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-9700-0008   Revision 3.0

Effective Date: **September 7, 2021**
Expiration Date: **September 7, 2023**

GENERAL TRAVEL PROCESSES AND REPORTING

Responsible Office: Financial Management Division

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Approved by

ALISON BUTSCH
Digitally signed by ALISON BUTSCH
Date: 2021.09.14
09:35:06 -05'00'

Alison Butsch
Chief, Financial Management Division

_____
Date

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DOCUMENT HISTORY LOG

Status (Basic / Revision / Cancelled)	Document Version	Effective Date	Description of Change
Basic	Basic	06/04/2020	Basic Release Processes extracted from NSSDG-9700-001 – Domestic and Foreign Travel SDG, Rev. 23.0 was divided into three separate SDGs: NSSDG-9700-0001 Rev.24 Domestic Travel SDG NSSDG-9700-0007 Foreign Travel SDG NSSDG-9700-0008 General Travel Processes and Reporting SDG
Revision	1.0	02/08/2021	Added BOC Less Than $10 Report Add Process 14-Special Audit Request from CTO Moved CMP 10.6B process to this SDG (Process 15) from the Travel Payroll Taxes SDG (originally Process 4). Moved Expired Funds Open Entitlement E-mail to this SDG (Appendix E) from the Travel Payroll Taxes SDG (originally Appendix G). Updated Process 6 to create a WMS before report is ran. Updated Process 10 and 12 to state record and not case.

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			Updated Process 4, 6 and 12 to ensure a Work Management System case/record is created at the beginning of the process to capture all the details of the process. Updated Process 13 to move Step 4 to the beginning of the process. Update Process 2 to enhance the workflow. Updated Step 6 -C with continuing process. Update Process 13 with Scoped App process. Added flowchart to Process 4 and 5. Updated Process 8, Step 11 with new screenshots and steps for requesting a Standardized Document Numbering System (SDNS) Updated Process 8 and Process 9 with new method of requesting updates to the internal webpage.
Revision	2.0	06/25/2021	Adding Appendix F – Special Accommodation Requests. Adding Appendix G – Requesting NAMS Approval Workbench – eTravel (CGE)
Revision	3.0	08/10/2021	Updates to Process 4 – Unliquidated Obligations Review, & Process 11 – Treasury Cancellations

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1.0 Introduction

The National Aeronautics Space and Administration (NASA) Shared Services Center (NSSC) is responsible for providing accurate payment and audit services along with required reporting for Travel and works closely with the requesting Center to ensure that payments meet federal and Agency requirements. The NSSC is required to process payment proposals for all travel vouchers every business day. If a payment is rejected from US Treasury after submission, the NSSC will work with the traveler to accurately update the information in Services, Applications and Products (SAP) and reissue the payment. These payments sometimes have an advance that was issued prior to travel that is liquidated from the voucher prior to reimbursing the traveler. In the event there is an overpayment made on a travel reimbursement, the NSSC is responsible for issuing the request for repayment to the travelers and processing that refund.

2.0 Purpose

To outline Agency procedures followed by the NSSC related to the processing of Domestic and Foreign Travel Vouchers. The Service Provider (SP) is responsible for documenting and maintaining all Macros/Scripts utilized in these processes.

3.0 Applicability/Scope

In accordance with Federal regulations and National Aeronautics Space and Administration (NASA) policy, the NSSC is responsible for processing Domestic and Foreign Travel Vouchers for payment to US Treasury.

The NSSC shall use Core Financial Software – Services, Applications and Products (SAP) R/3 – to perform the financial management activities. Financial Management is required to use Business Object (BOBJ) for reporting, query and reconciliation activity. NSSC is required to adhere to NASA Procedural Requirements (NPRs), NASA's Enterprise Performance Support System (EPSS), Federal Travel Regulations (FTR) and other applicable Federal regulations and NASA policies and procedures.

4.0 Privacy Data

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

5.0 Records

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The General Processes and Reporting Service Delivery Guide outlines processes that include the creation and receipt of NASA official records as defined by NPR 1441.1. These records are included in the Travel functional Master Records Index (MRI), applicable NASA Records Retention Schedule (NRRS) or General Records Schedule (GRS) items that provide retention/disposition authority.)

6.0 Cancellation/Supersession of Previous Documents
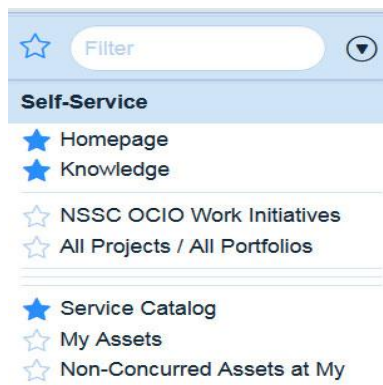
This document supersedes NSSDG-9700-0008 Revision 2.0.

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PROCESS 1 – ISSUE A REQUEST FOR REPAYMENT

**STEP 1.** <u>**NSSC Travel (SP)**</u> – Complete a Repayment Request – Non-Audit

Note: Repayment Request are generally identified when credit (negative) vouchers are submitted through the Electronic Travel System (ETS) currently known as Concur Government Edition (CGE). Negative vouchers are not interfaced into SAP. E-mails are generated for the credit memo. The e-mail is forwarded to nssc@nasa.gov for an auto case to be setup.

   A. Receive case and task from the Work Management System (WMS) requesting issuance of repayment request based on credit voucher received.

   B. Verify that credit is not related to an audit repayment request by searching in the NSSC WMS and update work notes (Category = Accounts Receivable, Subcategory = New Receivable Travel)

   C. Determine, if employee is a Very Important Person (VIP) and update work notes in task. Note: Locate spreadsheet for current VIP List: N:\TRAVEL\VIP LIST

   1. If not, proceed to step D. below.

   2. If VIP, Route WMS Task (with work notes and validation steps) received to the Civil Servant (CS) for review.

   3. CS verifies validity of the repayment request and updates the work notes with activity. Then routes the request back to the SP

   4. SP receives approved task from CS (e-mail or other notes from CS should be in Work Activity Log of the task documenting approval).
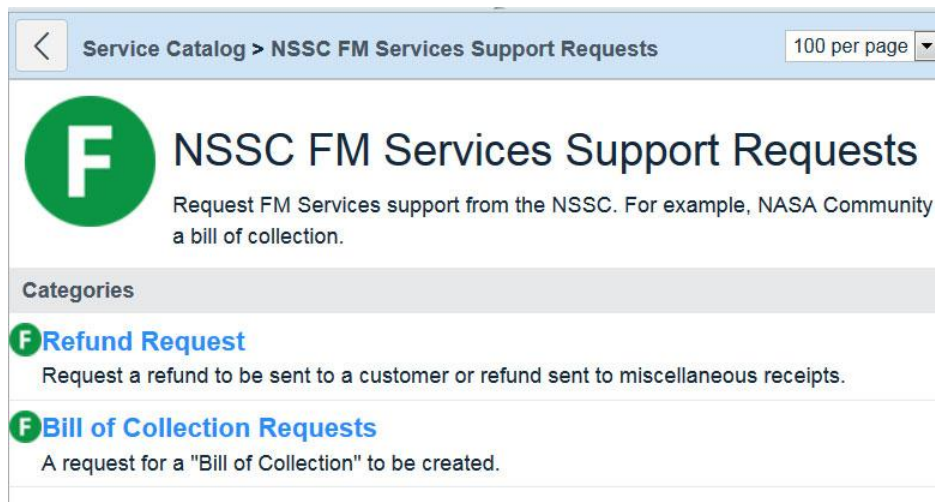
   D. Open ServiceNow

   E. Click Service Catalog

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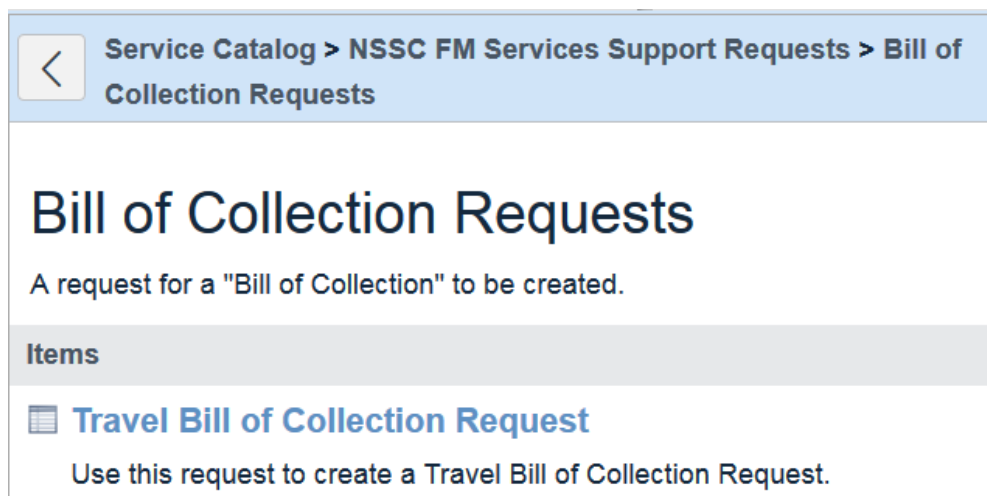F. Click NSSC FM Services Support Requests
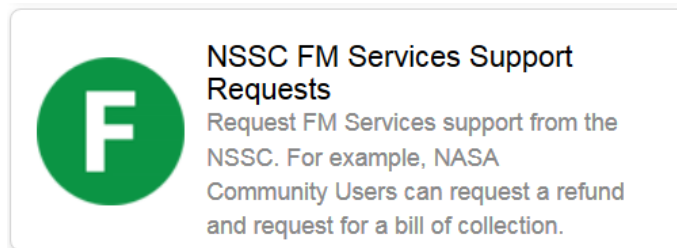
G. Click Bill of Collection Request (BOC)

H. Click Travel Bill of Collection Request

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I. Fill out web page with all required information. Traveler can be identified as a NASA or non-NASA employee in https://id.nasa.gov/uss/MyIdentity.uss. If non-NASA, an address will be required and can be found on the voucher.

Travel Information

* Submitter:
Janel Benoit

* This Request is for:
◉ NASA Employee ○ Non-NASA Employee

* Traveler:

* Center:

Dates of Travel

* Date of Cash Disbursement:

* Travel Location:

* TA #:

* Standard description/BOC Text Field box
-- None --

Debt Information:

* Explanation of Debt:

* Funds Commitment Doc Number:

Cost Center	Order	WBS	SAP Vendor #	TAS

Line #	Amount	Fund Center	Fund	GL Account
99	99999999.99			9999.9999

Total Amount:

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1. Select from the drop-down options for "Standard description/BOC Text Field box" field with one of the following standard descriptions.

   a) StatSample – resulting from StatSample review

   b) Relocation Income Tax Allowance (RITA) – negative RITA was calculated

   c) Withholding Tax Allowance (WTA) – for failure to file a RITA or Extended Temporary Duty Tax Reimbursement Allowance (ETTRA) voucher

   d) Change of Station (COS) Taxes

   e) Credit Memo (CM) –Is generated from the eTravel system when a travel voucher is amended due to overpayment to the traveler.

   f) ETDY OVPD – for Extended Temporary Duty (ETDY) overpayment

   g) ETDY TOVPD – for ETDY tax overpayment

2. Accounting information can be found in SAP using TCode FMZ3 – Display Funds Commitment.

3. Hit submit and BOC case is automatically generated and submitted to AR.

Output: BOC form prepared and automatically sent to AR.

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PROCESS 2 – POST TRAVEL REPAYMENT COLLECTION

STEP 1. **NSSC Travel (SP)** – Receive WMS ticket to post a collection of a travel repayment.

    A. Receive task from Accounts Receivable (AR) requesting posting of travel payment collection.

    B. Place task in Work in Process. Update Work Info log to indicate payment is being researched.

    C. Complete research and review to determine, type of payment and whether or not all required documentation is present before proceeding with posting.

    D. When funding is needed from Center to process transaction, the Funding Escalation Process should be followed.

        1. The following is a guideline to use when funding/budget is needed from the Center in order to process a transaction (e.g., credit memo, collection posting, correction postings, etc.).

Day 1	NSSC notifies Center that budget is required to process a given transaction. Request is documented in appropriate case.
+10 calendar days	NSSC SP follows up with Center via e-mail to determine status of funding
+10 additional calendar days	NSSC SP follows up with Center via e-mail to determine status of funding
+10 additional calendar days	NSSC SP follows up with Center via phone to determine status of funding
+5 additional calendar days	NSSC SP forwards task to CS and CS Sr POC and provides verbal briefing on situation. CS will decide what course of action to take based on the chain of events. (e.g., contact Center POC, DCFO, OCFO, etc.)

        2. Center should be made aware in communication (e.g., e-mail, phone call) that the funding issue is causing a Statement of Difference (SOD) (if applicable).

        3. Funding issues at year end may be worked "real time" or more aggressively due to expiring funds, SOD's, etc.

STEP 2. **NSSC Travel (SP)** – Post Travel Collection.

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A. In Service Now, double click in the "FMT Ticket Number" to open the AR Task.

B. In the "Assigned To" field, input the Tech name that will be posting the collection.

C. Scroll down to the bottom of the FMT task and click on the Functional Detail tab to open the tab.

D. The following items are needed to complete the credit memo (FB65) and the clearing document (F-52) in SAP. (Suggestion: jot down this information to refer to when posting the collection in SAP & to cross check against the "Collections Information Repository" (CIR) summary report.)

1. Dollar Amount: The dollar amount to be posted in SAP.

2. Check Number: This information is needed for check payments.

3. Collections Type: This is how the form of payment was received from the traveler.

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4. Date of Treasury Confirmation: This is the date that Treasury confirmed the receipt of payment.

5. Document Reference Number: This information is from the payment schedule and should be provided to you in the WMS ticket.

6. Travel Authorization (TA) Number: This number is used in SAP to locate the funds commitment via FMZ3.

STEP 3. **NSSC Travel (SP)** – Double click on the "Document Uniform Resource Locator (URL)" Link Tab to download the Summary.
NOTE: Report, Intra-Government Payment and Collections (IPAC) Report or Check to your hard drive. This information will need to be attached to the credit memo and clearing documents.

A. The link will open to show the "Transaction Detail Report" or a copy of the check payment received. Cross check the information obtained from the Functional Detail (FD) tab to the following information in the link report.
1. Voucher Date: This is the "Date of Cash link confirmation" provided on the FD tab.
2. Financial Transaction Amount: This is the "Dollar Amount" provided on the FD tab.
3. Voucher Number: This is the Document Reference Number (DRN) provided to you on the FD tab. The DRN always starts with 00 then the voucher number ends with a -001 or -002 (this means which payment was received on the report). The below only has 1 payment received.

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Generated: Sep 22, 2015 8:13:29 AM — Collections Information Repository (CIR) — Financial Transaction Detail Report

STEP 4. <u>**NSSC Travel (SP)**</u> – Locate the Request for Repayment (IDR).
    A. The Request for Repayment can be located in three different areas:
        1. Attached to the customer bill in SAP (FBL5N).
        2. Attached to original Request for Repayment in the WMS.
        3. Attached to the 1800 number provided on FD tab in the WMS.
    B. If Request for Repayment is attached to customer bill in SAP.
        1. Open SAP and input T-code FBL5N.
        2. Input the customer number from the FD tab into the customer account field.
        3. Under "Line item selection", make sure the radial button is click on "All items Posting date".
        4. All categories under type should contain a check mark.
        5. Execute.

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6. Double click on the 1800#.

7. Double click on the quote box in the upper left hand corner.

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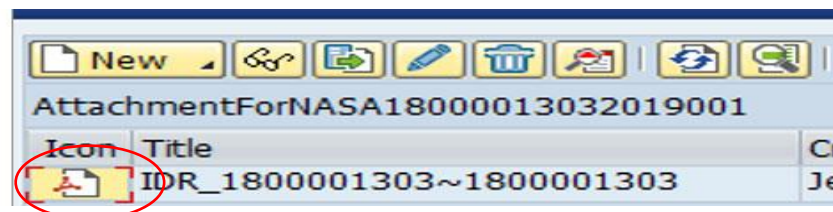
8. Double click on the paper clip to get the IDR.
9. Double click on the pdf copy of the bill.

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Bill of Collection

FD Number:
FDFAR0034164

Customer Name:
Rosa Avalos-Warren

Contact:
Lisa Ricco

Location:
Wallops Flight Facility

Travel From: **To:**

Date of Cash Disbursement:
2018-12-01

Travel Location:
COS Relocation

TA Number:
51CP18F033

AR Center:
Wallops Flight Facility

SAP Vendor:

Funds Commitment Document Number:
401038212

Total Amount:
$1,680.91

Explanation of Debt:
COS TAXES - BOC HHG TAXES

Customer Number:
123078

AR Bill Number:
18000013032019

Debt Information:

Line Item	Amount	Fund Center	Fund	G/L Account	Cost Center	Order	WBS	TAS
3	$1,680.91	51	SCEX22018D	6100.2214	518400	FC000000	153825.01.01.06	

10. Save a copy of the BOC as a PDF to your working folder. Review the document, pay particular attention to why the BOC was issued, and also make a note of the Funds Commitment number and the line item the collection is to be posted against. Make sure to look for any BOC's that state Advance and work accordingly.
    a) You cannot post a collection payment back to a line that has not had a payment issued off of it or if the collection amount is more than the original payment issued.
    b) Collection payments have to be posted back to the original funding line that the payment was originally issued off of.
    c) If you are posting a collection from a local voucher, there will be no funds commitment document. You will need to get all your posting information from the BOC form.

STEP 5.   NSSC Travel (SP) – Determine if you have current year or prior year funds.
    A. In SAP enter transaction code FMZ3
    B. Enter the 400#.
    C. Highlight line item from IDR then click consumption.

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D. Look at the last document date; this will determine how you will post. Also, read your IDR to determine, when the transaction occurred.

E. Click on the back arrow icon.
F. Double click on the fund.

G. Check the Expiration Date to confirm, if it is expired or will expire in the future. If the expiration date has passed, then you can post the collection without approval. If you have prior year (PY) funds and the fund has a future date, you will need to request center approval (see Step 6).

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STEP 6. **NSSC Travel (SP)** – Route funding to L3 for approval via IRIS console.

    A. In SAP open T-Code - ZFI_AP_CONSOLE - Invoice Request Console.

    B. Input the Credit Memo 1700 number in the "Invoice Document No." and the "Fiscal Year". Then click on Check Validity.

    C. Click the View Tab Screen. In the comments section on the funding tab, input the following: "Collection received for prior year unexpired fund in the amount of $XX.XX for a Travel BOC. Then click on "Route Request" in the box to the right of comments. You will know that the request was successfully sent to the Center when you see a clock under the funding tab.

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D. Place WMS record in a "pending" status and check IRIS (SAP) daily to see the status of the request.

E. When you see a green check mark under funding, the center has approved the funding and the process can be continued. Place WMS record back in "Work in Progress" and continue processing.

STEP 7. **NSSC Travel (SP)** – Posting a Repayment

A. In SAP use T-code FB65.

B. To post a credit memo (FB65) use the following:

1. **Posting:**

   a) In the basic data tab, input the following:

      i. Vendor: Vendor Number

      ii. Invoice Receipt Date: Date of Treasury Confirmation located on FD tab of WMS task.

      iii. Document Date: Same date as "Inv Receipt Date"

      iv. Reference: TA Number

      v. Document Type: Determined by what year the payment is issued

         1. Current Year (CY) = KG (vendor Credit Memo)

         2. Prior Year (PY) = KW (Vendor Refund)

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      vi.   Amount: The actual amount being reimbursed/paid.

     vii.   Text: Depending on type of payment the following is entered:

        1. Check: CR:TA: # (Travel Overpayment-CK#)

        2. Pay.Gov Credit Card: CR:TA:# (Travel Overpayment-Pay.Gov-CC)

        3. Pay.Gov Automated Clearing House (ACH) = CR:TA:# (Travel Overpayment-Pay.Gov-ACH)

        4. Fedwire = CR:TA:#(Travel Overpayment-Fedwire)ap

b) In the payment tab input the following:

     i.   Payment Method: Travel = P

     ii.   Payment Method Sup: Center Code (example for GSFC it is 51)

     iii.   Payment Block: choose "blocked for payment" from the drop down.

     iv.   House Bank: TREAS in the 1st block.

c) Under the Details tab input the following:

     i.   Assign: TA Number

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    ii.   Business Area: Center Code (example for GSFC it is 51)

d) Click back on the basic data tab.

    i.   Enter the following in the bottom portion of the basic data section.

    1. General Ledger (GL) account
    2. Amount
    3. Business Area
    4. Cost Center
    5. Order (usually FC000000)
    6. Earmarked Funds: 400#
    7. Earmarked funds line number

e) Click on "Park" at top of screen

f) The 1700# will appear in the lower left hand corner when you park the document.

g) To ensure document is parked you can go to FMZ3 click on the line posted against and click on consumption. Here you will see the credit memo posted.

NOTE: If the document that is parked is for a prior year unexpired fund, then you will need approval the Center to clear the document. Follow the process for "Prior Year Unexpired funds".

h) Now the parked document will need to be posted. In SAP enter transaction FBV0.

