

National Aeronautics and
Space Administration

NASA Shared Services Center
Stennis Space Center, MS
39529-6000
www.nssc.nasa.gov

NASA Shared Services Center Service Delivery Guide

NSSDG-9200-0008 Revision 12

Effective Date: October 30, 2023
Expiration Date: October 30, 2026

Accounts Receivable – Collection/Deposit Process SDG

Responsible Office: Accounts Receivable

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 2 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

Approved by

Teri Green
Acting Chief, Financial Management Services Division

Date

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 3 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

DOCUMENT HISTORY LOG

Status (Basic / Revision / Cancelled)	Document Version	Effective Date	Description of Change
Basic	1.0	7/18/2016	Basic release
Revision	2.0	1/24/2017	<ul style="list-style-type: none"> • Updated jury duty process for verifying fund and disbursement date • Updated process for routing of AWMS IPACs • Updated Reimbursable Bill-Partial Payments Process • Updated Salary Offset Reclassification Process • Updated Appendix B – Added OCFO vice as POC • Removed Appendix C – Check Reconciliation process in order to add to Audit/Reporting SDG • Added Appendix for installing macros and add-ins • Added statement for documenting and maintaining macros under Applicability Scope • Formatted CS deposit instructions – moved from Appendix C to Process 2 in Deposit/Collection SDG

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 4 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

Revision	3	07/26/2017	<ul style="list-style-type: none"> • Added macro instruction in the posting fees process • Updated process for posting collection with/without established receivable • Updated Manual Deposit Process
Revision	4	12/05/2017	<ul style="list-style-type: none"> • Added instructions for AR delegation of authority • Added Tech Doc destruction process
Revision	5	04/03/2018	<ul style="list-style-type: none"> • Added requirement of Legal citation for Service Request • Updated to include Control Activities • Added note to Refund Process of FCH8 • Added instruction for TechDoc Destruction changes • Updated Donation Process • Updated Refund Process • Updated Reversal Process
Revision	6	7/10/2018	<ul style="list-style-type: none"> • Updated Unidentified Check Process • Added Process for Late Filing Fees

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 5 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

			<ul style="list-style-type: none"> • Added Appendix K for the Confirmation Macro process • Added Process to post amounts for Restitution/Settlements • Jury Duty Process – deleted NSSC Form 0061. • Added reference BOBJ process • Updated –Appendix B-JV Quick Reference Guide • Journal Vouchers-Salary Offset Journal Voucher-Exception • Added Appendix L – Debt Accounting Code-Jury Duty
Revision	7	11/15/2019	<ul style="list-style-type: none"> • Updated Refund Process and add ITS payments to Refund Process. • Added Appendix C Journal Voucher Review Matrix. • Added to Journal Voucher Process: US Bank Journal Voucher is routed to BAD/I3P • Updated JPMC to US Bank and added Quarterly Journal Voucher text field description.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 6 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

			<ul style="list-style-type: none"> • Added a Note under Erroneous Deposit Process. Use this process to for NCCIPS transactions. • Added new steps 5 and 6 of the deposit confirmation macro process under Appendix L-Confirmation Macro Process. • Added SAM Cash Flow Profile process “Update the C-key TAS/BETC in OTCNet”
Revision	8	3/26/2021	<ul style="list-style-type: none"> • Added to Payment Processor jury duty process-using funding form if funding isn’t available in BOBJ • Added Posting Payments in CSNG Process • Added how to pull Fed Debt Collections Process • Added process to research Center Advance Postings • Updated PP process to clear ITS Foreign payment using F-31 • Updated FBWT and 224 requests and deleted process to download/save FBWT SOD spreadsheet

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 7 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

			<ul style="list-style-type: none"> • Added notes to manually update SAP text field on residual payment (1800#) doc after a recurring payment is posted. • Added how to research Bankcard number to determine correct NASA Center for deposit. • Added new naming scheme for AR Refund Payment Proposals • Added how to add a document link in a SN task. • Added Check Collection auto-routing process for AP Vendor and Travel Refunds. • Updated OTCnet Foreign Exchange Check Deposit process. • Updated Refund process with customer banking details and updating payment method. • Added a note: reversal of payment proposals • Reversal of Cash document-Salary Offset JVs.
Revision	9	7/30/2021	<ul style="list-style-type: none"> • Updated with changes to the deposit/IPAC Collection process due to the SN Case Migration project.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 8 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

