National Aeronautics and
Space Administration

NASA Shared Services Center Service Delivery Guide

NSSDG-1100-0001   Revision 3.0

Effective Date: **11/01/2022**
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NSSC Information Technology (IT) Business Services

Responsible Office: NSSC Information Technology Business Services

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Approved by

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Chief, Budget and Accounting Division

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Date

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DOCUMENT HISTORY LOG

Status (Basic/Revision Cancelled)	Document Version	Effective Date	Description of Change
Basic	1.0	11/01/2011	Basic Release
Revision	1.0	11/01/2016	Revision – Appendix B added to include refund process.
Revision	2.0	11/01/2019	Revision – Changed verbiage within Introduction. Under Process 2, updated Step 3a and deleted Step 3b. Deleted Step 4. Appendix A (Acronym List) included WAPR and deleted WEST.
Revision	3.0	11/01/2022	Revision – Updated links for AP SDG and Refund Form

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Introduction

Beginning in Fiscal Year FY11, the National Aeronautics and Space Administration (NASA) implemented a new sourcing model for enterprise-level Information Technology (IT) services. The strategy was initially identified as the NASA Information Technology Integrated Infrastructure Program (I3P). In FY16 the name was changed to NASA Agency Enterprise Information Technology Services Program (ITSP). Common IT infrastructure services utilized by all NASA centers were identified and consolidated into Agency Enterprise ITSP contracts: End User Service Office (EUSO), NASA Integrated Communications Services (NICS), Enterprise Application Service Technologies 2 (EAST 2), Networx (GSA requirements in relation to NICs requirements), and Enterprise Infrastructure Solutions (EIS) with the Enterprise Service Desk/Enterprise Service Request System (ESD/ESRS) providing cross-cutting help desk, ordering, notification, self-help, and customer satisfaction survey deployment services for these contracts.

The Information Technology Business Services (ITBS) Office, is located at the NASA Shared Services Center and provides support to the ITSP offices in the areas of business administration, resource management, cost accounting, contract administration, SLI/Metrics Reporting and AP Processing support related to the ITSP Contracts. The ITBS office will utilize a Working Capital Fund model for managing and funding the ITSP contracts.

Annually and in conjunction with the NSSC annual PPBE budget cycle, the ITBS office will formulate the budget for ITSP contracts being managed by the NSSC. The process begins in the August / September period of the current year with a primary purpose of establishing a budget for the CY+2. Also as part of the process, the operating budget and associated rates for ITSP contracted services can be adjusted. The annual "general" time line of activities is:

October	Data call package sent with final PPBE Current Year utilization
November	All Center final updates due to NSSC for NSSC/Office of the Chief Information Officer (OCIO) analysis
December	Validated utilization data sent back to Centers/MDs for review and comment and to complete analysis of costs to determine service level rates and charge backs
January	NSSC management decisions on final rates and charge backs; complete Center/MD Chargeback Focus Group review

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February/April	Finalize Planning, Programming, Budgeting, and Execution (PPBE), NSSC Budget Rollout VITS, PRG input submit to PAE / Agency VITS
March/June	Support budget formulation for Agency activities not funded by WCF

Most functions within resource management are recurring monthly processes with the exception of completing the SF-132 for Spend Authority which occurs annually in the August through September timeframe. The monthly recurring tasks frequency may increase as a result of incremental funding, Continuing Resolutions (CRs), or unplanned increases in requirements.

Processes – Roles & Responsibilities

Process 1 – Budget Formulation		
Roles and Responsibilities	Action	Tips/Notes
Step 1 **ITBS Office** Initiate ITSP PPBE	ITBS office issues data call out to the Centers, Mission Directorates (MDs), and OCIO to identify their ITSP contract requirements. **Output:** ITSP PPBE initiated.	This process is completed in advance of the Agency PPBE process.
Step 2 **Centers/Mission Directorates (MDs)/OCIO** Define and Provide ITSP Requirements	Centers, MDs, and OCIO define and provide ITSP requirements to the ITBS office. **Output:** ITSP requirements are defined and provided to the ITBS office.	Process completed in conjunction with the NSSC Operations and Budget data call.

