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NASA Shared Services Center Service Delivery Guide

NSSDG-5100-0001 Revision: 4.0

Effective Date: May 18, 2012
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Purchase Card Program

Responsible Office: Procurement Division

NSSC Service Delivery Guide	NSSDG-5100-0001 Revision 4.0
	Number
	Effective Date: May 18, 2012
	Expiration Date: May 18, 2017
Page 2 of 23	
Responsible Office: Procurement Division	
SUBJECT: Purchase Card Program	

Approved by

/s/ Kenneth L. Newton
Kenneth L. Newton
Director, Service Delivery Directorate

May 23, 2012
Date

NSSC Service Delivery Guide	NSSDG-5100-0001 Revision 4.0
	Number
	Effective Date: May 18, 2012
	Expiration Date: May 18, 2017
Page 3 of 23	
Responsible Office: Procurement Division	
SUBJECT: Purchase Card Program	

DOCUMENT HISTORY LOG

Status (Basic/Revision Cancelled)	Document Version	Effective Date	Description of Change
Basic		02/09/2006	Basic Release
Revision	A	05/05/2006	Guide updated to reflect change in NASA on-line training site and update the workflow attached to this delivery guide.
Revision	B	01/17/2007	Guide updated as a result of comprehensive review to validate activity. Information added to expand Agency Lead role for NSSC, replace website information, other editing changes and remove NSSC specific flowchart from the Appendix since that is only applicable to the NSSC versus the Agency role.
Revision	4.0	05/18/2012	Document originated under NSSC-PR-SDG-0003 and renumbered on 04/18/12 to NSSDG-5100-0001 to align with SDNS numbering system adopted in March 2010. Guide updated to reflect transition to a new bank contractor, change steps to reflect agency Purchase Card Process Flow and incorporate this process into Appendix A.

NSSC Service Delivery Guide	NSSDG-5100-0001 Revision 4.0
	Number
	Effective Date: May 18, 2012
	Expiration Date: May 18, 2017
Page 4 of 23	
Responsible Office: Procurement Division	
SUBJECT: Purchase Card Program	

TABLE OF CONTENTS

MANAGEMENT AND OVERSIGHT OF THE PURCHASE CARD PROGRAM	5
Introduction	5
PURCHASE CARD PROCESS	7
Roles & Responsibilities.....	7
METRICS	11
PRIVACY DATA	12
SYSTEM COMPONENTS	13
Existing Systems.....	13
New Systems	13
CUSTOMER CONTACT CENTER STRATEGY	14
APPENDIX (Purchase Card Process Flow)	15
Appendix A.....	15

NSSC Service Delivery Guide	NSSDG-5100-0001 Revision 4.0
	Number
	Effective Date: May 18, 2012
	Expiration Date: May 18, 2017
Page 5 of 23	
Responsible Office: Procurement Division	
SUBJECT: Purchase Card Program	

MANAGEMENT AND OVERSIGHT OF THE PURCHASE CARD PROGRAM

Introduction

The NASA Shared Services Center's (NSSC) overall objective of the Purchase Card (P-Card) Program is to simplify the purchasing process for micro-purchases, improve cash payment management, streamline small purchase payment procedures, and to implement a cross-agency purchase card audit program. The NSSC performs the function of the Agency Lead P-Card Coordinator (APC). The APC is responsible for ensuring the design and deployment of the purchase card process. The APC also serves as Contracting Officer and primary POC for the NASA Task Order awarded through General Services Administration (GSA) SmartPay 2 Contract to JPMorgan Chase. The Contracting Officer has full authority to act on the behalf of NASA on issues related to the Purchase, Travel, and Fleet Card Services received under the GSA Task Order. The NSSC, as the Agency Lead Purchase Card Coordinator fulfills the following:

- Develop/update the Agency Internal Review Guide and Audit Plan.
- Coordinate and lead regular telecons and meetings with Center Agency Program coordinators (CAPC) to discuss operational issues, identify agency best practices, etc.
- Ensure P-Card Web Solution/SAP related issues are discussed with the NASA Enterprise Applications Competency Center (NEACC) and leads to resolution. Issues associated with the P-Card Web Solution are the responsibility of the NEACC, and will be resolved by the NEACC.
- Work on Agency level (and some Center level) operational issues with JPMorgan Chase Bank.
- Create and maintain the Purchase Card Training Course in System for Administration, Training, and Education Resources for NASA (SATERN), the agency's Web-based training system.
- Create and maintain an Agency Purchase Card Webpage.
- Work with HQ Office of Procurement on policy development and policy revisions.
- Prepare and submit monthly Agency Purchase Card Delinquency Reports to HQ OCFO.
- Create the Agency's OMB Quarterly Report and post it to OMB's MAX Webpage.
- Prepare the Agency's annual OMB Narrative and post it to OMB's MAX Webpage as well as the annual Agency's Charge Card Management Plan.
- Communicate with CAPC's across the Agency on current information about the need to Center level Purchase Card auditing including sending articles,

NSSC Service Delivery Guide	NSSDG-5100-0001 Revision 4.0
	Number
	Effective Date: May 18, 2012
	Expiration Date: May 18, 2017
Page 6 of 23	
Responsible Office: Procurement Division	
SUBJECT: Purchase Card Program	

guidelines (GAO and GSA guides, etc.) and generally encouraging regular audits of cardholder activity.

