SUBJECT: Purchase Card Program

Approved by

Michael Vicory

Michael J Vicory
Chief, Procurement Services Division

July 10, 2019

Date
**SUBJECT: Purchase Card Program**

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**DOCUMENT HISTORY LOG**

<table>
<thead>
<tr>
<th>Status (Basic/Revision Cancelled)</th>
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<th>Description of Change</th>
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<tbody>
<tr>
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<td>Guide updated to reflect change in NASA on-line training site and update the workflow attached to this delivery guide.</td>
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<td>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.</td>
</tr>
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<td>05/18/2012</td>
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</tr>
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<td></td>
<td>09/13/2016</td>
<td>Guide 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.</td>
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**RELEASED - Printed documents may be obsolete; validate prior to use.**
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<table>
<thead>
<tr>
<th>Revision</th>
<th>6.0</th>
<th>07/09/2019</th>
</tr>
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Guide updated to reflect the transition of Center Purchase Card Programs to the NSSC; Incorporated the new Escalation Process; Changed the Center Coordinator designator from CPC to P-Card SP Team and P-Card CS Team; Changed JPMorgan Bank to US Bank; Updated entire document to align with SAT Service Delivery Guide.
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1.0 Introduction

The NASA Shared Services Center (NSSC) supports the NASA Purchase Card Program as the Agency lead Purchase Card Coordinator (APC); and performs the following functions:

- Serves as the contracting officer for NASA’s task order under GSA’s SmartPay master contract;
- Provides management and oversight of all Centers Purchase Card Programs; Develops best practices and procedures for the Purchase Card Program;
- Ensures members of the NSSC Purchase Card Team are properly trained and fulfills requirements set forth by the Office of Management and Budget (OMB), GSA, and NASA;
- Develops and implements an Agency Purchase Card Audit Program;
- Maintains content of Agency-wide online training course;
- Supports HQ in developing and improving procedures, circulars, plans, reports, and assessments on Purchase Card activities internally and outside the Agency;
- Manages the Agency-wide Purchase Card website;
- Coordinates internal audits on Purchase Cards with responsible lead office at HQ and Center Audit Liaisons; and,
- Serves as focal point for report submissions and interactions with OMB, GSA, and other Federal Agencies.

2.0 Purpose

The purpose of this Document is to delineate the responsibilities of procurement personnel at the NSSC regarding the procedures on obtaining and using a purchase card and to ensure that Agency and other Federal policies are followed. The services described in this guide are performed by Civil Service (CS) and Service Provider (SP) procurement personnel located onsite at the NSSC on Stennis Space Center.

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 Program which include, but are not limited to, the following:

- Providing operational support to cardholders and approving officials
- Conducting and documenting reviews of cardholder and approving official activities
- Ensuring that cardholders and approving officials are fully trained and refresher requirements are met
- Issuing, suspending or canceling cards
- Maintaining a central record of all purchase card delegations/accounts and their status
- Collecting data and submitting all Agency reports as required in accordance with OMB Circular A-123, Appendix B
- Providing summary purchase card data to the NASA Office of Small Business Programs (OSBP) for qualifying acquisitions above the micro-purchase threshold, but below the simplified acquisition threshold, to ensure these acquisitions are compliant with the Small Business Act and have been properly recorded in the Federal Procurement Data System—Next Generation (FPDS-NG)
- Providing subject matter expertise and input to the NASA headquarters Office of Procurement in support of the development and maintenance of Agency purchase card policy
- Providing monthly transaction reports to the installation Supply and Equipment Management Officers (SEMO) for purposes of oversight and ensuring cardholder compliance regarding the proper verification of receipt and tracking of controlled equipment
- Reviewing cardholder and approving official account requests and ensuring the required documentation is complete
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- Issuing letters of delegation authority to cardholders
- Responding to all audits by providing any and all documentation requested of the Purchase Card Program

3.2 NASA Center Responsibilities

- 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 and the 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 Web Solution system prior to purchase
- Adhering to regulations surrounding prohibited transactions and splitting orders
- Documenting proper Special Approvals prior to purchase
- 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 Purchase Card Team internally processes the Purchase 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 SP and 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

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

6.1.2 NSSC Purchase Card CS Team [indicated in red]

Civil Servant employees are tasked with executing inherently governmental responsibilities such as providing guidance as needed and can be requested to assist the NSSC Purchase Card SP Team in resolving issues with non-inherently governmental responsibilities.
## PURCHASE CARD PROCESS

