National

NASA Shared Services Center Service Delivery Guide

NSSDG- 9200-0012   Revision 4.0

Effective Date: May 14, 2021
Expiration Date: May 14, 2024

FINANCIAL MANAGEMENT DIVISION
Accounts Payable Invoice Escalation Process

Responsible Office: Financial Management Division

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Approved by

ALISON BUTSCH

Digitally signed by ALISON BUTSCH
Date: 2021.05.24 11:57:09 -05'00'

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Alison Butsch
Chief, Financial Management Division, Acting

_____

Date

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DOCUMENT HISTORY LOG

Status (Basic / Revision / Cancelled)	Document Version	Effective Date	Description of Change
Basic	1.0	07/01/2019	Basic Release
Revision	2.0	01/24/2020	Changed Introduction Added information regarding emails for unassigned escalation task Added daily kick-off time for Adams Bot Added steps to mitigate risk of IRIS website being down. Added email template to appendix Added subject lines to email templates in appendix Added steps to create Daily Agency Reports in SNOW
Revision	3.0	02/12/2021	Added daily kick-off time for G. Washington Bot Added monthly kick-off time for Adams Bot upload CMP 6.2 and CMP 6.11 Updated Subject lines to email templates in appendix
Revision	4.0	05/14/21	Adding manual steps for work performed by BOTS; Updated Process 4 from Accounts Payable Invoice Metric to AP ESCALATION CMP

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			PERFORMANCE MEASURE REPORTS

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1.0   Introduction

Based upon a review by the Feasibility Analysis Team (FAT), an NSSC Study Team was tasked with evaluating the feasibility of transitioning Invoice Escalation back to the NSSC. The NSSC Study Team recommended the action to the Executive Round Table (ERT) and the transition, Decision Memorandum 2018-002, was approved by the ERT on April 24, 2018. Therefore, the NSSC will escalate invoices for all NASA Centers effective July 1, 2019.

 Invoices are received by NSSC Accounts Payable (AP) via two methods:

- Invoices from the Invoice Processing Platform (IPP) are automatically parked in SAP
- Non-IPP invoices are received at NSSC Document Imaging (DI) via hardcopy (paper), email, or fax. Those invoices are routed through the Accounts Payable Work Management System (AWMS) queue and manually parked in SAP by the Vendor Payment Processor (VPP).

Invoices are reviewed for accuracy by the NSSC VPP and either rejected as improper or routed in the Invoice Routing and Information System (IRIS) for required actions (Cost, Funding, Goods Receipt (GRAP) and Approval) within 72 hours (3 business days) of receipt. IPP invoices meeting certain criteria auto-route for Cost and/or Approvals.

- Centers will continue to monitor their cost and Funding IRIS queues and assign the IRIS tasks as needed. This will allow the NSSC to escalate to the individuals that are assigned Funding IRIS tasks. Centers will ensure the POCs have the applicable NAMS role, so they can be assigned those tasks.
    - o NOTE – the Cost Process Champion Team POCs will monitor and escalate any Cost IRIS actions.
- Centers will continue to monitor their IRIS FI Approval queue and assign IRIS FI Approval tasks to the transportation POCs as applicable (FedEx invoices, etc.). Centers will ensure transportation POCs have the applicable NAMS role setup in the FI Approval queues, so they can be assigned those tasks.
    - o LONG TERM SOLUTION Centers will have awards and obligations in place for shipping charges. This includes utilization of the government wide agency contract for UPS and FedEx
- NSSC VPP Leads have the applicable NAMS role setup in each center FI Funding queue so the VPPs can self-assign *Interest* FI Funding tasks.
- NSSC Invoice Escalator (IE) POCs have the applicable NAMS role setup in each Center GRAP queue so the IEs can self-assign GRAP tasks.

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- For contractor escalations, the NSSC will attempt to identify the contractor's org and look up the CS Chief of that organization to perform escalation. If contractor's org is not available in the global email directory, the CS Chief will not be included in the Supervisor escalation.
- The NSSC plans to utilize existing HR org charts to conduct escalation. Link: https://orgpub.nssc.nasa.gov/OPSilverlight/PF_NASA/UI/PF_NASA.htm. Centers are responsible for completing their assigned IRIS requests timely and clicking the "Complete" or "Reject" button in IRIS to indicate completed actions.
    - NOTE: NSSC VPP Leads will self-assign Interest FI Funding requests
    - NOTE: NSSC IE will self-assign GRAP requests and complete IRIS actions once the 103/105 has been completed

Note 1: Escalation starts from the Adjusted Prompt Pay Due Date.
Note 2: This Escalation Process does not include final invoices handled through the Closeout Process, Credit Memo's, Supplemental Documentation (SD) or SBIR/STTR's.
Note 3: For the Agency to avoid manual processing and achieve system efficiencies, the Agency Applications Office (AAO) implemented auto routing for IPP invoices and will consider enhancements to IRIS for the Escalation Process that have been submitted by the Procure to Pay Process Champion.

2.0 Purpose

To outline Agency procedures followed by the NSSC related to escalating invoice actions to ensure timely vendor payments.

3.0 Applicability/Scope

The NSSC is responsible for providing invoice escalation to help ensure timely vendor payments and avoid interest payments. The NSSC shall process all documents in accordance with the Prompt Payment Act. The NSSC shall process payables from receipt of the initial invoice to payment.

The NSSC shall use the Agency's Core Financial Software, Systems, Applications and Products (SAP), the Invoice Routing and Information System (IRIS) and ServiceNow to perform financial management activities. The NSSC is required to adhere to NASA Procedural Requirements (NPR), NASA's Enterprise Performance Support System (EPSS), 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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Records shall be maintained in accordance with NPR 9615, NASA Records Retention Schedules. These records are included in the Financial Management Division (FMD) 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 version supersedes version 3.0 of the same document.

NOTE: The Service Provider (SP) is responsible for documenting and maintaining all macros/scripts utilized in these processes.

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PROCESS 1 – EXECUTE SAP AND IRIS REPORTS TO IDENTIFY AGING INVOICES

STEP 1.   **NSSC Service Provider (SP) Accounts Payable IE obtains daily Escalation Reports**

A. Each business day, BOT Adams Logs into SAP at 4:00 am and executes t-code ZFI_AP_INVC_STAT
   1. Manual Process - Access SAP
      a. In the Menu search field, enter t-code ZFI_AP_INVC_STAT
      b. Click green check mark
      c. Select "Open Items as of" Defaults to current date
      d. Select Parked
      e. Select Posted
      f. Under Document Type, click right arrow
         1. Select Exclude Single Values
         2. Enter ZI, ZC, ZH, ZL
      g. Click Execute (clock icon)
      h. Once Executed, select "Change Layout"
         1. Add:
            a. Fiscal Year
            b. Outline Agreement
            c. PPS Contract Number
            d. Purchasing Document
            e. Legacy Agreement
            f. Reference
            g. Text
            h. Posting Date
      i. Export to Excel
      j. Save to file location per FY and month: N:\FM Division\Accounts Payable_Accounts Receivable\Accounts Payable\Escalation (SAP AP Invc Stat Report MM DD YYYY)
      k. End

B. Each business day, BOT Adams Logs into IRIS at 4:00 am and executes the IRIS Escalation Report
   1. Manual Process - Access IRIS via web; https://iris.nasa.gov
      a. Select Reports
      b. Select Escalation
      c. Select Export
      d. Save to file location per FY and month: N:\FM Division\Accounts Payable_Accounts Receivable\Accounts Payable\Escalation (IRIS Escalation Report MM DD YYYY)
         1. Delete the following columns:
         2. Cost Pending

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        3. GRA Pending
        4. Funding Pending
        5. Approval Pending

e. Add the following columns:
        1. Cost Assign To next to Cost Pending
        2. GRA Assign To next to GRA Pending
        3. FI Funding Assign To next to Funding Pending
        4. Contract Funding Assign To after FI Funding Assign To
        5. Int. Funding Assign To after Contract Funding Assign To
        6. FI Approver after Int. Funding Assign To

f. Return to IRIS: https://iris.nasa.gov
        1. Select "Pending Requests"
        2. Select "Cost"
        3. From the Cost queue, identify the DRN and the associated "Assigned To" person under the Assigned To field.
        4. Lookup the DRN on the IRIS report and populate the Assign To name under the "Cost Assign To" column.
        5. If the associated "Assigned To" person is blank, populate the word "UNASSIGNED" under the "Cost Assign To" column.

g. Return to IRIS: https://iris.nasa.gov
        1. Select "Pending Requests"
        2. Select "Good Receipt"
        3. From the Good Receipt queue, identify the DRN and the associated "Assigned To" person under the Assigned To field.
        4. Lookup the DRN on the IRIS report and populate the Assign To name under the "GRA To" column.
        5. If the associated "Assigned To" person is blank, populate the word "UNASSIGNED" under the "GRA To" column.

h. Return to IRIS: https://iris.nasa.gov
        1. Select "Pending Requests"
        2. Select "Funding"
        3. From the Funding queue, identify the Req Type.
        4. For Request Type "Funding" and the DRN starts with 19 or
        5. Capture the DRN and the associated "Assigned To" person under the Assigned To field.
        6. Lookup the DRN on the IRIS report and populate the Assign To name under the "FI Funding Assign To" column.
        7. If the associated "Assigned To" person is blank, populate the word "UNASSIGNED" under the "FI Funding Assign To" column.

i. Return to IRIS: https://iris.nasa.gov
        1. Select "Pending Requests"
        2. Select "Funding"
        3. From the Funding queue, identify the Req Type.

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4. For Request Type "Funding" and the DRN starts with 56 and either or both of the Outline Agreement or Task Order/PO fields are populated,
5. Capture the DRN and the associated "Assigned To" person under the Assigned To field.
6. Lookup the DRN on the IRIS report and populate the Assign To name under the "Contract Funding Assign To" column.
7. If the associated "Assigned To" person is blank, populate the word "UNASSIGNED" under the "Contract Funding Assign To" column.

j. Return to IRIS: https://iris.nasa.gov
1. Select "Pending Requests"
2. Select "Funding"
3. From the Funding queue, identify the Req Type.
4. For Request Type "Funding (Int)"
5. Capture the DRN and the associated "Assigned To" person under the Assigned To field.
6. Lookup the DRN on the IRIS report and populate the Assign To name under the "Int. Funding Assign To" column.
7. If the associated "Assigned To" person is blank, populate the word "UNASSIGNED" under the "Int. Funding Assign To" column.

k. Return to IRIS: https://iris.nasa.gov
1. Select "Pending Requests"
2. Select "Approval (FI)"
3. From the Approval (FI) queue, identify the DRN and the associated "Assigned To" person under the Assigned To field.
4. Lookup the DRN on the IRIS report and populate the Assign To name under the "FI Approver" column.
5. If the name is populated in the Approver Name field, delete the name in the Approver Name filed.
6. If the associated "Assigned To" person is blank, populate the word "UNASSIGNED" under the "FI Approver" column.

l. End

C. BOT Adams logs into ServiceNow at 4:30 am and automatically loads the IRIS and SAP reports.
1. The IE may load reports manually:
a. To load the IRIS report, log into ServiceNow via the NSSC internal web (https://internal.nssc.nasa.gov/)
b. Select ServiceNow
c. In the Filter Navigation field, enter Invoice Escalation
d. Select Load Data
e. Select IRIS Report
f. Click on paper clip

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g. Navigate to: N:\FM Division\Accounts Payable_Accounts Receivable\Accounts Payable\Escalation (IRIS Escalation Report MM DD YYYY)
h. Select today's IRIS report
i. Click Open

2. To load the SAP report, log into ServiceNow via the NSSC internal web (https://internal.nssc.nasa.gov/)
    a. Select ServiceNow
    b. In the Filter Navigation field, enter Invoice Escalation
    c. Select Load Data
    d. Select SAP Report
    e. Click on paper clip
    f. Navigate to: N:\FM Division\Accounts Payable_Accounts Receivable\Accounts Payable\Escalation (IRIS Escalation Report MM DD YYYY)
    g. Select today's SAP report
    h. Click Open

STEP 2.   Email Daily Agency Reports to center POC's

Note: Reports are scheduled to automatically email at 9am daily or on specific days each week. Daily Agency Reports will be sent to each business area POC per Escalation Type (Approval, Contract/PO Funding, Cost, FI Approval, FI Funding, GRA Pending, and Interest FI Funding).