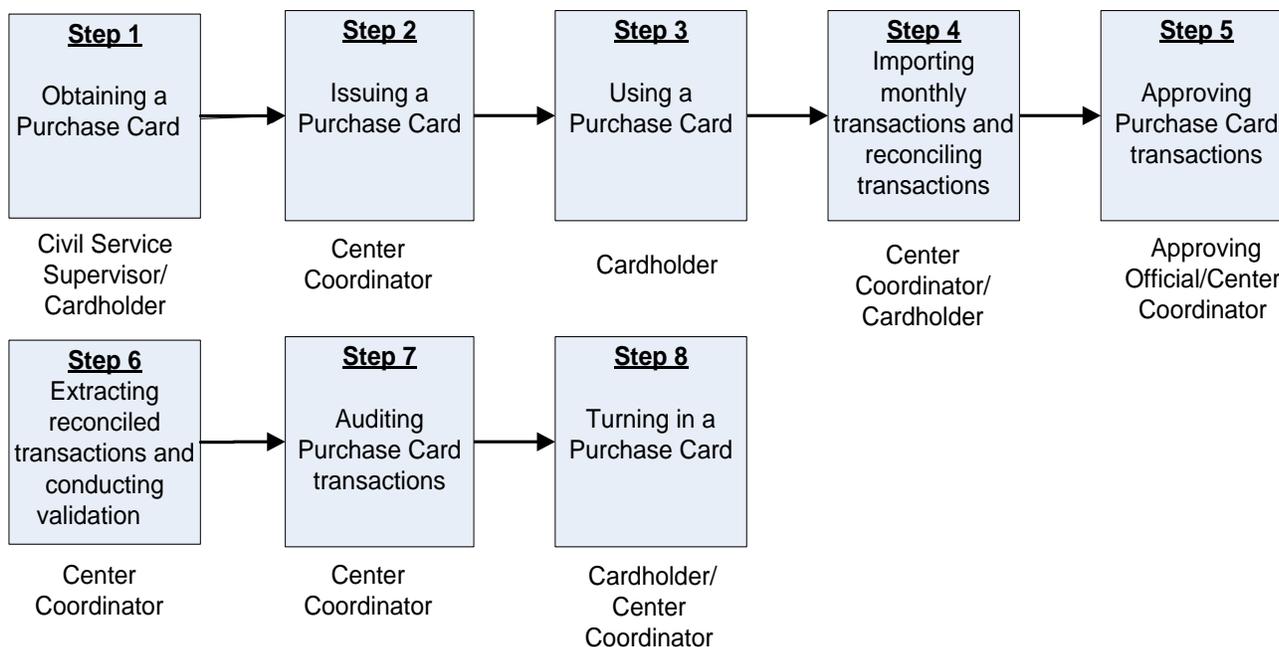
- Run Agency-level audit reports (as needed) for both internal and external customers from the bank's electronic access system (PaymentNet) and VISA's data mining system, Intellilink. Coordinate P-Card Web Solution system reports with the NEACC.
- Determine the best use of fraud detection/data mining for Agency-level auditing.
- Participate in GSA's Quarterly Agency Coordinators Meeting to keep abreast of issues facing GSA and Agencies.
- Attend GSA Smart Pay Annual conference and lead the NASA Agency breakout session at the conference.
- Participate in Annual Account Reviews with the Bank in conjunction with the Travel and Fleet Leads.
- Serve as the POC for external audits, such as those performed by the NASA Office of Inspector General (OIG) and Government Accountability Office (GAO).
- Assist the Center APC (CAPC) by conducting audits at each Center, when necessary.
- Ensure each Center has developed and/or initiated corrective actions, where applicable.
- Ensure Purchase Cards are properly issued, used, and meet all Federal and Agency Requirements.
- Ensure CAPCs, Cardholders and Approving Officials are delegated and trained.
- Ensure Purchase Card transactions are reconciled, approved, and submitted to NSSC Accounts Payable Team for prompt payment processing.

Centers retain the responsibility for issuing, monitoring, and auditing their purchase cards. The CAPC will remain the Centers' point of contact for all immediate p-card issues. CAPCs are encouraged to support the NSSC in its efforts to:

- Facilitate and standardize an Agency P-Card audit program.
- Assist in audits conducted by NASA Office of Inspector General, GAO, etc.
- Assist in the development and maintenance of common Agency P-Card training materials.
- Research and assist in the establishment of best practices and procedures, review and analyze current purchase card practices to advance commonality and standardization of P-card activities across the Agency.

NSSC Service Delivery Guide	NSSDG-5100-0001 Revision 4.0
	Number
	Effective Date: May 18, 2012
	Expiration Date: May 18, 2017
Page 7 of 23	
Responsible Office: Procurement Division	
SUBJECT: Purchase Card Program	

Purchase Card Process



Roles & Responsibilities

Purchase Card Process		
Roles and Responsibilities	Action	Tips/Notes
Step 1A Civil Service Supervisor and/or Purchase Card Approving Official Obtain purchase card	Identify need for purchase card use. Send e-mail request of nominated cardholder to the Center Agency Program Coordinator (CAPC); Initiate a NAMS Request for access to P-Card Web Solution System.	The employee's supervisor//Approving Official (AO) shall initiate the request for purchase card based on needs of the organization

NSSC Service Delivery Guide	NSSDG-5100-0001 Revision 4.0
	Number
	Effective Date: May 18, 2012
	Expiration Date: May 18, 2017
Page 8 of 23	
Responsible Office: Procurement Division	
SUBJECT: Purchase Card Program	

Purchase Card Process		
Roles and Responsibilities	Action	Tips/Notes
<u>Step 1B</u> Civil Service Employee/Prospective Purchase Cardholder Complete required training	Complete the required two mandatory p-card SATERN training courses: NASA Purchase Card Program and NEACC1035 Bankcard Purchases and Desktop Receiving. Provide completion certificates to the CAPC.	
<u>Step 2A</u> Center Agency Program Coordinator (CAPC) Issue purchase card	Receive request for new purchase card; obtain training completion certificates. Create cardholder file; prepare Delegation of Procurement Authority memo for Procurement Officer's signature. Request card account within PaymentNet (bank's electronic access system).	
<u>Step 2B</u> CAPC Set-up profiles/roles in system	Set up Cardholder and Approving Official employee profile and roles in the P-Card Web Solution System; enter card account data.	
<u>Step 2C</u> CAPC Provide card and delegation memo to cardholder	Provide signed Delegation of Procurement Authority memo and training statement to new cardholder and maintain a copy of each in official record. Issue card to employee. Provide cardholder a copy of p-card policies, tax exempt letter, Center specific policies, and NEACC's tips/tricks for creating order logs and reconciling, etc. or provide links to these documents.	The CAPC receives the actual card from the Bankcard Vendor and presents to cardholder.
<u>Step 3A</u> Cardholder Use purchase card	Receive notice for purchase card purchase; verify that purchase is not a prohibited or restricted item and is an authorized purchase; that purchase is within single purchase limits; obtain any special approvals; check required sources; and consider special requirements for delivery, receipt inspection and calibration.	The NEACC has step-by-step procedures posted on the bReady Enterprise Portal under Enterprise Performance Support System (EPSS) Job Aids.