			<ul style="list-style-type: none"> Added process flow appendices.
Revision	10	4/1/2022	<ul style="list-style-type: none"> Adding 5pm CST cutoff for posting on the last business day of each month.
Revision	11	10/7/2022	<ul style="list-style-type: none"> Updated Foreign Check Deposit Process Updated JV Process to add CS review of posting validation Updated morning confirmations to include BOT process Add Center to Center IPAC Requests Process Updated Returned Payment Process-FBWT Added Appendix R and S for Source Entry Reference
Revision	12	11/3/2023	<ul style="list-style-type: none"> Updating verbiage regarding ServiceNow Case Legacy to Scoped App-throughout SDG Updating NON6500 refund process-page 173 Add refunding TOPS Fees-page 157 Updating ITS foreign payments for reimbursable customers-page 185 Updated Payment Proposal-page 180

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 9 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

			<ul style="list-style-type: none"> • Update Functional Detail tab to Accounts Receivable tab-throughout SDG • Added how the BOT creates folders and Collection Workbooks for the new fiscal year-page 317 • Updated L3 process for checks pending research-page 79 • Updated Cash Flow Profile with 80X0122 no-year TAS and new FY process-page 262
--	--	--	---

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 10 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

TABLE OF CONTENTS

INTRODUCTION.....	12
PURPOSE.....	14
APPLICABILITY/SCOPE.....	14
PRIVACY DATA.....	14
RECORDS	14
CANCELLATION/SUPERSESION OF PREVIOUS DOCUMENTS	14
PROCESS 1 – RECEIVE/RESEARCH COLLECTION	15
PROCESS 2 – ACCOUNTS RECEIVABLE L3 DEPOSIT PROCESS	45
PROCESS 3 – POSTING COLLECTION WITH ESTABLISHED RECEIVABLE (CONTROL ACTIVITY)	92
PROCESS 4 – POSTING COLLECTION WITHOUT ESTABLISHED RECEIVABLE (CONTROL ACTIVITY)	120
PROCESS 5 – POSTING FEES (CONTROL ACTIVITY)	135
PROCESS 6 – FEDDEBT COLLECTION	144
PROCESS 7 – POSTING PAYMENTS IN CSNG FOR DEBTS REFERRED TO TREASURY.....	148
PROCESS 8 – REFUNDS	159
PROCESS 9 – FUND STATUS CHANGE APPROVAL TRACKING TOOL (FSCATT) REQUEST FOR POSTING REFUNDS TO THE NON6500 FUND	182
PROCESS 10 – JOURNAL VOUCHERS.....	190
PROCESS 11 – REVERSAL OF CASH DOCUMENT	198
PROCESS 12 – FBWT AND 224 REQUESTS	206
PROCESS 13 – RETRIEVE MISCELLANEOUS RECEIPTS FROM TREASURY	207
PROCESS 14 – CREDITS THAT FAIL GRANT INTERFACE	209
PROCESS 15 – W-9 REQUEST PROCESS	213
PROCESS 16 – TECHDOC DESTRUCTION PROCESS-DIRECT RECEIVABLES...	215
PROCESS 17 – TECHDOC DESTRUCTION PROCESS-JOURNAL VOUCHERS....	227

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 11 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

PROCESS 18 – UPDATE THE C-KEY TAS/BETC IN OTCNET	243
SYSTEM COMPONENTS (EXISTING SYSTEMS).....	247
CUSTOMER CONTACT CENTER STRATEGY	248
APPENDIX A - ACRONYM LIST.....	249
APPENDIX B – JOURNAL VOUCHER QUICK REFERENCE GUIDE.....	253
APPENDIX C – JOURNAL VOUCHER REVIEW MATRIX	255
APPENDIX D – NSSC ACCOUNTS RECEIVABLE REVERSAL PROCESS.....	258
APPENDIX E – EFT RETURN REASON CODES	264
APPENDIX F – INSTRUCTIONS FOR RETURNING FUNDS TO THE DIVISION OF PAYMENT MANAGEMENT (DPM).....	265
APPENDIX G – PAY.GOV INSTRUCTIONS	268
APPENDIX H – FINANCE REQUEST TASK ELEVATION TO ACCOUNTS RECEIVABLE L3.....	269
APPENDIX I – EXAMPLES OF SERVICE NOW ACCOUNTS RECEIVABLE TABS..	272
APPENDIX J– TRACS IPAC – RETURNED REFUND PROCESS FLOW	280
APPENDIX K – INSTALLING MACROS AND ADD-INS.....	284
APPENDIX L – CONFIRMATION MACRO/BOT PROCESS	290
APPENDIX M – DEBT ACCOUNTING CODE PROCESS – JURY DUTY.....	295
APPENDIX N – RESOURCES - ACCOUNTS RECEIVABLE RESEARCH	305
APPENDIX O – SERVICE NOW PAY.GOV, FEDWIRE, AND 5515 PROCESS FLOW	307
APPENDIX P – SERVICE NOW CHECK DEPOSIT PROCESS FLOW	310
APPENDIX Q – SERVICE NOW IPAC PROCESS FLOW.....	313
APPENDIX R – SOURCE ENTRY QUICK REFERENCE GUIDE.....	316
APPENDIX S – SOURCE ENTRY REVIEW MATRIX.....	317