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     i.   If this is a "PY" Prior Year, you will need to submit in IRIS for approval to clear and not use FBV0. This will also depend on if it is expired or unexpired funds.

     ii.   If this is a "CY" Current Year, you can move on to FBVO.

i) Scroll to the right at the bottom and remove the earmarked funds (400-401#) and the line item number.

j) Click POST at top of page. When you hit Post, a soft warning will appear. Enter through until SAP confirms the document has been posted.
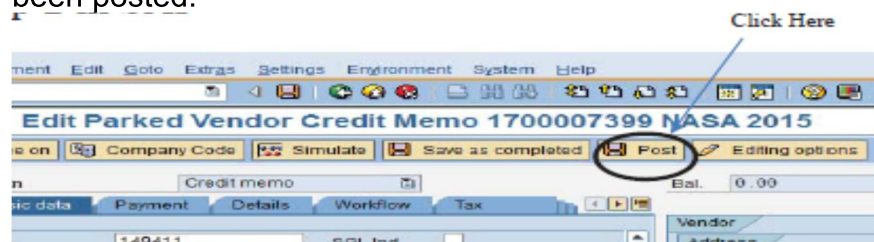
k) You will get a message that the document was posted.
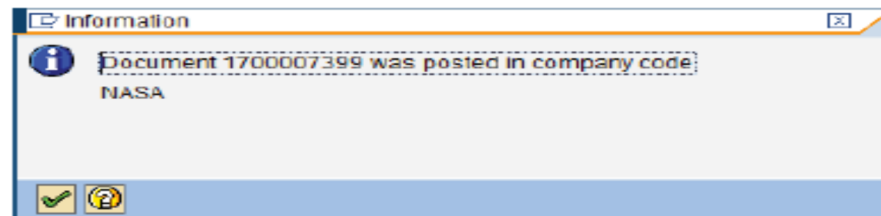
l) To confirm that the credit memo is no longer parked, you would open the funds commitment document, highlight the line item that you posted to, then click on the consumption button. Then look in the column called "CM Status", the word parked is no longer there.

2. **Clearing Credit Memo:**
   a) In SAP enter transaction F-52.
   b) Input the following:
      i.   Document Date: Treasury Confirmation date in FD tab of WMS
      ii.   Type: KZ=Current Year / KV=Prior Year
      iii.   Reference: This is the DRN (document reference number) provided on FD tab of WMS.
      iv.   Doc.Header Text: Same as reference
      v.   Clearing Text: This is the DRN # (Travel Refund-CM:1700XXXX
      vi.   Account Number: This number is determined by what year the original payment was made.

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1. Cash/Checks- Current Year = 1010.6150, Prior Year 1010.5215
2. FedWire – Current Year=1010.8200, Prior Year= 1010.5220
3. Pay.Gov-CC – Current Year=1010.8300, Prior Year=1010.5225
4. Pay.Gov-ACH – Current Year=1010.8400, Prior Year=5240
5. Salary Offset – Current Year=1010.8100, Prior Year=1010.5100

 vii. Business Area: center number (example GSFC is 51)
 viii. Amount
 ix. Value Date: remove and ensure this is blank
 x. Text: Copy and paste the information from "clearing test" field
 xi. Account – vendor number

c) Click on "Process open items" button in the upper left hand corner.
d) Make sure the "Not assigned" amount = $0.00 (If you have an amount, deselect all amounts but keep your amount (1700#) in blue).

e) Click on the save button.
f) You will receive a 1500# which is your clearing document. You will see this in the bottom left hand corner of your screen. You

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will need this information to put on your IDR form and to update the WMS.

g) When you now look at FBL1N, the open Credit Memo (1700#) is now cleared against the Clearing Document (1500#).

h) Update the IDR after the posting has been completed:
  i. WMS Case: Collection Received#: Input the FMC number and the FMT ticket number that the collection payment was received on.
  ii. AP Credit Memo: Input the 1700# received when posting the FB65
  iii. AP Clearing Doc: Input the 1500# received when posting the F-52
  iv. Save the document and then close it.

Bill of Collection

FMC 0188791
FMT 0220415
LINE 3 $1680.91
CM 1700005121
CD 1500043718

FD Number: FDFAR0034164

Customer Name: Rosa Avalos-Warren

Contact: Lisa Ricco

Location: Wallops Flight Facility

Travel From: To:

Date of Cash Disbursement: 2018-12-01

Travel Location: COS Relocation

TA Number: 51CP18F033

AR Center: Wallops Flight Facility

SAP Vendor:

Funds Commitment Document Number: 401038212

Total Amount: $1,680.91

Explanation of Debt: COS TAXES - BOC HHG TAXES

Customer Number: 123078

AR Bill Number: 18000013032019

Debt Information:

Line Item	Amount	Fund Center	Fund	G/L Account	Cost Center	Order	WBS	TAS
3	$1,680.91	51	SCEX22018D	6100.2214	518400	FC000000	153825.01.01.06	

3. **Attaching Documentation:**
   a) In SAP enter transaction code FB03
   b) Input the clearing document (15000XXX) number or the credit memo (17000XXX).
   Note: you will need to upload the attachments to both your 1500 & 1700 documents. IDR and the link from the FD tab in WMS.
   c) Input the Fiscal Year document was entered.

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d) Click the green check mark.
e) Double click on the quote box in the upper left-hand corner
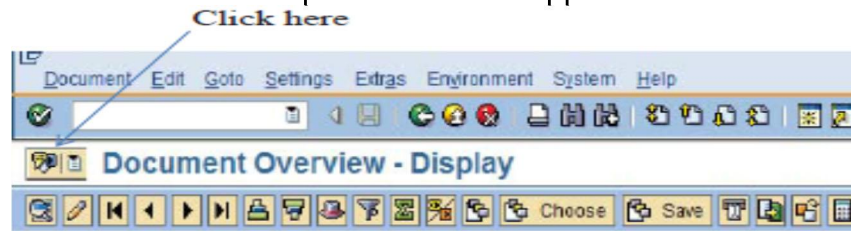
f. Click on comment icon.

g. Select "Create Attachment" from drop down menu
h. Attach the updated IDR form that you saved on the N drive.
i. Double click on each attachment to confirm that you attached the correct document to the credit memo and clearing document. If you attached an incorrect document, you can delete it and follow the attachment process again.

C. **To post a Collection Salary Offset/IPAC use the following:**
1. **Posting:**
   a) In SAP enter transaction code FB65.
   b) In the basic data tab input the following:
      i. Vendor: Vendor Number
      ii. Invoice Receipt Date: salary offset (refer to IDR "salary offset" tab. Date being used is under the column "document date". IPAC refer to the date provided to you in the WMS.
      iii. Document Date: Same date as "Inv Receipt Date" Reference: If Salary Offset enter Payroll Deduction. If IPAC enter IPAC.
      iv. Document Type: Determined by what year the payment is issued
         1. Current Year (CY) = KG (vendor Credit Memo)
         2. Prior Year (PY) = KW (Vendor Refund)
      v. Amount: The actual amount being reimbursed/paid.

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vi.   Text: TA# and pay period or TA# IPAC

c) In the payment tab input the following:
    i.   Payment Method: Travel = P
    ii.   Payment Method Sup: Center Code (example for GSFC it is 51)
    iii.   Payment Block: choose "blocked for payment" from the drop down.
    iv.   House Bank: TREAS in the 1st block.

c) Under the Details tab input the following:
    i.   Assign: Salary Offset enter "Payroll Deduction" or for IPAC enter TA followed by word IPAC.
    ii.   Business Area: Center Code (example for GSFC it is 51)

d) Click back on the basic data tab.
e) Enter the following in the bottom portion of the basic data section.

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       i. GL account

      ii. Amount

     iii. Business Area

     iv. Cost Center

      v. Order (usually FC000000)

     vi. Earmarked Funds: 400#

    vii. Earmarked funds line number

   viii. Check Set to Done" If collection is paid in full only.

f) Click on "Park" at top of screen
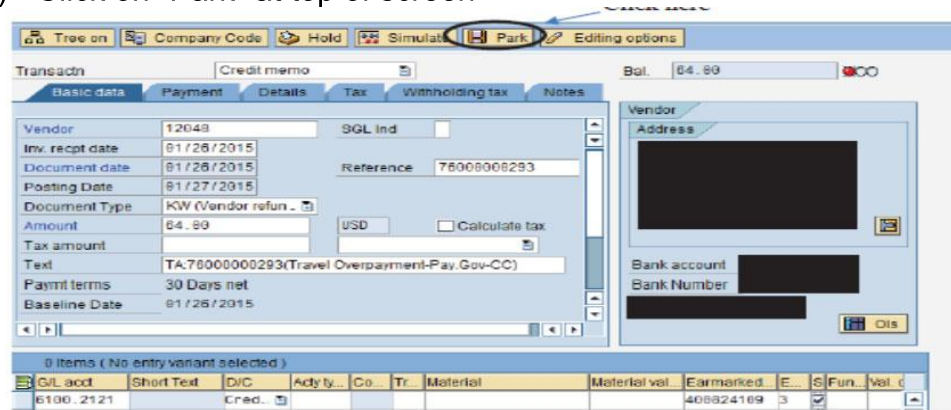
g) The 1700# will appear in the lower left hand corner when you park the document.

h) Now the parked document will need to be posted. In SAP enter transaction FBV0.

i) Scroll to the right at the bottom and remove the earmarked funds (400-401#) and the line item number.

j) Click POST at top of page. When you hit Post, a soft warning will appear. Enter through until SAP confirms the document has been posted.
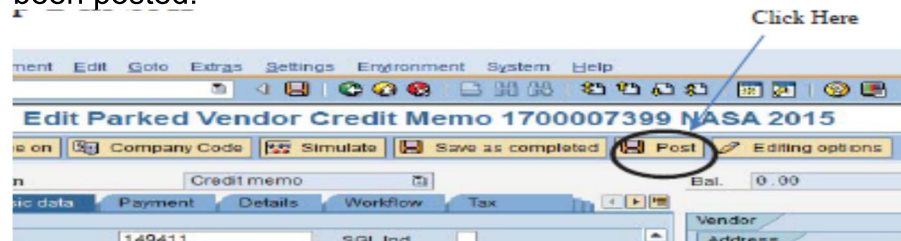
k) You will get a message that the document was posted.

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l) To confirm that the credit memo is no longer parked, you would open the funds commitment document, highlight the line item that you posted to and click on the consumption button. You will see credit memo is no longer there.

2. **Clearing Credit memo:**
   a) In SAP enter transaction code F-52
   b) Input the following:
      i. Document Date: For a Salary Offset this is the date from IDR under tab "salary offset". For IPAC, this date will be provided in the WMS ticket. Under the work log.
      ii. Type: KI=Current Year / KV=Prior Year
      iii. Reference: For a Salary Offset this is the date from IDR under tab "salary offset". For IPAC, this date will be provided in the WMS ticket. Under the work log.
      iv. Doc Header Text: Same as reference
      v. Clearing Text: This is the JV# or IPAC/DRN#.
      vi. Account Number: This number is determined by what year the original payment was made.
         1. Cash/Checks- Current Year = 1010.8100, Prior Year 1010.5100.
         2. Fedwire – Current Year=1010.8200, Prior Year= 1010.5220
         3. Pay.Gov-CC – Current Year=1010.8300, Prior Year=1010.5225
         4. Pay.Gov-ACH – Current Year=1010.8400, Prior Year=5240
         5. Salary Offset – Current Year=1010.8100, Prior Year=1010.5100
      vii. Business Area: center number (example GSFC is 51)
      viii. Amount
      ix. Value Date: remove and ensure this is blank
      x. Text: Copy and paste the information from "clearing test" field
      xi. Account – vendor number

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c) Click on "Process open items" button in the upper left-hand corner.

d) Make sure the "Not assigned" amount = $0.00 (If you have an amount, deselect all amounts but keep your amount (1700#) in blue).

e) Click on the save button.

f) You will receive a 1500# which is your clearing document. You will see this in the bottom left hand corner of your screen. You will need this information to put on your IDR form and to update the WMS.

g) Update the AR-IDR after the posting has been completed.

h) In the WMS ticket update the following boxes in the FD.
    i.   Salary Offset: Input the Credit Memo (1700#) and Clearing document (1500#) in the respective column under the "Salary Offset" tab on the IDR.
    ii. IPAC: Input the Credit Memo (1700#) and the Clearing Document (1500#) on the IDR like normal.

i) Attach a copy of the IDR to the Credit Memo and Clearing document via FB03. Follow normal process for attaching documents in SAP.

j) Update the WMS ticket per the normal process and reassign the ticket back to AR.

3. **Attaching Documentation** – Refer to Step 7 Item 3

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STEP 8. **NSSC Travel (SP)** Liquidating an advance (if applicable).
    A. In SAP enter transaction code F-52
    B. Input the following:
        1. Document Date: For a Salary Offset this is the date from IDR under tab "salary offset". For IPAC/FedDebit IPAC, this date will be provided in the WMS ticket. Under the work log.
        2. Type: KI=Current Year / KV=Prior Year
        3. Reference: For a Salary Offset this is the date from IDR under tab "salary offset". For IPAC, this date will be provided in the WMS ticket. Under the work log.
        4. Doc.Header Text: Same as reference
        5. Clearing Text: This is the JV# or IPAC/DRN#.
        6. Account Number: This number is determined by what year the original payment was made.
          a) Cash/Checks- Current Year = 1010.8100, Prior Year 1010.5100.
          b) FedWire – Current Year=1010.8200, Prior Year= 1010.5220
          c) Pay.Gov-CC – Current Year=1010.8300, Prior Year=1010.5225
          d) Pay.Gov-ACH – Current Year=1010.8400, Prior Year=5240
          e) Salary Offset – Current Year=1010.8100, Prior Year=1010.5100
        7. Business Area: center number (example GSFC is 51)
        8. Amount
        9. Value Date: remove and ensure this is blank
        10. Text: Copy and paste the information from "clearing test" field
        11. Account: vendor number
        12. Special G/L Ind.: Y
          a) Click on "Process open items" button in the upper left hand corner.
          b) Make sure the "Not assigned" amount = $0.00 (If you have an amount, deselect all amounts but keep your amount (1700#) in blue).
          c) Click on the green check to receive the 1500#. After you will receive a message that posting is complete.

Document 1500046006 was posted in company code NASA
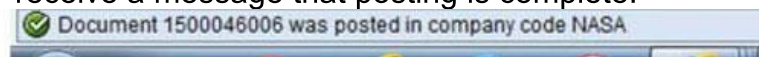
      Output: Posting of collection of Travel BOC payment.

    STEP 9. NSSC Travel (SP) – Updating the WMS ticket after the posting has been completed.

      A. Enter the CM 1700# and the CD 1500#. Also, put a check the "Billable" box then hit update.

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B. Resolve WMS task adding the statement "FMT is being resolved" in the work notes. Copy the short description before you hit update.
C. Create a new task, by going to Finance Task and hit new. Paste the short description from the task into the new task and add the statement "Collection has been posted and this FMT is being reassigned to AR.

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PROCESS 3 – POSTING OF TRAVEL PAYMENT REVERSALS

STEP 1. <u>**NSSC Travel (SP)**</u> – Posting of Travel Payment Reversals

Note: Travel Payment Reversals are performed on an "as needed" basis. A reversal case or task is required for any SAP reversals involving cash (GL 1010.XXXX). Exceptions include Data Entry errors detected on the day of entry and erroneous deposits. Also, rejected Intra-governmental Payment and Collections (IPACs) are not considered to be reversals. A reversal task is required in the following examples: reversal of a BOC that has already been collected/cleared to cash, reclassification of a miscellaneous receipt posting, Office of the Chief Financial Officer (OCFO)/Center requested Trading Partner Corrections, and any other reversal or correction involving a posting to GL 1010.XXXX.

A. Receive case or task requesting reversal of travel payment transaction. In some cases, NSSC Travel Department may be required to generate a case. If so, the following guidelines should be followed when creating the case:

1. Full Name: Type in the Customer Name (as it appears in SAP).
2. Short Description: FM-XXXX-Reversal (select the appropriate Travel department based on the collection being posted. Example a foreign payment would be FM-Foreign Travel)
3. Category = Domestic/Foreign or COS, Subcategory = Reversal
4. Assigned Group: From the drop-down menu select the appropriate group to whom the ticket is to be routed.
5. Assignee: From the drop-down menu select the name of the person to whom the ticket is being routed.

B. Create the FM Reversal FD form:

1. From the drop-down menu select "FM Reversal" and then click on the "Create FD" button.
2. Customer/Vendor Name: Input the Customer name as it appears in SAP.
3. Customer Number: Input Customer number as it appears in SAP.
4. Vendor Number: Input the vendor number as it appears in SAP.
5. Center: From the drop-down menu select the Center in which the posting is being made against.
6. Reversal Reason: From the drop-down menu select the reason for the reversal transaction.
7. Dollar Amount: Input the amount of the transaction being reversed.

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8. Original SAP Document: Input the SAP Document number of the document to be reversed (1900/1700#).
9. SAP Cash Doc Number to Reverse: Input the original clearing document you are reversing (usually 1500#).
10. SAP Cash Doc Date: Input the original posting date of the document you are reversing (unless the date was the issue).
11. Treasury Document Reference Number (DRN): Input the DRN.
12. Clear to Cash Doc Number: Input the new credit memo if reposting a payment (1500# from F-52 transaction).
13. Multiple Documents to Reverse: This box would be checked if the request is to reverse out several bills. Rather than create a task for each document, the batch is treated as one request.*When the "Multiple Docs" button is checked, the values in 4 to 7 are pre-filled with the word "Multiple". Attach a spreadsheet to the case or task of all documents to be reversed.
14. Work Info Entry: Document research findings and conclusions in the Activity log. Please note you should always have the most current status indicating:
    a) What type of action is pending?
    b) Who has the action (NSSC or Center)?
    c) Anticipated resolution date.

C. Place task in Pending/Internal Action. Update Work Info log to indicate reversal is being researched.
D. Complete research and review to determine type of reversal and whether all required documentation is present before proceeding with posting.
E. Draft the Reversal Form and save it to your desktop.
F. When funding is needed from the Center to process the transaction, Travel L3 is notified via a TASK in the WMS of the additional funds required to reverse the posting.
G. Complete the Reversal FD Form and attach final copy to the task.
H. Attach a copy of the Reversal Form and the task Activity Log to the original document entry and the re-posting document entry. It is not necessary to attach a copy to the reversing entry.

STEP 2. **NSSC Travel (SP)** – Reverse the Cash Document in SAP

Note: Ensure that the funds are available before starting the reversal process

A. Go to SAP and enter transaction code FBRA
B. Enter the following:

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1. Clearing Document = Cash Document you are going to reverse (ex: 1500).
2. Company Code = NASA
3. Fiscal Year = Fiscal Year in which the cash document was posted.
4. Then click on the "items" tab at top.

5. Verify the information is the correct document to be reversed.
6. Select the back button.
7. Click on SAVE.
8. The following warning will appear. Click YES

9. Enter the following information in the reversal data box.
    a) Reversal Reason = 01 for current period, 02 for prior period.
    b) Posting Date = Today's Date
    c) Posting Period = Current Period (fiscal calendar year)
    d) Document Date = Do not input a date here, SAP will default to the correct date
    e) Click on the green check.
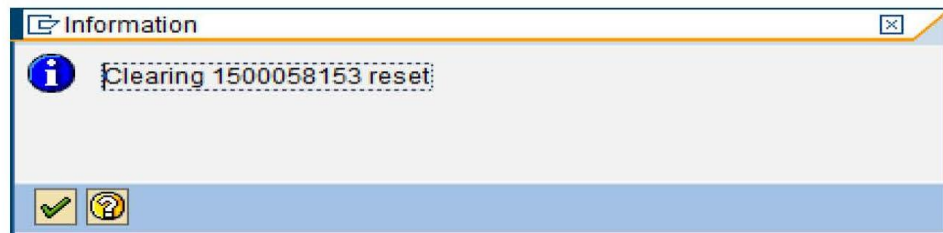
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10. Clearing message will appear with your 1500#. Click on the green check.

11. Copy the reversal 1500 document number on FD tab in WMS.

STEP 3.   **NSSC Travel (SP)** – Reverse the Credit Memo
NOTE: All Reversal posting are to be completed after 10 am. This is because the proposals are being completed prior to this time and you do not want to affect the 244 accounts.
Reversals **cannot** be completed during the last 4 days of the month. They only time reversals can be completed during month end down time is when Funds Balance with Treasury (FBWT) request you to.

A. In SAP using transaction code FB08 enter the following in the boxes provided:
   1. Document Number = The document you wish to reverse (ex: 1700#)
   2. Company Code = NASA
   3. Fiscal Year = This is the fiscal year of the original document (ex: 2019)
   4. Reversal Reason = 01 for current period, 02 for prior period.
   5. Document Date = Today's date.
   6. Posting Period = Current Period (example- October= 01, November =02, etc.)
   7. Chose "Display before reversal" button before posting.
   8. Verify this is the proper document that you wish to reverse.
   9. Select "Back" button.
   10. If everything is correct then click on the save button to post.
   11. Will receive a confirmation stating account assignment adopted, click on the green check.
   12. Will receive your 1700#. Write this document number on the FD tab in the WMS.

