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NASA Shared Services Center Service Delivery Guide

NSSDG-5100-0001   Revision: 8.0

Effective Date: **February 6, 2023**
Expiration Date: **July 9, 2025**

Purchase Card Program

Responsible Office: Procurement Division

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DOCUMENT HISTORY LOG

Status	Document Version	Effective Date	Description of Change
Basic		02/09/2006	Basic Release
Revision	A	05/05/2006	Updated to reflect change in NASA on-line training site & update the workflow attached.
Revision	B	01/17/2007	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. Renumbered on 04/18/12 to NSSDG-5100-0001 to align with SDNS numbering system adopted in March 2010. Updated to reflect transition to new bank contractor, change steps to reflect agency Purchase Card Process Flow and incorporated into Appendix A.
Revision	5.0	09/13/2016	Updated to change the Center Coordinator designator from CAPC to CPC, increased the micro purchase limit, included the new records retention requirement, and added the new P-Card Erroneous Use Reimbursement Process. Also added language that addresses transition of the LaRC and KSC Purchase Card Programs to the NSSC as well as indicates the NSSC can manage and support other Center P-Card Programs.
Revision	6.0	07/09/2019	Reflects transition to NSSC; Incorporated new Escalation Process; Changed Center Coordinator (CPC) to P-Card SP & CS Team; Changed JPMorgan Bank to US Bank; Updated entire document to align with SAT SDG.

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Revision	7.0	07/10/2022	1. Sections 1 & 3.1: Updated to align with the PCPI 2. Section 2: Removed "procurement" and changed to "purchase card". Also removed "onsite" work as being required. 3. Section 3.2: Added an introduction sentence 4. P-Card Process: Accounts for current requirements (such as correct training courses to include 889 training & requirement for SP to conduct 5% monthly transaction audits on P-Cards and Convenience Checks) 5. Metrics: Updated to account for current processes (ex: SNOW responses) 6. System Components: Added Federal Acquisition Institute Cornerstone OnDemand (FAI CSOD) 7. Customer Contact Center Strategy: Added language about the "Contact Us" Feature on the P-Card webpage. 8. Appendix A: Added "CH", "AO", "OP", "P-Card", "SNOW", "HQ", "OCFO", "QAD", "OIG", "FAI CSOD", "ASP" and "OSBP" and updated throughout 9. Appendix B: Updated as needed 10. Changed "P-Card Web Solution System" to "P-Card Application" 11. Changed "AAO" to "APS" 12. Changed "NASA Enterprise Performance System (EPSS)" to "APS Help Center" 13. Removed references to "Intellilink"
Revision	8.0	02/06/2023	1. Updated page 13 of 19 adding the DRD 90 weekly reporting metrics for Purchase Card Help Desk (Call) Tickets Resolved at L1, L2 and L3 2. Updated page 15 of 19 Customer Contact Strategy pertaining to the change from ServiceNow Case Tickets to Scoped App Solutions Procurement Request Assistance Tickets 3. Updated pages 17 through 19 Appendix B – PURCHASE CARD PROCESS FLOW charts

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2.0   **Introduction**

The NASA Shared Services Center (NSSC) supports the NASA Purchase Card Program. The Agency Purchase Card Coordinator (APC) serves as the Agency-wide lead, focal point and subject matter expert for the oversight and management of the Agency Purchase Program, in accordance with the Office of Management (OMB) Circular A-123, Appendix B, and other regulatory requirements.

2.0   Purpose

The purpose of this document is to delineate the responsibilities of purchase card personnel at the NSSC. The services described in this guide are performed by Civil Service (CS) and Service Provider (SP) personnel with a duty station of the NSSC.

