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NASA Shared Services Center Service Delivery Guide

NSSDG-9700-0007 Revision 2.0

Effective Date: April 23, 2021
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FOREIGN TRAVEL

Responsible Office: Financial Management Division

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Approved by

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for Nicolina S. Tubbs
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	07/17/2020	Basic Release. Processes extracted from NSSDG-9700-0001. 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. Approval threshold updated from \$10 to \$25: Table of Contents (Appendix H), 1.0 Introduction, Process 2, Steps 13 and 15, and Appendix H.
Revision	Revision 1.0	10/07/2020	Added first page of Foreign Travel Process Flow Added steps to send Foreign Payment Survey each Fiscal Quarter
Revision	Revision 2.0	04/09/21	Added Manual Instructions for Foreign Quarterly Macro Process

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1.0 Introduction

The Foreign Travel processes begin upon submission of a travel voucher via the eTravel System. Foreign Travel may be further classified as Extended Temporary Duty (ETDY) Travel, if they meet the requirements. For example, if Foreign Travel expenses are approved and exceed 30 days, these types of travel may be classified as ETDY Travel.

- There are separate processes for disbursement of Domestic, Foreign, and ETDY Travel vouchers. Foreign and ETDY travel vouchers are reviewed completely prior to payment. Domestic travel vouchers are reviewed prior to payment and final approved; however, these vouchers not reviewed completely. See Domestic and ETDY Service Delivery Guides (SDGs) for further details. The National Aeronautics and Space Administration (NASA) Shared Services Center (NSSC) reviews the foreign vouchers prior to being routed to a supervisor to sign. If adjustments are needed, a correction template is sent to the Traveler, Preparer, and Center Travel Office (CTO); and then, the voucher is returned, if the amount exceeds the +/- \$25 threshold. This threshold is to be applied to the net amount of change per voucher. If the amount of correction template is within the +/- \$25 threshold (\$25 or less), then the voucher would not be returned. The voucher would be processed. Travelers will be notified of supplemental that are within the +\$25 threshold.

The NSSC is responsible for providing payment and review services, the required reporting for Travel, and work closely with the requesting Center to ensure that payments meet Federal and Agency requirements. The NSSC is required to process all travel vouchers within 5 days of receipt of complete information.

2.0 Purpose

To outline Agency procedures followed by the NSSC related to the processing of 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 NASA policy, the NSSC is responsible for processing Foreign Travel Vouchers.

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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), and other applicable Federal regulations and NASA policies and procedures. The NSSC shall process Domestic and Foreign Travel Vouchers in accordance with Agency guidelines.

4.0 Privacy Data

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

5.0 Records

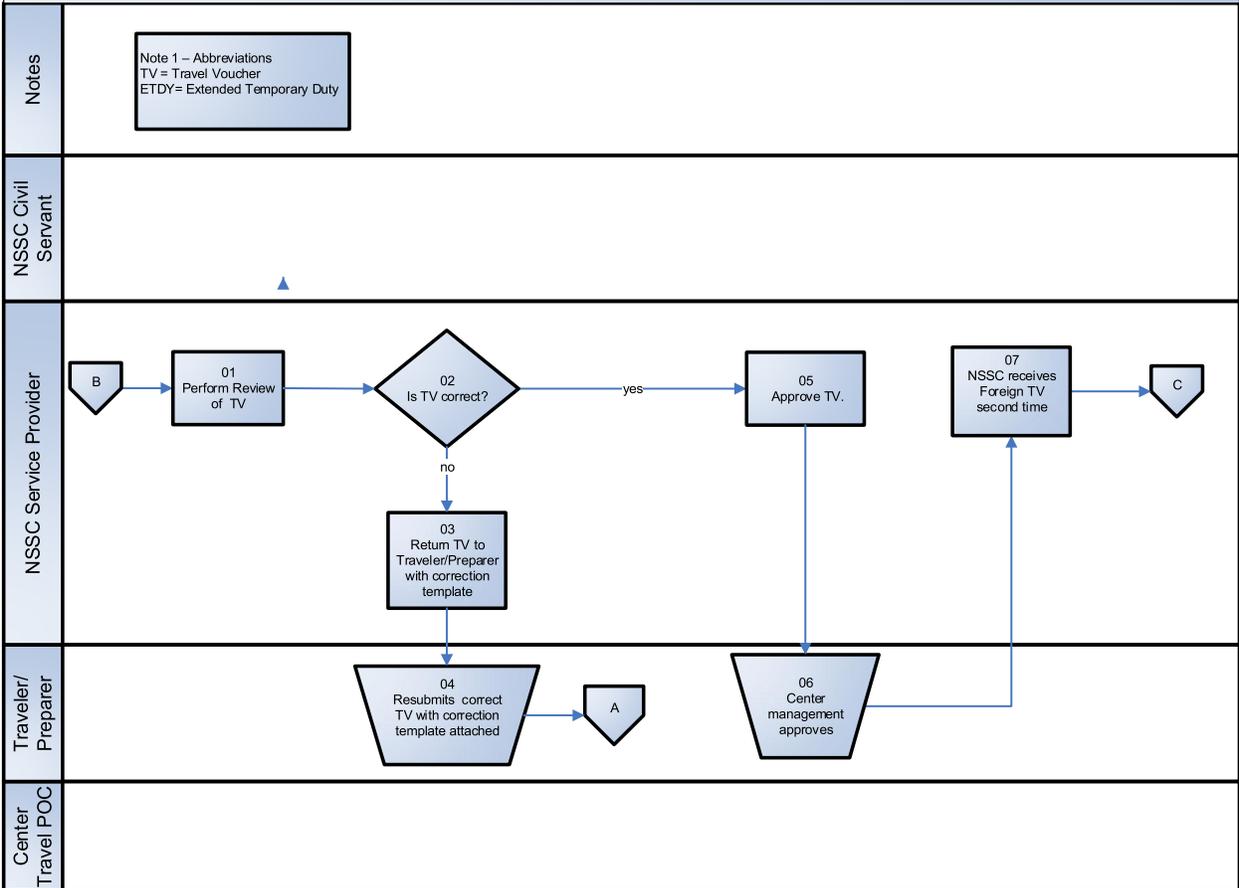
The Foreign Travel Service Delivery Guide outlines processes that include the creation and receipt of NASA official records as defined by NPR 1441.1. These records are included in the Travel functional Master Records Index (MRI), applicable NASA Records Retention Schedule (NRRS) or General Records Schedule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

6.0 Cancellation/Supersession of Previous Documents

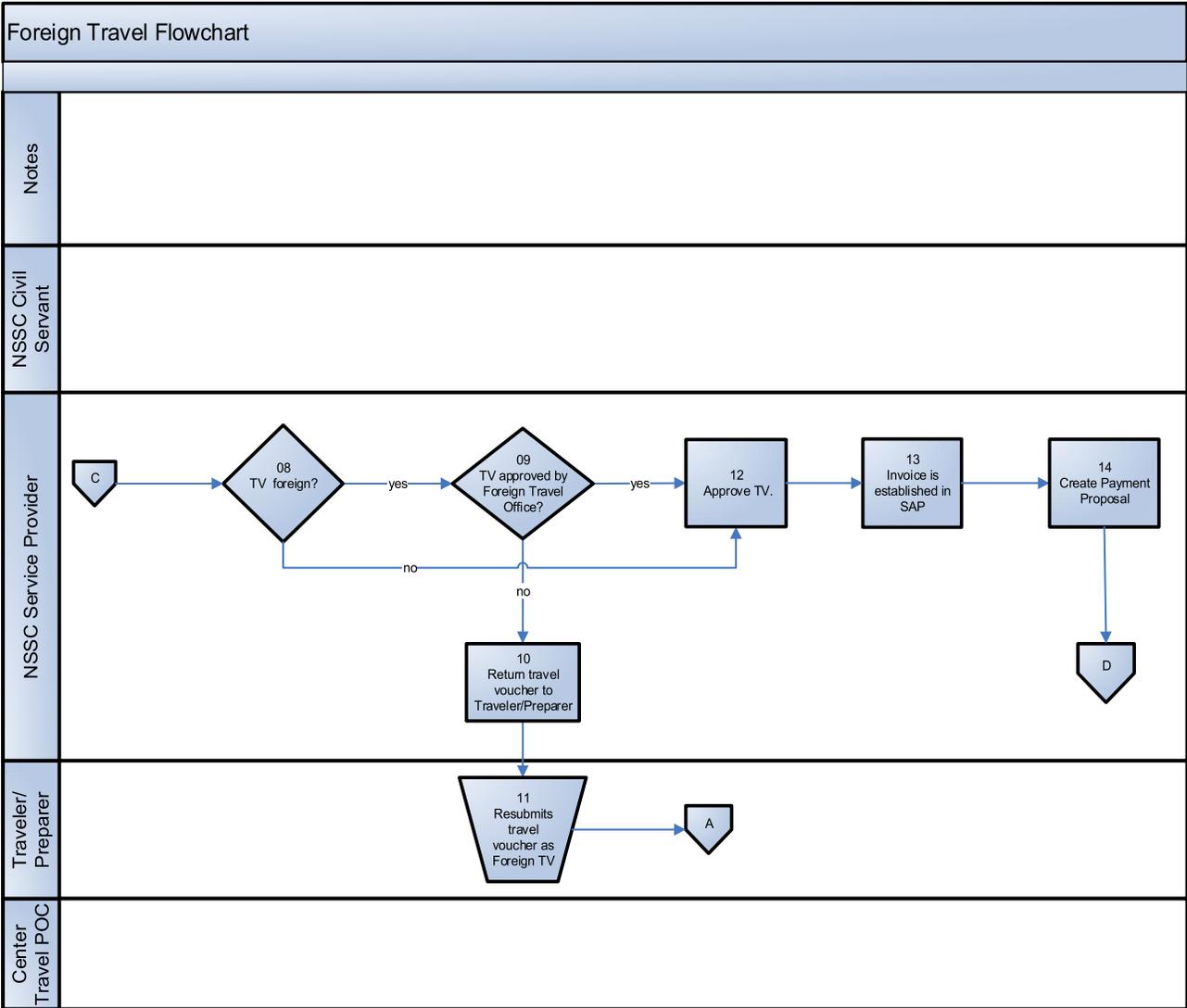
This document supersedes NSSDG-9700-0001 Revision 23.0

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Foreign Travel Flowchart

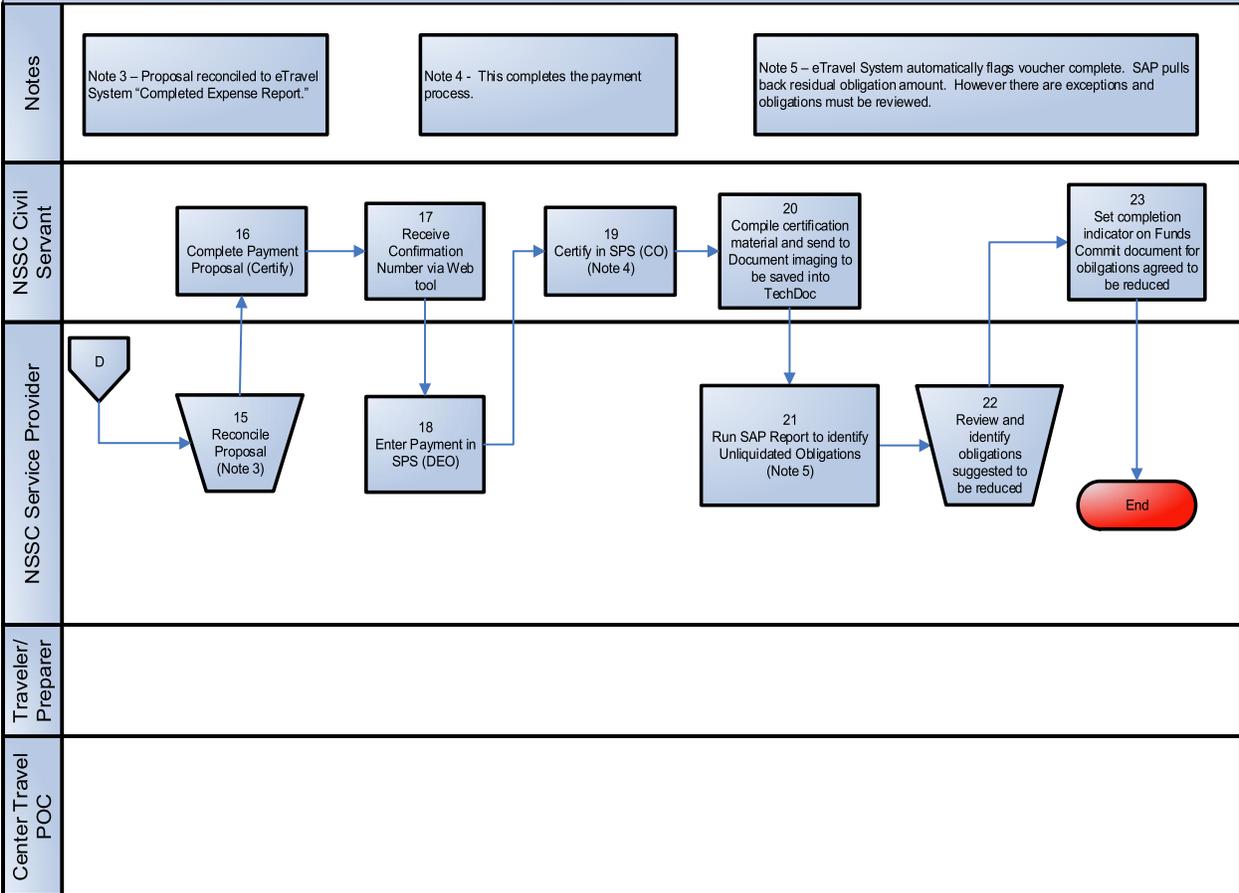


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Foreign Travel Flowchart



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PROCESS 1 – FOREIGN TRAVEL QUEUE

STEP 1. NSSC Travel (Service Provider (SP)) – Receive new vouchers and determine oldest.