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 12 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

INTRODUCTION

The National Aeronautics and Space Administration (NASA) Shared Services Center (NSSC) will process all Collection and Deposit requirements for all NASA Centers, in accordance with the following regulations:

A. Statement of Federal Financial Accounting Standard No. 1, "Accounting for Selected Assets and Liabilities," September 1995

http://files.fasab.gov/pdffiles/handbook_sffas_1.pdf

B. Treasury Financial Manual (TFM) supplement, "Managing Federal Receivables":

<https://www.fiscal.treasury.gov/debt-management/resources/managing-federal-receivables.html>

C. "Federal Claims Collection Standards" 31 CFR 900-904:

<https://www.federalregister.gov/documents/2000/11/22/00-29284/federal-claims-collection-standards>

D. "Debt Collection Authorities under the Debt Collection Improvement Act of 1996" 31 CFR 285:

<https://www.federalregister.gov/documents/2016/01/12/2015-33044/debt-collection-authorities-under-the-debt-collection-improvement-act-of-1996>

E. Office of Management and Budget (OMB) Circular A-129 "Policies for Federal Credit Programs and Non-Tax Receivables," January 2013:

[Circular A-129 Revised \(whitehouse.gov\)](http://www.whitehouse.gov/circulars/a-129-revised)

F. "Debt Collection Improvement Act of 1996" [Public Law 104-134]

G. 26 CFR 1.6050P-1 (IRS 1099-C, Collection of Debt)

H. United States General Ledger; [Overview: US Standard General Ledger: Publications & Guidance: Financial Management Service](#)

I. Federal Acquisition Regulation (FAR): <http://www.acquisition.gov/far/>

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 13 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

J. Treasury Report on Receivables (TROR):

<https://fiscal.treasury.gov/dms/resources/debt-management-governmentwide-reports.html>

K. NASA Procedural Requirements (NPR):

http://nodis3.gsfc.nasa.gov/lib_docs.cfm?range=9%5b0,1,2,3,4,5,6,7%5d

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 14 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

PURPOSE

This SDG outlines procedures followed by the NSSC Service Provider (SP) and Civil Servant (CS) as it relates to Accounts Receivable (AR) Collection/Deposit processing for all NASA Centers.

APPLICABILITY/SCOPE

NSSC AR executes collections, deposit processing and reconciliations for all NASA Centers. These activities include but are not limited to:

- Processing all confirmed electronic payments
- Depositing and confirming all cash and check collections
- Posting collection transactions in the accounting system

Note: The SP is responsible for documenting and maintaining all Macros/Scripts utilized in these processes.

PRIVACY DATA

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

RECORDS

Records shall be maintained in accordance with NPR 1441.1, NASA Records Retention Schedules

CANCELLATION/SUPERSESSION OF PREVIOUS DOCUMENTS

This document supersedes a portion of NSSDG-9200-0008, Revision 11.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 15 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

PROCESS 1 – RECEIVE/RESEARCH COLLECTION

Receipt of Checks/Cash **NSSC Mailroom** – Control Activity

STEP 1.

- A. Upon receipt of payment from the customer, the NSSC Mailroom Processor scans the check and/or cash receipt into the TechDoc electronic filing system. The NSSC Mailroom Processor records the checks in a chain of custody log and places the checks in a locked safe/cabinet until they are picked up. The NSSC Mailroom Processor also generates a Service Now (SN) Finance Accounts Receivable (FAR)/Finance Request Task (FRT) to NSSC AR Level 2 (L2) to notify these individuals that a check, cashier’s check, money order and/or cash payment has been received by the NSSC Mailroom Processor.