NSSC Service Delivery Guide	NSSDG-5100-0001 Revision 4.0
	Number
	Effective Date: May 18, 2012
	Expiration Date: May 18, 2017
Page 9 of 23	
Responsible Office: Procurement Division	
SUBJECT: Purchase Card Program	

Purchase Card Process		
Roles and Responsibilities	Action	Tips/Notes
<u>Step 3B</u> Cardholder Create order log and place order	Create the order log in P-Card Web Solution System and then place the order with the vendor.	Follow User procedure: "Create Record of Purchase" on the bReady Enterprise Portal's EPSS
<u>Step 3C</u> Cardholder Receive & Inspect items ordered	Perform receiving inspection activities following the relevant procedures; if item is acceptable then record receipt of the item on the electronic Order Log in the P-Card Web Solution. If item is not acceptable, contact the vendor to arrange return and pick up of replacement item. Follow Center procedures that include any relevant receipt and inspection requirements, including delivery information.	The P-Card Web Solution system has a procedure for accepting deliverables. Deliverables may be received by desktop receiving, or via central receiving.
<u>Step 4A</u> Center Agency Program Coordinator Importing monthly transactions for reconciliation	After the cycle end date each month and after receipt of notification from the NEACC, import the purchase card transactions to P-Card Web Solution.	The NEACC retrieves card transactions from the bank contractor and uploads them to P-Card Web Solution
<u>Step 4B</u> Cardholder Reconcile transactions	Upon receipt of the purchase card transactions & monthly bank statement, reconcile the transactions against the order log information by the reconciliation date specified by the CAPC. If an erroneous charge appears, work with the vendor to resolve. If the dispute cannot be resolved with the vendor, the cardholder has 90 days from the transaction date to dispute the charge with JPMorgan.	Report any suspected fraudulent charges that appear on the statement to JPMorgan Fraud Department at 888-297-0782 or by e-mail to JPMorganChase.Fraud.Prevention@jpmchase.com , to the CAPC, and to the NASA Office of

NSSC Service Delivery Guide	NSSDG-5100-0001 Revision 4.0
	Number
	Effective Date: May 18, 2012
	Expiration Date: May 18, 2017
Page 10 of 23	
Responsible Office: Procurement Division	
SUBJECT: Purchase Card Program	

Purchase Card Process		
Roles and Responsibilities	Action	Tips/Notes
		Inspector General
<u>Step 5</u> Approving Official Approve monthly transactions	Review cardholder's reconciled transactions to ensure they have supporting documentation and are complete, accurate and reflect only authorized purchases and are within single purchase limits.	In all cases of purchase cardholder misuse, the cardholder will be required to repay the Government for all unauthorized purchases.
<u>Step 6</u> Center Agency Program Coordinator Extract reconciled transactions and conduct validation	Extract transactions monthly to SAP (NASA's Accounting System); runs a PaymentNet report for verification that the PaymentNet value reconciles to the Purchase transaction report; perform the monthly extract of transactions which begins the Interface 60 to SAP (obligation and cost of funds by creation of purchase orders, credit memos and invoices); performs the Interface 60 validation process by executing WAT-web tool validation reports, performing manual line-by-line validation, if needed; performs Interface 57 corrections; complete the validation and Final Analysis report; Prepare and submit Validation sheet for NSSC Accounts Payable for payment processing.	The NEACC has step-by-step procedures posted on the bReady Enterprise Portal under EPSS Job Aids.
<u>Step 7</u> Center Agency Program Coordinator Audit purchase card transactions	In accordance with the Internal Review Guide for CAPCs, run the required reports from P-Card Web Solution System, PaymentNet, and Intellilink. Perform other Center required audits.	
<u>Step 8</u> Purchase Cardholder and Center Agency Program Coordinator Turn in purchase card	Upon resigning, transferring or retiring, cardholder is to notify the CAPC and turn in the purchase card at least 30-day prior to release, if feasible. The CAPC will destroy the card and officially close the account with the bank once all transactions have been posted and paid.	

NSSC Service Delivery Guide	NSSDG-5100-0001 Revision 4.0
	Number
	Effective Date: May 18, 2012
	Expiration Date: May 18, 2017
Page 11 of 23	
Responsible Office: Procurement Division	
SUBJECT: Purchase Card Program	

METRICS

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
NSSC Procurement Division	Procurement Services	HQ Office of Procurement, Procurement Officers, and Center Purchase Card Coordinators	Customer satisfaction feedback

NSSC Service Delivery Guide	NSSDG-5100-0001 Revision 4.0
	Number
	Effective Date: May 18, 2012
	Expiration Date: May 18, 2017
Page 12 of 23	
Responsible Office: Procurement Division	
SUBJECT: Purchase Card Program	

PRIVACY DATA

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

NSSC Service Delivery Guide	NSSDG-5100-0001 Revision 4.0
	Number
	Effective Date: May 18, 2012
	Expiration Date: May 18, 2017
Page 13 of 23	
Responsible Office: Procurement Division	
SUBJECT: Purchase Card Program	

SYSTEM COMPONENTS

Existing Systems

IT System Title	IT System Description	Access Requirements	IT System Interfaces
SAP-Core Financials	Accounting system of record	Supervisor approval of access via NAMS application.	P-Card Web Solution
P-Card Web Solution	On-line system that allows for creation of order logs, tracks p-card transactions, ensures funds are available before ordering.	NAMS application to obtain access.	SAP

New Systems

IT System Title	IT System Description	Access Requirements	IT System Interfaces
SATERN	NASA's on-line training system	Request user ID and password	None
PaymentNet	JPMorgan Chase Bank's electronic access system used to request, manage, and close p-card accounts.	Lead or Center APC approves access request	None
Intellilink	VISA's Data Mining Tool used for program audit sampling and monitoring	Lead or Center APC approves access request	None

NSSC Service Delivery Guide	NSSDG-5100-0001 Revision 4.0
	Number
	Effective Date: May 18, 2012
	Expiration Date: May 18, 2017
Page 14 of 23	
Responsible Office: Procurement Division	
SUBJECT: Purchase Card Program	