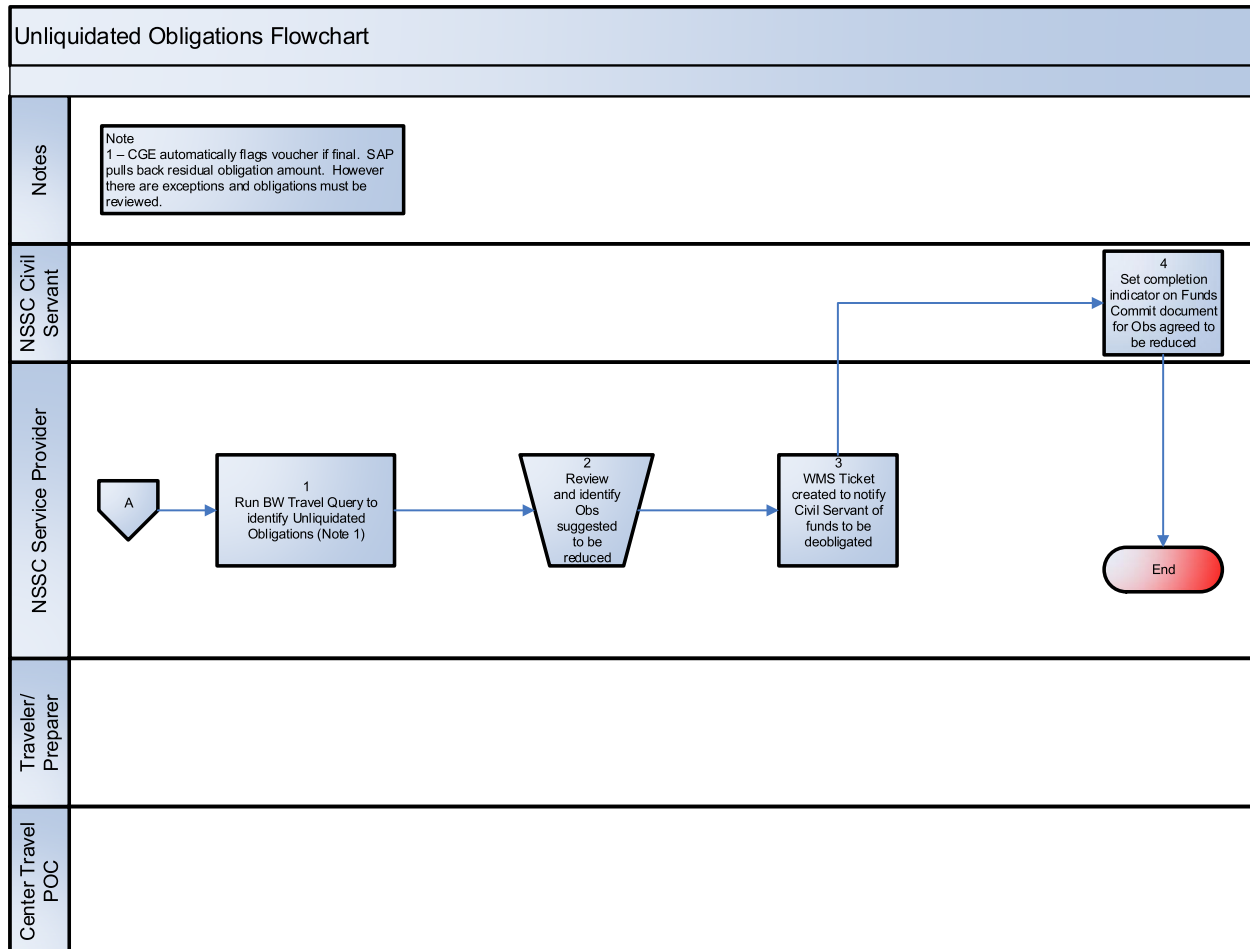| NSSC | NSSDG-9700-0008 | Revision 3.0 |
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Document 1700000405 was posted in company code NASA

13. If funds are not available to complete the FB08
    a) Email NSSC Travel CS to see if they can add funds to the line item.
    b) If the NSSC Travel CS cannot add funds then contact the Center Travel Office to see if they can add the required funds to the line.
    c) Copy and paste email traffic into the Reversal WMS ticket regarding the funding request. Put the WMS ticket in "Pending" additional document status.
    d) If the Center Travel Office is unable to add the funds within 24 hours of the initial request, then the clearing document needs to be recreated in SAP to resolve the SOD. The reversal process completed by the FBRA will cause a SOD until the credit memo is reversed out or the 1500# is posted. By re-inputting the F-52 (1500#), this will resolve the SOD.
    e) When reposting the F-52 (clearing document) to resolve the SOD, you will use all of the original posting information provided on the original posting. Next update the reversal with the new 1500#. Finally, update the reversal on the FD tab and attach to all of the 1500 numbers posted and the WMS ticket.
    f) Update the WMS ticket explaining why the posting cannot be reversed out and reposted at the time. Copy all email traffic between the NSSC and the Center Travel Office into the ticket. The WMS ticket status will need to be put in "Pending" process and the status reason should reflect "Additional Documents.
    g) Follow up with the Center regarding the funds availability on the third business day from the initial email. For example if you notified the Center on Monday, then you would send a follow up email and any response received. Continue to follow up with the Center every three days unless not necessary (for example a SR is submitted to the NASA Agency Application Office (AAO) to request funds, then you would only need to follow up once a week or what is considered reasonable).
    h) Once funds are available, you will need to reverse out the 1500 number you put in to resolve the SOD and the 1700#'s like normal. You then will repost the collection based on the information provided to you in the Reversal WMS ticket.

Output: Posting of collection of Travel Payment Reversal.

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PROCESS 4 – UNLIQUIDATED OBLIGATIONS REVIEW

Unliquidated Obligations Flowchart

Notes
Note
1 – CGE automatically flags voucher if final. SAP pulls back residual obligation amount. However there are exceptions and obligations must be reviewed.

NSSC Civil Servant
4
Set completion indicator on Funds Commit document for Obs agreed to be reduced

NSSC Service Provider
A
1
Run BW Travel Query to identify Unliquidated Obligations (Note 1)
2
Review and identify Obs suggested to be reduced
3
WMS Ticket created to notify Civil Servant of funds to be deobligated
End

Traveler/ Preparer

Center Travel POC

STEP 1. **NSSC Travel (SP)** – Create CASE for DRD for Unliquidated Obligations.

    A. Log into Service Now and create a new CASE assigned to self.

    B. Category is "Travel"

    C. Subcategory is "DRD"

    D. Assignment group is FM-Domestic Travel L2

    E. In short description put "3.1-9 Monthly Unliquidated Obligations Report Travel- September 2020 ULO Review - DUE 9/15/2020". You would update the month, year and due date. Due date is always the 15th of

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the month unless that day falls on a weekend. If it does, then it would fall back to the Friday before the weekend date.

Number	FMC0266288
Customer	Alina Davis
Contact	
Location	NASA Shared Services Center
Category	TRAVEL
SubCategory	DRD
Assignment Group	FM – DOMESTIC TRAVEL L2
Assigned to	SARITA HARPER
PII	
Short Description	3.1-9 Monthly Unliquidated Obligations Report Travel- September 2020 ULO Review - DUE 9/15/2020
Description	3.1-9 Monthly Unliquidated Obligations Report Travel- September 2020 ULO Review - DUE 9/15/2020

    F. Put case in WIP.

STEP 2.   <u>**NSSC Travel (SP)**</u> – Run Unliquidated Obligations (ULO) Report

Note: A report should be pulled at the close of each accounting period which is generally two business days after calendar month end. ULO Data Requirements Description (DRD) is due to the CS team at the NSSC by the 15th of each month.

    A. The BOT will run the report in SAP on the second business day of the month and then sort the reports carrying over previous months pending obligations comments. If the BOT is broken proceed with instructions below to run it manually.

    B. Log into SAP.

    C. Input T-code FMZ3.

    D. Click on the Select Documents via Processing List icon ▦ (3rd from the left on top of screen).

    E. Click on "Get Variant" icon ⧉ .

    F. Remove your ID number from the Created By field.

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G. Click the Execute icon (looks like clock with a checkmark).

H. Scroll down to select variant "ULO TO/TF, double click to select or click on the green checkmark."

I. In the Fund Center box, input the Center number followed by an asterisk. (e.g.: 10*) (MAKE SURE ALL OTHER FIELDS ARE EMPTY)

J. Click the Execute icon at top left (looks like clock with a checkmark).

K. Select the Layout setting called "**Default NSSC-ULO Layout**"

   1. The NSSC has a standard format that is used that is created under this layout.

L. Click in top left: **List-Export-Spreadsheet-Excel**.

M. Save to Computer/N Drive/Travel/UNLIQUIDATED OBLIGATIONS/Center/Current FY. Change the file name like (MAR_ULO_HQ_MASTER).

N. Sort content by clicking the top menu select: "Data-Sort, by vendor " click OK

O. This will pop up a Sort warning box click "OK"

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P. Delete only the 6 digit vendor records. However, you will keep the 8 digit center tax vendor documents on the report (example of Tax vendor: 100000005)

Q. Add a new column under column I with the header title "Difference" In the first cell under the title input the formula (=G2-h2). Copy this formula all the way down. DATA Sort by column Difference. Hide all $0 values.

R. Add a column J titled "Release Yes or No and a column K titled "Status"

	A	B	C	D	E	F	G	H	I	J	K
1	Earmarked Funds	Document item	Text	Document Header Text	Document Date	Vendor	Amount Total (TC)	Amount Open (TC)	Difference	Release Y/N	Status
174	400903348	5	62000012841 12/29/16 TAX	REUTER JAMES L	1/1/2016	10000005	500.00	493.70	6.30		
175	401015036	2	10000035171 11/26/17	KOZYRA JANET	11/22/2017	13153	239.90	185.62	54.28		
176	401017949	2	10000035519 01/01/18	CONNAUGHTON VALERIE	12/27/2017	59770	107.50	24.04	83.46		
177	401017860	4	22000022203 01/08/17 TAX	Malarik Diane C.	12/10/2017	10000005	85.73	0.02	85.71		
178	401000002	3	10000033154 08/27/17	OLUSEYI HAKEEM M	8/25/2017	57116	103.50	10.15	93.35		
179	400903348	4	62000012841 12/29/16 TAX	REUTER JAMES L	1/1/2016	10000005	1,666.82	1,558.05	108.77		

S. Copy all Statuses that are in red font from previous months report located at N:\TRAVEL\UNLIQUIDATED OBLIGATIONS\CENTER\FY. Use the review copy to copy over to current months ULO Master report.

Name
- archive
- MAR_ULO_HQ_FINAL
- MAR_ULO_HQ_MASTER
- MAR_ULO_HQ_REVIEW
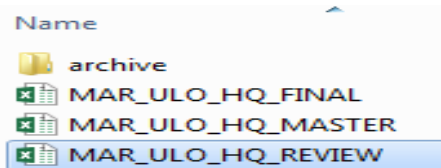
T. Send to technicians to review.

STEP 3. **NSSC Travel (SP)** – Review Unliquidated Obligations (ULO)

A. During the reconciliation process the BOT does the following:

1. If it finds a different status than what is listed on the previous months report it leaves the status listed in column N and applies the new status it discovered during the review and adds it to the right in column U and highlights the row orange

2. Highlights rows yellow with obligations it cannot make a determination to release funds or not (example: ETDY that are taxable, Auth and Voucher trip type don't match).

3. Red Font are items from previous month that were pending that BOT carried over because obligation is still open.

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4. All vouchers that are complete and are not taxable or an interim, the BOT will highlight the row green with a note that the obligation can be released.

B. Technician reviews and reconciles.

1. Tech creates a working review copy of the report as (MAR_ULO_HQ_REVIEW).

2. Go to Center Review tab of the center ULO report and filter column labeled Trip Type (column R) by selecting only LTTDY and nested trips.
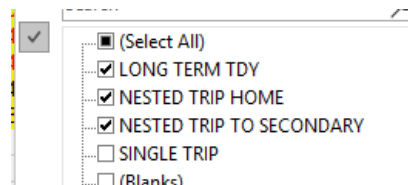
3. Refer to column labeled "Auth End Date" (column E) and grab all rows with a date greater than the previous months reconciliation period. (example: Current date is 2/9/21 and you are reconciling all open obligations up through 1/31/21 so anything from 12/31/20 and older should be carried over). Carry these rows over to the center tab you are reconciling.

4. Sort your center tab report you are reconciling by "Document Header Text"
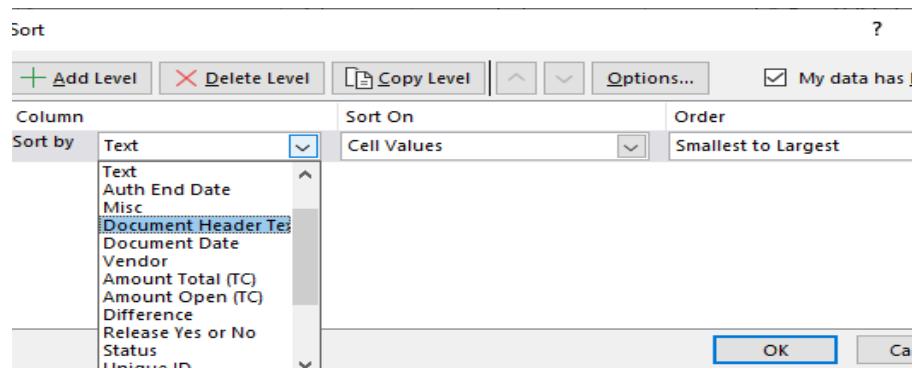
5. Use SAP, eTravel, WMS & MLinqs to determine what funds can be liquidated.

6. Use the following Standard comments for status of obligation:

   a) N/A- Funds already Consumed
   b) NO – "Year" ETTRA Do Not Release.
   c) NO – Nested Voucher, not reported to DOI

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d) NO - AUTH COMPLETE- FINAL VOUCHER NOT POSTED TO DOI (can only release if there is another authorization with same year funds that the annual ETTRA can pay from)

e) NO-Active ETDY

7. Is it a single trip, nested or parent auth?

a) BOT will provide the trip type in column R (if BOT does not work will need to check voucher trip type manually in CGE).

8. If single trip or Nested Secondary, is voucher complete (BOT review these and notates status)?

a) Look up traveler's name in eTravel system, go to vouchers and locate TA#. Does the status column show Complete for this voucher?
   i. Yes. Voucher is paid, proceed to next step.
   ii. No. Notate on ULO spreadsheet "Voucher Incomplete". Change font for this row to red. Put NO in column M.
   iii. TA # is not listed. This means voucher has not been created. Notate on ULO spreadsheet "Pending Voucher". Change font for this row to red. Put NO in column M.

9. Has the authorization been amended (BOT reviews these and notates status unless they are taxable which require manual review)?

a) Check authorizations for the traveler in CGE and locate the TA Number, does TA number have a dash followed by a numerical number (example TA72000054551-1)?
   i. Yes. Auth has possibly been amended. Proceed to step 9(b).
   ii. No. Auth has not been amended. Proceed to step 10.

b) Click on the TA# and then click "view summary", then scroll down about mid-page to locate the Totals section. If there is an Amended Net amount this means the auth has been amended and you will need to check for whether the amended voucher has been completed. Note the last stamped date of the auth from the column on right.

Totals			
Previous Reimbursable Amount: 8,923.90	Total Reimbursable Amount: 54,131.66	Amended Reimbursable Amount: 45,207.76	
Disbursement Type	TA10000046751-1 Amount	TA10000046751-2 Amount	Amended Net
Estimated Cost	8,938.65	62,778.41	53,839.76

c) Go to vouchers and see if the last stamped date for the voucher was before or after this last stamp date of the auth.

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      i.   If Before, this means the auth was amended, voucher still needs to be created from the amendment. Make a note on the ULO spreadsheet "Auth amended, pending voucher" and change font to red for this row. Put NO in column M.

      ii.   If after, proceed to next step.

10. Has the voucher been amended (BOT reviews these and notates status unless they are taxable which require manual review)?

    a) Does the TA number have a dash followed by a numerical number?

      i.   No, this means voucher is complete and is not amendment. Proceed to step 11.

      ii.   Yes, this means it could be an amended voucher.

    b) Open voucher by clicking on the TA number and select "view summary".

    c) Scroll down to "Total and Travel Advances" section and look at the pay to traveler and pay to charge card amounts to the right. Is there an amended Net column?

        1. No. Voucher was not amended, but is complete. Proceed to next step 11.

        2. Yes. Is amount a positive or negative amount?

          i.   Positive. Proceed to step 11.

          ii.   Negative. Check SAP FBL5N to determine if BOC has been paid. (See step 14.)

11. For all funds marked to be released, check SAP using transaction code FMZ3 and enter the 400# listed on the ULO spreadsheet. Looking at the line item number referenced on the ULO spreadsheet is there a monetary amount still open (BOT completes this process except for taxable vouchers)?

    a) Yes: Color fill this row green and make a note on the ULO spreadsheet, Single TDY – OK to release. For column M type "Yes"

    b) No: Change font for this row to red and make a note on the ULO, "funds consumed". For Column M type "N/A"

12. Trip type is Nested Home (BOT will note status and provide FMC# from SNOW for pending taxable vouchers)

    a) Is traveler taxable?

      i. Check the ETDY Queue Spreadsheet located at N:\TRAVEL\DOMESTIC TRAVEL\QUEUE MANAGEMENT\EXTENDED\Current Year\Current Month

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Spreadsheet. Locate the ETTRA Master list for current year and see if the traveler's name is listed here. If so, they are taxable.

   ii. If taxable, proceed to step 12b.

   iii. If not taxable, refer to steps 7-11.

  b) Have taxes been reported to DOI?

    i. For Nested Home: Check SNOW searching for TA # in short description.

      1. If TASK is resolved, funds can be released. Refer to steps 7-11.

      2. If TASK is not resolved, funds cannot be released. Make a note on ULO Spreadsheet "Nested Not Posted to DOI FMCXXXXX" referencing the FMC number.

13. Trip type is LTTDY (Bot will only note, if Auth is still active or not and if traveler is taxable, additional review will be required manually for these.)

  a) Is traveler taxable?

    i. Check the ETDY Queue Spreadsheet located at N:\TRAVEL\DOMESTIC TRAVEL\QUEUE MANAGEMENT\EXTENDED\Current Year\Current Month Spreadsheet. Locate the ETTRA Master list for current year and see if the traveler's name is listed here. If so, they are taxable. Notate on ULO spreadsheet "Taxable – needs review to see if funds are still needed". Leave in black font.

    ii. If not on ETTRA list, check to see, if all vouchers have been completed from the Parent Auth.

      1. In CGE under authorizations, click on the LTTDY TA#; and then, click "view summary." Review the itinerary dates to determine, when the auth ends.

        a. There may be multiple lines in the itinerary if it is the same location the beginning and end date in the FROM and TO section should be the same. The date in the TO section is your ending date of the auth.

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Itinerary Location	From	To	Per Diem Rates
WASHINGTON, DC	12/07/18	12/06/19	181.00 / 76.00 (11/01/18-02/28/19)
WASHINGTON, DC	12/07/18	12/06/19	251.00 / 76.00 (03/01/19-06/30/19)
WASHINGTON, DC	12/07/18	12/06/19	179.00 / 76.00 (07/01/19-08/31/19)
WASHINGTON, DC	12/07/18	12/06/19	251.00 / 76.00 (09/01/19-09/30/19)
WASHINGTON, DC	12/07/18	12/06/19	240.00 / 76.00 (10/01/19-10/31/19)
WASHINGTON, DC	12/07/18	12/06/19	184.00 / 76.00 (11/01/19-02/28/20)

b. If multiple itinerary locations and each location is less than 31 days, this is not true ETDY and can be paid as a Single Trip voucher. Refer to steps 7-11 above.

2. Now, go to vouchers and see if there is a voucher that includes the last date of the auth.
   a. You can view the dates of the voucher on the desktop under the Trip Name column or you can click on the TA# and view the itinerary dates.

3. If there is no voucher that includes the last day of the auth, funds need to be held. Notate on ULO spreadsheet "ETDY Active". Change font for this row to red. Put NO in column M.

4. If there is a voucher that includes the last day of the auth, this means the final voucher has been paid. Refer to steps 7-11.

14. Check FBL5N to see if BOC has been paid. (BOT does not complete this process; will require manual review. BOT will note if voucher is a BOC.)

a) Open SAP and enter t-code FBL5N.

b) Search for customer number by clicking on the magnifying glass; and then add the traveler's last name in the NAME box followed by an asterisk. Click green check mark.