Note: All checks must be processed through Document Imaging (DI). If the NSSC receives a check, cashier’s check, money order outside of this process, it must be immediately sent to DI for proper processing.

Note: Each AR CS team member is considered a Collection Agent and has been individually assigned his/her own safe drawer. Each individual, along with NSSC’s Security Department, has the combination to his/her safe drawer.

Note: In order to maintain security integrity, the combination to the safe(s) should be changed on an annual basis in July of each year, as employees leave, or if the combination is compromised. The NSSC has a standing “On Demand Service Stennis Work Request” (SWR) with the Facility Operating Systems Contract (FOSC Contract) to include lock-smith service. E-mail the NSSC Security POC (or FOSC POC directly) that the combination lock on a Mosler safe needs to be changed or serviced.

1. Mail is delivered daily to the NSSC secure mailroom and all checks are scanned into TechDoc.

Note: Cutoff for check scanning processing is 2:00 PM daily. If AR is notified after 2:00 PM, the checks will be processed the next appropriate time.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 16 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

2. Check, cashier's check, money order, or cash arrives at the NSSC and is scanned into TechDoc by DI.
3. DI creates a SN FAR/FRT for each check, cashier's check, money order, or cash payment received and routes to L2 Service Provider (SP).
4. DI runs a report from TechDoc which lists all checks received and scanned for a particular day.
5. The CS Deposit Processor (DP) will send an email to NSSC@mail.nasa.gov requesting DI send the chain of custody log for review when completed. Once the CS DP receives the chain of custody log, the DP will review the log against the scanned received checks in TechDoc and will return to DI if corrections are necessary. After the information has been validated and deemed accurate, the CS DP will sign the log digitally with Adobe Acrobat Professional using their badge and pin number and will return via NSSC@mail.nasa.gov to DI.
6. The CS Deposit Processor (DP) picks up the checks by 2:00 PM every business day. The CS DP will walk to DI to review the Chain of Custody Log against the received checks. Once validated the checks are placed in a secure lock bag and walked to the Treasury Check Scanner for processing.
7. DI then uploads the report into TechDoc.
8. The SP Payment Processor (PP) receives the SN FRT and researches to verify that the check should be deposited by the NSSC. (See Step 4)

Note: The final NSSC mail run occurs at 3:00 pm each day. Collections received will be held in a locked safe/cabinet overnight by DI for distribution the following business day. For auditing purposes, reports will be generated to ensure accuracy and accountability.

Note: Do not process any postings after 5pm CST on the last business day of the month.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 17 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

Note: Per the Treasury Financial Manual, Section 2055—Frequency of Deposits

“Federal entity depositors must limit deposits to one per day. Federal entities must make deposits for credit to the U.S. Treasury’s account without delay following the procedures below:

- Coordinate processing schedules that allow deposits to reach the financial institution before that financial institution's designated cut-off time;
- Federal entities must deposit receipts totaling \$5,000 or more on the same day received prior to depository cutoff time. Deposits will be made as late as possible prior to the specified cutoff time to maximize daily deposit amounts. Collections totaling less than \$5,000 may be accumulated and deposited when the total reaches \$5,000. However, deposits must be made by Thursday of each week, regardless of the amount accumulated; and
- If using OTCnet Check Capture, the federal entity must scan checks daily even if the checks total less than \$5,000.

Section 2060—Reporting Large Deposits

Federal entities must report daily aggregate deposits (excluding Treasury checks) of \$50 million or more to the Bureau of the Fiscal Service’s Cash Reporting Branch. See "Cash Forecasting Requirements" chapter at TFM Volume I, Part 6, Chapter 8500, section 8530, for instructions. However, federal entities must not accept any check written for more than \$99,999,999.99, as the Federal Reserve banks will not process checks over that amount. See Federal Reserve Banks Operating Circular 3, “Collection of Cash Items and Returned Checks,” section 3.3.”