Note: This step is performed by a BOT that runs each business day at 5:00 a.m. CST. This set of process steps is the only way to determine what vouchers are old and new.

Vouchers will be processed first in, first out. The vouchers that have been in the queue for the longest amount of time should be processed first.

When the BOT runs the daily queue for foreign travel, the BOT will run the “Awaiting Approval Que” in the electronic travel system (ETS) which is currently Concur Government Edition (CGE), but the BOT will select only the “Foreign VCH Review” under the “Awaiting Status”, remove all checked boxes from “Current Status” and select “Include Foreign Travel Only” from the Foreign Travel Option box.

The BOT will save the report to the N:Drive as:rev

N:\Travel\Foreign Travel\Queue Management\Concur\Fiscal Year\Month\Date.

With the spreadsheet open after being saved, the BOT will the run travel Macro “Process Daily Report” to compare the new vouchers in the queue to the vouchers still in each tech’s queue spreadsheet. The BOT will identify vouchers that were previously returned by Requestor. The remaining vouchers will be distributed to the techs for review.

The Domestic queue includes foreign vouchers that have been routed for final approval at NSSC (second stop at NSSC). Foreign may be classified as ETDY, if the expenses are approved and exceed 30 days.

STEP 2. NSSC Travel (Service Provider (SP)) - The following is the process for manually running the queue through the eTravel system, when the BOT is unable to run it:

A. Log into the eTravel system. Click “Reporting” at the top of the page

B. Click on “Intelligence”



C. Click on “NASA”

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- D. Click on “Awaiting Approval Queue” from the list of reports.
- E. On the date range, it defaults to January 1 of the current year. If you are working in the month of January, you should change the date to January 1 of the previous year. (Example: today is January 7, 2020, you would change date to January 1, 2019). This is to ensure you are pulling anything old not processed
- F. Select “Foreign VCH Review” from the “Awaiting Status” column.
- G. Under the “Current Status” section, click on “Deselect All” to uncheck all boxes.
- H. Under “Foreign Travel Option” section, click on “Include Foreign Travel Only”.
- I. Click on “Finish” at the bottom

The screenshot shows the "Awaiting Approval Queue" report configuration interface. It features several sections for filtering and selecting report options:

- Filter by Date:** Includes radio buttons for "Signed Date", "Trip Start Date", and "Waiting Date".
- Date Range:** Shows "From: Jan 1, 2014" and "To: Aug 26, 2014". A note says "Change date to last year" with an arrow pointing to the "From" date.
- Awaiting Status:** A list of status options with checkboxes. "FOREIGN VCH REVIEW" is checked. A "Click here" annotation points to this checkbox.
- Current Status:** A list of status options with checkboxes. A "Remove all Check boxes here" annotation points to this section.
- NASA Center:** A list of center codes with checkboxes.
- Document Type:** A list of document types with checkboxes.
- TDY Option:** Radio buttons for "Include Extended TDY Only", "Exclude Extended TDY", and "Include All Travel".
- Foreign Travel Option:** Radio buttons for "Include Foreign Travel Only", "Include Domestic Travel Only", and "Include All Travel". A "Click here" annotation points to the "Include Foreign Travel Only" option.
- Summary Option:** Radio buttons for "Show the Summary" and "Hide the Summary".

At the bottom, there is a note: "*Selecting nothing is the same as selecting all" and two buttons: "Cancel" and "Finish".

- J. Click on icon that looks like a piece of paper with a blue dot in the Center. Select “View in Excel Options” – “View in Excel 2007 Format” from drop down menu
- K. Report will run, when complete, click on “open”. Save report to N Drive as N:\TRAVEL\DOMESTIC TRAVEL\QUEUE

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MANAGEMENT\CGE\Awaiting Approval Queue\Current
Month\”Awaiting Approval Queue X-XX-XX (current date)

Output: Travel vouchers awaiting disbursement.

Note: All vouchers must have Fund Certifier and Center Supervisor approval before being final approved, unless an authorized self-approver.

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PROCESS 2 – FOREIGN TRAVEL REVIEW

STEP 1. NSSC Travel (SP) – Receive new voucher.

Foreign pre-disbursement review of a foreign voucher on the first approval stop at the NSSC consists of the following steps. Once approved at the first stop, the voucher is automatically routed to the Center for further approvals. After Center management approval, the voucher is automatically routed to the NSSC for final approval. The final approval steps can be performed by either the NSSC Domestic Travel team or the NSSC Foreign Travel team.

Output: Foreign Travel voucher received initially.

STEP 2. NSSC Travel (SP) – Select voucher to review at first stop from the assigned queue.

Output: Voucher selected for prepayment review.

STEP 3. NSSC Travel (SP) – Determine, if receipts are attached.

A. What do I check?

1. Open the voucher using the “Review and Approve” version of the voucher from the drop down menu, when clicking on the document number in the Approval section. Once the document is open, you will scroll to the middle of the voucher under the “Document Attachments” section and click on “View/Print All Documents Attachments.
2. Receipts will be verified for all expenses claimed under miscellaneous expenses. Receipts are required for mode of transportation, rental car and lodging no matter the amount. Any miscellaneous expenses over \$75.00 require a receipt.
3. If no receipts are attached, review the details of the voucher to determine, if receipts are required.
4. When a receipt is not available or are impracticable to obtain or attach, the failure must be fully explained on the voucher.

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5. If the receipt does not meet the definition and appears to be invalid, the SP will obtain Civil Servant (CS) approval before returning vouchers due to an invalid receipt.
6. A receipt is a written/printed acknowledgement from a vendor to the authorized employee for payment(s) received for goods or services provided. The receipt shall provide the following information:
 - a) Printed name and address of the vendor;
 - b) Transaction Date;
 - c) Form of payment ((specified in the form of cash, check, credit card, etc);
 - d) Total amount of payment;
 - e) Name of individual who received the goods or services (only if hand written);
 - f) Brief description or itemized listing of actual goods or services provided. (NOTE: If the receipt is for Temporary Quarters/lodging, it should include the address and time period of service.);
 - g) Signature of vendor (only if hand written receipt).

B. What do I do if no receipts are attached?

1. Review the expenses to determine, if receipts are required. If receipts are not required, proceed with review of travel voucher.
2. If receipts are required, please proceed with the following steps:
 - a) Create a case using Short description = FM-Foreign Travel, Category = Foreign Travel, SubCategory = Failed Pre-Payment Review, Full Name=Traveler, Assignee=NSSC Tech. Create DOM-FOR FD Form.
 - b) Input the Travel Authorization Number (TA) on the voucher. Do not include the “-.” Document Number = TA number. If a dash is on the document, include that (51SGT000000178-1), Traveler Name = Traveler, Date Failure Occurred=date the voucher was signed by Fund Certifier (this is the day the document arrives in the NSSC Foreign Travel desktop). Work Info Entry document why the voucher can’t be processed and copy and paste e-mail correspondence into the box. Click Save.

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- c) Email the preparer and include the traveler with the exception of the NASA Administrator or Associate Administrator and request needed receipts. See signature pen for missing receipts in [APPENDIX F](#).
- d) Proceed with reviewing the voucher as much as possible without the receipts.
- e) If no response within 3 days, the SP will call or email the preparer and traveler again to request the additional documentation. The SP will contact the preparer and traveler every 3 days, if the additional documentation are not provided

NOTE: By the 10th business day, if the requested receipts are not provided, SP will return the voucher.

- 3. Select the document by clicking on the document number, click Next highlighted in red in the top right corner .
- 4. Click “Change” next to the Foreign Vch Review option in the Status to Apply section. Select “Pre-audit & Stamp Selected Document(s).”



- 5. Under “Comments”, enter the following comment:
NSSC: “The NSSC is unable to process your foreign travel voucher without the appropriate receipts. Please attach receipts for lodging and expenses over \$75 to the voucher as a PDF or by faxing to eTravel System using the fax transmittal sheet from your travel voucher. Resubmit for approval.”
- 6. Click on Apply Status 

STEP 4. NSSC Travel (SP) – Determine, if voucher is a correction to a previously reviewed voucher.

A. What do I check?

- 1. If the Travel Authorization has a “-1” behind it, it may be an amendment. An adjusted travel voucher may be identified by a unique TA number and/or through Traveler’s comments contained within the travel voucher. If the TA number has a dash followed by a number (e.g., TA220000001106-1), the authorization has been

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adjusted. The comments box should also be reviewed to determine, if an adjustment is being submitted. The travel voucher history or the document summary history may also be reviewed to determine, if the NSSC has previously returned the travel voucher.

- B. What do I do, if I determine that the voucher has been adjusted?
1. Determine, if it was adjusted due to a request by the NSSC. A copy of the NSSC correction spreadsheet should be attached with the receipts, if it was requested by the NSSC.
 - a) If not, proceed as usual.
 - b) If it has been adjusted, then compare the changes to the adjusted voucher to the changes per the NSSC correction spreadsheet. If the corrections requested were input correctly, continue with processing. If totals differ, then re-review to determine reason for differences and proceed as appropriate.
 - c) If voucher was "Signed on Behalf of"; and then, adjusted, signed on behalf can replace the traveler's signature, open voucher, compare the amounts. If the amounts did not change, approve and process.

STEP 5. NSSC Travel (SP) – Determine, if voucher is Invitational.

- A. What do I check?
1. Go to bottom of page "Document History" section of the voucher to determine, if Signature Name is the same as the Traveler Name (look for Status of "Signed" and check to see, if the name agrees to the "Traveler Name" at the top of the voucher).
 2. If the name does not agree, this indicated it is an Invitational Traveler.
 3. If it is not an Invitational Traveler, continue to process as normal.
 4. If it is an Invitational Traveler, select "View Receipts" in the middle of the voucher and verify that a signed copy of the voucher and receipts, if applicable are attached.

Note: Receipts are not required for mileage, Meals and Incidental Expenses (M&IE) or misc. expenses less than \$75.

5. If there are receipts and a signed copy of the voucher attached, continue processing as normal.

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B. What do I do, if I determine that receipts are not attached?

1. Select the document by clicking on the document number, click Next highlighted in red in the top right corner .
2. Click “Change” next to the Foreign Vch Review option in the Status to Apply section. Select “Pre-audit & Stamp Selected Document(s).”

The screenshot shows a user interface for applying status to a document. It features a dropdown menu labeled 'Status To Apply*' with 'RETURNED' selected. To the left of the dropdown is a 'FOREIGN VCH REVIEW' label with a green 'Change' button. Below the dropdown is a 'Comments*' text input field.

3. Under “Comments”, enter the following comment:
4. Under “Comments”, enter the following comment:

NSSC: “NSSC: Receipts were not attached to this Invitational Voucher. Please attached the receipts as a PDF to the voucher or fax your receipts to the eTravel System using the fax transmittal sheet from your voucher. Please resubmit for approval.”

5. Click on Apply Status

STEP 6. NSSC Travel (SP) – Determine, if voucher is self-approved.

A. What do I check?

1. Go to bottom of page “Document History” section of the voucher. If there is not a Supervisory Approval signature and the voucher is either NASA Administrator or the Inspector General, then review as normal.
2. If the self-approver is not one of these two individuals, verify that an approval of the foreign travel from the Chief of Staff, generally in the form of an e-mail, is attached to either the voucher or the travel authorization.

