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Space Administration

NASA Shared Services Center
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NASA Shared Services Center Service Delivery Guide

NSSDG-3400-0001 Revision: 3.0

Effective Date: September 30, 2011
Expiration Date: September 30, 2016

Registration-Reimbursement for External Training

Responsible Office: Human Resources Division

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Approved by

/s/ Kenneth L. Newton

Kenneth L. Newton
Deputy Director, Service Delivery Directorate

September 26, 2011

Date

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DOCUMENT HISTORY LOG

Status (Basic/Revision Cancelled)	Document Version	Effective Date	Description of Change
Basic	Basic	06/21/06	Basic Release
Revision	A	05/31/07	<ul style="list-style-type: none"> • Changed SDG to match process. • Added bulk purchase process. • Put in new template. • Changed flow charts to cross functional diagrams.
Revision	3.0	9/15/11	<ul style="list-style-type: none"> • Document originated under NSSC-HR-SDG-0019 and renumbered on 08/22/11 to align with SDNS numbering adopted in March 2010. • Changed SDG Title to reflect "External Training" vs. "Off-Site Training" to coincide with SATERN terminology. • Changed SDG template. • Changed SDG to match process including upgrade of SATERN to 5.8.5 processes. • Changed flow charts to cross functional diagrams. • Replaced NF-1735 with SF-182 form. • Modifications (new). • New Appendices. • Adjusted Process to reflect results of L6S Kaizen Event. • Adjusted internal process to a paper-less environment. • Added responsibilities for Invoice payment process. • Added monthly reporting requirements.

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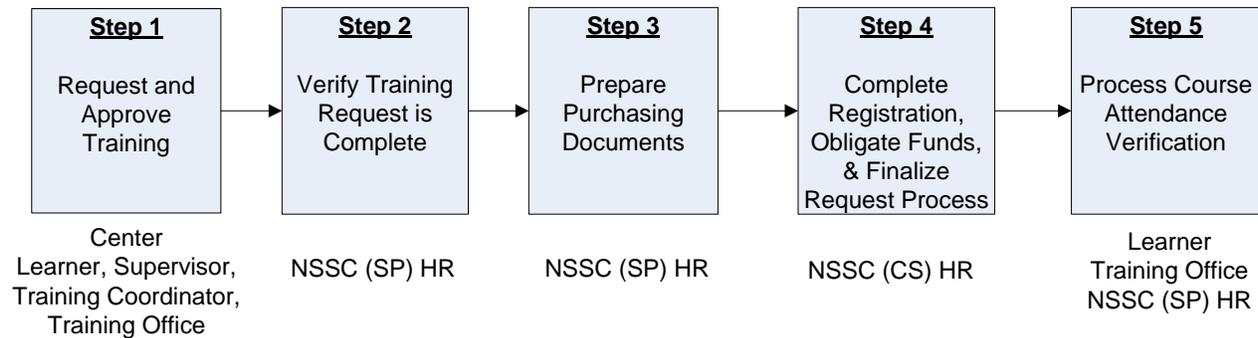
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Introduction

The National Aeronautics and Space Administration (NASA) Shared Services Center (NSSC) will handle registration activities for NASA employees for individually funded training activities. These activities include individual courses, conference attendance, and university programs. The NSSC is responsible for completing appropriate procurement documentation, registering the attendee(s), sending confirmation notices, verifying attendance/completion of training, maintaining academic grade reports, distributing and maintaining training evaluations, updating and maintaining the training records in SATERN (System for Administration, Training, and Educational Resources for NASA), processing employee reimbursements, and maintaining electronic training authorization documentation files. The NSSC retains responsibility for the registration of the Learners and for the obligation and payment of training activities either by credit card or purchase order.

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PROCESS – REGISTRATION-REIMBURSEMENT FOR EXTERNAL TRAINING



External Training Request Process		
Roles and Responsibilities	Action	Tips/Notes
Step 1 a. Center Learner Submit Request	<p>A Learner initiates the process when they identify a course they would like to attend. The Learner completes the SF-182, "Request, Authorization, Agreement and Certification of Training" in SATERN. Form fields highlighted in "red" must be completed by the Learner. In addition, the comments block should be used to identify the training Vendor's registration Web site. When User ID and Password are required by a Vendor for registration or membership discount, the Learner needs to provide this information to the NSSC in the comments block as well. If the Learner does not wish to provide required membership IDs and passwords, the NSSC may be unable to complete the registration/purchase of the training course or receive the member discount. In either case, the Learner needs to indicate if they have a user ID and password with the vendor.</p> <p>Session preferences or special requirements must be indicated in the comments block of the SF-182 to be included in the registration/purchase.</p>	<p>Learners should type or paste the Vendor's Web link in the requester's comments block on the SF-182 to enable the Center Training Office (CTO) to review the course and cost information. If a Web link is not available, the Learner must fax or deliver the course information to their Training Office.</p>

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External Training Request Process		
Roles and Responsibilities	Action	Tips/Notes
<p>b. Supervisor</p> <p>Approve Request</p>	<p>Upon receipt of a SATERN e-mail notification, the Supervisor reviews the request for completeness and relevance, gains any other required approvals, including funding, and approves the request in SATERN. If the Supervisor rejects the request, the Learner will receive a denial e-mail from SATERN.</p>	
<p>c. Training Coordinator</p> <p>Approve Request</p>	<p>Upon approval by the Supervisor, the Training Coordinator receives a SATERN e-mail notifying them that a request has been approved by the Supervisor. The Training Coordinator then reviews the information submitted to ensure that the request is complete and appropriate for approval.</p>	<p>Centers will determine the approval level where available budget/funding is confirmed.</p>
<p>d. CTO</p> <p>Complete SF-182 and Approve Request</p>	<p>The CTO receives a SATERN e-mail notification that the request has been approved. The CTO reviews the information submitted to ensure that the request is complete and appropriate for approval. The CTO completes additional required information and course coding (fields highlighted in "blue"), as well as any missing information from the Learner. If incomplete, the CTO may elect to reject the request and require the Learner to submit a new request. If the CTO does not approve the course, the Learner receives a SATERN e-mail stating that the request has been denied.</p> <p>Special Cases - Before approving any requests in SATERN, the CTO must do the following:</p> <p><u>Pre-Registered Learners</u></p> <p>If the Learner is already registered in the course/conference that the NSSC is purchasing, enter the wording "LEARNER IS PRE-REGISTERED" as the first note in the SF-182 comments block (block C.6.).</p>	<p>Please note, the NSSC will use credit card purchases as the primary method for procuring training. In the event that a vendor will not accept a credit card, a purchase order will be processed, which will incur additional processing costs to the Center (accounts payable charge).</p> <p>All special case indications should be in all CAPS.</p>