Note: If the IRIS and SAP report upload fails and the issue is not resolved by 9:00am, the IE Team will send an email to the recipients of the reports advising them that the reports will not be distributed.

Note: The Interest FI Funding Report will be emailed to the NSSC VPP Leads.

Note: Reports exclude (Text Field = CR -Credit Memo's, Finals, SBIR/STTR, SD) Invoices identified as:
* 8 days or less before adjusted prompt pay due date will be highlighted in red
* 9-15 days before adjusted prompt pay due date will be highlighted in yellow

A. Daily Agency Reports – Perform for each NASA Center
B. Create Daily Agency Reports
    1. Log into ServiceNow via NSSC internal web (https://internal.nssc.nasa.gov/)
    2. Select ServiceNow
    3. In the Filter Navigation field, enter Invoice Escalation
    4. Select Daily Agency Reports
    5. Within Daily Agency Reports, select a report

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6. If the report is for a specific center, include the initials of the center at the end of the name of the report:
   ie: Daily Agency FI Approval Report - SSC
7. If report includes grouping data, click the field "Group by" and select the desired column
8. "Columns" field allows selections to add/remove column data fields
9. Review the current condition and add/remove any condition(s)
10. If condition is for a specific center, add to the condition:
    a. And
    b. Select Center for the field
    c. Select "is" for the next field
    d. Select the magnifying glass
    e. Enter the center abbreviation
    f. Select the correct center
       ie: for NSSC, enter NASA in the Name field and NSSC in the center abbrv field
    g. Once criteria is met, select RUN found in the top right blue button
    h. Scroll to bottom and right click on any column header
    i. Export in the desired format (export, PDF, Landscape)
       Review data to ensure the report is generating all desired information
       Once report is correct, select the down arrow next to the blue RUN button
    j. Select Save

C. Schedule Daily Agency Report
   1. In Filter Navigation display, type view / run
   2. Select View / Run under reports
      a. A list of your created report(s) are available
      b. Select the desired report for scheduling
      c. Select the down arrow next to the blue run bottom top right corner
      d. Select Schedule
      e. In the "name" field, name the scheduled report and end with the report format

      Name   Scheduled Execution of Daily Agency FI Ap

         i.e.: Scheduled Execution of Daily Agency FI Report - PDF
      f. In the report field, copy the name of the created report

      Report   Daily Agency FI Approval Report - AR   Q

         i.e.: Daily Agency FI Report
      g. Paste the report name in the Subject field

      Subject   Daily Agency FI Approval Report - ARC

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h. Click the padlock on Users

Users

i. If email is not known, select the magnifying glass for the lookup user list

Enter email address
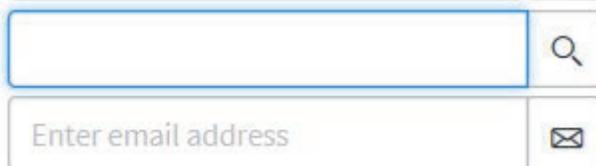
j. Enter the first name in the first name field
k. Enter the last name in the last name field

≡ First name   ≡ Last name

Search   Search
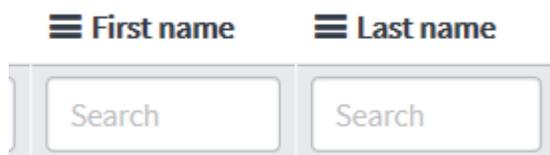
l. Verify the names of the output. Note: Names should be verified in Global Outlook Address List
m. Select the correct name

≡ Name ▲	≡ First name	≡ Last name	≡ User ID	≡ Email	≡ Business phone
Search	sarita	harper	Search	Search	Search
Sarita Harper	Sarita	Harper			
SARITA HARPER	SARITA	HARPER	srharpe1	sarita.harper@nasa.gov	228.813.6913
Sarita Harper	Sarita	Harper			
sarita harper	sarita	harper			
Sarita Harper	Sarita	Harper			

n. The name will appear as a User
    SARITA HARPER

o. Type the email in the "enter email address" field if known
p. Enter
q. The name will appear as a User
3. Schedule Reports
    a. Run field dropdown provides various options for scheduling time
    b. Time field allows the hour and minute the report is to be scheduled
    c. If the report is only to be scheduled when data appears, select the "Omit if no records" field

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d. To identify specific days for the report to be distributed, select Conditional

Active	✓
Run	Daily ⌄
Time	Hours 09 00 00
Conditional	✓
Omit if no records	✓

e.   Copy and paste code below beginning with //Days and ending with Weekdays();

```
// Days of the week are Monday 1, Tuesday 2, Wednesday 3, Thursday 4, Friday 5

function check Weekdays() {

        var now = new GlideDateTime();

        var day = now.getDayOfWeek();

        var result = false;

        if(day == 2 || day == 4) {

                result = true;

        }

         return result;

}

checkWeekdays();
```

The code listed above is showing how to run the Scheduled report on Tuesday and Thursday. To run the report more or less days, change the "if" line to reflect the day(s) based on the number reflected in the first line.

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If the report is to be distributed 5 days a week, code will be set as:

```
// Days of the week are Monday 1, Tuesday 2, Wednesday 3, Thursday 4, Friday 5
function checkWeekdays() {
            var now = new GlideDateTime();
            var day = now.getDayOfWeek();
            var result = false;
            if(day == 1 || day == 2 || day == 3 || day == 4 || day == 5) {
                        result = true;
            }
            return result;
}
checkWeekdays();
```

4. Appendix D through L provides assorted templates to be pasted into the body of the Introductory Message for the various types of reports
    a. Once template has been pasted, a popup will allow you to keep formatting
    b. View the message
5. Type of report format
    a. Dropdown allows various pdf or excel format of the report
6. Once completed, select submit
7. If additional format of the report needs to be included on the original scheduled report, see how to link excel report to pdf report in Step D

D. Link excel report to pdf report
    1. In the Filter Navigation, type Scheduled Reports
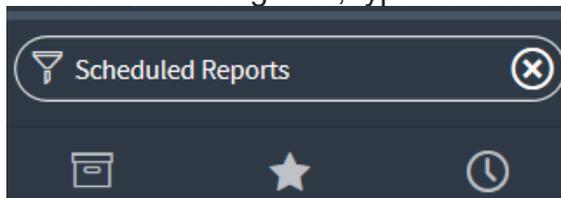
    2. Select Scheduled Reports under report header
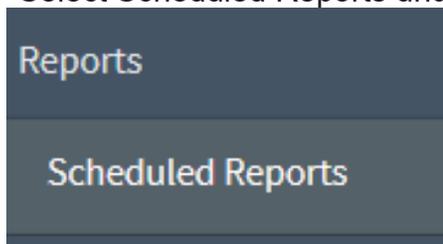
        a. In the Name field, type Scheduled Execution of Daily Agency
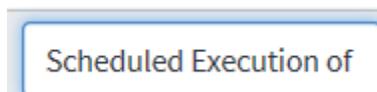

    3. Press Enter

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4. At the bottom of the report select the blue NEW button next to included in Email

≡   **Included in Email**   **New**

5. In the name field, paste the name and add the format afterwards
   ie: Scheduled Execution of Daily Agency FI Report – Excel
   a. Run field dropdown and select "On Demand"
   b. Select the box next to "Omit if no records"

   Run   On Demand   ⌄

   Conditional   ☐

   Omit if no records   ☑

   c. Scroll below the introductory message and using the dropdown for type, select the format
   d. Make sure the field "Include with" identifies the original Scheduled report name

   Include with   Scheduled Execution of Daily Agency FI Approval Report - ARC - Thursday

   e. Click Save

E. Allow Groups and Users to make changes to reports
   1. Log into ServiceNow via NSSC internal web (https://internal.nssc.nasa.gov/)
   2. In Filter navigator field enter View / Run
   3. Select View / Run
   4. In the Search field, enter the name of the report to unpublish

   : Daily Agency Cost

   5. Under Title select the report
   6. Use dropdown option between Switch to new UI and Run

   Switch to new UI   Save   ▾   Run

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7. Select Sharing
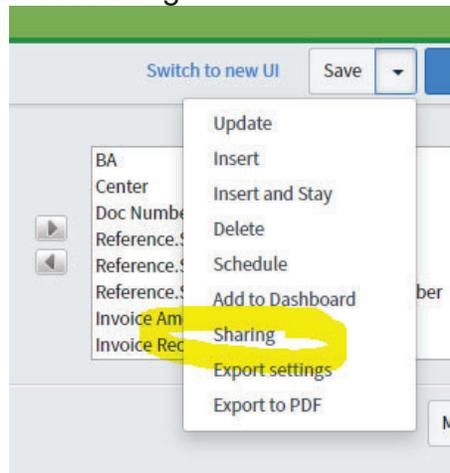
8. Sharin␣ Settin␣s, select Groups and Users and the group name to allow changes
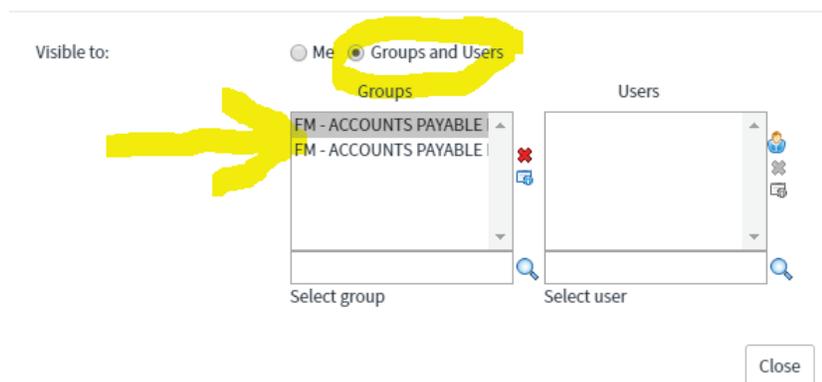
9. Select Close
10. Select Save
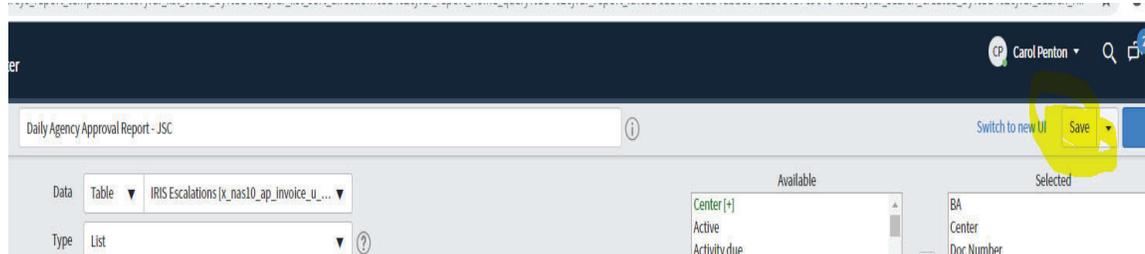
F. Change report frequency condition
　　1. Log into SNOW, type in the navigation filter:
　　　　a. Service Catalog
　　　　b. NSSC Services
　　　　c. IT-Applications/Systems
　　　　d. Application Support