B. What do I do, if the e-mail is not attached to the voucher or the travel authorization?

1. E-mail the Foreign Travel Coordinator (cc: Traveler, Preparer, Chief Financial Officer (CFO) and Chief of Staff) using the language in [APPENDIX C](#). You will need to refer to the Foreign Travel Point of Contact (POC) and CFO lists located on the N drive: N:\TRAVEL\Foreign Travel\POC's\. The name of the Preparer can be found on the Document Summary page when you click “Expand All” and scroll down to “Document History.”
2. Create a case in the Work Management System (WMS).

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3. Short Description=FM-Foreign Travel, Category, Category = Foreign Travel, SubCategory = Failed Pre-Payment Review, Full Name=Traveler, Assignee=NSSC Tech. Create a DOM-FOR FD Form.
4. Input the Travel Auth Number=, Traveler Name=Traveler, Date Failure Occurred=date the voucher was signed by the most recent approver just prior to arriving in the NSSC queue. In the Work Info Entry field, document why the voucher can't be processed and copy and paste e-mail correspondence in the box. Click Save.
5. Document the case number on the daily spreadsheet and make a note in the comment section regarding pending e-mail approval from Chief of Staff for foreign travel.
6. Check daily to see, if the requested approval has been attached to the travel document. When received, resolve the task and case after updating the Date Failure Resolved, which would be the date you receive the requested information. If the approval has not been attached after five business days, return the document to the Traveler using the e-mail language in [APPENDIX D](#) providing a valid reason explaining the delay.

STEP 7. NSSC Travel (SP) - Review travel dates to determine, if it is an ETDY erroneously filed as a Single trip.

A. What do I check?

1. In "Trip Type," of the voucher review trip dates to determine, if more than 30 days in the same location of expenses are being claimed for reimbursement.

B. What do I do, if I see that the trip is for >30 days?

1. Review Traveler and Approver's comments, justifications and any other information provided to determine, if this could be a potential ETDY. If the reason for the high number of days is not readily determinable, discuss with travel lead or supervisor.

C. Create a case using Category=Foreign Travel, SubCategory =Failed Pre-Payment, Assignment Group= FM-Foreign Travel L2, Assigned to= Auditor Tech Name. In the Short Description input Foreign-TA Number (failure ticket). In the work notes input any notes. Status= Work in Progress. Review to track the ticket, until further research can be completed which may include contacting the Traveler/Preparer to determine whether or not voucher is related to ETDY. Update queue spreadsheet with appropriate comments. If it is determined to be a true

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ongoing ETDY, the voucher should be returned using the following guidance.

1. Select the document by clicking on the document number, click. Next highlighted in red in the top right corner  .
2. Click “Change” next to the Foreign Vch Review option in the Status to Apply section. Select “Pre-audit & Stamp Selected Document(s).”



The screenshot shows a form with a 'Status To Apply*' dropdown menu. The dropdown is open, showing 'RETURNED' as the selected option. To the left of the dropdown, the text 'FOREIGN VCH REVIEW' is displayed, and a yellow 'Change' button is highlighted next to it. Below the dropdown, there is a 'Comments*' field.

3. Under “Comments”, enter the following comment:
“NSSC: This voucher was submitted as a single trip and needs to be recreated and submitted using the long term travel features of eTravel System.
4. Click on Apply Status 
5. Resolve the task and case after updating Date Failure Resolved. If determined that single trip is appropriate, continue to process voucher. Resolve task and case. Date Failure Resolved should equal Date Failure Occurred

D. If the voucher is a final foreign ETDY; review to determine, if all other vouchers within that ETDY have been processed.

1. What do I check?
 - a) Go to the parent authorization in the eTravel system to determine the dates of the ETDY that the voucher falls within.
 - b) Go to the vouchers section in the eTravel system and check to see if all interims and nested trips have been vouchered and are complete.
2. What do I do, if there is a voucher within that ETDY that has not been completed yet?
 - a) Create a case using Short description = FM-Foreign Travel, Category = Foreign Travel, SubCategory = Failed Pre-Payment Review, Full Name=Traveler, Assignee=NSSC Tech. Create DOM-FOR FD Form.
 - b) Input the Travel Auth Number = TA number on voucher. Do not include the “-.” Document Number = TA number and if a dash is on the document, include that (51SGT000000178-1), Traveler

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Name = Traveler, Date Failure Occurred=date the voucher was signed by Fund Certifier (this is the day the document arrives in the NSSC Foreign Travel desktop). Work Info Entry document why the voucher can't be processed and copy and paste e-mail correspondence into the box. Click Save.

- c) Email the preparer and include the traveler except for the NASA Administrator or Associate Administrator and request that the remaining vouchers be submitted to the NSSC.
- d) If no response within 3 days, the SP will call or email the preparer and traveler again to request that the remaining vouchers be submitted to the NSSC. The SP will contact the preparer and traveler every 3 days, if the vouchers have not been submitted.
- e) By the 10th business day, if the vouchers have not been submitted, SP will elevate to CS team to ask for guidance to see if voucher should be returned, or if CS will assist in having vouchers processed.
- f) If all vouchers have been submitted, the case may be closed and the final voucher can be final approved.

STEP 8. NSSC Travel (SP) - Review document history to determine, if adjusted after the traveler signed.

A. What do I check?

- 1. Go to bottom of page "Document History" section of the voucher to determine, if the stamp "ADJUSTED" appears after the traveler has signed.
- 2. If it is not adjusted, continue processing as normal.

B. What do I do, if I determine that it was adjusted after traveler has signed ?

- 1. Select the document by clicking on the document number in the approval tab in the travel system.
- 2. Select the "Review and Approve" version of the document by clicking this option in the drop-down menu.
- 3. Reviewer will research voucher to determine, if any monetary changes have been made.

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4. If no monetary changes have been made, continue with the review of the voucher in accordance with the Step 4 of the Foreign Travel process.
5. If monetary changes have been made, the voucher will need to be returned.
6. Select the document by clicking on the document number and click “Next” highlighted in red in the top right corner  .
7. Click “Change” next to the Foreign Vch Review option in the Status to Apply section. Select “Pre-audit & Stamp Selected Document(s)”.
8. Under “Comments”, enter the following comment
 - a) NSSC: This voucher was ADJUSTED after the traveler signed it. Please resubmit the document for NSSC approval.
9. Click on Apply Status  .
10. The task in the Voucher Notes case, changing the SubCategory to “Voucher Returned”. Add the comments, “Voucher was returned for being adjusted after the traveler signed it”.

STEP 9. NSSC Travel (SP) – Review document history to determine, if NSSC Foreign Travel Office has approved the document.

A. What do I check?

1. Go to bottom of page “Document History” section of the voucher to determine, if the stamp “Foreign VCH Review” appears and verify that the person stamping the document is one of the NSSC Foreign Travel review staff. If it is, then process like normal.
2. If you do not see the “Foreign VCH Review” stamp, then return to the desktop screen by closing this document with “X” in the upper right hand corner. Let the “Pay and Chase” tech return the document per their process.

STEP 10. NSSC Travel (SP) – Review voucher to determine, if an advance needs to be liquidated.

A. What do I check?

1. Open the voucher, under the “Totals and Travel Advances,” go to “Advances Summary,” it will show “Advance Requested” and the advance amount.
 - a) NOTE: Some vouchers will show “Advance Applied” and not “Advance Requested” and will be listed directly under “Totals

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one advance so be careful to only select the amounts associated with current voucher). Only clear the posting keys 31 & 26, you will not clear all four, just two. If you try to clear all four, system will not show a \$0 net so this is your safety check.

Totals and Travel Advances		Total Reimbursable:	473.76
Disbursement Type	Amount		
Estimated Expense Summary			
Total Estimated Expenses Claimed			488.51
Less Personal Expenses:			0.00
Total Authorized Amount			488.51
Centrally Billed Expenses:			14.75
Estimated Amount Paid for this Document:			473.76
Less Previously Obligated Estimates (Amendments Only):			0.00
Net Estimated Amount (Amendments Only):			0.00
Advances Summary			
Advance Authorized:		379.01	
Advance Requested:		0.00	

Accounting Details		
Organization	Label	Classification Code
NASA_LARC	DISCOVER-AQ Project Travel	23 153351.05.04.01.07.03_SCEX22014D^23 153351^23E303^6100.2131^FC000000

Totals and Travel Advances	
Disbursement Type	Amount
Total Expenses	1,888.41
Non-Reimbursable Expenses	766.05
Advance Applied	0.00
Pay To Charge Card	0.00
Pay To Traveler	1,122.36

STEP 12. NSSC Travel (SP) - Review the voucher to determine, if the expenses are allowable, in accordance with Federal Travel Regulations (FTR) and NPR. All areas that need to be reviewed or important will be highlighted on the working review copy.

- A. Ensure the traveler is being reimbursed the amount that was incurred based on the receipts provided.

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- B. The per diem rates will be verified using the itinerary location on the voucher via The US Department of State website:
https://aoprals.state.gov/content.asp?content_id=184&menu_id=78.
- C. The amounts being claimed are not over the maximum per diem rates allowed. If so, actuals must be approved on the authorization.
- D. There is no lodging being claimed on leave days.
- E. The traveler should be reimbursed at the single occupancy rate (FTR 301-11.12) and the room type isn't considered luxury accommodation. If a traveler has a room that would be considered luxury accommodations and cost more than the reimbursement limit (FTR 301-2.4), the traveler would be responsible for any and all expenses over the reimbursement limit established by the General Services Administration (GSA) or U.S. State Department for that area.
- F. Ensure that lodging taxes are included with lodging expense and not claimed as separate expense.
- G. Ensure that laundry expense is not claimed.
- H. Lodging rates are verified using either a credit card statement or Oanda.com as previously mentioned.
- I. When using Oanda.com, you will use the country code for the country of the currency paid, the amount in foreign dollars, and the date of the transaction.
- J. The payment date is used as the transaction date, or the checkout date on the lodging receipt, if a payment date is not available.
- K. When using Oanda.com, we are allowed a threshold of \$5.00 per transaction conversion difference for a maximum up to \$25.00 per voucher.
- L. If an incomplete copy of the credit card statement is provided, Oanda.com will be used to determine the rate allowed. Log into Oanda.com. Go to Currency Converter tab. Under the "Currency I Have" section, enter the three letter currency code for the country the expense was incurred, and the amount of the foreign dollars below it. Then, select "USD" under "Currency I Want". Input the date on which the transaction occurred (if no date is provided on a lodging receipt, use the checkout date). Hit enter and the amounts will populate.

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- M. In order to use a credit card statement, a full copy of the credit card statement showing the traveler's name, and statement dates should be provided. Any personal information can be redacted when submitted.
- N. If a screenshot of the Individually Billed Account (IBA) card is used, please ensure the traveler's name, dates of the transaction, and both the US & foreign dollar amounts are shown.
- O. If a credit card statement is used for the exchange rate, you must balance to the exact amount charged.
- P. To determine the amount allowed using a credit card statement, the US dollar amount charged on the credit card statement is divided into the foreign dollar amount charged (you may need to extend your decimal points by 9 numbers); this will be your exchange rate. Then multiply the exchange rate by the daily room rate + allowable taxes charged on the itemized lodging receipt. This will be the amount allowed that day.
- Q. If a receipt is provided showing the US dollar amount paid, that amount can be used to determine the exchange rate.
- R. If there are any taxi expenses, verify that tips do not exceed 15%.
- S. Mileage information guidance can be found at www.GSA.gov at the following path: Home/Travel/Plan & Book/Transportation (Airfare, Personally Owned Vehicle (POV), mileage rates, etc).
- T. If there is an expense for a rental car, verify that it is authorized. For optional charges, Theft and Collision Damage Waiver (CDW) are allowed as long as the traveler has chosen the most cost advantageous bundle of coverage.

STEP 13. NSSC Travel (SP) - What do I do, if the voucher was approved based on the +/- \$25.00 threshold and the traveler is owed money.

- A. Create a case using Short description = FM-Foreign Travel, Category = Foreign Travel, SubCategory = Failed Pre-Payment Review, Full Name=Traveler, Assignee=NSSC Tech. Create DOM-FOR FD Form.
- B. Input the Travel Auth Number = TA number on voucher. Do not include the "-." Document Number = TA number and if a dash is on the document, include that (51SGT000000178-1), Traveler Name = Traveler, Date Failure Occurred=date the voucher was signed by Fund Certifier (this is the day the document arrives in the NSSC Foreign Travel desktop). Work Info Entry document the information regarding

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the supplement copy and paste e-mail correspondence into the box. Click Save. SP will hold this case open for 10 days.