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Step 3 **ITSP/Chief Information Officer (CIO)** Validate Requirements	ITSP CIO works with the SO to validate the ITSP requirements. The CIO approves the final data. **Output:** CIO approval of ITSP PPBE requirements.	ITSP Contracting Officers validate available contract capacity.

Process 2 - Governmental Payment and Collection (IPAC) Processing		
Roles and Responsibilities	Action	Tips/Notes
Step 1 (Annually) **ITBS Resource Analyst/ Office of the Chief Financial Officer (OCFO)** Request WCF Spending Authority from Office of Management and Budget (OMB) via the OCFO	Based on the finalized NSSC PPBE, the ITBS office prepares the WCF Spending Authority Request Package and works with HQ OCFO for submission to OMB. **Output:** OMB approves the WCF Spending Authority and OCFO distributes the funding authority to the NSSC ITBS Office.	The WCF Spending Authority Request package is due to HQ OCFO in late July or early August.
Step 2a **ITBS Resource Analyst** Center/MD IPAC Schedules	The ITBS office develops the IPAC Schedule based on the approved WCF Spend Authority. **Output:** IPAC Schedule distributed to Centers and MDs.	Standard NSSC IPAC schedule format will be utilized.
Step 2b **ITBS Cost Accountant** **Create Sales Order**	Creates Sales Order in SAP to record all advances and liquidations in WCF. **Output:** Sales Order is created.	Only one Sales Order (per center, per contract) is created each Fiscal Year (FY) with the initial advance; that sales order is updated throughout the year as additional advances are received.

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Step 3a **Center Resources Personnel** Provide Funding	Using reference information in the Enterprise Performance Support System (EPSS), Center Resources Personnel create a Funds Commitment Document (FCD) in SAP using the Working Capital Advance Payment Request tool which utilizes T-Code FMZ1 and submits the request for Advance Payment to the NSSC where a BOT records the advance and forwards the information to Accounts Payable for processing. **Output:** Request for Advance Payment received and processed by the BOT and sent to Accounts Payable for processing.	Processes and detailed information are captured in EPSS

Process 2 - Governmental Payment and Collection (IPAC) Processing		
Roles and Responsibilities	Action	Tips/Notes
Step 4a **NSSC Accounts Payable (AP)** Reviews Service Now Ticket	The NSSC AP team reviews the Form 76 submitted to determine is submitted for Services and Training or any ITSP contracts. The NSSC AP team routes the applicable ServiceNow tickets to the ITBS office for review. **Output:** All ServiceNow tickets are reviewed and appropriately routed in ServiceNow.	

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Step 4b **ITBS Cost Accountant** Validates FCD	Reviews ServiceNow tickets to determine that Form 76 was submitted correctly, that amount, contract number, vendor numbers and fund(s), etc. are correct. Any errors found are documented and the form and ticket are rejected. All tickets found to be correct are submitted to NSSC AP for processing. **Output:** Form 76 and funding in SAP is reviewed for accuracy.	
Step 4c **NSSC Accounts Payable (AP)** Accepts Funding	The NSSC AP team records the advance payments in SAP using T-Code F-47; posts vendor down payment using T-Code F-48, creates the Systems, Applications and Products in Data Processing (SAP) file and routes ServiceNow Task to the NSSC Intra-Governmental Payment and Collection (IPAC) Team. **Output:** NSSC gains ownership of funds within the WCF. Advance payments are recorded; ServiceNow Task is routed to the NSSC IPAC Team.	
Step 4d **NSSC IPAC Team** **Issue IPAC**	Processes and issues IPAC for the advance payments. **Output:** IPAC is issued to the ITBS office and a ServiceNow Task is routed to the ITBS office.	
Step 5 **ITBS Office**	Creates and releases Purchase Requests (PRs) in SAP.	