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Roles and Responsibilities	Action	Tips/Notes
	<p><u>Expedited Training Requests</u></p> <p>If the request for a course or conference needs to be processed in less than 5 business days, the CTO will enter "EXPEDITE" as the first word in the SF-182 comments block (block C.6.) and contact the NSSC Customer Contact Center to submit an Incident (Help Desk) ticket so the NSSC can determine if they can process the request. If the NSSC cannot process the request, the CTO will be contacted and they can elect to cancel the request or have the Learner pay up front and modify the request to a reimbursement request.</p> <p><u>No Cost Requests</u></p> <p>For training requests that have no registration costs, or are funded by the Center, the CTO will enter "NO COST" as the first word in the SF-182 comments block (block C.6.).</p> <p><u>Project Funded Requests</u></p> <p>For training requests that are funded by Center Project funding, the CTO will enter "PROJECT FUNDED" as the first word in the SF-182 comments block (block C.6.).</p> <p><u>Reimbursement Requests</u></p> <p>For training requests that are paid by the Learner, the CTO will enter "REIMBURSEMENT" as the first word in the SF-182 comments block (block C.6.).</p> <p><u>Training Requests Over \$3,000</u></p> <p>For training requests exceeding \$3000, the CTO completes the Integrated Procurement Documentation for Training Purchases, NSSC Form 28, to justify the sole source acquisition, and submit to the NSSC.</p> <p><u>Agency-Funded Training</u></p> <p>For training to be funded at the Agency level (for leadership development), the CTO will enter "AGENCY FUNDED" as the first phrase in the SF-182 comments block (block C.6.).</p>	<p>Expedited requests interrupt processing of routine training requests and can impact costs. Expedites should be limited to short-notice requirements that meet a Center's <i>need</i>. They should not include optional last- minute requests, those delayed by Center inaction, or last- minute attempts to get registration discounts.</p> <p>Training Requests over \$25K require a 30-day lead time for processing.</p> <p>For prepaid courses, Learners complete a Claim for Reimbursement for Expenditures On Official Business form, SF-1164, and submit it with a payment receipt and a copy of the approved SF-182 to their CTO for approval. The CTO will submit the documents to the NSSC under cover of NSSC Form 27, where it will be processed by the NSSC Financial Management Office.</p>

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Roles and Responsibilities	Action	Tips/Notes
	<p><u>Bulk Purchase Requests</u></p> <p>If the CTO has a need to process 5 or more requests for the same conference or course, the CTO has the option of using the NSSC Bulk Purchase Process.</p> <ol style="list-style-type: none"> 1. Learners must create their own individual SF-182 Training Request 2. The CTO holds all SF-182s related to the bulk purchase until all are at the Center Training Office level for approval 3. The CTO adds "BULK" as the first word in the SF-182 comments block (block C.6.) for each SF-182 to be included in the purchase prior to CTO approval <p>Output: Complete SF-182 submission in SATERN, plus supporting documentation when required for registration or cost justification.</p>	<p>For Bulk Purchases, it is recommended that the CTO send an e-mail to the NSSC Customer Contact Center listing the participants, SF-182 numbers, and the event title to help ensure all the individual SF-182s are included in the Bulk Purchase.</p> <p>For conferences or courses that are priced using foreign currency, the CTO needs to indicate costs in US dollars at the current exchange rate at time of approval.</p>

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Roles and Responsibilities	Action	Tips/Notes
<p>Step 2</p> <p>NSSC (SP) HR</p> <p>Verify Training Request is Complete</p>	<p>Once the CTO approves the training request, HR (SP) receives a SATERN e-mail and a Remedy ticket alerting them that they have a Learner approval pending in SATERN. A Remedy ticket is also created automatically at this time. The NSSC reviews the approved training request for completeness and accuracy, and reviews any CTO comments for unique situations, pre-registrants, prepayments, or bulk requests.</p> <p>If package is not complete, (SP) HR will log an error for quality control and mark the Training Purchases Tab incomplete (both in Remedy), then take steps with the Learner or CTO to complete the package.</p> <p>A complete SF-182 package includes all information which is required for NSSC to register and procure the requested offering for the individual Learner.</p> <p>Output: Validated SF-182 Training Request package (SF-182).</p>	<p>NSSC will preview the Web link in the requester comment block (block C.6) on the SF-182 for information on the course.</p> <p>Expedited SF-182s will be processed by the NSSC whenever possible, but are frequently limited by Vendor registration closeouts.</p>
<p>Step 3</p> <p>NSSC (SP) HR</p> <p>Prepare Purchasing Documents</p>	<p>SP HR receives notice from Remedy that a complete SF-182 package is ready for processing.</p> <p>For Purchase/Registration Actions: SP HR determines the appropriate method of purchase and prepares the appropriate documentation. If a purchase order will be used, the SP prepares contractual documents as required. The SP completes all required fields in Remedy and attaches the electronic documents for Registration/Purchase actions to the Remedy ticket. The completed Registration/Purchase ticket is then forwarded to the CS Training Purchase Team for action.</p>	<p>The majority of purchases will be made with a credit card. Due to the additional processing costs, purchase orders will only be used for transactions over \$25,000, or for those lower-valued transactions that cannot be procured by credit card.</p>