Customer selection				
Customer account		to		
Company code	NASA	to		

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c) Look for the TA# in the text box to the right. Then, look for the 1800# to see the bill was issued; and then a 1600# for same TA# and amount which will be the payment of the bill. Below is an example where you can see the $36.43 bill was issued but there is not a 1600# yet meaning bill has not been paid.

d) If BOC has not been paid, make a note on ULO "BOC in process." Change font for this row to red. Put NO in column M.

e) If BOC has been paid, make a note "BOC paid - OK to release." Highlight row green and put "YES" in column M. Turn font to black, if not already.

15. Unhighlight any bot-produced highlighted formatting for any rows of funding that cannot be released, and turn font to red.

16. After technicians have completed their review, save existing "_REVIEW" copy. Then, hide all No's or N/As and save as "_FINAL" copy in same folder as "_REVIEW" copy. Complete review process for all Centers.

C. Route a WMS record to FM Functional Manager (Sarita Harper) for DRD requirement. Example:

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Number	FMC0288795	FD
Customer	Holly Ladner	
Contact		
Location	NASA Shared Services Center	A
Category	TRAVEL	D
SubCategory	DRD	C
Assignment Group	FM - DOMESTIC TRAVEL L2	
Assigned to	SARITA HARPER	
PII		
Short Description	FM - Travel - 3.1-9 Monthly Unliquidated Obligations Report - May 2021 ULO Review - DUE 5/15/2021	

D. Send completed reports to CS via WMS task.

1. Attach to the WMS record each center report that requires items to be deobligated ("_FINAL" copy).

2. Send email to CS L3 POC for review and release of items. Copy SP Travel Supervisor (Lishia Berthold), Travel SOM (Sarita Harper), CS Travel Lead (Karen Hill), and Trina Street at HQ, advising that WMS task was assigned to L3.

Output: Listing of ULO.

STEP 4. <u>**NSSC Travel (CS)**</u> – Identify and eliminate ULO

A. Use T-code FMZ2.

B. In the Document Number field, insert the Funds Commitment Document Number (400#) from the Earmarked Funds Journal.

C. Click the Fast Data Entry Icon (looks like sun and mountains).

D. Click the Consumption icon.

E. If there is an open amount and there is a total usage amount:

F. Click the back icon

G. Click the line item that you want to de-obligate.

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H. Click the Detail Line Item icon (2nd icon from the left on top of screen; next to icon that looks like top hat)

Note: This should be selected to de-obligate funds and unselected to open funds.

I. Click the Completion Indicator.

Note: This should not be selected when reimbursable funds are used or when this funds commitment is for an ETDY Traveler

J. Click the Save icon (looks like diskette).

K. Click the Check Mark icon.

L. Exit SAP.

M. L3 will resolve TASK once all deobligations are complete.

Output: ULO set to complete.

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PROCESS 5 – PAYMENT PROPOSALS

Domestic Payment Proposal Flowchart
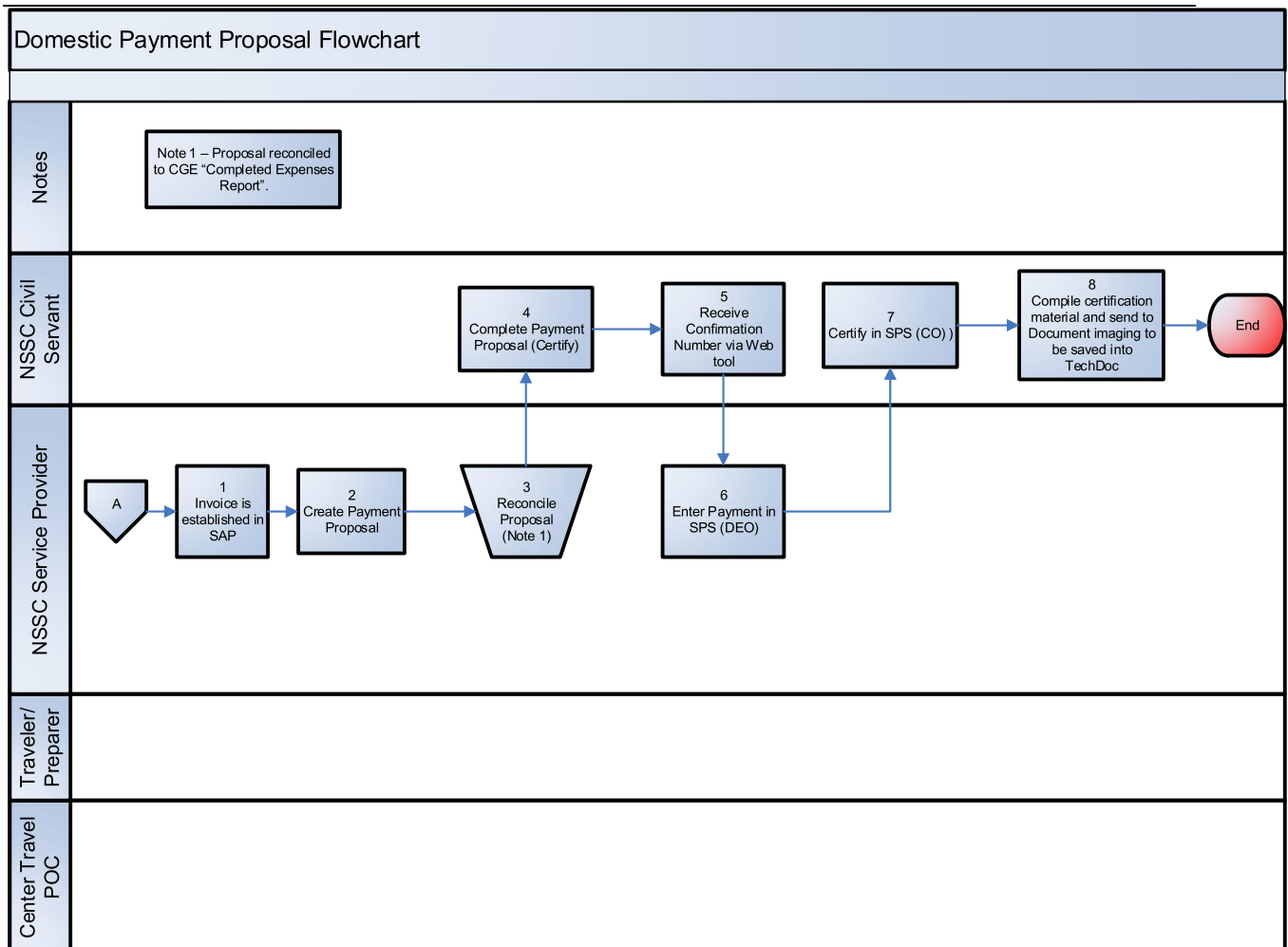
STEP 1.   **NSSC Travel (SP)** – Prepare and create payment proposal/schedule.
Note: All Center proposals must be created and filed in TechDoc. A
proposal for every Center and every type of payment (Automated Clearing
House (ACH), Individually Billed Account (IBA), Advances, and Checks)
must be run each day to determine, if there are any payments to be made.
Sometimes there will not be, but it must be checked every day.

    A. Completed Expense Report:

        1. Automated report: AAO sends report via email to specific Travel
techs at the NSSC. The report is to be saved down on the N Drive
under N:\TRAVEL\DOMESTIC TRAVEL\COMPLETED EXP RPTS

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& PROPOSAL RECONS\Year\Month\IBA or TRAVEL and then should be named exactly as Daily Completed Expenses Report 09-08-2016. If named any other way then the Travel.xlam macro will not work. The macro is housed in TechDoc: /NSSC INTERNAL LIBRARY/SERVICE DELIVERY/FM/MACROS & ADD-INS/Travel Macros. If for any reason the report is not received or if the report has no data which periodically occurs, see steps below for instructions on how to run the report manually.

2. If the report that arrives is blank run report manually:

   a. Log into the eTravel system.

   b. Hover mouse over "reporting" then drop down and click on "intelligence".

   c. Click On NASA

   d. Go down to "Completed Expense Report with Net Amounts" and scroll over to the far right under the Actions column and click on the blue arrow.

5. Under Format select "Excel 2007" from the drop down. Then click on "Advanced Options" to the far right.

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e. Click on the circle "Run in the Background" and make sure NOW is selected.

f. To the right under "Delivery", click on "Edit the Options" where it states to send the report via email.

g. Insert email into the "TO" box and click OK

h. Click "RUN" at the bottom.

i. Select previous business date under approval dates FROM (TO will automatically default to current days date so no need to change anything there)

j. Under "Payment Method" select, CASH, OTHER and SPONSORED IN KIND for domestic travel payments or IBA if you are running the IBA report.

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k. Click on FINISH

l. A message will appear showing the report ran. Click OK and you are done.

m. If report comes through with no data and after running it manually it still shows no data, you will need to contact CS POC to submit a Change Request (CRQ) to the AAO.

STEP 2.   **NSSC Travel (CS)** – Create and submit CRQ to AAO

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When reports are not pulling data from travel management system, a CRQ is required in order for AAO to elevate the problem to Concur for resolution.

    A. Go to bReady via Launchpad (NASA Agency Application Office):

        1. Select "Submit a Service Request"

        2. Fill out Service Request (screenshot below). The screen shot below indicates which criteria should be selected. In "Description of Request" box, enter the report name and what is occurring, attach a copy of screen shot messages (if any), reports, etc. that will assist AAO in resolving the issue.

        3. Hit submit button. AAO will contact you for additional information or notify you when issue has been resolved.

        4. Notify SP Team and Travel Lead and Supervisor of resolution

STEP 3.   **NSSC TRAVEL (SP)** - SAP Parameters Entered and Ran:

    A. Log into SAP and key in transaction code ZF110_PRO.

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B. Key in today's date as the "Run Date" and Input the Center Unique code into the Identification Field (ex. NSHQT, NX327, NSHQA (advance)).

1. Acronyms for Centers to be used in ACH, Advances and Check Proposal Names:

   AR - Ames

   DR - Armstrong

   GR - Glenn

   GS - Goddard

   HQ - Headquarters

   JS - Johnson

   KS - Kennedy

   LA - Langley

   MA - Marshall

   SC – Stennis

2. Acronyms for Centers to be used in IBA Proposal Names:

   AX - Ames

   DX - Armstrong

   CX - Glenn

   GX - Goddard

   HX - Headquarters

   JX - Johnson

   KX - Kennedy

   LX - Langley

   MX - Marshall

   SX – Stennis

C. Click the "PARAMETER" tab.

D. In the Docs Entered Up To Date Field, enter the previous calendar date.

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E. Under the COMPANY/CODES FIELD always input NASA.

F. Input the Payment Method under the PMNT METHS FIELD.

    1. P= People Payment (Electronic Funds Transfer (EFT))

    2. C= Check Payment

    3. D= IBA Payment

G. Under the NEXT P/DATE, enter the date of 31 days from the run date.

H. In the Vendor field input: 1 to 99999 for EFT payments or the following vendors if IBA payments (173556, 173557, 173558, 173559, 173560, 173561, 173562, 173563, 173564, 173565, and 173566).

I. Click the "FREE SELECTION" tab.

J. In the first FIELD NAME choose the drop down menu and choose BUSINESS AREA.

K. Under the VALUES FIELD put the number of the Center you are working on.

L. Under the second FIELD NAME choose the drop down menu and choose DOCUMENT TYPE.

M. Under the VALUES FIELD put the following document types: CL, ZT, and ZO. (ZE when running advance proposal)

N. Click the "ADDITIONAL LOG" tab.

O. Check the following boxes:

    1. Due Date Check;

    2. Payment Method Selection in All Cases; and

    3. Line Items of the Payment Documents.

P. In the VENDOR FIELD put 1 to 99999 (5 9's) for EFT payments or 999999 (6 9's) for IBA payments.

Q. Click the "STATUS" tab.

R. Click YES, when prompted to Save Data?

S. Click the "PROPOSAL" icon.

T. Click the icon next to the "PROPOSAL" icon.

U. In the "SCHEDULE PROPOSAL" box click the "START IMMEDIATELY" box.

V. Click the "CHECK MARK" icon to execute the proposal launch.

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W. When in the "STATUS" tab, press Enter until "PAYMENT PROPOSAL HAS BEEN CREATED" appears.

X. Advance Proposal will need to be checked for current year advances after running it by clicking on Proposal with the glasses next to and checking year to see if advance is current or one of the old ones that are locked and cannot be cleared.

Y. Also need to check for unconfirmed vendors on advance proposal by clicking on proposal with scroll next to it and then ctrl/F and typing the word "unconfirmed" to ensure there is not an advance that should pay but is unconfirmed.

Output: Payment proposals created.

STEP 4. **NSSC Travel (SP)** – Reconcile Payment Proposal

A. Pull up eTravel System Completed Expense Report Spreadsheet from N Drive (N:\Travel\Travel Payment Posting\Completed EXP REPT-TRAVEL\ Month\Center (or EXP REPT-IBA if reconciling IBA's).

1. Check to ensure macro pulled over all exceptions from previous day's proposal and if not manually pull over to current day proposal then check to see if the exceptions are now paying.

2. Check for unconfirmed vendors. If present, notify the Civil Servant (CS) team via Work Management System (WMS) ticket (see D. below for details) so it can be confirmed and paid on a proposal the next business day. Move these over to exceptions on spreadsheet and continuously monitor and follow up.

3. Check for other proposal exceptions. If present, review the Proposal Exceptions Guide for guidance. If necessary, notify the appropriate parties depending upon the nature of the exceptions (generally the Center Travel Office (CTO)) so the exception can be cleared on the next day proposal or as soon as possible. Move these over to the exceptions column on the reconciliation spreadsheet and continue to monitor until cleared.

B. A case should be created for exceptions. (Category=Domestic Travel; SubCategory=Failed Prepayment Review). The Travel Authorization (TA) number, Traveler Name, and Date failure occurred should be documented in the DOM-FOR Functional Detail (FD) Form of the case. Under Requestor Info, Full Name should also be the name of the Traveler. Assign the case to yourself (and route the task to the CS L3

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Unassigned if they are confirming a vendor). If retaining in your name, place it in a "Pending – Internal Action" status. Input the Case number on your Completed Expense Report spreadsheet. Once the payment has cleared, the date failure resolved should be completed and the ticket should be placed in resolved status.

Note: See Process 5 for Proposal Exceptions Guide to determine corrective action when exceptions occur.

Date failure occurred for missing vendor information or other items preventing a transaction from paying on a proposal would be the date the proposal is run. In these situations, date failure resolved would be the date it pays on a proposal.

C. Verify that the total on the spreadsheet matches the total on the proposal.

D. Print spreadsheet as an Adobe file.

E. Save file under N:\Travel\ Travel Payment Posting\Posting Center\current year\current month. Create folder for proposal naming it current date (ex 091416). Then save proposal here naming it current date then proposal name (ex 091416 NSJST).

F. Keep this adobe file open so you can drag the other files into it.

G. Login to SAP

1. Click the "PROPOSAL" icon with the glasses and then click on the printer icon and type the word "MAIL" in the output device field then click the green checkmark. Click green arrow back button twice.

2. Click on SAP Business workplace icon, the one with the file tray and arrow above it. Then click on OUTBOX. Select file printed from outbox list. Click on Adobe file at bottom left of screen to open. Insert this file as page one above the current file you have open of the completed expense report.

3. Click on EDIT-PROPOSAL-PROPOSAL LIST at very top of page in SAP. Click the green check mark and then Ctrl-End to get the bottom of page. Type ALT / Print Screen.

4. Insert this file as page two in the current file you have open.

5. In SAP, Click the "PROPOSAL" icon with the scroll and then click on the printer icon and type the word "MAIL" in the output device field then click the green checkmark. Click green arrow back button twice.

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6. Click on SAP Business Workplace icon that looks like a file box with an arrow above it.

7. Select outbox.

8. Double click on the proposal sent to mail from outbox list.

9. Double click the Adobe file located at the bottom.

10. Insert this file as last page(s) behind the completed expense report in the current file you have open.

H. Open Service Now

I. Create Proposal Case.

1. Category: Travel

2. SubCategory: Payment Proposal

3. Traveler Proposal:

a) Short description="FM – TRAVEL PROPOSAL – CTR – NS*** - MM/DD/YY;

4. IBA Proposal:

a) Short description="FM – TRAVEL IBA PROPOSAL – CTR – *X*** - MM/DD/YY; *Note: each fiscal year the last here numbers start over. Travel starts their numbering scheme at 500. Ex: JX500; AX501, etc.*

5. Cases and Tasks are to be sent to Accounts Payable (AP) L3 when reconciliation is complete.

6. If a second proposal for the same Center has to be run in the same day, add the number 2 behind the Center name (e.g., 020514NSHQ2T).

7. Advance payments are processed separately. This will need to be manually added to the recon spreadsheet.

Output: Payment proposal reconciled.

Note: See NSSC Accounts Payable (AP) Invoice Processing Service Delivery Guide to review the Certifying Officer (CO) process.

STEP 5.   **NSSC AP (CS)** – Process the payment run, validate payment proposal / schedule in SAP (Control Activity).

Note: See NSSC AP Invoice Processing Service Delivery Guide to review the CO process.

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STEP 6.   **NSSC Travel (SP)** - Troubleshooting Proposals

    A. On SAP proposal, but not in eTravel Excel Spreadsheet:

       1. Check to see if it was unconfirmed a day or so prior.

       2. Check FBL1N to see if the User ID is NS000###. If it is the Unique Identifier of someone in Domestic Travel, it may be an FB60 and should have been added to the FB60 log. Enter the info MANUALLY into the EAI spreadsheet and verify with the user.

       3. Check FBL1N for posting date. It could be a treasury cancelation. If payment is still in red and has not paid, look at posting date. For example, payment posted 9/8/10, go to the proposal for the next business day (9/9/10) from this date. Copy the line and paste it to the current proposal.

       4. Check FBL1N. Depending on when the voucher was processed, it may not have gotten picked up by the eTravel System. If the amount in FBL1N is red, and has a posting date of the day prior, this means it needs to pay and needs to be manually added to the spreadsheet.

    B. On eTravel Excel Spreadsheet but not on SAP:

       1. Go into XK03 in SAP to see if it's a check. Hit enter three times once in to see if banking information has been entered. If there is no banking information, hit enter two more times to see if payment type is a "C." If it's a "C," you will need to do a "check run" on this Center. Move the amount on the eTravel spreadsheet over into the check column.

       2. Check previous spreadsheet to see if the payment was processed on a prior date. If so, notate in the notes column the date payment was processed. Enter a credit in the adjustment column to wash the payment.

       3. If the transaction is an amendment and is not in SAP, the amendment was to another portion of the voucher (i.e., CBA). Make a negative adjustment to wash out the amount in the owed traveler column and notate in comments column.

         a) If the transaction is not an amendment, log into eTravel to verify if this was a Sponsored travel. Add an adjustment to make the eTravel amount agree with the SAP amount. Notate in the comments "eTravel report incorrect. Sponsored Travel."

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b) If the transaction is a split payment for the IBA, the business area will be blank in SAP and there will be two or more funding areas listed. Move the amount to the exception column and notate in the comments "Split Cost Center – will have to be manually paid." E-mail Travel POC to create a WMS ticket for the travel office to manually post.

c) If a payment appears on both IBA and eTravel reports; however, the entire amount has been posted to the traveler, the traveler has entered an invalid credit card number in eTravel system. Verify that nothing is being processed to the IBA card and process the payment to the traveler.

4. Common Exceptions:

a) Voucher was paid manually using the wrong payment method and you will need to go into FBL1N and click on the 1900# and change the payment method from "C" to a "P" or vice versa, then have the proposal reran.

```
                       Due date determination additional log
> Document 1900105401 line item 001 via USD          173.74
> Terms of payment: 09/20/2010   29  0.000 %    0  0.000 %    0
>   00 days grace period is being considered
> Due to invoice reference, data copied from invoice line item 1900102992 001
> Item is due with 0.000 % cash discount
>
> ———————— Payment method selection additional log
> Payment method selection for items due now to the amount of USD       2,401.19-
> Pmnt method "C" in the document should not be considered in this run
Information re. vendor 42342 / paying company code NASA ...
... payment not possible because of reported error
End of log
Job finished
```

b) No banking details. Payment method is P but no banking information. Need to contact Center travel office and advise to either change payment method to a "C" or add banking info. If this payment was manually posted (FB60), and a payment

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method is already listed as "C," go into FBL1N, click on payment, and change "P" to a "C." Then payment will post.

```
> Additional log for vendor 9415 company code NASA
>
> ——————— Due date determination additional log
> Document 1900076003 line item 002 via USD          576.89-
> Terms of payment: 06/08/2010   29  0.000 %     0  0.000 %     0
>   00 days grace period is being considered
>    Payment must take place before 07/07/2010; next payment on 09/26/2010
> Item is due with 0.000 % cash discount
Payment late by 50 days. A penalty will be calculated.
The penalty rate of interest is 3.1250000 %
A penalty of USD 2.50 has resulted due to late payment
>
> ——————— Payment method selection additional log
> Payment method selection for items due now to the amount of USD          579.39-
> Payment method "P" is being checked
> Bank details are being checked
>    Customer/vendor bank details are being read
>     Customer/vendor bank details are being checked
> Customer/vendor does not have any allowed bank details
> No permitted payment method exists
Information re. vendor 9415 / paying company code NASA ...
... payment not possible because of reported error
>
```

c) Payment is by check and should be on a separate proposal for checks only.

```
> Additional log for vendor 38559 company code NASA
>
> ——————— Due date determination additional log
> Document 1900108621 line item 002 via USD          657.61-
> Terms of payment: 09/10/2010   28  0.000 %     0  0.000 %     0
>   00 days grace period is being considered
>    Payment must take place before 10/08/2010; next payment on 10/23/2010
> Item is due with 0.000 % cash discount
>
> ——————— Payment method selection additional log
> Payment method selection for items due now to the amount of USD          657.61-
> None of the pmnt meths "P" has been entered in mast.rec.or in doc.
>
> Additional log for vendor 41717 company code NASA
>
> ——————— Due date determination additional log
> Document 1900108650 line item 002 via USD          5.00-
```

d) Credit Memo - Payment amount will not have a dash behind it which indicates it is a credit memo. Possibly one that needs to remain for an ETDY offset or may be a negative voucher that was disbursed and the credit memo not reversed out. Check the

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eTravel system to see who approved the voucher and notify them to reverse it out.

e) Vendor account is flagged for deletion. Will need to contact Travel Office for correction.

f) Unconfirmed vendor. Make sure you send to CS to confirm.