Process 2 - Governmental Payment and Collection (IPAC) Processing		
Roles and Responsibilities	Action	Tips/Notes

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Creates Purchase Requests (PRs)	**Output:** NSSC Procurement is notified through a ServiceNow Task and SAP that a PR has been created and is pending obligation of funds.	
Step 6 **Agency Enterprise ITSP Contracting Officer** Obligates PR	NSSC Procurement releases PR and routes to the appropriate ITSP contracting officer for the creation of contract modification to obligate the PR in Contract Management Module (CMM) and issue to the Vendor. **Output:** Vendor receives and signs contract modification; funds are obligated.	

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Process 3 - Invoicing and Reconciliation		
Roles and Responsibilities	Action	Tips/Notes
Step 1 **IT End Users / Center Resource Analyst** Place Orders	IT End Users place orders with the ESRS – Center RAs approve/deny requests. Output: Order placed in ESRS and Funding tracked in SAP and Access Database.	Center Resource Analyst identifies Cost Center when approving each order.
Step 2 **IT Vendors** Provide Service invoice/533 and supporting documentation for Orders Placed	IT vendors provide service and submit monthly electronic invoice/533, by order number, and electronic supporting material, including 533 electronic load file according to contract/ITSP requirements. **Output:** Invoice/533 and supporting documents received.	
Step 3 **NSSC Document Imaging** Receives Invoice / 533 Electronic Load File and Supporting Material; submits all electronic data to NSSC ITBS	Document Imaging receives ITSP invoice and automatically initiates the standard Agency AP process. Document Imaging receives the electronic supporting documentation via a separate e-mail. **Output:** Invoice received and sent to AP via IRIS.	
Step 4a **NSSC AP** Initiates Invoice Approval Process	NSSC AP Initiates Approval Process. **Output**: CO/COR approval requested in IRIS and cost is requested from ITBS office in IRIS.	View the NSSC AP SDG for details.

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Step 4b **Center** Reconcile	Center reconciles matching orders from the invoice supporting documents and 533 electronic load file. **Output**: Automated reconciliation completed and the ITBS office is notified.	

Process 3 - Invoicing and Reconciliation		
Roles and Responsibilities	Action	Tips/Notes
Step 5 **ITBS Office Resource Manager** Identifies Exceptions and Prepares Invoice Reconciliation Report	ITBS office validates exceptions and prepares invoice and 533 Reconciliation Report to Center RAs. EUSO reconciliation workbooks are uploaded to SharePoint. **Output:** Invoice and 533 Reconciliation report are provided to the COR and Center RAs and captured in Access Databases or Center Validation Workbooks.	
Step 6a **ITSP Contracting Officer/ CORs and Center RAs** Approve Invoices	Reviews invoices, reconciliation report, 533 reconciliation report and electronic load file; reviews metrics performance in Dashboards and Analytics, and ITSP Contractor Metrics Report. Center RA and COR recommends adjustments and CO approves invoice for the appropriate amount; Center RA provides updated Invoice Reconciliation Report to ITBS office. EUSO reconciliation workbooks uploaded to SharePoint. **Output:** CO approvals made in IRIS and AP/ITBS office is notified.	

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Step 6b **Center Resource Analysts** Review reconciliation report	Reviews reconciliation report. **Output:** Identifies adjustments and provides updated reconciliation report. EUSO reconciliation workbooks uploaded to SharePoint for ITBS office review.	
Step 7 **ITBS Cost Accountant** Reconcile and Make Adjustments	ITBS office reconciles, adjusts cost according to CO/COR input. **Output:** Adjustments are complete and reconciliation updated.	Manual reconciliation is performed on orders that do not match.
Step 8 **ITBS Cost Accountant**	ITBS office records cost in SAP for the approved amount.	

Process 3 - Invoicing and Reconciliation		
Roles and Responsibilities	Action	Tips/Notes
Applies Cost	**Output:** Cost Request to AP is completed in IRIS.	
Step 9 **NSSC AP** Pay Vendor	AP receives the approval notification from the CO in SAP workflow and the completed cost request in IRIS from the ITBS office. **Output:** Invoice is paid.	