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External Training Request Process		
Roles and Responsibilities	Action	Tips/Notes
<u>Step 3 (Cont)</u>	<p>For No Cost, Reimbursement, and Project Funded training requests, the SP completes all actions required for registration (upon request) and documents completions in Remedy and by providing the final approval of the training request in SATERN.</p> <p>For academic courses, the SP creates the order log in P-Card on behalf of the CS Training Purchase Team and adds billing instructions to the SF-182. Once approved by the NSSC, the Learner takes a copy of the voucher with billing instructions (SF-182) to the college or university to complete the actual registration.</p> <p>Output:</p> <p>For Registration/Purchase (non-Academic): Training Request Package (SF-182) with appropriate documents attached to the Remedy ticket.</p> <p>For Academic Purchase Requests: An order log in P-Card and an SF-182 with appropriate billing instructions.</p> <p>For No Cost, Reimbursement, and Project Funded Requests: An approved training request in SATERN and a closed Remedy ticket.</p>	<p>NSSC should check comments block (block C.6.) section on the SF-182 from CTO to see if Learner already registered.</p> <p>CTO should note in the comments block (block C.6.) if they require the NSSC to complete registration for No Cost processes (to include Project Funded and Reimbursement requests)</p>
<p><u>Step 4</u></p> <p>NSSC (CS) HR NSSC (SP) HR</p> <p>Complete Registration, obligate funds, and close request process</p>	<p>For Registration/Purchase: CS Training Purchase Team Member reviews procurement file in Remedy, determines price reasonableness, approves NSSC Form 28 if applicable, authorizes payment to Vendor, and registers student. If a credit card will be used, creates the appropriate Order Log in P-Card (except for Academic requests) to document purchase. For purchase orders, the SP completes the appropriate fields in the IEM/SAP record. Upon completion of registration and purchase, updates Remedy, provides final SF-182 approval in SATERN, attaches SF-182 to Remedy ticket, and resolves the Remedy ticket.</p>	<p>Preferred methods of registration are on-line, through e-mail, or phone. Fax registrations should only be used when no other method is available.</p>

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Roles and Responsibilities	Action	Tips/Notes
Step 4 (Cont)	<p>For Academic Requests: CS Training Purchase Team Member reviews SF-182 and billing instructions in SATERN, completes final SF-182 approval, attaches approved SF-182 to Remedy ticket, completes all Remedy entries and resolves Remedy ticket.</p> <p>Output:</p> <p>Approved SF-182 in SATERN with appropriate billing instructions, and registration/purchase of training/conference seat.</p>	<p>Please Note – for Academic requests, the Learner will need to print out the final, NSSC-approved SF-182 (with billing instructions) and take it to the college or university for registration purposes.</p> <p>SATERN notifications will be sent by e-mail to the Learner and the CTO upon final approval of the SF-182.</p>
<p>Step 5</p> <p>Learner Center Training Office NSSC (SP) HR</p> <p>Process Attendance Verification</p>	<p>Once the last date of the External Training event passes, SATERN will generate an e-mail to the Learner to verify attendance (recurring reminder e-mails are sent to the Learner for verification).</p> <p>For non-academic: The Learner verifies attendance in SATERN and the SP provides approval so that attendance is documented in the Learner's Training History.</p> <p>For Academic: The Learner verifies attendance in SATERN and submits academic grades (transcript) to their CTO. The CTO submits grades to the NSSC under an NSSC Form 27 coversheet. Upon receipt of the grades, the SP documents the grades in SATERN and provides verification approval to document attendance in the Learner's Training History. The NSSC shall maintain a copy of the grade report for auditing purposes.</p> <p>The SP HR sends monthly reports to the CTOs to let them know of negative External Training verifications and missing academic grades over 60 days.</p> <p>Output: Completed training documentation in SATERN</p>	<p>CTO can send Learners transcripts by e-mail to: NSSC-ACADEMIC-GRADES@mail.nasa.gov or use the electronic e-mail link on the fax cover sheet NSSC-Form 27</p> <p>NASA Policy Directive (NPD) 3410.2F provides policy on passing grades and recordkeeping for academic courses.</p>

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Modifications		
Roles and Responsibilities	Action	Tips/Notes
<p>Step 1</p> <p>Learner and CTO</p> <p>Submission of NSSC Form 27 Center CTO completes Form 27</p>	<p>Center CTO completes and submits NSSC Form 27 to NSSC.</p> <p>Form can be submitted using e-mail link on form or faxed to NSSC Document Imaging. [Fax: 1-866-779-6772];</p> <p>NSSC Form 27 must include the following:</p> <ul style="list-style-type: none"> • NASA Center • Learner's name • SATERN Tracking Number • Changes to be made • Reason for changes • Signed by authorized CTO Approver <p>Output: SP HR receives NSSC Form 27 via Remedy change request.</p>	<p>All substitutions to the original Learner attending the event will require cancellation of the current SF-182 and the submission of a new SF182 by the new Learner.</p>
<p>Step 2</p> <p>NSSC (SP) HR</p> <p>Review and document Modifications</p>	<p>The SP HR reviews the NSSC Form 27 for accuracy and completeness.</p> <p>SP HR updates original Remedy ticket and SF-182 to reflect modifications and relates the two tickets in Remedy.</p> <p>For Training Purchases: If the modification is a cancellation, or affects training schedule, cost, title, Vendor, or other P-Card/SAP entry, the ticket will be sent to the CS Training Purchase member assigned the original ticket.</p> <p>For all others: SP HR completes the appropriate SATERN and Remedy entries and resolves the Remedy ticket.</p> <p>Output: Updated SATERN SF-182</p>	
<p>Step 3</p> <p>NSSC (CS) HR</p> <p>Update Registration/Purchase Documentation</p>	<p>The CS HR contacts vendors and modifies the P-Card or IEM/SAP entries as necessary.</p> <p>Output: Updated SF-182 record</p>	

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External Training Reports		
Roles and Responsibilities	Action	Tips/Notes
<p>Step 1</p> <p>NSSC (SP) HR</p> <p>Provide Monthly External Training Reports to Center Training Offices</p>	<p>SP HR prepares Center-specific monthly reports to list Learners that have:</p> <ul style="list-style-type: none"> Failed to validate External Training attendance in SATERN Failed to provide grades for academic training to the CTO Failed to meet minimum grade requirements for a academic course <p>Output: External Training Exceptions Reports.</p>	<p>The NSSC provides these reports to identify Center required actions that may include contacting Learners to take action or to initiate recoupment actions for training costs when appropriate.</p>
<p>Step 2</p> <p>CTO and Learner</p> <p>Review and document updates</p>	<p>The CTO should review the monthly reports and determine the appropriate actions which may include:</p> <ul style="list-style-type: none"> Contacting Learners to have them validate External Training attendance in SATERN Contacting Learners to have them provide grades for academic training to the CTO When appropriate, initiate recoupment process for failed grades or missed attendance <p>Output: Updated SATERN records</p>	<p>SATERN/NSSC will have provided reminders to Learners to validate training event attendance and for submission of grades. The monthly report is intended to identify those that have not responded in a timely manner (90 days), or that have provided records of failing grades.</p>

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Metrics

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
NSSC HR	Registration, procurement and confirmation to Learner	Learner and CTO	90% of the time, NSSC will complete the registration, procurement, and confirmation to the Learner within five (5) business days of an approved training request.