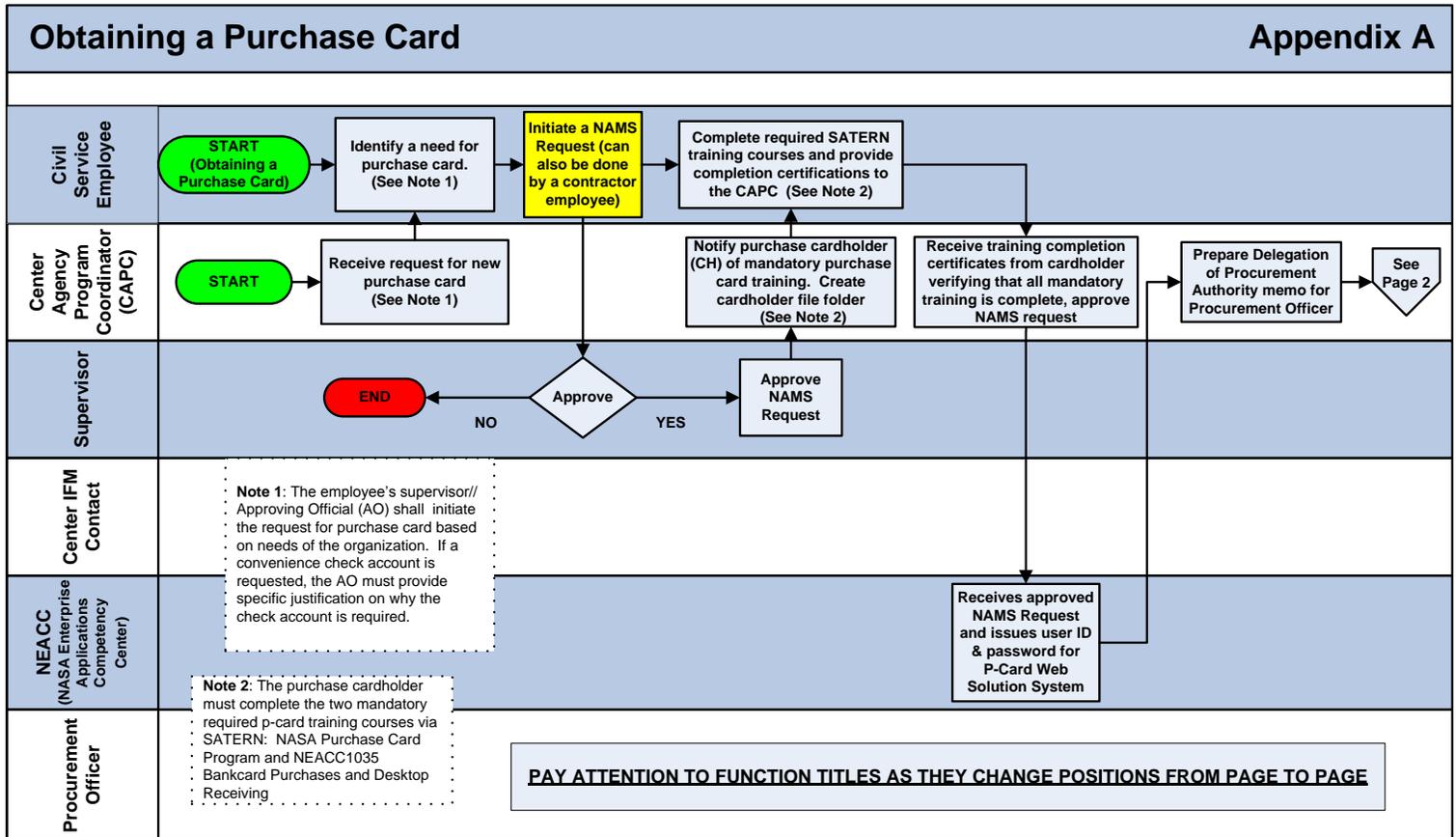
CUSTOMER CONTACT CENTER STRATEGY

The NSSC Customer Contact Center follows detailed menu positioning, routing, and escalation of inquiries for this activity. Calls will be assigned and handled as received. All calls receive the highest priority attainable and are resolved as quickly as possible.

NSSC Service Delivery Guide	NSSDG-5100-0001 Revision 4.0
	Number
	Effective Date: May 18, 2012
	Expiration Date: May 18, 2017
Page 15 of 23	
Responsible Office: Procurement Division	
SUBJECT: Purchase Card Program	

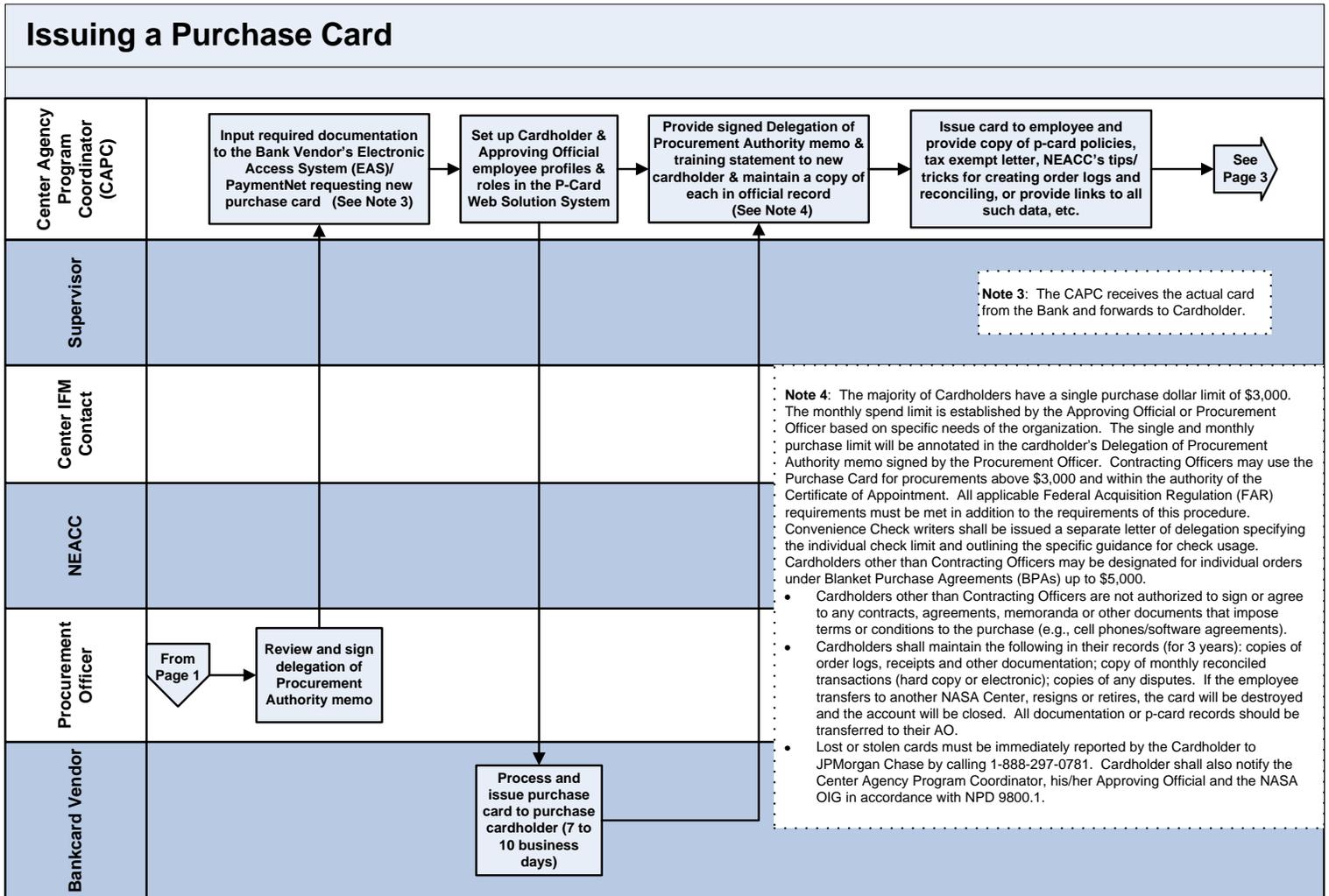
APPENDIX (Purchase Card Process Flow)

