 'Cancel' buttons at the bottom right. The background application shows a sidebar menu with options like 'Main', 'Perform Action', 'Phones', 'POE', 'View Notes', 'Tasks', 'RPs on Account', 'All Accounts', 'Payments', 'TOP Information', 'AWG', 'AWG Notes', 'References', 'Process History', 'Sensitive', 'History', 'PCA', 'Support', 'Transaction Entry', and 'Custom'. The top of the application shows a search bar with the text 'Standard Search Prompt' and a search value of '10000364'. The bottom status bar indicates 'crspadb011 - TRAINING', 'May 16, 2018 - 12:17PM', and 'JR01'.

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- J. Click the search icon on the right of the “Recall Reason” field in the “Manual Recall from Referring Agency” pop up window.

The screenshot shows the Artiva Web application interface. The main window displays the 'Responsible Party' details for George Jetsonian, including Name, Address, SSN, DOB, Ph, Op Unit, Phase, Status, Follow-up, and PCA. A 'Manual Recall from Referring Agency' pop-up window is open, showing fields for 'Recall Reason' and 'Additional Details'. The 'Recall Reason' field has a search icon on its right. The background interface includes a sidebar with navigation options like 'Main', 'Perform Action', 'Phones', 'POE', 'View Notes', 'Tasks', 'RPs on Account', 'All Accounts', 'Payments', 'TOP Information', 'AWG', 'AWG Notes', 'References', 'Process History', 'Sensitive', 'History', 'PCA', 'Support', 'Transaction Entry', and 'Custom'. The status bar at the bottom shows 'crspadb011 - TRAINING', the date 'May 16, 2018 - 12:18PM', and the user 'JR01'.

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- K. Select a recall reason code from the “Available Recall Reasons” pop up window.

The screenshot displays the Artiva Web application interface. A pop-up window titled "Available Recall Reasons" is open, showing a list of recall codes and their descriptions. The code "ZZREFERR" is highlighted. The background interface includes a sidebar menu with options like "Main", "Perform Action", "Process History", "Sensitive", "History", "PCA", "Support", "Transaction Entry", and "Custom". The top of the application shows a search bar with the value "10000364" and a "Standard Search Prompt" dropdown. The bottom status bar indicates the user is logged in as "crspadb011 - TRAINING" on May 16, 2018, at 12:19 PM.

Reason	Description
FSBANKRUPT	Bankrupt
FSDECEASED	Deceased
ZZAGYCOLL	Internal Agency Offset w/in 36 months
ZZAGYFORGV	Agency Forgives Debt
ZZLEGAL	Debt is called for legal action
ZZOUTOFBUS	Entity Out of Business
ZZPIF	Paid In Full
ZZREFERR	Referred in Error
ZZRTNAGYRL	Returned to agency roles and rcv benefit
ZZUNABLE2P	Unable to Pay

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- L. Enter a note in the “Additional Details” field in the “Manual Recall from Referring Agency” pop up window and click OK.

The screenshot shows the Artiva Web application interface. The main window displays the 'Responsible Party' information for George Jetsonian, including address (123 Space Way), SSN (###-##-####), DOB (01/01/1990), and a balance of 6,550.26. A 'Manual Recall from Referring Agency' pop-up window is open, showing a 'Recall Reason' of ZZREFERR and 'Additional Details' of Debt was paid prior to referral to Cross-Servicing. The pop-up window has 'Ok' and 'Cancel' buttons. The background application shows a sidebar with various navigation options like 'Main', 'Perform Action', 'View Notes', 'Tasks', 'RPs on Account', 'All Accounts', 'Payments', 'TOP Information', 'AWG', 'AWG Notes', 'References', 'Process History', 'Sensitive', 'History', 'PCA', 'Support', 'Transaction Entry', and 'Custom'. The status bar at the bottom indicates 'crspadb011 - TRAINING' and 'May 16, 2018 - 12:19PM'.

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M. To verify the recall request was submitted successfully, a Status of 'Recalled' is displayed in the "Responsible Party" area. A Return Status of 'Returned'; a Recall Reason; and a Cancel code of 'ARRECALL' will be displayed in the "Cross-Servicing Information" area.

The screenshot shows the Artiva Web application interface. The 'Responsible Party' section displays the following information:

- Name: George Jetsonian
- Address: 123 Space Way
- Pluto: AL 12345
- Balance: 6,550.26
- SSN: ###-##-####
- DOB: 01/01/1990
- Ph: ###-###-####
- Op Unit: ###
- Phase: DORMANT
- Status: RECALLED
- Follow-up: 05/16/2018
- PCA: ###

The 'Cross Servicing Information' section displays the following information:

- Program Code: AT1A
- Office Code: Office of Agency Training
- Bureau Code: Bureau of Agency Training
- Agency Code: Department of Agency Training
- Client Entity #: 980
- DMS Case ID: 980
- PCA - Days Until Eligible: ###
- Exp Date: ###/###/####
- AWG Status: ###
- POD Status: ###
- Dispute Status: ###
- PA Status: ###
- AR Status: ###
- DOJ Status: ###
- TOP Status: INELIGIBLE
- Return Status: RETURNED
- Cancel: ARRECALL 05/16/2018
- Business: C
- Medical: N
- CRS: N

The 'Accounts in Set' section displays the following information:

Account	Client I	Original Client	Service Date	Listed Date	Client Reference Number	Listed Amount	Current Balance
10000364	10	Agency Training Client	01/01/2015	05/14/2018	AGYTRNG123	5,000.00	6,550.26

The 'Place of Employment' section displays the following information:

- Name: ###
- Employed: X
- Phone: ###-###-####
- Ext: ###

The 'Recent History' section is currently empty.

1. Save a screenshot of the recall screen, redact address and any personal information and save as "Treasury~Original Bill Number~Recall".
2. Attach a copy of the redaction to the W/O reversal docs in SAP and to the appropriate DI Folder for Tech Doc.
3. Re-establish debt if necessary in SAP. See PROCESS 8 – RE-ESTABLISHING DEBT.
4. Revise/Update the "Write-offs, CNC and Closed Debts Schedule" worksheet on the Share Drive (monthly copy kept in the monthly TROR folders).

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PROCESS 6 – PROOF OF DEBT AND DISPUTES

STEP 1. Proof of Debt - **Account Maintainer** - Complete request for Proof of Debts.

Note: Proof of Debt is run the first Business Day of each week by the AR L2 team

A. Treasury requests “Proof of Debt” information for a NSSC debt.

1. Research TechDoc in the “FM/AR/Proof of Debt Request” or FM/AR/Direct Receivables folder to ensure information has not been provided previously.
2. If the information has been provided previously, notify Treasury with the date that the information was provided.
3. If the information is not in TechDoc, log into CSNG at:
<https://xservice.fiscal.treasury.gov/csp/prod/os.artiva.web.page.Main.cls> to retrieve requested information.

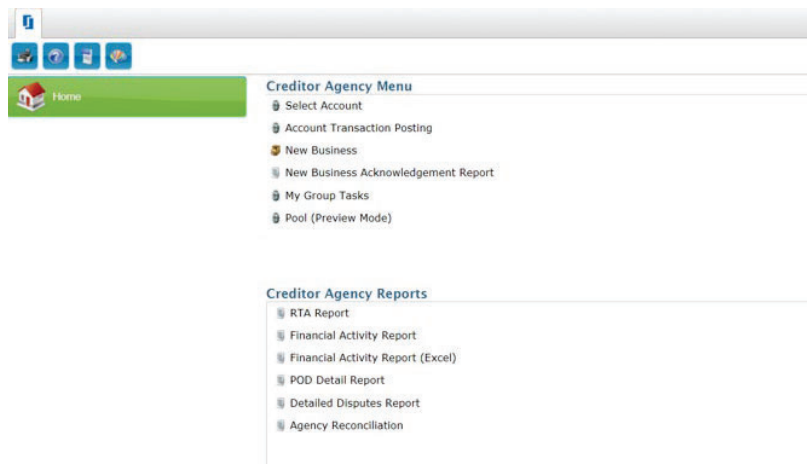
The screenshot shows the SINGLE SIGN ON login interface. At the top, there are links for "Forgot Password", "Change Password", "Forgot User ID", and "Contact". Below these is a disclaimer: "By logging in with PIV, SecurID, or User ID/Password, you acknowledge that you have read, understand, and agree to abide by the [Rules of Behavior](#)".

There are three login panels:

- PIV Card or iKey:** Includes a message "Please make sure your card/iKey is plugged into the reader" and a "LOGIN WITH YOUR PIV" button.
- SecurID:** Includes fields for "User ID" and "Passcode", and a "LOGIN" button.
- User ID & Password:** Includes fields for "User ID (ITIM)" and "Password", and a "LOGIN" button.

a) Select “POD Detail Report”

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The screenshot shows a web browser window displaying the 'PODDetail' form. The URL in the address bar is 'https://xservice.fiscal.treasury.gov/reports/api/Visualize?report=PODDetail.vdm&Connection=ReportsPROD&Type=Visualize'. The form has a blue sidebar on the left. The main content area contains the following fields and dropdown menus:

- Enter from date for report: 2018-12-21
- Enter thru date for report: 2018-12-26
- Debt Type: ALL
- Agency Code: 80
- Bureau Code: ALL
- Office Code: ALL
- Program Code: ALL

A 'Finish' button is located at the bottom right of the form.

- b) A range of dates must be enter:
 - i. Enter beginning date in “Enter from date for report” e.g., 2018-12-21
 - ii. Enter ending date in “Enter thru date for report” e.g., 2018-12-26
- c) Select “All” from the drop down under labeled “Debt Type”
- d) Select “80” from the drop down labeled “Agency Code”

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- e) Select "All" from the drop down labeled "Bureau Code"
- f) Select "All" from the drop down labeled "Office Code"
- g) Select "All" from the drop down labeled "Program Code"
- h) Click "Finish" in the bottom right corner.
- i) If a specific center's report needs to be ran, see center information below to be enter.

AMES

Bureau Code = AR01
Office Code = CAM
Program = AR1A

GODDARD

Bureau Code = GS01
Office Code = MDG
Program = GS1A

LANGLEY

Bureau Code = LA01
Office Code = VAH
Program = LA1A

DRYDEN / ARMSTRONG

Bureau Code = DF01
Office Code = CAE
Program = DF1A

HEADQUARTERS

Bureau Code = GS02
Office Code = MDG
Program = GS2A

MARSHALL

Bureau Code = MS01
Office Code = ALM
Program = MS1A

GLENN

Bureau Code = GR01
Office Code = OHO
Program = GR1A

JOHNSON

Bureau Code = JS01
Office Code = TXH
Program = JS1A

STENNIS

Bureau Code = ST01
Office Code = MSS
Program = ST1A

KENNEDY

Bureau Code = KS01
Office Code = FLK
Program =
KS1B – Space Flight Explore
KS1E – Science, Aero & Explore
KS1H – General Fund

- 4. Save each Centers Reports to: N:\FM Division\Accounts Payable_Accounts Receivable\Accounts Receivable\Proof of Debt
 - a) Naming Convention Example: POD All 122618 to 012819
- 5. Print Dunning letters for customer(s) for which Treasury is requesting "Proof of Debt" information.

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- a) Dunning letters are located in Tech Doc in the “FM/AR/Debt Collection” or FM/AR/Direct Receivables folder.
- 6. E-mail and/or Fax all Proof of Debt information to: (855) 567-8821
pod.responses@fiscal.treasury.gov.
 - a) Scan “Proof of Debt Request,” Dunning letters and fax confirmation and auto upload to TechDoc by dropping in the folder below:
 - i. N:\Document Imaging\ FM – Direct Receivables
 - ii. Naming scheme: Proof~Original BOC#, e.g., Proof~1800001234

STEP 2. Proof of Debt - Account Maintainer – Treasury Disputes

- A. When Treasury requests debt information for a dispute, a case/task is created and assigned to AR L2.

Note: Disputed debts from Treasury are time sensitive and should be prioritized as a high sense of urgency. NASA has a 9-day turnaround for disputed debts.

- 1. All Documentation from Treasury should be reviewed to determine if legible and complete.
 - a) If not legible or complete, AR L2 AM will email Treasury POC listed on the documentation.
 - b) L2 AR AM will contact the Functional Area (FA) by sending a task requesting a 3-5 day turnaround.
 - c) If FA is not responsive prior to the 5-day cutoff AR L2 AM will elevate to AR L3 POC by sending a task.
 - d) If the FA is not able to meet the 3-5 day timeframe the L3 AR POC will elevate the task to the AR L3 Lead.
 - e) AR L3 Lead will coordinate with the FA Chief to ensure a timely response.

Note: All disputed reimbursable bill of collections must be routed to the center for review. There are no extensions on Treasury disputes and the Agency has to meet the 9-day response time.

- 2. Response received by the Functional Area for invalid debt
 - a) L2 AR AM will fax the Treasury dispute response to (205) 912-6326 and/or e-mail the response to dispute.responses@fiscal.treasury.gov.

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- b) L2 AR AM will notify the Receivables Processor to pull back the referral from Treasury using CSNG.
 - c) L2 AR AM will reverse the AR write-off documents, bill and all associated fees in SAP to remove the customer's liability.
- 3. Response received by the Functional Area for valid debt
 - a) L2 AR AM will fax the Treasury dispute response to (205) 912-6326 and/or e-mail the response to dispute.responses@fiscal.treasury.gov.

Note: Refer to Appendix O – “Ticket Elevation to Accounts Receivable L3.”

STEP 3. Disputes – Account Maintainer – Process Customer Dispute

- A. Account Maintainer receives a record/task request for dispute.
 - 1. Category – Accounts Receivable
 - 2. SubCategory - Dispute
 - 3. Account Maintainer will request the dispute be sent in writing from the debtor if the dispute has not already been received in writing.
 - 4. Account Maintainer will review backup and ensure that the bill was prepared properly and has supporting documentation. This documentation is provided to the customer upon request. If the bill has a data entry error (incorrect customer, address, etc.), the AM will initiate a correction.
 - a) L2 AR AM will update the task and attach supporting documentation to support any correction(s).
- B. If the bill has been properly prepared, complete the following steps:
 - 1. L2 AR AM will create a task and send to the Functional Area that requested the bill.

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- a) If the Functional Area is outside the NSSC, an email will be sent to the bill originator and logged in the ServiceNow “Dispute” task.
 - b) If the Functional Area is outside the NSSC, L2 AR AM will keep both the case and the task.
2. L2 AR AM will mark the bill of collection in SAP “in dispute” by selecting dunning block “I” in FBL5N (see “Process 1 – Dunning” - STEP 2(D) above)
3. L2 AR AM will follow up with the functional area bi-weekly if no updated status has been entered in the task by the Functional Area POC, and will update the task with the latest status once received.
 - a) If the dispute is not resolved within 30 days it will be escalated and a task will be sent to AR L3.
 - b) L3 AR will determine the status of the debt and follow up with the Functional Area. L3 will update the status of the task and will forward to L2 AR AM.
 - c) If the dispute is not resolved in 60 days it will be escalated to AR L3 Lead via task.
 - d) AR L3 Lead will follow up with the FA Chief. AR Lead will update the status and forward the Task back to L2 AR. AR Lead will inform FMD Chief and FSB Supervisor of the status.
 - e) Debt will be written off at 120-days delinquent (150-days aged) but will not be forwarded to Treasury.
 - f) L2 AR AM will continue to monitor the record/task.
 - g) If the dispute is not resolved by 180-days aged, a task will be escalated to the AR L3 Lead.

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- h) FA will communicate the status/validity of the debt to debtor.
 - i) FA will send the Task back to AR L2.
 - j) L2 AR AM will contact the customer of the status of their dispute request and what action will be taken next in the collection process
4. Functional Area (FA) determines debt to be invalid/valid.
- a) If the bill is determined to be invalid, the task is sent back to AR L2 to stop collection activities and reverse the bill. A new task should also be created with a subcategory of “Rescind.”
 - b) If the bill is determined to be valid, the task is sent to AR L2 to remove the billing block and resume collection activities.
 - c) AR L2 must add back any days that the bill was in dispute by updating the BLINE date forward that number of days.
 - d) FA will communicate the status/validity of the debt to debtor.

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PROCESS 7 – WRITE-OFFS

STEP 1. Write-offs - Account Maintainer – Write-Off Bad (Unpaid) Debt

- A. Log into SAP and use T-Code F-30 to write-off delinquent debt deemed uncollectible. [F-30 - Write Off Bad Debts \(End User Procedure\)](#)

Note: Reimbursable funds may not be written-off. Centers should request direct funds to cover the reimbursable costs and then move the costs to the direct fund. Next, the NSSC will reverse the reimbursable BOC and create a BOC against the direct fund. This new BOC will then be written-off and transferred to Treasury for collection (if applicable).

Note: Principle Debts created with NON3200 can be written-off.

Exception: Reimbursable Fund write-offs are allowed for the NSSC Working Capital Fund (WCF) and Royalties.

Post with Clearing: Header Data

Choose open items Account Model

Document Date: 07/29/2015 Type: WO Company Code: NASA
Posting Date: 07/29/2015 Period: 10
Document Number:
Reference: 1800008133
Doc. Header Text: 1800008133
Clearing text: Write-off per NPR 9610.1.3.9 & Data Act

Transaction to be processed

☐ Outgoing payment
☐ Incoming payment
☐ Credit memo
☒ Transfer posting with clearing

First line item

PstKy: 40 Account: 1319.0000 L Ind: ☐ TType: ☐

1. Document Date = Today's Date
2. Doc Type = WO

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3. Reference & Doc.Header Text = Original Bill Number
 - a) If it is a residual 1400 bill, use the 1400 residual bill number.
4. Clearing Text
 - a) DOI Write-Off = “W/O per DOI (Report Date) (Name of Customer)”
 - i. e.g., “W/O per DOI August 2009 Write-Off Report (Daisy Duck)”
 - b) Over 150-Days Old = “Write-off per NPR 9610-1A.2.6.3”
 - c) Death = “Write-Off per 5 CFR 630.209”
5. Transaction to be Processed = Transfer posting with clearing
6. PstKy = 40
7. Account
 - a) 1319.0000 (Principal)
 - b) 1347.0000 (Interest)
 - c) 1367.0000 (Penalty)
 - d) 1377.0000 (Admin Fee)
8. Hit “Enter”

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Post with Clearing Add G/L account item

Choose open items Process open items More data Acct model

G/L Account 1319.0000 Allowance For Loss On Accounts Receivable
Company Code NASA Agency

Item 1 / Debit entry / 40

Amount 2304.12 USD ☐ Calculate tax

Fund CASX22009D
Functional Area
Funds Center 64 Commitment Item RECV [More](#)

Value date 09/21/2009
Assignment
Text W/O PER DOI AUGUST 2009 RPT (MICHAEL HARBART)" [Long Texts](#)

Next Line Item
PstKy ☐ count SGL Ind ☐

9. Amount

10. Fund

a) Principal: Fund from FBL5N

b) Interest: NON1435

c) Admin/Penalty: NON1099

11. Fund Center

a) Principal = Fund Center of Original Bill

b) Interest/Penalty: Center Number and Abbreviation

i. e.g., 64-SSC

ii. e.g., 10-HQOP

12. Text

a) "DOI Write-Off = "W/O per DOI (Report Name) (Name of Customer)"

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i. (e.g., “W/O per DOI August 2009 Write-Off Report (Daisy Duck)”

b) Over 150-Days Old = “Write-off per NPR 9610-1A.2.6.3”

c) Death = “Write-Off per 5 CFR 630.209”

13. Click “Choose open items” button

14. Account = Customer Number

15. Special GL Indicator

a) Principal = Blank

b) Interest = Z

c) Penalty = Y

d) Admin = V

16. Click “Process Open Items” button

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Post with Clearing Process open items

Standard Partial Pmt Res. Items Withhldg tax

Account items 302321 Harbart, Michael D.

Document	D	Docume	P	Bu	Day	USD Gross	Cash disnt	Cash...
1800000807	DR	02/05/2...	01	64	225	164.58		
1800000871	DR	02/13/2...	01	64	217	164.58		
1800000915	DR	02/19/2...	01	64	211	164.58		
1800005183	DR	03/05/2...	01	64	197	164.58		
1800005428	DR	04/03/2...	01	64	168	164.58		
1800006137	DR	03/19/2...	01	64	183	164.58		
1800006331	DR	04/16/2...	01	64	155	164.58		
1800006928	DR	07/09/2...	01	64	71	164.58		
1800006986	DR	07/23/2...	01	64	57	164.58		
1800007436	DR	04/30/2...	01	64	141	164.58		
1800007504	DR	05/14/2...	01	64	127	164.58		
1800007825	DR	06/25/2...	01	64	85	164.58		

Editing status

Number of items: 14
Display from item: 1
Reason code:
Amount entered: 2,304.12
Assigned: 2,304.12
Difference postings:
Display in clearing currency: Not assigned 0.00

14 items were selected

17. Deselect any items that should not be cleared in your Write-Off.

18. Check to be sure “Not assigned” = \$0

19. Simulate / Post

a) This will give you a 4000# document.

B. If you have any documentation, attach to all write-off documents.

C. At the end of the month, in SAP run T-code GR55 / ZFUN to run an “Allowance for Bad Debts” report to check for any debit (positive) balances by fund (see “Process 4: Refer to Treasury” – Step 5 “Allowance for Bad Debts” for this part of process).

Note: Reference Chapter 14 of the Code of Federal Regulations (CFR) 1261.417.

Note: Debts will be eligible for write-off when the following conditions exist:

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1. Reasonable collection efforts have been exhausted (meaning “demand letters” [aka “Dunning” letters] have been sent in 30-day increments with no success).
2. The item is delinquent by 120-days or more.
3. There is more than a 50% chance that the receivable will result in a loss.*
4. The cost of further collection action will probably exceed the amount that could be collected.

Note: Criteria for more than a 50% chance that the receivable will result in a loss are as follows:

1. The Agency is unable to collect any substantial amount through its own efforts or through the efforts of others.
2. The Agency is unable to locate the debtor.
3. Costs of collection are anticipated to exceed the amount recoverable.
4. The debt against the debtor has been discharged in bankruptcy.

Note: If the debt is collected after write-off, re-establish the debt in SAP (see “Process 8 Reestablishing Debt”)

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PROCESS 8 – RE-ESTABLISHING DEBT

Post collections received from CSNG (Treasury) for debts previously referred for collection. The debt is re-established and the collection is posted.

STEP 1. Reestablishing Debt - **Account Maintainer** - Post the debt in SAP

- A. Debts collected from Treasury after write-off / referral to Cross-Servicing are often partial and the original debt may not be paid in full, therefore the original write-off is not reversed in SAP.

- B. Before posting, update the “Collections by Treasury FY20XX” worksheet saved on the N: drive at: N:\FM Division\Accounts Payable_Accounts Receivable\Accounts Receivable\Fed Debt\Collections by Treas with the collection information provided on the CSNG Report. This worksheet will provide a breakdown of the following:
 1. How to post the collections (what parts to reestablish and what parts to post as “new”).
 2. How much is still owed on a bill.

- C. Reestablished Bill of Collection (and fees) using the Re-established section (page 7 – 8) of the [Day to Day Posting Guide](#). Use the fund from the original BOC, unless the fund cancelled. If the fund is cancelled, use fund NON3200

Note: Macro is utilized to perform STEP 1 – “C”

1. Open FedDebt Template located at N:\FM Division\Accounts Payable_Accounts Receivable\Accounts Receivable\Fed Debt

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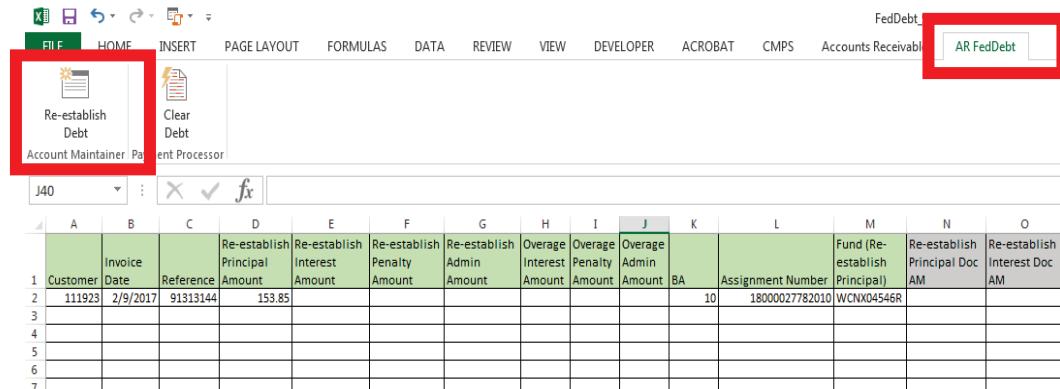
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
	Customer	Invoice Date	Reference	Re-establish Principal Amount	Re-establish Interest Amount	Re-establish Penalty Amount	Re-establish Admin Amount	Overage Interest Amount	Overage Penalty Amount	Overage Admin Amount	BA	Assignment Number	Fund (Re-establish Principal)	Re-establish Principal Doc AM	Re-establish Interest Doc AM	Re-establish Penalty Doc AM	Re-establish Admin Doc AM	Overage Interest AM
1																		
2																		
3																		
4																		
5																		
6																		
7																		
8																		
9																		
10																		

2. Enter the following information under the green headers:

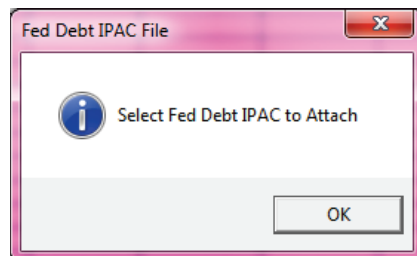
- Customer Number
- Invoice Date = IPAC DRN Date
- Reference = IPAC DRN
- Amount in appropriate columns
- BA
- Assignment Number = Assignment number of the original BOC (if this number is associated with an old ZCOM, make sure to go into the document and update this field with the current document number)
- Fund (Re-establish Principal) = Fund from original BOC

Note: Canceled Funds/NON6500 documents can also be processed utilizing this macro.

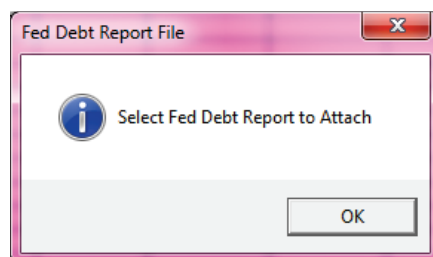
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3. Click the “AR FedDebt” Tab
4. Click “Re-establish Debt” Button
5. Message will pop up to Select FedDebt IPAC to attach



- a) Click OK
 - b) Browse to find the IPAC to attach
6. Message will pop up to Select FedDebt Report to attach



- a) Click OK

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b) Browse to find the FedDebt Report to attach

The macro will begin to post the documents and attach the IPAC and FedDebt report to the documents.