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g) T- Blocked. If it continues to be blocked for several days, check to see who blocked it and make sure they are aware it is still blocked.


```
2 > Additional log for vendor 29335 company code NASA
2 >
2 > ──────────── Due date determination additional log
2 > Document 1900083951 line item 001 via USD          534.64
2 > Terms of payment: 05/15/2007    0  0.000 %    0  0.000 %    0
2 > Item is clearable from 05/15/2007 with payments
2 > Posting date for this run is 09/23/2010, for next run 10/23/2010
2 > Item should be paid now
2 > Item is due with 0.000 % cash discount
5 > Item is blocked with block key T
5 >
5 > ──────────── Due date determination additional log
5 > Document 1900108653 line item 002 via USD          497.82-
5 > Terms of payment: 09/21/2010    29  0.000 %    0  0.000 %    0
```

h) Interest is due. First, check to ensure this is a valid interest payment due. Check vendor in XK03 (click enter five times, on "payment data" screen, check the section "Payt Terms" and make sure NT30 is listed in the box) and if NT30 is listed. Log into the eTravel system to verify that the dates on the payment. If the item was not returned for any reason, then the interest paying is accurate. If the item was returned due to incorrect information or corrections needed, interest is not applicable.

i) If NT30 is not there, then you will need to add NT30 in the box and delete the proposal and rerun it so the interest does not pull to pay with payment. If payment is paying on proposal be sure to add the interest amount in the interest column on the spreadsheet. If payment is blocked because of interest, you will need to notify Center travel office to add the interest amount to the interest GL account so the voucher will pay on next proposal.

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```
> Additional log for vendor 25455 company code NASA
>
> ——————— Due date determination additional log
> Document 1900094513 line item 001 via USD      1,186.27-
> Terms of payment: 07/10/2009   28  0.000 %    0  0.000 %    0
>  00 days grace period is being considered
>   Payment must take place before 08/07/2009; next payment on 10/16/2010
> Item is due with 0.000 % cash discount
Payment late by 360 days. A penalty will be calculated.
The penalty rate of interest is 4.875000 %
A penalty of USD 59.14 has resulted due to late payment
>
> ——————— Payment method selection additional log
> Payment method selection for items due now to the amount of USD      1,245.41-
> Payment method "P" is being checked
> Bank details are being checked
>   Customer/vendor bank details are being read
> Country US / Bank number 031100102 / Account 0209060698 ...
>    Customer/vendor bank details are being checked
>   System reads house banks and checks if they are allowed
> Our bank TREAS is being checked
> For currency USD and 005 days 999999999999.00 are planned
> Available amount is enough, 999999996421.73 USD still available,      1,245.41  necessary
>   House bank is selected ...
>   Our bank details TREAS NASA are used
> Bank details of the partner with ctry US bk no. 031100102 acct 0209060698 are being used
> Payment method "P" is permitted
```

```
> ——————— Posting documents additional log
> Document F110000007 company code NASA currency USD payment method P
>  LIt PK Acct        RA      Amount      Tax
>
> 001 40 6330.2550          59.14      0.00
> 002 25 0000025455       1,186.27     0.00
> 003 50 2120.0000       1,245.41     0.00
>
>
> Additional log for vendor 25607 company code NASA
>
> ——————— Due date determination additional log
> Document 1900097360 line item 002 via USD      736.08-
```

j) Address in vendor account is not complete. Need to add city. Will have to contact Center travel office to have them update the vendor address. Make sure you contact the Traveler's official duty station. For example, this vendor is for GRC but the Traveler is from MSFC, so you would contact MSFC.

```
53 > Additional log for vendor 48863 company code NASA
53 >
53 > ——————— Due date determination additional log
53 > Document 1900050787 line item 002 via USD      390.49-
53 > Terms of payment: 04/02/2012   29  0.000 %    0  0.000 %    0
53 >  00 days grace period is being considered
53 >   Payment must take place before 05/01/2012; next payment on 05/04/2012
53 > Item is due with 0.000 % cash discount
54 >
54 > ——————— Payment method selection additional log
54 > Payment method selection for items due now to the amount of USD      390.49-
54 > Payment method "P" is being checked
54 >   No entry for city made
54 > No permitted payment method exists
54 Information re. vendor 48863 / paying company code NASA ...
54 ... payment not possible because of reported error
```

k) Payment posted was less than $1.00. Cannot pay anything under $1.00. Payment will need to be reversed in SAP.

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```
. | > Additional log for vendor 14316 company code NASA
. | >
. | > ───────────── Due date determination additional log
. | > Document 1900050917 line item 002 via USD              0.01-
. | > Terms of payment: 04/03/2012   29  0.000 %    0  0.000 %    0
. | >  00 days grace period is being considered
. | >    Payment must take place before 05/02/2012; next payment on 05/05/2012
. | > Item is due with 0.000 % cash discount
i | Information re. vendor 14316 / paying company code NASA ...
i | Payment amount 0.01 falls short of minimum amount of 1.00 USD
i | >
```

Output: Payment proposals reconciled.

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PROCESS 6 – ADVANCE LIQUIDATION REPORT

STEP 1. **NSSC Travel (SP)** - Create WMS Record and assign to self.

A. Category is "Travel"

B. Subcategory is "Other"

C. Assignment Group is FM Domestic Travel L2

D. In short description put "Advance Liquidation Report"

STEP 2. **NSSC Travel (SP)** – Running Advance Liquidation Report

A. Open up SAP
B. Go to T-Code FBL1N

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C. Click on the "Dynamic Selection" tab in the upper left corner. (red/green/blue tab)

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D. Scroll down to Doc Type and Business Area

E. Input "ZP" in the Document Type field

F. Input the Center number in the Business Area. You will need to do this for each Center being pulled.
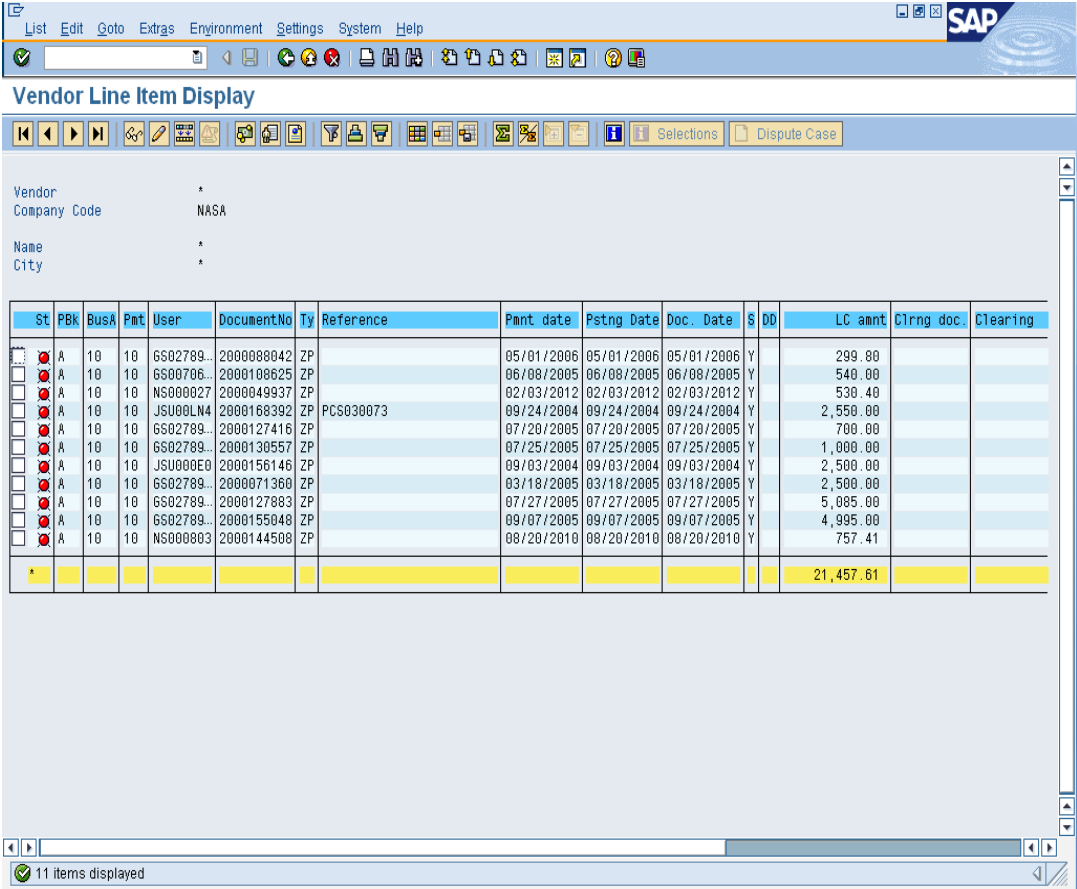
G. Scroll down the screen to view "Line item Selection"

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H. Click on the radial button that says "Open Items" the Open at key date should reflect today's date.

I. Under the "Type" box click on the following boxes

1. Normal Items

2. Special G/L transactions

3. Noted items

4. Parked items

5. Customer items

J. Click on the "Execute" button to run the report

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K. Go to Top and click on "List"- "Export"-Spreadsheet"
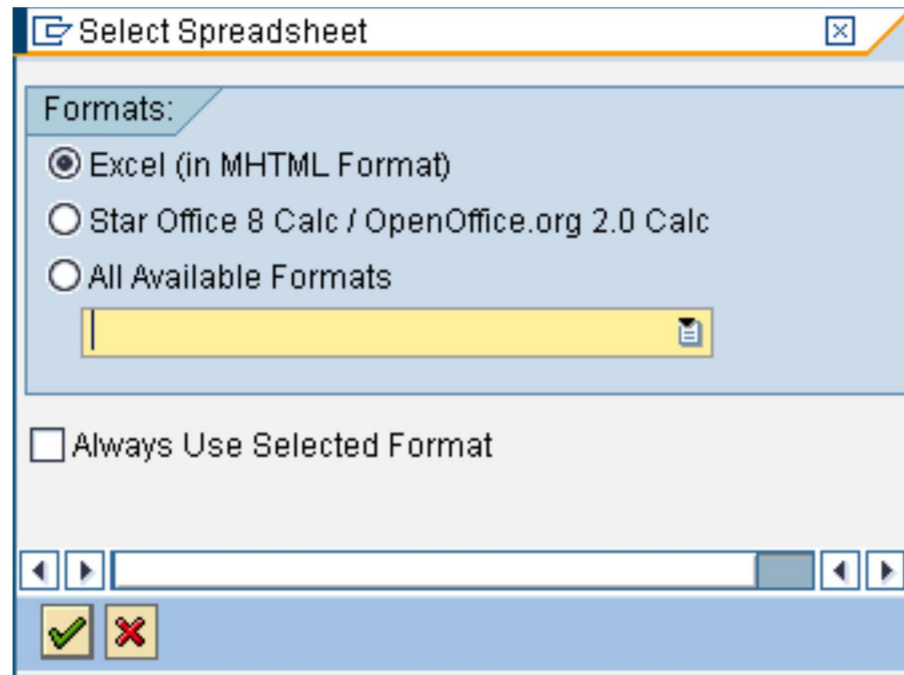
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L. Click on the green check box to export to Excel
Note: Save to Advance Folder under N:\Travel or update the
current spreadsheet with the new entries

Output: The Excel document should look similar to the above example.
Save the document as:

Travel\Advances\Year\Center Month Year.xlsx (i.e.,
Travel\Advances\2012\HQ March 2012.xlsx)

Repeat this step for each Center. Once all Centers have run, you will go to
Excel to clean up the spreadsheet.

STEP 3. **NSSC Travel (SP)** - Excel Spreadsheet

A. Open the xlsx Advance spreadsheet for a Center.

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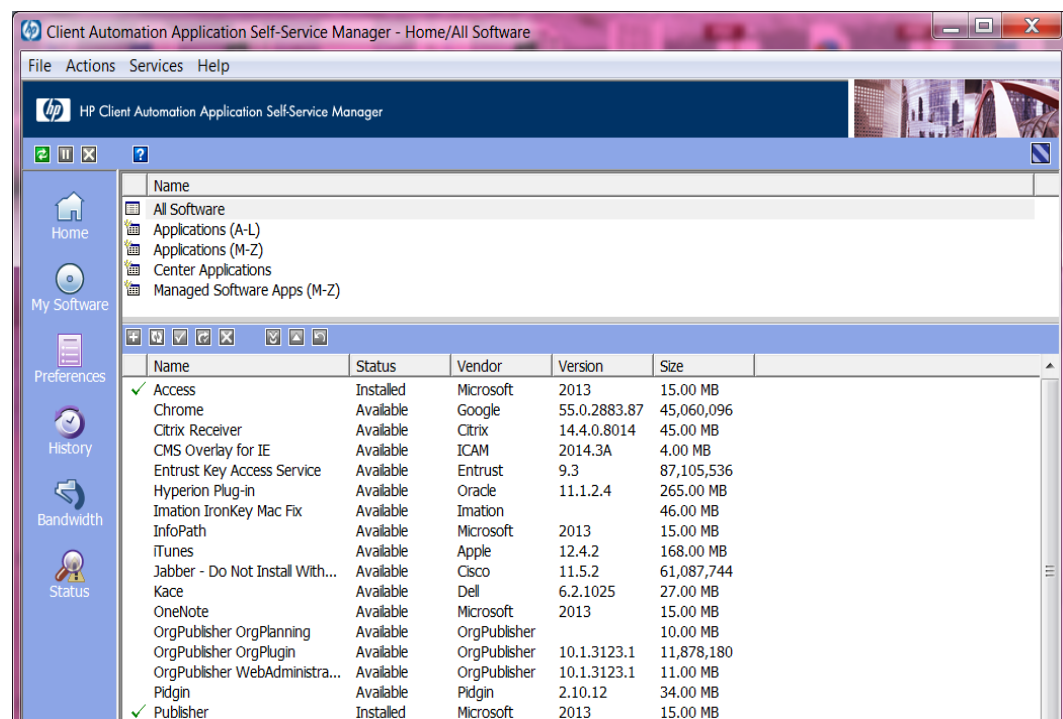| Responsible Office: Financial Management Division |
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B. Cut and paste the following fields in the below order: Document Number, Document Type, Account, Payment Date, Posting Date, Document Date, Amount in local currency, and Text.

C. Delete any remaining columns and information

D. Insert the following Column Header names after the "Text" field column: Credit Memo, Traveler, TA, Analysis, Travel Type & Extra notes

E. Now compare the previous month advance report for the Center you're working on with the new one. If the same document appears on the new advance report, then copy and paste all data/information to the new spreadsheet.

F. If there is a new advance added to the report then you will need to research in SAP and complete the spreadsheet.

   1. Credit memo, TA number, and the traveler name can be located via FBL1N in SAP (Note: The account number on the report is the vendor id in SAP)

   2. The Travel Type can be located via FMZ3. (Note: You can access the 400 document, using the TA number that is provided on the report).

G. Highlight the new line item in light orange. Once you update it to include the credit memo, traveler name, TA, and Travel Type. This lets the Travel Tech reviewing the document know that the item is new.

H. Double click on the "tab" and rename it with the Center name. (i.e., JSC)

I. Do a "Save As" and rename for the month you are working on. (i.e., June 2012)

J. Go to a new tab within the file and complete the steps 1-8.

K. Save the document after each Center has been added.

L. Once the report is completed, send an e-mail to the Domestic, Foreign, Change of Station Leads, and cc Functional Supervisor.

Output: Report completed

STEP 4. __NSSC Travel (SP)__ - Close WMS record.

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PROCESS 7 – BILL OF COLLECTION DISPUTE PROCESS

STEP 1.   <u>**NASA Traveler**</u> – Receives bill from NSSC and has questions on bill received.

   A. Traveler contacts NSSC and is routed to AR.

   1. <u>**NSSC AR (SP)**</u> – AR determines the Traveler is disputing the BOC and contacts functional area (Travel) to contact traveler and go over bill via task.

   2. <u>**NSSC Travel (SP)**</u> – receives task and validates the initial bill and contacts the traveler to review the bill

   a) If the Traveler is satisfied with discussion and agrees to pay bill, the task is updated with communication with Traveler, and the task is returned to NSSC AR SP L2 to continue bill procedures.

   b) If the Traveler is not satisfied with discussion and still disputes bill, the task is updated with communication with Traveler, and the task is elevated.

   c) SP notifies L3 of dispute and requests their validation.

   i.   L2 Sends task to L3 to review.

   3. <u>**NSSC Travel (CS)**</u> – validates Travel BOC dispute.

   a) If Travel L3 determines the BOC to be valid, Travel L3 notifies the traveler of BOC validity and updates task with communication to the traveler

   b) Travel L3 notifies AR L2 to proceed with billing procedures and updates the task

   c) If Travel L3 determines the BOC to be invalid, the bill is reviewed

   i.   If the entire bill is invalid, Travel L3 notifies the Traveler that the BOC is invalid and updates the task with the communication. Then Travel L3 notifies Travel L2 to have AR L2 rescind the BOC

   ii.   If parts of the bill are invalid, Travel L3 notifies the Traveler of the valid and invalid portions of the bill and updates the task with the communication. Then Travel L3 requests BOC correction and reissuance, if necessary, by Travel L2 to AR L2.

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B. Traveler contacts NSSC and is routed directly to Travel.

1. **NSSC Travel (SP)** – receives task and validates the initial bill and contacts the traveler to review the bill

   a. If the Traveler is satisfied with discussion and agrees to pay bill, the task is updated with communication with Traveler, and the task is returned to NSSC AR SP L2 to continue bill procedures.

   b. If the Traveler is not satisfied with discussion and still disputes bill, the task is updated with communication with Traveler, and a task is sent to notify AR L2 to put the BOC in a dispute status.

      i. Travel SP creates new task and sends task to Travel L3 of dispute and requests their validation.

2. **NSSC Travel (CS)** – validates Travel BOC dispute

   a. If Travel L3 determines the BOC to be valid, Travel L3 notifies the traveler of BOC validity and updates task with communication to the traveler

      i. Travel L3 notifies AR L2 to proceed with billing procedures and updates the task

      ii. If the traveler still disagrees with the bill after it has been validated and requests a waiver, a notification will be sent to AR L2 to start waiver procedures

   b. If Travel L3 determines the BOC to be invalid, the bill is reviewed

      i. If the entire bill is invalid, Travel L3 notifies the Traveler that the BOC is invalid and updates the task with the communication. Then Travel L3 notifies Travel L2 to have AR L2 rescind the BOC

      ii. If parts of the bill are invalid, Travel L3 notifies the Traveler of the valid and invalid portions of the bill and updates the task with the communication. Then Travel L3 requests BOC correction and reissuance, if necessary, by Travel L2 to AR L2.

C. Traveler (if still in disagreement of bill) sends in Waiver request.

1. **NSSC AR (L3)** requests Functional Area Statement (FAS) from Travel

2. **NSSC Travel (SP)** creates outline of situation and sends to L3

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3. **NSSC Travel L3** - Writes official FAS and sends to AR L3

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PROCESS 8 – NSSC QUARTERLY TRAVEL TIPS

The NSSC Travel Team publishes a quarterly travel tips document to highlight items discussed in the Travel community from a Domestic, Foreign, Local, ETDY or Change of Station (COS) prospective or changes to Federal Travel Regulations or NASA Policy (sample of Newsletter is located in Appendix D)

STEP 1. **NSSC Travel (SP)** – Travel Supervisor Creates WMS FM Case and Tasks for each Travel Lead. Category: Domestic Travel; SubCategory: Special Requests. A working copy of the file is created, and tasks are routed to each lead to begin their process.

STEP 2. **NSSC Travel (SP)** – Travel Leads select topics to be included in the newsletter (topics may vary each quarter).

STEP 3. **NSSC Travel (SP)** – NSSC SP compiles topics throughout each quarter

    A.   Newsletters are located at N:\TRAVEL\JOB AIDS and PRESENTATIONS\NEWSLETTER.

    B. Open current working version to draft Newsletter in Microsoft Publisher, once finalize save as PDF.

    C. To get Publisher installed open the HP Client Automation Application Self-Service Manager from your computer start button.