Appendix A



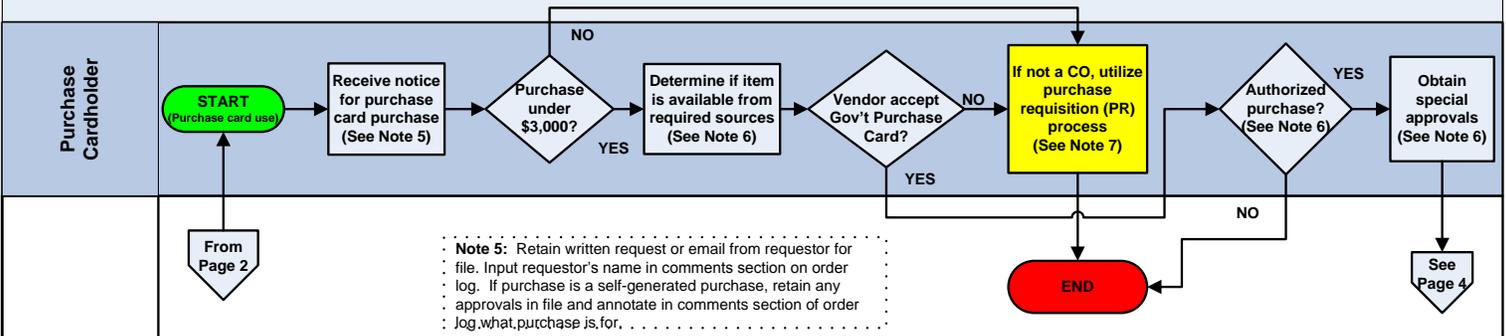
- Objectives:**
- To ensure purchase cards are properly issued, that cardholders are trained and issued delegations
 - To ensure purchase cards are used properly and meet federal and Agency requirements
 - To ensure purchase card transactions are reconciled, approved and submitted to the NSSC Accounts Payable for prompt payment
 - To perform required audits and conduct oversight activities
 - To ensure purchase cards are returned upon employee resignation, transfer, or retirement

NSSC Service Delivery Guide	NSSDG-5100-0001 Revision 4.0
	Number
	Effective Date: May 18, 2012
	Expiration Date: May 18, 2017
Page 16 of 23	
Responsible Office: Procurement Division	
SUBJECT: Purchase Card Program	



NSSC Service Delivery Guide	NSSDG-5100-0001 Revision 4.0
	Number
	Effective Date: May 18, 2012
	Expiration Date: May 18, 2017
Page 17 of 23	
Responsible Office: Procurement Division	
SUBJECT: Purchase Card Program	

Using a Purchase Card



Note 5: Retain written request or email from requestor for file. Input requestor's name in comments section on order log. If purchase is a self-generated purchase, retain any approvals in file and annotate in comments section of order log. what.purchase.js,for.

Note 6: Required Sources (review priority sources of supply at FAR part 8.002) If not using a required source, either annotate the file or enter a comment to P-Card Solution explaining why one of these sources did not meet your needs (price, delivery, quality, etc) descending order of priority:

- Agency inventories
- Federal Prison Industries, Inc. - <http://www.unicor.gov> or call (800) 827-3168
- Committee for Purchase from People Who are Blind or Severely Disabled - <http://www.abilityone.gov> or <http://jwod.gov> or call (703) 603-7740
- GSA, VA, DLA and military control points - <http://www.gsa.gov>
- Mandatory Federal Supply Schedules - <http://www.gsa.gov>
- Commercial sources
- GSA Advantage is a quick way to access Federal Prisons; Blind and other severely handicapped; GSA and federal supply schedules. GSA Advantage's internet address is <https://www.gsaadvantage.gov>
- In accordance with Office of Federal Procurement Policy Memorandum, "Increasing Opportunities for Small Businesses in Purchase Card Micro-purchases" dated 12/12/2011, cardholders are encouraged to utilize small businesses whenever purchasing supplies or goods at or below the micro-purchase level whenever possible.

Note 7: ITEMS REQUIRING SPECIAL APPROVAL (See PIC 10-14)

- In addition to the following list, each Center may require special approvals for certain purchases. Contact your Center APC to obtain a list of the Center's purchase items that require special approval/coordination and the corresponding approving contacts, or review your Center-specific procedures delineating special approvals for purchases. Approvals must be obtained prior to the purchase and shall be documented in the "Comments" field on the Order Log.
- Electronic and Information Technology (E&IT), e.g. lap tops, iPods, cell phones, etc.
- Equipment, such as shop equipment, generators, compressors, construction equipment, power tools, etc. that emit sound at or above 80 dBA
- Critical, complex, or high-risk items subject to quality system requirements and Government surveillance. Note these items require a purchase order to include the quality standards and shall only be purchased by cardholders with the appropriate contracting authority.
- Flight hardware, critical ground support equipment (GSE)
- Hazardous substances and potentially hazardous substances and articles, such as chemical, toxic substance, etc. See Appendix D to NPR 1800.1 for more examples.
- Radio transmitters or items containing radio transmitters
- Purchase, rent/lease, transfer, or exchange duplicating or copying equipment
- Printing supplies or services
- Business Cards

Cardholders and Approving Officials must know how to properly apply the necessary expense doctrine especially when procuring the following items and shall coordinate these procurements through the Office of Chief Counsel at the Centers (See PIC 10-14):