The macro will update the spreadsheet with the documents that were created under the Grey colored headers.

FedDebt_91313144.xlsx - Excel

PS Accounts Receivable AR FedDebt Bartee, ALICIA P (NSSC-NSSC)[Service Provider]

	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
	Fund (Re-establish Principal)	Re-establish Principal Doc AM	Re-establish Interest Doc AM	Re-establish Penalty Doc AM	Re-establish Admin Doc AM	Overage Interest Doc AM	Overage Penalty Doc AM	Overage Admin Doc AM	JV Principal AM	JV Interest AM	JV Penalty AM	JV Admin AM	Overage Interest AM	JV Overage Penalty AM	JV Overage Admin AM	Re-establish Principal PP
127782010	WCN004546R	1800006058	None	None	None	None	None	None								

7. Once complete, the macro will save the FedDebt template N:\FM Division\Accounts Payable_Accounts Receivable\Accounts Receivable\Fed Debt in the appropriate year/month's folder. (The macro will create the folders as needed.) The macro will save the file as Fed Debt IPAC DRN (ex. Fed Debt 91313144)
- D. (Manual Steps to be used if macro is unavailable.)** Reestablished Bill of Collection (and fees) using the Re-established section (page 7 – 8) of the [Day to Day Posting Guide](#). Use the fund from the original BOC, unless the fund cancelled. If the fund is cancelled, use fund NON3200.
1. Create a re-established debt BOC (FB70) for amount of principal collected (bright yellow section of "Collections by Treas FY20XX" worksheet) not to exceed what was originally referred to Treasury (green section of worksheet)
 2. Create re-established debt BOCs (FB70 and FB50) for amount of fees (Interest, Penalty and Administrative Fee) collected (bright yellow section of "Collections by Treas FY20XX" worksheet) not to exceed what was originally referred to Treasury (green section of worksheet).

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E. Any amount in red (credit) in the light yellow section of the “Collection by Treas FY20XX” worksheet is overage.

1. Principal Overage

- a) Apply overage to another bill if there is one open.
- b) If not, process a refund using FB01 (see “Collection and Deposit Process” SDG – “Process 8: Refunds”).

2. Interest, Penalty and Admin Overage

- a) Establish NEW interest/penalty/admin debt for overage amount using the [Day to Day Posting Guide](#) (page 1). (Refer to Step 1 – C for Macro instructions.)

Note: Update “## CTR Coll by Treas FY20XX PXX” spreadsheet in Center’s TROR Folder for each collection received from Treasury.

Note: See Appendix F for entries to re-establish a debt in SAP.

Refer to Collection-Deposit SDG for posting of Collections Returned from Treasury.

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PROCESS 9 – QUARTERLY ALLOWANCE FOR DOUBTFUL ACCOUNTS

STEP 1. Quarterly Allowance for Doubtful Accounts - **Account Maintainer** - Run the CMP Tool CMP 3.3A quarterly to retrieve the analyses of each Center's doubtful accounts.

Note: This report is executed with a Macro in Microsoft Excel

Note: If an individual center's write-offs have not been processed before this macro is run, the GR55 and Aging reports will have to be run manually in SAP. **DO NOT RERUN THE MACRO.** Update the CMP Tool file with the manual SAP reports. Use the updated file to complete your source entry postings.

Note: The manual Instructions are as follows:

- A. To analyze Doubtful Accounts (also known as "Bad Debts"), the Account Maintainers complete the following steps:
 1. Run ZFI_AGING1310 by Center for Non-Federal Customers as close to the last day of the quarter as possible (12/31/XX, 03/31/XX, 06/30/XX, and 09/30/XX). Format to sort by GL Account and Fund and save this spreadsheet in the following location: N: FM Division\Accounts Payable_Accounts Receivable\Accounts Receivable\Allowance for Bad Debts\.

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- Determine the debts that have since been written off as uncollectible, and into which aging category they fell.
- Calculate percentage of write-offs to total debt by category and by General Ledger Account (1310.0000, 1340.0000, 1360.0000 and 1370.0000).

Note: L3 will periodically (at least annually) calculate and adjust the allowance for uncollectible accounts receivable by fund for each Center (e.g. Allowance for Loss on Accounts Receivable, Allowance for Loss on Interest Receivable, and Allowance for Loss on Penalties, Fines, and Administrative Fees Receivable). The allowance for loss on accounts receivable applies to both public (non-Federal) debt, and (Federal) intragovernmental receivables. Losses on receivables should be recognized when it is more likely than not (greater than 50 percent chance) that the receivables will not be completely collected.

Allowance accounts represent the estimated amount of uncollectible receivables which are used to reduce gross receivables by the amount of the estimated loss to their net realizable value. The net realizable value of the receivables is the receivables balance less the balances of corresponding allowance accounts.

Calculation of Allowance for Loss Balance. Non-Federal and Federal balances will be considered in the calculation of allowance accounts. The non-Federal allowance calculation should be based on the history of write-offs for each delinquent age category recorded over the past two years. For Federal receivables, the nature and status of the dispute process, along with materiality, will be taken into consideration prior to determining whether Federal debt is not collectible and should be included in the allowance calculation.

25%	25%	50%	85%	100%	100%	100%	100%
31-45 days Amt.	46-60 days Amt.	61-90 days Amt.	91-120 days Amt.	121-180 days Amt.	181-365 days Amt.	1-2 yrs Amt.	Over 2 yrs Amt.

- These percentages will be used for each Center (by GL Account) to update the Allowance for Doubtful Accounts.

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STEP 2. Allowance for Doubtful Accounts - **Account Maintainer** - Determination for Balance of Allowance for Doubtful Accounts Quarterly

- A. Based upon percentages calculated in Step 1 above, by Center, calculate current balance necessary in “Allowance for Loss on Accounts Receivable” (1319.0000), “Allowance for Loss on Interest Receivable” (1347.0000), “Allowance for Loss on Penalties” *(1367.0000), “Fines and Fees Receivables” (1377.0000).
- B. Multiply the total customer amounts (by fund) in each aging column by the allowance percentage factor determined in Step 1 above. Exclude reimbursable debts from this calculation.
- C. In SAP, run GR55 to determine current balances in 1319.0000, 1347.0000, 1367.0000 and 1377.0000 for each NASA Center.

Accounts by AOF - Multiple Select.: Selection

Selection values

Fiscal year: 2009
Company code: NASA
Period: 12

Selection groups

Accounts: Or value(s) 1319.0000 to [] []
Business Area Set ID: Or value(s) 64 to [] []
Fund Set ID: Or value(s) [] to [] []
Funds center: Or value(s) [] to [] []
Agency Location Code: Or value(s) [] to [] []
Applic. of funds: Or value(s) [] to [] []
Fund type: Or value(s) [] to [] []
Funded Program: Or value(s) [] to [] []

1. Fiscal Year
2. Period 1 = 0
3. Period 2 = Period you are currently in
4. Accounts
 - a) 1319.0000 (Principal)
 - b) 1347.0000 (Interest)

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c) 1367.0000 (Penalty)

d) 1377.0000 (Administrative Fee)

5. Business Area = Center #

6. Clock 

D. Fill in the spreadsheet below with the information run in STEP 1 (ZFI_AGING1310) and STEP 2 (GR55/ZFUN) above to determine AFBD source entry posting needed. The spreadsheet (Blank AFBD Summary Form) is located N:\FM Division\Accounts Payable_Accounts Receivable\Accounts Receivable\AR Forms and Templates.

GSFC Summary - Allowance for Bad Debts						
Balance at FY2016 P6						
Fund/Account	GR55 G/L	Debt G/L	Current Bal per GR55	Target Balance per AFBD Analysis	Change - to be posted in SAP	
SCEX22015D	1319.0000	1310.3000	-11,005.80	-3,754.08	7,251.72	1600000178
CASX22013D	1319.0000		-13,542.62		13,542.62	1600000179
CASX22015D	1319.0000		-1,854.20		1,854.20	1600000180
NON1099	1367.0000		1.87		-1.87	1600000181 - 100255964
NON1435	1347.0000		0.39		-0.39	1600000182 - 100255965
NON3220	1319.0000		99.17		-99.17	1600000183 - 100255966
Totals			-28,301.19	-3,754.08	22,547.11	
Total per Aging Analysis				-22,129.67		
Difference				18,375.59		
Reconciling Items:						
CASX22015D		1310.3000		-39.56	<\$400	
SSMX22016D		1310.3000		-3.67	<\$400	
NON1435		1340.0000		-12.63	<\$400	
NON1099		1360.0000		-57.14	<\$400	
NON1099		1370.0000		-85.00	<\$400	
SEWX02016R		1310.0000		-18,177.59	Reimbursable	
				-18,375.59	Total	

1. The green column shows the changes by fund that will need to be made with Source Entry postings.

Note: If there is an amount in GR55/ZFUN that comes up less than \$400 AND an amount on the ZFI_Aging1310 that is less than \$400, you would only put the GR55/ZFUN amount on this spreadsheet. The only time you ever put the ZFI_Aging1310 amount is if it is \$400 or over.

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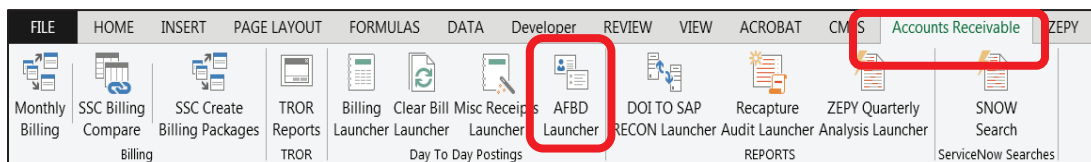
STEP 3. Allowance for Doubtful Accounts - **Account Maintainer** – Create the Source Entry

Note: See “Collection and Deposit Process” SDG “Process 10– Journal Vouchers” for full JV Process including JV attachments and approval routing.

A. Prepare source entry for allowance for doubtful accounts.

Note: “AFBD Launcher” Add-in Macro: Step 3, A should be completed using the AR “AFBD Launcher” Add-in Macro (see steps below).

1. Open Microsoft Excel.



2. Select the “Accounts Receivable” tab.

Note: If you do not have this option in Excel, you can download this add-in at the link below:

- a) N:\FM Division\Accounts Payable_Accounts Receivable\Macros
- b) Select “AP-AR.xlam”

3. Click on “AFBD Launcher” on the Excel ribbon.

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AFBD FORM

CENTER

AFBD FUND

Amount

JV Number

MONTH

May

FISCAL YEAR

2017

Quarterly

PART 1 DOC NUMBER

PART 2 DOC NUMBER

OK

4. Update the form by entering the following:
 - a) Center – Select Center from Drop-Down
 - b) AFB Fund – Select Fund from Drop-Down
 - i. NON3200 = Principal on Cancelled Fund
 - ii. NON3220 = FOIA Principal
 - iii. NON1435 = Interest
 - iv. NON1099-Penalty = Penalty
 - v. NON1099-Admin = Administrative Fees
 - vi. Appropriated Principal = Enter your own appropriated fund

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c) Amount

d) “Month” and “Fiscal Year” default to current month and fiscal year but you can change if necessary.

e) Quarterly

i. Select “Yes” if this is the Quarterly “Allowance for Bad Debts” run.

ii. Select “No” if this is an off-cycle/monthly “Allowance for Bad Debts” run.

f) Click “OK” button.

i. This will park the part 1 document and the part 2 document needed if the fund selected was a NONFUND.

PART 1 DOC NUMBER	
1800000525	▼
PART 2 DOC NUMBER	
100144253	▼

Note: If the “AFBD Launcher” Add-in Macro is unavailable, Step A (above) can be completed manually by performing the following steps (1 – 4 below).

5. Based upon calculation in green section of Step 2 above, prepare adjusting source entry

a) Using the [Day to Day Posting Guide](#) enter the following in FB50:

“Basic Data” Tab (Top)

i. Document Date = Today’s Date

ii. Posting Date = Today’s Date

iii. Doc Header Test = “AFBD FY20XX QXX”

iv. Document Type = Depends on GL Account

v. For 6720.0000, use DB

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- vi. For 5909.0000, use DF
- vii. For 5324.0000, use DL
- viii. For 5329.0000, use DM
- ix. For 5319.0000, use DI

“Basic Data” Tab (Bottom [aka: “Downstairs”])

GL Account

6720.0000 – Appropriated Principal

1319.0000 – Appropriated Principal

5319.0000 – Interest (will require a part II posting)

1347.0000 – Interest (will require a part II posting)

5324.0000 – Penalty (will require a part II posting)

1367.0000 – Penalty (will require a part II posting)

5324.0000 – Admin Fee (will require a part II posting)

1377.0000 – Admin Fee (will require a part II posting)

Note:

- If the difference is negative (credit) in the green section, then you will debit “top” GL account above and will credit the bottom GL account.
- If the difference is a positive (debit) in the green section, then you will credit the “top” GL account above and will debit the bottom GL account.

6. Amount

7. Text = Center (Quarter-FY) QUARTERLY ALLOWANCE FOR BAD DEBTS

- a) e.g., JSC (Q3-FY2010) QUARTERLY ALLOWANCE FOR BAD DEBTS

8. Enter FB50 and post second part posting as indicated on the [Day to Day Posting Guide](#) posting guide for all NONFUND entries.

- a) 2985.0000

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b) 5994.0000

- B. Combine the source entry template t and any allowance for bad debt backup into a source entry packet and sign the packet electronically using PIV card.
 - a) Monthly = GR55-ZFUN
 - b) Quarterly = 3.3A Spreadsheet
- C. Route a ServiceNow task to AR L3 for review, and to post with the Allowance for Bad Debt source entry packet attached.

STEP 4 – AR L3 CS – Review and Post Source Entry

- A. Review attached source entry template and supporting documentation in the Service Now task.
 - 1. If correct, sign and save document to your computer. If corrections are needed return task to L2.

Note: Supporting documentation should include the OBIEE report totals, GR55 “Before” balance and the computation showing the amount of the entry.
 - 2. Access SAP T-code FV50

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Park G/L Account Document: Company Code NASA

Tree on Company Code Simulate Save as Completed Post Processing Options

Basic Data Details

Document Date Currency USD

Posting Date 03/17/2021

Reference

Doc. Header Text

Document Type ☒

☐ Doc. currency

Company Code NASA NASA Washington DC

Amount Information

Total Dr. 0.00 USD

Total Cr. 0.00 USD

0 Items (No entry variant selected)

G/L acct	Short Text	D/C	Amount in doc. curr.	Loc. curr. amount	Tax ...	Tax jurisdiction code	V Assignment
				0.00			
				0.00			
				0.00			
				0.00			
				0.00			
				0.00			
				0.00			
				0.00			
				0.00			
				0.00			

3. Select "Document" as shown above – a drop-down menu will appear
4. From the drop-down menu select "Select Parked Document"

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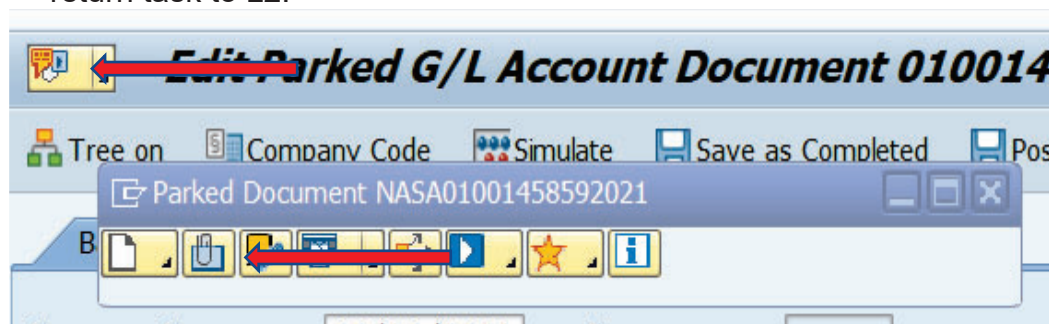
5. Enter source entry document number in the “Doc. Number” field and the fiscal year then select “continue”

B. Review the following fields:

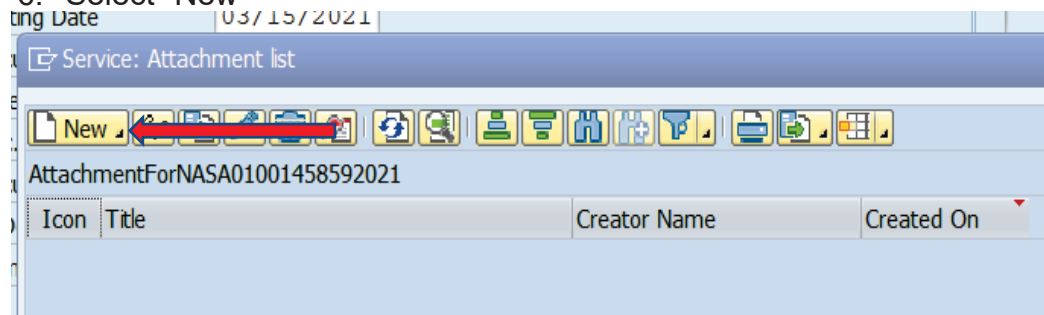
1. Document date
2. Ensure posting date is the same as the document date. If it is NOT the same, update the posting date of the source entry to prevent a FBWT difference.
3. Review all other fields and validate information is the same in SAP as it is on the source entry template.
4. Ensure total Dr. and total Cr. are the same and the icon is green.

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- If everything is correct, attach signed copy of the source entry in SAP by selecting the attachment icon. Another menu will appear. Select the paper clip icon. If corrections are needed, return task to L2.

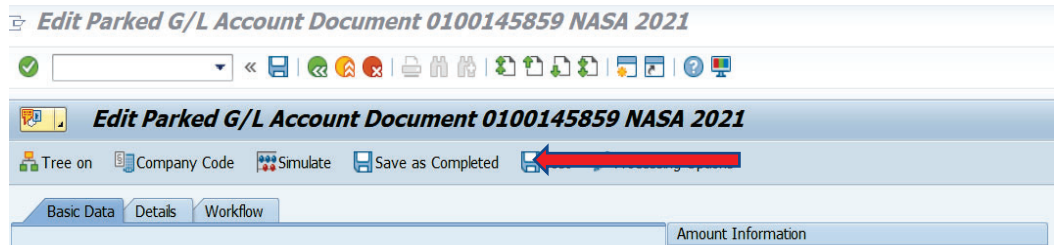


- Select "New"



- Select "Create Attachment"
- Select saved "signed" Source Entry template with supporting documentation and select open. Once attachment appears, select green checkmark.
- Once back on "Edit Parked G/L Account Document XXXX screen" select the "Post" Icon.

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C. Attach signed Source Entry template with supporting documentation to the Service Now task and resolve.

STEP 5 – Allowance for Doubtful Accounts - **Account Maintainer** - Determine what debts are sent to the Internal Revenue Service at the beginning of each calendar year:

A. Do not send to the IRS:

1. Debts less than \$600.00.
2. Debts that have been referred to Treasury as Treasury will send 1099C.
3. DOI ZEPY Debts as taxes were already withheld by DOI (e.g., Health Benefits, Leave, and Salary Overpayments).
4. Debts closed in a prior calendar year.
5. Debts for a retired or disabled customer.
6. Debts for employees currently on US Military Leave without Pay (US-LWOP).
7. Debts on which a waiver has been requested but has not yet been approved or denied.
8. Debts in Dispute.
9. Debts in Bankruptcy.

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B. Send Debt to IRS:

1. Debts greater than \$600.00.
2. For debts Returned to Agency (RTA) by Treasury, look at each RTA reason and determine if a 1099C is needed on a case-by-case basis.
3. Debts waived by Center OCFO.
4. Debts waived by Acting Center Director.

C. Information needed to send to IRS:

1. Name
2. Address
3. SS# or TIN#
4. Customer #
5. Date Cancelled
6. Amount Written Off
7. Is interest included in Amount Written Off?
8. Type of Debt – (Overuse of Leave, Health Benefits, etc.)
9. Description of Debt

D. Create a task and assign to Accounts Payable with the information to send the Debt to the IRS. Currently, no one in Accounts Receivable has the 1099C program.

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PROCESS 10 – MANUAL WAIVER PROCESS

This manual process is to be used only if SNOW auto task functionality or reporting functionality is not working properly.

STEP 1. Waivers - Account Maintainer - Process Waivers requested by customer

A. Customer requests a Waiver for a Debt

1. A waiver request is received from the debtor or on behalf of the debtor (e.g., executor/executrix of debtor's estate or a NASA Center) and a ServiceNow case/task is created.
 - a) Category = Accounts Receivable
 - b) SubCategory = Waiver Request
2. Waiver requests are only accepted by written request and must include the debtor's name, BOC number(s), amount(s), and the reason for the waiver request. If a customer requests a waiver of debt verbally, explain to the customer that a written request is required or refer the customer to the NSSC Web site to Frequently Asked Questions (FAQs) on waivers.
3. Upon receipt of the waiver request via ServiceNow, AR L2 will update the Case from "WAIVER REQUEST" to "HR-Waiver Request" or "FM-Waiver Request" according to the functional area.
4. AR L2 will update the "Short Description" to "Received Waiver Request"
5. AR L2 will create the "FM-Waiver" Functional Detail within the task populating the following fields:
 - a) Center
 - b) Customer Number
 - c) Customer Name
 - d) AR Bill Number
 - e) Waiver Amount Requested
 - f) Type of Debt
 - g) Waiver Request (Over or Under \$5000)
 - h) Close the original task auto created under subcategory "WAIVER REQUEST".

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6. AR L2 will log into SAP and set the dunning block to “W” on all bills related to the waiver request.
 - a) If the request is from a current employee and the debt is being collected at the DOI, AR L2 will notify the DOI Debt Management point of contact that the employee is requesting a waiver and to stop further collections.
 - b) AR L2 will need to request the bill from DOI Debt Management point of contact.
 - c) DOI will need a copy of the waiver request via fax or e-mail.
7. AR L2 will attach backup documentation for the waiver request including:
 - a) Summary Memo template (Approval/Denial).
 - i. The following Summary Memo templates can be located in TechDoc via [/FM/AR/AR Checklists and Templates/Waiver Request](#).
 - a. [Summary Memo Template - Waiver Summary Template OIG FM](#).
 - b. [Summary Memo Template - Waiver Summary Template OIG HR](#)
 - c. [Summary Memo Template - Waiver Summary Template - Over \\$5K FM](#)
 - d. [Summary Memo Template- Waiver Summary Template - Up to \\$5K FM](#)
 - e. [Summary Memo Template - Waiver Summary Template - Over \\$5K HR](#)
 - f. [Summary Memo Template – Waiver Summary Template – Up to \\$5K HR](#)
 - b) Update Summary Memo.
 - i. Update current date
 - ii. Update Summary Memo Sender: “From:” and Receiver: “TO” according to Functional Area and “Subject” debt reason.
 - iii. Update introduction paragraph on Summary Memo to include employee name, Center, Center abbreviation, bill number, amount, and debt reason.

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iv. Update Summary of employee statement to include date, name of employee and insert employee statement.

v. Update number of enclosures and ensure all enclosures are listed.

Note: The Summary Memo is a formal letter that must be accurate. Every effort should be made to review the information put into the template and ensure it is correct in content, grammar and formatting.

c) NSSC Determination and/or Recommendation forms: (AR L2 will complete the first three fields with the applicable information).

i. NSSC Form 0088 - Approval/Denial of Waiver Request (NSSC Form 0088) if dollar value is \$5000 or less.

ii. NSSC Form 0087- Recommendation for Approval/Denial Form should be included if the waiver request is over \$5000.

d) Copy(s) of the BOC(s) and supporting documentation (as applicable).

i. BOC(s) created in SAP.

ii. BOC(s) received from DOI.

iii. Copy(s) of IDR form.

iv. Copy(s) of DOI audits/manual bills.

v. Copy(s) of FOIA request.

vi. Copy of Last Dunning Letter completed.

e) Waiver Request from Debtor and any supporting documentation received.

f) AR L2 will review the supporting documentation for accuracy.

g) AR L2 updates the task's "Work Notes".

h) Resolve "Waiver Request" task.

STEP 2 – Waivers - Account Maintainer – Request Summary Memo

A. AR L2 will request the Summary Memo template to be completed from the applicable functional area based on the type of debt. AR L2 will resolve the task with subcategory "Waiver Request" and create task a new task with the following information listed below (HR, Travel, etc.). AR L2 will need to

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select the Assignment Group and route to that applicable area (See “Assignment Group” listing below.)

Note: Reference the document Appendix N to view the Management of Waivers by Debt Type Matrix.

1. Category = Accounts Receivable
2. SubCategory = Functional Area Statement
3. Assignment Groups (choose the applicable group)
 - a) FM – Accounts Receivable L2
 - b) FM – Accounts Receivable L3
 - c) FM – Change of Station L3
 - d) FM – Domestic Travel L3
 - e) FM – Foreign Travel L3
 - f) HR – Benefits Processing L2
 - g) HR – Benefits Processing L3
 - h) HR – Payroll L2
 - i) HR – Payroll L3
 - j) HR – Personnel Processing L2
 - k) HR – Personnel Processing L3
 - l) HR – Training Purchases L3
4. Update the tasks “Short Description” to “FAS/Memo Request”
 - a) Functional area (Finance or Human Resources) will draft the Summary Memo

Note: Human Resources will not provide a FAS. FAS information is included in their Summary Memo.
 - b) The Summary Memo should include a statement of facts providing an overview of the debt, the cause of the debt and regulations/policy that support the debt validity in un-biased terms
 - c) Supporting documentation to the Summary Memo may include:
 - i. Copies of SF50 actions.

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- ii. E-mail correspondence. Breakdown of charges/payment. Timesheets.
- iii. Signed service agreements. External Training information. Travel vouchers.

d) The Summary of Debt should include:

- i. Statement of Facts
- ii. Summary of Employee Statement
- iii. Waiver Analysis
- iv. Recommendation for Proper Disposition of Request

Note: This request is time-sensitive and the functional area will have 20 business days to complete

STEP 3 – Waivers – CS Accountant - Assign FAS/Memo Request ServiceNow task to Travel. This step is for waivers related to a Finance debt only (e.g., Travel).

A. Upon receipt of the FAS/Memo request ServiceNow task, the CS Accountant will review the task to ensure all applicable documentation is attached and that the FD Form on the task has been created and complete.

- 1. If correct, the CS Accountant will assign the ServiceNow task to applicable POC to complete and attach FAS, Summary Memo, and Supporting Documentation.
- 2. If incorrect, the CS Accountant will reassign to L2 for necessary corrections.

STEP 4 - Waivers – CS Accountant POC (Travel) - Complete and attach FAS, Summary Memo, and Supporting Documentation.

A. The Summary Memo should include:

- 1. Statement of Facts
- 2. Waiver Analysis
- 3. Recommendation for Proper Disposition of Request
- 4. Supporting documentation to the functional area statement may include:
 - a) Copies of SF50 actions.
 - b) E-mail correspondence.