Service Catalog > NSSC Services > IT - Applications/Systems > Application Support

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2. Low-Impact Data Change Request Form – complete
   a. Department
   b. Priority
   c. Application
   d. Assign To
   e. Specific record ID or criteria for which records should be affected – enter a brief statement

   f. DATA – Enter brief statements

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g. Validation – Enter a brief statement

☐ Validation

✳ Method for validating the change:

Frequency to be business days, Monday through Friday

G. Pause Scheduled Report(s) Distribution
1. Log into ServiceNow via NSSC internal web (https://internal.nssc.nasa.gov/)
2. In Filter navigator field enter Scheduled Reports
3. Select Scheduled Reports
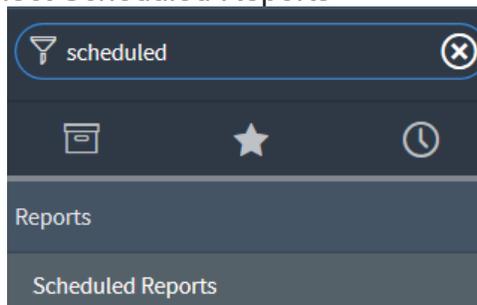
scheduled ⊗

Reports

Scheduled Reports

4. Update Personalized list by selecting the Gear Icon ⚙
5. Add the following columns: Report and Active

Available   **Selected**

Customer update (No Longer		Active
Display name	^	Name
Email addresses		Report
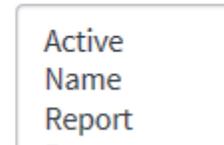
6. Scroll Active field to the top of the list
7. Click OK
8. In name search field type the Scheduled Report name. Note: If the exact name of the report is not known, begin with below example and all Daily Agency Reports will populate

≡ Name

Scheduled Execution of
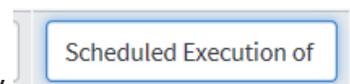
        ie: Scheduled Execution of Daily Agency
9. Select List controls located on the left of scheduled email of reports at the top left

of screen selecting the hamburger icon ≡

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10. Select Show
11. Select amount of documents to be viewed at one time
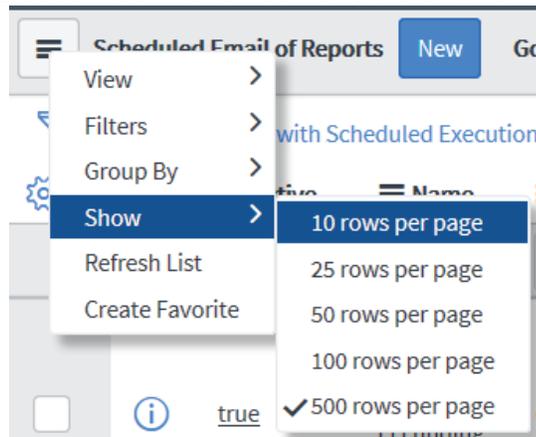
12. Double click first item under active column
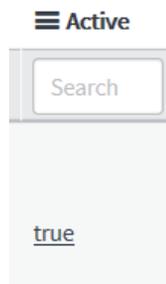
13. Change true to false by using dropdown and select checkmark once completed
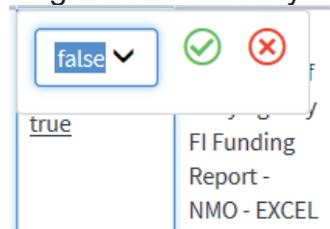
14. With cursor in first field of active column, hold down shift key and use down arrow scrolling down to include all reports
15. After all the fields of the active column are selected with a light blue color, double click in the last item, use dropdown, change desired active field from true to false, click checkmark. All highlighted reports will change to false.

H. Activating Scheduled Reports
    1. Log into ServiceNow via NSSC internal web (https://internal.nssc.nasa.gov/)
    2. Select ServiceNow

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3. In the Filter Navigation field, enter Scheduled Reports

4. Update Personalized List by selecting the Gear icon

5. Add the following columns: Report and Active
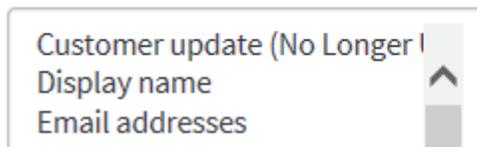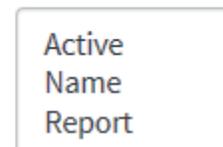
6. Scroll Active field to the top

7. In name search field type the Scheduled Report name. Note: If the exact name of the report is not known, begin with below example and all Daily Agency Reports will populate

i.e.: Scheduled Execution of Daily Agency

8. Select List controls located on the left of scheduled email of reports at the top left of screen selecting the hamburger icon

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9. Select Show
10. Select amount of documents to be viewed at one time
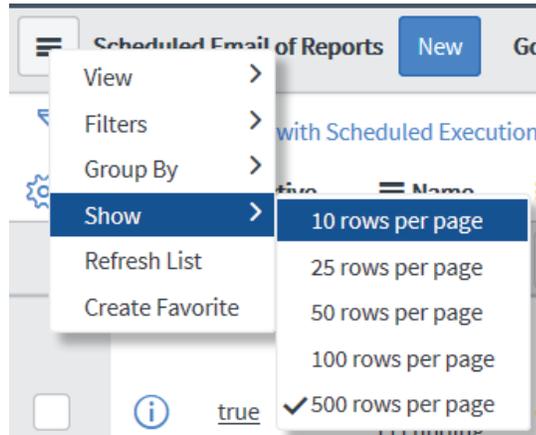
11. Double click first item under active column
12. Change false to true by using dropdown and select checkmark once completed
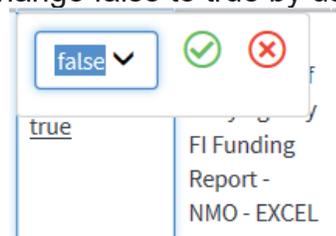
13. With cursor in first field of active column, hold down shift key and use down arrow scrolling down to include all reports
14. After all the fields of the active column are selected with a light blue color, double click in the last item, use dropdown, change desired active field from false to true, click checkmark. All highlighted reports will change to true.

I. Adding Columns to Existing Reports
    1. Log into SNOW
    2. Type View in Navigation Filter
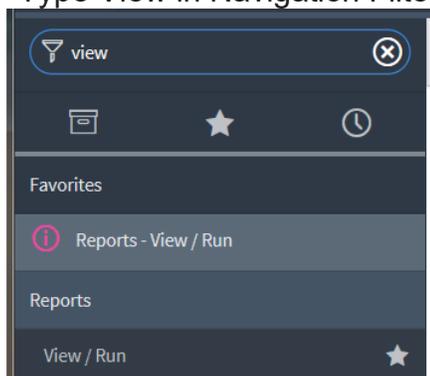
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3.   Select View / Run under Reports

Reports

View / Run

4.   Select All tab

☰ Reports | My reports | Group | Global | All
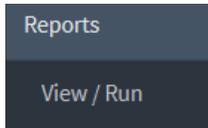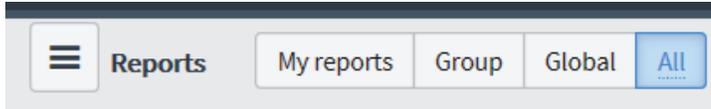
5.   In the Search bar (top right side) type Daily Agency; then press

Title contains: Daily Agency   ⊗
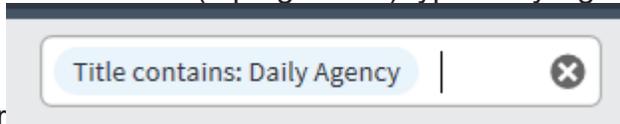
Enter

6.   If you want to specify a specific report type the full name:
i.e.: Daily Agency Approval Report

7.   All reports with that naming scheme will appear including all centers. It is best practice to pull this way and not specify the name of the center because if there is a space after report, hyphen, space and center name you could possibly miss it if you fail to include the spaces in the correct areas.

8.   Click into the report under title

↓ Title

Daily Agency Cost Report

Scroll down Available selection until you reach Reference. Notice Reference is in green and has a plus sign next to it. Highlight Reference

Available
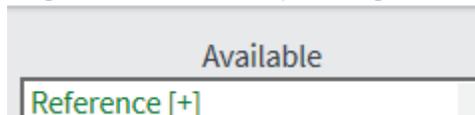
Reference [+]

9.   Once reference is highlighted above the up/down arrows a plus sign appears

10. Select the plus sign above the up/down arrows

Available

Reference [+]
SAP Invoice Text   ⌃   ⊞
SLA due
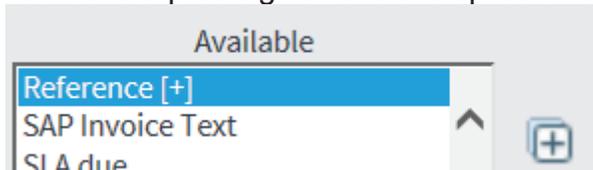
11. Once the plus sign is selected, another set of options are available

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12. The Reference information we need is from SAP Invoice Stat Report. Notice IRIS Record and SAP Record have plus signs

Available

Created by
Doc Number
IRIS Record [+]
SAP Record [+]
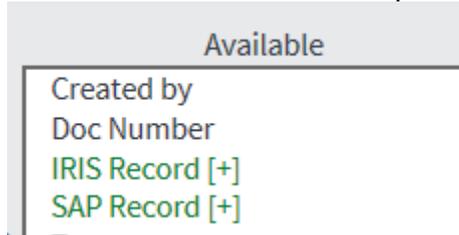
13. Since the additional columns are from the SAP Invoice Stat Report, select SAP Record

14. From the available listing scroll until you see the name of the column to be added to the Selection. The name of the columns to add are: Vendor Name, Invoice Number, OA/Contract