<table>
<thead>
<tr>
<th>Stage</th>
<th>Roles and Responsibilities</th>
<th>Tips/Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Stage 1A</strong></td>
<td><strong>Obtain purchase card</strong></td>
<td>The employee’s supervisor/Approving Official (AO) shall initiate the request for purchase card based on needs of the organization.</td>
</tr>
<tr>
<td></td>
<td>The NSSC Purchase Card SP Team receives the Purchase Card Request form for the nominated cardholder then Initiates a NAMS Request for access to P-Card Web Solution System.</td>
<td></td>
</tr>
<tr>
<td><strong>Stage 1B</strong></td>
<td><strong>Complete required training</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>The NSSC P-Card SP Team ensures nominated Cardholder completes the required two mandatory P-card SATERN training courses: NASA Purchase Card Program and AAO1035 Bankcard Purchases and Desktop Receiving; receives completion certificates.</td>
<td></td>
</tr>
<tr>
<td><strong>Stage 2A</strong></td>
<td><strong>Issues purchase card</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>The NSSC P-Card SP Team creates cardholder file; prepares Delegation of Procurement Authority memo for Procurement Officer’s signature; requests card account within Access® Online (the bank’s electronic access system).</td>
<td></td>
</tr>
<tr>
<td><strong>Stage 2B</strong></td>
<td><strong>Set-up profiles/roles in system</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>The NSSC P-Card SP Team sets up Cardholder and Approving Official employee profiles and roles in the P-Card Web Solution System; enters card account data.</td>
<td></td>
</tr>
<tr>
<td><strong>Stage 2C</strong></td>
<td><strong>Provides letter of delegation to cardholder</strong></td>
<td>The cardholder receives the actual card at their work address from the Bankcard Vendor.</td>
</tr>
<tr>
<td></td>
<td>The NSSC P-Card SP Team provides signed Delegation of Procurement Authority letter &amp; training statement to new cardholder and maintains a copy of each in the cardholder’s official record; provides cardholder copies of the tax exempt letter, Center specific policies, and AAO’s tips/tricks for creating order logs and reconciling, as well as provides links to the Purchase Card Procedures and Instructions (PCPI), and the NASA Enterprise Performance System (EPSS) for job aids.</td>
<td></td>
</tr>
</tbody>
</table>
### SUBJECT: Purchase Card Program