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- c) Breakdown of charges/payment.
- d) Timesheets.
- e) Signed service agreements.
- f) External Training information.
- g) Travel vouchers.

Note: The functional area has 20 business days to complete this task.

- B. A reminder e-mail will be sent to the group the task is assigned to (FM-ACCOUNTS RECEIVABLE L3/HR-PAYROLL L2 and FM-ACCOUNTS RECEIVABLE L2) the 7th business day after the task is created.

Note: E-mail contents: Waiver Action required for “Customer Name” and Case#.

- C. If task remains open on the 14th business day after the task is created, a 2nd reminder e-mail will be sent to the group the task is assigned to.
- D. Once all is complete and attached, Travel CS Accountant will reassign “FAS/Memo Request” task back to AR CS Accountant.
- E. Once AR CS Accountant receives the “FAS/Memo Request” task and validates the supporting documentation, the AR CS Accountant will resolve task and create new task “FAS/Memo Approval” in ServiceNow.

STEP 5 – Waivers – CS Accountant - FAS and Summary Memo Approval

- A. CS Accountant will review the attached FAS and Summary Memo then route for review and approval.
 - 1. If the information is correct, the CS Accountant will forward the Summary Memo and FAS via email to the Chief, Financial Management Services Division for review.
 - 2. The CS Accountant will return the Summary Memo back to L2 or the functional area dependent on necessary corrections.

Note: Functional area has 3 business days to complete this task.

Note: A reminder e-mail will be sent to the group the task is assigned to (FM-ACCOUNTS RECEIVABLE L3/HR-PAYROLL L2 and FM-

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ACCOUNTS RECEIVABLE L2) the 2nd business day after the task is created.

Note: E-mail contents: Waiver Action required for “Customer Name” and Case#.

3. CS Accountant will ensure the FAS and Summary Memo approved by the Chief, Financial Management Services Division is attached in the task and will resolve task.
4. CS Accountant will create a new task with following:
 - a) Category = Accounts Receivable
 - b) SubCategory = Waiver Request
 - c) Assignment Group = FM-Accounts Receivable L3
 - d) Short Description = “Legal Waiver Memo”

STEP 6 – Waivers – CS Accountant - Legal –Waiver Memo Review

- A. Accounts Receivable L3 routes the Summary Memo, FAS and supporting documentation (if applicable) to Legal counsel via email for review.
 1. If there are no corrections required, Legal counsel will send concurrence via e-mail.
 2. If corrections are required, Legal counsel will edit Summary Memo with requested corrections and send via e-mail for the Summary Memo to be updated.
- B. AR L3 receives concurrence from Legal via e-mail.
 1. Attaches the Legal counsel’s concurrence to task with Subcategory: Waiver Request and Short Description: “Legal-Waiver Memo Review, updates the task’s “Work Notes” and resolves the task.
 2. AR L3 will create a new task with the following:
 - a) Category = Accounts Receivable
 - b) SubCategory = Waiver Request
 - c) Assignment Group = FM-Accounts Receivable L3
 - d) Short Description = “FAS/Memo Signature”

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3. Attach the corrected Summary Memo to the task if necessary

STEP 7 – Waivers – CS Accountant –FAS and Summary Memo Signature

- A. The “FAS/Memo Signature” ServiceNow task will be assigned to L3.
 1. The CS Accountant reviews and validates legal concurrence, Summary Memo, and then routes to the Chief, Financial Management Services Division via e-mail using the standard Memo Signature e-mail template. The template is available in Tech Doc at /FM/AR/AR Checklists and Templates/Email Templates.
- B. Chief, Financial Management Services Division, receives Summary Memo and Legal counsel’s concurrence via e-mail.
 1. Reviews concurrence and signs the Summary Memo electronically and routes to CS Accountant via e-mail.
 2. CS Accountant receives the Summary Memo electronically signed via e-mail, attaches to the task, updates the task’s “Work Notes” and resolves task.
 3. CS Accountant creates a new task with the following:
 - a) Category = Accounts Receivable
 - b) SubCategory = Waiver Request
 - c) Assignment Group = FM-Accounts Receivable L2
 - d) Short Description = “AR Package Compile”

STEP 8 – Waivers – Account Maintainer – Accounts Receivable Compile Package

- A. AR L2 receives the signed Summary Memo via ServiceNow from Accounts Receivable L3 or Human Resources L3 and will compile the Waiver Request Package for AR L3 review. The package should be in PDF format and organized as follows:
 1. Summary Memo signed by the Chief, Financial Management Services Division.

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2. Legal counsel's concurrence.
3. Approval/Denial of Waiver Request (NSSC Form 0088) if the dollar value is \$5000 or less. If over \$5000, NSSC Form 0087 should be included instead.
4. Copy(s) of the BOC and supporting documentation (as applicable).
5. Waiver Request from Debtor and any supporting documentation received.
6. Divider Pages—the divider pages should be located before each enclosure section with the title for each enclosure (e.g., titled BOCs for bills). Divider page templates are located in Tech Doc at /FM/AR/AR Checklists and Templates/Waiver Request.
7. AR L2 redacts all Personally Identifiable Information (PII) in the combined package (e.g., employee home address, social security number, employee personal phone number, financial/bank information).
8. AR L2 attaches the package to the Functional Detail FM Waiver attachment tab, updates the task's "Work Notes", route task to supervisor or designee to review, after the supervisor review complete route task back to Account Maintainer and Account Maintainer resolves the task with Short Description- AR Package Complete.
9. AR L2 creates a new task with the following and routes to AR L3 via ServiceNow:
 - a) Category = Accounts Receivable
 - b) SubCategory = Waiver Request
 - c) Assignment Group = FM-Accounts Receivable L3
 - d) Short Description = "AR Package Review"

STEP 9 – Waivers – **CS Accountant** – Accounts Receivable Package Review

- A. AR L3 receives the waiver package via ServiceNow.

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1. AR L3 reviews waiver package for accuracy. If waiver package needs correction, L3 will return task to L2 for corrections. L3 sends waiver package to AR L3 Lead via ServiceNow.
2. The CS Lead then reviews the package.
 - a) If the package is correct, the CS Lead will route the waiver package to the Chief, Financial Services Branch, for review and approval.
 - b) If package is incorrect, the CS Lead will return the task to the CS Accountant for corrections.
 - c) AR CS Lead will update the task's "Work Notes" and reassigns the task to the CS Accountant once approved by Chief, Financial Services Branch.
3. The CS Accountant will review and resolve task with Short description-AR Package Review and create a new task with the following:
 - a) Category = Accounts Receivable
 - b) SubCategory = Waiver Request
 - c) Assignment Group = FM-Accounts Receivable L2
 - d) Short Description = Waiver Decision

STEP 10 – Waivers – Account Maintainer – Waiver Decision

- A. AR L2 receives the task with Short Description-Waiver Decision.
 1. AR L2 routes Waiver Package and the NSSC Form 0088 to the Executive Director via encrypted e-mail using the standard waiver decision e-mail. Template is available in Tech Doc at /FM/AR/AR Checklists and Templates/Email Templates.

Note: If the waiver request dollar value is over \$5000.00, attach both the NSSC Form 0088 and NSSC Form 0087. The Executive Director can choose to deny waiver or recommend it for approval.
 2. AR L3 is copied on the e-mail.
 3. AR L2 updates the task's "Work Notes" with the e-mail send date.

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4. AR L2 will populate the date the e-mail was submitted to the Executive Director in the “FM-Waiver” FD.
5. AR L2 receives the Approval/Denial of Waiver Request from the Executive Director via ServiceNow.
6. AR L2 will upload the signed, completed waiver package into TechDoc.
 - a) Auto-upload folder on the shared drive: N:\Document Imaging\ FM – Direct Receivables saved as: Waiver~Original BOC#, e.g., Waiver~1800001234.
 - b) Update the task’s “Work Notes” and resolves the task with Short Description -Waiver Decision.
7. AR L2 creates a new task with the following:
 - a) Category = Accounts Receivable
 - b) SubCategory = Waiver Request
 - c) Assignment Group = FM-Accounts Receivable L2
 - d) Short Description = Notify Employee

Note: Waiver packages for OIG employees must be submitted to the Inspector General for review and approval. These packages are not routed to the NSSC Executive Director. OIG employees can be identified by their Center/Org Code – HQ/Wxxx (organization code begins with “W”). Account Maintainer will route the Waiver Package and the NSSC Form 0088 to the Inspector General via encrypted e-mail using the standard waiver decision e-mail template available in Tech Doc at /FM/AR/AR Checklists and Templates/Email Templates.

Note: If waiver package is over \$5,000 the NSSC Executive Director’s recommendation along with the waiver package will be sent via email to the MSD AA for review and approval. Email template is located in Tech Doc at /FM/AR/AR Checklists and Templates/Email templates.

STEP 11 – Waivers – Account Maintainer – Notify Employee

- A. AR L2 notifies the debtor of the decision and copies L3 using one of the following letter templates as applicable.

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1. The following templates can be located in Tech Doc at /FM/AR/AR Checklists and Templates/Email templates.
 - a) [Notification of Waiver Determination- ZCOM Debts Approved.](#)
 - b) [Notification of Waiver Determination—Disapproved.](#)
 - c) [Notification of Waiver Appeal Determination—Disapproved.](#)
 - d) [Notification of Waiver Determination—ZEPY Debts Approved.](#)

Note: Email can be sent rather than a hard copy letter for current employees. Chose appropriate verbiage from one of the four determination letters listed above and issue via email.

B. AR L2 populates “FM-Waiver” FD within the task.

1. Determination.
2. Amount to be waived.
3. Date of Determination (date approval form was signed).
4. Date Determination sent to Customer.
5. Date Determination sent to DOI (as applicable).
6. IRS 1099C Form Required. Click “Yes” if waiver approved and debt is over \$600.00 or “No” if waiver disapproved.

STEP 12 – Waivers – Account Maintainer – Receives Approval of Waiver

- A. AR-AM completes F-30 against the debt(s) in SAP using Document Type WV (see “Process 7: Write-Offs” for steps) with slight variations listed below.
 1. Doc Date = Date of Waiver Approval/Determination
 2. Doc Type = WV
 3. Clearing Text
 4. “Waived per (NSSC) Executive Director (NAME)”
 5. “Waived per DOI Waiver Report (Date)”

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6. Text

7. “Waived per (NSSC) Executive Director (NAME)”

8. “Waived per DOI Waiver Report (Date)”

B. AR AM attaches the complete waiver request package to the WV posting documents in SAP.

C. AR AM notifies DOI of the approval of the debt (only applicable for ZEPY debts).

1. AR L3 is copied on the e-mail to DOI.

D. AR AM updates the TROR Write-offs, currently not collectable (CNC) and Closed debt schedule.

E. AR AM updates the waived debt spreadsheet for 1099C purposes on shared drive: N:\FM Division\Accounts Payable_Accounts Receivable\Accounts Receivable\1099-C

F. AR AM notates the WV posting documents within the task’s “Work Notes” and resolves the task and closes the case.

STEP 13 – Waivers – Account Maintainer – Receives Denial of Waiver Request

A. AR AM adjusts the debt(s) “BLINE” date in FBL5N by subtracting the time period between the initial request for the waiver and notice of denial (e.g., If debtor requests waiver when debt has aged 35 days and the waiver request is denied, the “BLINE” date will be forwarded to put the age of the debt back to 35 days old).

1. “Waiver & Dispute Denied – BLINE DATE CALCULATOR”: N:\FM Division\Accounts Payable_Accounts Receivable\Accounts Receivable\Training\JOB AIDS\FED-DEBT, WRITE-OFFS & WAIVERS

B. AR AM removes “W” the dunning block from the debt(s) in SAP.

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- C. AR AM attaches the completed denied waiver package to the billing document in SAP.
- D. AR AM Notifies DOI of the disapproval of the debt (only applicable for ZEPY debts).
 - 1. AR L3 is copied on the e-mail to DOI

STEP 14– Waivers – Account Maintainer –Reconsideration of Denied Waiver

Note: If the debt waiver request is denied by the NSSC Executive Director, the debtor has a right to request a reconsideration which will be reviewed by the Associate Administrator for Mission Support Directorate.

- A. The reconsideration would start the waiver process over and the documentation within the package would change slightly.
 - 1. Select the Waiver Reconsideration Cover Letter
 - 2. Include the Waiver Approval/Denial form with the NSSC Executive Director's decision (NSSC Form 0088)
 - 3. Include a new NSSC Form 0088 for the reconsideration determination
- B. Route the waiver package for review and signature. Refer to the previous process on Step 3 through Step 9, if applicable.
- C. Once the waiver package is complete, send the waiver request to the Associate Administrator for Mission Support Directorate (email to MSD Administrative Specialist). Email template is located in Tech Doc at /FM/AR/AR Checklists and Templates/Email templates.
- D. AR L2 is copied on the e-mail.
 - 1. AR L2 will use the applicable waiver e-mail template located in Tech Doc.
- E. AR L2 will upload the signed, completed waiver package into TechDoc.

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F. AR L2 will then proceed with processing the determination as listed in steps above (see “STEP 10 – Waiver Approved” or “STEP 11 – Waiver Denied”).

Pending Waiver Note: If the debt(s) age to over 150-days before a determination is made, AR L2 will write-off the debt(s) in SAP notating the write-off documents in the task.

1. The debt(s) will not be referred to Treasury.
2. Upon determination of approval, AR L2 will reverse the write-off documents using reversal code “Y9 - OCFO guidance.”
 - a) NPR 9610.1A.5.7.1 will be referenced within the attachments for this reversal.

Note: The CS Accountant team will review the performance measure report to monitor the progress of waivers on a weekly basis.

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PROCESS 11 – WAIVER WORK FLOW PROCESS

This work flow process in SNOW has been created to effectively track and ensure waiver requests are completed in a timely manner. Tasks, short descriptions, and statuses are auto created and populated. A stage field is available for real time statuses and elapsed day's counter are available on the Case. Auto e-mails and tasks are color coded to ensure tasks are completed within an appropriate time frame.

STEP 1. Waivers – Account Maintainer - Process Waivers requested by customer

A. Customer requests a Waiver for a Debt

1. A waiver request is received from the debtor or on behalf of the debtor (e.g., executor/executrix of debtor's estate or a NASA Center) and a ServiceNow case/task is created.
 - a) Category = Accounts Receivable
 - b) SubCategory = Waiver Request
2. Waiver requests are only accepted by written request and must include the debtor's name, BOC number(s), amount(s), and the reason for the waiver request. If a customer requests a waiver of debt verbally, explain to the customer that a written request is required or refer the customer to the NSSC Web site to Frequently Asked Questions (FAQs) on waivers.
3. Upon receipt of waiver request via ServiceNow, the Account Maintainer will update the case from "WAIVER REQUEST" subcategory to "HR-Waiver Request" or "FM-Waiver Request" according to the functional area and select save or update. Once "save" or "update" is selected the "Received Waiver Request" work flow process will begin.

Note: If you choose the wrong SubCategory, all tasks will have to manually closed. When closing the case choose "Cancel" not "Closed Complete".

Note: If the debt is determined to be invalid during the waiver process; do not change the SubCategory and closed all remaining tasks.

 - a) Auto FD FM Waiver tab is created.
 - b) Description is populated in Short Description "Received Waiver Request".
 - c) Stage field on Case will be updated to "Received Waiver Request".

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d) Close the original task created created under the case labeled “WAIVER REQUEST”.

Note: AR L2 has 3 business days to complete this task.

4. Account Maintainer will complete the FD FM Waiver within the task populating the following fields:
 - a) Center
 - b) Customer Number
 - c) Customer Name (will be auto-populated)
 - d) AR Bill Number
 - e) Waived Amount Requested
 - f) Type of Debt (select one of the below from the drop down menu)
 - i. NASA employee-DOI debt
 - ii. NASA employee-Non-DOI debt
 - iii. NON-NASA employee debt
 - g) Waiver Request (Over or Under \$5000)

Note: a) If at any point during this workflow process you discover you have selected the wrong subcategory, the case will need to be resolved and re-created manually.

b) If at any point during this workflow process you discover you have resolved a task before a process is completed, put the next task in pending and then re-open the previous task.

5. Account Maintainer will log into SAP and set the dunning block to “W” on all bills related to the waiver request.
 - a) If the request is from a current employee and the debt is being collected by Department of Interior (DOI), the Account Maintainer will notify the DOI Debt Management point of contact that the employee is requesting a waiver and to stop further collections.
 - b) Account Maintainer will need to request the bill from DOI Debt Management point of contact.
 - c) DOI will need a copy of the waiver request via fax or e-mail.
6. Account Maintainer will attach backup documentation for the waiver request including:
 - a) Summary Memo template (Approval/Denial).

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- i. The following Summary Memo templates can be located in TechDoc via [/FM/AR/AR Checklists and Templates/Waiver Request](#).
 - a. [Summary Memo Template - Waiver Summary Template OIG FM](#).
 - b. [Summary Memo Template - Waiver Summary Template OIG HR](#)
 - c. [Summary Memo Template - Waiver Summary Template - Over \\$5K FM](#)
 - d. [Summary Memo Template- Waiver Summary Template - Up to \\$5K FM](#)
 - e. [Summary Memo Template - Waiver Summary Template - Over \\$5K HR](#)
 - f. [Summary Memo Template – Waiver Summary Template – Up to \\$5K HR](#)

- b) Update Summary Memo.
 - i. Update current date
 - ii. Update Summary Memo Sender: “From:” and Receiver: “TO” according to Functional Area and “Subject” debt reason.
 - iii. Update introduction paragraph on Summary Memo to include employee name, Center, Center abbreviation, bill number, amount, and debt reason.
 - iv. Update summary of employee statement to include date, name of employee and insert employee statement.
 - v. Update number of enclosures and ensure all enclosures are listed.

Note: The Summary Memo is a formal letter that must be accurate. Every effort should be made to review the information put into the template and ensure it is correct in content, grammar and formatting.

- c) NSSC Determination and/or Recommendation forms: (AR L2 will complete the first three fields with the applicable information).
 - i. [NSSC Form 0088](#) - Approval/Denial of Waiver Request Form should be included in Waivers (regardless of dollar amount).

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ii. NSSC Form 0087- Recommendation for Approval/Denial Form should be included if the waiver request is over \$5000.

d) Copy(s) of the BOC(s) and supporting documentation (as applicable).

- i. BOC(s) created in SAP.
- ii. BOC(s) received from DOI.
- iii. Copy(s) of IDR form.
- iv. Copy(s) of DOI audits/manual bills.
- v. Copy(s) of FOIA request.
- vi. Copy of Last Dunning Letter completed.

e) Waiver Request from Debtor and any supporting documentation received.

f) AR L2 will review the supporting documentation for accuracy.

g) AR L2 updates the task's "Work Notes".

h) Resolve "Waiver Request" task.

STEP 2 – Waivers – Account Maintainer - Request FAS and Summary Memo

- A. Auto creation of "FAS/Memo Request" task is created.
- B. Description is populated in Short Description "FAS/Memo Request".
- C. Stage field on Case will be updated to "FAS/Memo Request".
- D. Task is auto routed to FM-ACCOUNTS RECEIVABLE L3 or HR-PAYROLL L2.

Note: If this is a Human Resources waiver, the HR POC's will be managing the FAS/Memo Approval, Legal Review and FAS/Memo Signature. A task will be returned to the Account Maintainer to finish the process after these tasks are complete.

STEP 3 – Waivers – CS Accountant - Assign FAS/Memo Request ServiceNow task to applicable POC to complete and attach Summary Memo and Supporting Documentation. (Applies to FMD waiver requests only)

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STEP 4 - Waivers – CS Accountant POC (i.e., Travel) - Complete and attach Summary Memo and Supporting Documentation.

- A. The Summary Memo should include:
1. Statement of Facts
 2. Waiver Analysis
 3. Recommendation for Proper Disposition of Request
 4. Supporting documentation to the functional area statement may include:
 - a) Copies of SF50 actions.
 - b) E-mail correspondence.
 - c) Breakdown of charges/payment.
 - d) Timesheets.
 - e) Signed service agreements.
 - f) External Training information.
 - g) Travel vouchers.

Note: The functional area has 20 business days to complete this task.

- B. A ServiceNow reminder e-mail is sent to the group the task is assigned to (FM-ACCOUNTS RECEIVABLE L3/HR-PAYROLL L2 and FM-ACCOUNTS RECEIVABLE L2) the 7th business day after the task is created.

Note: E-mail contents: Waiver Action required for “Customer Name” and Case#.

- C. If task remains open on the 14th business day, after the task is created a 2nd ServiceNow reminder e-mail is sent to the group the task is assigned to.
- D. Resolve “FAS/Memo Request” task once all is complete and attached.

STEP 5 – Waivers – CS Accountant - FAS and Summary Memo Approval

- A. If the waiver package is related to Finance, the Chief, Financial Management Services Division, reviews the Summary Memo. CS Accountant will route the drafted Summary Memo via e-mail.
1. Auto creation of “FAS/Memo Approval” task is created.
 2. Description is populated in Short Description “FAS/Memo Approval”.

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3. Stage field on Case will be updated to “FAS/Memo Approval”.
4. Task is auto routed to FM-ACCOUNTS RECEIVABLE L3

Note: If the package is incorrect, the Chief, Financial Management Services Division, will send the Summary Memo back to CS Accountant for corrections or the FMSD Chief may work directly with the functional area.

Note: Functional area has 3 business days to complete this task.

Note: A ServiceNow reminder e-mail is sent to the group the task is assigned to (FM-ACCOUNTS RECEIVABLE L3/HR-PAYROLL L2 and FM-ACCOUNTS RECEIVABLE L2) the 2nd business day after the task is created.

Note: E-mail contents: Waiver Action required for “Customer Name” and Case#.

- B. Summary Memo approved by FM/HR Chief is attached in the task; Human Resources L2/CS Accountant resolve task.

STEP 6 – Waivers – CS Accountant – Legal –Summary Memo Review

- A. CS Accountant routes the Summary Memo to Legal counsel via email for review and concurrence. Email template is located in Tech Doc at /FM/AR/AR Checklists and Templates/Email templates.
 1. Auto creation of “Legal-Waiver Memo Review” task is created.
 - a) Description is populated in Short Description “Legal-Waiver Memo Review”.
 - b) Stage field on Case will be updated to “Legal-Waiver Memo Review”.
 - c) Task is auto routed to FM-ACCOUNTS RECEIVABLE L3.
 - d) Legal reviews and edits/accepts Summary Memo and routes via e-mail to L3.

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Note: Legal will work out any Summary Memo changes with the appropriate branch POC and/or FMD Chief. Once the Summary Memo is final, Accounts Receivable L3 – Accountant attaches concurrence email from legal, notates legal concurrence in work notes then resolves task “Legal-Waiver Memo Review”.

STEP 7 – Waivers – CS Accountant – FAS and Summary Memo Signature

- A. CS Accountant receives the auto generated task with Short Description- “FAS/Memo Signature”.
 1. Auto creation of “FAS/Memo Signature” is created.
 - a) Description is populated in Short Description “FAS/Memo Signature”.
 - b) Stage field on Case will be updated to “FAS/Memo Signature”.
 - c) Task is auto routed to FM-ACCOUNTS RECEIVABLE L3
 2. Request FMD Chief sign Summary Memo via e-mail using the standard Memo Signature e-mail template. The template is available in Tech Doc at /FM/AR/AR Checklists and Templates/Email Templates.and attach it to the Functional Detail FM Waiver attachment tab.
 3. Resolve the “FAS/Memo Signature” task.

STEP 8 – Waivers – Account Maintainer - AR Package Compile

- A. Account Maintainer receives the signed Summary Memo via ServiceNow from CS Accountant or Human Resources L3 and will compile the Waiver Request Package for AR L3 review.
 1. Auto creation of “AR Package Compile” is created.
 - a) Description is populated in Short Description “AR Package Compile”.
 - b) Stage field on Case will be updated to “AR Package Compile”.
 - c) Task is auto routed to FM-ACCOUNTS RECEIVABLE L2.
 2. The package should be in PDF format and organized as follows:
 - a) Summary Memo signed by the Chief, Financial Management Services Division or NSSC HR Director
 - b) Legal counsel’s concurrence.

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- c) Approval/Denial of Waiver Request (NSSC Form 0088)
- d) Copy(s) of the BOC and supporting documentation (as applicable).
- e) Waiver Request from Debtor and any supporting documentation received.
- f) Supporting documentation.

Note: Divider Pages—the divider pages should be located before each enclosure section with the title for each enclosure (e.g., titled BOCs for bills). Divider page templates are located in TechDoc.

- 3. Account Maintainer redacts all Personally Identifiable Information (PII) in the combined package (e.g., employee home address, social security number, employee personal phone number, financial/bank information).
- 4. Account Maintainer attaches the package to the Functional Detail FM Waiver attachment tab, updates the task's "Work Notes", route task to supervisor or designee to review, after the supervisor review route task back to Account Maintainer and resolves the task with Short Description-AR Package Complete.

STEP 9– Waivers – CS Accountant - Accounts Receivable Package Review

A. CS Accountant receives the waiver package via ServiceNow.

- 1. Auto creation of "AR Package Review" is created.
- 2. Description is populated in Short Description "AR Package Review".
- 3. Stage field on Case will be updated to "AR Package Review".
- 4. Task is auto routed to FM-ACCOUNTS RECEIVABLE L3.

B. CS Accountant reviews waiver package for accuracy.

- 1. If waiver package needs correction, CS Accountant will return task to Account Maintainer for corrections. If the waiver package is correct, the CS Accountant will send the package to CS Lead via ServiceNow.

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2. If the package is correct, CS Lead will email the package for final concurrence by the Chief, Financial Services Branch. Once Chief concurs, AR Lead will update the task “Work Notes” and resolve the task.

STEP 10– Waivers – **Account Maintainer** - Waiver Decision

- A. Account Maintainer receives the task with Short Description-Waiver Decision.

1. Auto creation of “Waiver Decision” is created.

Note: Waiver packages for OIG employees must be submitted to the Inspector General for review and approval. These packages are not routed to the NSSC Executive Director. OIG employees can be identified by their Center/Org Code – HQ/Wxxx (organization code begins with “W”). Account Maintainer will route the Waiver Package and the NSSC Form 0088 to the Inspector General via encrypted e-mail using the standard waiver decision e-mail template available in Tech Doc at /FM/AR/AR Checklists and Templates/Email Templates.

2. Description is populated in Short Description “Waiver Decision”.
3. Stage field on Case will be updated to “Waiver Decision”.
4. Task is auto routed to FM-ACCOUNTS RECEIVABLE L2.
5. Account Maintainer routes the Waiver Package and the NSSC Form 0088 to the Executive Director via encrypted e-mail using the standard waiver decision e-mail template available in Tech Doc at /FM/AR/AR Checklists and Templates/Email Templates.