- C. Send the Supplement email to the traveler and include the preparer and center travel office. See [APPENDIX H](#) for email language.
- D. If there is no response within 10 days, the case may be resolved. Add the date you are closing the case in the FD and add comments that there was no response after 10 days.

STEP 14. NSSC Travel (SP) – Voucher return process

Note: If any of the above steps result in findings requiring an adjustment to the voucher, the report must be returned to the Traveler for corrections.

- A. If the voucher needs to be returned, a correction sheet is completed listing the required changes.
- B. The voucher is returned in the eTravel system. See [APPENDIX B](#) for signature pin.
- C. The correction form is attached to a return email from the NSSC Travel Office.
- D. The email is sent to the traveler, the preparer, and the Center Travel Office.
- E. Once the voucher is corrected and resubmitted, it is rerouted to the NSSC after the Fund Certifiers approval.
- F. The voucher is worked in a First In/First Out order.
- G. The Reviewer that returned the voucher will be assigned the rework of the voucher.
- H. The corrected voucher is downloaded and verified to ensure all corrections have been made as requested.
- I. If the voucher is correct, it is approved at the first level.
- J. If corrections are required again, the same steps will be followed as the previous return.
- K. Note: The Reviewer will try to contact the Preparer to discuss the changes required to help ensure the changes will be made before it is resubmitted again to avoid another delay.
- L. When completing the correction template, the following information is required:
 - 1. Traveler's information is entered in the top portion of the form (name, doc. #, dates, requestor, and current date).

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2. The reimbursable amount from the current voucher is entered.
3. Each expense requiring corrections is entered on a separate line.
4. The current amount claimed is input in the "Amount" column (amount currently on voucher).
5. The amount adjusted is entered in the "Adjusted" column, which could be negative or positive amount.
6. A revised amount will populate in the "Revised" column. This is the amount the voucher should have after the corrections are made in the eTravel system.
7. A full description of the corrections required are added in the "Comments" column, including any regulation reference, if available.
8. The new total reimbursable amount allowed is shown at the bottom of the voucher.
9. This amount should match the new reimbursable amount on the corrected voucher in the eTravel system after corrections have been made

STEP 15. NSSC Travel (SP) – What do I do, if the voucher was approved based on the +/- \$25.00 threshold and the traveler is owed money?

- A. Create a case using Short description = FM-Foreign Travel, Category = Foreign Travel, SubCategory = Failed Pre-Payment Review, Full Name=Traveler, Assignee=NSSC Tech. Create DOM-FOR FD Form.
- B. Input the Travel Auth Number = TA number on voucher. Do not include the "-." Document Number = TA number and if a dash is on the document, include that (51SGT000000178-1), Traveler Name = Traveler, Date Failure Occurred=date the voucher was signed by Fund Certifier (this is the day the document arrives in the NSSC Foreign Travel desktop). Work Info Entry document the information regarding the supplement copy and paste e-mail correspondence into the box. Click Save. SP will hold this case open for 10 days.
- C. After the voucher has been final approved, send the Supplement email to the traveler and include the preparer and center travel office. See [APPENDIX H](#) for email language.
- D. If there is no response within 10 days, the case may be resolved. Add the date you are closing the case in the FD and add comments that there was no response after 10 days.

STEP 16. NSSC Travel (SP) – Finalizing the voucher

- A. After completing steps above, if everything on the voucher is determined to be correct, stamp the voucher approved.

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- B. After the voucher has been approved, a voucher notes ticket must be created in the WMS with a Functional Detail (FD) tab to add the Foreign Quarterly amounts for the Foreign Quarterly report (DRD 3.1-5). The FD tab should be updated to reflect the total dollar spent in each foreign location. Once all of the foreign locations have been entered in the FD tab, the amount total in the FD tab will be verified to match the total amount on the voucher in the eTravel system.
1. The amounts entered into the WMS will be matched against the amounts paid in SAP and a Foreign Quarterly Report will be created – (See Process 16 – Foreign Quarterly Report).
 2. Travel will complete the Foreign Quarterly Travel report.
 3. The quarterly report is sent to Accounts Payable (AP) L2 to be incorporated into their quarterly report. For each quarter, Travel will create a new SN Case (Category:Travel; SubCategory:DRD).
 4. Travel will create a Task for each center and assign the Task to the AP Center Lead.
 5. Each center Lead will complete their center Quarterly report and save it on the N drive.
 6. After center report completion, the center Lead will assign the Task to AP L2 POC or backup as notification of report completion
 7. AP L2 POC or backup will combine the center reports and save the file on the N drive.
 8. Melinda or backup will create a new Task under the Case and assign it to AP L3 notifying them of report completion.
 9. After AP L3 completes their review and approves the report, L3 will assign the Task back to AP L2 POC.
 10. AP L2 POC will assign the Case and Task to FM Manager and the report will be loaded in TechDoc.

Output: Foreign voucher approved at first stop at NSSC and routed back to Center for further approvals prior to final approval at NSSC.

STEP 17. NSSC Travel (SP) - Receive voucher at NSSC second time and approve

- A. After Center management approves, eTravel System automatically routes to NSSC for final approval. Foreign vouchers received the second time are final approved by either the NSSC Domestic Travel team or the NSSC Foreign Travel team.
- B. The eTravel system has a near real-time interface. For vouchers that have not successfully posted during the eTravel System to SAP interface, the NSSC Travel Office will put comments in the voucher and return the voucher to the Traveler/Preparer for them to make the

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necessary corrections. If the error does not require Center action, the NSSC will attempt to reapprove.

C. Center Travel Office resolves any interface errors.

Output: Foreign voucher final approved by Domestic Travel at second stop at NSSC.

STEP 18. NSSC Travel (SP) - Handling error messages when disbursing a voucher

A. What do I check?

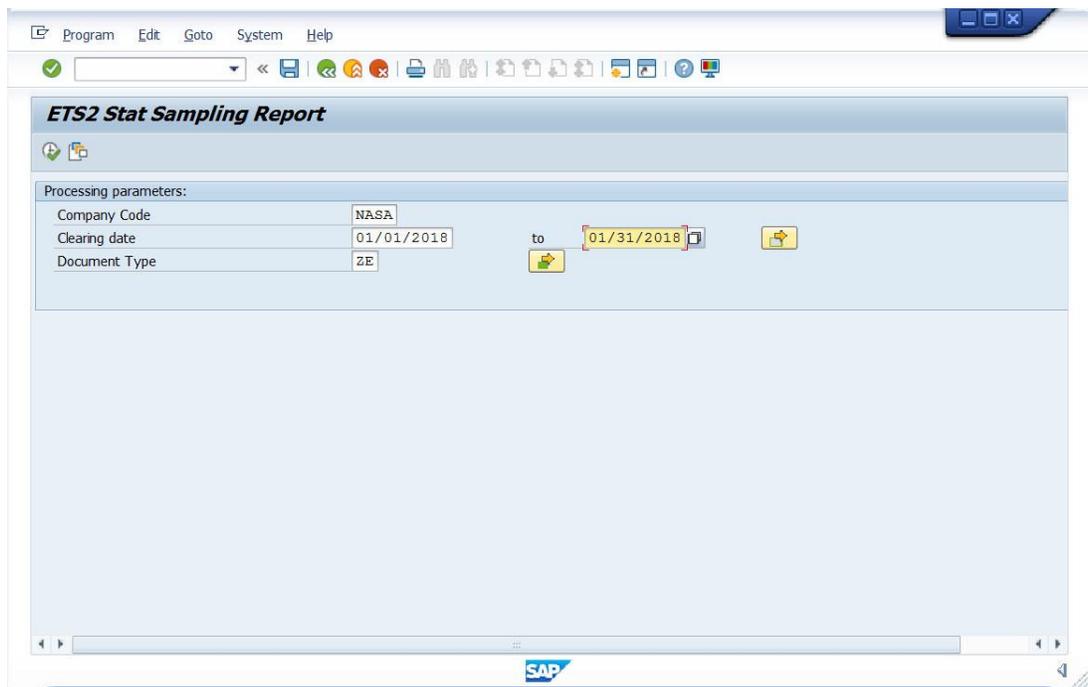
1. After you “Approve” a voucher, it may reject or EAI-Fail. After processing your vouchers for the day go to home page, click on status column to sort. Check for any vouchers with a status of “reject” or “EAI-Failed.”
2. Occasionally the NSSC identifies vouchers that bypass the first NSSC approval stop when Center travel offices erroneously approve them. If this situation occurs, the voucher should be returned following instructions in [APPENDIX G](#).

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PROCESS 3 – FOREIGN QUARTERLY REPORT

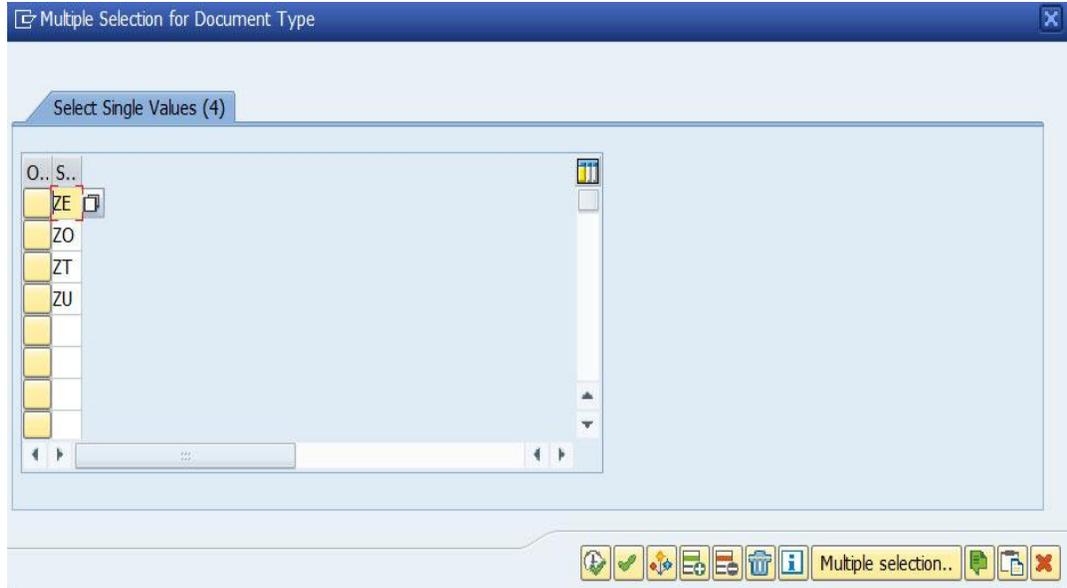
STEP 1. Foreign Lead (NSSC-SP L2) Run the PUR Down report in SAP
(ZET_PUR_Down_RPT)

- A. Log into SAP
- B. Enter T-Code: ZET_PUR_Down_RPT (shows payments made in SAP)
- C. In the “Clearing Date” field input the date range to pull
Example “10/01/2016 to 10/31/2016”
Note: It’s easier to pull each month of the quarter

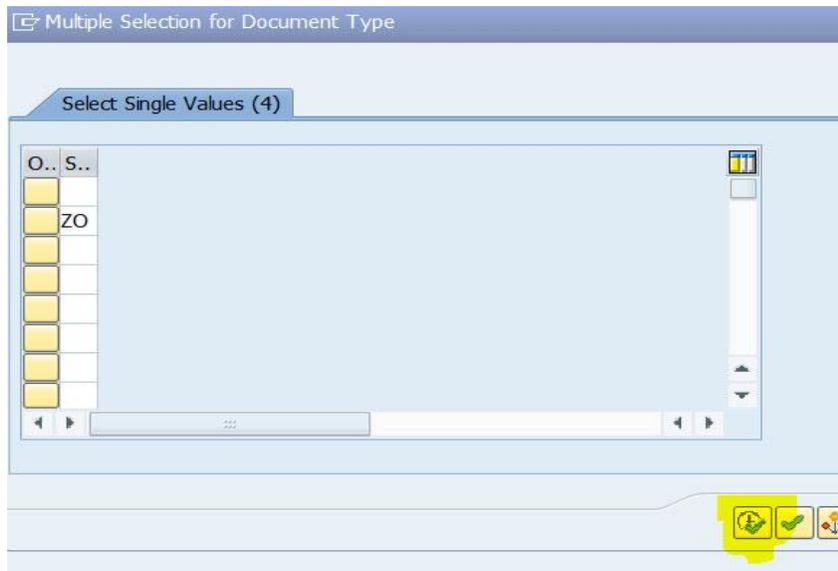


- D. Click on arrow

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E. Remove all but ZO



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F. In the “Document Type” input “ZO” (ZO is for foreign documents) and remove all other doc types

The screenshot shows the 'ETS2 Stat Sampling Report' application window. The title bar includes 'Program Edit Goto System Help'. Below the title bar is a toolbar with various icons. The main content area is titled 'ETS2 Stat Sampling Report' and contains a section for 'Processing parameters:'.