<table>
<thead>
<tr>
<th>Stage</th>
<th>Roles and Responsibilities</th>
<th>Tips/Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Stage 3A</strong>&lt;br&gt;Verifies use of purchase card by running specified monthly reports</td>
<td>The NSSC P-Card SP Team verifies the following: 1) purchases are not a prohibited or restricted item and is an authorized purchase; 2) purchases are within single purchase limits; 3) CH obtains any special approvals; 4) CH checks required sources; and 5) CH considers special requirements for delivery, proper equipment tagging, receipt inspection and calibration.</td>
<td>The AAO has step-by-step procedures posted on the bReady Enterprise Portal under Enterprise Performance Support System (EPSS) Job Aids.</td>
</tr>
<tr>
<td><strong>Stage 3B</strong>&lt;br&gt;Create order log &amp; place order</td>
<td>By running monthly reports, the NSSC P-Card SP Team verifies the Cardholder creates the order log in P-Card Web Solution System <strong>PRIOR</strong> to placing the order with the vendor.</td>
<td>CH to follow User procedure: “Create Record of Purchase” on the bReady Enterprise Portal’s EPSS.</td>
</tr>
<tr>
<td><strong>Stage 3C</strong>&lt;br&gt;Receive &amp; Inspect items ordered</td>
<td>The NSSC P-Card SP Team confirms the Cardholder performs receiving inspection activities following the relevant procedures.</td>
<td>The P-Card Web Solution system has a procedure for accepting deliverables. Deliverables may be received by desktop receiving, or via central receiving.</td>
</tr>
<tr>
<td><strong>Stage 4A</strong>&lt;br&gt;Importing monthly transactions for reconciliation</td>
<td>The NSSC P-Card CS Team imports the purchase card transactions to P-Card Web Solution after the cycle end date each month and after receipt of notification from the AAO.</td>
<td>The AAO retrieves card transactions from the bank contractor and uploads them to P-Card Web Solution.</td>
</tr>
<tr>
<td><strong>Stage 4B</strong>&lt;br&gt;Reconcile transactions</td>
<td>The NSSC P-Card SP Team works with CHs to ensure reconciliation of the transactions against the order log information is correctly implemented in the timeframe outlined by the SP Team.</td>
<td></td>
</tr>
<tr>
<td><strong>Stage 5</strong>&lt;br&gt;Approve monthly transactions</td>
<td>In instances where the AO is unable to provide approval in P-Card Web Solutions, the NSSC P-Card CS Team provides approval on their behalf; AO signature is required upon their return to the office on the CHs transaction report and filed.</td>
<td></td>
</tr>
</tbody>
</table>
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<table>
<thead>
<tr>
<th>Stage</th>
<th>Roles and Responsibilities</th>
<th>Tips/Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Stage 6</strong></td>
<td><strong>Extract reconciled transactions and conduct validation</strong></td>
<td>The AAO has step-by-step procedures posted on the bReady Enterprise Portal under EPSS Job Aids.</td>
</tr>
<tr>
<td></td>
<td>The NSSC P-Card SP Team extracts transactions monthly in SAP (NASA’s Financial Management System); executes WAT-Web tool validation reports, performs validation process; creates SR for discrepancies and sends to the AAO for corrections; completes the validation spreadsheet; and submits the Validation sheet to NSSC Accounts Payable for payment processing.</td>
<td></td>
</tr>
<tr>
<td><strong>Stage 7</strong></td>
<td><strong>Audit P-Card transactions</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>In accordance with NSPWI-5100-0007, NASA Purchase Card Internal Review Guide, the SP Team runs the required reports from P-Card Web Solution System, Access Online ®, and Intellilink.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>The NSSC P-Card CS Team verifies information for all required audits.</td>
<td></td>
</tr>
<tr>
<td><strong>Stage 8</strong></td>
<td><strong>Turn in purchase card</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Upon receiving a notification of a resigning, transferring or retiring Cardholder, the NSSC P-Card SP Team will officially close the account with the bank once all transactions have been posted and paid.</td>
<td></td>
</tr>
</tbody>
</table>
## METRICS

<table>
<thead>
<tr>
<th>Initiating Office/Entity</th>
<th>Deliverable (Output)</th>
<th>Receiving Office/Entity</th>
<th>Metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>NSSC Procurement Division</td>
<td>Procurement Services Reports</td>
<td>HQ Office of Procurement, Procurement Officers, NSSC P-Card SP Team, Cardholders, Approving Officials and end users requesting supplies or services via the purchase card.</td>
<td>Customer satisfaction feedback</td>
</tr>
<tr>
<td>NSSC Procurement Division</td>
<td>Reports</td>
<td>HQ OCFO and OMB</td>
<td>Timely submission of reports by the due date</td>
</tr>
<tr>
<td>NSSC Procurement Division</td>
<td>Audit Responses</td>
<td>HQ OCFO QAD, HQ OIG, OMB, and GAO</td>
<td>Respond to audit requests by deadline dates</td>
</tr>
<tr>
<td>NSSC Procurement Division</td>
<td>Monthly Reconciliation</td>
<td>NSSC Accounts Payable</td>
<td>Provide validation spreadsheet and request for payment processing IAW the Prompt Payment Act</td>
</tr>
</tbody>
</table>
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### SYSTEM COMPONENTS (EXISTING SYSTEMS)

<table>
<thead>
<tr>
<th>IT System Title</th>
<th>IT System Description</th>
<th>Access Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>SAP-Core Financials</td>
<td>Accounting system of record</td>
<td>Supervisor approval of access via NAMS application</td>
</tr>
<tr>
<td>P-Card Web Solution</td>
<td>The official system of record for 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</td>
<td>NSSC P-Card SP or CS Teams are able to approve or deny NAMS application</td>
</tr>
<tr>
<td>ServiceNow</td>
<td>Work Management System</td>
<td>N/A</td>
</tr>
<tr>
<td>SATERN</td>
<td>System for Administration, Training, and Educational Resources for NASA</td>
<td>N/A</td>
</tr>
<tr>
<td>Access® Online</td>
<td>US Bank’s electronic access system used to request, manage, and close P-Card accounts</td>
<td>NSSC P-Card SP or CS Teams are able to approve or deny access request</td>
</tr>
<tr>
<td>Intellilink</td>
<td>VISA’s Data Mining Tool used for program audit sampling and monitoring</td>
<td>NSSC P-Card SP or CS Teams are able to approve or deny access request</td>
</tr>
</tbody>
</table>
CUSTOMER CONTACT CENTER STRATEGY

General contact with the NSSC regarding Purchase Card purchases should be made to the NSSC Customer Contact Center (CCC). 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 (or ServiceNow case management 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, and a ServiceNow case management request 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.