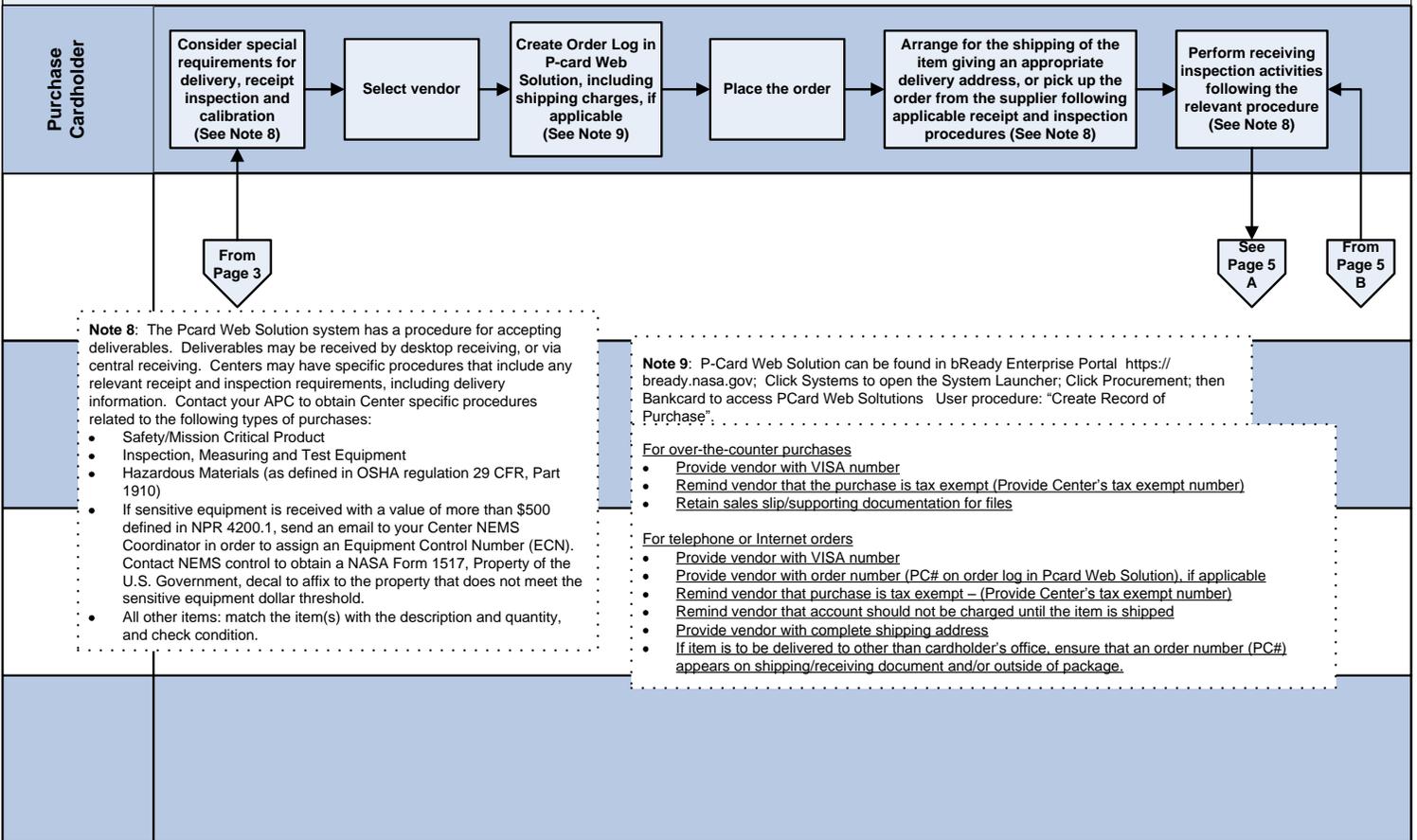
- Award and Gifts
- Clothing or footwear
- Entertainment and Recreational Items (generally prohibited)
- Food Preparation and Handling Equipment including but not limited to coffee pots, microwaves, or refrigerators
- Light refreshments or Meals
- Membership Fees for Individual Employees in Professional Associations
- Mementos or souvenirs
- Printing or copying services (statutory) NPG 1490.5A
- See your Center Specific Section for additional restricted items specific to your Center.

Prohibited Transactions. All agency cardholders are prohibited from using the card for: (see NFS 1813.301-76)

- Cash Advances;
- Prepaid gift or cash cards;
- Individual travel-related expenses, such as per diem, lodging, and transportation; or
- Gasoline, oil, or similar items for Government-owned fleet vehicles.

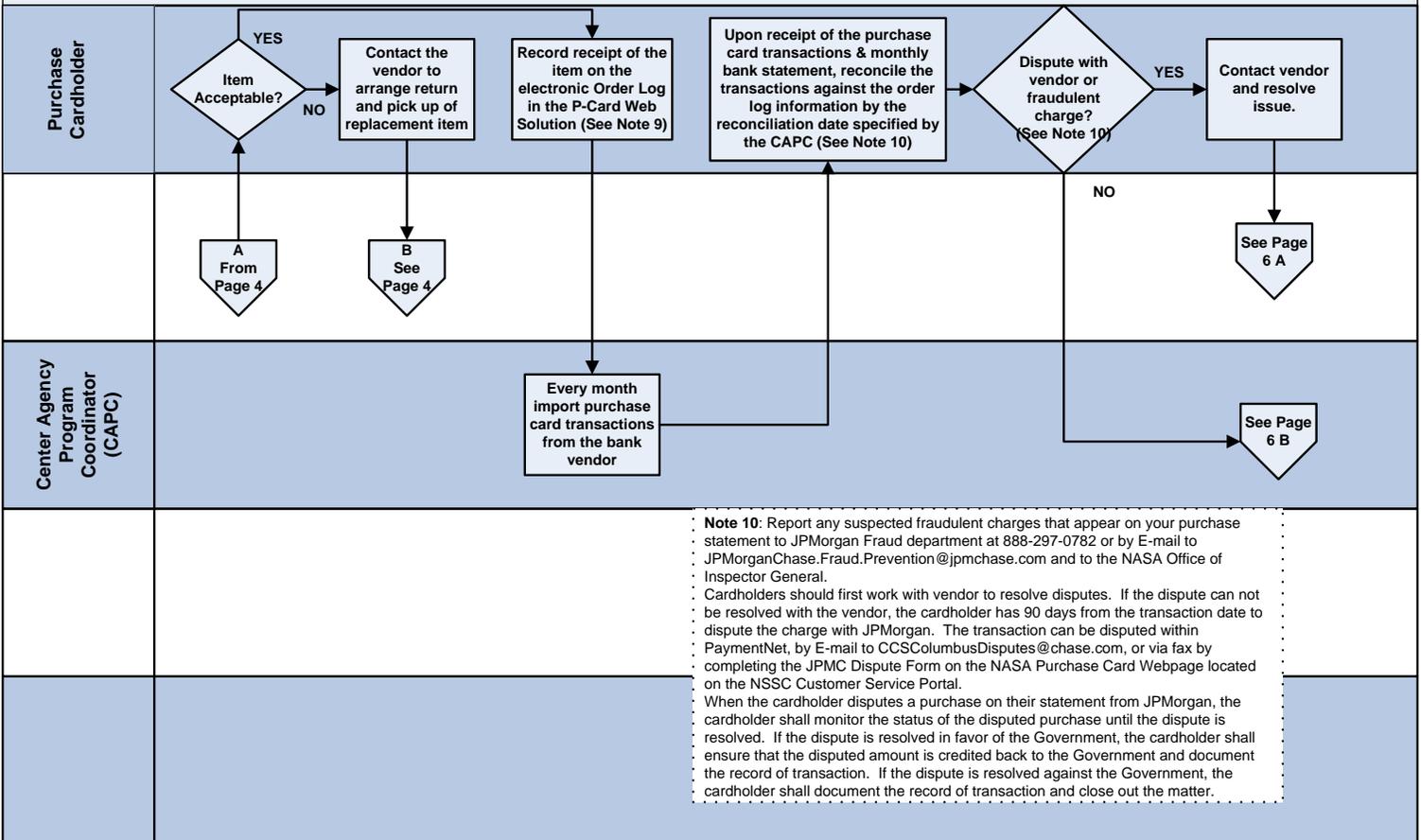
NSSC Service Delivery Guide	NSSDG-5100-0001 Revision 4.0
	Number
	Effective Date: May 18, 2012
	Expiration Date: May 18, 2017
Page 18 of 23	
Responsible Office: Procurement Division	
SUBJECT: Purchase Card Program	