Company Code	NASA		
Clearing date	01/01/2018	to	01/31/2018
Document Type	ZO		

The '01/31/2018' date field is highlighted with a yellow border and has a small icon to its right. There are also small icons to the right of the 'Document Type' field.

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G. When the spreadsheet pops up, export the report to excel:

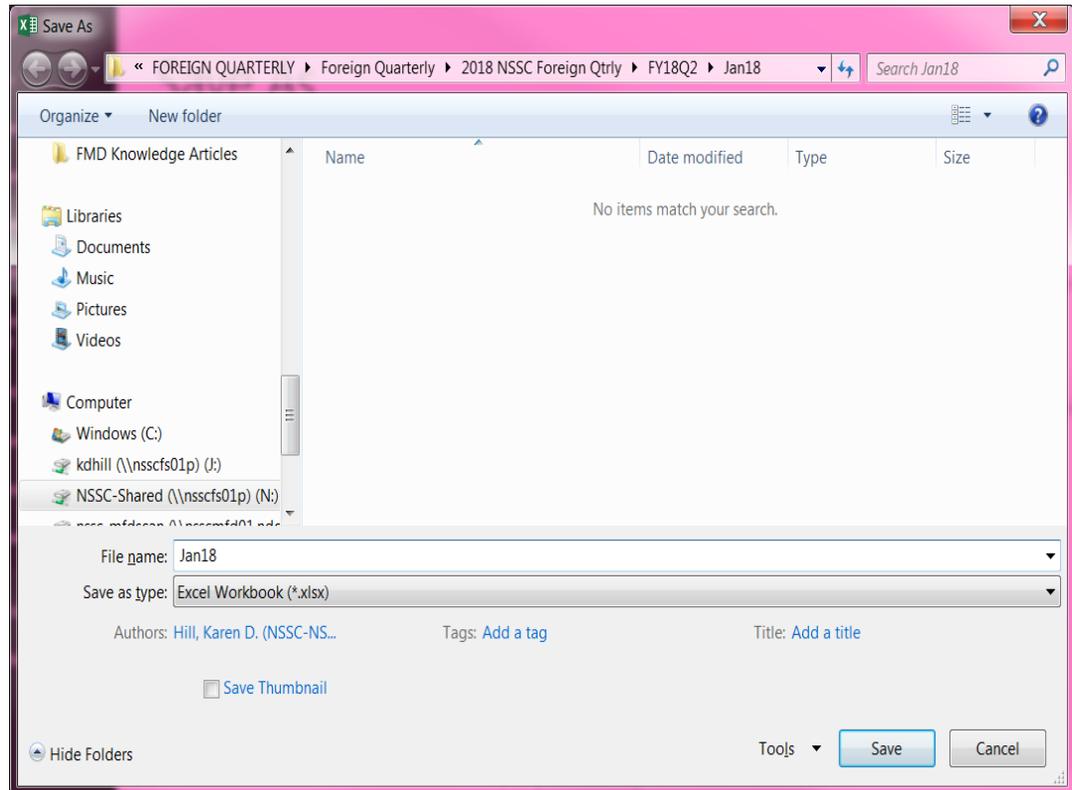
ETS2 Stat Sampling Report

T...	DocumentNo	Reference	Document Date	Posting Date	Vendor	Name 1
ZO	1900038017	76000016813	01/03/2018	01/03/2018	38126	
ZO	1900035829	76000016408	01/02/2018	01/02/2018	38728	
ZO	1900043116	72000041368	01/23/2018	01/25/2018	160988	
ZO	1900042555	72000041304	01/11/2018	01/23/2018	60554	
ZO	1900038026	72000041265	01/03/2018	01/03/2018	160988	
ZO	1900040023	72000041196	01/07/2018	01/10/2018	6942	
ZO	1900038104	72000041137	01/03/2018	01/03/2018	160988	
ZO	1900035438	72000041078	01/02/2018	01/02/2018	25655	
ZO	1900035833	72000041074	12/26/2017	01/03/2018	8110	
ZO	1900042424	72000041036	01/22/2018	01/22/2018	9090	
ZO	1900040873	72000041034	01/18/2018	01/18/2018	6137	
ZO	1900038369	72000040897	01/04/2018	01/04/2018	7949	
ZO	1900040078	72000040893	01/03/2018	01/11/2018	7283	
ZO	1900038381	72000040861	01/05/2018	01/05/2018	8666	
ZO	1900040370	72000040835	01/12/2018	01/12/2018	26265	
ZO	1900040369	72000040834	01/12/2018	01/12/2018	7982	
ZO	1900038375	72000040761	01/04/2018	01/04/2018	9273	
ZO	1900035175	72000040747	01/02/2018	01/02/2018	160988	
ZO	1900038028	72000040740	12/19/2017	01/03/2018	160988	
ZO	1900038830	72000040739	01/09/2018	01/09/2018	45488	
ZO	1900038108	72000040738	01/03/2018	01/03/2018	160988	

H. The path to download the spreadsheet is:
N:\Travel\Foreign Travel\Foreign Quarterly\Foreign Quarterly\FY
NSSC Foreign Qtrly\FYxxQx\MMYY

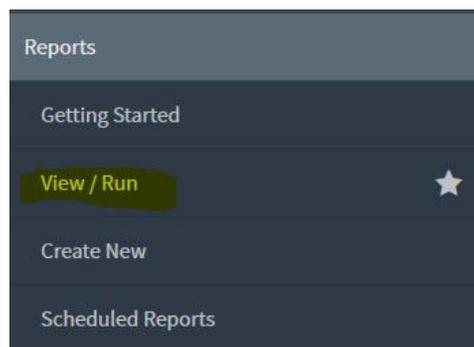
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I. Save as .xlsx



STEP 2. Foreign Lead (NSSC-SP L2) Open the WMS system.

A. View/Run Reports.



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B. Search under "ALL" tab for Foreign Quarterly.

The screenshot shows a reporting interface with the following elements:

- A navigation bar with a hamburger menu icon, the word "Reports", and four tabs: "My reports", "Group", "Global", and "All". The "All" tab is selected and highlighted in blue.
- Below the navigation bar, there are three filter options: a star icon followed by "Type", a downward arrow followed by "Title", and the word "Table".
- A list of reports is shown below, with the first report being "Foreign Quarterly report" with the identifier "FM Foreign Currencies [u_fm_foreign_currencies]". It has a pencil icon, a star icon, and a list icon to its left.
- A search bar is located at the bottom of the screenshot, containing the text "Title contains: foreign quarterly" and a "Search" button with a magnifying glass icon and a close (X) icon.

C. Open report.

D. Delete the TA list saved.

The screenshot shows a search filter interface with the following elements:

- A dropdown menu on the left containing the text "FD Number.Travel Authorization Nu..." with a downward arrow.
- A dropdown menu in the middle containing the text "is one of" with a downward arrow.
- A large, empty rectangular input field to the right of the second dropdown menu.
- Three buttons on the far right: "AND", "OR", and "X".

E. Go back to PUR Down Spreadsheet.

F. Copy the Reference (TA) column C (CTRL+Shift+Down Arrow).

G. Paste into TA field in the WMS FD.

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H. Run Report.

Add Filter Condition
Add "OR" Clause
Add Sort Field

All of these conditions must be met

Foreign Country List

is not

United States of America

FD Number.Case.Active

is

false

FD Number.Travel Authorization Nu...

is one of

FM Foreign Currencies

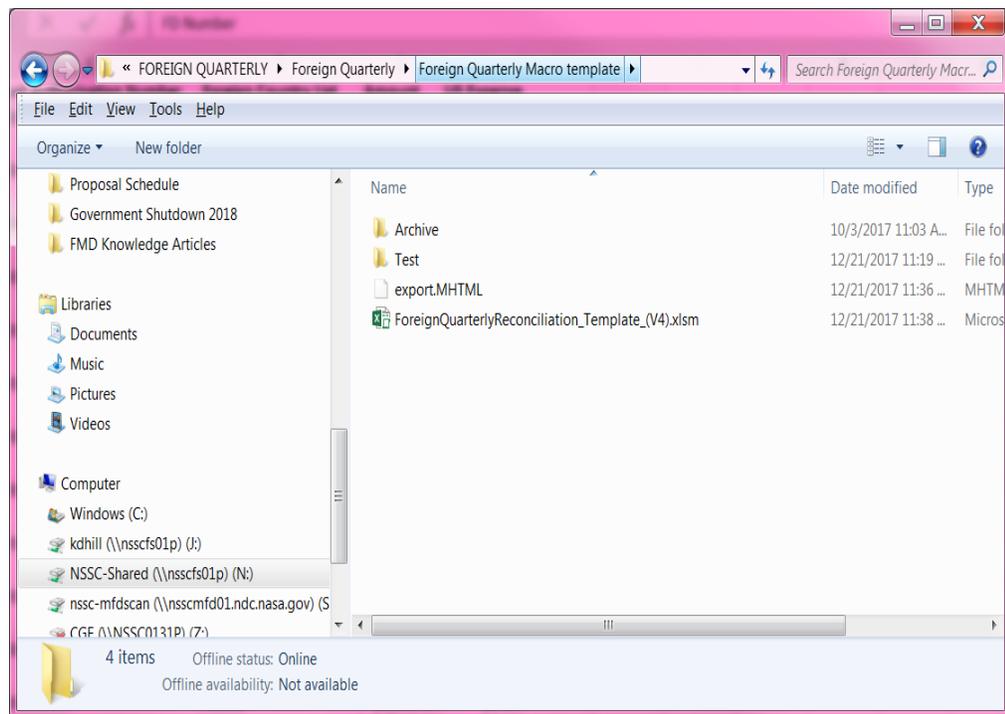
FD Number	Name	Travel Authorization Number	Foreign Country List
FMDOM0024622	Madelyn Vandewalle	72000040364	Czech Republic
FMDOM0024643	Catherine Mcleod	72000039742	Czech Republic
FMDOM0023724	Kevin Murphy	10000034351	Switzerland
FMDOM0024987	BRADFORD KAUFMAN	10000035582	Switzerland

I. Export data from WMS by right clicking on header row

J. Save file in Foreign Quarterly location as "WMS Report"

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- K. Open Foreign Quarterly Recon template located here:
N:\TRAVEL\FOREIGN TRAVEL\FOREIGN QUARTERLY\Foreign
Quarterly\Foreign Quarterly Macro template



- L. Clear out all data (even headers) from all tabs.

- M. Follow instructions tab

1. Copy and paste from PUR report to the PUR_Original tab
2. Export and paste from ServiceNow Foreign Quarterly report after changing the appropriate TA#s



3. Click this button ==>

- N. Copy Paste PUR Down report into PUR_Original tab

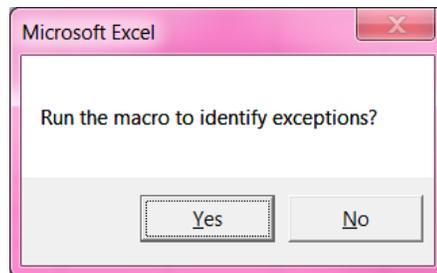
- O. Copy WMS report into FD_Original tab

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P. Run Macro (click button)

Note: If you receive an Error – See [Appendix J](#) for manual instructions

Q. Click Yes



R. Should get:



S. Click OK.

T. Research \$Mismatch Tab, No Matching PUR Tab, and No Matching FD tab.

STEP 3. Foreign Lead (NSSC-SP L2) Start with \$Mismatch – this shows amounts that differ between SAP and the WMS.

- A. Filter SAP (PUR Original) and WMS (FD Original) data tabs.
- B. Copy TA from Mismatch tab, and filter to view on each SAP and WMS tabs.
- C. Compare amounts from Column R from SAP data (this is the total of all payments (traveler, and IBA)) with total from WMS.
- D. Find ticket in WMS by searching all FM Cases with the TA in the Short Description field.

☰ Short Description



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- E. Open Ticket, go to FD Form, and click on the FOR Qterly Tab.
- F. Search document in the eTravel system if applicable.
- G. Update error in WMS, by adjusting any amounts on the FD Tab.
- H. Update the incorrect data on the FD_Original tab.
 - 1. Ensure Amount tab equals the updated amount correct in the WMS on the FD Form.
- I. Remove item from \$Mismatch tab after update is complete.
- J. Note: ETDY could have multiple payments showing in FD original tab but only have one payment in PUR original. This is because ETDY payments will use the same TA number each time. Delete extra payments on the FD Original tab so the only payment showing will match the payment listed on the PUR original tab.