STEP 2. Receipt of Pay.gov/Fedwire Collection - **Deposit Processor**

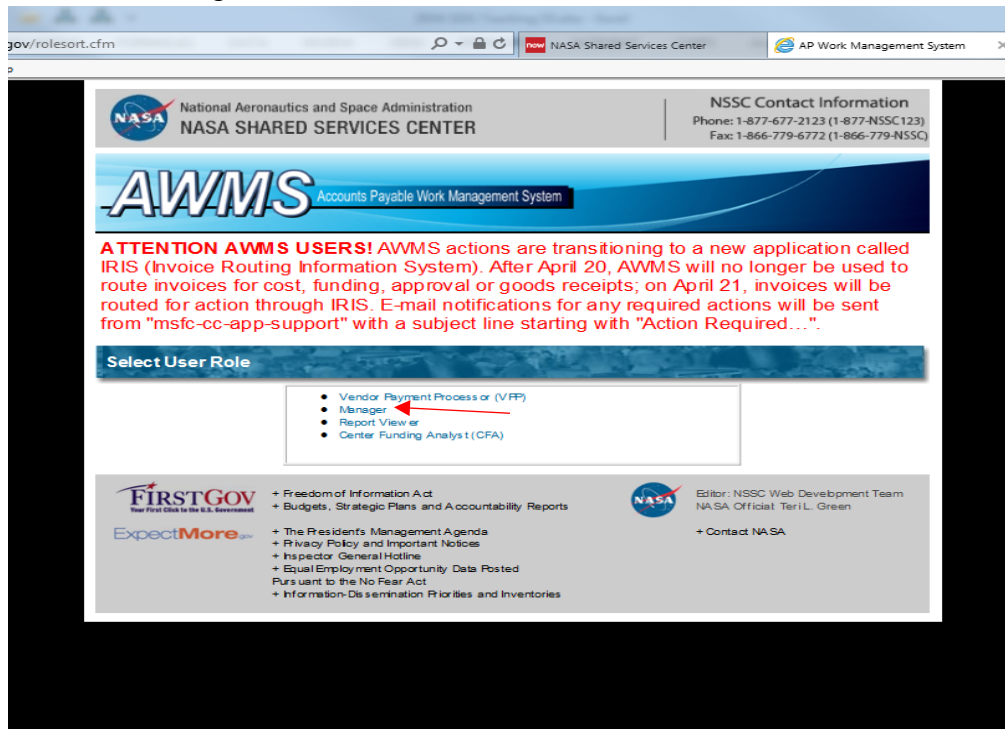
- A. Collections received via Pay.gov and Fedwire have been deposited upon receipt at Treasury.
- B. Payments are confirmed by CS DP and the specific process steps are located in Appendix L.
- C. CS DP creates the FAR and FRT and assigns to SP PP.
- D. SP PP researches payment. (see Step 4)

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 18 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

STEP 3. Receipt of IPAC – Payment Processor

A. SP PP logs in to Accounts Payable Work Management System (AWMS) at <https://awms.nssc.nasa.gov/escalationReports.cfm>

B. Click on Manager Screen.



NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 19 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

C. Click on the radio button next to Yes to filter out IPACs. Click on the Search Button to apply filter.

ATTENTION AWMMS USERS! AWMMS actions are transitioning to a new application called IRIS (Invoice Routing Information System). After April 20, AWMMS will no longer be used to route invoices for cost, funding, approval or goods receipts; on April 21, invoices will be routed for action through IRIS. E-mail notifications for any required actions will be sent from "msfc-cc-app-support" with a subject line starting with "Action Required..."

Manager *** Role Navigation ***

Invoice Number: Invoice Received Date:

PO Number: Special Conditions: UB NET

Contract Number: Customer ALC:

Invoice Date: IPAC Invoice: Yes No All

Total Invoices in new queue 19 Total Invoices work in progress 1

New Invoices | Work In Progress Invoices | Back to Top

Invoice Number	Purchase Order Number	Contract Number	Invoice Date	Invoice Received Date	Link Internal	Link External	Special Conditions	Customer ALC	IPAC Invoice
1791398		IPAC	07/15/2016	07/21/2016	Click Here	Click Here	N/A		
AP:0008340			07/20/2016	07/25/2016	Click Here	Click Here	N/A		
		GSFC FI	07/25/2016	07/25/2016	Click Here	Click Here	N/A		
NNFB000380716R		NNA05CP11	07/27/2016	07/27/2016	Click Here	Click Here	N/A		
NNFB000420716R		NNA05CR23	07/27/2016	07/27/2016	Click Here	Click Here	N/A		
07151600000000000390	MSFC		07/15/2016	07/29/2016	Click Here	Click Here	N/A		
		KSC recon	07/15/2016	07/29/2016	Click Here	Click Here	N/A		
AP:0008482			07/22/2016	07/29/2016	Click Here	Click Here	N/A		
LS012016			07/28/2016	07/29/2016	Click Here	Click Here	N/A		