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D. Choose Publisher and follow instructions to install

STEP 4.   **NSSC Travel (SP)** – Travel SP area Leads work together to draft quarterly travel tips document and routes to Travel Supervisor.

STEP 5.   **NSSC Travel (SP)** – NSSC Travel Supervisor reviews draft document, makes any edits needed. Export to pdf version, and creates a FM Task to route to CS for review.

STEP 6.   **NSSC Travel (CS)** – Travel Senior Accountant reviews, edits quarterly newsletter and routes CS Travel Lead.

STEP 7.   **NSSC Travel (CS)** – CS Travel Lead reviews and approves quarterly newsletter.

Note*: If the document required any changes WMS is returned to Travel SP to be updated, and process restarts at Step 6.

STEP 8.   **NSSC Travel (CS)** – Travel Lead notifies Sr. Accountant newsletter is approved.

STEP 9.   **NSSC Travel (CS)** – Sr. Accountant finalizes quarterly travel tips.

STEP 10.   **NSSC Travel (CS)** – CS POC routes FM Task via WMS to SP Travel Supervisor to publish the approved document.

STEP 11.   **NSSC Travel (SP)** – Creates new document in TechDoc.

A. Go to the following site to obtain a document number: https://nasa.sharepoint.com/sites/nssc

B. Click "NSSC Employees"
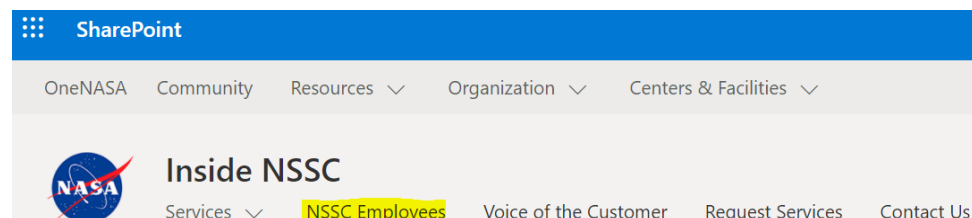
C. Click on "References and Resources"

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References and Resources

D. Click on "Standardized Document Numbering System (SDNS)" under Electronic Library
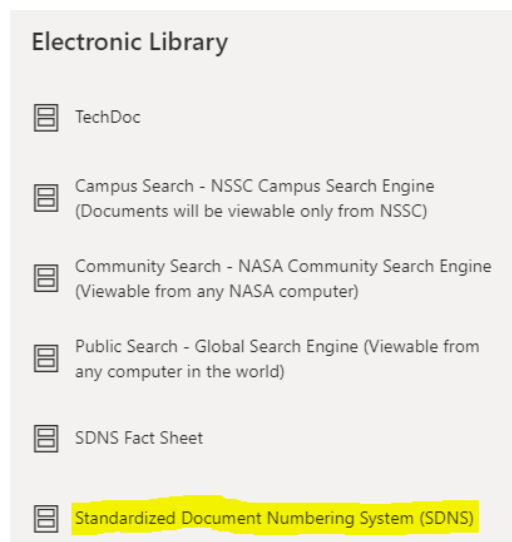
Electronic Library

TechDoc

Campus Search - NSSC Campus Search Engine (Documents will be viewable only from NSSC)

Community Search - NASA Community Search Engine (Viewable from any NASA computer)

Public Search - Global Search Engine (Viewable from any computer in the world)

SDNS Fact Sheet

Standardized Document Numbering System (SDNS)

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E. Click "Request Document Number"

Standardized Document Numbering System

Request Document Number

Use "Request Document Number" to obtain numbers for the various types of SSC instructional and reference documentation (e.g., Work Instructions, Plans, Reports, etc.).

Document Report

Administration

NPR 1441.1

Responsible NASA Official: Ray Bryant - SSC Records Management Officer
Curator: SDC Operations, x2525 opt 3 Stennis Data Center
SSC or RPT Application Administrators: SSC Tech Doc Service Requests
NSSC Application Administrators: NSSC Record Management or 877-677-2123

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F. Click "Request Document Number"

Standardized Document Numbering System

The purpose of the Standardized Document Numbering System (SDNS) is to assign and log numbers for documents and publications in compliance with SPR 1400.1, Document Numbering, Preparation, and Management Guidelines and Standards and NPD 1490.1, "NASA Policy Directive for Printing, Duplicating and Copying Management".

The author of documents and publications should access the SDNS prior to the publication of a document to obtain a number. The application will generate and maintain a history of the number to be assigned to the document or publication. SDNS also allows the user to request a report from the database for a list of documents contained in the database by category.

Use "Request Document Number" to obtain numbers for the various types of SSC instructional and reference documentation (e.g., Work Instructions, Plans, Reports, etc.) Use "Request Publication Number" to obtain numbers for NASA/SSC educational and informational publications intended for release to the public at large (e.g., Educational Briefs, NASA Facts, etc.). A 'Help' button provides instructions for each module.

Detailed Operating Procedures are for Test Stand usage only.

Request Document Number

Use "Request Document Number" to obtain numbers for the various types of SSC instructional and reference documentation (e.g., Work Instructions, Plans, Reports, etc).

Request Publications Number

Use "Request Publication Number" to obtain numbers for NASA/SSC educational and informational publications intended for release to the public at large (e.g., Educational Briefs, NASA Facts, etc).

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G. Choose NSSC

Standardized Document Numbering System

Request Document Number

Center

(Select a Center) ∨

Request Document Numbers
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H. Fill in the page and then click on "**Request Document Number**" in gray box.

Standardized Document Numbering System

Request Document Number

Center	Document Type	AFS Number	Unique
NSSC	(REF) Reference	9710	

Enter Document Title

2017-02 Travel Newsletter

Enter Document Requestor(s)

Karen Hill

Request Document Number

Help

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I.   Output of Number to use when setting up in TechDoc:

Success! The following document has been added to the database:

Document Type:	Reference
Document Number:	NSREF-9710-0048
Title:	2017-02 Travel Newsletter
Requestor:	Karen Hill
Request Date:	3/6/2017
Center:	NSSC

Request Number Document
Main Page

J.   Open TechDoc: https://dm.nssc.nasa.gov/servlet/dm.web.Explore?fid=1008

K.   Go to this folder location:

/NSSC INTERNAL LIBRARY/SERVICE DELIVERY/FM/TRAVEL/Travel Newsletter

		Name/Number	Rev	Description/Title
📁	⚙️ⓘ	TRAVEL		Contains folders and documents for Non-Transactional FM Travel Department
📁	⚙️ⓘ	Travel Newsletter		Contains NSSC Travel newsletter
📄	⚙️ⓘ💾	NSREF-9710-0040	2	2015-07 Travel Newsletter
📄	⚙️ⓘ💾	NSREF-9710-0041	1.0	2015-10 Travel Newsletter
📄	⚙️ⓘ💾	NSREF-9710-0042	2	2016-01 Travel Newsletter
📄	⚙️ⓘ💾	NSREF-9710-0043	1.0	2016-04 Travel Newsletter
📄	⚙️ⓘ💾	NSREF-9710-0046	1.0	2016-07 Travel Newsletter
📄	⚙️ⓘ💾	NSREF-9710-0047	1.0	2016-10 Travel Newsletter
📄	⚙️ⓘ💾	NSREF-9710-0048		2017-02 Newsletter

L.   Select "Create Document"

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M. Fill out fields

N. For access be sure to remove all, and add Global Users (R)
   1. Click Owner; and then, select FM SP Travel
   2. Check Read; select Global, select Add, and click NEXT

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O. Be sure to release the document in TechDoc

P. To ensure it publishes to global

   1. Go here: https://searchpub.nssc.nasa.gov/search/general.html

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2. Input the document number into the Search field:

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3. Click Search to see info:

4. Use the link created that has 'released' at the end for the ticket that will be setup in Step 12 below.

STEP 12. **NSSC Travel (SP)** – Creates WMS ticket to have website updated to add new document as a hyperlink.

Note: Current process is to email Strategic Integration & Communication (SIC) team for updates to website.

A. Open ServiceNow

B. Search for, and open, the Support Operations Directorate Service Catalog
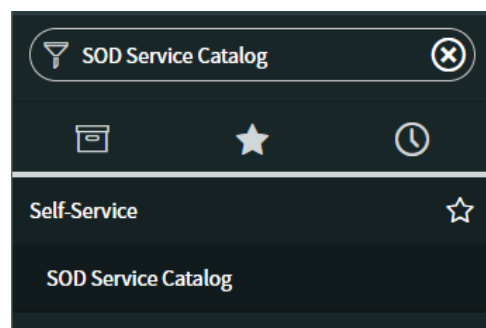
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C. Click "SIC Services"
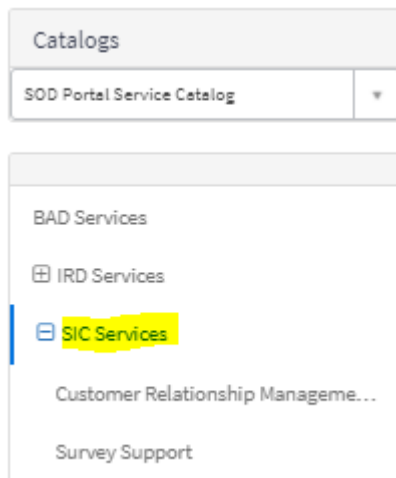
D. Click "Content Website Support"
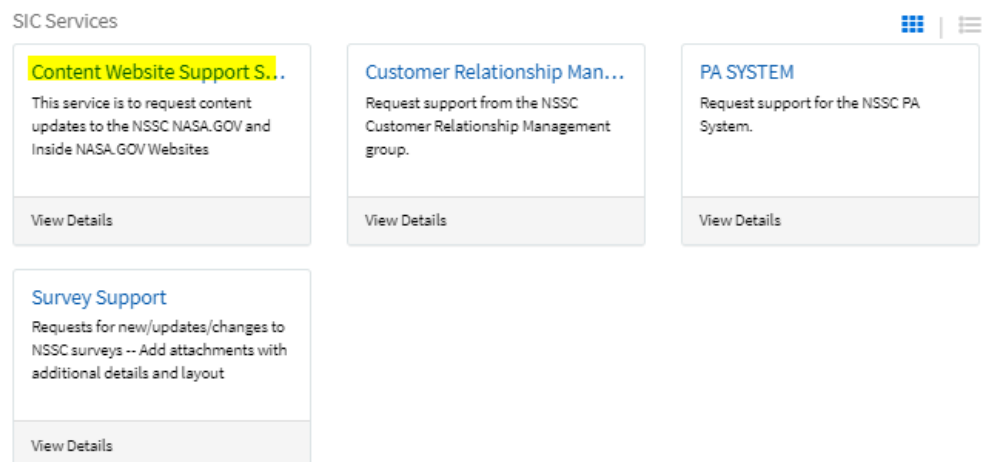
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E. Fill in required fields

F. Click Order Now

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G. A page comes up that has the RITM ticket number to track your request

STEP 13. <u>**NSSC Travel (SP)**</u> – IT will contact you to verify website is updated, then resolve WMS Task and Case when all actions are complete.

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PROCESS 9 – UPDATING WEBLINKS

The NSSC Travel Team updates the Agency Program Coordinators (APC) POC list that is on the website, by updating a TechDoc file. These requests come anytime an update is needed via a WMS ticket.

STEP 1.   **NSSC Travel (CS)** – Identifies a need to update the POC listing for:

    A. Center Travel APC List IBA Only

    B. Center Travel APC List CBA Only

    C. Center Travel APC Fleet Only

STEP 2.   **NSSC Travel (CS)** – Creates a WMS ticket and routes the Task to Travel Supervisor

STEP 3.   **NSSC Travel (SP)** – SP Travel Supervisor routes ticket to POC to update the list in TechDoc

STEP 4.   **NSSC Travel (SP)** – POC locates the APC updates that are attached to the WMS ticket and downloads excel sheet sent from CS, makes changes and updates new spreadsheet to TechDoc:

    A. Once APC list is updated locate the folder in tech doc NSSC INTERNAL LIBRARY/SERVICE DELIVERY/FM/WEBLINKS/Travel_Info_WEBLINKS

    B. Document Number / Name of files:

      1. NSREF_9710_0028 / Center Travel APC List IBA Only

      2. NSREF-9710-0036 / Center Travel APC List CBA ONLY

      3. NSREF-9710-0037 / Center Travel APC List Fleet Only

    C. Reserve/Replace (do not save as adobe)/Release to add new APC list to tech doc

STEP 5.   **NSSC Travel (SP)** – Verify TechDoc updates flow to website https://nasa.sharepoint.com/sites/nssc/SitePages/Travel_Card.aspx (References to right hand side.)

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A. Be sure to release the document in TechDoc

B. To ensure it publishes to global

   1. Go here: https://searchpub.nssc.nasa.gov/search/general.html

   2. Input the document number into the Search field:

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3.Click Search to see info:

4. Use the link created that has 'released' at the end for the ticket that will be setup in Step 12 below.

STEP 6.   **NSSC Travel (SP)** – Creates WMS ticket to have website updated to add new document as a hyperlink.

Note: Current process is to email Strategic Integration & Communication (SIC) team for updates to website.

A. Open ServiceNow

B. Search for, and open, the Support Operations Directorate Service Catalog
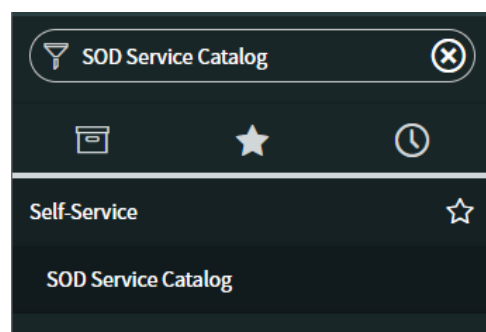
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C. Click "SIC Services"
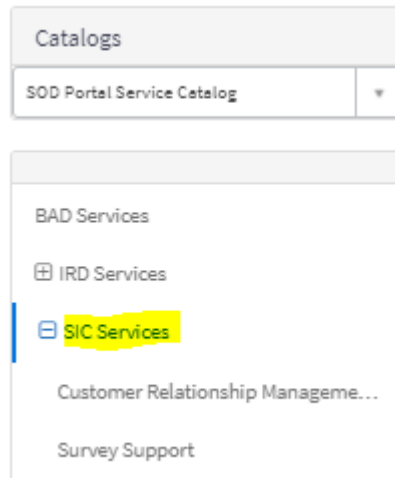
D. Click "Content Website Support"
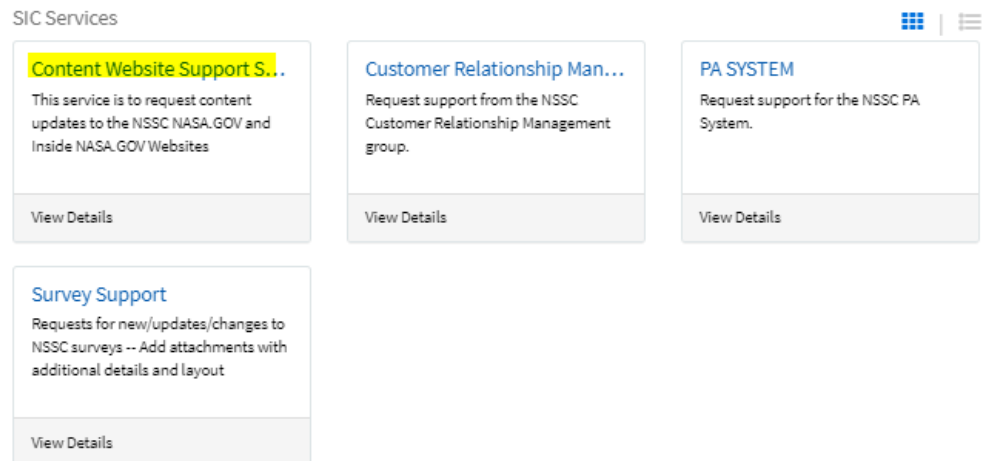
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E. Fill in required fields

F. Click Order Now

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G.   A page comes up that has the RITM ticket number to track your request

STEP 7.   NSSC Travel (SP) – IT will contact you to verify website is updated, then resolve WMS Task and Case when all actions are complete.

STEP 8.   NSSC Travel (SP) – Once website updates, close Task and Case if both are assigned to Travel.

Output: POC Listing is updated.

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PROCESS 10 – DEATH IN SERVICE PROCESS

NSSC Travel processes payment of expenses connected with the death of NASA Employees and/or eligible dependents in conjunction with applicable regulations in FTR Part 303-70.

STEP 1. **NSSC Civil Servant (CS)** - The NSSC CS receives an e-mail or phone call notification informing of a NASA employee and/or applicable dependents death while on travel or stationed abroad, as well as NASA employees away from his/her actual place of residence under a mandatory mobility agreement.

  A. The notification can come from different sources such as:
    1. NSSC Human Resources (HR)
    2. Center Human Resources
    3. Center Travel Office (CTO)
    4. Center Supervisor of Employee
    5. Family or Estate of Decedent
    6. Coroner's Office
    7. Medical Facility
  B. Guidance requires a copy of the death certificate to process any claim under Federal Travel Regulation (FTR) 303-70 – Agency Requirements for Payment of Expenses Connected with the Death of Certain Employees.
  C. If not previously established, the CS generates a WMS record and validates sufficient information exists to complete steps for processing the claim. Normally, the person notifying the NSSC provides as much information as they have or provides a point of contact to get more information in regards to the death of the NASA employee and/or applicable dependents.
  D. Each circumstance is different and unique and the CS must ascertain using FTR 303-70 what expenses can and must be paid. The CS will provide a copy of FTR 303-70 to any person upon request or provide the Uniform Resource Locator (URL) to locate the FTR online.
  E. The NSSC must coordinate with the NASA Center Travel Office to establish funding to provide appropriate reimbursement for services provided or associated with any valid expenses covered under the regulation.
  F. There are certain forms required to be completed prior to making a payment to a claimant, to a mortuary or any entity claiming repayment in relation to the death. The forms are:

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        1. Standard Form (SF) 3881 – Vendor/Miscellaneous Payment Enrollment Form

        2. NSSC Form 0053 – FI Invoice Approval & Input Sheet

    G. Copies of all receipts, invoices and communication related to payment of the claim must be collected prior to payment.

Note: This process may take up to six weeks or longer to complete due to requirement of issuance of death certificate that could be delayed.

STEP 2. **NSSC Travel (SP)** – File documentation in appropriate Change of Station (COS) Electronic File Copy (EFC) in TechDoc or create EFC in TechDoc for filing, if Domestic or Foreign related travel.

    A. Receive documents and communications from FM-CS-L3 related to the death of a NASA employee and/or eligible dependents through WMS task.

        1. If the employee/dependent is covered under FTR 302 – Relocation Allowances, file all relevant documentation and communication to substantiate payment and support any potential audit or review, to the existing EFC in TechDoc.

        2. If the employee is covered under FTR 301 – Domestic and Foreign travel both Temporary Duty (TDY) and ETDY, create an EFC in TechDoc to include all relevant documentation and communication to substantiate payment and support any potential audit or review at the following path: /FM/Travel/Death in Service.

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PROCESS 11 – TREASURY CANCELLATIONS

STEP 1.   **NSSC Travel (SP) –** Receive Treasury Cancellation Task from FBWT L2.

STEP 2.   **NSSC Travel (SP) –** Check to make sure there is an attachment attached to the task. If no attachment is attached, contact the person who sent the task. Also, check under the ALL ATTACHMENTS tab located at the bottom of the task page for the attachment.

STEP 3.   **NSSC Travel (SP) –** Change Task Category to Accounts Payable. Change Task Assignment Group to L3. Go to FM Division located on the N drive (N:\FM Division\AP Certifying Officer Schedule). Click date modified to get most current, month and year. See which CS has that assigned center on that particular day. Per AP L3, if during month-end shut down when no particular AP Certifiers are assigned to the centers, please route the Task to AP L3 and leave the "Assigned to" box empty.

STEP 4.   **NSSC Travel (SP) –** Verify the center is listed in the Task "Short Description." If not, add the center's abbreviation.

STEP 5.   **NSSC Travel (SP) -** Send Task to AP L3 POC to ask when they are able to cancel the vendor check payment. Please put the following verbiage: "Can this reversal be processed today? Upon response, please assign Category back to Domestic Travel and leave Subcategory as Reversal." Click SAVE.

STEP 6.   **NSSC AP (CS) -** Send Task back to Travel L2 to advise whether they can complete the cancellation on the current day or if it will need to be done the following business day.

    A. If able to cancel on current day, see Step 7.

    B. If not able to cancel until the following day, place Task in pending status until the following business day, and assign the Task back to AP L3 until they are able to confirm availability to cancel the vendor check payment.

        Then, proceed to Step 7.

STEP 7.   **NSSC Travel (SP) -** Open attachment in Service Now (SNow) to access RFC Cancellation Report. Save it to your desktop in a "Treasury Cancellations" folder as the given file name with "- REVERSAL" added at the end. **EXAMPLE:** Traveler's name-REVERSAL. Click SAVE. Open saved document.