**E-mail:** nssc-contactcenter@nasa.gov

**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 pages and other pertinent information.

Customers will also have access to self-service Purchase Card information located either in ServiceNow or the Purchase Card website as an alternative option to contacting the NSSC CCC.
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APPENDIX A – ACRONYM LIST

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>AAO</td>
<td>Agency Applications Office</td>
</tr>
<tr>
<td>AP</td>
<td>Accounts Payable</td>
</tr>
<tr>
<td>AR</td>
<td>Accounts Receivable</td>
</tr>
<tr>
<td>APC</td>
<td>Agency Program Coordinator</td>
</tr>
<tr>
<td>CS</td>
<td>Civil Servant</td>
</tr>
<tr>
<td>EAS</td>
<td>Electronic Access System</td>
</tr>
<tr>
<td>FAR</td>
<td>Federal Acquisition Regulation</td>
</tr>
<tr>
<td>GAO</td>
<td>General Accountability Office</td>
</tr>
<tr>
<td>GRS</td>
<td>General Records Schedule</td>
</tr>
<tr>
<td>GSA</td>
<td>General Services Administration</td>
</tr>
<tr>
<td>IDR</td>
<td>Invoice Data Requirements</td>
</tr>
<tr>
<td>MRI</td>
<td>Master Records Index</td>
</tr>
<tr>
<td>NASA</td>
<td>National Aeronautics and Space Administration</td>
</tr>
<tr>
<td>NFS</td>
<td>NASA FAR Supplement</td>
</tr>
<tr>
<td>NPD</td>
<td>NASA Policy Directive</td>
</tr>
<tr>
<td>NPR</td>
<td>NASA Procedural Requirement</td>
</tr>
<tr>
<td>NRRS</td>
<td>NASA Records Retention Schedule</td>
</tr>
<tr>
<td>NSSC</td>
<td>NASA Shared Services Center</td>
</tr>
<tr>
<td>OMB</td>
<td>Office of Management and Budget</td>
</tr>
<tr>
<td>PCPI</td>
<td>Purchase Card Procedures and Instructions</td>
</tr>
<tr>
<td>SDG</td>
<td>Service Delivery Guide</td>
</tr>
<tr>
<td>SP</td>
<td>Service Provider</td>
</tr>
</tbody>
</table>
**APPENDIX B – PURCHASE CARD PROCESS FLOW**

**Obtaining a Purchase Card**

- **Center Civil Service Employee**: Identify a need for purchase card
- ** NSSC P-Card SP Team**: Initiate a NAMS Request (can also be done by a contractor employee)
- **Supervisor**: Complete required SATERN training courses & Provide completion certificates to the NSSC P-Card SP Team
- **NASA Agency Application's Office (AAO)**: Receive request for new purchase card
- **Procurement Officer**: Notify purchase cardholder (CH) of mandatory purchase card training. Create cardholder file folder
- **Procurement Officer**: Receive training completion certificates from cardholder verifying that all mandatory training is complete, approve NAMS request
- **Procurement Officer**: Prepare Delegation of Procurement Authority memo for Procurement Officer
- **Procurement Officer**: Approve NAMS request
- **Procurement Officer**: Replaces approved NAMS Request and issues user ID & password for P-Card Web Solution System

**Objectives:**
- To ensure purchase cards and letters of delegations are properly issued after mandatory training requirements are met
- 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
## Issuing a Purchase Card

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Input required documentation to the Bank Vendor’s Electronic Access System (EAS) / Access Online &amp; requesting new P-Card (Note 3)</td>
</tr>
<tr>
<td>2.</td>
<td>Set up cardholder &amp; approving official files; create employee profiles &amp; roles in the P-Card Web Solution System</td>
</tr>
<tr>
<td>3.</td>
<td>Provide signed Letter of Delegation &amp; Training Statement to new cardholder &amp; maintain a copy of each in official record (Note 4)</td>
</tr>
<tr>
<td>4.</td>
<td>Issue card to employee and provide copy of P-Card policies, tax exempt letter, AAO’s tips/tricks for creating order logs and reconciling, or provide links to all such data, etc.</td>
</tr>
</tbody>
</table>

### Notes:
- Note 4: The majority of cardholders have a single purchase dollar limit of $10,000.
- Note 3: The cardholder receives the actual purchase card from the bank after completion of the required training courses.