3.0   Applicability/Scope

This guide outlines the following areas of responsibility for NSSC personnel:

3.1 NSSC Responsibilities

The NSSC assumes all responsibility for the management and oversight of the Agency Purchase Card (P-Card) Program which include, but are not limited to, the following:

- Serving as the primary interface with the GSA Office of Charge Card Management and the contractor bank

- Providing operational support to cardholders (CHs) and approving officials (AOs)

- Conducting and documenting monthly transactional audits

- Managing CH/AO accounts and authorization controls

- Ensuring that CHs/AOs are fully trained, and refresher requirements are met

- Issuing, suspending, or canceling cards

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- Maintaining a central record of all purchase card delegations/accounts and their status: active, suspended, or closed

- Conducting semi-annual reviews of CH accounts to determine the necessity of the number of accounts, account limits, and the level of control of individual AOs

- Responding to data calls and Agency reporting, to include monthly FPDS-NG P-Card data submitted to the NASA Office of Small Business Programs (OSBP)

- Provide subject matter expertise and input to the NASA HQ's Office of Procurement (OP) in support of the development and maintenance of Agency purchase card policy

3.2 NASA Center Responsibilities

The Center Responsibilities comprise those of the CH and AO which include, but are not limited to, the following:

- Requesting Accounts for Cardholders and Approving Officials

- Abiding by all rules and regulations, which include, but are not limited to the Federal Acquisition Regulations (FAR), NASA FAR Supplement (NFS) and the NASA Purchase Card Procedures and Instructions (PCPI)

- In instances of card abuse, misuse or fraud, take disciplinary action, if needed

- Safeguarding the purchase cards

- Documenting each order log in the P-Card Application system prior to purchase

- Adhering to regulations surrounding prohibited transactions and splitting orders

- Documenting proper Special Approvals prior to purchase

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- Complying with the Reconciliation and Dispute process

- Collecting and destroying the P-Card from employees who are out-processing the Center and notify the NSSC accordingly

4.0   Privacy Data

All participants involved must ensure protection of all data covered by the Privacy Act and other applicable Federal regulations and NASA policies.

5.0   Records

The Purchase Card Program involves the creation and receipt of NASA official records as defined by NPR 1441.1. All Purchase Card Program records will be maintained electronically in accordance with NASA Records Retention Schedules, and FAR 4.805(b). These records are included in the Procurement functional Master Records Index (MRI), applicable NASA Records Retention Schedule (NRRS) or General Records Schedule (GRS) which specify record retention/disposition authority.

6.0   Purchase Card Process

The following table is a representation of how the NSSC P-Card Team internally processes new purchase card requests and manages the P-Card Program.

6.1 NSSC Purchase Card Team

The NSSC Purchase Card Team will execute the above-mentioned NSSC Responsibilities. The NSSC Purchase Card Team consists of both Service Provider (SP) and Civil Servant (CS) Procurement personnel who work together to ensure the center's request is fulfilled in a timely manner while adhering to all required regulations.

6.1.1 NSSC Purchase Card SP Team

SP employees are tasked with executing the non-inherently governmental NSSC responsibilities when processing purchase card activities. As most of the responsibilities are non-inherently governmental, the NSSC Purchase Card Team consist mostly of SP

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employees.

6.1.2 NSSC Purchase Card CS Team

CS employees are tasked with executing inherently governmental responsibilities such as providing policy guidance as needed and can be requested to assist the NSSC Purchase Card SP Team in resolving issues with non-inherently governmental responsibilities.

NEW P-CARD HOLDER REQUEST

Stage	Roles and Responsibilities	Tips/Notes
Stage 1 **New Cardholder Request Trigger**	Center Leadership submits a request to process a new cardholder in the Service Catalog; creates a Purchase Card Procurement Request Ticket for the Agency Program Coordinator's (APC's) review and approval; creates a new cardholder Profile Ticket in Scoped App Solutions. Once approved, APC assigns Procurement Request ticket to Service Provider (SP) to start the process.	Service Catalog location
Stage 2 **New Cardholder Process**	Notify CH/AO (Approving Official) of mandatory purchase card training and documentation required. Create CH/AO file folder on the N Drive; Receive *documentation from CH and/or AO and verify NAMS request was submitted; send signed and approved Letter of Delegation (LOD) to CH/AO, add to N Drive file, complete CH Bank info and P-Card Application Profile and update Profile Ticket in Scoped App. Send "Add" checklist to the Alt APC to add new CH to the webpage as an authorized CH.	*Documentation includes: - Training Certificates - Certificate of Understanding (PCPI and Roles and Responsibilities)
Stage 3 **Issue purchase card**	CH receives authorization email with copy of the LOD attached and receives card(s) in the mail.	Card will be mailed to address on file unless the cardholder specifies a different address. If that occurs, SP calls the bank and ask that it be shipped to an alternate address.