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PRIVACY DATA

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

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SYSTEM COMPONENTS

IT System Title	IT System Description	Access Requirements	IT System Interfaces
IEM-Core Financial	NASA's Agency-wide financial system. Provides standard processes and systems to support NASA's financial management activities.	Access obtained through IdMAX.	IEM-Core Financial
Federal Procurement Data System – Next Generation (FPDS-NG)	Web-based application. FPDS-NG is the central repository of Federal contract information. The system contains detailed information on contract actions over \$3,000.	Access granted by GSA using the FPDS-NG Web site.	FPDS-NG
NASA Acquisition Internet Service (NAIS)	Variety of Web-based applications used throughout the Agency.	Access granted by the NSSC's NAIS super user.	NASA Acquisition Internet Service
P-Card Solutions	System for documenting, reconciling, approving, and reporting purchases made using credit cards or convenience checks.	Access obtained through IdMAX.	P-Card Solutions
Remedy	Supports NSSC internal activities, metrics, etc.	NSSC Work Tracking and Library Access Request form.	Remedy

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IT System Title	IT System Description	Access Requirements	IT System Interfaces
TechDoc Management System	System creates electronic files from faxes, e-mails, or hard copy documents.	Access obtained through IdMAX.	Remedy
Web-based Time and Attendance Documentation System (WebTADS)	System provides automatic Supervisory data updates to SATERN.		WebTADS
Federal Personnel Payroll System (FPPS)	System provides automatic organizational data updates to SATERN.		FPPS
Contract Management Module (CMM)	IEM procurement module that interfaces with IEM Core Financial and FPDS-NG.	Access obtained through IdMAX.	IEM Core Financial and FPDS-NG
System for Administration of Training and Education Resources for NASA (SATERN)	HR system for request, authorization, agreement and certification of training.	Learner access automatically granted by NSSC System Administration group. Center System Admin access managed by the Center SATERN Admin Lead (SAL)	None
Training Purchases Web site	Provides online access to training purchases data. http://trainingpurchases.nssc.nasa.gov	None	None

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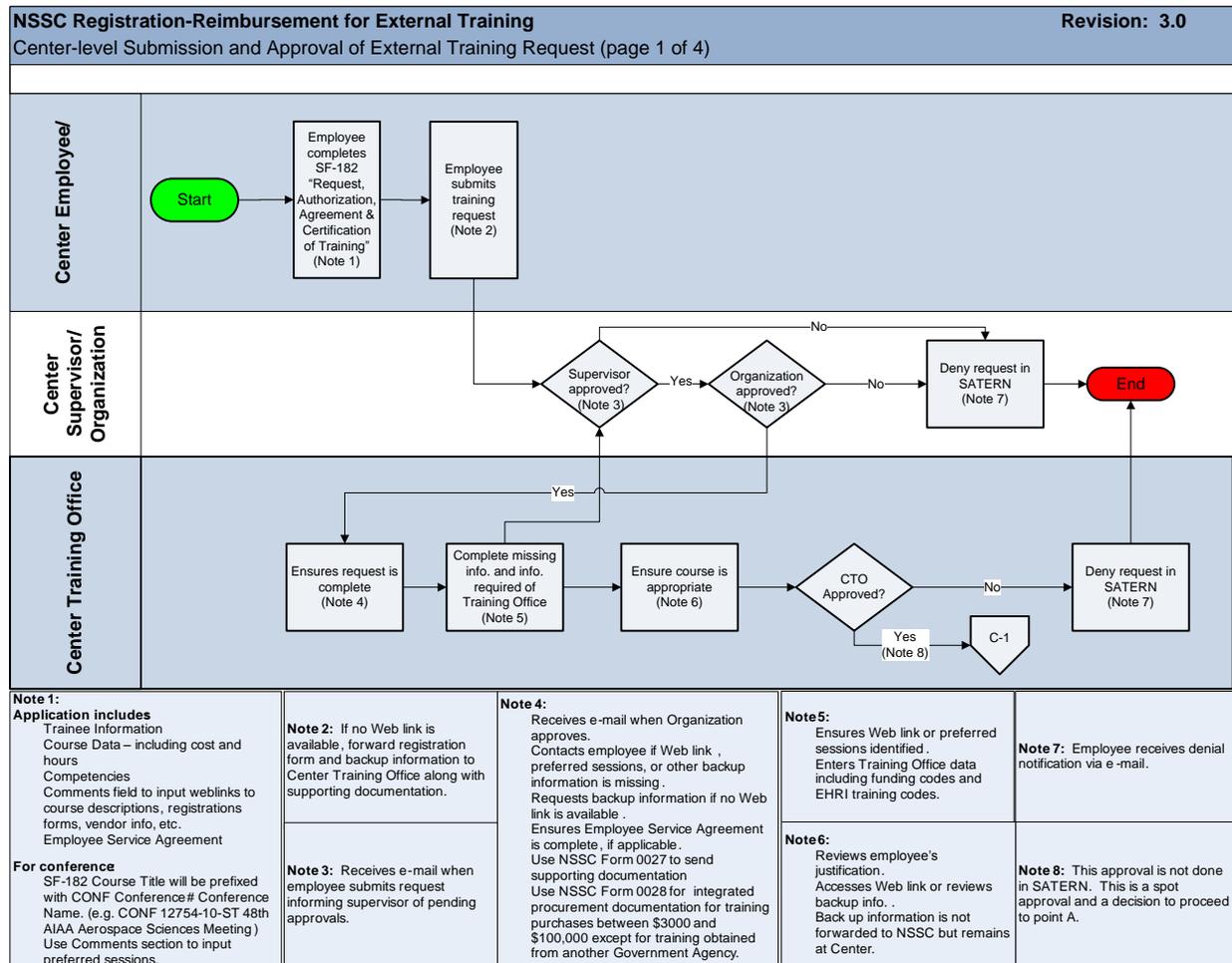
CUSTOMER CONTACT CENTER STRATEGY

The NSSC Customer Contact Center Service Delivery Guide provides details regarding menu positioning, routing, and escalation of inquiries for this activity.

