

## Fast Facts

- No form is required to register for on-site training. Log into your training account within SATERN to register.
- Training materials associated with a specific course being procured by the NSSC will also be purchased and included in the purchase order. Training materials not associated with a training course along with off-site conference rooms, hotels, meals, etc. need to be procured through the Center's Procurement Office.

## Correspondence with the NSSC

Toll Free: 1-877-NSSC123 (1-877-677-2123)

E-mail: [nssc-contactcenter@nasa.gov](mailto:nssc-contactcenter@nasa.gov)

### Fax:

Support documents for On-site/Internal Training Requests should be faxed to the NSSC at 1-866-779-NSSC (6772) using NSSC-Form-0027 as a cover sheet.

Only requests coming from Center Training Offices will be accepted. Contact your Center Training Office if you have Internal Training requirements.

### SATERN:

Internal Training registrations will be made using SATERN. For more information see: <https://saterninfo.nasa.gov>.

### Mail:

NASA Shared Services Center  
Attn: Training Purchases  
Building 1111, C Road  
Stennis Space Center, MS 39529

### NSSC homepage:

[www.nssc.nasa.gov](http://www.nssc.nasa.gov)

### NSSC Customer Service page:

[www.nssc.nasa.gov/onsitetraining](http://www.nssc.nasa.gov/onsitetraining)



National Aeronautics and  
Space Administration



Interested in hosting training at your facility?



**NSSC**  
NASA Shared Services Center

Quick  
Reference Guide

August 2010

NSSC-SD-0017 Rev. 2

**Customer Focused**



on-site training purchases



## High Level Process Steps

1. Center Training Office submits Internal Training Request Form [NSSC-Form-0057](#) and Internal Training Procurement Requisition Form [NSSC-Form-0058](#) (once purchase is ready to be made) by selecting the “E-mail Record” key on the final page of each form;
2. NSSC HR builds course offering into SATERN;
3. NSSC Procurement receives form and prepares purchase documents;
4. NSSC PR verifies course was satisfactory; and,
5. NSSC Financial Management pays vendor.

### **Internal Training Scope**

The purchasing and SATERN data entry for Internal Training is limited to those courses purchased by the Center Training Office. This does not include IEM, Safety, or any other program/project funded courses, nor does it include Organizational Development courses. The NSSC will build course offerings in SATERN if there is a potential for a course purchase.

## NSSC Responsibilities

- Ensure that sufficient funds to cover anticipated training purchases are received from the Centers on a quarterly basis;
- Monitor the expenditure of funds vs. funding received from the Centers;
- Conduct appropriate charge back billing to the Centers;
- Build course offerings in SATERN;
- Perform course completion in SATERN;
- Issue course satisfaction surveys via Inquisite software;
- Provide course satisfaction reports to Centers;

## NSSC Responsibilities (Cont.)

- Ensure adequate funding is available for the Purchase;
- Review and approve sole source justification if required;
- Generate purchase orders in SAP/IEM using Outside Buyer role;
- Determine and document price reasonableness;
- Prepare supporting file documentation;
- Provide Center Points of Contact to Vendor for course coordination;
- Provide Center Training Offices copy of vendor cancellation policy upon course purchase;
- Prepare and award purchase orders;
- Provide purchasing documents/information to NSSC Human Resources Office for completion of registration activities;
- Verify that all course objectives were met by the contracting Center;
- Notify NSSC FM to make vendor payment;
- Administer Policy Changes and Updates with Office of Human Capital Management, Program Management Officer, NASA Centers, Field Offices, COTRs and others as Required; and,
- Process invoices for payment resulting from any purchase orders awarded for Internal Training activities.



## Center Responsibilities

- Ensure all training requests and supporting documentation are complete before submitting them to the NSSC;
- Ensure sufficient Center CMO funds are transferred to the NSSC's Working Capital Fund on a quarterly basis;
- Ensure sole source requests have proper justifications (the justification must demonstrate that only one company can perform the requested services); and,
- Ensure on-site logistical support is provided for courses. This support includes: clearing instructors through security; coordinating room changes; AV equipment reservations; responding to technical difficulties associated with the room or equipment (e.g., computer failures, etc.); coordinating accommodations for handicap attendees; coordinating the room set-up; and receiving and distributing course material.

## Key Process Reminders

- All modifications are to be faxed to the NSSC via [NSSC-Form-0027](#), identifying nature of modification.
- All course rosters are to be faxed to NSSC with [NSSC-Form-0027](#) as a cover sheet.
- All course cancellations should be faxed to NSSC via [NSSC-Form-0027](#).
- All requests to expedite a purchase should be made by placing the word “expedite” in the request form comments field; notify the NSSC via phone of an expedited request.