## Using a Purchase Card

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Receive notice for P-Card purchase (Note 5)</td>
</tr>
<tr>
<td>2.</td>
<td>Purchase under $10,000?</td>
</tr>
<tr>
<td></td>
<td>YES</td>
</tr>
<tr>
<td></td>
<td>YES</td>
</tr>
<tr>
<td></td>
<td>NO</td>
</tr>
<tr>
<td></td>
<td>YES</td>
</tr>
<tr>
<td></td>
<td>NO</td>
</tr>
<tr>
<td>END</td>
<td></td>
</tr>
</tbody>
</table>

### Notes:
- Note 7: ITEMS REQUIRING SPECIAL APPROVAL – See PCPI, Attachment A
- Prohibited Transactions: All agency cardholders are prohibited from using the card for – See PCPI, Section 8.0

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**Release Information:**
Released - Printed documents may be obsolete; validate prior to use.
Using a Purchase Card (Cont’d)

**Center**
- Purchase

**Cardholder**
- Consider special requirements for delivery, receipt inspection and calibration (Note 8)
- Select Vendor
  - Create Order Log in P-Card Web Solution, include shipping charges, if applicable (Note 8)
  - Place the Order
  - Arrange for the shipping of the item giving an appropriate delivery address, or pick up the order from the supplier following applicable receipt and inspection procedures (Note 8)
- Perform receiving inspection activities following the relevant procedure (Note 8)

**Note 8:** The P-Card Web Solution System has a procedure for accepting deliverables. Deliverables may be received by desktop receiving, or via central receiving. Centers may have specific procedures that include any relevant receipt and inspection requirements, including delivery information. Contact the NSSC P-Card SP Team to obtain Center specific procedures related to the following types of purchases:

- Safety/Mission Critical Product
- Inspection, Measuring and Test Equipment
- Hazardous Materials (as defined in OSHA regulation 29 CFR, part 1910)
- If sensitive equipment is received with a value of more than $500 defined in NPR 4200.1, send an email to your Center SEMO to obtain a NASA Form 1517, Property of the US Government, decal to affix to the property that does not meet the sensitive equipment dollar threshold.
- All other items: match the item(s) with the description and quantity, and check condition.

**Note 9:** In order to create an order log, you must first access P-Card Web Solution via the bReady Portal: [https://bready.nasa.gov](https://bready.nasa.gov). Click “Systems” to open the System Launcher. Select “Procurement”.

**NASA Purchase Card Webpage:** [https://www.nssc.nasa.gov/purchasecard](https://www.nssc.nasa.gov/purchasecard)

**For over-the-counter purchases:**
- Provide vendor with P-Card account number
- Remind vendor that the purchase is tax exempt (Provide Center’s tax exempt number)
- Retain sales slip/supporting documentation for files

**For telephone or Internet orders:**
- Provide vendor with P-Card account number
- Remind vendor that purchase is tax exempt (Provide Center’s tax exempt number)
- Remind vendor that account should not be charged until the item is shipped
- Provide vendor with complete shipping address
- If item is to be delivered to other than cardholder’s office, ensure that an order transaction against the order log is completed by the datespecific by bank statement, reconcile each transaction with the order log in P-Card Web Solution. Reconciliation must be completed by the datespecific by the NSSC P-Card SP Team

**Note 10:**
- NASA P-Card Webpage: [https://www.nssc.nasa.gov/purchasecard](https://www.nssc.nasa.gov/purchasecard)
- Report any suspected fraudulent charges that appear on your purchase statement to US Bank at 888-994-6722 or by E-mail to [https://access.usbank.com](https://access.usbank.com) and to the NASA Office of Inspector General.

Cardholders should first work with the vendor to resolve disputes (Disputing a transaction should be a last resort). If the dispute cannot be resolved with the vendor, the cardholder has 90 days from the transaction date to dispute the charge with US Bank. The transaction can be disputed within Access Online® or by calling the US Bank Customer Service at 888-994-6722. When the cardholder disputes a purchase on their statement from US Bank, the cardholder shall monitor the status of the disputed purchase until the dispute is resolved. If the dispute is resolved in favor of the Government, the cardholder shall ensure that the disputed amount is credited back to the Government and document the record of transaction. If the dispute is resolved against the Government, the cardholder shall document the record of transaction and close out the matter.