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MONTHLY PURCHASES AND RECONCILIATION

Stage	Roles and Responsibilities	Tips/Notes
Stage 1 **Cardholder makes purchase(s)**	CH makes purchase(s) during the month; first locates Vendor and ensures Vendor and order is in *compliance, gathers documentation; CH receives AO approval for purchase and creates Order Log in the P-Card Application (before purchasing); CH receives Order and verifies correct, finalizes Order receipt in P-Card Application prepares for end of month reconciliation.	*CH verifies 889 compliance by attaching SAM.gov or NASA Vendor Representation (NASA Form 1883)
Stage 2 **CH/AO Monthly Reconciliation**	Upon receipt of P-Card transactions & monthly bank statement, reconcile each transaction against the order log in P-Card Application. Cardholder reconciliation with AO approval must be completed within 5 business days beginning on the 11th of the month (or first business day thereafter if the 11th falls on a weekend or holiday). CH to resolve any disputed charges for the month with Bank or Vendor.	
Stage 3 **NSSC SP Monthly Reconciliation and Validation**	SP runs Unapproved Transactions Report Daily for 5 business days; verifies which CHs have started or completed reconciliation and works with CH to resolve any reconciliation issues; once reconciliation is completed, reports are pulled by Center from the WAT Tool and applied to Center's Validation spreadsheet; any discrepancies submit Service Request (SR) to APS (formerly AAO) for correction; review final analysis report for successful validation of SAP PO Values to Invoice Purchases; processes any Credit Memos or invoices needed from Accounts Payable, submits final validation spreadsheet to NSSC Accounts Payable (AP) for payment processing.	BOT runs the validation reports. In the event that the BOT fails, SP pull the information manually and input data on validation spreadsheet.
Stage 4 **NSSC Accounts Payable**	Resolves any discrepancies and processes monthly payments from Validation spreadsheet to US Bank.	

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MONTHLY AUDIT & CLOSE PURCHASE CARD

MONTHLY AUDIT

Stage	Roles and Responsibilities	Tips/Notes
Stage 1 **CH Audit P-Card transactions**	Cardholders make Monthly Purchases. The NSSC SP team is responsible for e auditing a 5% sample of reconciled monthly transactions. If the audit reveals issues/concerns, it is elevated to L3 (Civil Servants).	Use Transaction Audit Checklist to verify compliance.
Stage 2 **SP Audit P-Card transactions**	Monthly Transaction Report run in P-Card Application; Create Scoped App PR Request Tickets for Transactions being audited using the Transaction PC Number by Cardholder Name, creates folder for each in the Monthly Transactions Audit Report on the N Drive in the name of the SP working the audit; SP reviews the Transaction, checks for *compliance(s), verifies if anything needs to be requested, creates email and sends to CH & their AO to follow-up on the audit; follow-up with CH if not sufficient; CH response(s) is/are added to the Transaction Audit Checklist (see Appendix C of the Internal Review Guide) and any docs are added to the P-Card Application Order Log; PDF is created for n:drive Audit file.	*Compliance documents include SAM.gov or NASA Vendor Representation (NASA Form 1883) along with the quotes, invoices, Special Approvals, etc. See 06 - Monthly Work Instructions\3-Audit and Reconciliation

CLOSE PURCHASE CARD

Stage	Roles and Responsibilities	Tips/Notes
Stage 1 **Center Leadership, CH, or AO Closeout Purchase Card**	Cardholder (CH) needs to close Purchase Card - Center Leadership Completes a ticket through their Center Leadership Portal or the CH or AO submits a P-Card Assistance Request ticket through their Portal; Closeout Checklist is sent to NSSC with both CH and AO signatures along with picture of destroyed card by either CH or AO unless card is lost or stolen.	[P-Card Closing Purchase Card Account](#)

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Stage 2 SP Close Purchase Card	Receives request and checklist to close card; places picture of destroyed card in file; closes account with the bank and follows all of the other steps to close on the P-Card Closeout Checklist. For Scoped App Profile Ticket, if CH leaving make Profile Inactive or if Closing card only remove card from CH Profile. Send "Close" checklist to the Alt APC to remove CH from the webpage as an authorized CH.	Close Card due not needed, stolen or CH leaving.