Note: If waiver amount is over \$5,000.00, only email NSSC Form 0087 to the Executive Director. The Executive Director will meet with the Associate Administrator to discuss the waiver request and will obtain approval/denial of the waiver.

6. CS Accountant is copied on the e-mail.
7. Account Maintainer updates the task’s “Work Notes” with the e-mail send date.

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8. Account Maintainer will populate the date the e-mail was submitted to the Executive Director in the “FM-Waiver” FD.
9. The NSSC Executive Director will submit the completed applicable Approval/Denial Waiver Form via NSSC@nasa.gov.
10. Account Maintainer receives the Approval/Denial of Waiver Request from the Executive Director via Document Imaging.
11. Account Maintainer will upload the signed, completed waiver package into TechDoc.
 - a) Auto-upload folder on the shared drive: N:\Document Imaging\ FM – Direct Receivables saved as: Waiver~Original BOC#, e.g., Waiver~1800001234.
 - b) Update the task’s “Work Notes” and resolve the task with Short Description -Waiver Decision.

Note: If the waiver package is over \$5,000 and the NSSC Executive Director is recommending approval, the recommendation NSSC Form 0087 along with the waiver package will be sent via email to the MSD AA for review and final decision.

STEP 11– Waivers – Account Maintainer – Notify Employee

- A. Account Maintainer notifies the debtor of the decision and copies L3 using one of the following letter templates as applicable.
 1. Auto creation of “Notify Employee” is created.
 2. Description is populated in Short Description “Notify Employee”.
 3. Stage field on Case will be updated to “Notify Employee”.
 4. Task is auto routed to FM-ACCOUNTS RECEIVABLE L2.
 5. The following templates can be located in TechDoc at templates are located in Tech Doc at [/FM/AR/AR Checklists and Templates/Waiver Request](#).

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- a) Notification of Waiver Determination- ZCOM Debts Approved.
- b) Notification of Waiver Determination—Disapproved.
- c) Notification of Waiver Appeal Determination—Disapproved.
- d) Notification of Waiver Determination—ZEPY Debts Approved.

Note: Email can be sent rather than a hard copy letter for current employees. Chose appropriate verbiage from one of the four determination letters listed above and issue via email.

6. Account Maintainer populates “FM-Waiver” FD within the task.

- a) Determination.
- b) Amount to be waived.
- c) Date of Determination (date approval form was signed).
- d) Date Determination sent to Customer.
- e) Date Determination sent to DOI (as applicable).
- f) IRS 1099C Form Required. Click “Yes” if waiver approved and debt is over \$600.00 or “No” if waiver disapproved.
- g) AR L2 Updates the task’s “Work Notes” and resolves the task. The “Stage” filed in the Case changes to “Complete”.

7. Account Maintainer notifies Center POC’s using the Center POC Listing.

Note: The CS Accountant team will review the performance measure report to monitor the progress of the waivers on a weekly basis.

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PROCESS 12 - DEBT HEARING PROCESS

STEP 1. Debt Hearings – **Account Maintainer** – Debt hearings are requested by customer

A. Customer requests a Debt Hearing

1. A debt hearing request is received from the debtor or on behalf of the debtor (e.g., executor/executrix of debtor's estate or a NASA Center) and a ServiceNow case/task is created.
 - a) Category = Accounts Receivable
 - b) SubCategory = Debt Dispute
2. Debt Hearing requests are only accepted by written request and must include the debtor's name, BOC number(s), amount(s), and the reason for the debt hearing. If a customer requests a debt hearing verbally, explain to the customer that a written request is required.
3. Account Maintainer will complete the FD within the task populating the following fields:
 - a) Center
 - b) Customer Number
 - c) Customer Name (will be auto-populated)
 - d) AR Bill Number
 - e) Debt hearing Amount Requested
4. Account Maintainer will log into SAP and set the dunning block to "W" on all bills related to the debt hearing request.
 - a) If the request is from a current employee and the debt is being collected by Department of Interior (DOI), the Account Maintainer will notify the DOI Debt Management point of contact that the employee is requesting a debt hearing and to stop further collections.
 - b) Account Maintainer will need to request the bill from DOI Debt Management point of contact.
 - c) DOI will need a copy of the debt hearing request via fax or e-mail.
5. Account Maintainer will attach backup documentation for the debt hearing request including:
 - a) Debt Hearing Acknowledgement of Receipt Template
 - i. The following Summary Memo templates can be located in TechDoc via

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- b) Update Summary Memo.
 - ii. Update current date
 - iii. Update Summary Memo Sender: “From:” and Receiver: “TO” according to Functional Area and “Subject” debt reason.
 - iv. Update introduction paragraph on Summary Memo to include employee name, current/former employee, Center, Center abbreviation, bill number, amount, and debt reason.
 - v. Update Statement of Facts to provide a summary of events causing the debt.
 - vi. Update summary of employee statement to include date, name of employee and insert employee statement.
 - vii. Update number of enclosures and ensure all enclosures are listed.

Note: The Summary Memo is a formal letter that must be accurate. Every effort should be made to review the information put into the template and ensure it is correct in content, grammar and formatting.

- c) Copy(s) of the BOC(s) and supporting documentation (as applicable).
 - i. BOC(s) created in SAP.
 - ii. BOC(s) received from DOI.
 - iii. Copy(s) of IDR form.
 - iv. Copy(s) of DOI audits/manual bills.
 - v. Copy(s) of FOIA request.
 - vi. Copy of Last Dunning Letter completed.
- d) Debt Hearing Request from Debtor and any supporting documentation received.
- e) AR L2 will review the supporting documentation for accuracy.
- f) AR L2 updates the task’s “Work Notes”.
- g) AR L2 will assign the task to AR L3

STEP 2 – Debt Hearings – CS Accountant POC (i.e., Travel) – Debt Validation

- A. CS Accountant will route the task to the appropriate functional area for debt validation.
 - 1. Debt validation is the first official step in the hearing process. The NSSC must perform the validation once the customer submits a timely request regarding the debt (e.g., a dispute, debt inquiry, hearing).

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2. Debt validation is the informal reexamination of the customer's records by the NSSC to validate the existence and amount of the debt to satisfy any doubt the customer may have regarding the amount or validity of the debt.

B. The functional area related to the debt will perform the debt analysis.

1. Update summary memo

- a) Update Debt analysis
- b) Update Recommendation for Proper Disposition of Request

C. The functional area related to the debt will assign task to AR L2

STEP 3 – Debt Hearings – Account Maintainer – Debt Validation is Reviewed and Package is Combined

- A. Account Maintainer receives the signed Summary Memo via ServiceNow from CS Accountant or Human Resources L3 and will compile the Debt Hearing Request Package for AR L3 review.
 1. Enter in work notes "AR package compiled"
 2. The package should be in PDF format and organized as follows:
 - a) Summary Memo-including Debt Analysis
 - b) Copy(s) of the BOC and supporting documentation (as applicable).
 - c) Debt Hearing Request from Debtor and any supporting documentation received.
 3. Account Maintainer attaches the package to task, updates the task's "Work Notes" and assigns task to AR L3 to email to legal for review.

STEP 4 – Debt Hearings – CS Accountant – Validation Results and Summary Memo to Legal for Review

- A. CS Accountant emails the Summary Memo and validation results to Legal counsel via email for review and concurrence.
 1. Updates the work notes in the task
 2. Legal reviews and edits/accepts Summary Memo and routes via e-mail to L3.

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Note: Legal will work out any Summary Memo changes with the appropriate branch POC. Once the Summary Memo is final, Accounts Receivable L3 – Accountant attaches concurrence email from legal, notates legal concurrence in work notes.

STEP 5 – Debt Hearings – CS Accountant-Notify Employee of Debt Validation Results

- A. The NSSC will issue the written results of the debt validation to the customer via certified mail or overnight mail.
 1. The NSSC should issue written results of the debt validation via certified mail or overnight mail to the customer within 15 days of receipt of the dispute, debt inquiry or hearing request. If the NSSC needs additional time to investigate the debt, the NSSC should advise the customer of the delay in writing and include an estimate of when the customer can expect a final determination.
 2. If the NSSC determines all or part of the debt is invalid, then the debt validation letter must inform the customer of the finding, and the NSSC must take action to adjust or dismiss the debt.
 3. If the debt validation supports all or part of the debt, then the validation letter must inform the customer of the finding. The NSSC must inform the customer that he or she has 15 days from the date of the receipt of the validation letter to inform the NSSC of his or her intent to continue with a formal hearing before a hearing official.

Note: The CFR requires the formal hearing petition be received by NASA on or before the 15th day from the date they receive the reconsideration letter.

- B. The NSSC will issue instructions to the employee in the validation letter as to how to request a formal hearing.
 1. Notify of your intent in writing by faxing or mailing your request to the following:

Employee Assistance Fax Number 1-866-779-NSSC
 NSSC Customer Service email: nssc-contactcenter@nasa.gov
 Mail: NASA Shared Services Center (NSSC)
 Attn: Accounts Receivable

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- a) Include customer information (name, bill number, phone, email, mailing address)
 - b) Include summary of how the employee became aware of overpayment
 - c) Include the reason for requesting a hearing (debt is invalid and/or amount is not correct) with facts and supporting documentation
- C. The NSSC will review the facts and supporting documentation and contact the employee to validate their request for a formal hearing.
 1. This will be a final effort to attempt to answer any questions and resolve the matter prior to a hearing official becoming involved.
 2. The NSSC will notify the employee with the name/Agency of the hearing official.
- D. AR L3 will update work notes and attach notification to employee to ServiceNow Case

STEP 6 – Debt Hearings- CS Accountant- Completeness and Timeliness of Debt Hearing

- A. For incomplete hearing petitions, the NSSC should take the following actions:
 1. The NSSC must retain and identify as incomplete any hearing petitions that do not contain the required information.
 2. The NSSC must notify the customer in writing that his or her hearing petition was incomplete, and request that the customer submit additional information within 15 days from the date of the written notice of insufficiency.
 3. The NSSC must advise the customer that if he or she fails to submit additional information within 15 days of the written notice of insufficiency, the hearing request will be denied.
- B. For untimely submission of hearing petitions, the NSSC should take the following actions:

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1. A customer waives his or her right to a hearing if the customer fails to file a formal hearing petition within 15 days from the date of receipt of the reconsideration letter. An untimely petition will result in denial of the hearing request.
 - a) The NSSC must notify the customer in writing of the denial, if the customer files a hearing petition after the time expires.
2. The NSSC may accept a late petition if the customer can show that the delay was due to circumstances beyond the customer's control. The NSSC should consult with its Counsel to the Executive Director regarding the acceptance of late petitions.
3. The timely filing of the petition will stay the commencement of collection; and the final decision on the hearing will be issued at the earliest practicable date, but not later than 60 days after the filing of the petition requesting the hearing unless the employee requests and the hearing official grants a delay in the proceedings.

STEP 7 – Debt Hearing – CS Accountant - NSSC refers hearing request to the hearing official

- A. After performing a validation of the debt, and at the customer's request to proceed with a formal hearing, the NSSC will refer the formal hearing request to the Department of Interior Office of Hearings and Appeals who hears requests for NASA.

Note: NASA's hearings will initially be paper hearings with the appropriate documentation being forwarded to the hearing official.

- B. NSSC AR L3 will forward a hearing request package to the hearing official for a decision. The hearing request package will contain the bill of collection, employee's documented request for a hearing, reason for hearing, supporting documentation and NASA's Functional Area Statement with supporting documentation.
- C. Notice of the name and address of the hearing official will be sent to the employee within 10 days of receipt of valid petition.

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D. Update works notes on ServiceNow case

STEP 8 – Debt Hearings – DOI Hearing Official – Review of Hearing Package

A. Hearing Official will review the paper hearing package, render a final decision and notify the appropriate parties.

1. An oral hearing may be granted if the hearing official, with the advice and guidance of the NSSC Counsel to the Executive Director, determines that the matter cannot be resolved by a review of the documents alone. For example, if the validity of the debt turns on an issue of credibility or veracity, then an oral hearing may be necessary. Since payroll overpayments seldom present issues of credibility or veracity, the need for oral hearings will be extremely rare.

Note: An oral hearing is not an adversarial adjudication or a trial-type evidentiary hearing. An oral hearing may include an informal conference with the hearing official where the customer and agency representative (e.g., the NSSC Functional Area to which the debt pertains) are both given the opportunity to present documents, witnesses, and arguments. Alternatively, oral hearings may take the form of an informal meeting where the customer and NSSC are questioned by the hearing official. The hearing may also consist of formal written submissions by the parties with an opportunity for oral presentation to the hearing official.

B. The hearing official must issue a written decision on the merits of the dispute within 60 calendar days after the filing of the hearing petition by the employee. The final decision must be in writing and detail the hearing official's findings and conclusions.

1. The facts purported to evidence the nature and origin of the alleged debt
2. The respective positions of NASA and of the employee
3. The hearing official's analysis (which address the employee's/agency's grounds, the amount and validity of the alleged debt and repayment schedule (if applicable))
4. The hearing official's findings and conclusions

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- C. The hearing official will notify the employee and the appropriate parties of the decision.
- D. The decision of the hearing official shall constitute the Final Administrative decision of the agency.
- E. Final Decision in Favor of the NSSC. If the final decision upholds the validity and amount of the debt (in full or in part) or the involuntary repayment schedule, then the NSSC must recommence collection action after sending the customer a letter that includes the following:
1. A brief statement of the hearing official's final decision;
 2. A request that the customer repay the debt in full within 15 calendar days following the date of the letter, a request for authorization for a voluntary one-time offset to repay the debt, or agreement to pay the debt in regular installments pursuant to a voluntary repayment agreement;
 3. A statement that a salary offset will begin with the pay period in which the deadline expires unless the customer informs the NSSC of his or her decision. The letter must be specific as to the pay period in which the offset will occur;
 4. The amount of the offset and its estimated duration that will be equal to the amount of the debt, or 15 percent of the customer's disposable pay, whichever is less;
 5. A statement regarding the assessment of interest, administrative expenses, and penalties; and
 6. A reminder of the customer's right to request waiver or remission of the debt.
- F. Final Decision in Favor of the Customer. If the hearing official's final decision finds in favor of the customer and determines a portion or all of the debt is invalid, then the NSSC must inform the customer as to what portion of the debt is no longer considered valid. Any amount previously collected on the invalid debt must be refunded to the customer. If the hearing official reduces the amount of the debt, then the NSSC must issue a letter to inform the customer, and begin collection action for the new amount.
- G. Appeal of Final Determination. There are no provisions for review or appeal of debt determination decisions rendered with regard to salary or administrative offset. However, customers may exercise any other waiver, remission, or review right that may be provided by other statute or regulation with regard to the debt.

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STEP 9– Debt Hearings – CS Accountant – Notify Employee

- A. CS Accountant notifies the debtor of the decision using one of the following letter templates as applicable: “Post Hearing Determination_Favor_Customer” or “Post Hearing Determination_Favor_NASA”
 1. AR L3 updates work notes and attaches determination letter into ServiceNow
 2. AR L3 assigns AR L2 to either begin collection or to cancel the partial/complete debt

- B. Account Maintainer includes the following information in the worknotes within the task.
 1. Determination.
 2. Amount to be cancelled (if debt is determined invalid)
 3. Date of Determination (date of determination of hearing).
 4. Date Determination sent to Customer.
 5. IRS 1099C Form Required.
 6. AR L2 Updates the task’s “Work Notes” and resolves the task. The “Stage” filed n the Case changes to “Complete”.
 7. Account Maintainer notifies Center POC’s using the Center POC Listing.

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PROCESS 13 – INSTALLMENT PAYMENTS

Installment Agreement: The installment agreement will be a legally enforceable written agreement which specifies all the terms and conditions of the arrangement, including those governing the assessment of financing interest and late charges and which also contains a provision accelerating the debt in the event the debtor defaults.

What is the Difference between a Recurring Payment Plan and an Installment Agreement?

- A. A Recurring Payment Plan is the actual payment schedule that is agreed upon by the issuer and payee. It is often utilized for rental agreements.
- B. An Installment Agreement is the full document (of which the payment plan is a part) which contains all the terms and conditions of the payment plan and, most importantly, is signed by all parties involved.

Note: The following rules apply when making an installment agreement payment:

- A. The size and frequency of installment payments should bear a reasonable relation to the size of the debt and debtor's ability to pay. The installment agreement should provide for as large an initial lump sum payment as the debtor can afford. If possible, the installment payments should be sufficient in size and frequency to liquidate NASA's claim in three years or less (14 CFR pt. 1261.411).
- B. Payments should not be less than \$50 per month. Installment payments of less than \$50 per month should be accepted only if justifiable on the grounds of financial hardship or similar reasonable cause.
- C. The current value of funds rate (Interest Rate) (https://www.fiscal.treasury.gov/fsreports/rpt/cvfr/cvfr_home.htm) would be used to determine the interest charged and any administrative charges and/or penalties that should be disclosed on the agreement/contract as provided in NPR 9610.1A.

Note: A customer, owing money to NASA, may contact the NSSC and request a payment plan be set up. If this customer is an employee, the customer can be put on Salary Offset and the act of drafting a installment payment note is not necessary. However, if the customer is not an employee, a installment payment note and payment

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plan should be drafted. If the customer chooses the Pay.gov option, utilize pay.gov ACH form.

Note: A customer begins sending in partial payments (check or pay.gov). This triggers NSSC-AR to contact the customer to see if (s)he desires a installment payment plan note be put into effect.

STEP 1. Account Maintainer – Receive customer request.

- A. If a customer is unable to pay, the customer must provide a request to settle the debt in installments in accordance with 14 CFR, 1261.402 and 1261.411.
 1. If the customer contacts you directly, forward the email or call to the customer contact center (nssc-contactcenter@nasa.gov) so that a case/task can be created and assigned a “CALL” number.
 2. Notify employee to complete Personal Financial Statement Form and provide supporting documentation within 5 business days.

STEP 2. Account Maintainer – Receive customer's completed Personal Financial Statement Form and supporting documentation.

- A. Review completed form and supporting documentation for completeness and accuracy.
 1. If any information or supporting documentation is missing return to customer.
 2. If complete and accurate forward to L3 for review and processing to Legal.
- B. Attach the following to the task:
 - a) Original Bill
 - b) IDR-form
 - c) Employee's installment payment plan request
 - d) Completed Personal Financial Statement Form
 - e) Personal Financial Statement Form supporting documentation

STEP 3. CS Accountant – Receive customer's completed Personal Financial Statement Form and supporting documentation.

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A. Review completed form and supporting documentation for completeness and accuracy.

1. If any information or supporting documentation is missing return to L2 to work with customer.
2. If complete and accurate forward to Legal for review and concurrence.

Note: AR must receive concurrence from Legal before proceeding with installment payment plan.

STEP 4. CS Accountant – Receive concurrence from Legal.

A. Attach the legal concurrence to task and return to L2 for processing.

STEP 5. Account Maintainer – Contact customer to discuss repayment plan.

A. Discuss repayment rules listed as noted in above.

B. Installment Payment Note:

1. Complete amortization schedule located at: N:\FM Division\Accounts Payable_Accounts Receivable\Accounts Receivable\AR Forms and Templates\BOC Templates and attach it to the task. See APPENDIX – U AMORTIZATION SCHEDULE
2. Complete Installment Payment Note Letter located at: N:\FM Division\Accounts Payable_Accounts Receivable\Accounts Receivable\AR Forms and Templates\BOC Templates and attach it to the task. See APPENDIX – T INSTALLMENT PAYMENT NOTE LETTER TEMPLATE
3. All documents below are electronically combined into a installment payment note packet and attached to the task.
 - a) Personal Financial Statement and supporting documentation
 - b) Legal's concurrence
 - c) Installment Payment Note Letter
 - d) Original Bill
 - e) IDR-Form
 - f) Last Dunning Letter
 - g) Payment Plan/Amortization Schedule

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h) Any other supporting documentation

4. The task is routed to CS AR for review.

STEP 3. Installment Payment Note – **CS Accountant** – Review Installment Payment Note

A. AR CS reviews for accuracy

1. Validate the BOC Number, amount owed, and the customer number (name) matches SAP.
2. Ensure monthly calculation is accurate and the review the backup agreement terms between NSSC and the customer.
3. Ensure Original BOC supporting documentation and payment schedules are included in the package.

B. AR CS route the task to AR SP.

STEP 4. Installment Payment Note – **Account Maintainer** – Send Installment Payment Note to customer for signature.

A. AR L2 AM emails or mails out packet to the customer.

B. The unsigned installment payment note packet should be uploaded in TechDoc by dropping a copy of the packet into the following path:
N:\Document Imaging\ FM – Direct Receivables

1. Naming convention: Installment Plan~Original BOC#, e.g., Installment Plan~1800001234

C. When the signed installment payment note is received back from the customer, it is scanned into TechDoc as Revision 2 to the original document.

1. If a copy of the signed installment payment note has not been returned to you within 14 days, contact customer for follow-up.
2. If a copy of the signed installment payment note has not been returned to you within 14 after initial following up with the customer, contact customer to notify them the debt will return to collection process and will incur fees or referred to Treasury.

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D. AR L2 AM saves a copy of the installment payment note packet in the BOC folder on the at: N:\Bills of Collection\Center\Open Collections\Installment Payment Notes\Customer Name

1. The IDR form will be moved here as well.

E. AR L2 AM will then copy over the information from the CS Amortization schedule into the “Amortization Schedule” tab of the IDR form to track future payment postings.

1. Account Maintainer posts BOCs for any late fees due for the first scheduled payment to the customer’s account in SAP using T-code FB70 ([Day to Day Posting Guide](#)) (Page 1).

Note: If interest and admin fees are already in SAP from prior dunning, post the difference from the interest already in SAP for first month if applicable.
Example: Installment Payment Note says \$10 interest first month... but \$8.00 already exists in SAP. You will only need to post the \$2 difference bill.

2. Subsequent late fee bills are posted upon receipt of the preceding scheduled payment (i.e., Scheduled payment 5 late fees bills are created upon receipt of Scheduled payment 4).

3. After each payment is received and the next month’s fees are posted, the NSSC AR changes the B-line date of the residual bill and fee bills to next due date from the amortization schedule.

4. Any overpayments are refunded to the customer once the installment payment note is paid in full.

F. AM-POC goes into original bill and puts “Installment Payment Note” in reference field.

G. AM-POC goes into original bill and marks with a dunning block of “P” for Promissory Note.

STEP 5. Installment Payment Note – Payment Processor – Post Payments

A. Determine if the payment received is a Partial Payment.

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1. Find the amortization schedule and or installment note on the N: Drive in the BOC folder and post payment in accordance with terms of schedule.
 - a) If an amortization scheduled or a installment payment plan is not found, post partial payment and back the B-line date to the date of the original bill.
 - b) Email AR AM that partial payment was received and posted as no amortization schedule or installment payment plan was found. This should flag the AM to contact customer to see if a payment plan is needed.

B. AR PP post payment to Interest, Administrative Fees and Penalty first.

C. Remaining balance posted to principal.

D. Refer ticket to Travel or AP for vendor-side posting if applicable (see STEP 7 below)

1. In case of overpayment, do NOT change terms of amortization schedule. If money is owed at the end of the terms, we will refund.
2. In case of payment shortage, post what you have received and contact customer.

STEP 6. Installment Payment Note – **Account Maintainer** – Receive notification that a partial payment was received.

- A. Receives notification that a partial payment is received.
- B. Contact customers regarding payment plan options.

EXCEPTION: If a customer sent in enough to cover all of his principal debt, but neglected to send in fees (interest/penalty/admin), you do not contact customers.
- C. Go into the bill and put “Pending Payment Plan” in the reference field of the original bill.
- D. Attach the following to the task:

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1. Original Bill
 2. IDR-form
 3. Dunning Letter (if applicable)
 4. Any other supporting documentation
- E. Contact customer to discuss installment payment note (see STEP 2)

STEP 7. Installment Payment Note – **Payment Processor** – Determine what type of payment the collection is to be posted.

- A. Travel or AP Debts will be handled as follows:
1. PP-POC posts interest/admin collection.
 2. Task is routed to Travel or AP to post principal to vendor side.
 - a) Notate in the task’s “Work Notes” how much to post to vendor’s principal.
 3. Travel/AP updates the ServiceNow FD Tab with their posting docs and routes task back to Accounts Receivable.
 4. Task is assigned to AR AM who posts principal credit memo to customer and updates “Amortization Schedule” tab with posting doc.
 5. AR AM posts next month’s interest/admin fee bill (b-line date is set to the next due date).
 6. AR AM sets B-line date of residual bill to next due date of amortization schedule.
 7. AR AM resolves task and closes case.
- B. Collections other than Travel or AP will be handled as follows:
1. AR PP posts interest/admin collection.
 2. AR PP posts principal (F-28) to customer.
 3. AR PP sets B-line date of residual bill to next due date of amortization schedule and manually updates the Text Field (i.e., “Transfer Debt - Annual Leave - 03/30/2018”).

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4. Task is routed to AM-POC who posts next month's interest/admin fee bill (b-line date is set to the next due date).
5. AR AM verifies B-line date of residual bill was set to next due date of amortization schedule.
6. AR AM resolves task and closes case.

STEP 8. Installment Payment Note – **Account Maintainer** - Customer has missed a scheduled payment.

- A. Do not dun. Give 15-days grace from missed due date.
- B. After 15-day grace period, AR AM sends task to L3 to review the friendly reminder prior to sending to the customer.
- C. Give another 15-day period (for a total of 30 days after missed payment date).
- D. After this additional 30-day total grace period, refer the debt to Treasury (see "Process 4 – Refer to Treasury").
 1. When sending to Treasury, use date of last payment received so they can calculate interest from that date.

STEP 9. Installment Payment Note – **Account Maintainer/Payment Processor** – Receives a request to change the terms of Installment Payment Note.

- A. L2 may NOT change terms of an existing promissory note. If this is ever requested, elevate the request (via task) to AR L3 for negotiation. Continue to post any collections that are received in the interim in accordance with current amortization schedule.

STEP 10 – Installment Payment Note – **Account Maintainer** – Royalties

- A. If an Account Maintainer has a Installment Payment Note/Payment plan for Royalties, they should be sure that their Payment Processor knows to be on the lookout for these particular collections from this customer.

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- B. When a partial collection is received for one of these Royalty bills, the payment processor posts the interest/penalty/admin fees and then sends the difference to the center to post as principal.

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PROCESS 14 – ESTABLISH PAY.GOV PAYER PROFILE FOR RECURRING PAYMENTS

STEP 1. Counseling Checklist – Accounts Receivable (AR L2)

Note: When a customer requests a recurring payment plan to repay a debt to NASA, AR L2 must counsel the customer prior to creating the recurring payment plan in pay.gov.

This counseling is imperative to ensure the customer understands and agrees to all of the terms involved.