Using a Purchase Card



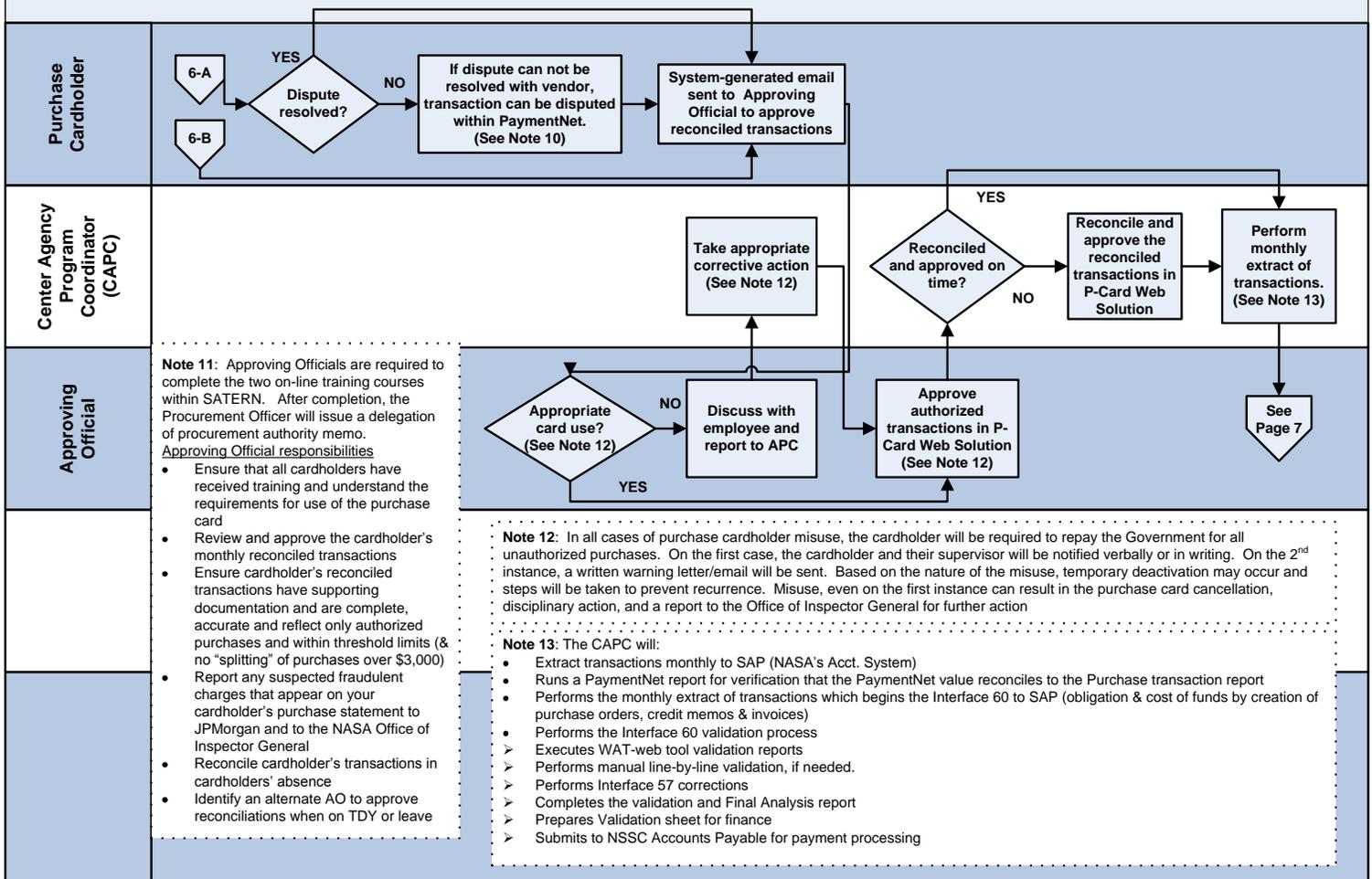
NSSC Service Delivery Guide	NSSDG-5100-0001 Revision 4.0
	Number
	Effective Date: May 18, 2012
	Expiration Date: May 18, 2017
Page 19 of 23	
Responsible Office: Procurement Division	
SUBJECT: Purchase Card Program	

Using a Purchase Card, Importing and Reconciling Transactions



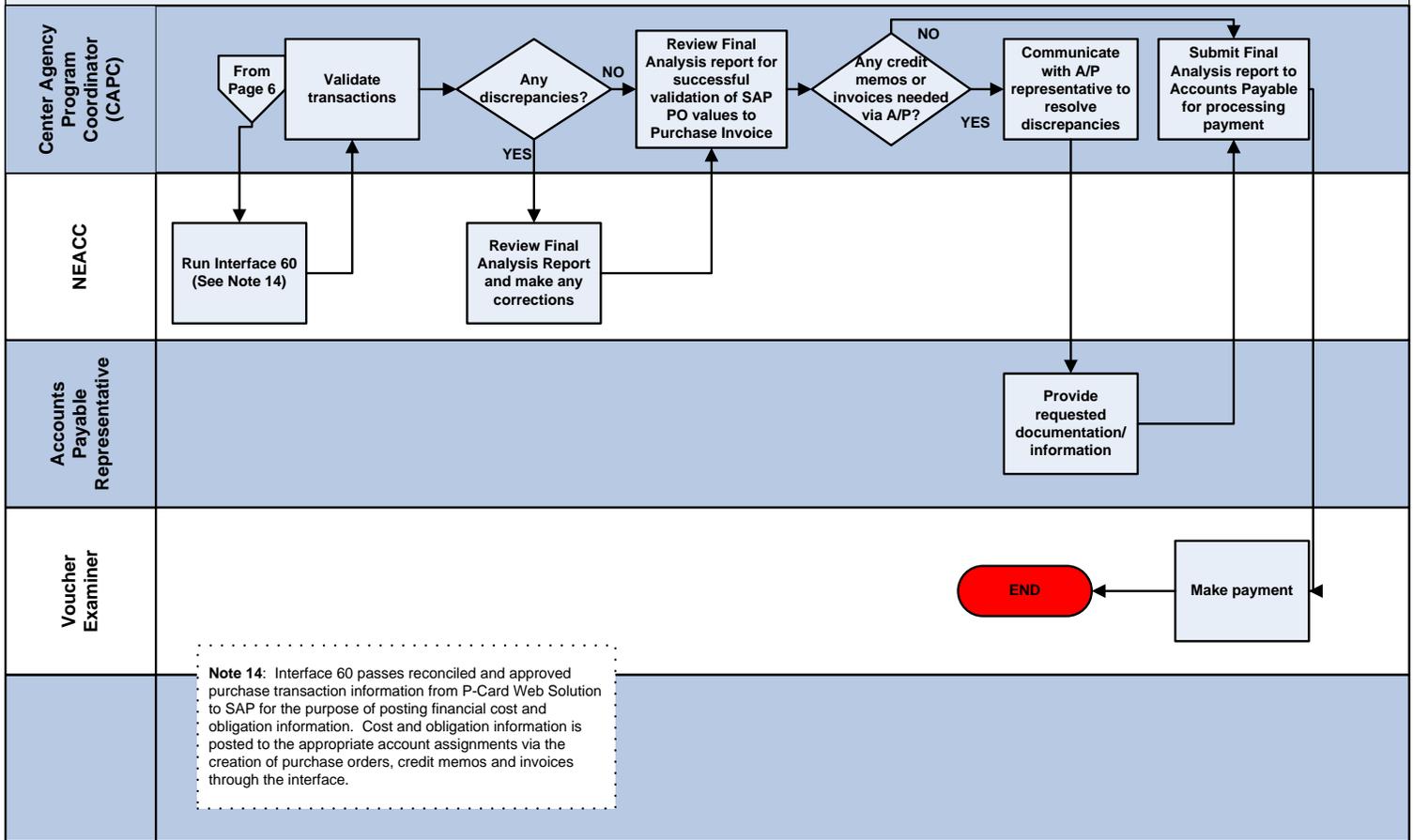
NSSC Service Delivery Guide	NSSDG-5100-0001 Revision 4.0
	Number
	Effective Date: May 18, 2012
	Expiration Date: May 18, 2017
Page 20 of 23	
Responsible Office: Procurement Division	
SUBJECT: Purchase Card Program	