Available / Selected

Columns

IRIS Escalations fields
.Reference-->Invoice Escalation F
..SAP Record-->SAP Invoice Stat f
533Ind
Active
Adjusted Prompt Pay Due Date
Amount
Approval

BA
Center
Doc Number
Reference.SAP Record.Vendor Na
Reference.SAP Record.Invoice Nu
Reference.SAP Record.OA/Contra
Invoice Amount
Invoice Received Date
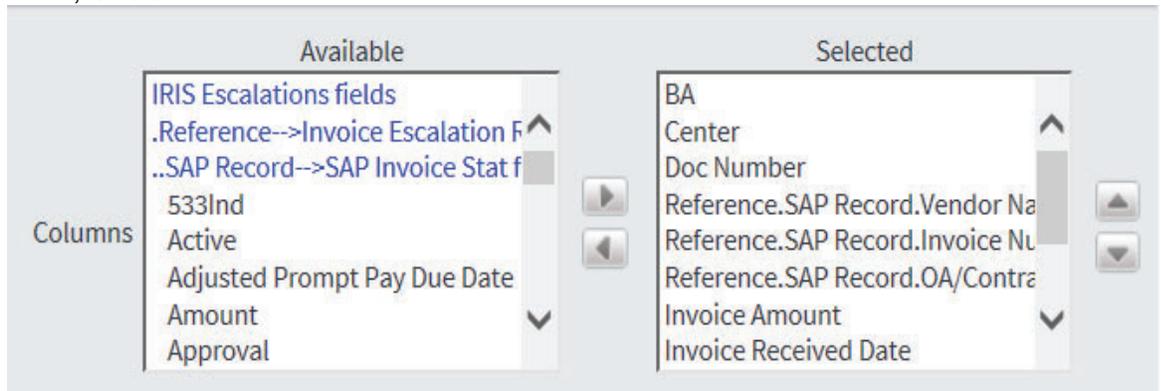
15. When the additional column is added to the selected field, highlight the column name and arrow up until the column titles are as below.

BA   Center   Doc Number   Vendor Name   Invoice Number   OA/Contract Number   Invoice Amount   Invoice Received Date   Adjusted Prompt Pay Due Date ▲   PO Number

16. Once the column names are in order, Select Run in the top right corner

Switch to new UI   Save ▼   Run
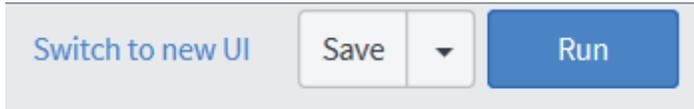
17. Review the report, export for viewing to ensure everything is visible
18. Select Save next to run in the top right corner

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PROCESS 2 – DAILY ESCALATION PROCESS

STEP 1. ServiceNow Escalation

A. Each day, the IE logs into ServiceNow via NSSC internal web (https://internal.nssc.nasa.gov/)
B. Select ServiceNow
C. In the Filter Navigation field, enter Invoice Escalation
D. Select IRIS Approvers Overview
E. Within Interactive Analysis, select Business Area (BA) with escalation activity (BA is not zero)
F. Click on drop down arrow next to BA
G. Select Information Icon next to Approver Name to open escalation tabs
   1. Email Tab: Escalation actions are only required if a document number is present on the tab.
   Note: Comments under this section apply to the sections below).
      a) If the email tab lists activity, select envelope icon next to Email
      b) Navigate to Outlook to identify the Assign To email address and populate the Escalation email
      c) Click Send
      d) Make notes in the task and record work log
      e) Copy notes to IRIS
      f) In SNOW under IRIS Escalation Tasks section, check box next to the task/document number
      g) Drop down and select Close Selected
      h) Access ServiceNow history and attach email, notes and center responses received via calls and emails, to each document in IRIS
         Note: Each business day, BOT G. Washington logs into Microsoft Outlook nssc-ap-invcescalation@mail.nasa.gov Archive folder at 7:00pm and attaches all correspondences to each document in IRIS
   2. Phone Call Tab: Escalation actions are only required if a document number is present on the tab.
      a) If the Phone Call tab lists activity, IE calls the Assign To person to discuss list of aging documents using the Phone call template listed in the Appendix section
      b) IE adds notes in the Work Notes section
      c) IE will send a follow-up email to the Assign To person and his/her supervisor using existing HR organization charts (https://orgpub.nssc.nasa.gov/OPSilverlight/PF_NASA/Service/chart/load/PF_NASA)enter Assign To name in the Search field > highlight name and identify Supervisor.
      d) Navigate to Outlook to identify the Assign To Supervisor email address and populate the Escalation email

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e) Click Send

f) Make notes in the task and record work log

g) Copy notes to IRIS

h) Under IRIS Escalation Tasks section, check box next to the task/document number

i) Drop down and select Close Selected

j) Access ServiceNow history and attach email, notes and center responses, received via calls and emails, to each document in IRIS

> **Note**: Each business day, BOT G. Washington logs into Microsoft Outlook nssc-ap-invcescalation@mail.nasa.gov Archive folder at 7:00pm and attaches all correspondences to each document in IRIS

3. Supervisor Phone Call Tab: Escalation actions are only required if a number is present on the tab.

a) If the Supervisor Phone Call tab lists activity, IE calls the Assign To Supervisor to discuss list of aging documents using the Phone call template listed in the Appendix section

b) IE adds notes in the Work Notes section

c) IE will send a follow-up email using the HR organization charts (https://orgpub.nssc.nasa.gov/OPSilverlight/PF_NASA/UI/PF_NASA.htm) enter Assign To name in the Search field > highlight name and identify Supervisor.

d) Navigate to Outlook to identify the Assign To Supervisor email address and populate the Escalation email

e) Click Send

f) Make notes in the task and record work log

g) Copy notes to IRIS

h) Under IRIS Escalation Tasks section, check box next to the task/document number

i) Drop down and select Close Selected

j) Access ServiceNow history and attach email, notes and center responses, received via calls and emails, to each document in IRIS

> **Note**: Each business day, BOT G. Washington logs into Microsoft Outlook nssc-ap-invcescalation@mail.nasa.gov Archive folder at 7:00pm and attaches all correspondences to each document in IRIS

4. Continuous Escalation Tab: Escalation actions are only required if a number is present on the tab.

a) If the Continuous Escalation tab lists activity, IE calls the Assign To Approver first. If no contact is made with Assign to Approver then IE calls Supervisor to discuss list of aging documents using the Phone call template listed in the Appendix section

b) IE adds notes in the Work Notes section

c) IE will send a follow-up email using existing HR organization charts (https://orgpub.nssc.nasa.gov/OPSilverlight/PF_NASA/Service/chart/load/PF_

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NASA)enter Assign To name in the Search field > highlight name and identify Supervisor.

d) Navigate to Outlook to identify the Assign To Supervisor email address and populate the Escalation email

e) Click Send

f) Make notes in the task and record work log

g) Copy notes to IRIS

h) Under IRIS Escalation Tasks section, check box next to the task/document number

i) Drop down and select Close Selected

j) Access ServiceNow history and attach email, notes and center responses, received via calls and emails, to each document in IRIS

Note: Each business day, BOT G. Washington logs into Microsoft Outlook nssc-ap-invcescalation@mail.nasa.gov Archive folder at 7:00pm and attaches all correspondences to each document in IRIS

k) A document less than a NET 30 will be reviewed by the IE before taking the proper escalation steps.

STEP 2. Goods Receipt Acceptance Escalation

A. IE will review Daily Agency Report for Unassigned GRAP documents and self-assign

B. IE will send initial email to end-user, CO, COTR, Buyer, logistics POC and attach email in IRIS

Note: Each business day, BOT G. Washington logs into Microsoft Outlook nssc-ap-invcescalation@mail.nasa.gov Archive folder at 7:00pm and attaches all correspondences to each document in IRIS

1. Drill into the PR on ME23N to view the text field for any additional POCs listed and access the NASA data tab to identify the end user and invoice approvers

Note: To find the name of POC using the UUPIC (all numeric), go to id.nasa.gov > People Search > Advanced > Enter number in UUPIC field and hit Search. To find the name of POC using User ID (alpha and numeric), use SAP T-Code ZSU01 and enter number in User ID field.

2. If end user not found, use T-code SCASE and review e-file attachment or Prism/Legacy to identify end user and/or invoice approvers

C. IE reviews GRAP documents daily to identify if 103/105 has been completed in SAP

1. View ME23N > Item Detail > Purchase Order History

D. If Committed Resolution Date (CRD) is provided, CRD will be updated in SNOW and escalation will be suspended until CRD

E. If 103 is completed, IE will escalate to Logistics to complete the 105 or provide a CRD

F. If 103/105 is completed in SAP, IE will complete IRIS action request and post document

G. If 103/105 is not completed **5 days** prior to Adjusted Prompt Pay Due Date, IE will email the end user, COTR, CO, the buyer and ACO if listed and CC the Center POC responsible for posting the 103/105. Use email template for GRAP N:\FM Division\Accounts Payable_Accounts Receivable\Accounts Payable\Escalation Process\NSSC-Escalation

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Process 2018\EMAIL PDF\Communication Templates\Escalation Email Templates\Email Templates

H. If 103/105 is not completed **3 days** prior to the Adjusted Prompt Pay Due Date, IE will:
1. Call the end user
2. Send a follow up email using the email template for GRAP to the end user, CO TR, CO, buyer, ACO, and 103/105 POC.
    Note: If end user is civil servant, their supervisor will be CC'd using existing HR organization charts (https://orgpub.nssc.nasa.gov/OPSilverlight/PF_NASA/Service/chart/load/PF_NASA) enter COTR name in Search field > highlight name and identify Supervisor

I. If 103/105 is not completed 1 day prior to the Adjusted Prompt Pay Due Date and until the invoice is posted, IE will:
1. Call the end user
2. Send a follow up email using the email template for GRAP to the end user, COTR, CO, buyer, ACO, 103/105 POC, and Supervisor (if end user is civil servant).

NOTE: The "All Escalations Template" may be used to email all escalations to the Assign To person when there are multiple escalations. Tasks will still need to be set to "Close Selected" for each Document Number.

NOTE: Once all IRIS actions are complete (cost, funding GRAP, approval), VPP will post invoice and process payment. Applicable escalations will continue until the invoice is posted.