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METRICS

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
NSSC Procurement Division	Procurement Services Survey Report	Customers that receive assistance from the P-Card Team via a Procurement Request Ticket in Scoped App Solutions will receive an email with a link to submit a ticket for their feedback regarding their experience. Customers can request a call back from the APC. APC & SP POC receive a weekly report.	Customer satisfaction feedback via Scoped App Solutions Survey Ticket. SP Supervisor or SP Lead responds to Negative Survey responses via Scoped App Solutions Survey Tickets. APC responds to Customer Requested Callbacks via Scoped App Survey Ticket.
NSSC Procurement Division	Reports/DRDs	DRD dictates recipients of each.	Submission of reports by the due date listed in DRDs
NSSC Procurement Division	Audit Responses	HQ OCFO, Quality Assurance Division (QAD), HQ Office of the Inspector General (OIG), Office of Management and Budget (OMB), and the Government Accountability Office (GAO)	Respond to audit requests by deadline dates
NSSC Procurement Division	Monthly Reconciliation	NSSC Accounts Payable	Provide validation spreadsheet and request for payment processing in accordance with the Prompt Payment Act

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SYSTEM COMPONENTS
(EXISTING SYSTEMS)

IT System Title	IT System Description	Access Requirements
SAP-Core Financial	Accounting system of record	NAMS Procurement Roles
P-Card Application	The official system of record for NASA purchase card procurements. On-line system that allows for creation of order logs, tracks P-Card transactions, ensures funds are available before ordering. Also, the system used for reconciling monthly statements	NAMS Admin
Service Now (SNOW)	Work Management System – Scoped App Solutions Profiles, Procurement Request Assistance Tickets, Service Catalog Purchase Card Assistance Portal for Cardholders, Approving Officials and Center Leadership's use	NAMS (NSSC P-Card Team Only)
SATERN	System for Administration, Training, and Educational Resources for NASA	NAMS Admin Access (NSSC P-Card Team Only). P-Card Team initially sets up SATERN course assignments.
Federal Acquisition Institute Cornerstone OnDemand (FAI CSOD)	CHs / AOs are required to register in FAI CSOD to take Section 889 training.	N/A
Access® Online	US Bank's electronic access system used to request, manage, and close P-Card accounts	NSSC P-Card SP or CS Teams are able to approve or deny access request
NAMS (NASA Access Management System)	NASA System used to provide access to employees to different systems, Outlook Mailboxes, Shared Drives, NASA Applications and Resources	NAMS – Used to approve a new Cardholder, Approving Official or other P-Card Roles in the Agency P-Card Application; set Purchase Card limits, thresholds, roles, etc.

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CUSTOMER CONTACT CENTER STRATEGY

General contact with the NSSC regarding Purchase Card purchases should be made to the NSSC Customer Contact Center (CCC) or as a request through the NSSC P-Card Webpage (via the "Contact Us" feature).

The CCC is a disciplined approach to the management of customer interactions for timely resolution of customer issues, timely follow- up, and feedback on outstanding issues. The CCC handles phone calls, e-mails, and online communications. The staff is trained in all aspects of shared services to be able to respond to customer inquiries of a general nature. The CCC is structured around teams that have ongoing access to a knowledge management tool and to a knowledge manager for assistance with customer inquiries. It is expected that routine calls and requests for routine information will be handled by the CCC. The CCC has procedures in place to handle non-routine calls or requests that may require immediate elevation to a Purchase Card team member (via Scoped App Solutions Procurement Request Assistance Call ticket as appropriate) to the NSSC Purchase Card Team.

The CCC can be reached via phone, fax, or email. Each call, fax or email will initially be assigned as a "Level 1" (L1) case. The CCC will make every effort to answer the inquiry. A Procurement Request Assistance Call ticket will be opened for all inquiries. In the event a question cannot be answered by the CCC, the case will be routed to "Level 2" (L2) which is the SP Purchase Card team. Inquiries that are complex in nature and require interpretations of laws or regulations will be routed to "Level 3" (L3) which is the CS Purchase Card Team.