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STEP 8.   **NSSC Travel (SP) -** Login to SAP and enter T-code ZFI_AP_PMT_STAT. Hit Enter.

STEP 9.   **NSSC Travel (SP) -** In the Payment Schedule Number field, enter the Agency Schedule Number (Payment Schedule) from the RFC Cancellation Report (highlight the entire number except for the first 3 zeros) and click the clock icon with the green check mark to execute. The "Federal Payment Settlement List Screen" should appear.

> NOTE: Remove the first three zeros from the Agency Schedule Number when entering in SAP.

STEP 10.   Search for the Traveler by name ("VENDOR NAME") and dollar amount to match the entry on the RFC Cancellation Report.

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STEP 11. From the SAP screen, locate the vendor number for the traveler and copy it on to the RFC Cancellation Report (page 1). The vendor number is typically 16 columns over; the column right before "Vendor Name" column containing travelers' names.

STEP 12. Take a screen shot of the report highlighting the traveler's line, ensuring you show the 2000 and 1300 numbers in the print screen. (If you click on column with 2000 number and right click and select unfreeze, it will move it over so you can fit the 2000 and 13000 in one snip.) Insert the page after page one in the saved document. Save.

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STEP 13. Open a new session in SAP and enter T-code FBL1N. Input the vendor number. Select all items, insert a check mark by all boxes below "Type" and click the clock with the green check mark to execute.

STEP 14. A listing of payments will populate associated with that vendor (Vendor Line Display screen). Sort in descending order by posting date and locate the payment that matches the date/dollar amount as identified in the previous steps. Make a print screen and insert after the 2nd page.

NOTE: During this process, you will need to add several print screens that need to go behind the RFC Cancellation Report.

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STEP 15. Double click on the first 2000 document number, which should match the same amount on the reversal attachment. Make a print screen and insert after the 3rd page.

Vendor	2092	ROWAN TAMMY B	G/L Acc	2110.1000
Company Code	NASA	HS30		
NASA		MSFC	Doc. no.	2000077173

Line Item 1 / Outgoing payment / 25

Amount   905.66   USD

Additional Data

Bus. Area   62

Disc. amount   0.00   USD
Days/percent

Bline Date   05/03/2019
Pmnt Block
Pmt Method   P Pmt meth.supl.   62   Invoice Ref.   /   /   0
Clearing   05/03/2019 / 2000077173   Payment Amnt   905.66   USD
Assignment
Text   Long text

STEP 16. Go back to the original session, ZFI_AP_PMT_STAT report and click on the 1300#, then green arrow back.

STEP 17. Reverse the clearing document

    A. Log into SAP and reverse out the clearing document using T-code FBRA (new session). The 1300# should auto populate since you clicked on it previously from the ZFI_AP_PMT_STAT report.

      ***Always make sure the 1300# matches the number attached in the saved documents. ***

Accounts   Items   Accompanying Correspondence

Clearing Document	1300075751
Company Code	NASA
Fiscal Year	2019

    B. Click on "Items"

    C. Verify amount matches the amount you are reversing.

    D. Check the doc date and determine, if it was posted in current fiscal year FY or prior FY to ensure you are entering correct FY on your reversal.
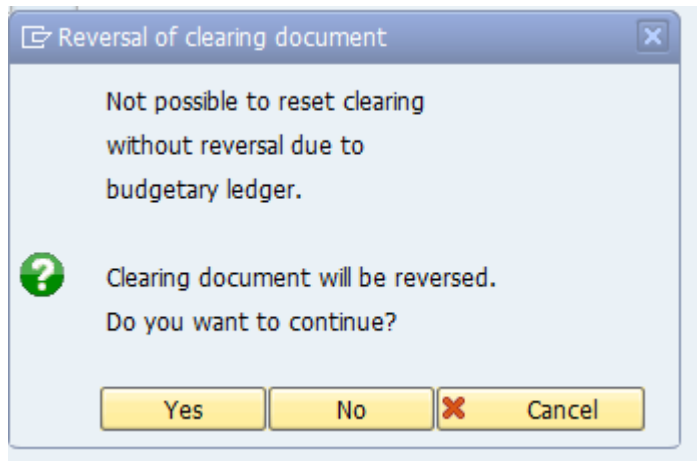
    E. Click the green back arrow

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F. Click on SAVE disk to reverse.

G. Click yes on the pop-up window screen to continue.

H. Reversal reason is always 02. Posting date is current date (today's date) and posting period is based on the month starting with October being 01 as the first month in the FY. (EXAMPLE: May would be 08.) Leave Document Date blank.

I. Click the green check mark. This will yield a clearing entry. Snip tool the pop up showing the clearing 1300# and insert the screenshot of the reset clearing number to your saved document as page 5 (final page). Hit the green check mark.

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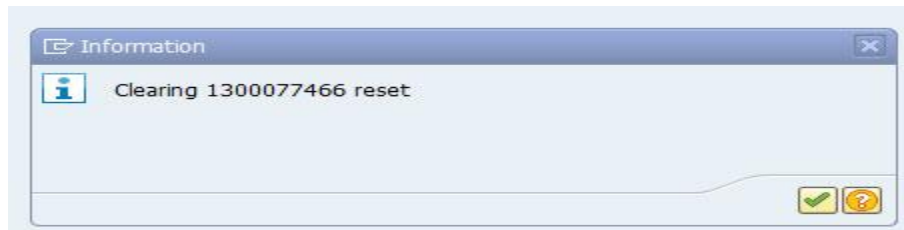
J. Snip tool the next pop-up prompt of "Document 1300# posted in company code NASA" and insert below the last pop-up also on page 5, to display completion of the reversal.

K. Once the clearing document has been reversed, the document is in open status and can be reversed by L3.

L. Attach RFC Cancellation PDF to your existing WMS Task.

M. Go to your existing Case. Click FD Selection, then Create FM – Reversals. Input all information in the FD Tab with the exception of "Reversal of Check # Clearing Doc (FC8H)" and the "Treasury Check #".

Note: The "Reversal of Check # Clearing Doc (FC8H)" and the "Treasury Check #" will be entered by AP L3, once the reversal has been completed.

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N. Once all the information has been input in the highlighted boxes, click "Save", then assign your existing Task back to AP L3.

O. Send Task back to the assigned AP L3 designee to cancel the vendor check payment.

P. Use verbiage in the Work Notes as "Assigning the task back to AP L3 to cancel the vendor check payment."

Q. Attach your saved document to the task. Verify document is attached before sending, then hit SAVE.

R. For Step-by-Step End User, refer to NASA's EPSS at https://epss.nasa.gov/gm/workplace > SAP - Core Financials > Accounts Payable > System Role > Agency Vendor Payment Processor > FBRA – Reverse Clearing Document (End User Procedure).

STEP 18. **NSSC AP (CS)** - Cancels vendor check payment and send Task back to Travel L2.

STEP 19. **NSSC Travel (SP)** – Monitor the existing Task for CS updates and return of Task to Travel L2 once the CS has cancelled the vendor check payment.

Note: The AP L3 action must be complete prior to continuing.

STEP 20. **NSSC Travel (SP)** –"T" block the vendor in SAP following the assignment of Task back to Travel L2 tech.

A. Go to T-code FBL1N in a new SAP session.

B. Insert Vendor #. Hit All items.

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C. Put a check mark by all under the "Type "section. Click the clock with a green check mark to execute.

D. Go to the payment. Filter by posting date in descending order.

E. Double click on 1900# for the payment.

F. Display Document Line item screen will appear.

NOTE: The payment NEEDS to be RED before completing item G, which is "T" blocking the payment. (Payment will appear green, until AP's process is complete.)

G. Click "Edit" (eyeglasses with pencil icon) and under PMT BLK, insert "T".

H. Hit SAVE.

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I. Click the green back arrow, to arrive at the Vendor Line Display screen again. Verify the "T" is in the same PMT BLK field.

STEP 20. **NSSC Travel (SP) -** Update Task

A. Add a note in the Task "Work Notes" as "The payment has been blocked."

B. Ensure traveler's name is in the "Customer Name" field on the Task and Case.

C. Ensure "RFC Cancellation" is added in the Short Description.

STEP 21. **NSSC Travel (SP) –** Contact traveler to update banking details

A. Copy name in SNOW. Then, go into CGE to find contact information.

1. Go to Vouchers tab, then select Search Vouchers, and search by traveler name. Open a document (voucher) to view a phone number within the Profile tab. Try the duty station phone number first.

2. If the customer is an invitational traveler, email the preparer or contact person, if there is one. If not, email the POC at the travel center using the email template below, and state the customer is an invitational traveler and we are trying to reach the customer. Do not CC the center.

B. Call the customer. If no answer, leave a brief message of who you are, why you're calling, and provide a call back number. Then, follow up with an email from the NSSC-Travel mailbox using the email template below:

SUBJECT: Payment returned - need to update information

Dear Mr./Mrs.,

The NSSC attempted to reach you regarding a Treasury cancellation notification for your Vendor #XXXX. Please contact the NSSC at your earliest convenience at 1-877-NSSC123 (1-877-677-2123) or by e-mail at nssc-contactcenter@nasa.gov, so that we may review the vendor information within SAP and update as needed.

Once the vendor information has been updated, the NSSC will process the payment again.

Thank you for your prompt attention

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C. Put the Task in Pending status, with the Pending Reason as "Response", until you hear back from the customer.

D. Email follow up: Bump every 2 days, within 10 business days.

1. 1st attempt - Email traveler

2. 2nd attempt - Email preparer or contact person, if there is one. If not, email the POC at the travel office.

3. 3rd attempt - Email traveler, preparer or POC at the travel office, and the traveler's supervisor, if able to determine.

E. If customer answers call, explain the reason for calling and proceed with updating the banking information.

1. Update erroneous information in SAP using T-code XK02.

2. Input Vendor #.

3. Click all check marks.

4. Hit Enter 3 times.

5. On this screen, you'll see "Bank Key" & Bank Account." (NOTE: Bank Key = the routing # and Bank Account = the account #.)

6. While on the phone with the customer, verify the banking information, along with the bank name that is currently shown in XK02. If bank name needs to be updated, this will auto-populate upon entry of the new routing and account numbers in XK02. (Bank name is not an editable field in XK02.)

7. If any information is incorrect, replace the information with the correct information in XK02.

8. Continue to follow up with traveler if needed to get vendor updated.

F. Once vendor has been updated with the correct routing and banking information, send existing Task to Travel L3 to confirm the vendor. Also, ask L3 to assign the Task back to you, once vendor has been confirmed.

STEP 22. **NSSC Travel (CS) -** Confirm vendor.

A. Log into SAP and use T-code FK08 to confirm vendor

B. Add a note in the Task that vendor has been updated and payment is ready to place on a payment proposal.

C. Send Task back to Travel L2

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STEP 23.   **NSSC Travel (SP) -** Unblock the payment in SAP using T-Code FBL1N (see step 20 above; just remove the "T" from 1900# payment and save). Resolve the Task and notate in the Work Notes that the payment will pay on XX/XX/XX (next paying business day date) proposal.

STEP 24.   **NSSC Travel (SP) -** Travel Proposal Reconciler verifies the payment is ready to post.

   A. Check the exceptions from proposal.

   B. Ensure payment was unblocked in SAP.

   C. Make sure payment will be processed on the proposal run.

   D. After verifying the payment is on the proposal run close the reversal/returned payment Case. Add in the Work Notes "Payment complete."

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PROCESS 12 – ACCOUNTING COST MOVES

STEP 1. <u>**NSSC Travel (SP)**</u> **-** Receive WMS record to complete an accounting change cost move.

STEP 2. <u>**NSSC Travel (SP)**</u> **-** Review Invoice Reversal and Disbursement Move Worksheet attached to ticket to verify this is for a travel payment vendor (traveler (5 digits or less), IBA or CBA). If vendor is not a 5 digit or less traveler vendor or is not one of the old or new IBA/CBA vendors listed below, send ticket back to AP and advise this is not a travel payment.

Old IBA	Old CBA	Current CBA	Current IBA
160986	1640	173549	173556
160987		173545	173557
160988		173546	173558
160989		173547	173559
160990		173548	173560
160991		173550	173561
160963		173551	173562
160993		173552	173563
161155		173553	173564
160964		173554	173565
		173555	173566

STEP 3. <u>**NSSC Travel (SP)**</u> **-** Review invoice worksheet to determine, if the payment was for interest or a voucher. The following will detail the steps to move cost to a new accounting line for interest and for a travel payment.

STEP 4. <u>**NSSC Travel (SP)**</u> - Print the attachment as a PDF; then, you can mark it up.

STEP 5. **If the Cost Move is for Interest:**

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A. Log into SAP using transaction code FB03 and using the original SAP document number provided on the invoice worksheet in box 1m enter the information below into SAP in the Document Number box; and then, Fiscal Year the payment was made in the Fiscal Year box.

Keys for Entry View	
Document Number	1900038084
Company Code	NASA
Fiscal Year	2019

B. Hit enter; write down the vendor number listed under account in box 1d of worksheet (if not already provided) and the TA number next to Ref. Doc. at the top of the worksheet

Parked by	NS000334	Posted by	NS000334	
Doc. Number	1900038084	Company Code	NASA	Fiscal Year
Doc. Date	01/29/2019	Posting Date	02/22/2019	Period
Calculate Tax	☐			
Ref.Doc.	51000065362 INTE			
Doc. Currency	USD	Reversed by	1900021009 / 2020	

Itm	PK	Account	Account short text	Amount	Funds Center
1	40	6330.2550	Int Exp Pmpt Pay	1.35	51
2	31	42134	RIZZO MICHELLE PEREZ	1.35-	
*				0.00	

C. Go to FBL1N in SAP and enter vendor number in the vendor account box, click "All Items" and check all the boxes under "Type" section, then click on the clock in top left corner.

D. Click on "Posting Date" column; and then, click on the funnel icon to sort in descending order 🔻 .

E. Locate the original payment for the TA and 1900# referenced and find the 2000 clearing document number. Add this number in box 2a of the worksheet

F. Double click on the 2000 clearing document number; and then, click the icon that looks like a mountain with a sun behind it 🏔️ .

G. Double click on the GL account number listed under the Account box.

Itm	PK	Account	Account short text	Amount	Funds Center	Funded
1	25	42134	RIZZO MICHELLE PEREZ	293.84		
2	50	2120.0000	Disbursements In-Tra	293.84-		
*				0.00		

H. This will give you your 1300# and treasury confirmation date which is listed in the Clearing date box. Write the 1300# in box 2b of the

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worksheet and your date to the left of the 1300# in box 2c of worksheet.

I. Attach the invoice form with all the added entries to the TASK and send the TASK to the POC for AP L3 requesting them to reverse the check via transaction code FCH8.

J. Once L3 reverses the check, they will send TASK back to you with the 2000# for the check reversal added in comments. Write this number in box 2g of the worksheet.

K. In SAP enter transaction code FB08 and reverse out the original 1900 listed in box 1m of the worksheet. Ensure you enter the correct FY the payment was made and reversal reason is always 02 and posting date is current date.

L. In SAP enter transaction code FB60 and manually pay the original amount paid to the new accounting line provided on the form in comments under section 3. In the reference field of the FB60 enter the TA# followed by the word INTEREST.

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

Vendor	42134	SGL Ind	
Inv. recpt date	11/27/2019		
Invoice date	11/27/2019	Reference	51000065362 INT...
Posting Date	11/27/2019		
Document Type	ZT (Travel Vouch... ▼)		
Amount	1.35	USD	☐ Calculate tax
Tax amount			▼
Text	INTEREST COST MOVE FOR 51000065362		
Paymt terms	30 Days net		
Baseline Date	11/27/2019		

M. Enter the 1900# after the FB60 is complete into box 2k of the worksheet.

N. In SAP enter transaction code F-53.

O. Document Date is the treasury conf. date from box 2c of your worksheet.

P. Posting Date is current date.

Q. Type is KZ.

R. In Reference field and Document Header Text field enter the TA#.

S. In Clearing Text field enter "Interest Cost Move for TA XXXXXX).

T. Under Bank Data the account number is 1010.6100.

U. Amount is the amount of the payment you are moving.

V. Text field under bank date should be the TA#.

W. Under Open Item Selection section enter the vendor number in the account box.

X. Under Additional Selections section, click on "Document Number".

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Y. Click on "Process Open Items" at top left of page and click enter through all the yellow warnings.

Z. Enter the 1900 of the FB60 payment from box 2k of the worksheet into the first box.

AA. Click on "Process Open Items" clicking enter through all the yellow warnings.

BB. In the "Not Assigned" box to bottom right corner amount should be $0.00.

CC. Click on POST at top of page

DD. This will give you a 1500#. Write this number in box 2l of the worksheet.

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EE.   Attach completed PDF copy of the form to your Task and resolve the Task and close the Case.

STEP 6.   **If the Cost Move is for a travel payment:**

A. Ensure new funding line that center is requesting the cost move to have been added in FMZ3. If not, reach out to Travel L3 POC to add this accounting line and funds.

B. In SAP enter transaction FB65 and post a credit memo against the line the payment originally posted to that is incorrect.

C. Enter transaction FB60 and post a manual posting against the new line of accounting the payment needs to go to.

D. Enter transaction F-44 and clear the debit and credit against one another.

E. Enter transaction FMZ3 and verify the amount is now posted to the new accounting line and there is a credit memo showing against the previous line.

F. Resolve TASK and Close Case notating cost move is complete.

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PROCESS 13 – BOC $75 OR LESS REPORT

The NSSC SP reports BOCs $75 or less to AR by the 5th business day of the month.

STEP 1. **NSSC Travel (SP)** – Create a SNOW record to send to AR.

A. First assign the ticket to yourself and document any work you do in the work notes. Then, assign the ticket to AR as shown below:

STEP 2. **NSSC Travel (SP)** Access the report "BOC $75 or less - Set the month"

STEP 3. **NSSC Travel (SP)** Export a copy of the report and save at N:\TRAVEL\STATISTICAL SAMPLING\BOCs & Supplementals\1-BOC'S $75 or less MONTHLY REPORT\Sent to AR by month, with the naming scheme "Less $75 BOC submitted XXXXXX (date)".

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STEP 4. <u>NSSC Travel (SP)</u> The exported excel sheet will look like this:

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STEP 5. **NSSC Travel (SP)** Change the header columns to:

DATE	SN Case #	Name (LAST NAME, FIRST NAME)	TA	Amount	WBS	Fund	Fund Center

STEP 6. **NSSC Travel (SP)** Highlight report, center the columns and remove the "- " from the Amount column. This can be done by selecting CTRL F. Find what: "-" then Replace with: (blank)

STEP 7. **NSSC Travel (SP)** The final report should look like this:

DATE	SN Case #	Name (LAST NAME, FIRST NAME)	TA	Amount	WBS	Fund	Fund Center
2020-11-25	FMC0265327	STEPHEN COLE	10000058120	5.46	977657.02.10.01	SSMX22020D	10
2020-11-25	FMC0265293	Marcus Lea	62000046035	0.58	687543.40.10	SSMX22020D	10
2020-11-25	FMC0265314	Randy Cruz	10000058231	9.35	985293.02.10.01	SSMX22020D	10
2020-11-25	FMC0265239	Aly Shehata	72000065874	21.86	089407.03.01.01	EXPX22020D	21
2020-11-25	FMC0265240	Andrew Barry	24000010956	59.35	422335.01.32.02	SCEX22020D	24
2020-11-25	FMC0265320	SANDRA IRISH	51000081613	0.08	411672.02.01	SCEX22020D	51
2020-11-25	FMC0265289	Laura Betz	51000081619	5.66	411672.01.02	SCEX22020D	51
2020-11-25	FMC0265326	Stefanie Milam	51000081692	29.67	399131.02.06.04.95	SCEX22020D	51
2020-11-25	FMC0265304	MICHAEL SHADOAN	62000046010	12.16	585777.08.20.01.01	EXPX22020D	62

STEP 8. **NSSC Travel (SP)** Attach the file to the WMS ticket created in Step 1 and assign the case to AR as shown below.

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STEP 9. **NSSC Travel (SP)** Open the file FYXX_BOC $75 or Less SNow Case List and add the ticket number and date submitted. ([Click here](#) for Current File).

Output: BOC $75 or Less Report sent to Accounts Receivable.

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PROCESS 14 – SPECIAL AUDIT REQUEST FROM CTO

Special audit request is received from someone in the center travel office (CTO). A case/record is established via the NSSC Customer Contact Center, so that the necessary steps can be taken to ensure it is appropriately recorded and tracked in the NSSC WMS for resolution. These steps will be followed:

STEP 1. **NSSC CCC** – Contact Center creates request for review.

STEP 2. **NSSC SP (L2)** - Verify requestor is part of CTO asking for the review.

STEP 3. **NSSC SP (L2)** - Contact L3 before review begins to ensure request is appropriate.