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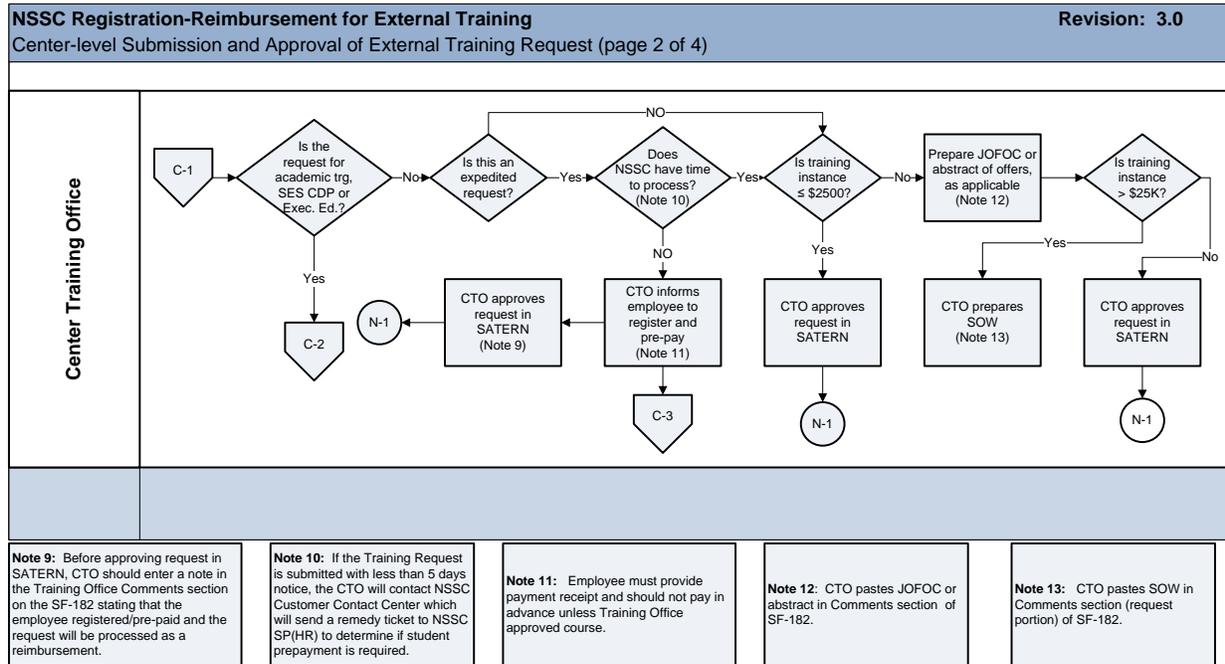
APPENDICES

Appendix A - Center-level Submission and Approval Process



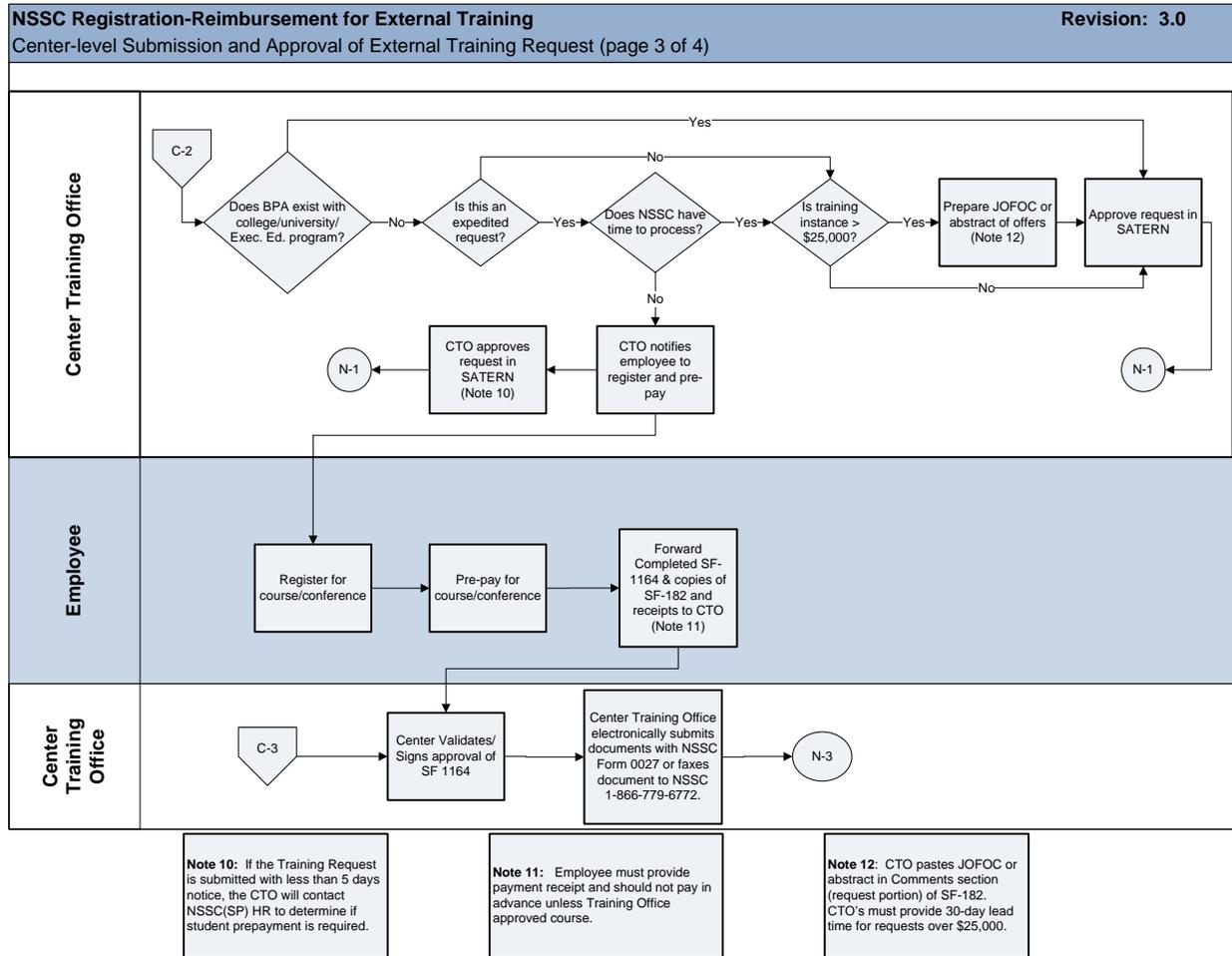
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Appendix A– Center-level Submission and Approval Process (Continued)