Note: If the customer does not have an existing customer number (ZCOM) in SAP with banking information, AR L2 will need to send the customer an ACH form to complete in order to create a customer number (ZCOM) for processing.

Note: If a SAP Customer Number does not exist, see instructions for creating SAP Customer Number - NSSDG-9200-0006 Non-Reimbursable – Establishment of Receivables, Process – Creating Accounts Receivable (AR) Invoice – Step 2, (E)(1) – Create ZCOM Customer.

A. Account Maintainer - Counsel Customer and Validate Banking Information

Note: AR L2 receives a ServiceNOW task for BOC inquiry. If the customer requests a recurring payment plan, this case will be related to the recurring payment plan case and resolved.

1. Counsel the customer using the Pay.gov Counseling Checklist located at the following path:

N:\FM Division\Accounts Payable_Accounts Receivable\Accounts Receivable\AR Forms and Templates\Pay.gov Recurring Payment\Counseling Checklist

Note: **Start Date:** The transaction Payment Date in pay.gov defaults to the next business day. Be sure to calculate the Start Date on the counseling checklist to include the next

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business date or a future date prior to sending the checklist to AR L3 for verification.

Note: **Final Payment Date:** If the recurring payment plan amounts are not even amounts, a separate transaction will need to be created for the Final Payment. **Ensure the Final Payment Date is a business day (to exclude weekends and holidays)**

2. Validate Banking Information

Note: Banking information needs to be validated, even if the customer has an existing customer number (ZCOM) with banking information in SAP.

- a. **Employee** – Validate banking information via FPPS and SAP T-code XD03.

Note: Employee recurring payment plans are rare.

1. Create ServiceNOW Case

- a. Customer = Customer's Name
- b. Category = Accounts Receivable
- c. Subcategory = Establish Installment Plan
- d. Assignment Group = FM – Accounts Receivable L2
- e. Assignee – Self
- f. Short Description = BOC #
 1. Task changes
 - a. Assignment Group = FM – Accounts Receivable L3
 - b. Assignee – Leave blank
 - c. Short Description – BOC # - FPPS validation

2. If updates are required, assign task to Payment Processor for SAP updates.

3. **Payment Processor** – Validate/Update Banking Information.

- a. Click the techdoc link in the task to view the ACH form.

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- b. Access SAP T-Code XD01 to review ZCOM banking information.
 - c. If banking information exists, ensure the information matches the information referenced in FPPS.
 - d. If banking information does not exist, enter the information referenced in FPPS.
 - e. Update the work notes in ServiceNOW task.
 - f. Return the task to Account Maintainer for processing.
4. **Account Maintainer** - Once FPPS validation/updates have been completed, resolve FPPS Validation task.
5. **Account Maintainer** - Create a separate task within the case for AR L3 **Recurring Payment Plan Verification**.
 - a. Customer = Customer's Name
 - b. Category = Accounts Receivable
 - c. Subcategory = Establish Installment Plan
 - d. Assignment Group = FM – Accounts Receivable L3
 - e. Assignee = Leave blank
 - f. Short Description = Recurring Payment Plan Verification – BOC #
 - g. Update work notes
 - Sample work note:
“Assigned to AR L3 for recurring payment plan verification. Counseling Checklist attached for review.”
 - h. Attach Counseling Checklist to task
 - i. Send task to AR L3 for verification
 - j. Once verification has been completed, proceed to STEP 2.
6. **Non-employee** – Send ACH form to customer per the instructions outlined in the Counseling Checklist.

Note: Document Imaging will receive the completed ACH form from the customer via one of the secured methods provided to the

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customer in the counseling checklist. The ACH form will be routed to the Customer Contact Center to create a Case for AR L2.

The following fields will be pre-populated when the Case is created by the CCC:

- a. Customer = Customer's Name
 - b. Category = Accounts Receivable
 - c. Subcategory = Establish Installment Plan
 - d. Assignment Group = FM – Accounts Receivable L2
 - e. Assignee = (Queue Monitor will assign to Account Maintainer)
 - f. Short Description = Recurring Payment Plan – BOC #/Agreement # - ACH Form
7. Once the ACH form has been received via ServiceNOW case, click the techdoc link to view the form to ensure all required fields are completed.
 8. Send ACH task to Payment Processor to validate or update the SAP number (ZCOM) accordingly.
 9. **Payment Processor** – Validate/Update Banking Information
 - a. Click the techdoc link in the task to view the ACH form.
 - b. Access SAP T-Code XD01 to review ZCOM banking information.
 - c. If banking information exists, ensure the information matches the ACH form.
 - d. If banking information does not exist, enter the information referenced on the ACH form.
 - e. Update work notes in ServiceNOW task.
 - f. Return task to Account Maintainer for processing.

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10. **Account Maintainer** - Once Payment Processor banking validation has been completed, resolve the ACH task; case remains open.
11. Create a separate task within the case for AR L3 **Recurring Payment Plan Verification**.
 - a. Customer = Customer's Name
 - b. Category = Accounts Receivable
 - c. Subcategory = Establish Installment Plan
 - d. Assignment Group = FM – Accounts Receivable L3
 - e. Assignee = Leave blank
 - f. Short Description = Recurring Payment Plan Verification – BOC #
 - g. Update work notes
 - Sample work note:
"Assigned to AR L3 for recurring payment plan verification. Counseling Checklist attached for review."
12. Attach Counseling Checklist to the Recurring Payment Plan Verification task.
13. Send the task to AR L3 for recurring payment plan verification.
14. Once AR L3 verification has been completed, proceed to STEP 3.

STEP 2. Recurring Payment Plan Verification – Accounts Receivable (AR L3)

A ServiceNow FM task will be assigned to AR L3 with subcategory Establish Installment Plan.

1. Open and review the attached Counseling Checklist.
2. Verify all the pertinent information in SAP FBL5N or FB03 against the checklist.
3. Ensure the monthly amount is computed accurately and not exceeding 36 months.
4. Send the task to AR L2 noting the verification is completed and to proceed with the recurring payment plan transaction in Pay.gov.

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STEP 3. **Creating Payer ID Profile – Accounts Receivable (AR L2) – Account Maintainer**

Create pay.gov payer profile using existing SAP Customer Number (ZCOM).

Note: If a customer has several ALCs to pay, you do not need to create a separate profile for each.

Note: Customer's banking information will be retrieved from SAP T-Code XD03 or ACH Form received from the customer.

A. Retrieve existing SAP Customer Number (ZCOM) from SAP T-code XD03 or FBL5N. The SAP Customer Number (ZCOM) will be populated into the **Payer ID** field in the pay.gov website.

B. Sign-in to the MyAgency website (<https://www.pay.gov/myagency/>)

1. The Agency Collections page opens, showing only the services and functions you have permission to access.

2. Click the **Payer Profile** tile.

3. Click the **Create** tile.

4. **Enter required information** in the Create Payer Profile form.

Note: Before an agency application name is selected, the foreign funding checkbox (circled on the below image) is not shown. It is only shown if the selected agency cash flow application allows using foreign funded accounts. (You will see this once you have completed the form).

- a. Agency Application Name = (Center Name and collection type)

- b. Payer ID = SAP Customer Number (ZCOM)

- c. Account Holder Name = Customer Name

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- d. Active Date = Today's Date or Future Date
- e. Account Type = Customer's bank account type from SAP
 - a. Based upon the SAP profile, select
 - i. Business Checking/Savings = Company
 - ii. Personal Checking/Savings = Individual
- f. Routing Number = Customer's bank routing number from SAP
- g. Account Number = Customer's bank account number from SAP

Create Payer Profile

*indicates a required field.

Agency Application Name *

Duties Taxes and Fees Collection

Payer ID *

Account Holder Name *

Active Date *

03/19/2019

Inactive Date

MM/DD/YYYY

Account Type *

-- Select --

Routing Number *

Account Number *

☐ This account is funded from a foreign financial institution ⓘ

Cancel Submit

Note: Each of the fields will be explained in Appendix #

- 5. If the US ACH account is linked to a foreign account, click the circled checkbox. The required fields in Foreign-funded account are then displayed.

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Foreign-funded account fields

☒ This account is funded from a foreign financial institution ⓘ

Account Holder Address *

Account Holder City *

Account Holder Country *
United States ▼

Account Holder State/Province *
-- Select -- ▼


Account Holder Zip/Postal Code *

☒ Tax ID Number Date of Birth *
 TIN

6. Click **Submit**.

7. A confirmation page (Figure 5) is displayed.

Figure 5: Create payer profile confirmation (Pending status)

 **Success!**
You have successfully created a Payer Profile with Payer ID: A154901. Details are below.

Agency Applications: Outbox Taxes and Fees Collection
Payer ID: A154901
Account Holder Name: Big Corporation
Active Date: 03/14/2019
Inactive Date:
Verification Status: Pending
Account Type: Business Checking
Routing Number: 041000124
Account Number: 00172049
Account Holder Address: 12324 Broad
Account Holder City: Toronto
Account Holder Country: Canada
Account Holder State/Province: Ontario
Account Holder Zip/Postal Code: M4C 1M5
Tax Identification Number: 4734422

[Print](#) [Create another Payer Profile](#)

Note: When the payer profile is used for a transaction, Pay.gov automatically submits the customer's account information when the payment is processed. For subsequent recurring transactions, Pay.gov automatically checks the information

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stored in the profile before each payment is submitted to make sure the correct account information is included.

STEP 4. Searching/Updating a Payer Profile – Accounts Receivable L2 – Account Maintainer Searching existing payer profile. This functionality can be used if a Payer Profile needs an update to their banking account, ALC, or add another banking information for the same Payer ID.

A. Searching for Payer Profiles

1. Log in to Pay.gov website (<https://www.pay.gov/myagency/>)
2. Click the **Payer Profile** tile.
3. Click the **Search** tile.
4. **Enter or select the search criteria.**
 - a. **Viewing All Profiles**
 1. To view all profiles for all your applications, just click **Search**
 2. The results list includes: Approved, Pending, and Rejected profiles for all your cash flow applications.
 - b. **Viewing Selected Profiles (Viewing Details)**
 1. Enter search criteria to find the required profile(s).

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Search Criteria	Descriptions
Agency Application Name	<p>Click on the field to see a list of all the cash flow applications that could be included in the search.</p> <p>You can leave this field blank if you want to include all applications.</p> <p>Or</p> <p>Add the applications to the search by clicking on them one at a time.</p> <p>Click the X next to a selected application to remove it from the search. Click the X in the right of field to delete all selected applications.</p>
Payer ID starts with	Enter one or more characters at the start of the Payer ID.
Account Holder Name Starts with	Enter one or more characters at the start of the account holder's name.
Verification Status	Select the verification status(es) to search for, such as Approved or Rejected.
Active Period	<p>Click on the field to see the active periods that can be selected: Current, Future, Expired.</p> <p>You can leave this field blank if you want to include all active periods.</p> <p>Or</p> <p>Add the active periods to the search by clicking on them one at a time.</p> <p>Click the X next to a selected active period to remove it from the search. Click the X in the right of field to delete all selected applications.</p>

- Click **Search**.
- All profiles which match the search criteria will be listed in the **Search Results**.

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[Search Criteria](#) > **Search Results**

Total Results : 8

[Search Criteria](#)

Application	Payer ID	Account Holder Name	Verification Status	Active Period	Active Date	Inactive Date	Actions
AFRC Accounts Receivable Collection	110186	Drew Breeze	Approved	Current	02/07/2020	03/12/2020	View Update
AFRC Accounts Receivable Collection	110186	Drew Breeze	Approved	Future	03/13/2020	03/13/2020	View Update
AFRC Accounts Receivable Collection	123345	Minnie	Approved	Current	01/15/2020		View Update Add
AFRC Accounts Receivable Collection	123456	Minnie	Approved	Current	01/15/2020		View Update Add
ARC Accounts Receivable Collection	1230380	Columbus Sanders	Approved	Current	01/24/2020		View Update Add
GRC Reimbursable Agreement Advance Collection	134280	John Doe	Approved	Current	02/13/2020		View Update Add
GRC SEWP Fee	134280	John Doe	Approved	Current	02/13/2020		View Update Add
HQ Accounts Receivable Collection	123099	Michael Jordan	Approved	Current	02/12/2020		View Update Add

<<	<	1	>	>>
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7. For the desired Payer Profile, click the **Actions** option you wish to use (not all actions may be listed for a payer profile based upon roles authorization).

Actions

[View](#) | [Update](#)

[View](#) | [Update](#)

[View](#) | [Update](#) | [Add](#)

[View](#) | [Update](#) | [Add](#)

[View](#) | [Update](#) | [Add](#)

[View](#) | [Update](#) | [Add](#)

[View](#) | [Update](#) | [Add](#)

[View](#) | [Update](#) | [Add](#)

8. Click **View**

Note: You can view the details, but no changes can be made. To make changes:

1. Click Return to Search Results
2. Click Update

STEP 5. Updating Payer Profile – Accounts Receivable L2 – Account Maintainer -Updating existing payer profile.

A. Updating a Payer Profile

1. Log in to Pay.gov (<https://www.pay.gov/myagency/>).

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2. Search for the payer profile - See Step 2(A).
3. On the list of search results, find the profile to be updated.
4. Click **Update**
5. Make appropriate changes.
6. **Revise the Active Date** field with a new date of today or a date in the future when the update is to become active.
7. Click Update

Note: If the current date is entered as the Active Date, the account information is updated immediately.

If a date in the future is entered (next day or later), a new future-dated profile will be created and will replace the current profile on the date in the future.

B. Inactivate a Payer Profile Immediately

1. To inactivate an account immediately, repeat the update process and enter the current date in the **Inactive Date** field.
2. Click **Update**

Note: All other Payer Profile functionality, including verification, automatically-generated prenotes, adding a future date account, remains unchanged.

STEP 6. Searching Payer Profile – Accounts Receivable (AR L2) – Account Maintainer Searching existing payer profile. This functionality can be used if a Payer Profile needs an update to their banking account or ALC.

A. Searching for Payer Profiles

1. Log in to Pay.gov website (<https://www.pay.gov/myagency/>)
2. Click the **Payer Profile** tile.
3. Click the **Search** tile.

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4. **Enter or select the search criteria.**

a. **Viewing All Profiles**

1. To view all profiles for all your applications, just click **Search**
2. The results list includes: Approved, Pending, and Rejected profiles for all your cash flow applications.

b. **Viewing Selected Profiles (Viewing Details)**

1. Enter search criteria to find the required profile(s).

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Search Criteria	Descriptions
Agency Application Name	<p>Click on the field to see a list of all the cash flow applications that could be included in the search.</p> <p>You can leave this field blank if you want to include all applications.</p> <p>Or</p> <p>Add the applications to the search by clicking on them one at a time.</p> <p>Click the X next to a selected application to remove it from the search. Click the X in the right of field to delete all selected applications.</p>
Payer ID starts with	Enter one or more characters at the start of the Payer ID.
Account Holder Name Starts with	Enter one or more characters at the start of the account holder's name.
Verification Status	Select the verification status(es) to search for, such as Approved or Rejected.
Active Period	<p>Click on the field to see the active periods that can be selected: Current, Future, Expired.</p> <p>You can leave this field blank if you want to include all active periods.</p> <p>Or</p> <p>Add the active periods to the search by clicking on them one at a time.</p> <p>Click the X next to a selected active period to remove it from the search. Click the X in the right of field to delete all selected applications.</p>

5. Click **Search**.
6. All profiles which match the search criteria will be listed in the **Search Results**.

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[Search Criteria](#) > **Search Results**

Total Results : 8

Application	Payer ID	Account Holder Name	Verification Status	Active Period	Active Date	Inactive Date	Search Criteria Actions
AFRC Accounts Receivable Collection	110169	Drew Breeze	Approved	Current	02/07/2020	03/12/2020	View Update
AFRC Accounts Receivable Collection	110169	Drew Breeze	Approved	Future	03/13/2020	03/13/2020	View Update
AFRC Accounts Receivable Collection	123345	Minnie	Approved	Current	01/15/2020		View Update Add
AFRC Accounts Receivable Collection	123456	Minnie	Approved	Current	01/15/2020		View Update Add
ARC Accounts Receivable Collection	1230380	Columbus Sanders	Approved	Current	01/24/2020		View Update Add
GRC Reimbursable Agreement Advance Collection	134280	John Doe	Approved	Current	02/13/2020		View Update Add
GRC SEWP Fee	134280	John Doe	Approved	Current	02/13/2020		View Update Add
HQ Accounts Receivable Collection	123099	Michael Jordan	Approved	Current	02/12/2020		View Update Add

7. For the desired Payer Profile, click the **Actions** option you wish to use (not all actions may be listed for a payer profile based upon roles authorization).

Actions

[View](#) | [Update](#)

[View](#) | [Update](#)

[View](#) | [Update](#) | [Add](#)

[View](#) | [Update](#) | [Add](#)

[View](#) | [Update](#) | [Add](#)

[View](#) | [Update](#) | [Add](#)

[View](#) | [Update](#) | [Add](#)

[View](#) | [Update](#) | [Add](#)

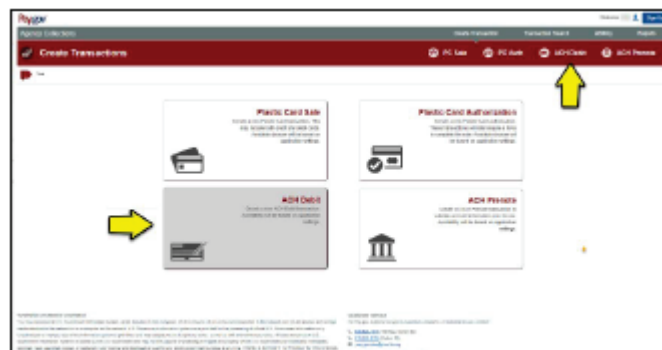
8. Click **View**.
You can view the details, but no changes can be made. To make changes:
1. Click Return to Search Results
 2. Click Update

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PROCESS 15 – ESTABLISH PAY.GOV RECURRING PAYMENT

STEP 1. Creating an ACH Debt Transaction – Accounts Receivable (AR L2) – Account Maintainer - Create a Pay.gov recurring payment transaction using an established Payer ID (See Process 13 – Pay.gov’s Payer Profile).

- A. Retrieve existing Payer ID using SAP XD03 ZCOM Customer Number
- B. Validate ZCOM customer number with BOC information in SAP T-Code FBL5N.
- C. Sign in to the MyAgency website (<https://www.pay.gov/myagency/>)
 1. The Agency Collections page opens, showing only the services and functions you have permission to access.
 2. Click the **Create Transaction** tile.
 3. Click the **ACH Debit** tile.



4. **Enter required information** in the ACH Debit Transaction fields.

Note: The required fields and options on the page may differ according to the Agency Application Name dropdown selection.

Note: Each of the fields will be explained in Appendix #

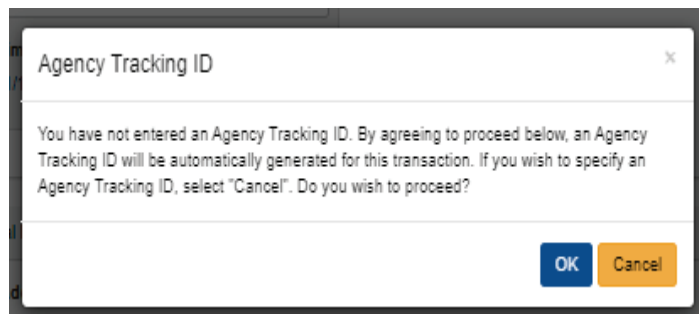
- a. Transaction Information section

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1. Agency Application Name = Center and the type of transaction (SEWP, Receivable, Advance).
Note: This must match the Payer Profile.

2. Agency Tracking ID = Leave Blank; system will auto-generate this ID.

Note: Once all required information has been entered, you will receive the following warning dialog box when clicking **Next**.



Click OK to proceed to the next step.

3. Payment Amount = Payment amount calculated by AR L2 and agreed upon by customer per the Counseling Checklist.
4. Payment Date = **Defaults to next business date** or enter a specific future business date.

Note: This date must match the Start Date referenced on the Counseling Checklist.

5. Check box “Make This A Recurring Payment”.

b. Recurring ACH Payment fields will populate.

1. Select the **Frequency** of the payment (weekly, bi-weekly, monthly, quarterly)
2. Enter the **Number of Payments**

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Note: **The Estimated End Date** is automatically calculated based upon the Payment Date, Frequency, and Number of Payments. Debt must be paid in full within thirty-six (36) months.

Note: This date must match the Final Payment Date referenced on the Counseling Checklist.

Note: If a **Final Payment amount** is created separate from the recurring payments, the **Payment Date must match the Final Payment Date** referenced on the Counseling Checklist.

c. **Personal Information** section

1. Enter Payer's Email Address (optional as it may be selected later to send a transaction confirmation to account holder).
2. Enter the Payer ID (SAP ZCOM)
3. Enter the Account Holder's name
 - a. If Payer ID was entered, this will be auto-populated based on the Payer ID Profile)

d. **Account Information** section

Note: Pay.gov automatically completes the Account Information if a Payer ID was selected. If the ID is for a customer using an international ACH account, additional payer information may be displayed.

e. **Additional Information** section

- **Agency Memo** (not required)

f. **Custom Collection Fields** section

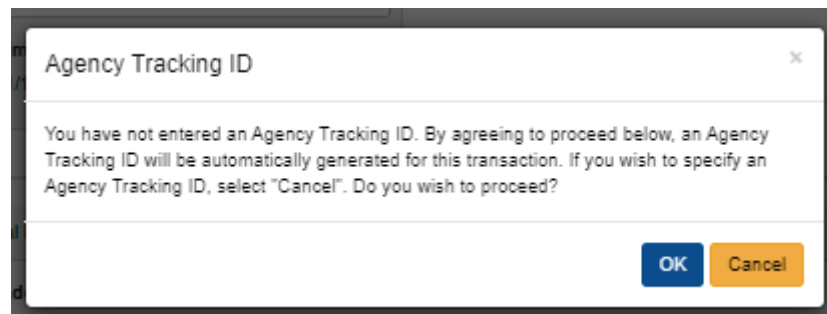
- Enter values in each of the required fields

Note: The Custom Collection Fields are based on the type of transaction selected in Agency Application Name.

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g. Click **Next** to review the transaction.

REMINDER: You will receive the below warning dialog box. Click OK to proceed.

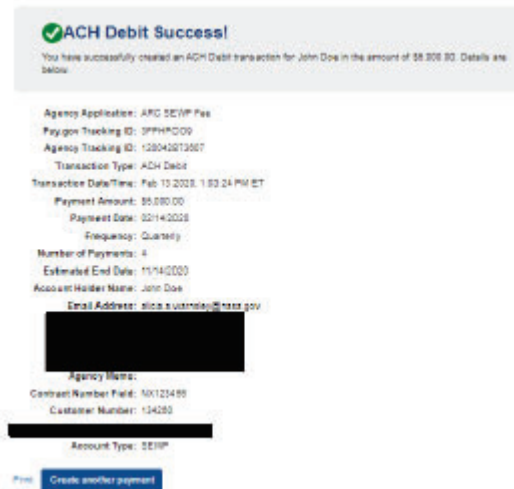


5. **Review and Submit the payment** in the ACH Debit Summary page

- a. Verify the transaction details. If corrections are needed, click **Back** at the bottom of the page to return to the ACH Debit Transaction page and update accordingly.
- b. Select the checkbox for who is to receive an email confirmation of the transaction.
 - a. Customer
 - b. Self
- c. Email Others: **(not required)**
- d. If the information is correct, check the box next to **“I have reviewed the transaction and authorize it for payment.”**

6. Click **Submit Payment**

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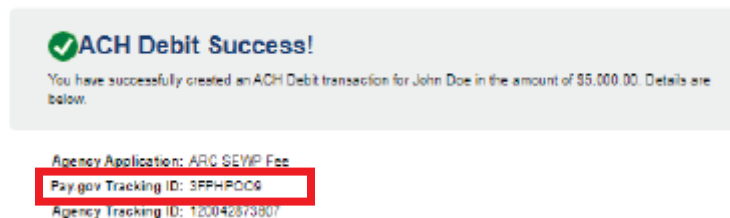


7. Attach confirmation page in SAP and Techdoc

IMPERATIVE: Redact all PII prior to attaching (pictured above). (banking information and customer's phone number).

- Capture a screenshot/snip of the Pay.gov confirmation page (ACH Debit Success! page).
- Save as Recurring~BOC# (Recurring~180000xxxx)
- Attach to the original BOC in SAP.
- Save in techdoc via the following path:
N:\Document Imaging\FM - Direct
Receivables\FY20xx\Center

8. Notate the **Pay.gov Tracking ID number** in the work notes of the ServiceNow task.



- Sample work note:
"Pay.gov Tracking ID xxxxxxxx – Recurring Payment Plan completed. Resolved."

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9. Resolve task.
10. Reminder: Relate the original BOC case to this case.
11. Close case.

STEP 2. Changing ACH Debit Payment Amounts - Accounts Receivable (AR L3)

All changes to ACH payment amounts are done through the Search Transactions Service on the MyAgency website.

- A. Retrieve Pay.Gov Tracking ID from ServiceNow task or from the BOC attachment in SAP provided by AR L2.
- B. Sign in to the MyAgency website (<https://www.pay.gov/myagency/>)
 1. The Agency Collections page opens, showing only the services and functions you have permission to access.
 2. Click the **Transaction Search** tile.
 3. Enter Pay.gov Tracking ID in the **Pay.gov Tracking ID** field.
 4. Click **Search**
 - a. Transaction Search Result page opens, showing **Matching Transaction** and **Related Payments** associated with Pay.gov Tracking ID.

Note: Related Payments are historical transaction that occurred and cannot be changed.

 5. On the Matching Transaction Section, click **Actions** link.
 - a. Three options are available under Actions: **Schedule Details, Change Payment Amount, Cancel.**
 - b. Select **Change Payment Amount**
 - c. Enter the amount in the **Change Next Payment Amount To** field

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1. Check box **Apply this payment amount to all future payments**, if applicable.

- d. Click **Review** to review the changes.

1. If no change is needed, click Return to Search
2. If change is incorrect, click Edit
3. If change is correct, check box I have reviewed the **transaction and authorize the next payment amount**.

- e. Click **Submit**

1. Change Payment Amount Successful page will display with three options: **Return to Search, Save PDF, Email**.

- f. Select **Email**

1. Select available Email address
2. Click Add Email Address and enter NSSC-Accts-Rec@mail.nasa.gov
3. Click **Send Email**

6. Resolve Service Now task.

STEP 3. Canceling an ACH Debit Payment (COE Role) - Accounts Receivable (AR L3)

ACH Debit payments may be canceled on the business day before they are settled.

- A. Retrieve Pay.Gov Tracking ID from Service Now task or from the BOC DRN's attachment in SAP provided by AR L2.