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Process 4 – Refund Process		
Roles and Responsibilities	Action	Tips/Notes
Step 1 **Centers/MDs/ITSP Procurement** Sends request to ITBS office for refund.	Refund requests can be sent to the ITBS office by either the Centers, MDs or the ITSP Procurement office. **Output:** Refund request form.	Refund Form link.

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Step 2 **ITBS Office**	See Appendix B **Output:** Refund is processed and budget is available at Center.	

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Process 5 – Center Monthly Validation Report		
Roles and Responsibilities	Action	Tips/Notes
Step 1 **ITBS Cost Accountant** Generate validation report	Generates monthly ITSP validation report from Microsoft Access Databases. **Output:** Routes validation report to Center Resource Analysts.	
Step 2 **Center Resource Analyst** Validate report	Validates and identifies any funding adjustments and returns to the ITBS office within 2 business days. **Output:** Center-validated report is returned to the ITBS office to begin the liquidation process.	

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Process 6 - Funding Liquidation		
Roles and Responsibilities	Action	Tips/Notes
Step 1a **ITBS Cost Accountant** Generate liquidation report	Funding adjustments from the Center validation reports are made in Access Database and the monthly ITSP liquidation report is generated. **Output:** Monthly liquidation report.	Bill is prepared monthly.
Step 1b **ITBS Cost Accountant** Validate report	Funding is validated. **Output**: ServiceNow Case is created and submitted to AP.	
Step 2 **NSSC AP / ITBS Office** Liquidate Center Funds	NSSC AP processes all liquidations to record cost against the Center Funds Commitment Documents by the end of the month; the ITBS office processes all Center liquidations to record revenue on the Sales Order by the end of the month. **Output:** Funds are liquidated and Service Now Task is resolved.	

Process 7 – Billing (as related to posting cost and reporting revenue)		
Roles and Responsibilities	Action	Tips/Notes
Step 1 **ITBS Office** Develops Bill reports based on final liquidation report	ITBS office creates phased plan based on annual plans and invoice projections. **Output:** Monthly bill plan amount	

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Step 2 **ITBS Office** Upload monthly cost	Inputs monthly actuals to Center/MD workbooks by ITSP Contract. **Output:** Monthly bill by contract	
Step 3 **Customer Relationship Management Specialist** Posts, and distributes Performance & Utilization Report Metrics	Receives monthly bills and consolidates with Performance and Utilization metrics. **Output:** Output: Report posted and distributed.	

Process 8 – Service Level Agreement (SLA) Administration for ITSP		
Roles and Responsibilities	Action	Tips/Notes
Step 1 **ITBS Office**	Generate Center MD/Center/CIO plan from ABMS PPBE **Output:** ABMS Report.	.
Step 2 **NSSC Customer Satisfaction and Communication**	Integrates plan into a published Service Level Agreement (SLA) for Center concurrence **Output:** Published SLA report	
Step 3 **ITBS Office**	Validate SLA **Output:**	

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Step 4 **Centers, MDs, OCIO**	Approves annual SLAs **Output:** Signed SLAs	

Process 9 – Performance and Utilization Reporting		
Roles and Responsibilities	Action	Tips/Notes
Step 1 **IT Vendor** Submits Metrics Data	Vendor will submit metric data as an accompanying file with their monthly invoice. **Output:** Metrics filed for evaluation	

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| **Step 2**
ITSP Contracting Officer/CORS Service Offices

Review Invoice Reconciliation Report, Perform Adjustments and Approve Invoices | Once the final technical performance metrics are validated by the CORs, the Service Offices complete the Service Area Detail Reports, which correlates the detailed results with SLI objectives.

When assessing NICS performance, Service Offices collaborate with Subject Matter Experts (SMEs) at each center to validate individual Center performance. Additionally, ESD collected metrics are used to compare and validate vendor provided metrics data. In these cases, a Center specific Service Area Detail Report is created by the Service Office.

Once the Service Office assessment is complete, the COR recommends invoice adjustments for the next month's invoice and the CO approves the invoice.

COR provides updated invoice reconciliation report and retainage pool figures to the ITBS office. The CO will then execute a contract modification as applicable to reflect actual award fee. The ITBS office will validate resulting adjustments are accurately reflected in 533 reporting and invoice submittal.