Submit a web inquiry: https://www.nasa.gov/centers/nssc/contact-nssc
Fax: 1-866-779-6772
Phone: 1-877-NSSC123 (or 1-877-677-2123)
Hours: 8am – 8pm Eastern Standard Time, Monday through Friday

The CCC will have a list of the appropriate POCs at the NSSC for elevation purposes, as well as the reference Purchase Card Web page and other pertinent information (such as P-Card Knowledge Articles).

Customers also have access to self-service Purchase Card information located on Purchase Card website, to include using the "Contact Us" feature as an alternative option to contacting the NSSC CCC.

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APPENDIX A –
ACRONYM LIST

Acronym	Definition
AO	Approving Official
AP	Accounts Payable
APS	Application and Platform Services
AR	Accounts Receivable
APC	Agency Program Coordinator
CH	Cardholder
CS	Civil Servant
EAS	Electronic Access System
FAI CSOD	Federal Acquisition Institute Cornerstone OnDemand
FAR	Federal Acquisition Regulation
GAO	General Accountability Office
GRS	General Records Schedule
GSA	General Services Administration
HQ	Headquarters
IDR	Invoice Data Requirements
LOD	Letter of Delegation
MRI	Master Records Index
NASA	National Aeronautics and Space Administration
NFS	NASA FAR Supplement
NPD	NASA Policy Directive
NPR	NASA Procedural Requirement
NRRS	NASA Records Retention Schedule
NSSC	NASA Shared Services Center
OCFO	Office of Chief Financial Officer
OIG	Office of the Inspector General
OMB	Office of Management and Budget
OP	Office of Procurement
OSBP	Office of Small Business Programs
P-Card	Purchase Card
PCPI	Purchase Card Procedures and Instructions
QAD	Quality Assurance Division
SDG	Service Delivery Guide
SNOW	Service Now
SP	Service Provider

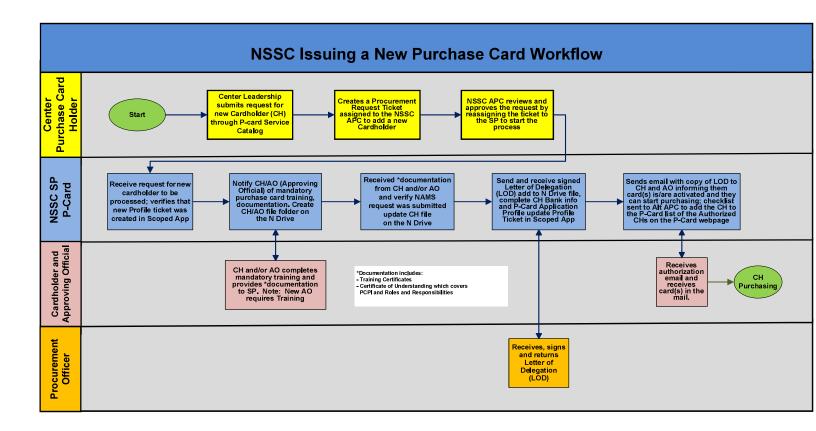| NSSC | NSSDG-5100-0001 Revision 8.0 |
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APPENDIX B –
PURCHASE CARD PROCESS FLOW

NSSC Issuing a New Purchase Card Workflow

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NSSC Purchase Card Program (P-Card) – Cardholder Purchasing Workflow, Monthly Reconciliation and Validation

NASA Center Cardholder (CH) & Approving Official (AO)

- CH wants to make a purchase during the month; first locates Vendor and ensures Vendor and order is in compliance, gathers documentation
- CH receives AO approval for purchase and creates Order Log in the P-Card Application
- CH places and receives the Order, verifies correct, finalizes Order receipt in P-Card Application; prepares for end of month reconciliation
- Upon receipt of P-Card transactions & monthly bank statement, reconcile each transaction against the order log in P-Card Application. Reconciliation with AO approval must be completed within 5 business days beginning on the 11th of the month.
- CH to resolve any disputed charges for the month with Bank or Vendor