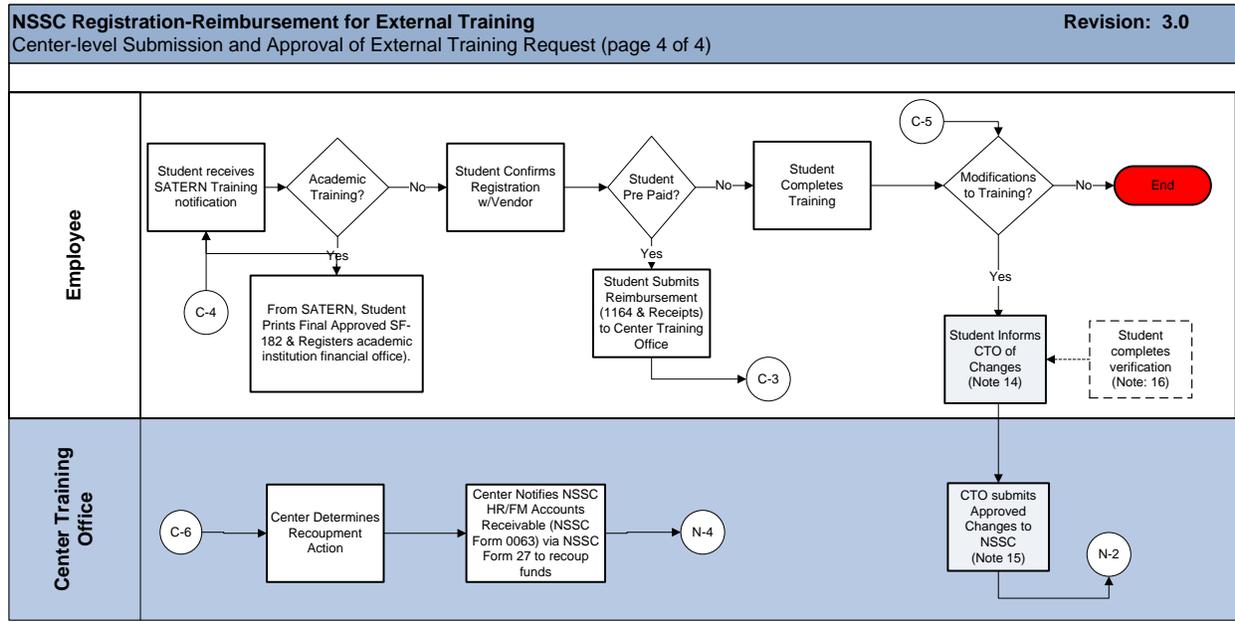
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Appendix A – Center-level Submission and Approval Process (Continued)



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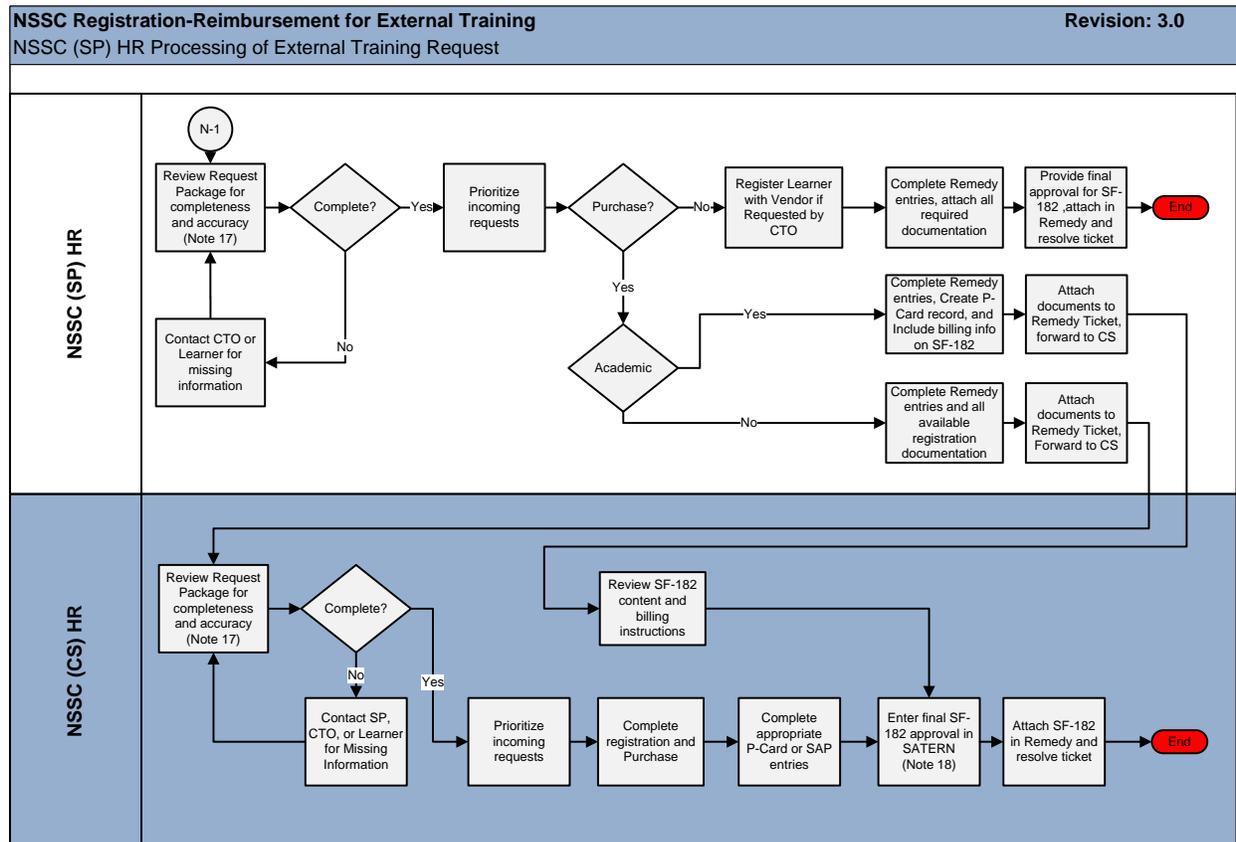
Appendix A – Center-level Submission and Approval Process (Continued)