Output: Approvals made in SAP Workflow and AP/ITBS office and SP notified of approved invoice amount and retainage pool adjustments for contract. | |

Process 9– Performance and Utilization Reporting (cont'd)		
Roles and Responsibilities	Action	Tips/Notes

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Step 3 **Service Offices/** **CORs** Supply Performance Results	The Service Office provides the Contracting Officer with the final performance evaluation report with recommended retainage for subsequent payment. Once the performance assessment is complete, the associated Service Area Detail Reports are uploaded into the Enterprise Repository for dissemination to Service Executives and Center representatives. **Output:** The finalized Service Area Detail Reports are placed in the Enterprise Repository.	Approved performance metrics are placed in the ITSP Performance Repository. Service Area Detail Report rolls up into the Service Area Summary Report and the Agency Summary Report.
Step 5 **ITSP Contracting Officer** Notifies IT Vendor of Performance	Reviews the evaluation and notifies the ITSP vendor of the monthly performance. **Output:** Vendor notification of performance results.	

Process 9 – Performance and Utilization Reporting (cont'd)		
Roles and Responsibilities	Action	Tips/Notes

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Step 6 **ITBS Office** Create and Distribute IT Contract Metrics Report	The ITBS office collects the internal evaluation performed by both the COR and Service Office representatives to determine the monthly performance results. Final evaluation data is sent to Center SMEs to support center analysis. The ITBS office informs Center Representatives and Service Executives by e-mail that final performance reports are available in the Enterprise Repository. **Output:** ITSP Contract Metrics Report distribution is performed.	

Process 10 – Survey Administration, Analysis, and Reporting		
Roles and Responsibilities	Action	Tips/Notes
Step 1 **ITBS Office** Analyze survey results	Prepare monthly ITSP survey analysis and reporting **Output:** Report is provided to Service Offices/ OCIO.	
Step 2 **COR/CO** Reports analysis	Reviews survey analysis, takes corrective action as indicated by survey results **Output:** Corrective action and reporting as applicable	

Process 11 – Contract Management

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Roles and Responsibilities	Action	Tips/Notes
Step 1 **ITSP Contracting Officer** Administers IT Contracts	Administers the ITSP Contracts in accordance with the ITSP Contract Administration Plan (CAP) and contract requirements. **Output:** Actions required by the CAP.	.
Step2 **ITSP Contracting Officer** Contract Administration	Each ITSP Contract will have a primary and secondary point of contact, to ensure there is no single point of failure. The CO will communicate frequently with the CORs and contractors, and as necessary with NSSC Legal Counsel and Small Business Specialist. COs are responsible for overall administration of the ITSP contracts. **Outputs:** • Overall administration of ITSP contracts • Coordinate with COR • Negotiate and award contract and task order modifications • Issue new task orders as requested • Process invoice approval or rejection • Ensure Subcontracting Plan compliance • Exercise Options in accordance with the terms of the contract • Monitor funding availability for all contracts • Coordinate DRD approval or rejection • Provide overall coordination of the contract between NASA and vendors • Address and resolve Level 3 actions in ServiceNow • Update the P drive with executed modifications, task orders, and correspondence	

Contract Funding		
Roles and Responsibilities	Action	Tips/Notes

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| **Step 1**

ITBS Office / ITSP Contracting Officer / Center / ITBS Resource Analysts

Monitor Funding | Both the ITSP Contracting Officer and ITBS office monitor funding levels. The CO will notify the ITBS office of any requirements that need funding.

Output: Notify Center and ITBS office of funding requirements. | |
| | **The detailed funding process is outlined in Process 2 – Government Payment and Collection (IPAC) Processing.** | |

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Interest Payment Processing		
Roles and Responsibilities	Action	Tips/Notes
Step 1 **NSSC AP** Initiates Invoice Process	NSSC AP submits a request for funding for the Interest payment via IRIS. **Output**: ITBS office is notified of funding requirement.	
Step 2 **ITBS Cost Accountant**	ITBS Cost accountant requests funds for the interest payment from the applicable Center. **Output**: The Center is notified of funding requirement.	
Step 3 **Center**	Funds are sent in to the NSSC via FCD in SAP. **Output:** Funding available for processing.	
Step 4	**The detailed fund collection process is outlined in Process 2 – Government Payment and Collection (IPAC) Processing.**	
Step 5a **ITBS Office**	Funds are recorded into the WCF but no PR is created. Funds are not obligated to the contract. **Output**: Funds are recorded on the Sales Order.	