Note: Each business day, BOT G. Washington logs into Microsoft Outlook nssc-ap-invcescalation@mail.nasa.gov Archive folder at 7:00pm and attaches all correspondences to each document in IRIS

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PROCESS 3 – INVOICE ESCALATION CRITERIA

Contract/PO Approval Escalations

- From the current date, documents that are 10 days or less before the Adjusted Prompt Pay Due Date will be escalated as Day 10 email
- From the current date, documents that are 5 days before the Adjusted Prompt Pay Due Date will be escalated as Day 5 Phone Call and sent a follow-up email
- From the current date, documents that are less than 1 day before the Adjusted Prompt Pay Due Date will be escalated as Supervisor Phone Call and sent a follow-up email
- Documents that remain unposted will be updated to "Continuous Escalations" and will be escalated daily via Supervisor Phone call and a follow-up email

Contract/PO Funding Escalation

- From the current date, documents that are 21 days or less before the Adjusted Prompt Pay Due Date will be escalated as Day 10 email
- From the current date, documents that are 15 days before the Adjusted Prompt Pay Due Date will be escalated as Day 15 Phone Call and sent a follow-up email
- From the current date, documents that are 14 days before the Adjusted Prompt Pay Due Date will be escalated as Day 14 Phone Call and sent a follow-up email
- From the current date, documents that are less than 13 days before the Adjusted Prompt Pay Due Date will be escalated as Phone Call and sent a follow-up email including Supervisor
- Documents that remain unposted will be updated to "Continuous Escalations" and will be escalated daily via Supervisor Phone call and a follow-up email

FI Approval Escalation

- From the current date, documents that are 10 days or less before the Adjusted Prompt Pay Due Date will be escalated as Day 10 email
- From the current date, documents that are 5 days before the Adjusted Prompt Pay Due Date will be escalated as Day 5 Supervisor Phone Call and sent a follow-up email
- From the current date, documents that are less than 5 days before the Adjusted Prompt Pay Due Date will be escalated as Supervisor Phone Call and sent a follow-up email

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- Documents that remain unposted will be updated to "Continuous Escalations" and will be escalated daily via Supervisor Phone call and a follow-up email

FI Funding Escalation

- From the current date, documents that are 15 days or less before the Adjusted Prompt Pay Due Date will be escalated as Day 15 email
- From the current date, documents that are 7 days before the Adjusted Prompt Pay Due Date will be escalated as 7-day Phone Call and sent a follow-up email
- From the current date, documents that are less than 7 days before the Adjusted Prompt Pay Due Date will be escalated as Phone Call Continuous Escalations and sent a follow-up email
- Documents that remain unposted will be updated to "Continuous Escalations" and will be escalated daily via Supervisor Phone call and a follow-up email

GRAP Escalation

- From the current date, documents that are 5 days or less before the Adjusted Prompt Pay Due Date will be escalated as Day 5 email to the end user, CO, COR, ACO, and Buyer
- From the current date, documents that are 3 days before the Adjusted Prompt Pay Due Date and do not have the 103/105 posted will be escalated as Day 3 email Phone Call to end user followed by email to end user, CO, COR, ACO, Buyer
- Documents that remain unposted will be updated to "Continuous Escalations" and will be escalated daily via calling the end user and sending a follow-up email to end user, CO, COR, ACO, Buyer, and end user's supervisor.
- NOTE – the IE will e-mail the Center POCs when the end user states the items have been received and are acceptable if the end user does not reply to all in the email stating the items have been received and are acceptable.
- NOTE – the IE will mark the GRAP IRIS request as complete after the 103/105 has been posted.

Interest FI Funding Escalation

- From the current date, documents that are 15 days or less before the Adjusted Prompt Pay Due Date will be escalated as Day 15 email
- From the current date, documents that are 7 days before the Adjusted Prompt Pay Due Date will be escalated as Day 7 email Supervisor Phone Call and sent a follow-up email
- Documents that remain unposted will be updated to "Continuous Escalations" and will be escalated daily via Supervisor Phone call and a follow-up email

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Unassigned Escalation Task

The IE Team will send an email to Center POCs for all unassigned tasks requesting they go in IRIS and assign the pending actions, so the IE Team can complete escalation.

Adjusted Prompt Pay Due Date

The Adjusted Prompt Pay Due Date takes into account the following:
- 3 days for posting the document once all actions are complete
- 1 day for the IPP CLIN validation to run overnight
- 1 day for the payment proposal run
- Month-end closing for payments (the last 3 business days)
- Holidays and weekends

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PROCESS 4 – AP ESCALATION CMP PERFORMANCE MEASURE REPORTS

6.2 CMP Performance Measure Report

A. On the 4th business day at 6:15am, BOT Adams uploads the Monthly 6.2 Aging report to ServiceNow.

B. The following is the manual process:

On the 4th business day at 6:15am, go to N:\FM Division\Accounts Payable_Accounts Receivable\CMP and click on the month year, CMP 6.2, and select the Monthly 6.2 Aging report (most current version, titled "YYYY_MM_6.2_AGING"). Upload to ServiceNow > Invoice Escalation>Load Data > CMP 6.2 Aging Report

1. 6.2 CMP Performance Measure identifies any posted document aged 30 days or older

   a. Documents that are not escalated are excluded from review and will include the following in the text field:

      » CR

      » Finals

      » SBIR/STTR

      » SD

2. Reviewable documents are compared to the escalation tasks performed on those documents to determine whether escalation was performed properly or not and will identify the performance measure as met or not met.

   a. Met: SN Escalation task Closed date will be the same as the Created date. The performance measure is met if 90% or more of the escalation tasks were closed on the date the task was created.

   b. Not Met: SN Escalation task Closed date is different than Created date. The performance measure is not met if less than 90% of the escalation tasks were not closed on the date the task was created.

3. Results of escalation performed on posted documents are displayed in ServiceNow > Invoice Escalation > CMP > Performance Measure Reports > 6.2

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6.11 CMP Performance Measure Report

A. On the 4th business day at 6:15am, BOT Adams uploads the Monthly CMP 6.11 Exceptions report to ServiceNow.

B. The following is the manual process:

On the 4th business day at 6:15am, upload the Monthly CMP 6.11 Exceptions report (titled "CMP 6.11 Exceptions Report MM_YYYY") from N:\FM Division\Accounts Payable_Accounts Receivable\Accounts Payable\Escalation\CMP Exceptions to ServiceNow > Invoice Escalation > Load Data > CMP 6.11 Report

1. 6.11 CMP Performance Measure identifies any parked document aged 30 days or older

    a. Documents that are not escalated are excluded from review and will include the following in the text field:

        » CR

        » Finals

        » SBIR/STTR

        » SD

2. Reviewable documents are compared to the escalation tasks performed on those documents to determine whether escalation was performed properly or not and will identify those as met or not met.

    a. Met: SN Escalation task Closed date will be the same as the Created date. The performance measure is met if 90% or more of the escalation tasks were closed on the date the task was created.

    b. Not Met: SN Escalation task Closed date is different than Created. The performance measure is not met if less than 90% of the escalation tasks were not closed on the date the task was created.

3. Results of escalation performed on parked documents are displayed in ServiceNow > Invoice Escalation > CMP > Performance Measure Reports > 6.11

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SYSTEM COMPONENTS (EXISTING SYSTEMS)

IT System Title	IT System Description	Access Requirements	IT System Interfaces
SAP/Integrated Enterprise Management Program (IEMP)	Integrated Financial Management System	User Role at NSSC	SPS, bReady
TechDoc/DI	System used for capturing invoice images	User Role at NSSC	Accounts Payable Work Management System - AWMS
Invoice Routing Information System (IRIS)	System for routing and tracking invoices	User Role at NSSC	SAP
ServiceNow	System for vendor, customer inquiries, NSSC internal communication and Invoice Escalation	User Role at NSSC	ServiceNow
Procurement for Public Sector (PPS)	Procurement Award Application	User Role at NSSC	SAP

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CUSTOMER CONTACT CENTER STRATEGY

The NSSC Customer Contact Center can be reached via phone, fax or e-mail.
E-mail: nssc-contactcenter@nasa.gov
Fax: 1-866-779-6772
Phone: 1-877-NSSC123 (or 1-877-677-2123)

Document Imaging
All incoming documents will be received into the NSSC TechDoc Center, where they will be processed and electronically filed. Documents may be sent to the NSSC as follows:
E-mail: NSSC-AccountsPayable@nasa.gov
Fax: 1-866-209-5415
Mail:
NASA Shared Services Center
Building 1111, Jerry Hlass Rd.
Stennis Space Center, MS 39529.

Relevant Points of Contact at the NSSC:

Financial Management Division – CS
Michele Rollins
NASA Shared Services Center
Building 1111 Jerry Hlass Rd.
Stennis Space Center, MS 39529
Phone: 228-813-6322
E-mail: Michele.M.Rollins@nasa.gov

Financial Management Division – SP
Sarita Harper
NASA Shared Service Center
Building 1111 Jerry Hlass Rd.
Stennis Space Center, MS 39529
Phone: 228-813-6913
E-mail: Sarita.Harper@nasa.gov

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APPENDIX A – ACRONYM LIST

Acronym	Definition
AAO	Agency Applications Office
AP	Accounts Payable
AWMS	Accounts Payable Work Management System
CFO	Chief Financial Officer
CLIN	Contract Line Item Number
CS	Civil Servant
DRN	Document Reference Number
EPSS	Enterprise Performance Support System
FI	Finance Invoice
FMD	Financial Management Division
GRAP	Goods Receipt and Approval
IPP	Invoice Processing Platform
IRIS	Invoice Routing and Information System
NASA	National Aeronautics and Space Administration
NSSC	NASA Shared Services Center
POC	Point of Contact
PPS	Procurement for Public Sector
SAP	Systems, Applications, and Products
SBIR/STTR	Small Business Innovation Research/Small Business Technology Transfer
SNOW	ServiceNow
SP	Service Provider
T-Code	Transaction Code
UUPIC	Universal Uniform Personal Identification Code
VPP	Vendor Payment Processor