<p>Note 14:</p> <ul style="list-style-type: none"> If employee needs to cancel/withdraw from a course, employee must notify Center Training Office. CTO will send a modification using NSSC Form 0027 and documentation to NSSC Customer Contact Center to create ticket for NSSC(SP) HR to take action in updating SATERN. If academic course, employee must withdraw directly w/ college or university. If employee does not notify NSSC and NASA incurs cost, employee may be liable. Center Training Office will make determination. 	<p>Note 15: CTO may delegate modification coordination and approval to Center Training Coordinators. Names of approvers must be forwarded to NSSC Customer Contact Center to update master Center POC list.</p>	<p>Note 16:</p> <ul style="list-style-type: none"> If verification in SATERN is not complete, SATERN will alert the employee they have overdue learning. Send report to Center Training Office.
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Appendix B - NSSC External Training Requests Process (N-1)



Note 17:

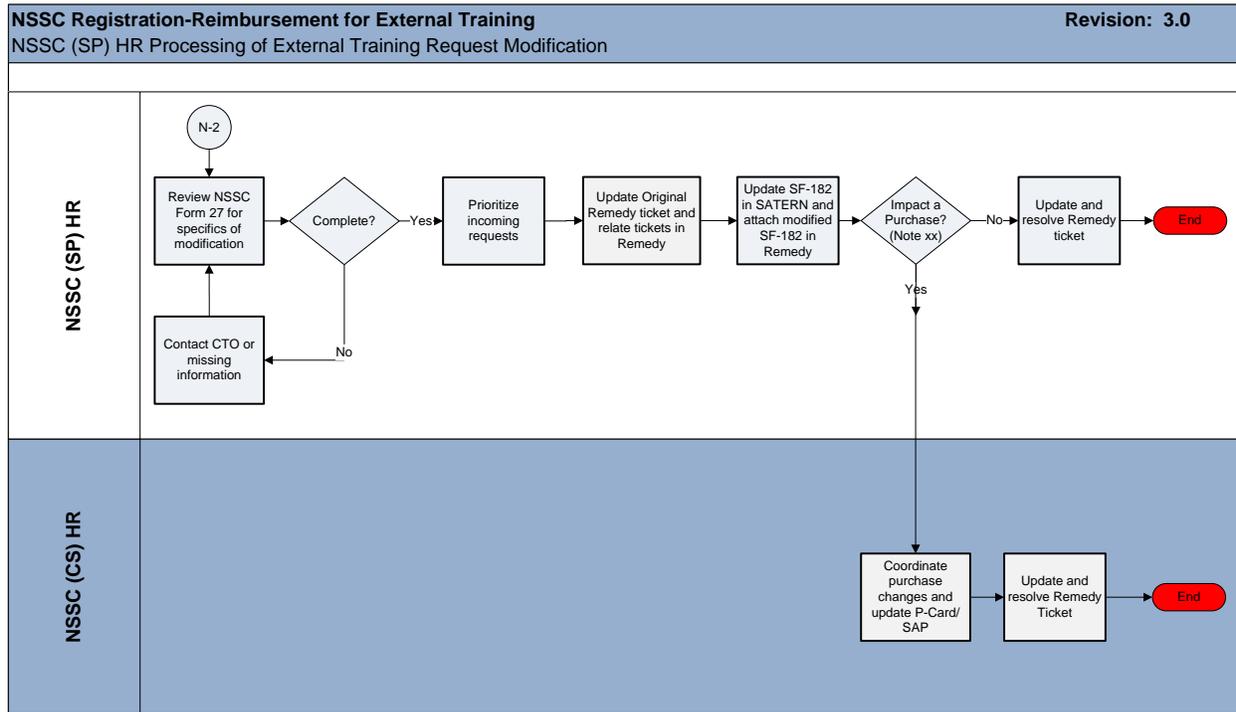
- May need to contact employee for information needed for registration.
- Check comments on SF-182 to see if employee has pre-registered/pre-paid.
- If NSSC (SP) misses the vendor's registration cut-off date, the NSSC (SP) will notify the CTO to have employee register onsite at the course/conference.

Note 18:

Learner and CTO receive SATERN e-mail notification of final approval.