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Step 5b **ITBS Cost Accountant**	Funding information is forwarded to AP via IRIS. **Output:** Cost request to AP is completed in IRIS.	See Appendix C for data to send AP.

Metrics

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
NSSC-AP	Center/MD funding advances processed	ITBS Cost Accountants	95% of advances with complete funds commitment documents are processed within 4 business days.
ITBS – Cost Accountants	Liquidate transactions	Centers/ Mission Directorates	95% of liquidation transactions with available funding are processed by the end of the calendar month that the services are billed.
ITSP - Contracting	Contract funding modifications	Centers/Mission Directorates	90% of contract funding modifications are awarded within 5 business days after receipt of released Purchase Request from ITBS Budget/ Resources.
ITSP - Contracting	Request for Proposals	Centers/Mission Directorates	90% of Request for Proposals for proposed contract changes or new services issued within 10 business days of receipt of COR's completed package. (This SLI includes Tail Circuits, Out of Bank Access, etc.)

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ITSP - Contracting	Contract modifications to add new services	Vendor	90% of modifications to the appropriate Master Agreement/ Delivery Order to add new services are completed within 7 business days after of receipt of completed package.

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
ITBS – Cost Accountants/Resource Analysts	Process advances	Centers/MDs	Process 95% of advances within 5 business days upon notification from NSSC Accounts Payable.
ITBS – Cost Accountants/Resource Analysts	Process purchase requests	ITSP Contracting Office	95% of Purchase Requests are processed within 2 business days of posting of advance.

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ITBS – Cost Accountants/Resource Analysts	Vendor invoice reconciliation	Center Resource Analysts	90% of reconciliations are validated and processed within 5 business days of invoice receipt/Funding Check and Reconciliation Tool report and submitted to Center Resource Analysts for analysis and any adjustments.
ITBS – Cost Accountants	Process Utilization Report against advance	ITBS Cost Accountants	95% of advances with complete funds commitment documents are processed within 4 business days.

Privacy Data

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

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System Components

Existing Systems/Tools

IT System Title	IT System Description	Access Requirements	IT System Interfaces
SAP	NASA's Core Financial System	User Role at NSSC	
Enterprise Performance Support System (EPSS)	Electronic Library with Reference Material	User Role at Centers	Primarily a reference library of instructions for interfaces and processes associated with SAP
Invoice Routing and Information System (IRIS)	System for Receiving and Tracking Invoices	User Role at the NSSC	
ServiceNow	System for Work Tracking and Data Capture	User and Administrator Roles at the NSSC; Center role for ad-hoc reporting or through Dashboard and Analytics	
CMM	System for Managing Contracts	User Role at the NSSC	SAP
NAMS	Controls Access to ITSP Business Systems	IT Business Office Staff ITSP Service Offices Center/MD Users/Customers Center/MD CILs, OCIO	Various (See Previous Chart # 3 of 3)
SharePoint 2010	System for storing and tracking performance data	SharePoint License	Future: ESD, other NASA reporting systems
TechDoc	Stores electronic documents used in NSSC's workflow and processing systems	User Role	ServiceNow, IRIS
NICS Corporate PMIS Reporting System (SAIC)	Tools used by NICS/SAIC to provide contract DRDs (of with which reports is one of them)	User Role to Access Reports	TBD

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ABMS	Tool used by NSSC to formulate service budgets, rates, and compare actuals for analysis and customer reporting	User Role Limited Access	Manual Interface

SYSTEM COMPONENTS (cont'd)