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APPENDIX B – AP INVOICE ESCALATION PROCESS WORKFLOW

FM- Accounts Payable Invoice Escalation Process Flow
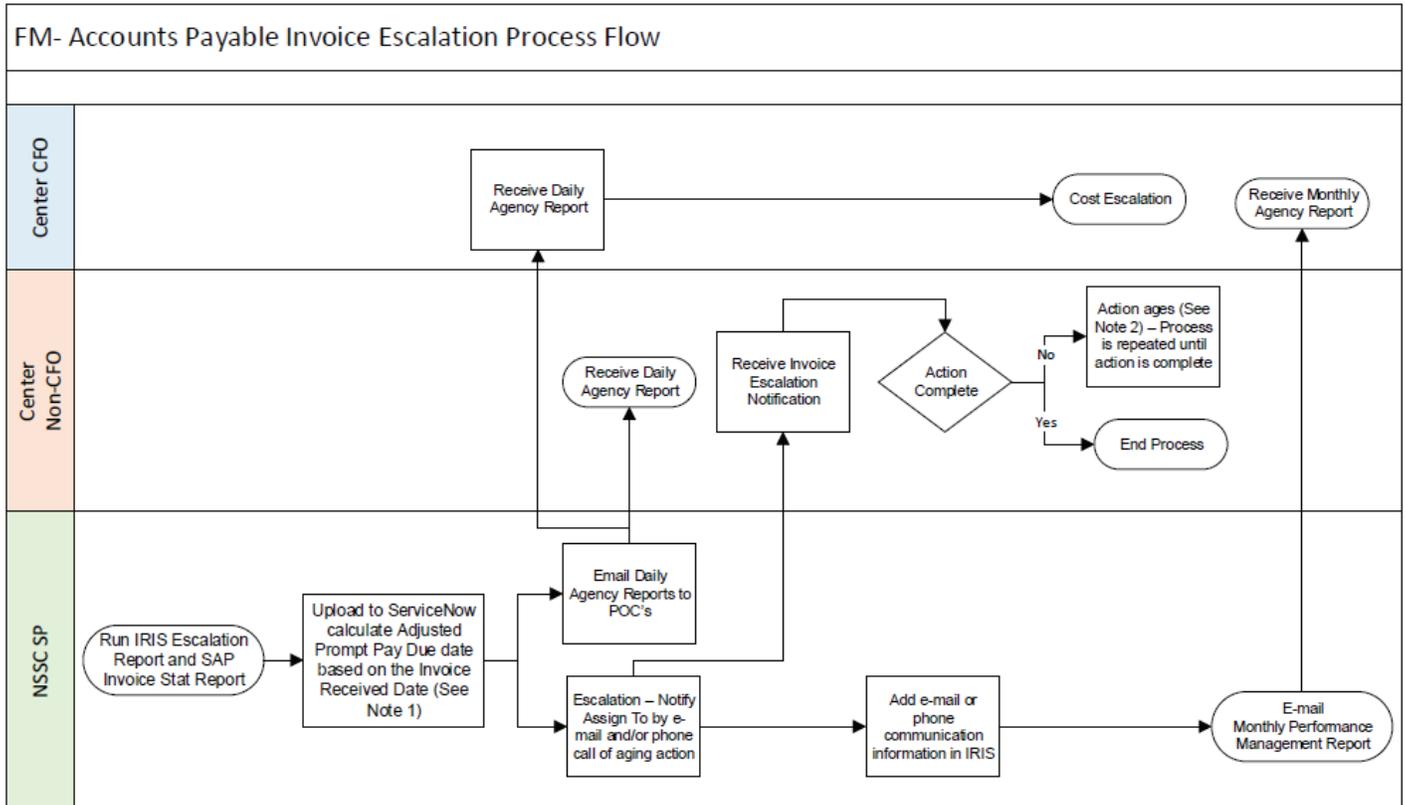
NOTE 1: The Adjusted Prompt Pay Due Date takes into account the following:
- 3 days for posting the document once all actions are complete
- 1 day for the IPP CLIN validation to run overnight
- 1 day for the payment proposal run
- Month-end closing for payments (the last 3 business days)
- Holidays and weekends

NOTE 2: Aging actions will be escalated to supervisor
NOTE 3: NSSC Civil Servants (CS) oversees the process

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APPENDIX C – AGING INVOICES ESCALATION EMAIL

Dear (Approver):

Please find a list of document(s) below that are assigned to you in IRIS and are pending your action. Completing the action(s) by the adjusted prompt payment due date listed will avoid interest penalties being paid.

Approval Type	Activity Type	BA	Center	Doc Number	Invoice Amount	Invoice Received Date	Adjust Prompt Pay Due Date	PO Number	533Ind
Contract Approval	Email	22	Glenn Research Center	5603085118	42160.86	2019-06-06	2019-06-24	80GRC018C0034	X
Contract Approval	Email	22	Glenn Research Center	5603085119	2951.23	2019-06-06	2019-06-24	80GRC018C0034	X

If your actions have dependencies (i.e. you are waiting for the Contractor's 533 to be processed, you are waiting for a report to be evaluated, the item is going through quality testing, etc.), please reply to this e-mail or contact the NSSC Customer Contact Center so the dependency can be noted, and escalations temporarily suspended.

For assistance completing IRIS requests, please refer to EPSS IRIS job aids (hyperlink added).

If you have questions or need further assistance, please contact the NSSC at 1-877-677-2123 (1-877-NSSC123) or by email at nssc-contactcenter@nasa.gov

Please disregard this notification if you already completed this action and marked it complete in IRIS.

Note: The Adjusted Prompt Pay Due Date takes into account the following:
- 3 days for posting the document once all actions are complete
- 1 day for the IPP CLIN validation to run overnight
- 1 day for the payment proposal run
- Month-end closing for payments (the last 3 business days)
- Holidays and weekends

Thank you,
The NSSC Accounts Payable Invoice Escalation Team
Web: http://www.nssc.nasa.gov/customerservice
Fax: 1-866-779-6772

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APPENDIX D – DAILY AGENCY APPROVAL REPORT EMAIL TEMPLATE

Dear (Procurement):

Subject: Daily Agency Approval Report

Please find the attached Daily Agency Pending Invoice Approval Report as of Month XX, XXXX for your review.

*Documents aged 8 days or less from the Adjusted Prompt Pay Due Date are highlighted in RED
*Documents aged 9-15 days before the Adjusted Prompt Pay Due Date are highlighted in YELLOW

All other documents should be worked timely to prevent them from falling into YELLOW or RED status.

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

Note: The Adjusted Prompt Pay Due Date takes into account the following:
- 3 days for posting the document once all actions are complete
- 1 day for the IPP CLIN validation to run overnight
- 1 day for the payment proposal run
- Month-end closing for payments (the last 3 business days)
- Holidays and weekends

Thank you,
The NSSC Accounts Payable Escalation Team

Web: http://www.nssc.nasa.gov/customerservice
Fax: 1-866-779-6772

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APPENDIX E – DAILY AGENCY CONTRACT_PO FUNDING REPORT EMAIL TEMPLATE

Dear (Contract/PO Funding Team):

Subject: Daily Agency Contract/PO Funding Pending Report

Please find the attached Daily Agency Contract/PO Funding Report as of Month XX, XXXX for your review.

*Documents aged 8 days or less from the Adjusted Prompt Pay Due Date are highlighted in RED
*Documents aged 9-15 days before the Adjusted Prompt Pay Due Date are highlighted in YELLOW

All other documents should be worked timely to prevent them from falling into YELLOW or RED status.

- Additionally, the NASA Shared Service Center (NSSC) needs your assistance to ensure "UNASSIGNED" documents are assigned in IRIS. All IRIS actions need to be assigned to the appropriate individuals in IRIS in order for Accounts Payable to perform the escalation process.

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

Note: The Adjusted Prompt Pay Due Date takes into account the following:
- 3 days for posting the document once all actions are complete
- 1 day for the IPP CLIN validation to run overnight
- 1 day for the payment proposal run
- Month-end closing for payments (the last 3 business days)
- Holidays and weekends

Thank you,
The NSSC Accounts Payable Escalation Team

Web: http://www.nssc.nasa.gov/customerservice
Fax: 1-866-779-6772

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APPENDIX F – DAILY AGENCY COST REPORT EMAIL TEMPLATE

Dear Cost Process Champion Team:

Subject: Daily Agency Cost Report

Please find the attached Daily Agency Cost Escalation Report as of Month XX, XXXX for your review.

*Documents aged 8 days or less from the Adjusted Prompt Pay Due Date are highlighted in RED
*Documents aged 9-15 days before the Adjusted Prompt Pay Due Date are highlighted in YELLOW

All other documents should be worked timely to prevent them from falling into YELLOW or RED status.

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

Note: The Adjusted Prompt Pay Due Date takes into account the following:
  • 3 days for posting the document once all actions are complete
  • 1 day for the IPP CLIN validation to run overnight
  • 1 day for the payment proposal run
  • Month-end closing for payments (the last 3 business days)
  • Holidays and weekends

Thank you,
The NSSC Accounts Payable Escalation Team

Web: http://www.nssc.nasa.gov/customerservice
Fax: 1-866-779-6772

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APPENDIX G – DAILY AGENCY FI APPROVAL REPORT EMAIL TEMPLATE

Dear (FI Invoice Approval Team):

Subject: Daily Agency FI Approval Report

Please find the attached Daily Agency FI Invoice Approval Escalation Report as of Month XX, XXXX for your review.

*Documents aged 8 days or less from the Adjusted Prompt Pay Due Date are highlighted in RED
*Documents aged 9-15 days before the Adjusted Prompt Pay Due Date are highlighted in YELLOW

All other documents should be worked timely to prevent them from falling into YELLOW or RED status.

Additionally, the NASA Shared Service Center (NSSC) needs your assistance to ensure "UNASSIGNED" documents are assigned in IRIS. All IRIS actions need to be assigned to the appropriate individuals in IRIS in order for Accounts Payable to perform the escalation process. If you have any questions or need further assistance, please contact the NSSC at 1-877-677-2123 (1-877-NSSC123) or by email at nssc-contactcenter@nasa.gov

Note: The Adjusted Prompt Pay Due Date takes into account the following:
- 3 days for posting the document once all actions are complete
- 1 day for the IPP CLIN validation to run overnight
- 1 day for the payment proposal run
- Month-end closing for payments (the last 3 business days)
- Holidays and weekends

Thank you,
The NSSC Accounts Payable Escalation Team

Web: http://www.nssc.nasa.gov/customerservice
Fax: 1-866-779-6772

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APPENDIX H – DAILY AGENCY FI FUNDING REPORT EMAIL TEMPLATE

Dear (FI Funding Team):

Please find the attached Daily Agency FI Funding Escalation Report as of Month XX, XXXX for your review.

*Documents aged 8 days or less from the Adjusted Prompt Pay Due Date are highlighted in RED
*Documents aged 9-15 days before the Adjusted Prompt Pay Due Date are highlighted in YELLOW

All other documents should be worked timely to prevent them from falling into YELLOW or RED status.

Additionally, the NASA Shared Service Center (NSSC) needs your assistance to ensure "UNASSIGNED" documents are assigned in IRIS. All IRIS actions need to be assigned to the appropriate individuals in IRIS in order for Accounts Payable to perform the escalation process. If you have any questions or need further assistance, please contact the NSSC at 1-877-677-2123 (1-877-NSSC123) or by email at nssc-contactcenter@nasa.gov

Note: The Adjusted Prompt Pay Due Date takes into account the following:
- 3 days for posting the document once all actions are complete
- 1 day for the IPP CLIN validation to run overnight
- 1 day for the payment proposal run
- Month-end closing for payments (the last 3 business days)
- Holidays and weekends

Thank you,
The NSSC Accounts Payable Escalation Team

Web: http://www.nssc.nasa.gov/customerservice
Fax: 1-866-779-6772

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APPENDIX I – DAILY AGENCY GRAP REPORT EMAIL TEMPLATE

Dear (GRAP Team):

Please find the attached Daily Agency Goods Receipt/Acceptance Escalation Report as of Month XX, XXXX for your review.

*Documents aged 8 days or less from the Adjusted Prompt Pay Due Date are highlighted in RED
*Documents aged 9-15 days before the Adjusted Prompt Pay Due Date are highlighted in YELLOW

Additionally, the NASA Shared Service Center (NSSC) needs your assistance to ensure "UNASSIGNED" documents are assigned in IRIS. All IRIS actions need to be assigned to the appropriate individuals in IRIS in order for Accounts Payable to perform the escalation process.
If you have any questions or need further assistance, please contact the NSSC at
1-877-677-2123 (1-877-NSSC123) or by email at nssc-contactcenter@nasa.gov

Note: The Adjusted Prompt Pay Due Date takes into account the following:
  • 3 days for posting the document once all actions are complete
  • 1 day for the IPP CLIN validation to run overnight
  • 1 day for the payment proposal run
  • Month-end closing for payments (the last 3 business days)
  • Holidays and weekends

Thank you,
The NSSC Accounts Payable Escalation Team

Web: http://www.nssc.nasa.gov/customerservice
Fax: 1-866-779-6772

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APPENDIX J – DAILY AGENCY INTEREST FI FUNDING REPORT TEMPLATE

Dear (NSSC AP Lead):

Subject: Daily Agency Interest FI Funding Report

Please find the attached Daily Agency Interest FI Funding Escalation Report as of Month XX, XXXX for your review.
Please ensure any "UNASSIGNED" actions are properly assigned to the appropriate individuals in IRIS.