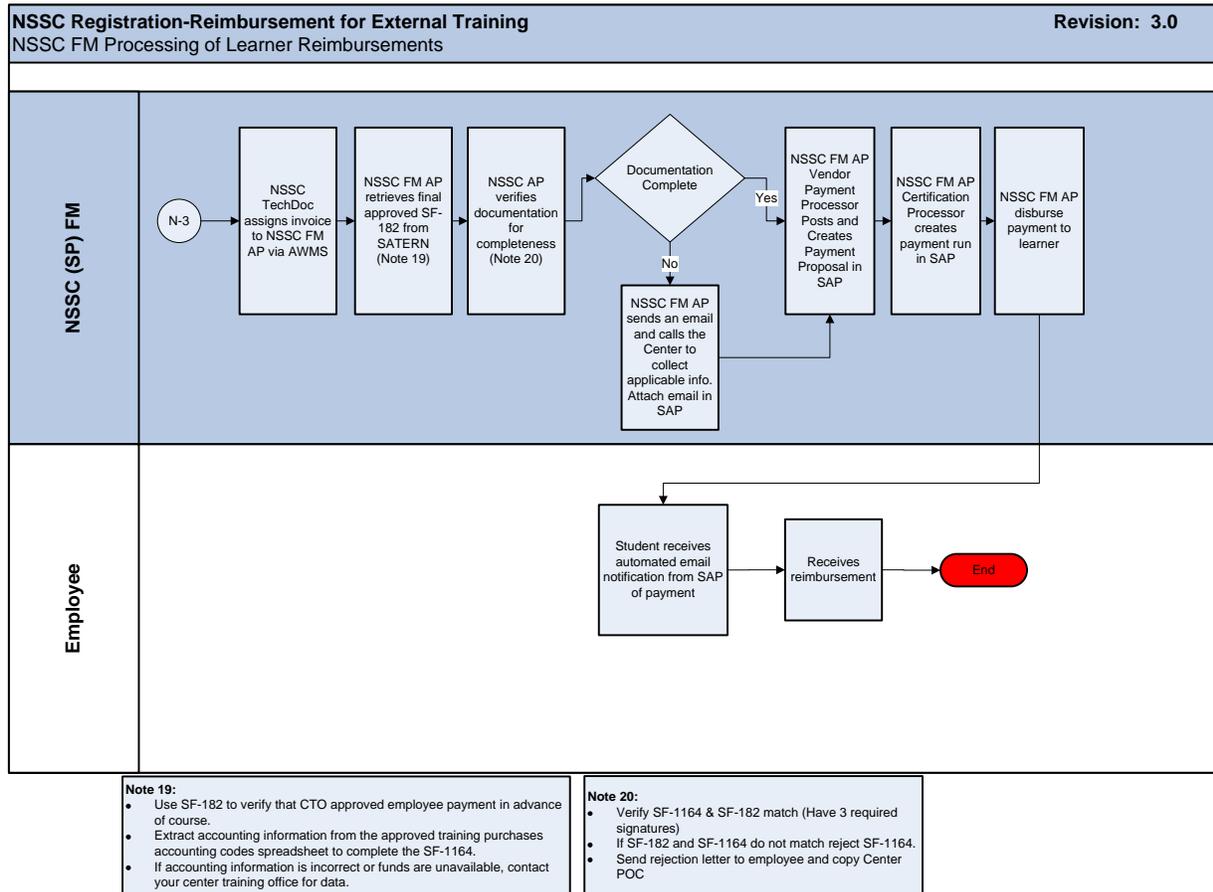
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Appendix C - NSSC Training Request Modification Process (N-2)



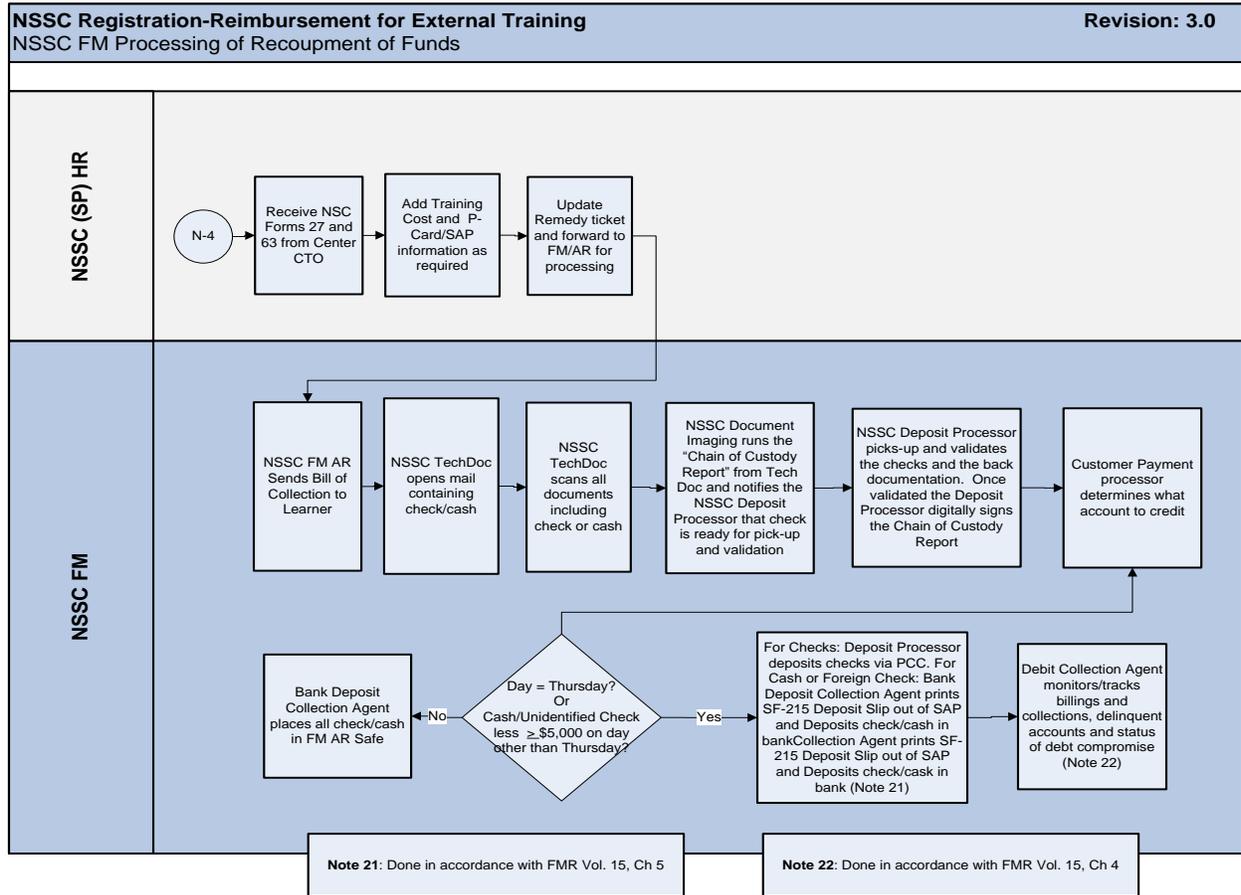
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Appendix D– NSSC Learner Reimbursements Process (N-3)



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Appendix E- NSSC Recoupment of Funds Process (N-4)



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Appendix F- External Training Withdrawal Process