- B. Sign in to the MyAgency website (<https://www.pay.gov/myagency/>)

1. The Agency Collections page opens, showing only the services and functions you have permission to access.

2. Click the **Transaction Search** tile

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3. Enter Pay.gov Tracking ID in the **Pay.gov Tracking ID** field.

4. Click **Search**

a. Transaction Search Result page opens, showing **Matching Transaction** and **Related Payments** associated with Pay.gov Tracking ID.

Note: **Related Payments** are historical transaction that occurred and cannot be changed.

5. On the Matching Transaction Section, click **Actions** link.

a. Three options are available under Actions: **Schedule Details, Change Payment Amount, Cancel.**

b. Select **Cancel**

c. Check box **I have reviewed the transaction and authorize to cancel. This will include any remaining payment(s).**

d. Click **Submit ACH Cancel.**

1. If no change is needed, click **Return to Search**

2. ACH Cancel Success page will display with three options: **Return to Search, Save PDF, Email.**

e. Select **Email**

1. Select available Email address

2. Click Add Email Address and enter NSSC-Accts-Rec@mail.nasa.gov

3. Click **Send Email**

6. Return task to AR L2 for notification of payment plan cancellation has been completed.

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PROCESS 16 – PAY.GOV’S CREDIT CARD REFUND

STEP 1. Refunding payments made by Credit Card in Pay.gov - **Accounts Receivable (AR L3)**

All refunds to Credit Card payment amounts are done through the Search Transactions Service on the MyAgency website.

- A. Retrieve Pay.Gov Tracking ID from ServiceNow task or from the BOC attachment in SAP provided by AR L2.
 - B. Sign in to the MyAgency website (<https://www.pay.gov/myagency/>)
 1. The Agency Collections page opens, showing only the services and functions you have permission to access.
 2. Click the **Transaction Search** tile.
 3. Enter Pay.gov Tracking ID in the **Pay.gov Tracking ID** field.
 4. Click **Search**
 - a. Transaction Search Result page opens, showing **Matching Transaction** and **Related Payments** associated with Pay.gov Tracking ID.
- Note:** **Related Payments** are historical transaction that occurred and cannot be changed.
5. On the Matching Transaction Section, click **Actions** link.
 - a. Two options are available under Actions: **View Details, Refund.**
 - b. Select **Refund**
 1. Plastic Card Details will appear on the left
 2. Refund box will appear on the right

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Transaction Search

The screenshot shows a web interface for processing a refund. It is titled 'Transaction Search' and has a progress bar with three steps: 'Begin Refund', 'Review', and 'Success'. The 'Begin Refund' step is currently selected. On the left, under 'Plastic Card Details', the following information is listed: Transaction Amount: \$50.00, Payment Date: March 28, 2020, Pay.gov Tracking ID: 3F94V71F, Agency Tracking ID: 13806a6D0, Agency Name: NSSC, Agency Application Name: HQ Accounts Receivable Collection, Account Holder Name: test a test, and Customer Email: . On the right, a 'Refund' box displays 'Transaction Amount: \$50.00' and 'Available For Refund: \$50.00'. Below this, there is a text input field labeled 'Refund Amount' and two buttons: 'Return to Search' and 'Review'.

In this scenario, the Refund box displays “Transaction Amount” and “Available for Refund” of \$50.

- c. Enter the amount of refund in the **Refund Amount** field.
Note: In this field, the dollar amount to be refund can only be refunded up to the “Available for Refund” amount.
 - d. Click **Review** to review the changes.
 1. If no change is needed, click Return to Search
 2. If change is incorrect, click Edit
 3. If change is correct, check box **I have reviewed the transaction and authorize it for refund.**
 - e. Click **Submit**
 1. Change Payment Amount Successful page will display with three options: **Return to Search, Save PDF, Email.**
 - f. Select **Email**
 1. Select available Email address
 2. Click Add Email Address and enter NSSC-Accts-Rec@mail.nasa.gov (optional)
 3. Click **Send Email**
6. Assign Service Now task to AR L2 with a confirmation attachment and notate in work notes **“Refund issued and customer are notified via Pay.gov. See attached confirmation”**.

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PROCESS 17 – ACCOUNT STATEMENT/PAID IN FULL RECEIPT LETTER

STEP 1. Account Statement/Paid in Full Receipt Letter - **Account Maintainer** – Create an Account Statement/Paid in Full Receipt Letter for customer

- A. If AR received a request from a direct customer for a statement showing that their bill is paid in full, a receipt letter will be provided. The letter is located at N:\FM Division\Accounts Payable_Accounts Receivable\Accounts Receivable\AR Forms and Templates\Payment Templates\Payment Receipt Template.(Appendix S)
 1. The Account Maintainer will populate the following information in the receipt template blank field:
 - a) Customer Account Number
 - b) Customer Name
 - c) Customer Address
 - d) Bill Number
 - e) Bill Amount paid in full.

- B. If AR received a request from a customer for an account summary/balance (Appendix R), the following steps must be completed:
 1. The Account Maintainer will access SAP and enter T-Code FBL5N- Customer Line Item Display
 - a) Enter customer account number.
 - b) Click the Execute button.
 2. Once the line items are displayed, place the mouse cursor over a document number, click on the Environment tab.
 - a) Click “Correspondence.”
 - b) Click “Request.”

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- c) Select “SAP06 Account Statement.”
- d) Key-in the period for which the customer is requesting a statement.
- e) Click “Continue.”
- f) Click on the “Environment tab.”
- g) Click “Correspondence.”
- h) Click “Display.”
- i) When the Account Summary/Balance displays, click on the “Go to” Tab and select “List Display.”
- j) Select the “System tab.”
- k) Select “List.”
- l) Select “Save” > “Local” > “Spreadsheet.”

STEP 2. Account Maintainer – Reconcile Customer Statement to SAP FBL5N

- A. Customer contacts NSSC requesting assistance in reconciling their bills/collections.
- B. Request a statement of bills received and payments made from the customer, if not already on file.
- C. Compare the bills and collections on the customer statement to the bills and collections in SAP (using FBL5N).
- D. Identify any differences.
- E. Determine if changes are needed in the SAP system (if there was a discrepancy on the NASA side).
- F. Share and discuss the reconciled data as needed with the customer.
- G. Follow up with any corrections in SAP (if required).

Note: If the reconciliation becomes more complex than anticipated, contact the Center to provide guidance or to complete additional research.

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PROCESS 18 – DECEASED DEBT

STEP 1. Dunning – Account Maintainer

A. Process Dunning as usual for deceased debt.

Note: The exception is a debt for unearned leave. Per 5 CFR 630.209, repayment of unearned leave is not required if the employee is deceased. Notify L3 if an unearned leave debt is received for a deceased employee. The debt will need to be evaluated in full (there may be other debt types involved) and the leave portion reversed.

B. If death occurs prior to reaching 150 days old, keep debt open until it reaches 150 days old.

STEP 2. Debt Reaches 150 days Old. – Account Maintainer

A. Write off debt per NPR 9610.1A Chapter 2

B. Do not refer debt to Treasury per Treasury Financial Manual Chapter 6 – Part II (Debt Collection Tools and Programs) and NPR 9610 Section 5.7.6.

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PROCESS 19 – DOI WRITE OFFS

Note: There are times when DOI will write off a ZEPY debt.

STEP 1. Run DOI Write off Report – Account Maintainer

A. Log into OBIEE.

The screenshot shows the IBC Datamart Portal interface. At the top, it says "U.S. Department of the Interior" and "IBC Datamart Portal". Below the header, there's a navigation bar with "My Portal", "Calendar", "Applications", and "FPFS". The main content area is divided into two sections: "Site Status" and "Current File Data Dates".

Site Status: Shows a list of sites with their status (up/down). The sites listed are EEO M0715, ICS, IPA, OBIEE, and PCS. OBIEE is highlighted in green, indicating it is up. A note states: "Green indicates site is up. Red indicates site is down. Click applicable URL link above to login to an IBC Datamart application."

Current File Data Dates: A table showing the last updated dates for various data files. The table has columns: File Processed, Date Last Updated, PP Grp, and Last PP Proc.

File Processed	Date Last Updated	PP Grp	Last PP Proc
CASUAL PAY	2/08/19 - 19/04	5	NA
COMBINED FILE	2/08/19 - 18/13	ALL	NA
COMBINED FILE HISTORY	2/08/19 - 08/58	ALL	201903
COMBINED FILE HISTORY (Monthly)	1/29/19 - 15/34	8	201902
DEBT MGMT	2/07/19 - 13/49	ALL	NA
FPFS SECURITY	2/10/19 - 18/14	ALL	NA
FPFS SUMMARY RECONCILIATION	2/07/19 - 17/30	1	201903
FPFS SUMMARY RECONCILIATION	2/06/19 - 17/30	2	201903
FPFS SUMMARY RECONCILIATION	2/06/19 - 17/30	3	201903

On the right side, there's an "OBIEE Login" section with a large "OBIEE Login" button. Below it, a note says: "NOTE: You must first complete OBIEE training prior to logging into it." At the bottom right, there's a "Datamart Helpful Links" section with a link to "Click HERE to find your Agency".

B. Enter Username and Password.

The screenshot shows the HRMSD OBIEE Login page. The page has a brown background with a white login box in the center. The login box contains the text "Login" and "Enter your username and password:". Below this, there are two input fields: "Username..." and "Password...". At the bottom of the login box is an orange "Sign in" button.

Below the login box, there is a "NOTE" section: "NOTE: This is a U.S. Government System. This system is for the use of authorized users only. By accessing and using the computer system, you are consenting to system monitoring, including the monitoring of keystrokes. Unauthorized use of, or access to, this computer system may subject you to disciplinary action and criminal prosecution."

At the bottom of the page, there is a logo for the "Interior Business Center".


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C. Click “Continue to OBIEE”

WARNING TO USERS OF THIS SYSTEM

Warning

Last Updated: 08/16/2013



THIS IS A NOTICE OF MONITORING OF THE DEPARTMENT OF THE INTERIOR (DOI) INFORMATION SYSTEMS.

This computer system, including all related equipment, networks, and network devices (including Internet access), is provided by the Department of the Interior (DOI) in accordance with the agency policy for official use and limited personal use.

All agency computer systems may be monitored for all lawful purposes, including but not limited to, ensuring that use is authorized, for management of the system, to facilitate protection against unauthorized access, and to verify security procedures, survivability and operational security. Any information on this computer system may be examined, recorded, copied and used for authorized purposes at any time. All information, including personal information, placed or sent over this system may be monitored, and users of this system are reminded that such monitoring does occur. Therefore, there should be no expectation of privacy with respect to use of this system.

By logging into this agency computer system, you acknowledge and consent to the monitoring of this system. Evidence of your use, authorized or unauthorized, collected during monitoring may be used for civil, criminal, administrative, or other adverse action. Unauthorized or illegal use may subject you to prosecution.

This is a Privacy Act System of Records

Access to this information is limited to only those who have a need for the information in the performance of their official duties. Disclosure without the consent of the subject of the information is restricted unless required by the Freedom of Information Act, to those listed in an appropriate Federal Register System of Records Notice under the "routine use" section, for the purposes identified in that section; and to those identified in 43 C.F.R. 2.56.

These records may not be altered or destroyed except as authorized by 43 C.F.R. 2.52.

Please contact your office's Privacy Act Officer for advice on disclosure restrictions.

CRIMINAL PENALTIES FOR DISCLOSURE

The Privacy Act contains provisions for criminal penalties for knowingly and/or willfully disclosing information from this system unless properly authorized.

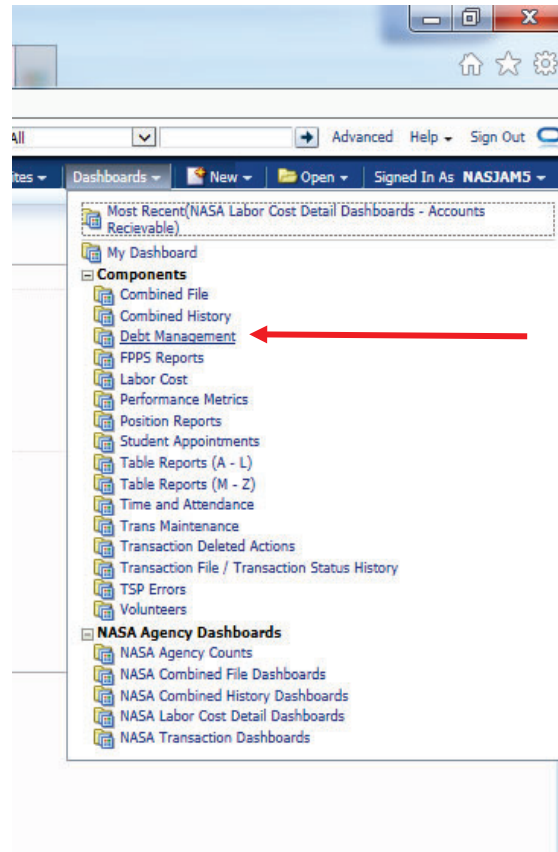
Continue to OBIEE

Log Out Now

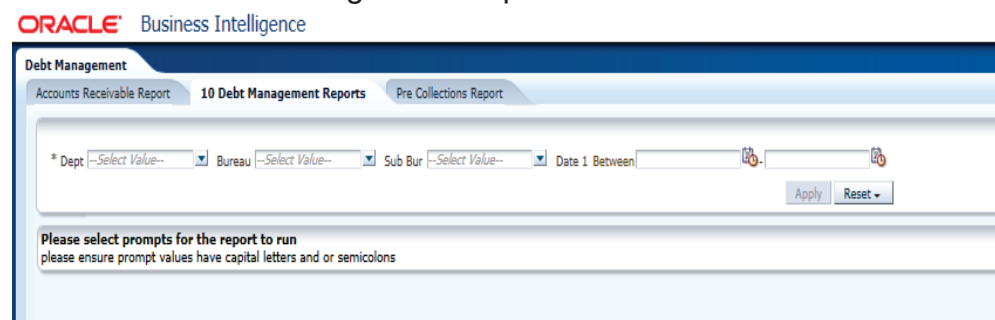
NOTE: This is a U.S. Government System. This system is for the use of authorized users only. By accessing and using the computer system, you are consenting to system monitoring, including the monitoring of keystrokes. Unauthorized use of, or access to, this computer system may subject you to disciplinary action and criminal prosecution.

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D. Click on Debt Management Dashboard.



E. Click on “10 Debt Management Reports Tab”



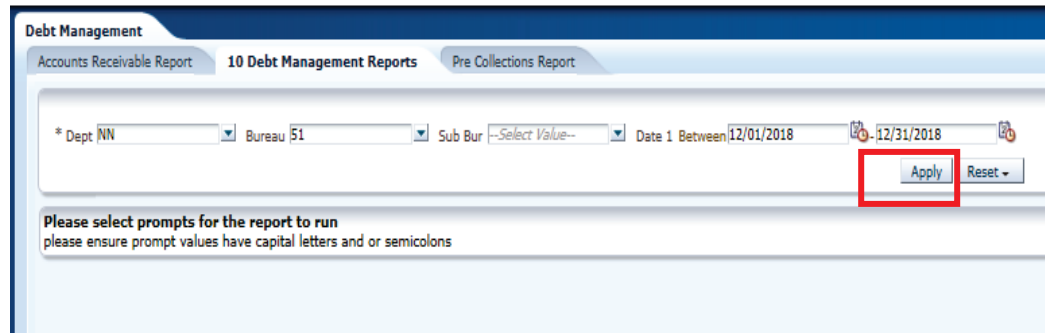
F. Enter Dept – NN

G. Enter Bureau – Business Area

H. Enter Date 1 Between – Beginning and Ending of Month

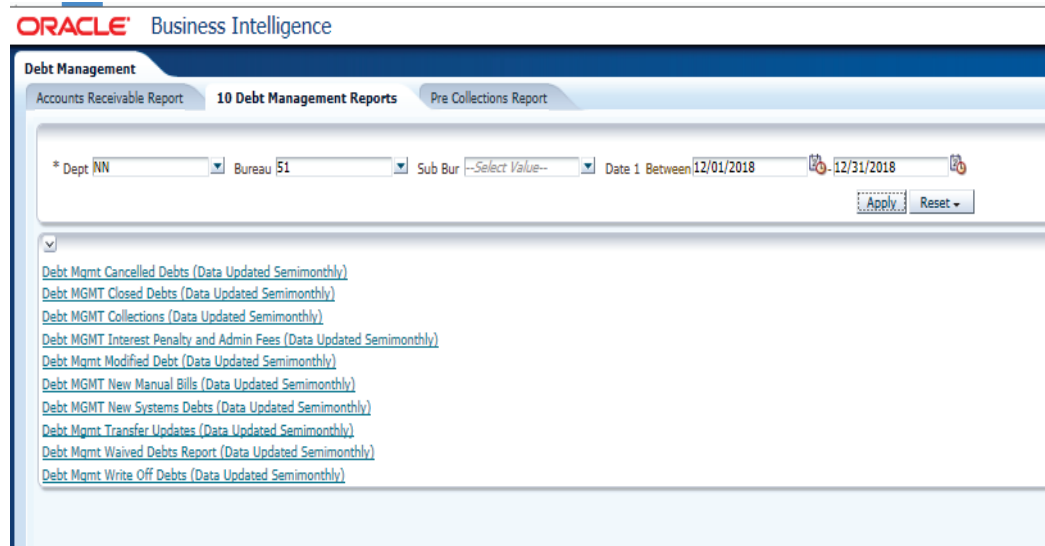
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I. Click Apply



The screenshot shows the 'Debt Management' interface with the '10 Debt Management Reports' tab selected. The 'Accounts Receivable Report' and 'Pre Collections Report' tabs are also visible. The search criteria section includes dropdowns for 'Dept' (set to 'NN'), 'Bureau' (set to '51'), and 'Sub Bur' (set to '--Select Value--'). The 'Date 1 Between' field is set to '12/01/2018' and '12/31/2018'. The 'Apply' button is highlighted with a red box, and the 'Reset' button is also visible. Below the search criteria, there is a message: 'Please select prompts for the report to run please ensure prompt values have capital letters and or semicolons'.

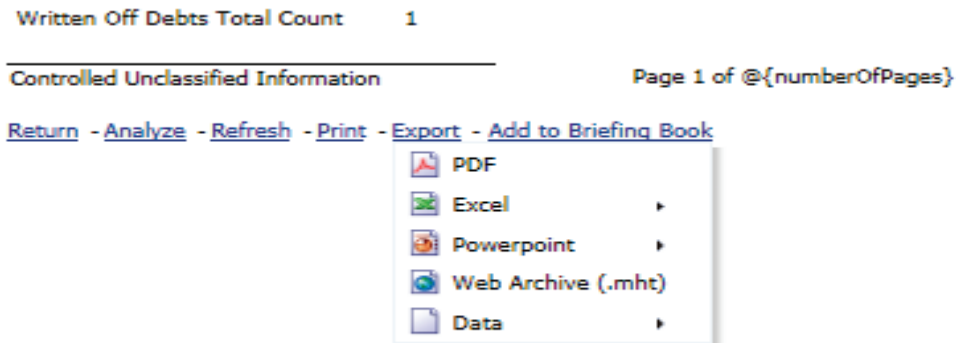
J. Click on “Debt Mgmt Write Off Debts (Data Updated Semimonthly)” to execute report



The screenshot shows the 'Debt Management' interface with the '10 Debt Management Reports' tab selected. The 'Accounts Receivable Report' and 'Pre Collections Report' tabs are also visible. The search criteria section includes dropdowns for 'Dept' (set to 'NN'), 'Bureau' (set to '51'), and 'Sub Bur' (set to '--Select Value--'). The 'Date 1 Between' field is set to '12/01/2018' and '12/31/2018'. The 'Apply' button is highlighted with a red box, and the 'Reset' button is also visible. Below the search criteria, there is a list of reports with checkboxes. The report 'Debt Mgmt Write Off Debts (Data Updated Semimonthly)' is selected, indicated by a checked checkbox.

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K. Once report has been executed, click Export →pdf to save report on N drive.



L. Save at N:\FM Division\Accounts Payable_Accounts Receivable\Accounts Receivable\Debt Management\Monthly SAP to DOI Reconciliation\FYXX\PP – Current Month\Center.

M. Name the file “Debt Mgmt Write Off Debts – Customer Name”

STEP 2. Write Off Debt – **Account Maintainer** (See Process 6 – Write Offs)

STEP 3. Update CNC Report – **Account Maintainer**

A. Update the TROR “Write offs, CNC and Closed Debts Schedule” Worksheet on Share-Drive

1. Enter entire amount in the following sections:
 - a. “Debts Written Off Current Fiscal Year – CNC”
 - b. “Debts Classified as CNC”

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METRICS

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
Accounts Receivable	Submission of Treasury Report on Receivables (Centers & Agency)	NASA OCFO	Prepare and submit Treasury Report on Receivables (TROR) to OCFO quarterly by the NATS due date.

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SYSTEM COMPONENTS (EXISTING SYSTEMS)

IT System Title	IT System Description	Access Requirements
SAP	Integrated Financial Management System	User role at NSSC
TechDoc	System for storing, reporting and documenting data	User role at NSSC
Federal Personnel/Payroll System (FPPS)	System for NASA Human Resources and Payroll actions	Read Only Access, Limited Access
CSNG	Treasury System for managing and collecting debts due to the federal government that > 120 days delinquent	Supervisor Role
ServiceNow	Workflow ticketing system for receipt, management and routing of work	User role at NSSC

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CUSTOMER CONTACT CENTER STRATEGY

The NSSC Customer Contact Center Service Delivery Guide provides details regarding routing and escalation of inquiries for this activity.

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ACRONYM LIST

ACH	Automated Clearing House
AFBD	Allowance for Bad Debt
AP	Accounts Payable
AR	Accounts Receivable
BOC	Bill of Collection
CA	Creditor Agency
CNC	Currently Not Collectible
CS	Civil Servant
CSNG	Cross-Servicing Next Generation
CTR ABBREV	Center Abbreviation
DCFO	Deputy Chief Financial Officer
DMS	Debt Management Services
DOI	Department of Interior
DRN	Document Reference Number
EPSS	Enterprise Performance Support System
FA	Functional Area
FAS	Functional Area Statement
FBwT	Fund Balance with Treasury
FOIA	Freedom of Information Act

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FMD	Financial Management Division
FY	Fiscal Year
GL	General Ledger
IDR	Invoice Data Requirement Form
IPAC	Intra-governmental Payment and Collection System
IRS	Internal Revenue Service
JV	Journal Voucher
OCFO	Office of the Chief Financial Officer
TAS	Treasury Accounting Symbol
TIN/EIN	Tax Identification Number
TROR	Treasury Report on Receivables
NASA	National Aeronautics and Space Administration
NATS	NASA Audit Tracking System
NSSC	NASA Shared Services Center
P	Period
PCA	Private Collection Agency
POC	Point of Contact
RTA	Return to Agency
SNOW	ServiceNow
SP	Service Provider
WCF	Working Capital Fund

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WO	Write-Off
WV	Waiver

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APPENDIX – A PAY.GOV



Pay.gov has been developed to meet the Department of the Treasury's Financial Management Service Division's commitment to process collections electronically.

- Pay.gov is a secure, Government-wide, Internet collection portal.
- Pay.gov provides the ability to make payments by check, credit card, or debit card 24-hours-a-day.
- Pay.gov is Web-based, allowing customers to make payments from any computer with Internet access.
- Pay.gov does NOT require a login ID or password to use the service.

For Bank Account (ACH) payments you will need:

- Account Holder Name
- Payment Amount
- Account Type
- ABA Routing Number
- Account Number
- Check Number
- Payment Date
- Contact Telephone Number
- Bill or Debt ID Number
- Contract/PO Number
- Travel Authorization Number
- Type of Debt

For credit or debit card payments you will need:

- Account Holder Name
- Payment Amount
- Billing Address
- Card Type
- Card Number
- Security Code
- Expiration Date
- Payment Date
- Contact Telephone Number
- Bill or Debt ID Number
- Contract/PO Number
- Travel Authorization Number
- Type of Debt

*Please note that credit card payments cannot be made in increments higher than \$24,999.99.

*However, note that there is no limit on debit card payments. Only Visa, MasterCard, AMEX, and Discover are accepted.

To make a payment:

- Go to the NASA Shared Services Center (NSSC) Web site at <https://www.nssc.nasa.gov/home>.
- On the right side of the screen, scroll down and click **Pay NASA**.
- Select the appropriate NASA Center from the **NASA Center** drop-down menu.
- Select **Direct** from the **Transaction Type** drop-down menu. Click the **Submit** button.
- A payment screen will appear. Payments can be made using an ACH Debit or a Credit Card.
- Enter payment information in the fields provided. The required fields are marked with a red asterisk.
- For **Bank Account Debit (ACH)** payment transactions, select the desired **Scheduled Payment Options**:
 - **One Time Payment**
 - **Multiple Payments** allows you to schedule the **Frequency of the Scheduled Payments** as well as the **Total Number of Recurring Payments**.
- Click the **Continue with ACH/Plastic Card Payment** button if the payment information entered is correct. To cancel the payment, click the **Cancel** button.
- Enter a personal email address to receive a confirmation number at the end of your transaction. Please retain this number for your records.

If you have any problems with the system during the payment process, please call Pay.gov Customer Service at 800-824-1373. For all other inquiries, please contact the NSSC Customer Contact Center at 877-677-2123.



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APPENDIX – B SALARY OFFSET EMAIL TEMPLATE

Subject: Salary Offset Notification

Dear Customer,

Reference: Bill number: XXXXXXXXXXXX Dated: mm/dd/yyyy Dollar Amount: \$ Center: XX

We are e-mailing this notice to remind you of your debt owed to NASA in the above referenced bill. Please disregard this notice if your payment has already been made. According to NASA policy, we are required to refer uncollected employee debts to the Department of Interior (DOI) for collection through payroll deduction when the debt becomes 30 days delinquent. Your debt is overdue and we will be forwarding it to DOI for processing if the payment is not received within 30 days.

Prior to our referral to DOI, we want to ensure that you received the bill and if you have any questions regarding this debt.

You can make your payment on-line at www.nssc.nasa.gov using the attached instructions, or if you prefer, you may mail your payment to the following address:

NASA Shared Services Center
Attn: For the Accounts of (Name of Center)
Bldg. 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

If you have any questions, or need further assistance, please contact the NSSC Customer Contact Center at 1-877-677-2123 or by e-mail at nssc-contactcenter@nasa.gov.