Approving Purchase Card Transactions



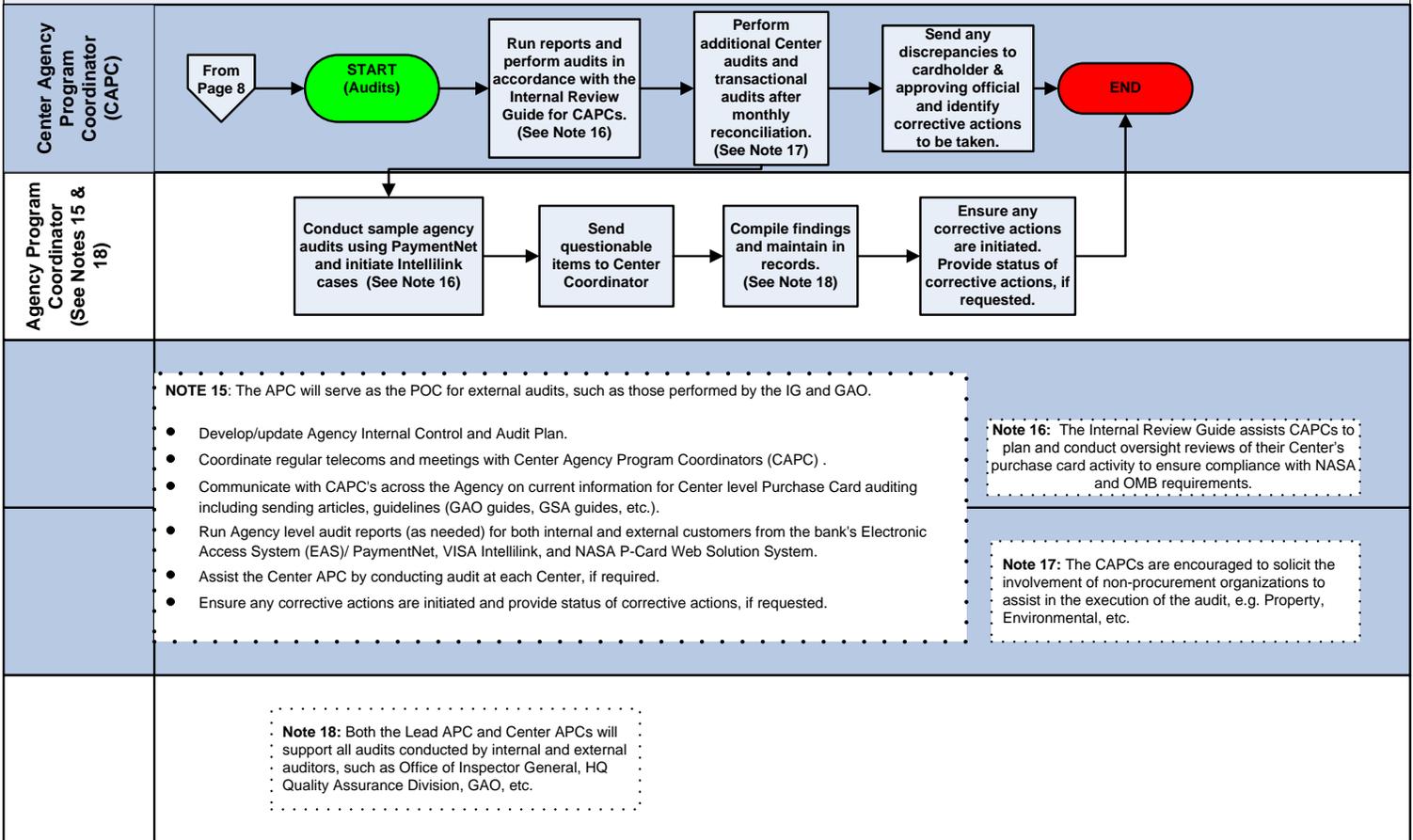
NSSC Service Delivery Guide	NSSDG-5100-0001 Revision 4.0
	Number
	Effective Date: May 18, 2012
	Expiration Date: May 18, 2017
Page 21 of 23	
Responsible Office: Procurement Division	
SUBJECT: Purchase Card Program	

Extracting Reconciled Transactions and Conducting Validation



NSSC Service Delivery Guide	NSSDG-5100-0001 Revision 4.0
	Number
	Effective Date: May 18, 2012
	Expiration Date: May 18, 2017
Page 22 of 23	
Responsible Office: Procurement Division	
SUBJECT: Purchase Card Program	

Auditing the Purchase Card Program



NSSC Service Delivery Guide	NSSDG-5100-0001 Revision 4.0
	Number
	Effective Date: May 18, 2012
	Expiration Date: May 18, 2017
Page 23 of 23	
Responsible Office: Procurement Division	
SUBJECT: Purchase Card Program	