Note: The Adjusted Prompt Pay Due Date takes into account the following:
   • 3 days for posting the document once all actions are complete
   • 1 day for the IPP CLIN validation to run overnight
   • 1 day for the payment proposal run
   • Month-end closing for payments (the last 3 business days)
   • Holidays and weekends

Thank you,
The NSSC Accounts Payable Escalation Team

Web: http://www.nssc.nasa.gov/customerservice
Fax: 1-866-779-6772

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APPENDIX K – SUPERVISOR ESCALATION EMAIL TEMPLATE

Dear (Supervisor):

Subject: ACTION REQUIRED: Please review IRIS Actions

Please find a list of documents below that are pending action in IRIS by (Assigned To). Pending invoice actions need to be completed by the Adjusted Prompt Pay Due Date listed to avoid interest penalties being paid to the vendors.

Approval Type	Activity Type	BA	Center	Doc Number	Invoice Amount	Invoice Received Date	Adjust Prompt Pay Due Date	PO Number
FI Approval	Continuous Escalation	51	Goddard Space Flight Center	1900068136	2915.86	2019-05-16	2019-06-10	

As the applicable actions are performed, please ensure pending requests are marked as complete in IRIS so the invoices can be posted and processed for payment by the NSSC.

IRIS can be accessed at: https://iris.nasa.gov/

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

Note: The Adjusted Prompt Pay Due Date takes into account the following:
- 3 days for posting the document once all actions are complete
- 1 day for the IPP CLIN validation to run overnight
- 1 day for the payment proposal run
- Month-end closing for payments (the last 3 business days)
- Holidays and weekends

Thank you,
The NSSC Accounts Payable Escalation Team

Web: http://www.nssc.nasa.gov/customerservice
        Fax: 1-866-779-6772

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APPENDIX L – PHONE COMMUNICATION TEMPLATE

Good morning/afternoon (Mr. /Ms.):

My name is (IE Name). I'm with the NASA Shared Services Center calling about some aging invoices that require your attention. Do you have a few minutes to discuss these actions?

Before the call:

- Have a list of all aging actions available for discussion.

- Inform the Assign To person of the (CRD) Committed Resolution Date process

- Be prepared to discuss the Adjusted Prompt Pay Due Date calculation

- Ask the person if they would like an email with a list of invoices

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APPENDIX M – VOICE MESSAGE COMMUNICATION TEMPLATE

Good morning/afternoon (Mr. /Ms.):

My name is (IE Name). I'm with the NASA Shared Services Center calling about some aging invoices that require your attention. Please contact the Invoice Escalation team at your earliest convenience at 877.677.2123.

I will send you a follow-up email listing the invoices that require your action.

 Have good day.

Before the call:

- Have a list of all aging actions available for discussion.

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APPENDIX N – AGENCY SBIR/STTR REPORT TEMPLATE

NOTE: The Agency SBIR/STTR Report will be emailed to NSSC Procurement POC's

Dear (Procurement):

Subject: Daily Agency SBIR/STTR Report

Please find the attached Agency SBIR/STTR Report for invoices pending approval in the Invoice Routing and Information System (IRIS). Please ensure pending invoice actions are completed prior to the Adjusted Prompt Pay Date. If you have any questions or need further assistance, please contact the NSSC at
1-877-677-2123 (1-877-NSSC123) or by email at nssc-contactcenter@nasa.gov

Note: The Adjusted Prompt Pay Due Date takes into account the following:
  • 3 days for posting the document once all actions are complete
  • 1 day for the IPP CLIN validation to run overnight
  • 1 day for the payment proposal run
  • Month-end closing for payments (the last 3 business days)
  • Holidays and weekends

Thank you,
The NSSC Accounts Payable Escalation Team

Web: http://www.nssc.nasa.gov/customerservice
Fax: 1-866-779-6772

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APPENDIX O – DAILY AGENCY POSTED EXCEPTION REPORT

Invoices in Posted status will be monitored to determine if the invoice is ready for payment by the VPP.

The report will be scheduled to be emailed to the NSSC VPP Leads daily where they will status documents on the list. The IE will review aging documents and work with the AP Supervisor for assistance, if needed to resolve issues.

IE will contact the VPP/Lead to alert them of the aging posted document to determine if disbursement can be processed prior to aging on CMP 6.2

Report criteria:
- Invoice Status is Posted
- 5 days or less before Adjusted Prompt Pay Due Date

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APPENDIX P – DAILY AGENCY PARKED EXCEPTION REPORT

Invoices in Parked status with all IRIS actions completed or aging with no IRIS actions will be monitored to determine if the invoice is ready for posting by the VPP. If VPP posting actions are necessary, IE will contact VPP or center Lead to work the invoice prior to aging on CMP 6.11.

The report is emailed to IE the first business day of every week. IE will review aging documents to validate the text fields reflect the current pending action. IE will contact NSSC VPP or center Lead to make any necessary corrections. IE will work with the AP Supervisor for assistance, if needed to resolve issues.

Report Criteria:

- Invoice Status is Parked
- 20 calendar days or less before Adjusted Prompt Pay Due Date

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APPENDIX Q – CONTINUOUS ESCALATION EMAIL TEMPLATE

Dear (Supervisor):

Subject: ACTION REQUIRED: Please review IRIS Actions

The NSSC Invoice Escalation Team have made several attempts to contact (Assigned To) regarding the pending IRIS actions shown below.

To avoid interest penalties being paid to the vendors, pending invoice actions need to be completed by the Adjusted Prompt Pay Due Date listed below.

Document Number	Task Type	Est. Due Date	Adjust Prompt Pay Due Date
5603053303	Contract/PO Funding	2019-05-17	2019-05-13
5603053299	Contract/PO Funding	2019-05-17	2019-05-13
5603053249	Contract/PO Funding	2019-05-17	2019-05-13

As the applicable actions are performed, please ensure pending requests are marked as complete in IRIS so the invoices can be posted and processed for payment by the NSSC.

Please disregard this notification if this action is already completed and marked complete in IRIS.

For assistance completing IRIS requests, please refer to EPSS IRIS job aids.

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

Note: The Adjusted Prompt Pay Due Date takes into account the following:

- *3 days for posting the document once all actions are complete*
- *1 day for the IPP CLIN validation to run overnight*
- *1 day for the payment proposal run*
- *Month-end closing for payments (the last 3 business days)*
- *Holidays and weekends*

Thank you,
The NSSC Accounts Payable Escalation Team

Web: http://www.nssc.nasa.gov/customerservice
Fax: 1-866-779-6772

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APPENDIX R – UNASSIGNED IRIS ACTIONS EMAIL TEMPLATE

Dear POCs,

Subject: ACTION REQUIRED: Please review Unassigned IRIS Actions

Please find the attached list of documents that are pending action in IRIS. Unfortunately, we are unable to complete invoice escalation because the IRIS action is unassigned.

To ensure the invoice escalation process is worked timely and correctly, please go into IRIS and assign the pending actions as soon as possible.

IRIS can be accessed at: https://iris.nasa.gov/

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

Thank you,

The NSSC Accounts Payable Escalation Team

Web: http://www.nssc.nasa.gov/customerservice

Fax: 1-866-779-6772

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APPENDIX S – DAILY AGENCY ESCALATION REPORTS ISSUE EMAIL TEMPLATE

Dear POCs,

Subject: Daily Agency Escalation Reports Issue

The Accounts Payable Invoice Escalation Team is experiencing technical difficulties with the Daily Agency Escalation Reports. As a result, the data contained in the reports may not reflect the most up-to-date information. If you have completed the action already in IRIS, please disregard.

The Information Automation Services and IT Teams are working to resolve the problem as quickly as possible.

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

Thank you,

The NSSC Accounts Payable Escalation Team

Web: http://www.nssc.nasa.gov/customerservice

Fax: 1-866-779-6772

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APPENDIX T – GRAP END USER EMAIL TEMPLATES

Template for: Accounts Payable Invoice Escalation – GRAP Initial Email

Dear (End User Name):

Subject: Receipt of Items (PO#)

The NSSC has a pending receipt for item(s) ordered on award number (PO Number) in the amount of (dollar amount of invoice). The Document Reference Number is (DRN). The invoice is due in (number of days to APPDD) days.

If you have received the items ordered under this award, please reply to all in this e-mail and provide the date(s) the item(s) was received and accepted. If you have not received the item, please notify us by replying to this e-mail.

Line #____ Quantity Rec'd _____ Quantity Accepted _____ Date Rec'd: _____ Date Accepted: _____

Line #____ Quantity Rec'd _____ Quantity Accepted _____ Date Rec'd: _____ Date Accepted: _____

Line #____ Quantity Rec'd _____ Quantity Accepted _____ Date Rec'd: _____ Date Accepted: _____

Line #____ Quantity Rec'd _____ Quantity Accepted _____ Date Rec'd: _____ Date Accepted: _____

Line #____ Quantity Rec'd _____ Quantity Accepted _____ Date Rec'd: _____ Date Accepted: _____

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

Thank you,
NSSC Accounts Payable Invoice Escalation Team

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Template for: Accounts Payable Invoice Escalation – GRAP Invoice Escalation Email Notification

TO: Dear (End User Name)

CC: Logistics POC

Subject: GRAP Notification

The NSSC has received invoice/document reference number that is pending goods receipt for award order number (PO number) in the amount of (dollar amount). The goods receipt invoice is due in (number of days until APPDD). If you have received the items ordered under this award, please reply to all in this e-mail and include the receipt and acceptance date

Line #_____ Quantity Rec'd _____ Quantity Accepted _____ Date Rec'd: _____ Date Accepted: _____

Line #_____ Quantity Rec'd _____ Quantity Accepted _____ Date Rec'd: _____ Date Accepted: _____

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

Thank you,

NSSC Accounts Payable Invoice Escalation Team

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APPENDIX U – REVIEWING EXCEPTION REPORTS

INTEREST FI FUNDING REPORT

- The Daily Agency Interest FI Funding Exception Report is created and scheduled daily in ServiceNow. The report is disseminated daily to NSSC internal POCs.
- The criteria for the Interest FI Funding Exception Report uses the following criteria

- o   Review the Daily Agency Interest FI Funding Report documents
- o   The IE will Log into SAP
- o   Enter T-Code ZFI_AP_CONSOLE in the search box

- o   Enter document number (5600#) in the Invoice Document No. field
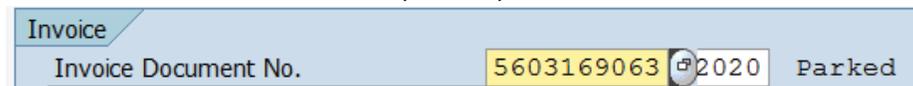
- o   Review IRIS notes and attachments
- o   Has the Lead escalated the document?
    - ▪ If Yes, recently? Any updates in notes
    - ▪ If No, Email Lead

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- IE will update the spreadsheet with notes, actions taken, save in the appropriate month located N:\FM Division\Accounts Payable Accounts Receivable\Accounts Payable\Escalation Process\NSSC-Escalation Process 2018\Exception Reports\Snow Reports FY20 and emails NSSC POCs when completed.