Thank you,

NSSC Accounts Receivable Team

Web: <http://www.nssc.nasa.gov/customerservice>
Customer Contact Telephone: 877-677-2123
Fax: 1-866-779-6772

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APPENDIX – C REQUEST TO COLLECT VIA SALARY OFFSET (POD A-4)

A-04. Collection (by Payroll Deduction) of Government Indebtedness

MEMORANDUM

To: Payroll Operations Division, Debt Management Branch, D-2640
 From: Client Accounting Office
 Subject: Collection (Payroll Deduction) of Government Indebtedness

Please initiate a biweekly payroll deduction to begin pay period _____, as follows:

Name: _____ SSN: XXX - XX - _____

Department: _____ Bureau: _____

Amount to be Deducted Per Pay Period \$ _____ Total Amount to be Deducted \$ _____

Cost Account, if Applicable _____

Purpose of Deduction: (Please mark the appropriate box)

Federal Debt Recovery

BOC # _____

P.C. 61B (Involuntary) ☐

P.C. 61C (Voluntary) ☐

Travel Advance (P.C. 65B) ☐

BOC # _____

Moving Allowance (P.C. 65F) ☐

BOC # _____

Approved by: _____

Name

1-877-677-2123

Telephone Number

Date

Controlled Unclassified

CLIENT INTERFACE GUIDE
Ver 3.21 | Eff Apr 2012

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APPENDIX – D SF 2805 COLLECTION FROM RETIREMENT BENEFITS

Request for Recovery of Debt Due the United States

Name of annuitant or former employee from whom collection is being sought (<i>and other names under which employed</i>)		Retirement system (<i>check one</i>) <input type="checkbox"/> CSRS <input type="checkbox"/> FERS
Social Security Number	Date of birth (<i>mm/dd/yyyy</i>)	Retirement claim number CSA
Also show name of survivor of former employee, if applicable		
Social Security Number	Date of birth (<i>mm/dd/yyyy</i>)	Retirement claim number CSF
Description of Debt		
Name and address to which payment should be made	Date service terminated (<i>mm/dd/yyyy</i>)	Amount of debt \$
	Date claim accrued (<i>mm/dd/yyyy</i>)	Amount of each installment \$
Appropriation or fund to credit (title and symbol number), if applicable	Disbursing officer (name and symbol number), if applicable	Additional interest (<i>check one</i>) <input type="checkbox"/> will accrue <input type="checkbox"/> will not accrue
Reason for debt		

Due Process

I hereby certify that the individual identified above owes the United States a debt in the amount certified; that procedures in 31 CFR 901, et. seq., and in 5 CFR 831.1801, et. seq., or 5 CFR 845 have been followed, and if ordered by a competent administrative or judicial authority, we will reimburse OPM or repay the debtor the amount received from OPM within 15 days of the date of the order.

Check all statements that apply. The creditor agency MUST send the notice of intent to offset retirement benefits, even if there is a judgment for restitution.	
<input type="checkbox"/> Date of demand letter giving notice required by 31 CFR 901, et. seq. ————> ____/____/____	
◆ Letter included <i>notice of intent to offset retirement benefits</i> ? ————> <input type="checkbox"/> Yes <input type="checkbox"/> No	
◆ If no, notice must be provided before recovery is requested. Letter giving <i>notice of intent to offset retirement benefits</i> was sent to debtor on ————> ____/____/____	
<input type="checkbox"/> Judgment for restitution is attached.	
<input type="checkbox"/> Debtor acknowledged debt; copy is attached.	
<input type="checkbox"/> Debtor consented to collection from retirement benefits; copy is attached.	
<input type="checkbox"/> Debtor did not respond; but consent to collection is assumed.	
<input type="checkbox"/> Debtor requested review/hearing on ————> ____/____/____	
<input type="checkbox"/> Review/hearing on ____/____/____ resulted in decision to collect the amount certified. No further review is available.	
Signature of agency official making certification	
Title	Date (<i>mm/dd/yyyy</i>)
Telephone number (<i>including area code</i>)	Fax number (<i>including area code</i>)

Office of Personnel Management Report of Action on Request for Recovery

<input type="checkbox"/> a. Retirement account is available for immediate set-off. OPM will make payment to you as soon as possible.	
<input type="checkbox"/> b. Retirement deductions for the last known period of service have been refunded. Request for recovery has been filed for possible future action.	
<input type="checkbox"/> c. Retirement account for the last known period of service has not been received at OPM. Request for recovery has been filed for possible future action.	
<input type="checkbox"/> d. Debtor has not filed an application for benefits. Request for recovery has been filed for possible future action.	
<input type="checkbox"/> e. Debtor has no amount to his credit in the Retirement Fund. Request for recovery has been filed for possible future action.	
<input type="checkbox"/> f. We are unable to identify the debtor from the data furnished. We will make another attempt after you enter the missing items and return all copies to us.	
<input type="checkbox"/> g. Other (<i>specify</i>) _____	
Signature of authorized OPM official	Date (<i>mm/dd/yyyy</i>)

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APPENDIX – E TREASURY CROSS SERVICING CHECKLIST

Treasury Cross-Servicing Referral Checklist	
Center <input type="text"/>	
Debtor Name <input type="text"/>	Customer Number <input type="text"/>
Date Debt Established <input type="text"/>	Bill Number <input type="text"/>
TINEIN <input type="text"/>	Treasury Accounting Symbol (TAS) <input type="text"/>
Original Amount of Debt <input type="text"/>	<input type="text"/>
Interest, Penalties, and Admin Fees <input type="text"/>	<input type="text"/>
Payments Made Against Debt <input type="text"/>	<input type="text"/>
Total Amount Referred to Treasury <input type="text"/>	\$ <input type="text"/> -
Reason for Debt <input type="text"/>	
Date of 1st Dunning Letter <input type="text"/>	
Date of 2nd Dunning Letter <input type="text"/>	
Date of Penalty Calculation <input type="text"/>	
Is the Debt Valid and Legally Enforceable <input type="text"/>	<input type="text"/>
Has Due Process been completed? <input type="text"/>	<input type="text"/>
Has the Bill been marked as sent to Treasury in S <input type="text"/>	<input type="text"/>
Is the debtor's address located in a Foreign Coun <input type="text"/>	<input type="text"/>
Agency Assessment Scorecard POC	
Comments <input type="text"/>	
SP POC Name <input type="text"/>	<input type="text"/>
CS POC Name <input type="text"/>	<input type="text"/>
The following should be included with the checklist: Link to a copy the Dunning List and applicable Customer correspondence	

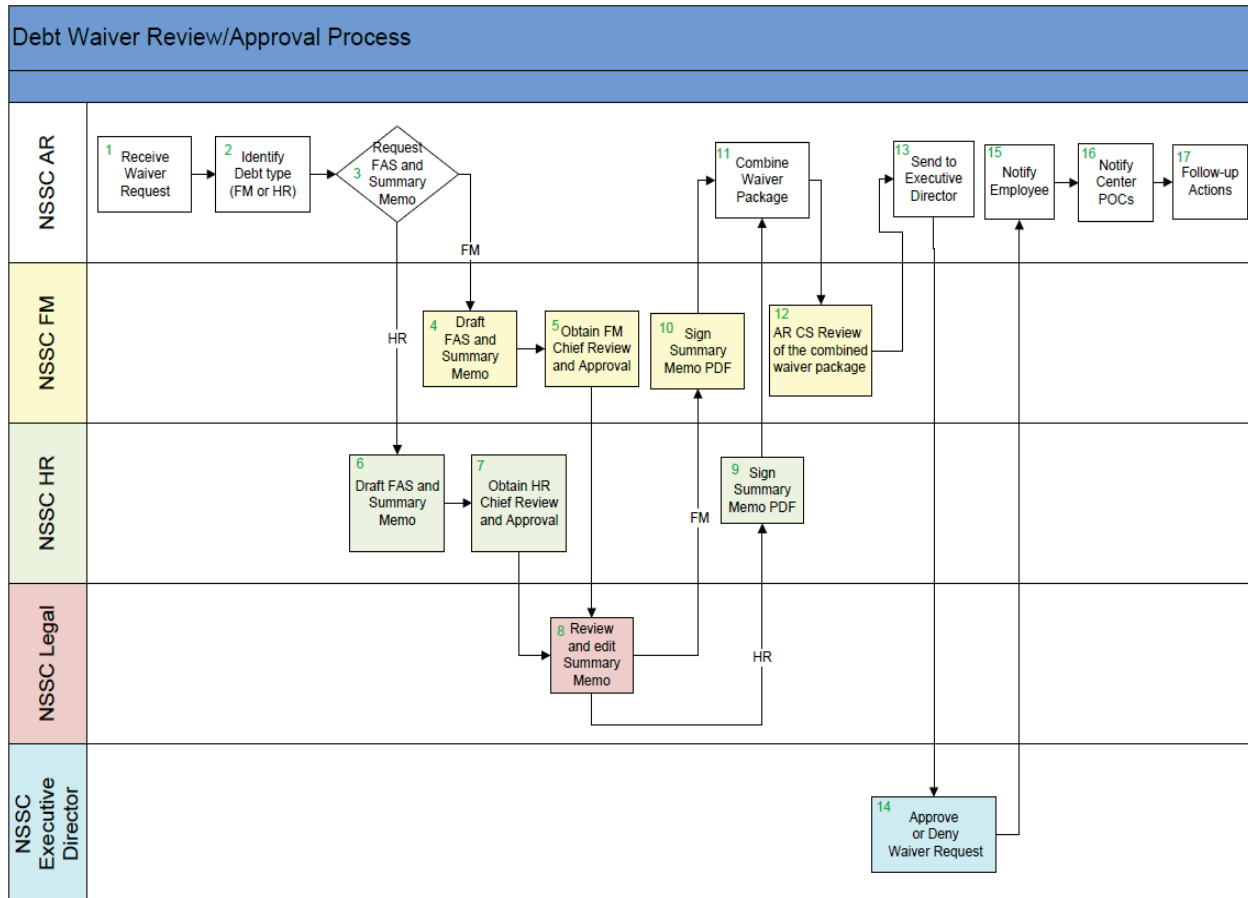
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APPENDIX – F REESTABLISH DEBT COLLECTED AFTER WRITE OFF

Re-Establish Debt Postings							
<i>As of 9-23-2010</i>							
Appropriation (Fund)							
Re Establish Bill of Collection - Refund to Approp - Normal Invoice							
	Doc Type	Account	DR/CR	TP	Fund Center	Fund	BA
	DR	Customer # (1310.3000)	DR	Derived	AIN	Appropriation	AIN
	DR	6720.0000	CR	Derived	AIN	Appropriation	AIN
	Text: Re establish debt 18XXXX previously written off						
Post Collection against Re Established Debt							
	See Day to Day, Collection from Treasury for Referred Debt - Refund to Approp						
	Reference: DRN						
Post Credit Memo against Re Established Debt							
	Doc Type	Account	DR/CR	TP	Fund Center	Fund	BA
	DR	6790.0000	DR	Derived	AIN	Appropriation	AIN
	DR	Customer # (1310.3000)	CR	Derived	AIN	Appropriation	AIN
	Reference: 15XXX cash posting SAP doc#						
Other Revenue							
Re Establish Bill of Collection - Other Revenue - Non Approp - Re established debt							
Step 1	Doc Type	Account	DR/CR	TP	Fund Center	Fund	BA
	DR	Customer # (1310.3000)	DR	Derived	AIN-ABBR	NON3220	AIN
	DR	5909.0000	CR	Derived	AIN-ABBR	NON3220	AIN
	Text: Re establish debt 18XXXX previously written off						
Step 2	Doc Type	Account	DR/CR	TP	Fund Center	Fund	BA
	MR	5994.0000	DR	9900	AIN-ABBR	NON3220	AIN
	MR	2985.0000	CR	9900	AIN-ABBR	NON3220	AIN
Post Collection against Re Established Debt							
	See Day to Day, Collection from Treasury fro Referred Debt - Other Revenue (Steps 1 and 2)						
	Reference: DRN						
Interest							
Re Establish Bill of Collection - Interest Revenue - Re-established debt							
Step 1	Doc Type	Account	DR/CR	TP	Fund Center	Fund	BA
	DR	Customer # (1340.0000)	DR	Derived	AIN-ABBR	NON1435	AIN
	DR	5319.0000	CR	Derived	AIN-ABBR	NON1435	AIN
	Text: Re establish debt 18XXXX previously written off						
Step 2	Doc Type	Account	DR/CR	TP	Fund Center	Fund	BA
	MR	5994.0000	DR	9900	AIN-ABBR	NON1435	AIN
	MR	2985.0000	CR	9900	AIN-ABBR	NON1435	AIN
Post Collection against Re Established Debt							
	See Day to Day, Collection from Treasury for Referred Debt - Interest Revenue (Steps 1 and 2)						
	Reference: DRN						

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APPENDIX –G DEBT WAIVER REVIEW/APPROVAL PROCESS

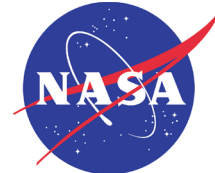


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APPENDIX –H WAIVER SUMMARY TEMPLATE – OIG FM VERSION

National Aeronautics and
Space Administration

NASA Shared Services Center
Stennis Space Center, MS 39529-6000



Date

Reply to Attn of: **Financial Management Division**

TO: Paul K. Martin, Inspector General, NASA Office of the Inspector General

FROM: Nicolina S. Tubbs, Chief, Financial Management Services Division, NASA
Shared Services Center

SUBJECT: Recommendation for (Approval/Denial) of a Request to Waive Debt for (debt reason)

The NASA Shared Services Center (NSSC) received a request for waiver from (Employee Name), a (Current or Former) OIG employee, for the attached bill of collection (Bill Number) in the amount of (\$Amount) related to a (debt reason). Please review the information below and the enclosed documentation concerning this debt and the employee's waiver request.

Statement of Facts:

[Provide summary of events causing the debt in this paragraph.]

Summary of Employee Statement: On (Date), (Name of employee) requested a waiver of the debt, stating the following:

[Insert employee statement in this paragraph.]

Waiver Analysis:

[Insert statement from NSSC FMD in this paragraph including policy references as appropriate. Include authority for Center Director to approve waiver (e.g., NPD 9645.2 or 5 USC 5584)]

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Subject: Accounts Receivable – Management of Debt Collection		

Recommendation for Proper Disposition of Request:

NSSC recommends (Approval/Denial) of the waiver request based on the above facts and analysis.

Nicolina S. Tubbs
Chief, NSSC Financial Management Services Division

(4) Enclosures:

- 1) Approval / Denial of Waiver Form
- 2) Bill of Collection and Supporting Documentation
- 3) Employee Waiver Request
- 4) Supporting Documentation

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APPENDIX – I WAIVER SUMMARY TEMPLATE-OIG HR

National Aeronautics and
Space Administration

NASA Shared Services Center
Stennis Space Center, MS 39529-6000



Date

Reply to Attn of: **Human Resources Services Division**

TO: Paul K. Martin, Inspector General, Office of the Inspector General

FROM: Amy M. Alexander, Director, Human Resources Services Division, NASA
Shared Services Center

SUBJECT: Recommendation for (Approval/Denial) of a Request to Waive Debt for (debt reason)

The NASA Shared Services Center (NSSC) received a request for waiver from (Employee Name), a (Current or Former) OIG employee, for the attached bill of collection (Bill Number) in the amount of (\$Amount) related to a (debt reason). Please review the information below and the enclosed documentation concerning this debt and the employee's waiver request.

Statement of Facts:

[Provide summary of events causing the debt in this paragraph.]

Summary of Employee Statement: On (Date), (Name of employee) requested a waiver of the debt, stating the following:

[Insert employee statement in this paragraph.]

Waiver Analysis:

[Insert statement from NSSC HR in this paragraph including policy references as appropriate. Include authority for Center Director to approve waiver (e.g., NPD 9645.2 or 5 USC 5584)]

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Subject: Accounts Receivable – Management of Debt Collection		

Recommendation for Proper Disposition of Request:

NSSC recommends (Approval/Denial) of the waiver request based on the above facts and analysis.

Amy M. Alexander
Director, NSSC Human Resources Services Division

(4) Enclosures:

- 1) Approval / Denial of Waiver Form
- 2) Bill of Collection and Supporting Documentation
- 3) Employee Waiver Request
- 4) Supporting Documentation

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APPENDIX – J WAIVER SUMMARY TEMPLATE-UP TO 5K FM VERSION

National Aeronautics and
Space Administration
NASA Shared Services Center
Stennis Space Center, MS 39529-6000



Date

Reply to Attn of: **Financial Management Division**

TO: Anita F. Harrell, Executive Director, NASA Shared Services Center

FROM: Nicolina S. Tubbs, Chief, Financial Management Services Division, NASA Shared Services Center

SUBJECT: Recommendation for (Approval/Denial) of a Request to Waive Debt for (debt reason)

The NASA Shared Services Center (NSSC) received a request for waiver from (Employee Name), a (Current or Former) employee at NASA (Center) (Center abbreviation), for the attached bill of collection (Bill Number) in the amount of (\$Amount) related to a (debt reason). Please review the information below and the enclosed documentation concerning this debt and the employee's waiver request.

Statement of Facts:

[Provide summary of events causing the debt in this paragraph.]

Summary of Employee Statement: On (Date), (Name of employee) requested a waiver of the debt, stating the following:

[Insert employee statement in this paragraph.]

Waiver Analysis:

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[Insert statement from NSSC FMD in this paragraph including policy references as appropriate. Include authority for Center Director to approve waiver (e.g., NPD 9645.2 or 5 USC 5584)]

Recommendation for Proper Disposition of Request:

NSSC recommends (Approval/Denial) of the waiver request based on the above facts and analysis.

Nicolina S. Tubbs
Chief, NSSC Financial Management Services Division

(4) Enclosures:

- 1) Approval / Denial of Waiver Form
- 2) Bill of Collection and Supporting Documentation
- 3) Employee Waiver Request
- 4) Supporting Documentation

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APPENDIX – K WAIVER SUMMARY TEMPLATE-UP TO 5K HR VERSION

National Aeronautics and
Space Administration
NASA Shared Services Center
Stennis Space Center, MS 39529-6000



Date

Reply to Attn of: **Human Resources Services Division**

TO: Anita F. Harrell, Executive Director, NASA Shared Services Center

FROM: Amy M. Alexander, Director, Human Resources Services Division, NASA Shared Services Center

SUBJECT: Recommendation for (Approval/Denial) of a Request to Waive Debt for (debt reason)

The NASA Shared Services Center (NSSC) received a request for waiver from (Employee Name), a (Current or Former) employee at NASA (Center) (Center abbreviation), for the attached bill of collection (Bill Number) in the amount of (\$Amount) related to a (debt reason). Please review the information below and the enclosed documentation concerning this debt and the employee's waiver request.

Statement of Facts:

[Provide summary of events causing the debt in this paragraph.]

Summary of Employee Statement: On (Date), (Name of employee) requested a waiver of the debt, stating the following:

[Insert employee statement in this paragraph.]

Waiver Analysis:

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[Insert statement from NSSC HR in this paragraph including policy references as appropriate. Include authority for Center Director to approve waiver (e.g., NPD 9645.2 or 5 USC 5584)]

Recommendation for Proper Disposition of Request:

NSSC recommends (Approval/Denial) of the waiver request based on the above facts and analysis.

Amy M. Alexander
Director, NSSC Human Resources Services Division

(4) Enclosures:

- 1) Approval / Denial of Waiver Form
- 2) Bill of Collection and Supporting Documentation
- 3) Employee Waiver Request
- 4) Supporting Documentation

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APPENDIX – L WAIVER SUMMARY TEMPLATE-OVER \$5K FM VERSION

National Aeronautics and
Space Administration
NASA Shared Services Center
Stennis Space Center, MS 39529-6000



Date

Reply to Attn of: **Financial Management Division**

TO: Daniel J. Tenney, Associate Administrator Mission Support Directorate

FROM: Nicolina S. Tubbs, Chief, Financial Management Services Division, NASA
Shared Services Center

SUBJECT: Recommendation for (Approval/Denial) of a Request to Waive Debt for (debt reason)

The NASA Shared Services Center (NSSC) received a request for waiver from (Employee Name), a (Current or Former) employee at NASA (Center) (Center abbreviation), for the attached bill of collection (Bill Number) in the amount of (\$Amount) related to a (debt reason). Please review the information below and the enclosed documentation concerning this debt and the employee's waiver request.

Statement of Facts:

[Provide summary of events causing the debt in this paragraph.]

Summary of Employee Statement: On (Date), (Name of employee) requested a waiver of the debt, stating the following:

[Insert employee statement in this paragraph.]

Waiver Analysis:

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Subject: Accounts Receivable – Management of Debt Collection		

[Insert statement from NSSC FMD in this paragraph including policy references as appropriate. Include authority for Center Director to approve waiver (e.g., NPD 9645.2 or 5 USC 5584)]

Recommendation for Proper Disposition of Request:

NSSC recommends (Approval/Denial) of the waiver request based on the above facts and analysis.

Nicolina S. Tubbs
Chief, NSSC Financial Management Services Division

(5) Enclosures:

- 1) Approval / Denial of Waiver Form
- 2) Recommendation of Approval/Denial of Waiver Form from NSSC
- 3) Bill of Collection and Supporting Documentation
- 4) Employee Waiver Request
- 5) Supporting Documentation

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APPENDIX – M WAIVER SUMMARY TEMPLATE-OVER \$5K HR VERSION

National Aeronautics and
Space Administration
NASA Shared Services Center
Stennis Space Center, MS 39529-6000



Date

Reply to Attn of: **Human Resources Services Division**

TO: Daniel J. Tenney, Associate Administrator Mission Support Directorate

FROM: Amy M. Alexander, Director, Human Resources Services Division, NASA
Shared Services Center

SUBJECT: Recommendation for (Approval/Denial) of a Request to Waive Debt for (debt reason)

The NASA Shared Services Center (NSSC) received a request for waiver from (Employee Name), a (Current or Former) employee at NASA (Center) (Center abbreviation), for the attached bill of collection (Bill Number) in the amount of (\$Amount) related to a (debt reason). Please review the information below and the enclosed documentation concerning this debt and the employee's waiver request.

Statement of Facts:

[Provide summary of events causing the debt in this paragraph.]

Summary of Employee Statement: On (Date), (Name of employee) requested a waiver of the debt, stating the following:

[Insert employee statement in this paragraph.]

Waiver Analysis:

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[Insert statement from NSSC HR in this paragraph including policy references as appropriate. Include authority for Center Director to approve waiver (e.g., NPD 9645.2 or 5 USC 5584)]

Recommendation for Proper Disposition of Request:

NSSC recommends (Approval/Denial) of the waiver request based on the above facts and analysis.

Amy M. Alexander
Director, NSSC Human Resources Services Division

(5) Enclosures:

- 1) Approval / Denial of Waiver Form
- 2) Recommendation of Approval/Denial of Waiver Form from NSSC
- 3) Bill of Collection and Supporting Documentation
- 4) Employee Waiver Request
- 5) Supporting Documentation

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APPENDIX – N MANAGEMENT OF WAIVERS BY DEBT TYPE

<u>Type of Debt</u>	<u>Waiver Policy</u>	<u>Waiver Approval Threshold</u>
Salary Overpayment - erroneous payment of salary as a result of various benefit (FEHB, FEGLI, etc.) or SCD actions/corrections	NPD 9645.2F	Up to \$5000 - NSSC ED Over \$5000 - AA MSD
Travel Overpayment - erroneous payment	NPD 9645.2F	Up to \$5000 - NSSC ED Over \$5000 - AA MSD
Relocation Overpayment - erroneous payment	NPD 9645.2F	Up to \$5000 - NSSC ED Over \$5000 - AA MSD
Student Loan Repayment	Personnel Bulletin 2019-18-SS	Up to \$5000 - NSSC ED Over \$5000 - AA MSD
NASA Recruitment, Redesignation, Relocation, Retention Incentive	Personnel Bulletin 2019-18-SS	Up to \$5000 - NSSC ED Over \$5000 - AA MSD
Government-wide Recruitment, Redesignation, Relocation, Retention Incentive	Personnel Bulletin 2019-18-SS	Up to \$5000 - NSSC ED Over \$5000 - AA MSD
Voluntary Separation Incentives	Personnel Bulletin 2019-18-SS	Up to \$5000 - NSSC ED Over \$5000 - AA MSD
Unearned Leave (Annual or Sick)	Personnel Bulletin 2019-18-SS	Up to \$5000 - NSSC ED Over \$5000 - AA MSD
Physician's Comparability Allowances	Personnel Bulletin 2019-18-SS	Up to \$5000 - NSSC ED Over \$5000 - AA MSD
Effect of Subsequent Employment with the Government	Personnel Bulletin 2019-18-SS	Up to \$5000 - NSSC ED Over \$5000 - AA MSD
Home Leave	Personnel Bulletin 2019-18-SS	Up to \$5000 - NSSC ED Over \$5000 - AA MSD
Employee Service Agreements for Training, Education	Personnel Bulletin 2019-18-SS (replaces NPD 3410.2)	Up to \$10,000 - NSSC ED Over \$10,000 - AA MSD


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Note: <u>All</u> waiver requests for OIG employees are decided by the Inspector General	NPD 9645.2F Personnel Bulletin 2019-18-SS	All dollar values

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APPENDIX – O DEBT HEARING/DEBT RECONSIDERATION RESULTS TEMPLATE

National Aeronautics and
Space Administration
NASA Shared Services Center
Stennis Space Center, MS 39529-6000



Date

Reply to Attn of: **Financial Management Services Division**

TO: (Customer Name)

FROM: Kelly I. Landrum, Lead Accountant Accounts Receivable, NASA Shared Services Center

SUBJECT: Reconsideration Results

Dear (Customer Name)

On (date), you were notified that you were overpaid for pay periods ending (xxx) through (xxx).
The net amount of the debt currently owed by you is \$ ().

Reconsideration Results. You submitted a timely request for review of your debt on (date). In response, NSSC has performed an informal reexamination (“Reconsideration”) of your pay records in order to validate the amount of debt you owe and to satisfy any doubts you may have regarding the amount or validity of your debt. Reconsideration of your debt is the initial step in the hearing process. After reviewing the results of the Reconsideration, you may decide not to proceed with the formal hearing process. However, if you wish to continue with a formal hearing, you must notify NSSC of your intent by (date), which is 30 days from the date of this letter. NSSC has determined your debt is valid for the following reasons:
(List reasons)

Payment of Your Debt. If you do not wish to continue with a formal hearing, please pay the debt in full by (date).

Continuing with a Formal Hearing. If you wish to continue with a formal hearing in order to dispute the validity or amount of your debt, you must notify NSSC of your intent in writing by (date), by faxing or mailing your request to continue to:

Employee Assistance Fax Number 1-866-779-NSSC
NSSC Customer Service email: nssc-contactcenter@nasa.gov
Mail: NASA Shared Services Center (NSSC)

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Attn: Accounts Receivable
 Building 1111, Jerry Hlass Road
 Stennis Space Center, MS 39529

If You Take No Additional Action. If you do not notify NSSC of your intent to continue with a formal hearing, pay your debt in full. NSSC is required by statute to collect your debt using other collection procedures. Beginning on (date), NSSC will initiate collection of the debt involuntarily from your pay by using salary offset procedures (payroll deductions) as outlined in the debt notification you received on (date).