**Using a Purchase Card, Importing and Reconciling Transactions**

**Center**
- Purchase

**Cardholder**
- Item Acceptable?
  - YES
  - NO
- Contact the vendor to arrange return and pick up of replacement item
- Record receipt of the item on the electronic Order Log in P-Card Web Solution
- Upon receipt of the purchase card transactions & monthly bank statement, reconcile each transaction against the order log in P-Card Web Solution. Reconciliation must be completed by the datespecific by the NSSC P-Card SP Team
- Dispute with vendor or fraudulent charge? (Note 10)
  - YES
  - NO
- Contact vendor and resolve issue

**NSSC P-Card SP Team**
- At the end of the billing cycle each month, import purchase card transactions from the AAO

**Note 10:**
- NASA P-Card Webpage: [https://www.nssc.nasa.gov/purchasecard](https://www.nssc.nasa.gov/purchasecard)
- Report any suspected fraudulent charges that appear on your purchase statement to US Bank at 888-994-6722 or by E-mail to [https://access.usbank.com](https://access.usbank.com) and to the NASA Office of Inspector General.

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SUBJECT: Purchase Card Program

Approving Purchase Card Transactions

Center Purchase Cardholder

Dispute Resolved?

If dispute cannot be resolved with vendor, transaction can be disputed within Access Online® (Note 10)

System-generated email sent to Approving Official to approve reconciled transactions

YES

NSSC P-Card SP Team

Reconcile & approve the reconciled transaction in P-Card Web Solution

NO

Note 11: Approving Officials are required to complete the two on-line training courses in SATERN. After completion, the Procurement Officer will issue a letter of delegation memo to the AO designating him/her as an approving official.

Approving Official Responsibilities:
- Ensure that all CHs have received training and understand the requirements for use of the purchase card
- Review & approve the CH’s monthly reconciled transactions
- Ensure CH’s reconciled transactions have supporting documentation and are complete, accurate, and reflect only authorized purchases and within threshold limits (no ‘splitting up’ of purchases to avoid the exceeding the limit)
- Report any suspected fraudulent charges that appear on your CH’s purchase statement to US Bank and to the NASA Office of Inspector General
- Reconcile CH’s transactions in the CH’s absence
- Identify an alternate AO to approve reconciliations when on TDY or leave

Appropriate card use? (Note 11)

Discuss with employee & report to NSSC P-Card SP Team (Note 12)

Approve authorized transactions in P-Card Web Solution

YES

Reconciled and approved on time?

Take appropriate corrective action (Note 12)

NO

Perform monthly extract of transactions (Note 13)

Note 12: In all cases of purchase card misuse, the CH will be required to repay the government for all unauthorized purchases, in accordance with NSPWI-5100-0006, NASA Purchase Card Escalation Process. Based on the nature of the misuse, temporary deactivation or account suspension may occur and steps will be taken to prevent recurrence. Misuse, even on the first instance can result in the purchase card cancellation, disciplinary action, and a report to the Office of Inspector General for further action.

All reimbursements to NASA shall follow the Erroneous Purchase Card Use Reimbursement Process. Cardholders will notify the NSCC P-Card SP Team and coordinate to complete the Invoice Data Requirements Form. Reimbursements will be done via www.pay.gov. Detailed instructions for this procedure will be provided by the NSCC P-Card CS Team and found in NSPWI-5100-0006, NASA Purchase Card Escalation Process.

Note 13: The NSCC P-Card SP Team will:
- Extract monthly transactions to SAP (NASA’s Financial Management System)
- Execute WAT-Web Tool validation report
- Perform the Validation Process
- Create SR for discrepancies & send to AAO for corrections
- Complete the Validation Spreadsheet
- Submit the validation sheet to NSCC Accounts Payable for payment processing

NOTES:
- As of July 10, 2019, this document is set to expire July 9, 2022.
- Responsible Office: Procurement Division
SUBJECT: Purchase Card Program

Extracting Reconciled Transactions and Conducting Validation

NSSC P-Card SP Team

- Validate Transactions
- Review Final Analysis Report and make any corrections
- Any Discrepancies? Submit for correction
- Review Final Analysis report for successful validation of SAP PO values to Purchase Invoice
- Any Credit memos or invoices needed via A/P
- Communicate with A/P representative to resolve discrepancies
- Submit final validation spreadsheet to Accounts Payable for processing payment
- Run Interface 60 (Note 14)

NASA Agency Applications Office (AAO)

- Note 14: Interface 60 passes reconciled and approved purchase transaction information from P-Card Web Solution to SAP for the purpose of posting financial cost and obligation information. Cost and obligation information is posted to the appropriate account assignments via the creation of purchase orders, credit memos and invoices through the interface.