STEP 4. Foreign Lead (NSSC-SP L2) Move to No Matching PUR tab and continue researching outages.

- A. Follow same steps above.

STEP 5. Foreign Lead (NSSC-SP L2) Finish by going over the No Matching FD tab.

- A. Follow same steps above.

STEP 6. Foreign Lead (NSSC-SP L2) Save file and hold until the quarter ends.

STEP 7. Foreign Lead (NSSC-SP L2) At the end of the Quarter, combine each month's data to complete the Quarterly report.

- A. Create a DRD Case in the WMS to track the progress.
- B. Open each month's file from the quarter being reported.
- C. Choose one and save as FYyyQq (ex: FY18Q2) under the main quarter folder where each month's folder is located.

Name	Date modified	Type
 Feb18	4/4/2018 1:41 PM	File folder
 Jan18	4/4/2018 1:42 PM	File folder
 Mar18	4/4/2018 1:40 PM	File folder
 FY18Q2.xlsm	4/4/2018 1:42 PM	Microsoft Excel M...

- D. Copy paste the other two month's "FD Original" and "PUR Original" tabs underneath the data from the first month that was used to create the quarterly file.

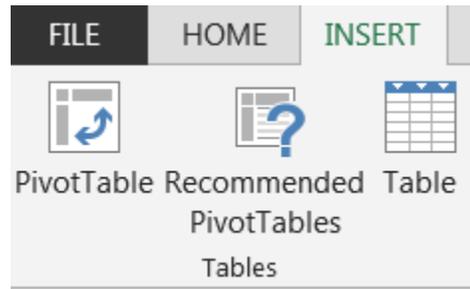
- E. Save, and close the two individual month files.

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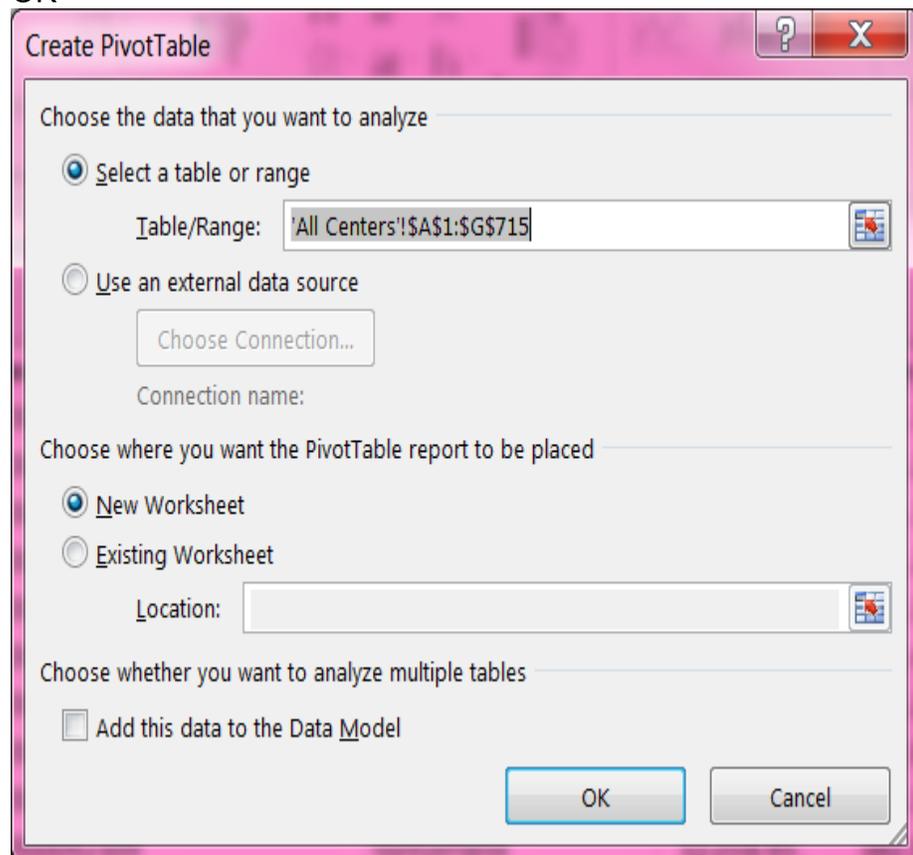
- F. Hide all other tabs in workbook.
- G. Copy FD Original tab, to a new tab, name it All Centers
- H. Copy the TA column into a new column next to the TA column to derive the Center
- I. Name the column "Center"
- J. Highlight "Center" column
- K. Click Data (menu choice)
- L. Choose Text to Columns
- M. Fixed Width
- N. Next
- O. Click after the 2nd number in the data preview area
- P. Next
- Q. Click the right column in the data preview area
- R. Click "do not import"
- S. Finish
- T. Rename column "Center"
- U. Sort by "Center"
 - 1. Go to Cell A1
 - 2. Data
 - 3. Sort
 - 4. Choose Center
- V. Create a Pivot Table
 - 1. Go to cell A1 on the All Centers Tab

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2. Insert (menu)
3. Pivot Table

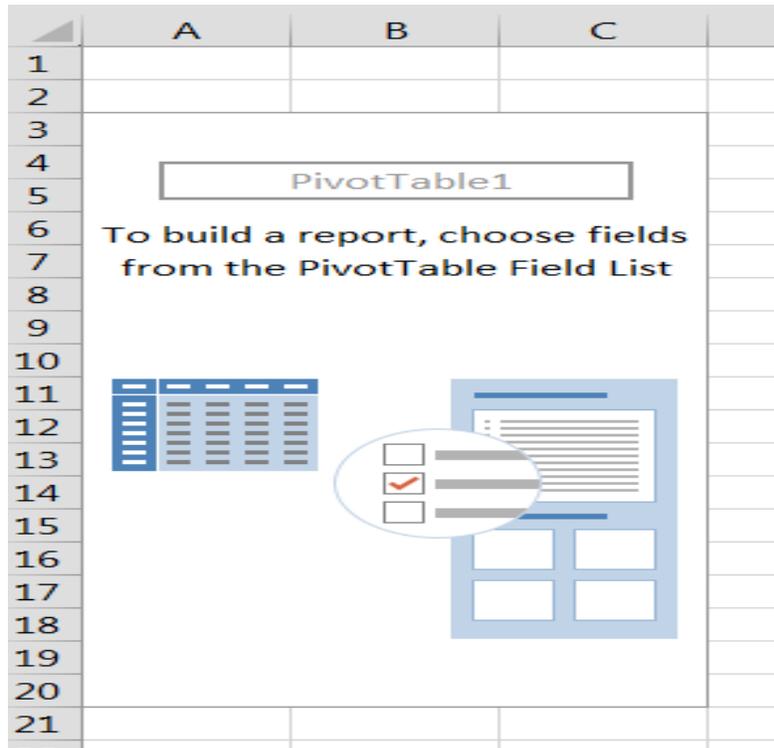


4. OK



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5. You should see:



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6. Choose Parameters

PivotTable Fields

Choose fields to add to report:

- FD Number
- Name
- Center**
- Travel Authorization Number
- Foreign Country List**
- Amount**

Drag fields between areas below:

FILTERS **COLUMNS**

ROWS **VALUES**

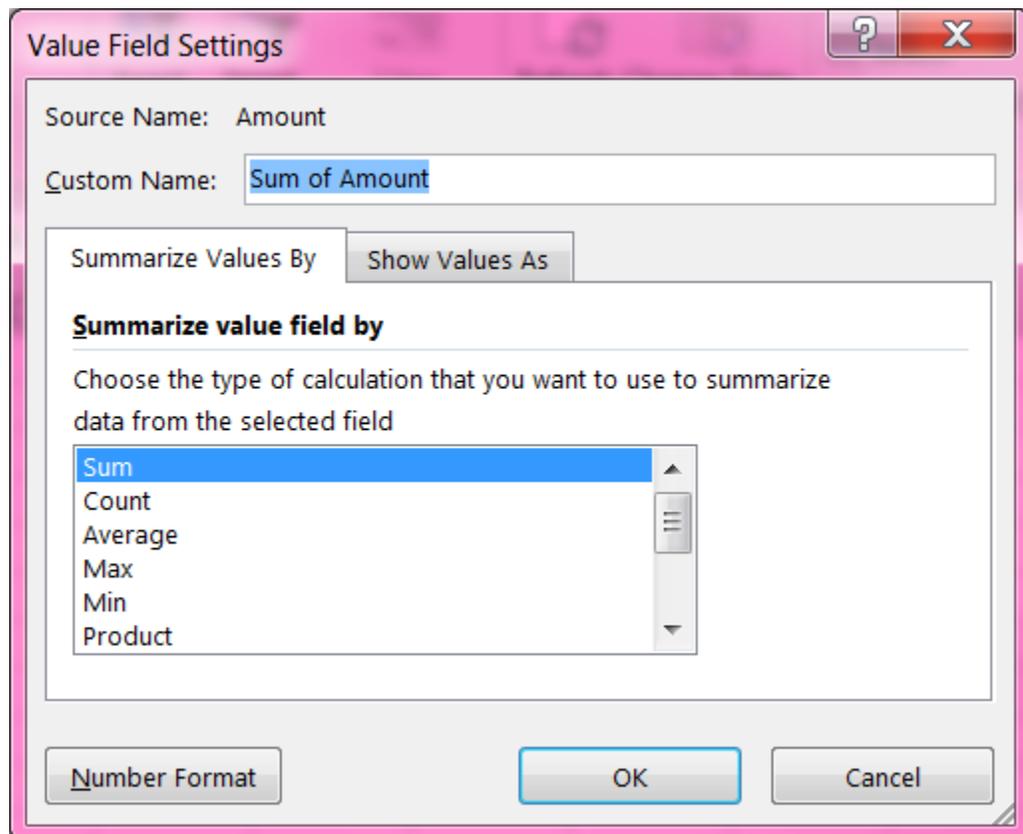
Center Sum of Am...

Foreign C...

Defer Layout Update UPDATE

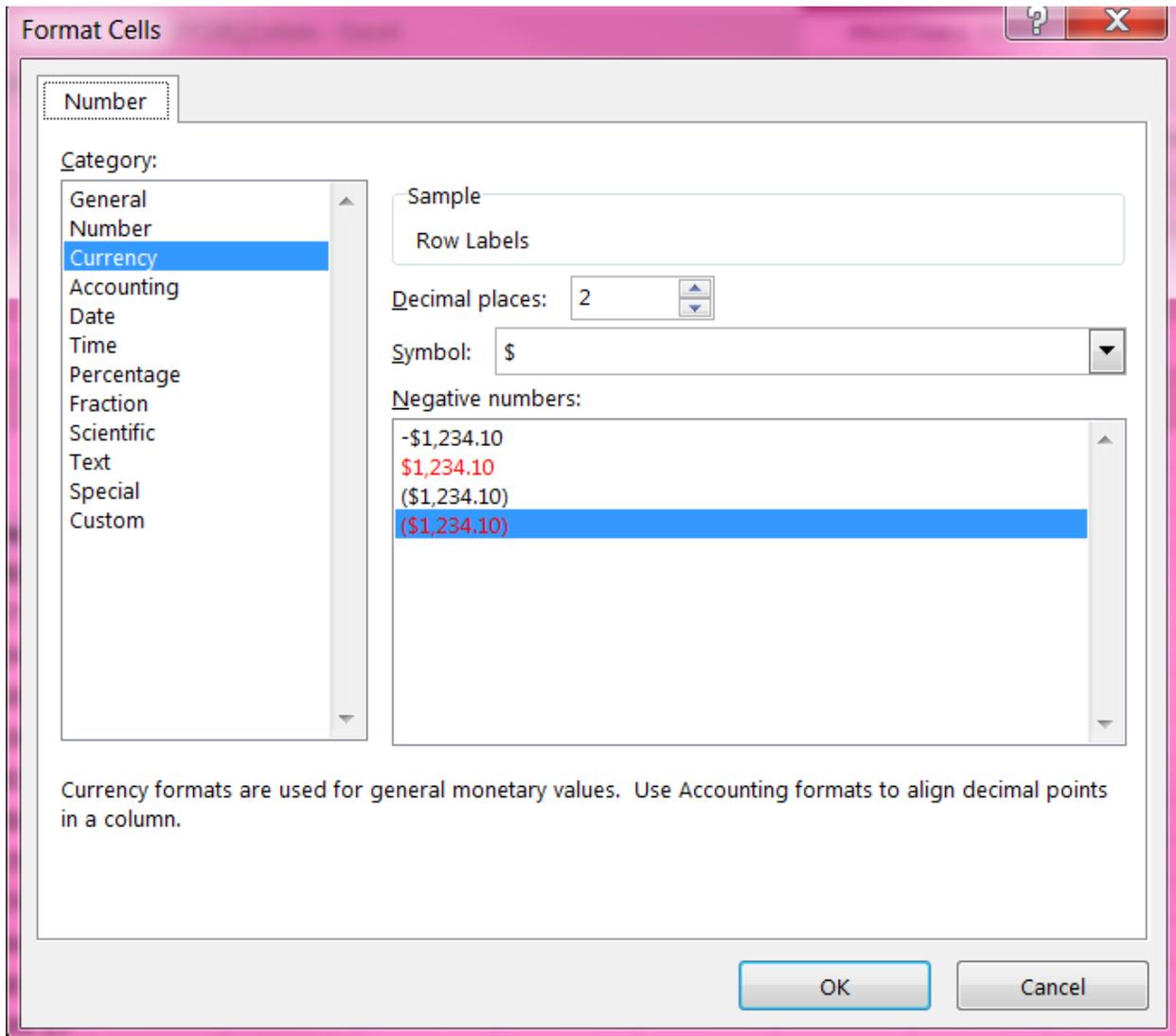
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7. Ensure value of Amount is “SUM” and you can change it to look like Dollars by clicking the drop down arrow next to “Sum of Am” and choose “value field settings”



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8. Click Number Format



9. OK; and then, OK
10. Rename the tab with the Pivot table "PT with all centers broken out"
11. Send file to AP.
 - a) Create a case in the WMS and attach the quarterly report. Send the case to Sarita Harper and the task to AP L2 POC.