PARKED REPORT

- The Daily Agency Parked Exception Report is created and scheduled weekly in ServiceNow. The report is disseminated weekly to NSSC internal POCs.
- The criteria for the Parked Exception Report uses the following criteria

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All of these conditions must be met

StatusID ▼	is ✓	Parked	AND	OR	✕
Active ▼	is ✓	true ✓		AND OR	✕
Approval ▼	is ✓	Approved	AND	OR	✕
or Approval ▼	is empty ✓	✕			
Funding ▼	is ✓	Complete	AND	OR	✕
or Funding ▼	is empty ✓	✕			
GR ▼	is ✓	Complete	AND	OR	✕
or GR ▼	is empty ✓	✕			
Cost ▼	is ✓	Complete	AND	OR	✕
or Cost ▼	is empty ✓	✕			
Type ▼	is not ✓	ZI	AND	OR	✕
Type ▼	is not ✓	ZC	AND	OR	✕
Type ▼	is not ✓	ZH	AND	OR	✕
Type ▼	is not ✓	ZL	AND	OR	✕
Type ▼	is not ✓	ZT	AND	OR	✕
Type ▼	is not ✓	KW	AND	OR	✕

- o The IE will Log into SAP
- o Enter T-Code ZFI_AP_CONSOLE in the search box

✓ ZFI_AP_CONSOLE 📄

- o Enter document number (5600#) in the Invoice Document No. field
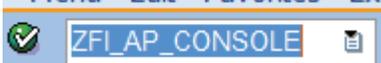
Invoice		
Invoice Document No.	5603169063 ⊡ 2020	Parked

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- o Select View Tab Screen or F8

IRIS Request Console

☐ View Tab Screen ✎
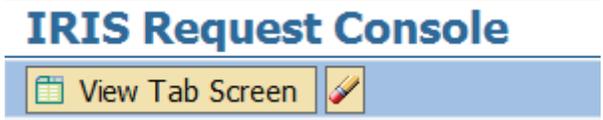
- o The IE will review the following items of the report
  - ▪ Documents parked over 72 hours and not routed for any action
  - ▪ Penny documents that have posted/paid parent document
  - ▪ Text fields coincide with the current pending action following the Text Code Explanation
  - ▪ Completed actions waiting to be posted
  - ▪ Has it been 72 hours since action completed in IRIS
- o NSSC Center AP Lead will be sent an email of document(s) to review for resolution
- IE will update the spreadsheet with notes, actions taken, save in the appropriate month located N:\FM Division\Accounts Payable Accounts Receivable\Accounts Payable\Escalation Process\NSSC-Escalation Process 2018\Exception Reports\Snow Reports_FY20 and emails NSSC POCs when completed.

POSTED REPORT

- The Daily Agency Posted Exception Report is created and scheduled daily in ServiceNow. The report is disseminated daily to NSSC internal POCs.
- The criteria for the Posted Exception Report uses the following criteria

All of these conditions must be met

StatusID	▼	is	✓	Posted		AND	OR	✕
Active	▼	is	✓	true	✓	AND	OR	✕
Days remaining	▼	less than or is	✓	5		AND	OR	✕
Posting Date	▼	before	✓	Yesterday	✓ 📅	AND	OR	✕
Type	▼	is not	✓	ZH		AND	OR	✕
Type	▼	is not	✓	ZL		AND	OR	✕
Type	▼	is not	✓	ZT		AND	OR	✕
Type	▼	is not	✓	ZC		AND	OR	✕
Type	▼	is not	✓	ZI		AND	OR	✕

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- The report is sent in excel format. The IE will verify Posting Date does not include the last/prior business day.
  - Example: Friday November 15 postings are not included on Monday November 18 report. Filter out last/prior business date from excel
  - Sort the excel by BA
  - Sort PPA Date "oldest to newest"
    - Review documents with PPA date 6 business days from current date
      Example: Current date is 11-11-2019; Any PPA date after 11-18-2019 will not be reviewed. Any PPA date prior to 11-19-2019 will be reviewed

BA	Type	StatusID	DocumentNo	OA/Contract Number	Purch Doc	Amount	Invoice Received Date	PPA Date	Adjusted Prompt Pay Due Date	Due Immediately	IRIS URL	Posting Date
76	RE	Posted	5603130946_2019		8500024481	9,283.82	2019-08-22	2019-10-10	2019-09-16		https://iris.nasa.gov/iris.ui/invoice.jsp?invoiceId=56031309462019	2019-09-13
23	KR	Posted	1900007493_2020			37.16	2019-10-11	2019-11-12	2019-11-04		https://iris.nasa.gov/iris.ui/invoice.jsp?invoiceId=19000074932020	2019-11-13

- Log into SAP
- Enter T-Code MIR4 in the search box

MIR4

- Enter document number (DRN) to review from Daily Agency Posted Report

Display Invoice Document

Display Document

Invoice Document No.	5603154806
Fiscal Year	2020

- Enter Display Document

Display Document

- Review any attachments or notes on the document that explain what the document is pending
- Select Follow-On Documents

Follow-On Documents …

- Double click 5600# - Accounting Document

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Documents in Accounting

Document	Object type text
5603154806	Accounting document

- Scroll if necessary to bottom and double click the vendor name and ZREM.

```
Doc.Type : RE ( Invoice - gross ) Normal document
Parked by        NS000442       Posted by        NS000580
Doc. Number      5603154806     Company Code     NASA          Fiscal Year
Doc. Date        09/11/2019     Posting Date     11/07/2019    Period
Calculate Tax    ☐
Ref.Doc.         80NSSC18P2157  8
Doc. Currency    USD
Doc. Hdr Text    IPP Standard Invoice
```

Itm	PK	Account	Account short text	Amount	Funds Center
1	86	2190.1000	Other Liab Str Line	9,660.17	10
2	86	2190.1000	Other Liab Str Line	5,325.47	10
3	86	2190.1000	Other Liab Str Line	5,325.47	10
4	86	2190.1000	Other Liab Str Line	5,325.47	10
5	86	2190.1000	Other Liab Str Line	5,325.47	10
6	86	2190.1000	Other Liab Str Line	5,325.48	10
7	86	2190.1000	Other Liab Str Line	5,325.47	10
8	31	155998	PLASMA PROCESSES, LL	41,613.00-	
*				0.00	

- On the next screen if there is a clearing date and 2000# the date identifies when the document was placed on a proposal. Drill into the 2000# provides a 1300# which is the date/clearing number treasury accepted the payment

Clearing	11/08/2019 / 2000021313

  - o If there is not a clearing date or 2000#, the document is still not processed on a proposal; review the text field on the follow on (under the clearing date field) for any valid reasons pending the invoice being processed on a proposal
  - o Valid reasons would include: EFT Cancellation, ZREM Update, Foreign Payment

Text	EFT Cancellation FMC029504/FMT58737

Text	CF011 Pending Payment Acknowledgement

Text	Pending ZREM Update FMC048485/FMT058477

  - o Another reason could be the lead attempted to process the payment but another proposal for another center had the ZREM blocked. The ZREM can only be paid on one proposal. Once the payment has been processed by the civil servant, the ZREM is free to be placed on another payment proposal.

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- Payment Proposals are automated. The results are found on the N drive every morning for the leads to review and validate.
  N:\FM_Division\Accounts_Payable_Accounts_Receivable\Accounts_Payable\Payment Proposals\FY 2020
- Select the correct month
- Select the center to review document
- Select the current date spreadsheet
- Review proposal exception tabs
- Messages provide ZREMS that were unable to be processed for the center. The ZREM is noted to be contained in another proposal and identifies what other proposal had the ZREM for payment

Time	Message text uncoded	
06:06:58	Vendor 152643 NASA is contained in proposal 11/18/2019 SD031; no editing	
06:06:58	Vendor 152643 NASA is contained in proposal 11/18/2019 SD031; no editing	
06:07:40	Vendor 157666 NASA is contained in proposal 11/18/2019 HD034; no editing	
06:07:40	Vendor 157666 NASA is contained in proposal 11/18/2019 HD034; no editing	

Raw Data | MD044 | **MD044 Exceptions** | ⊕

- IE will update the spreadsheet with notes, actions taken, save in the appropriate month located N:\FM_Division\Accounts_Payable_Accounts_Receivable\Accounts_Payable\Escalation Process\NSSC-Escalation_Process_2018\Exception_Reports\Snow_Reports_FY20 and emails NSSC POCs when completed.

SD REPORT

- The Daily Agency SD Exception Report is created and scheduled weekly in ServiceNow. The report is disseminated weekly to NSSC internal POCs.
- The SD Exception Report uses the following criteria:

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All of these conditions must be met

Text	▼	contains	✓	SD		AND	OR	✕
Days remaining	▼	less than or is	✓	20		AND	OR	✕
Active	▼	is	✓	true	✓	AND	OR	✕
Type	▼	is not	✓	ZI		AND	OR	✕
Type	▼	is not	✓	ZC		AND	OR	✕
Type	▼	is not	✓	ZH		AND	OR	✕
Type	▼	is not	✓	ZL		AND	OR	✕

- Once an IE receives the report, they are to review the document(s) on the report for the following:
    - Log into SAP
    - Enter T-Code ZFI_AP_CONSOLE in the search box

    ✔ | ZFI_AP_CONSOLE | 📄

    - Enter document number (5600#) in the Invoice Document No. field

Invoice	
Invoice Document No.	5603169063 ⊡2020 Parked

    - Select View Tab Screen or F8

    IRIS Request Console

    📋 View Tab Screen ✐

    - Review
        - If document is related to IPAC, exclude from review
        - Has the document been routed and is pending IRIS actions?
            - If Yes – email the Lead of the document number and in the email provide a reminder that SD is only used in the text when a document is unable to be routed.
            - If No – review notes on the document and if a SNOW ticket is notated, review any updates to the notes. If the notes in the ticket or on the document have not been updated in two days, email the lead or vendor master (if pending action) for an updated status

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- IE will update the spreadsheet with notes, actions taken, save in the appropriate month located N:\FM Division\Accounts Payable Accounts Receivable\Accounts Payable\Escalation Process\NSSC-Escalation Process 2018\Exception Reports\Snow Reports FY20 and emails NSSC POCs when completed.

AGING OUTSTANDING LATE INVOICE REPORT

- The Aging Outstanding Late Invoice Report is created and scheduled weekly in ServiceNow. The report is disseminated weekly to NSSC internal POCs.

- The criteria for the Aging Outstanding Late Invoice Report use the following:

- Once SP AP Supervisor or delegate receives the report, they are to review the document(s) on the report for the following:

  o Review escalation performed for each document on the report to ensure escalation is being performed accurately.

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- Enter Document number in ServiceNow >Invoice Escalation > IRIS Escalation Tasks and filter by false in the Active field