STEP 4. **NSSC CS (L3)** - Reviews request and reaches out to CTO to find out any needed information
   a. If request is not appropriate for NSSC to do, guidance is given to requestor on how to proceed
   b. If request is appropriate, notify L2 to begin

STEP 5. **NSSC SP (L2)** - Documents are retrieved from the e-Travel system.
   a. Save copies of voucher, authorization and receipts. Voucher is reviewed and any findings reported to the CTO that requested the review.

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PROCESS 15 – CMP 10.6B

Roles & Responsibilities

To monitor travel undisbursed costs and obligations in funds that are cancelling to ensure balances are cleared before the cancellation

Review and monitor the balances of open travel obligations in cancelling funds to ensure balances are resolved at the end of the fiscal year before the fund cancels. Exception on the report should be provided to the NSSC with the identified funds commitment document indicating Center or NSSC action (i.e. Outstanding Accruals are Center actions and outstanding Change of Station Obligations are NSSC actions.)

Frequency: Monthly during the months of July - September.

STEP 1.　**NSSC SP L2** – Receive report from Center via WMS inquiry ticket.

    A.　Review report to make sure the following has been provided within the report:
        1.　Fund Cancelation Date
        2.　Fund Commitment Document Number
        3.　FI Invoice
        4.　Who is responsible for clearing the outages?
    B.　Notify the Center submitter that NSSC has received the report via email and address any information is missing.
    C.　Update tracking template with required information (i.e., submitting Center, ServiceNow task #, NSSC actions and Center actions).
    D.　If the submitted report has a zero balance for the Center, notify the submitter there is no action and the WMS case/task can be resolved.

STEP 2.　**NSSC SP L2** – Review outages by fund.

    A.　Create a WMS case/task for each outage that requires NSSC action.
        i.　If the action is to be completed by the NSSC SP L2 or another department, route ticket to NSSC SP L2/other department with direction to route back to POC once required actions are completed.
    B.　Relate all tasks to original WMS case.
    C.　Update tracking template with ServiceNow task and brief action description.

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D. If COS Entitlements Funding remains open, but the fund is cancelling, NSSC Travel L2 will send an e-mail to the traveler informing them of the cancelling entitlements and request confirmation from the traveler whether they will/won't be filing vouchers for these entitlements. The Center POC is also included on the e-mail for notification purposes. See APPENDIX E – Expired Funds Open Entitlement E-MAIL for e-mail sample.

E. If no communication is received from the traveler after several attempts, then NSSC Travel L2 will send the task to NSSC Travel CS L3 recommending de-obligation of direct funds.

STEP 3. **NSSC CS L3 –** Review de-obligation request.

A. Review COS Entitlement de-obligation recommendation from NSSC L2. If concurring, de-obligate the direct funds or recommend indirect fund (PR) de-obligation.

B. Update WMS task work notes and return task to NSSC SP L2.

STEP 4. **NSSC SP L2 –** Receive WMS task back from NSSC CS L3.

A. Notify Center that the CMP canceling fund action has been completed.

B. Resolve the WMS task/case (as applicable).

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PROCESS 16 – INTERNATIONAL TREASURY SERVICES PAYMENTS (ITS)

STEP 1.   **NSSC SP L2** – Receive notification that a payment should be issued via ITS via email to the NSSC or a WMS ticket.

    A. The NSSC is notified of a payment needs to be made internationally in two ways.

        1. Receive the form SF3881 from the center via email or WMS ticket (If email will need to create a WMS ticket).

        2. Receive blocked payment on payment proposal with no banking info and email is sent to the center requesting to add the banking or advise if payment needs to be made internationally and they reply back that it does.

            a. Will need to request the form SF3881 be submitted (place WMS in pending until form is received).

            b. Ensure to follow up every 2-3 days until form is received (notate follow ups in notes of WMS).

    B. Once determination is made the payment needs to be made internationally and SF3881 form is received ensure the form is filled out with all required information.

        1. NASA Center paying for the travel claim.

        2. Contact Person Name – POC at the center

        3. Invitational Travelers Name in the Payee section

        4. Invitational Travelers Address in the foreign country

        5. Travelers Bank's Name and address in the Financial Institution section

        6. Swift Number under the ACH Coordinator section

        7. IBAN Number under the Depositor Account Title section (if traveler does not have an account number)

        8. Account Number (if traveler does not have an IBAN)

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AGENCY INFORMATION

FEDERAL PROGRAM AGENCY
NASA - Johnson Space Center

AGENCY IDENTIFIER:	AGENCY LOCATION CODE (ALC):	ACH FORMAT: ☐ CCD+ ☐ CTX

ADDRESS:
2101 NASA Parkway, MC CB

CONTACT PERSON NAME: Donna Morgan	TELEPHONE NUMBER: (281) 483-9849

ADDITIONAL INFORMATION:
donna.m.morgan@nasa.gov

PAYEE/COMPANY INFORMATION

NAME: Thomas Pesquet	SSN NO. OR TAXPAYER ID NO.

ADDRESS:

CONTACT PERSON NAME: Sonja Brungs	TELEPHONE NUMBER: ( )

FINANCIAL INSTITUTION INFORMATION

NAME:
BBBank

ADDRESS:
Dompropst-Ketzer-Straße 1-9, 50667 Köln, Germany

ACH COORDINATOR NAME:	TELEPHONE NUMBER: (XXXXXXXXXXXXXXX)

NINE-DIGIT ROUTING TRANSIT NUMBER: G E N O D E 6 1 B B B

DEPOSITOR ACCOUNT TITLE:

DEPOSITOR ACCOUNT NUMBER: XXXXXXX	LOCKBOX NUMBER:

TYPE OF ACCOUNT:
☒ CHECKING   ☐ SAVINGS   ☐ LOCKBOX

SIGNATURE AND TITLE OF AUTHORIZED OFFICIAL: (Could be the same as ACH Coordinator)	TELEPHONE NUMBER: ( )

C. Ensure WMS ticket has SubCategory as ITS payment.

D. In short description input the following info:

Short Description	FM - TRAVEL - ITS PAYMENT - Hisayoshi Shimizu- TA51000065088 - Vendor 63778 -

E. Check CGE to see if the voucher has been paid. If travel dates from auth have ended and no voucher has been created, reach out to preparer of authorization to inquire on status of voucher. WMS ticket will remain in pending until voucher is completed. Ensure to note the status in your WMS. Will need to check and follow up every 2-3 days until voucher is submitted and routed timely.

F. Once voucher is completed, log into SAP and obtain the amount paid, and 1900# and provide this information in the WMS task work notes as follows:

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ITS payment for Hisayoshi Shimizu, amount to be paid is $1,068.52, the vendor number is 63778 and 1900027489. Please refer to the attached documents for the banking information needed to issue the payment. Please contact Travel with any further questions or concerns

G. Attach copy of the completed SF3881 form to the WMS task.
H. Assign task to Accounts Payable L2 and refer to the AP Center POC list located at N:\FM Division\SP Functional Area POCs\AP as to who to assign the task to for that center.
I. Case will remain with the travel and will be closed by proposal tech once ITS payment is completed and payment disappears from proposal.
J. Change status on WMS to pending – other and note pending bank confirmation of payment.

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METRICS

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric

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SYSTEM COMPONENTS (EXISTING SYSTEMS)

IT System Title	IT System Description	Access Requirements
SAP		▪ Agency NSSC Travel Payment Processor ▪ Certification Processor ▪ Agency Travel Authorization Processor ▪ Receivables Processor
eTravel System		▪ NSSC Approver(s) ▪ NSSC Auditor ▪ NSSC Reports
U.S. Treasury Secure Payment System (SPS)		▪ Data Entry Operator ▪ Certifying Officer
Federal Payroll Personnel System (FPPS)		▪ Display Access
NSSC IT Service Management (ServiceNow)		▪ Read ▪ Create ▪ Modify
TechDoc		▪ User Access
bReady		▪ Pre-Edit Report

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CUSTOMER CONTACT CENTER STRATEGY

Each activity requires a clearly defined contact Center strategy which answers the question "Who will answer the call and handle the request" and defines the escalation parameters for the activity. Because of the varied nature of the NSSC's activities and volume of transactions, each activity has a unique contact Center strategy. Refer to the NSSC Customer Contact Center (CCC) Service Delivery Guide for the contact Center strategy for this activity.

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APPENDIX A – ACRONYM LIST

Acronym	Definition
AAO	Agency Application Office
ACH	Automated Clearing House
AP	Accounts Payable
AR	Accounts Receivable
APC	Agency Program Coordinators
ATSB	Accounting and Travel Services Branch
BOBJ	Business Object
BOC	Bill of Collection
CBA	Centrally Billed Account
CCC	Customer Contact Center
CGE	Concur Government Edition
CIR	Collections Information Repository
CM	Credit Memo
CO	Certifying Officer
COS	Change of Station
CS	Civil Servant
CRQ	Change Request
CTO	Center Travel Office
CY	Current Year
DRD	Data Requirements Description
DRN	Document Reference Number
EFC	Electronic File Contents
EFT	Electronic Funds Transfer
EPSS	Enterprise Performance Support System
ETS	Electronic Travel System
ETDY	Extended Temporary Duty
ETTRA	Extended TDY Tax Reimbursement Allowance
FAS	Functional Area Statement
FBWT	Funds Balance with Treasury
FD	Functional Detail
FPPS	Federal Payroll Processing System
FTR	Federal Travel Regulations
FY	Fiscal Year
GL	General Ledger
GRS	General Records Schedule

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HR	Human Resources
IBA	Individually Billed Account
IDR	Invoice Data Requirements
IPAC	Intra-governmental Payment and Collections
MRI	Master Record Index
NASA	National Aeronautics Space and Administration
NPR	NASA Procedural Requirements
NRRS	NASA Records Retention Schedules
NSSC	NASA Shared Services Center
OCFO	Office of the Chief Financial Officer
POC	Point of Contact
PY	Prior Year
RITA	Relocation Income Tax Allowance
SAP	Systems, Applications and Products in Data Processing
SIC	Strategic Integration & Communication
SF	Standard Form
SN	Service Now
SOD	Statement of Difference
SP	Service Provider
SPS	Secure Payment System
TA	Travel Authorization
TDY	Temporary Duty
ULO	Unliquidated Obligations
URL	Uniform Resource Locator
VIP	Very Important Person
WMS	Work Management System
WTA	Withholding Tax Allowance

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APPENDIX B – SAMPLE E-MAIL FOR TREASURY CANCELLATION

Dear {TRAVELER NAME},

According to our records, your recent travel voucher payment was returned by the US Treasury due to incorrect banking information.

Please contact the NSSC at your earliest convenience at 1-877-NSSC123 (1-877-677-2123) or by e-mail at nssc-contactcenter@nasa.gov, to update your banking information. Your travel voucher payment will then be resubmitted to the US Treasury for payment.

Thank you for your prompt attention.

NSSC Travel Office

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APPENDIX C – SAMPLE AR INVOICE DATA REQUIREMENTS FORM

Bill of Collection

FD Number:

FDFAR0032846

Customer Name:

Joseph Casas

Contact:

Brittany Edmonson

Location:

Marshall Space Flight Center

Travel From: **To:**

2018-08-12   2018-08-17

Date of Cash Disbursement:

2018-08-23

Travel Location:

ANCHORAGE , AK & DORAL,FL

TA Number:

62000033990

AR Center:

Marshall Space Flight Center

SAP Vendor:

Funds Commitment Document Number:

401056650

Total Amount:

$17.82

Explanation of Debt:

Amendment created by Susan Thomas at MSFC Estimate receipt given at time of car check out was attached to the claim and not the final receipt. Final receipt was for $78.24. Traveler owes $17.82 Vendor 160991

Customer Number:

117106

AR Bill Number:

1800000417

Debt Information:

Line Item	Amount	Fund Center	Fund	G/L Account	Cost Center	Order	WBS	TAS
2	$17.82	62	SSMX22017R	6100.2112	62ST03	FC000000	595551.01.08.11.ST86.17	

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APPENDIX D – SAMPLE NSSC QUARTERLY TRAVEL TIPS

NSSC Travel
www.nssc.nasa.gov/travel

NSSC Quarterly Travel Tips
From the Customer Relationship Management Team

February 2017 - Issue 7

NSSC Travel Team

Welcome
The NSSC Travel Office provides travel reimbursement services for all authorized Agency travel including: domestic, foreign, local, Extended Temporary Duty (ETDY), and Change of Station (COS).

Domestic Travel:

How do I amend a voucher in Concur?
When creating an amended voucher for an expense that was not originally claimed or was overpaid, you should never change any expense on the amended voucher that was previously claimed. When adding the new expense to the voucher you should select "Other" from the list in Expense Details and put the total owed to/from traveler as paying to "Other". If an expense was overpaid previously and the payment went to the IBA card, you should amend the voucher and create a new expense line. Select "Other" from the list in Expense Detail, then input the amount of the overpayment which should reflect as negative dollars with the payment method as "other". Please do not select the payment method IBA.

Note: NSSC cannot collect overpayments from the JP Morgan IBA account. Once a payment has been completed to the IBA, the traveler should contact JP Morgan to obtain a refund.

Should I provide details of my travel in the comments/trip purpose of my voucher?
The more information you provide in the comments or trip purpose section of your voucher in CGE, aids in the completion of domestic voucher reviews.

Extended TDY Travel:

How should I make my lodging reservations when I go on ETDY?
Should be reserved through the Transportation, Delivery and Relocations Solutions (TDRS) Schedule 48 offered through GSA (www.gsa.gov/longtermlodging). This program provides housing accommodations for temporary or permanent relocation and extended training assignments. Typical facilities include fully furnished apartment or condominium type properties with all the comforts of home. You can also call 703-605-9304 for general questions on available contractors in your search area.

Foreign Travel:

How does complimentary meals affect my per diem when I'm on foreign travel?
Per FTR §301-11.17, a traveler's per diem rate is not affected if the meal is provided as complimentary by the hotel/motel. A complimentary meal is a meal that is provided to all patrons of the hotel/motel without being charged for the expense such as a "continental breakfast".
As a suggestion, for booking a room at a foreign location, select a room without a breakfast package, because if a selection of a room with a breakfast package is made then M&IE is reduced, because the meal is included in the room rate even if the meal wasn't consumed. Also, reduction in M&IE is possible if the hotel states breakfast is included in the room rate.

Change of Station / Relocation Travel:

When must my househunting trip be completed?
Househunting trips must be completed the day before the traveler reports to his/her new duty station. The traveler's spouse must complete their trip the earlier of the day before the traveler's family relocates or before the entitlement expires §302-5.12
Please note travel types cannot be combined (ex: Travel for househunting and en route trips should not be completed at the same time).

Resources

Contact and Information:

NASA Shared Services Center
Attn: NSSC Travel Office
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

NSSC Customer Contact Center
Phone: 877-677-2123
Email: nssc-contactcenter@nasa.gov
Web: https://www.nssc.nasa.gov

For concerns or suggestions regarding NSSC Quarterly Travel Tips:
Call: 1-877-677-2123 Or email: nssc-contactcenter@nasa.gov Attn: NSSC Travel Office

NSSC Travel Website:
https://www.nssc.nasa.gov/travel

Concur Login:
https://cge.concursolutions.com/portal.asp

Did you know?

1. AirBnB is not a www.fedrooms.com certified lodging facility. All lodging reservations should be booked using the online booking engine within CGE, unless it is related to a conference, or ETDY.

2. Effective 5/13/15, prepaid fuel surcharges on rental cars are no longer a reimbursable expense. See the Final Rule FTR Amendment on POV and Rental Car Policy

3. For Relocation, when you choose Lump Sum as your reimbursement method for Temporary Quarters, you have up to 30 days to send in a receipt after the expense has been incurred to avoid a request for repayment.

Click here to access General Services Administration's Federal Travel Regulations or type: http://www.gsa.gov/portal/category/21222

Disclosure: NASA Travelers must comply with Agency guidance and policy

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APPENDIX E – SAMPLE E-MAIL FOR EXPIRED FUNDS OPEN ENTITLEMENT

From: NSSC SP

Good Morning XXXXXX,

My name is XXXXXXXX. I work in the NSSC Travel department. I am reviewing aged relocations that have expired entitlements, but travelers are still allowed to voucher for the entitlements if the costs were incurred before the expiration date. The funding set aside to pay your relocation benefits will cancel soon. Our records indicate you have not vouchered for your (en-route) expenses on Travel Authorization (51CP10N204). Your entitlement expired on (date).

Please let me know if you intend on filing for your (en-route) expenses if the cost was incurred before the expiration date. If you do not intend to file for your (en-route) expenses, please respond so that I may de-obligate the funding and close out your relocation file.

If you have any questions or concerns, please let me know.

Thank you and have a great day,

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APPENDIX F – Special Accommodation Requests

Based upon the decision of Office of the Chief Financial Officer (OCFO) Policy and discussion with Office of General Council (OGC), it has been determined per FTR 301-13.2, FTR 301-13.3, and NPR 9710.1 Section 8.1, a traveler may be reimbursed for additional travel expenses, when necessary to accommodate a special physical need.

To be reimbursed for additional travel expenses, travelers must coordinate the special accommodation request with the Office of Equal Employment Opportunity (EEO) and attach the following documentation to their travel authorization/voucher:

1. A note/written statement from the traveler's supervisor acknowledging the special need; and
2. Receipts will be required for reimbursement.

(**Example**: Traveler requests help moving/transporting boxes to FedEx and requests special accommodations due to a special need. Expenses for logistics/handling support, in this instance may be approved and covered as an acceptable reimbursement expense.)

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APPENDIX G – Requesting NAMS Approval Workbench

The NASA Account Management System (NAMS) is an online service to request access to many NASA applications you need to do your job (e.g., i-View and SharePoint). For more information on NAMS, visit the Office of the Chief Information Officer SharePoint site (https://nasa.sharepoint.com/sites/cio/SitePages/NAMS.aspx).

The NAMS Approval Workbench is a queue which allows a layer of approval for access to specific applications (IRIS, eTravel, etc.). Since the eTravel application is owned by (AAO), a NISM request shall be submitted to provision a Travel CS employee to access the NAMS Approval Workbench in order to approve a NAMS eTravel request. To submit the NISM follow the below:

STEP 1.   Access bReady (https://bready.nasa.gov/group/bready/home)
STEP 2.   Select "Submit a Service Request"

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STEP 3.   Once routed to the NISM Service Request Console, Select "Request Now"
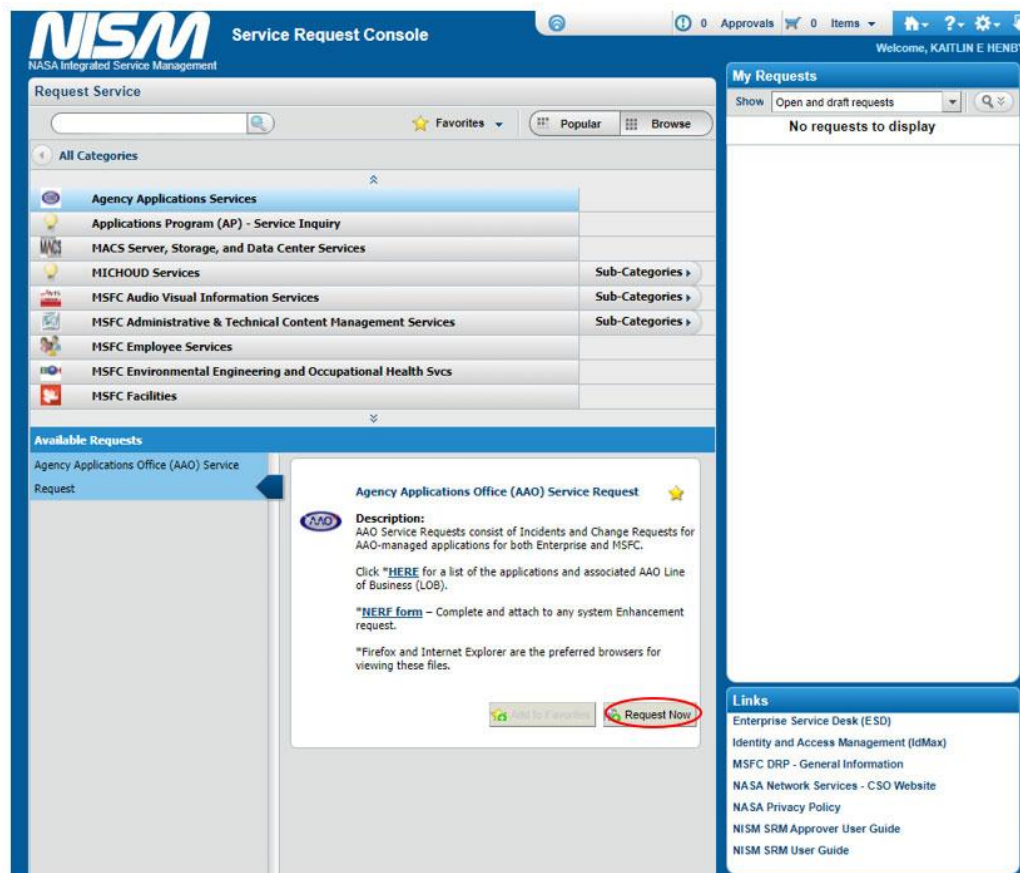
STEP 4.   Fill out the request as shown below