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- b) Send an email to inform AP that the case and task has been assigned. Send the email to the following: Sarita Harper and AP L2 POC and copy Lishia Berthold and Alicia Bartee.
 - c) Send Task to Travel L3 Travel Lead to send out quarterly surveys; until an automated ticket can be worked with the FM Legacy Case Project.
12. Add Foreign Quarterly to TechDoc.
Create a folder in TechDoc.
 13. Log in to TechDoc and go to the following path:
FM/Travel/FOR/Foreign Quarterly.
 14. Click on the folder for the current year and add a new folder for the current Foreign Quarterly.
 - a) Click on create folder on the left side of the screen.



- b) Name - QUARTER_NUMBER_QUARTER_YEAR.
- c) Description YEAR_FOREIGN_QUARTERLY.
- d) Uncheck the box next to “Check to add myself to the notification list.”
- e) Reason – Add Report.
- f) Click OK.

- g) Add Foreign Quarterly Report to the folder that was created.

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15. Click on the folder of the quarter you are adding the report.
16. Click on Create Document from the menu on the left.



- a) NUMBER: QUARTER NUMBER_QUARTER_YEAR
- b) TITLE: QUARTER NUMBER_QUARTER_YEAR
- c) DOC TYPE: REP-Report
- d) DOC CATEGORY: PriPro-Privileged/Proprietary
- e) Uncheck the boxes for “Check to add myself to Distribution List” and “Check to add myself to Notification List.”
- f) POINT OF CONTACT: FOREIGN LEAD
- g) REASON: ADD REPORT
- h) Click Next.

17. On the next page, click next.
18. Click on browse and navigate to your report on the N drive.

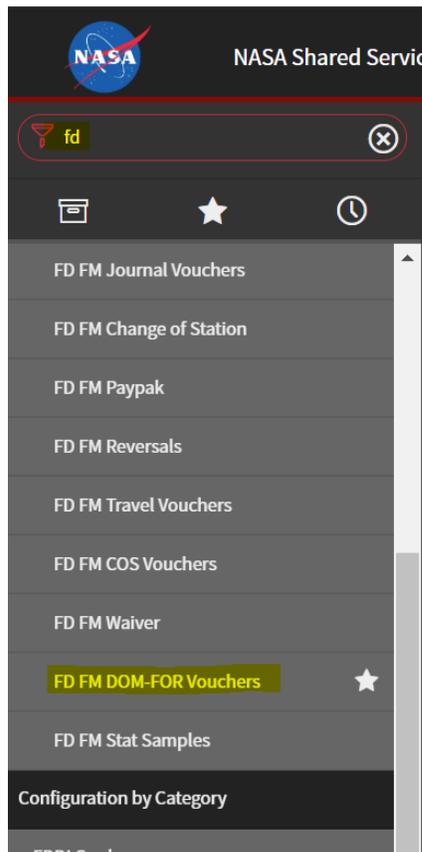
19. Click OK.

Note: Each report should be uploaded to TechDoc upon completion each fiscal quarter.

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PROCESS 4 – FOREIGN VOUCHER SURVEYS

- STEP 1.** **CS Travel Lead (or delegate) (NSSC-CS L3)** Receive WMS Ticket after Foreign Quarterly Report is complete Completed by NSSC SP-L2 in Process 3 of this SDG; until an automated ticket can be worked with the Legacy Case Project.
- STEP 2.** **CS Travel Lead (or delegate) (NSSC-CS L3)** Run Query to send surveys
- A. Open WMS, in sidebar search for “FD” and choose the FD FM DOM-FOR Vouchers



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Results:

FD Number	Case	Date Submitted in CGE	Traveler's Name	CGE Fiscal Month	Days Elapsed	TA - Dut
FMDOM0053971	FMC0242295 (empty)		[REDACTED]		0.0665556	03-01-2020
FMDOM0054728	FMC0245264 (empty)		[REDACTED]		15.7332778	
FMDOM0055719	FMC0249321 (empty)		[REDACTED]		13.65225	

- B. Open completed report in Excel (ex: N:\TRAVEL\FOREIGN TRAVEL\FOREIGN QUARTERLY\Foreign Quarterly\2021 NNSC Foreign Qtrly\FY21Q2\FY21Q2.xlsx)
- C. Copy entire list of FD Form numbers (column A) – Tab: FD Original, go to the top FD form number (not the title row), hold down the CTRL+SHIFT+ Arrow Down; Click CTRL+C

FD Number	Name	Travel Authorization Number	Center	Foreign Country List	Amount	US Expense
FMDOM0055845	[REDACTED]	10000055996	10	South Africa	\$674.82	\$36.00
FMDOM0056030	[REDACTED]	72000067007	10	Kazakhstan	\$1,225.00	\$0.00
FMDOM0055842	[REDACTED]	21000026042	10	Oman	\$4,083.79	\$117.25
FMDOM0055507	[REDACTED]	21000025103	10	Australia	\$1,080.00	\$113.26
FMDOM0055502	[REDACTED]	10000056213	10	Austria	\$1,141.23	\$125.07

- D. Return to WMS, In the Search box, type FD Number and click. Click the funnel, Click And, remove Active, click AND and type FD Number,

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change starts with to “is one of” then Paste the list of FD forms into WMS using CTRL+V

The screenshot shows the WMS search interface. At the top, there is a search bar with 'FD Number' entered. Below it, a filter bar shows 'All > Case Active = true'. The main search criteria are set to 'FD Number' with the operator 'is one of' and the values 'FMDOM0056040' and 'FMDOM0056020'. The results table has columns for 'FD Number', 'Case', 'Date Submitted in CGE', 'Traveler's Name', and 'CGE Fiscal Month'. Three records are visible, all with 'empty' case status and redacted traveler names.

FD Number	Case	Date Submitted in CGE	Traveler's Name	CGE Fiscal Month
FMDOM0053971	FMC0242295 (empty)		[REDACTED]	
FMDOM0054728	FMC0245264 (empty)		[REDACTED]	
FMDOM0055719	FMC0249321 (empty)		[REDACTED]	

E. Click Run

F. Results of Query:

The screenshot shows the WMS search interface with the results of a query. The search criteria are 'FD Number' with the operator 'is one of' and the values 'FMDOM0054324', 'FMDOM0054521', and 'FMDOM0055169'. The results table has columns for 'FD Number', 'Case', 'Date Submitted in CGE', 'Traveler's Name', and 'CGE Fiscal Month'. Three records are visible, all with 'empty' case status and identified traveler names.

FD Number	Case	Date Submitted in CGE	Traveler's Name	CGE Fiscal Month
FMDOM0054324	FMC0244064 (empty)		Barry Lefer	
FMDOM0054521	FMC0244929 (empty)		Douglas Comstock	
FMDOM0055169	FMC0246821 (empty)		JOEL MONTALBANO	

G. Scroll to the bottom of the Queried records

H. Click the box to the lower left, to select all records

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FM DOM-FOR Vouchers		Search	FD Number
		FD Number ▲	
<input checked="" type="checkbox"/>		FMDOM0056973	FMC0256732 (empty)
<input checked="" type="checkbox"/>		FMDOM0057022	FMC0257205 (empty)
<input checked="" type="checkbox"/>		FMDOM0057064	FMC0257548 (empty)
<input checked="" type="checkbox"/>		FMDOM0057114	FMC0258271 (empty)
<input checked="" type="checkbox"/>		FMDOM0057115	FMC0258279 (empty)

Actions on selected rows... ▼

FM DOM-FOR Vouchers		Search	FD Number
		FD Number ▲	
<input checked="" type="checkbox"/>		FMDOM0056973	FMC0256732 (empty)
<input checked="" type="checkbox"/>		FMDOM0057022	FMC0257205 (empty)
<input checked="" type="checkbox"/>		FMDOM0057064	FMC0257548 (empty)
<input checked="" type="checkbox"/>		FMDOM0057114	FMC0258271 (empty)
<input checked="" type="checkbox"/>		FMDOM0057115	FMC0258279 (empty)

Actions on selected rows... ▼

- Actions on selected rows...
- Delete
- Send FOR Voucher Survey**
- Create Application File
- Assign Tag:**
- New tag
- ETDY
- Clarification
- CS
- EUSO - WF-P
- EUSO - WF-F
- Low Priority test
- File Import
- Email Templates
- More...
- Remove Tag:**
- ETDY
- Clarification
- CS
- EUSO - WF-P

Actions on selected rows... ▼

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- I. Click on Actions on selected rows
- J. Click “Send FOR Voucher Survey”
- K. Wait for system to work
- L. List will be refreshed and check marks will go away
- M. Surveys have been sent.
- N. To check, open one of the FD forms from the queried list

DOM-FOR FDs with the same TA# (3)		Links	Audit History (102)	Related Tasks	Scheduled Events
☰	Audit History	Refresh	Search	Update time ▼	Search
🔍	History	⚙️	🔍	☰ Label	☰ Old
				☰ New	☰ Type
☐	📘	FOR - Voucher Payment Survey	false	true	Audit

- O. See FOR – Voucher Payment Survey shown

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METRICS

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
Financial Management / Foreign Travel	Travel Payment		Validate and process 85% of foreign travel vouchers within five business days of receipt of a complete voucher (including adequate funding)

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SYSTEM COMPONENTS (EXISTING SYSTEMS)

IT System Title	IT System Description	Access Requirements
SAP		<ul style="list-style-type: none"> ▪ Agency NSSC Travel Payment Processor ▪ Certification Processor ▪ Agency Travel Authorization Processor ▪ Receivables Processor
eTravel System		<ul style="list-style-type: none"> ▪ NSSC Approver(s) ▪ NSSC Auditor ▪ NSSC Reports
U.S. Treasury Secure Payment System (SPS)		<ul style="list-style-type: none"> ▪ Data Entry Operator ▪ Certifying Officer
Federal Payroll Personnel System (FPPS)		<ul style="list-style-type: none"> ▪ Display Access
NSSC IT Service Management (ServiceNow)		<ul style="list-style-type: none"> ▪ Read ▪ Create ▪ Modify
TechDoc		<ul style="list-style-type: none"> ▪ User Access
bReady		<ul style="list-style-type: none"> ▪ 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
AP	Accounts Payable
BOBJ	Business Object
CCC	Customer Contact Center
CFO	Chief Financial Officer
CGE	Concur Government Edition
CS	Civil Servant
CTO	Center Travel Office
EPSS	Enterprise Performance Support System
ETS	Electronic Travel System
ETDY	Extended Temporary Duty
FD	Functional Detail
FPPS	Federal Payroll Personnel System
FTR	Federal Travel Regulations
GRS	General Records Schedule
GSA	General Services Administration
IBA	Individually Billed Account
M&IE	Meals and Incidental Expenses
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
POV	Personally Owned Vehicle
SAP	Systems, Applications and Products in Data Processing
SP	Service Provider
SPS	Secure Payment System
TA	Travel Authorization
WMS	Work Management System

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APPENDIX B – SAMPLE E-MAIL FOR RETURNING FOR CORRECTIONS

E-mail the Adjustment sheet to the Traveler (with cc to Preparer) using the following standard language:

1. Adjustment sheet is e-mailed to the Traveler using the following standard language (with cc to Preparer):

Dear (Traveler),

The NSSC has completed the review of your foreign travel voucher. In order to complete the review process, additional corrections are required for travel voucher (###). Please correct the travel voucher to reflect the corrections detailed in the attached spreadsheet. Once you have completed these corrections, attach the spreadsheet to the travel voucher as a PDF document or fax to the e-travel system using the fax transmittal sheet from your travel voucher. After confirming that the document has attached to your travel voucher, please submit in the e-travel system for approval.