If you require further assistance please contact our toll free number at 1-800-538-9043.

Kelly I. Landrum
 Lead Accountant Accounts Receivable, NASA Shared Services Center

- (2) Enclosures:
- 1) Hearing Petition received on (date)
 - 2) Debt validity analysis

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APPENDIX – P DEBT HEARING ACKNOWLEDGMENT NOTIFICATION TEMPLATE

National Aeronautics and
Space Administration
NASA Shared Services Center
Stennis Space Center, MS 39529-6000



Date

Reply to Attn of: **Financial Management Services Division**

TO: (Customer Name)

FROM: Kelly I. Landrum, Lead Accountant Accounts Receivable, NASA Shared Services Center

SUBJECT: Hearing Notification

Dear (Customer Name)

On (date), your written notification requesting a hearing was received.

You will be sent a Notice of Hearing with the date, time, and location of your hearing at least twenty (0) days before the hearing. A hearing will generally be held by telephone. However, an appearance by video-teleconference (VTC) may also be arranged if the DOI determined that VTC is necessary to examine the facts or issues involved in the appeal. Your hearing may take longer to schedule if the DOI needs further documentation for clarity.

There may also be cases in which the issues are decided solely on the documentary evidence and without an oral hearing. The DOI will issue a decision on your case which will become the final decision of the Department.

Responding to the Hearing Request

Once you receive the Notice of Hearing, contact our office of the Notice of Hearing within (5) days of receiving it.

Employee Assistance Fax Number 1-866-779-NSSC
NSSC Customer Service email: nssc-contactcenter@nasa.gov
Mail: NASA Shared Services Center (NSSC)
Attn: Accounts Receivable
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

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Kelly I. Landrum
Lead Accountant Accounts Receivable, NASA Shared Services Center

- (1) Enclosures:
1) Hearing Petition received on (date)

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APPENDIX – Q POST HEARING DEMAND LETTER TEMPLATE

|
 National Aeronautics and
 Space Administration
NASA Shared Services Center
 Stennis Space Center, MS 39529-6000



Date

Reply to Attn of **Financial Management Services Division**

TO: (Customer Name)
FROM: Nicolina S. Tubbs, Chief, Financial Management Services Division, NASA
 Shared Services Center
SUBJECT: Debt Hearing Determination

Dear (Customer Name)

On (date) the NSSC sent you a notification of indebtedness to NASA in the amount of \$, as a result of an overpayment of pay and allowances. On (date), you submitted a petition for a hearing based on the accuracy of the debt. A thorough investigation was conducted and the hearing official has determined the debt to be valid.

According to NASA policy, we are required by statute to collect the debt using other collection procedures. Beginning on (date), NSSC will initiate collection of the debt involuntarily from your pay by using salary offset procedures (payroll deductions) as outlined in the debt notification you received on (date).

You can make your payment on-line at www.nssc.nasa.gov using the attached instructions, or if you prefer, you may mail your payment to the following address:

NASA Shared Services Center
 Attn: For the Accounts of (Name of Center)
 Bldg 1111, Jerry Hlass Road
 Stennis Space Center, MS 39529

Please consult the NSSC for information concerning your right to request a waiver of the collection of your debt. A request for a waiver must be received within three (3) years after the erroneous payment was discovered.

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If you have any questions, or need further assistance, please contact the NSSC Customer Contact Center at 1-877-677-2123 or by e-mail at nssc-contactcenter@nasa.gov.

Nicolina S. Tubbs
Chief, NSSC Financial Management Services Division

- (3) Enclosures:
- 1) Initial bill
 - 2) The employee's petition for a hearing
 - 3) The hearing official's determination

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APPENDIX – R TICKET ELEVATION TO ACCOUNTS RECEIVABLE L3

Elevation to L3: All Cases/Tasks must be researched and fully documented prior to being elevated to L3. Listed below is the order of elevation for all Cases/Tasks.

Order of Elevation:

1. L2 Payment Processor / Account Maintainer
2. L2 AR SP Supervisor or designee
3. L3 Primary POC. If the primary POC is unavailable the L3 Back up POC
4. L3 AR Supervisor, if needed.
5. All returns for additional information are returned to L2 AR SP Supervisor or designee.

Prior to Elevating a Task ticket to L3, please input the following information into the work log of the task:

1. Customer name
2. Customer Contact information (if applicable)
3. Customer SAP Account #
4. BOC#s
5. All e-mail Communications related to the Task ticket
6. Activity or steps taken prior to elevation
7. Reason for elevation
8. State what is requested from L3

Types of tickets to be elevated to L3: Listed below are some of the more common issues that should be elevated to L3. Please note that this listing is not all inclusive.

1. All policy related questions should be routed to L3 for determination
 - a. L2 must reference any applicable Treasury, NPR, SDG, EPSS, or OCFO guidance in the Case/Task in question.
 - b. If there is not a policy related to the issue or if L2 is unsure of which policy is applicable to the matter, L2 must confer with the AR L2 Supervisor or designee prior to routing the ticket to L3.
 - c. L2 must document in the ticket the areas checked for guidance such as the SDG, EPSS, or NPR/NPD.
2. Customer Complaints and Treasury (CSNG) disputes

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- a. Prior to routing a Task to L3, L2 should try to determine the reason for the complaint from the customer. Distinguish a customer dispute, Treasury dispute or a waiver request by making sure that the customer is claiming that they do not owe the charges on the bill. If the customer is requesting to speak to someone from L3, elevate the ticket with details.
 - i. If the case is determined to be a dispute, determine whether the dispute is a Treasury dispute or a dispute of the validity of the bill.
 - ii. If the dispute is over the validity, AR L2 will route to the functional area who originated the bill. The functional area will review the bill for validation.
 - b. If the request is determined not to be a valid dispute, AR L2 will provide the details of the original communication, if applicable in the notes of the work log (i.e., what charges on the bill that the customer does not agree with).
 - c. Relate Cases/Tasks that are related to the complaint or Treasury dispute.
 - d. If it is determined to be a Treasury Dispute, AR L2 will escalate the ticket to AR L3 immediately.
 - e. Disputed debts from Treasury are time sensitive and should be routed to L3 immediately with the applicable supporting documentation.

Note: All disputed Reimbursable bill of collections must be routed to the Center for review.
3. TROR and CMP Returns
 - a. Document the history of the CMP.
 - b. Begin the correction process if applicable.
 - c. Route to L3 for review and approval.

Note: Questions from OCFO related to the TROR and CMPs should be elevated to L3 immediately with any notes attached.
4. Request for payment plans
 - a. Determine if the debtor is a current NASA employee. If so, L2 should initiate a voluntary salary offset.
 - b. Non-NASA Employees- provide the Center, customer number, bill of collection(s) number, and customer contact information, then contact customer for payment negotiation.
 - c. As soon as payment plan is negotiated, L2 place the dunning block on the account.
5. Request for Waiver/Waiver Determination (Please see waiver process for detailed steps.)


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- a. L2 should complete the waiver letter, including all pertinent supporting documentation. Once complete, the task should be routed to L3 for review as indicated in the waiver process.
 - b. If the waiver determination is received via e-mail to Contact Center, L2 will route waiver determination to L3 so the debtor can be notified.
 - c. Once debtor is notified, L3 routes task to L2 to take the appropriate action i.e., remove debt from accounting system or continue collections.
6. Salary Offset Notification (Friendly Reminders)
 - a. L2 should determine which employees should be sent the friendly reminders.
 - b. Populate the appropriate information into the salary offset notification such as the bill number, customer name, dollar amount, and bill date.
 - c. Route the notification for review and approval to L3 via task
 - d. L3 review/approval the request and send the task to L2 to e-mail the notice to the employee using the AR mail box.
 - e. After the notification is submitted route the task back to L2 who will save a copy in TechDoc and hold the ticket until DOI sends Payroll deductions.
7. Request for “Paid in Full” on receivables
 - a. Determine if the debtor can be provided an account statement to fulfill the request. If so, L2 should initiate an account statement and send to debtor.
 - b. If the customer has requested a receipt of check or “paid in full” on the account statement, L2 will elevate to L3 to finalize.

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APPENDIX – S PERSONAL FINANCIAL STATEMENT TEMPLATE

		Clear Record	Print Record
--	--	--------------	--------------



**NATIONAL AERONAUTICS AND
SPACE ADMINISTRATION**

 NASA SHARED SERVICES CENTER
 STENNIS SPACE CENTER, MS 39529-8000

PERSONAL FINANCIAL STATEMENT

CONFIDENTIAL

Bill of Collection No.

 Statement Date

Instructions:

- Complete all blocks. Write "N/A" in blocks that do not apply.
- Use additional sheets or back of page where space is insufficient.
- Must provide the following with financial statement:
 - Last two pay stubs
 - Last tax return
 - Proof of major expenses listed in "Fixed Monthly Expenses"
- Submit documentation to:
 NASA Shared Services Center
 ATTN: Accounts Receivable
 Bldg. 1111, Jerry Hlass Rd
 Stennis Space Center, MS 39529

Privacy Act Notice:

Per 31 CFR 901.8, if a debtor is financially unable to pay a debt in one lump sum, agencies may accept payment in regular installments. In order to validate and approve a request to pay such debts via regular installment payments, NASA requires the below information from the debtor. Your social security number will be used for purposes of collecting and reporting any delinquent amounts you owe to the United States. Disclosure is voluntary. However, if the information is not furnished, your eligibility for a payment plan will be denied. The responses you submit are confidential and protected from unauthorized disclosure by 38 U.S.C. 5701.

PERSONAL INFORMATION

Name <input style="width: 150px;" type="text"/>	SSN <input style="width: 100px;" type="text"/>
Address <input style="width: 150px;" type="text"/>	Birthdate <input style="width: 100px;" type="text"/>
City, State, Zip <input style="width: 150px;" type="text"/>	No. of Dependents <input style="width: 100px;" type="text"/>
Telephone No. <input style="width: 150px;" type="text"/>	

SECTION I

HOUSEHOLD ANNUAL INCOME (Attach supporting documents)		HOUSEHOLD ESTIMATE OF ANNUAL EXPENSES (Attach supporting documents)
Salary, Bonuses & Commissions <input style="width: 80px;" type="text"/>		Income Taxes <input style="width: 80px;" type="text"/>
Dividends & Interest <input style="width: 80px;" type="text"/>		Other Taxes <input style="width: 80px;" type="text"/>
Rental & Lease Income (Net) <input style="width: 80px;" type="text"/>		Insurance Premiums <input style="width: 80px;" type="text"/>
Other Income <input style="width: 80px;" type="text"/>		Mortgage Payments <input style="width: 80px;" type="text"/>
		Rent Payable <input style="width: 80px;" type="text"/>
		Other Expenses <input style="width: 80px;" type="text"/>
Total <input style="width: 80px;" type="text"/>		Total <input style="width: 80px;" type="text"/>

NSSC-Form-0098 12 / 2020 PREVIOUS EDITIONS ARE OBSOLETE

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Responsible Office: Accounts Receivable

Subject: Accounts Receivable – Management of Debt Collection

Clear Record

Print Record



NATIONAL AERONAUTICS AND
SPACE ADMINISTRATION

NASA SHARED SERVICES CENTER
STENNIS SPACE CENTER, MS 39529-6000

PERSONAL FINANCIAL STATEMENT

CONFIDENTIAL

Bill of Collection No.

SECTION II

MORTGAGES (Attach supporting documents)

Mortgage Company	Address	Start Date	Payment Amount	Balance Due
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Fixed Monthly Expenses (Attach supporting documents)

Payable To	Type of Expense	When Due	Monthly Payment Amount
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Total			<input type="text"/>

For the purpose of requesting a payment plan, I furnish the foregoing as a true and accurate statement of my financial condition. Authorization is hereby given to NASA to verify in any manner it deems appropriate any and all items indicated on this statement. The undersigned also agrees to notify the NASA Shared Services Center immediately in writing of any significant adverse change in such financial condition.

Printed Name

Signature

Date

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APPENDIX – T INSTALLMENT PAYMENT NOTE LETTER TEMPLATE

National Aeronautics and
Space Administration



{Center Name}
{Center Address}
{City, State Zip Code}

{Date}

{Debtor Company}
{Attn: Person Signing Installment Payment Note}
{Debtor Address}
{City, State Zip Code}

SUBJECT: Request for Payment of debt in arrears

Please sign, date, and return the enclosed installment payment note with your initial payment of {Dollar Amount}. This payment is due by {Date}. The note covers your bill {Bill No.} in the amount of {Bill Amount} for payment of debt in arrears.

Promptly signing and returning the note can avoid penalties and administrative charges. The terms of the note are {No. of Payments Monthly or Quarterly} payments with interest at 3% per annum to be paid in quarterly installments of {Monthly or Quarterly Installment Amounts}, with the first payment due on {Date} and the final payment of {Dollar Amount} due on {Date}. Timely payment per terms of the note will satisfy your outstanding bill of {Bill Amount}.

In the event of default on this note, the whole sum will become due immediately. In the event payment is not received, your delinquent account may be referred to a private collection agency or the U.S. Treasury for collection action.

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Please direct any question regarding the delinquency of this notice to NSSC Contact Center at 1-877-677-2123 (1-877-NSSC123) or e-mail at nssc-contactcenter@nasa.gov.

NASA Shared Services Center
FMD -Accounts Receivables Branch

() Enclosures

Responsible Office: Accounts Receivable

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APPENDIX – U AMORTIZATION SCHEDULE

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APPENDIX – V PAY.GOV'S PAYER PROFILE

Each of the fields will be explained for Create Payer Profile on Process 14 - Step 1.B.4

Step	Field	Description	Required/ Optional
a.	Agency Application Name	From the dropdown list, select the agency application the profile is being created for.	Required
b.	Payer ID	Enter a Payer ID, The number of characters allowed is limited to the number configured for your application (section 4).	Required
c.	Account Holder Name	Enter the name of the person/entity opening the account used in the profile.	Required
d.	Active Date	The date the profile becomes active. The default is the current date, but can be a future date. Clicking on the field opens a calendar where you can choose the date.	Required
e.	Inactive Date	Enter an expiration date for the profile. Leave this field blank if the profile will not expire. Clicking on the field opens a calendar where you can choose the date. Attempts to process a transaction using an inactive (expired) profile will fail. Note: Even after the Inactive Date, any pending deferred or recurring payments will be processed normally. These payments can be canceled	Optional
f.	Account Type	Select the account type from the dropdown list.	Required
g.	Routing Number	Enter the routing transit number (RTN) for financial institution having the ACH account used for the profile.	Required
h.	Account Number	Enter account number to be used for payments.	Required
i.	Foreign Funding Checkbox	This checkbox only appears if the selected agency cash flow application allows use of foreign-funded accounts. When the box is checked, fields for additional required information are shown. (Step 6.)	Optional

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Each of the fields will be explained for Foreign Funded Account on Process 14 - Step 1.B.5

Step	Linked Account Field	Description	Required/ Optional
a.	Account Holder Address	Enter the Account Holder's Street Address.	Required
b.	Account Holder City	Enter the Account Holder's City.	Required
c.	Account Holder Country	Select the Account Holder's Country from the dropdown list. The default is United States.	Required
e.	Account Holder State/Province	Select the Account Holder's State or Province. US and Canada only. The field is disabled if not required for the selected country.	Required only for the United States and Canada.
f.	Account Holder Zip/Postal Code	Enter the Account Holders ZIPcode or Postal Code. The field will be disabled if not required for the selected country.	Required only for the United States and Canada
g.	Tax ID Number/Date of Birth.	Select either the customer's Tax Identification Number (TIN) or the customer's Date of Birth and then enter the information. Only one of these choices must contain information.	Required

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APPENDIX – W PAY.GOV'S RECURRING PAYMENT INSTRUCTION

Each of the fields will be explained for Foreign Funded Account on Process 15 - Step

1.B.4

Field	Required or Optional	Description
Application Name	Required	Select your agency application from the dropdown list.
Agency Tracking ID	Optional	<p>A unique ID you create, assigned to the transaction. It must be unique within your agency.</p> <p>If no agency tracking ID is entered, Pay.gov will create and assign one.</p> <p>The Agency Tracking ID identifies identify the transaction in reports and online searches, and to associate subsequent activities, such as a refund, with the original transaction.</p>
Payment Amount	Required	The total amount being paid in U.S. dollars.
Payment Date	Required	The default date is the next business day. If allowed by the selected application, you can enter a deferred payment date of up to three years in the future.
Make This a Recurring Payment Checkbox	Optional	<p>Shown if the selected application allows recurring payments.</p> <p>Selecting the checkbox displays the recurring ACH payment fields.</p>
Frequency	Required only if recurring payments checkbox is selected.	<p>How often the recurring payment will be made. For example, twice a month (bi-monthly).</p> <p>Select frequency from the dropdown list.</p>

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Number of Payments	Required only if recurring payments checkbox is selected.	The total number of recurring payments to be made.
Estimated End Date	Automatically calculated	Calculated by Pay.gov from the payment date, frequency, and number of payments. For example, the payment date (first payment) is March 1, the payment recurs twice a month, and the number of payments is seven. The estimated end date would be June 1.

Field	Required or Optional	Description
Email Address	Optional	The ACH account holder's email address. It may be selected later to send a transaction confirmation to the cardholder.

Payer ID	Optional	If allowed by the application, you may be able to enter (or browse for) the ID assigned to the payer's profile they created in Pay.gov. Entering a Payer ID will automatically populate the payer's personal and account information fields from the information in their profile.
Account Holder Name	Required	The ACH account holder's first and last name. If a Payer ID is entered, Pay.gov automatically enters the account holder name for you.

Account Type	Required	Select the ACH account type from the dropdown list.
Routing Number	Required	Enter the Routing/Transit Number (RTN) of the financial institution having the payer's ACH account.

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Account Number	Required	Enter the payer's ACH account number at their bank/financial institution.
Confirm Account Number	Required	Enter the payer's ACH account number again.

Field	Required or Optional	Description
Agency Memo	Optional	Enter any additional information your agency requires for the transaction. See Table 16 in section 12 for a list of the characters allowed.

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APPENDIX – X ACCOUNT STATEMENT TEMPLATE



National Aeronautics and Space Administration
NASA Shared Services Center
Stennis Space Center, MS 39529-6000

Account statement

Name
Address
City, State Zip

(Date)

Your account with us
Customer (#)

Account statement from MM/DD/YYYY to MM/DD/YYYY

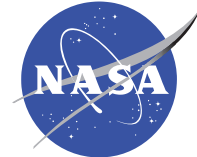
Doc Number	Doc Date	Transaction	Amount
Balance carried forward MM/DD/YYYY			
Doc #	Description	DR	0.00
Payment		DG	0.00
Payment		DG	0.00
Payment		DG	0.00
Payment		DG	0.00
Balance	As of MM/DD/YYYY		0.00

If you have any questions regarding this statement, please contact the NSSC Customer Contact Center by phone at (877) 677-2123 or email nssc-contactcenter@nasa.gov.

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APPENDIX – Y “PAID IN FULL” STATEMENT TEMPLATE

National Aeronautics and
Space Administration
NASA Shared Services Center
Stennis Space Center, MS 39529-6000



Date XX/XX/XXXX

Customer #XXXXXX

Customer Name

Customer Address

Subject: Bill of Collection # _____

Dear Customer Name:

This is to inform you that the debt installment agreement pertaining to the above Bill of Collection in the amount of \$ _____ was fulfilled and paid in full.

Please retain this documentation for your files.

If you have any questions, or need further assistance, please contact us at 1-877-677-2123 (1-877-NSSC123) or by e-mail at nssc-contactcenter@nasa.gov.

Thank you,

NSSC
Accounts Receivable Team

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APPENDIX – Z SOURCE ENTRY TEMPLATE

NASA Shared Services Source Entry CASE/FINANCE REQUEST **FMC0294666**

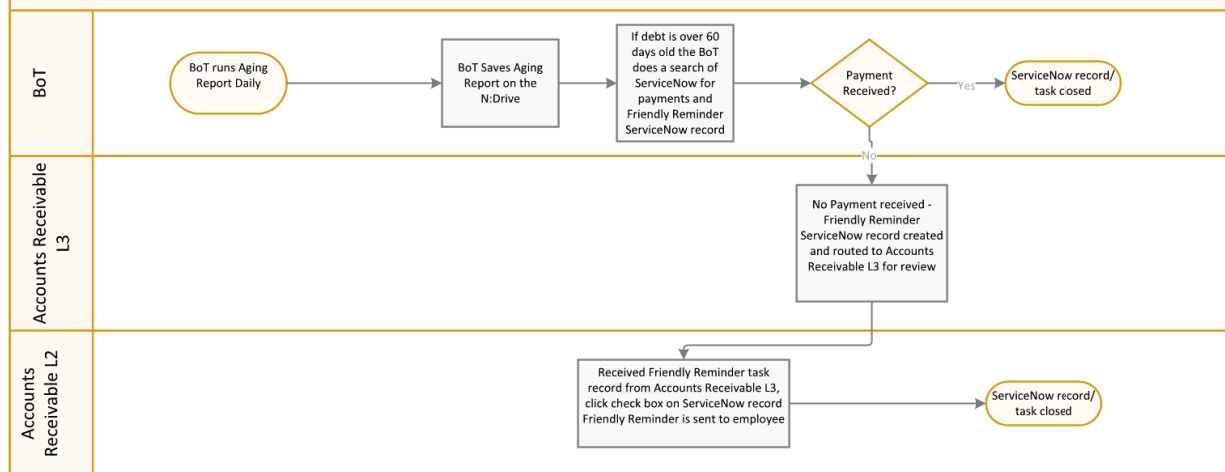
ICode	Document Number	Document Date	Type	G/L Acct	Amount	Trading Partner	Funds Center	Cost Center	Fund	Order	WBS Element	PK	Business Area	Document Header Text	Reference
FB50	100339838	7/29/2021	SX	2220.9996	164,802.85	NONFED	21		SSMX22021D			40	21	AGENCY UNFUNDED LEAVE	AGENCY UNFUNDED
FB50	100339838	7/29/2021	SX	6800.9996	(164,802.85)	NONFED	21		SSMX22021D			50	21	AGENCY UNFUNDED LEAVE	AGENCY UNFUNDED
FB50	100339839	7/29/2021	SX	2220.9996	238,874.43	NONFED	22		SSMX22021D			40	22	AGENCY UNFUNDED LEAVE	AGENCY UNFUNDED
FB50	100339839	7/29/2021	SX	6800.9996	(238,874.43)	NONFED	22		SSMX22021D			50	22	AGENCY UNFUNDED LEAVE	AGENCY UNFUNDED
FB50	100339840	7/29/2021	SX	2220.9996	293,289.15	NONFED	23		SSMX22021D			40	23	AGENCY UNFUNDED LEAVE	AGENCY UNFUNDED
FB50	100339840	7/29/2021	SX	6800.9996	(293,289.15)	NONFED	23		SSMX22021D			50	23	AGENCY UNFUNDED LEAVE	AGENCY UNFUNDED
FB50	100339841	7/29/2021	SX	2220.9996	84,323.01	NONFED	24		SSMX22021D			40	24	AGENCY UNFUNDED LEAVE	AGENCY UNFUNDED
FB50	100339841	7/29/2021	SX	6800.9996	(84,323.01)	NONFED	24		SSMX22021D			50	24	AGENCY UNFUNDED LEAVE	AGENCY UNFUNDED
FB50	100339842	7/29/2021	SX	2220.9996	151,203.53	NONFED	62		SSMX22021D			40	62	AGENCY UNFUNDED LEAVE	AGENCY UNFUNDED
FB50	100339842	7/29/2021	SX	2220.9996	(151,203.53)	NONFED	62		SSMX22021D			50	62	AGENCY UNFUNDED LEAVE	AGENCY UNFUNDED
FB50	100339843	7/29/2021	SX	2220.9996	87,586.20	NONFED	64		SSMX22021D			40	64	AGENCY UNFUNDED LEAVE	AGENCY UNFUNDED
FB50	100339843	7/29/2021	SX	6800.9996	(87,586.20)	NONFED	64		SSMX22021D			50	64	AGENCY UNFUNDED LEAVE	AGENCY UNFUNDED
FB50	100339844	7/29/2021	SX	2220.9996	399,912.02	NONFED	72		SSMX22021D			40	72	AGENCY UNFUNDED LEAVE	AGENCY UNFUNDED
FB50	100339844	7/29/2021	SX	6800.9996	(399,912.02)	NONFED	72		SSMX22021D			50	72	AGENCY UNFUNDED LEAVE	AGENCY UNFUNDED
FB50	100339845	7/29/2021	SX	2220.9996	62,833.25	NONFED	76		SSMX22021D			40	76	AGENCY UNFUNDED LEAVE	AGENCY UNFUNDED
FB50	100339845	7/29/2021	SX	6800.9996	(62,833.25)	NONFED	76		SSMX22021D			50	76	AGENCY UNFUNDED LEAVE	AGENCY UNFUNDED
FB50	100339846	7/29/2021	SX	2220.9996	595,900.89	NONFED	51		SSMX22021D			40	51	AGENCY UNFUNDED LEAVE	AGENCY UNFUNDED
FB50	100339846	7/29/2021	SX	6800.9996	(595,900.89)	NONFED	51		SSMX22021D			50	51	AGENCY UNFUNDED LEAVE	AGENCY UNFUNDED
FB50	100339847	7/29/2021	SX	2220.9996	93,728.31	NONFED	10		SSMX22021D			40	10	AGENCY UNFUNDED LEAVE	AGENCY UNFUNDED
FB50	100339847	7/29/2021	SX	6800.9996	(93,728.31)	NONFED	10		SSMX22021D			50	10	AGENCY UNFUNDED LEAVE	AGENCY UNFUNDED

Explanation	AGENCY UNFUNDED LEAVE SOURCE ENTRY FOR JULY 2021		
Correcting Entry	Source Entry <input checked="" type="checkbox"/>		
Is all of the supporting documentation attached?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
Description and location of supporting documentation if not attached			
Prepared By	Jennifer A. Myers	Approved By	Kelly Landrum
Title and Office Symbol	Accounts Receivable	Title and Office Symbol	AR Lead
Signature	Jennifer Myers (affiliate)	Signature	KELLY Landrum
	<small>Digitally signed by Jennifer Myers (affiliate) Date: 2021.07.30 07:36:43 -05'00'</small>		<small>Digitally signed by KELLY Landrum Date: 2021.07.30 12:26:12 -05'00'</small>

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	Effective Date:	January 19, 2022
	Expiration Date:	January 19, 2024
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Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Management of Debt Collection		

APPENDIX – AA DUNNING BOT – ACTIVE NASA EMPLOYEE PROCESS WORK FLOW

Dunning Process – Active NASA Employees- Friendly Reminder Process



Dunning Process – Active NASA Employees- Salary Offset Process