NSSC P-Card SP Team

- SP runs Unapproved Transactions Report Daily for 5 business days; verifies which CH have started or completed reconciliation and works with CH to resolve any reconciliation issues
- Once reconciliation is completed, reports are pulled by Center from the WAT Tool and applied to Center's Validation spreadsheet
- Any discrepancies submit SR to APS (formerly AAO) for correction; review final analysis report for successful validation of SAP PO Values to Invoice Purchases
- Processes any Credit Memos or invoices needed from Accounts Payable, submits final validation spreadsheet to AP for payment processing

NASA Application & Platform Svcs. (APS)

- Reviews final analysis report and makes corrections; sends back to SP to complete Validation

NSSC Accounts Payable (AP)

- Resolves any discrepancies and processes monthly payments from Validation spreadsheet to US Bank

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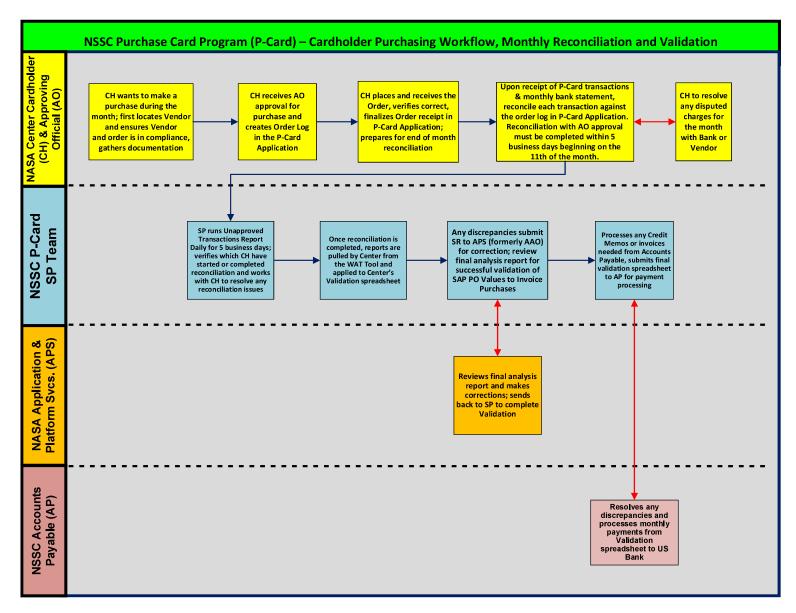## NSSC Purchase Card Program (P-Card) – Audit Workflow

NASA Center Cardholder

NASA Center Cardholders (CH) makes Monthly Purchases which are Audited based on a 5% sampling of monthly reconciled transactions

CH reviews the request and provides the requested information/ documentation to the NSSC; CH provides additional info/docs if not sufficient

NSSC P-Card Team

Monthly Transaction Report run in P-Card Application based on the 5% sampling

Create Scoped App PR Request Tickets for Transactions being audited using the Transaction PC Number by CH Name and creates folder on the N Drive for each CH

Team member reviews the Transaction, checks for *compliance(s), verifies if anything needs to be requested, creates email and sends to CH to follow-up on the transaction; follow-up with email to CH and Cc Approving Official (AO) if not sufficient

Cardholder response(s) is/ are added to the Transaction Audit Checklist (see Appendix C of the Internal Review Guide) and any docs, emails, etc. are added to the Audit files final PDF file copy

*Compliance(s)
-889 Compliance
-Supporting Documents – ie. SAM cert, receipts, invoices, special approvals, etc.

NSSC Purchase Card Program (P-Card) – Close a Purchase Card

NASA Center Leadership or Cardholder (CH) & Approving Official (AO)

Purchase Card needs to be closed either by Center Leadership through the P-card Service Catalog, the CH and/or AO

Completes and sends Closeout Checklist with CH and AO signature to NSSC along picture of destroyed card by either CH or AO unless card is lost or stolen

NSSC SP P-Card Team

Receives request and follows Closeout Checklist to ensure all steps are taken.
Note: Close Card due not needed, stolen, CH leaving NASA, retirement, transfer to another Org, passed away, etc.

Places picture of destroyed card in file; closes account with the bank and any other actions required to close account in all systems. For Scoped App Profile Ticket, if CH leaving make Profile Inactive or if Closing card only remove card from CH Profile; informs Alt APC to remove the CH from the Authorized CH list on the P-card webpage.