If you have any questions or need further assistance, please contact us at 1-877-677-2123 (1-877-NSSC123) and select Finance to follow the prompts, or by e-mail at nssc-contactcenter@nasa.gov. Please do not respond to this e-mail, this is an outgoing e-mail address only.

Thank you,

NSSC Travel Office

Web: <http://www.nssc.nasa.gov/travel>

Going on Extended Travel? View the NSSC's Video Update on Extended TDY Policy at <http://www.nssc.nasa.gov/etdyvideo>.

2. Enter the following comment in "Approver's Comments" of the eTravel System voucher:

NSSC: Corrections are needed to complete processing of your travel voucher. See separate e-mail from NSSC-Travel for further instructions.

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3. Open, the FMT within the case, ATTACH A COPY OF THE ADJUSTMENT SPREADSHEET and be certain to insert a copy of the Approver's Comments above into the Activity Log.

Category = Foreign Travel

SubCategory = Voucher Returned

Assignment Group= FM-Foreign Travel L2

Assigned to= Travel Tech's name

Short Description= Foreign-TA #-(Return)

Attachments Tab = Attach a copy of the correction spreadsheet as well as a copy of the working document pdf. You can also click and drag the attachment to the top of the case.

Work Notes = Copy and paste the e-mail above into the log for future reference

In DOM-FOR FD Form:

TA number=input the TA number as it would appear in eTravel System

Input Traveler's Name: LAST NAME, FIRST NAME

Work info Entry=input why the document is being returned.

Close Task

Case Status = Closed-Complete

4. Return the voucher and document the case number on the daily spreadsheet.

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APPENDIX C – SAMPLE E-MAIL FOR TRAVEL SELF-APPROVER MISSING CHIEF OF STAFF APPROVAL (NOTIFICATION)

1. E-mail Foreign Travel Coordinator (with cc to Traveler, Preparer, & Center CFO) using the following standard language:

SUBJECT: Chief of Staff E-mail required for self-approved foreign travel

Per HQ Office of Chief Financial Officer (OCFO) request, NSSC Travel is required to check all self-approved foreign travel vouchers to validate, if they have been approved by the Chief of Staff. This is to notify you that the NSSC Foreign Travel Office has received self-approved voucher TAXXXXXXXXXX for (Traveler). A copy of the approval e-mail from the Chief of Staff is needed to complete the payment process. If requested documentation is not attached within five business days, the NSSC's process is to return the travel voucher to the Traveler.

Please attach the requested documentation to your travel authorization as a PDF or fax to the e-travel using the fax transmittal sheet from the travel authorization. After confirming the document has been attached to the travel voucher, please notify the NSSC via e-mail at nssc-contactcenter@nasa.gov.

If you have any questions or need further assistance, please contact us at 1-877-677-2123 (1-877-NSSC123) or by e-mail at nssc-contactcenter@nasa.gov.

Sincerely,

The NSSC Travel Office
 Web site: <http://www.nssc.nasa.gov/travel>
 Fax: 1-866-779-6772

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APPENDIX D – SAMPLE E-MAIL FOR TRAVEL SELF-SPROVER MISSING CHIEF OF STAFF APPROVAL (RETURN)

1. E-mail the Traveler (with cc to Preparer) using the following standard language:

Dear Traveler,

You are receiving this email to notify you that the NSSC Foreign Travel office has returned your voucher because the self-approver e-mail from the Chief of Staff is not attached to voucher XXXXXXXX. Please attach a copy of the e-mail to the voucher as a PDF document or fax to the e-travel system using the fax transmittal sheet from the voucher. After confirming that the document has attached to your voucher, please resubmit.

If you have any questions or concerns, or need further assistance, please contact us at 1-877-677-123 (1-877-NSSC123) and select finance to follow the prompts, or by e-mail atcnssc-contactcenter@nasa.gov. Please do not respond to this e-mail, this is an outgoing e-mail address only.

Thank you,

NSSC Travel Office

2. Enter the following comment in “Approver’s Comments” of the e-travel system voucher:

“Approval e-mail from the Chief of Staff is not attached to the voucher. Please fax your approval e-mail to e-travel system using the fax transmittal sheet from your voucher. After confirming that the fax has attached to your voucher, please resubmit.”

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APPENDIX E – RESERVED

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APPENDIX F – SAMPLE E-MAIL FOR MISSING RECEIPTS

1. E-mail the Traveler (with cc to Preparer) using the following standard language:

RE: Travel Authorization Number

Destination:

Dates of Travel:

Dear (Traveler),

The NSSC is in the process of reviewing the above reference travel voucher. In order to complete the review process, additional documentation is required as follows:

- Describe additional documentation required (for example: hotel receipt, which must include the Traveler's name, dollar amount and form of payment.
- Describe additional documentation required
- Describe additional documentation required

Please attach the requested documentation to your travel voucher as a PDF or fax to the e-travel using the fax transmittal sheet from your travel voucher. Once you or your preparer has verified that the requested documents have attached to the travel voucher, please notify the NSSC Travel Office via e-mail at nssc-contactcenter@nasa.gov.

In the interim, the NSSC has opened a work tracking ticket to help monitor the progress of your reimbursement and to ensure the payment is completed in a timely manner. If you need additional information, please call the NSSC Contact Center at 1-877-NSSC-123 (1-877-677-2123) and select Finance to follow the prompts. Please do not respond to this e-mail, this is an outgoing e-mail address only.

Sincerely,

The NSSC Travel Office

Web: <http://www.nssc.nasa.gov/travel>

2. Open, then immediately resolve, a case using the criteria documented in Step A3 above. Document the case number in the Foreign Travel queue spreadsheet.

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APPENDIX G – SAMPLE E-MAIL FOR VOUCHERS BYPASSING FOREIGN TRAVEL FIRST STOP APPROVAL

2. E-mail Traveler (with cc to Preparer and Foreign Travel Approver) using the following standard language: (Note the Foreign Travel Approver should be listed in the Approval History. They should be the second approver after the Traveler submitted the voucher.)

Dear (Traveler),

You are receiving this email notification to inform you travel voucher XXXXXXXX has been returned to you, because the travel voucher bypassed the NSSC-Foreign Travel Office. The reason for the bypass is due to the Center Foreign Travel Coordinator; inadvertently, approved the travel voucher prior to the NSSC review. Please resubmit the travel voucher for payment.

The Center Foreign Travel Coordinator should take no further action with the travel voucher and should only be approving the travel plan.

If you have any questions, concerns or need further assistance, please contact us at 1-877-677-2123 (1-877-NSSC123) and select Finance to follow the prompts or by e-mail at nssc-contactcenter@nasa.gov. Please do not respond to this e-mail, this is an outgoing e-mail address only.

Thank you,

NSSC Travel Office

Web site: <http://www.nssc.nasa.gov/travel>

3. Enter the following comment in “Approver’s Comments” of the eTravel System voucher:
 - NSSC: Voucher bypassed the NSSC-Foreign Travel office for approval. Please resubmit the document for NSSC approval.
4. Open, then immediately resolve, a case using the criteria documented in Step A3 above.
5. Return the voucher.

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APPENDIX H – SAMPLE E-MAIL FOR SUPPLEMENTAL VOUCHERS APPROVED WITHIN THE \$25.00 THRESHOLD

1. E-mail sent to the Traveler (with cc to Preparer and Center Travel Office) using the following standard language:

Re: Travel Authorization Number: (xxxxxxxxxxx)

Destination:

Dates of Travel

Dear (Traveler),

Foreign Travel Voucher TA# (xxxxxxxxxxx) has been approved for payment by the NSSC Travel Office. Based on the review, the NSSC has determined that you may have additional allowable expenses for which you should be reimbursed. We have summarized our findings in the attached spreadsheet. Please review this information to verify these expenses are business related and should be claimed, you may submit an amended expense report by following your Center's process.

If your travel voucher is amended, please attach a copy of the spreadsheet to your travel voucher in the e-travel system. After confirming the document has attached to your travel voucher, please submit in the e-travel system for approval within ten business days.

If you have any questions or concerns, please contact us at 1-877-677-2123 (1-877-NSSC123) or via e-mail at nssc-contactcenter@nasa.gov.

Thank you,

NSSC Travel Office

Web site: <http://www.nssc.nasa.gov/customerservice>

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APPENDIX I –RESERVED

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APPENDIX J – MANUAL INSTRUCTIONS FOR FOREIGN QUARTERLY MACRO PROCESS

Follow the normal instructions on running the “PUR Original” report from “SAP”, and the “FD Original” report from “SNOW”.

Paste the reports in the appropriate spreadsheet in the “ForeignQuarterlyReconciliation_Template_(V4)” as you normally would.

Manual steps for the reconciliation process if the Macro in the template is not working are as follows:

1. After pasting both reports in the “Reconciliation Template”
2. Create a copy of the “Pur Original” Tab & the “FD Original” Tab
 - a. They can stay named as version (2) of the original report
3. Update Version (2) of the Reports
 - a. Highlight all lines on the “Pur Original” Copy Tab **Green**
 - b. Highlight all lines on the “FD Original” Copy Tab **Blue** (resize columns to fit text to columns)
4. Move columns on the tabs as follows:
 - “PUR Original” (2) Tab
 - a. Move “Column C” to first column
 - b. Move “Column G” to second column
 - c. Move “Column R” to the third column
 - d. Create a blank Column in the fourth column
 - e. Delete the rest of the columns

A	B	C	D
Reference	Name 1	Posted Doc Total	
72000068537	KIMBROUGH ROBERT SHAN	2,334.75	

“FD Original” (2) Tab

- a. Move “Column C” to first column
- b. Move “Column C” again to second column
- c. Create a blank column as the third column, Name it “Total”
- d. Enter a formula (=D2+E2) in the third column to add the fourth and fifth columns together
- e. Copy the formula in all of the rows of that column
- f. Change the text color in “Column C” to **blue**
- g. Move “Column E” to the fourth column

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- h. Move “Column F” to the fifth column
- i. Delete the remaining Columns

A	B	C	D	E
Travel Authorization Number	Name	Total	Amount	US Expense
72000068366	Jessica Meir	\$ 3,483.24	\$3,436.08	\$47.16

5. Create a copy of the “PUR Original” (2) Spreadsheet as the first spreadsheet
6. Rename the spreadsheet “Manual”
7. Copy the lines on the “FD Original” (2) tab and paste them under the text on the “Manual” tab
8. Highlight the text in “Column A” (Reference)
9. Click on the warning triangle showing for text fields
10. Click on Convert to number
11. Fix any line spacing issues
12. Click on cell A1
13. Click Sort & Filter Menu
14. Click on Filter Option on the Dropdown
15. Click the Filter field to Smallest to Largest
16. This will place the information in order by TA number
17. Look for any lines that only have one line for a TA with text color of green
18. Highlight this line, cut it, and copy the line on the “No matching FD” tab
 - a. This means we have a payment for a TA with no ticket to match
 - b. Ticket could still be open and pulling as an error
 - c. Correct the issue and update the FD Original regular tab (first tab, not adjusted)
19. Look for any lines that only have one line for a TA with text color of blue
20. Highlight this line, and cut it, copy the line on the “Mismatch” tab
 - a. This means we have a ticket but no payment for that TA
21. Go down “Column A” to look at the TA numbers
22. You should have a blue line and green line with the same TA and amounts that match
 - a. Notice the blue line “Column C” is the total of two amounts in “Column D” & “Column E” added together
 - b. This amount should equal the amount on the green row
 - c. If the amounts match, those have no issues and can be copied and pasted to the top of the report as this will require not changes to the “PUR Original” or “FD Original” reports
23. Review all TA numbers with a blue and green line that have amounts that do not match
 - a. Move these to the Mismatch tab for further review
24. Now you will go through the report as you would normally if the Macro had run
25. You will need to add/correct the information as needed on the “Original” Reports on the “PUR Original” and “FD Original” tabs (not the copied of the report)
26. You will make notes as needed on the “Mismatch” tab to explain what changes were made

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27. Once you have updated everything
28. Total **"Column R"** on the **"PUR Original"** Tab
29. Total **"Column E"** & **"Column F"** on the **"FD Original"** Tab, then obtain grand total of the two columns
30. The totals from both spreadsheets should match as you would each month during a normal process
31. If you not, research your difference to find where you are off