New Systems/Tools

IT System Title	IT System Description	Access Requirements	IT System Interfaces
Access databases	Access databases maintained in the ITBS office. Functions include funds validation for order approval; Monthly costing and accruals; Reconciliations (Invoices & 533's); Reporting		
ESRS	System for Ordering ITSP Services	User and Administrator Roles at the NSSC; User Roles at Centers	Dashboards and Analytics
Dashboards and Analytics	System for Reporting Metrics	User Roles at the NSSC, Centers & Service Offices	ESD

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Appendix A - Acronym List

ABMS	Activity Based Management System
ACES	Agency Consolidated End-User Services
AP	Accounts Payable
BO	Business Office
CAP	Contract Administration Plan
CIO	Chief Information Officer
CMM	Contract Management Module
CO	Contracting Officer
COR	Contracting Officer Representative
CR	Continuing Resolution
EAST 2	Enterprise Applications Service Technologies 2
EPSS	Enterprise Performance Support System
ESD	Enterprise Service Desk
ESRS	Enterprise Service Request System
FY	Fiscal Year
IT	Information Technology
ITBS	Information Technology Business Services
ITSP	Information Technology Services Program

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IPAC	Intra-Governmental Payment and Collection
IRIS	Invoice Routing and Information System
IT	Information Technology
MD	Mission Directorate
NASA	National Aeronautics and Space Administration
NICS	NASA Integrated Communications Services
NSR	NSSC Service Request
NSSC	NASA Shared Services Center
OCIO	Office of the Chief Information Officer
PPBE	Planning, Programming, Budgeting and Execution
PR	Purchase Request
PUR	Performance and Utilization Report
SAP	Systems, Applications and Products in Data Processing
SLA	Service Level Agreement
SME	Subject Matter Expert
SO	Service Office
WAPR	Working Capital Funds Advance Payment Request
WCF	Working Capital Fund

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Appendix B – NSSC Refund Process (double click to open)

User Guide

NSSC REIM Sales Order Process - FY15 Forward

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Last update: 11/04/2014

Process a Refund

Procedure below outlines the process to process a refund on an I3P contract. This requires the Center to submit an NSSC Form 84 to be processed. The form should be routed to the lead of ITBS for approval. This also requires a balance, equal to or greater than the amount of the refund, of uncosted obligations on a Purchase Request applicable to the I3P contract. Request a deobligation of the PR through Procurement. **The deobligation via modification of the I3P contract must be complete prior to completing any of the following steps.**

Procedure below outlines the process to complete a budget transfer.

Execute FMBB
Enter FM Area: **NASA**
Complete the following fields under the data tab:

Process:	Transfer
Budget Category:	Payment
Document Type:	CNTR
Version:	0

Complete the following fields under Sender:

Fiscal Year:	Current Fiscal Year
Fund:	Fund related to the deobligation of funding as found in the above step (example: I3PX22016R)
Period:	Current Period

Complete the following fields under Receiver:

Fiscal Year:	Current Fiscal Year
Fund:	Fund related to the deobligation of funding as found in the above step (example: I3PX22016R)
Period:	Current Period

Complete the following fields on the first row:

+/-:	-
Type:	REIM

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Appendix C – Accounting for Interest Payment

Information needed for Interest Payments

1. Cost Center – 10XB011

2. G/L Account – 6330.2550

3. Order – FC000000

4. WBS Element – Enter the appropriate WBS element. 150473.XX.YY

   a. XX – This represents the contract.

      i. 01 – ACES
      ii. 03 – NETWORX
      iii. 04 – NICS
      iv. 05 – WEST
      v. 06 – EAST 2

   b. YY – This represents the Center.

      i. 10 – HQ
      ii. 11 – OCIO
      iii. 12 – JPL-HEO
      iv. 13 – JPL-SMD
      v. 21 – ARC
      vi. 22 – GRC
      vii. 23 – LaRC
      viii. 24 – AFRC
      ix. 51 – GSFC
      x. 62 – MSFC
      xi. 64 – SSC
      xii. 72 – JSC
      xiii. 76 – KSC

5. Fund – Enter current-FY I3P fund (i.e., I3PX02014R).

6. Fund Center - 10

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