Accounts Payable Representative

- Provide requested documentation / information
- Make Payment

Voucher Examiner

Any Discrepancies? Submit for correction
- Review Final Analysis Report and make any corrections
- YES
- NO
- Validate Transactions

YES
- NO
- YES

RELEASED - Printed documents may be obsolete; validate prior to use.
Turning in the Purchase Card

** NSSC P-Card SP Team member**

1. Identify need to turn in purchase card. (Note 18)

2. Request employee to turn in purchase card to Approving Official at least 30 days prior to transfer / departure. (Notes 18 & 19)

3. Annotate CH's file: Card was returned & destroyed; account was closed with the bank; and any other actions taken to close account in all systems.

** NSSC P-Card SP Team Official**

4. START (P-Card Retirement)

5. Identify need to turn in purchase card. (Note 18)

** Purchase Cardholder**

6. If the following is accomplished if the cardholder is retiring, transferred or resigning:
   - Notify NSSC P-Card SP Team immediately.
   - Card must be hand-carried or delivered to the Approving Official 30-days prior to release date, or as soon as event is known. The approving official/supervisor will obtain and destroy the card and notify the NSSC accordingly.
   - Obtain NSSC P-Card SP Team member’s signature on Human Resources employee out-processing checklist to release employee of cardholder duties.

7. Note 18: Ensure that the following is accomplished if the cardholder is retiring, transferred or resigning:
   - Notify NSSC P-Card SP Team immediately.
   - Card must be hand-carried or delivered to the Approving Official 30-days prior to release date, or as soon as event is known. The approving official/supervisor will obtain and destroy the card and notify the NSSC accordingly.
   - Obtain NSSC P-Card SP Team member’s signature on Human Resources employee out-processing checklist to release employee of cardholder duties.

8. END (P-Card Retirement)

9. Note 19: If no outstanding charges exists, the NSSC P-Card SP Team officially closes the account with the purchase card bank contractor, notes the CH as “inactive” in the Employee File in P-Card Web Solution System status field, notes the CH as “cancelled” in the Cardholder Profile status field; and deletes the CH name line in the P-Card Web Solution System User Role File.

10. If outstanding charges exist, the NSSC P-Card SP Team will confirm with the cardholder that these are legitimate purchases and will keep the account in an “open” status to allow the charges to post; or if another CH in the same organization is available the open order logs will be transferred to this CH and the departing CH’s account will be closed.

Audit the Purchase Card program

** NSSC P-Card SP Team**

1. START (Audit)

2. After reconciliation, run reports & perform audits IAW NSPWI-5100-0007, NASA Purchase Card Internal Review (Note 16)

3. Perform additional Center Audits and initiate Intellink cases (Notes 15 & 17)

4. Compile findings and submit to auditors. Maintain in records for 6 years. (Notes 15 & 17)

5. Ensure any corrective actions are initiated and provide status of corrective actions, if requested.

** Agency Coordinator - (APC) and NSSC P-Card SP Team**

6. Conduct sample agency audits using Access online & initiate Intellink cases (Note 16)

7. Send questionable items to the NSSC P-Card SP Team member working with that Center (Notes 15 & 17)

8. Provide status of corrective actions, if requested.

9. Note 15: The APC, in coordination with the NSSC Audit Liaison, will serve as the POC for audits using Access online and initiate Intellink cases.

10. Note 16: The APC, in coordination with the NSSC Audit Liaison, will serve as the POC for audits using Access online and initiate Intellink cases.

11. Note 17: The APC, in coordination with the NSSC Audit Liaison, will serve as the POC for audits using Access online and initiate Intellink cases.

12. Note 18: The APC, in coordination with the NSSC Audit Liaison, will serve as the POC for audits using Access online and initiate Intellink cases.