D. Scroll through IPACs to locate AR IPACs.
Note: You can click on the "Customer ALC" Column Heading to sort IPACs by Agency Location Code.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 20 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

E. Double click on IPAC to open routing screen.

F. Update fields with information about IPAC, select correct center, and notate in work log AR IPAC for Center.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 21 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

G. Click AR Move to Finance Accounts Recievable

The screenshot shows the NASA Shared Services Center (NSSC) Accounts Payable Work Management System (AWMS) interface. The page header includes the NASA logo and contact information for the NSSC. The main content area displays a 'Manager - Process Invoice' form with the following fields and values:

- Invoice Received Date: 07/13/2016
- Invoice Date: 07/13/2016
- Contract Number: N/A
- Purchase Order Number: NNG12W/F78I
- Invoice Number: 773D6VCH0001
- DRN: [Empty]
- Internal Invoice Link: <https://dm.tes.tnss.c.nasa.gov> (Open in New Window)
- External Invoice Link: <https://aptest.nssc.nasa.gov> (Open in New Window)
- Utility Company Invoice:
- Final Invoice:
- IPAC Invoice:
- Center: Glenn Research Center
- Work Log: AR IPAC for GRC

At the bottom of the form, there are several buttons: 'Parked in SAP', 'AP Move to Case', 'AR Move to Case', and 'Return to Queue'. A red arrow points to the 'AR Move to Case' button. Below the form, there are additional buttons: 'Return to DI', 'Duplicate/Supporting', and 'Top of Queue'.

H. Select OK to move the record to Finance Accounts Recievable

The screenshot shows a 'Message from webpage' dialog box. The dialog box has a title bar with a close button (X). Inside the dialog box, there is a question mark icon and the text 'Move this record to AR Case?'. At the bottom of the dialog box, there are two buttons: 'OK' and 'Cancel'.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 22 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

- I. Log into SN to update the FAR and FRT with IPAC information (See Appendix I for examples of Accounts Receivable tab and FAR's).
- J. Process accordingly.

STEP 4. Research Collection - Payment Processor – Control Activity

A. Update FAR and FRT with information from the check.

1. The SP PP will document information from the check by creating the Finance Accounts Receivable (FAR) with the Customer Name (SAP customer name), Dollar Amount (if not auto filled from the check received), AR Center, Collection Type, Collection Category, Date of Check (if not auto filled from date check was written), Check Number (if not auto filled), FBWT Reason Reason Code, and Expected Posting Date.
 - a) If the FBWT Reason is “AP Vendor refund pending NSSC posting” or “Travel Refund of overpayment pending NSSC posting”, determine if fees are pending against the BOC and check the fee box in the FAR screen, if applicable. This is vital for the check collection auto routing process performed by AR L3 after a check has been deposited. See Step 3 below for researching BOC.

Note: The FBWT reason allows the Fund Balance with Treasury branch to understand the status of the amount not yet posted. Until the amount is posted, there will be a “difference” between Treasury and SAP.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 23 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

Accounts Receivable	Notes	Notification Activity	System	BOC	AR Refund	C2C IPAC
* Customer Name	JOHN DOE					
Dollar Amount	75.48					
Under \$10	<input type="checkbox"/>					
* Check Number	1234					
* Date of Check	2020-06-30					
Agreement Number						
FOIA Request Number						
P-card Orderlog						
FBWT Reason	Travel Refund or overpayment pendii					
Fees	<input type="checkbox"/>					
Expected Posting Date	2020-06-30					
AR Center	Stennis Space Center					
Collection Type	Check					
Collection Category	Travel Overpayment					
TAS/BETC	-- None --					
If Other, TAS/BETC						
Date of Treasury Confirmation	2020-06-30					
Document Reference Number	00451416-003					
Return/Refund Reason						

Accounts Receivable	Notes	Notification Activity	System
Customer Name	John Dow		
Dollar Amount	100.00		
Under \$10	<input type="checkbox"/>		
Check Number	1234		
Date of Check	01/01/2016		
Agreement Number			
FOIA Request Number			
FBWT Reason	AR Advance pending Center po		
Expected Posting Date	01/31/2016		
AR Center	Headquarters		
Collection Type	Check		
Collection Category	Reimbursable Agreement		
TAS/BETC	-- None --		
If Other, TAS/BETC			
Date of Treasury Confirmation	01/02/2016		
Document Reference Number	00012345-0001		
Return Reason			

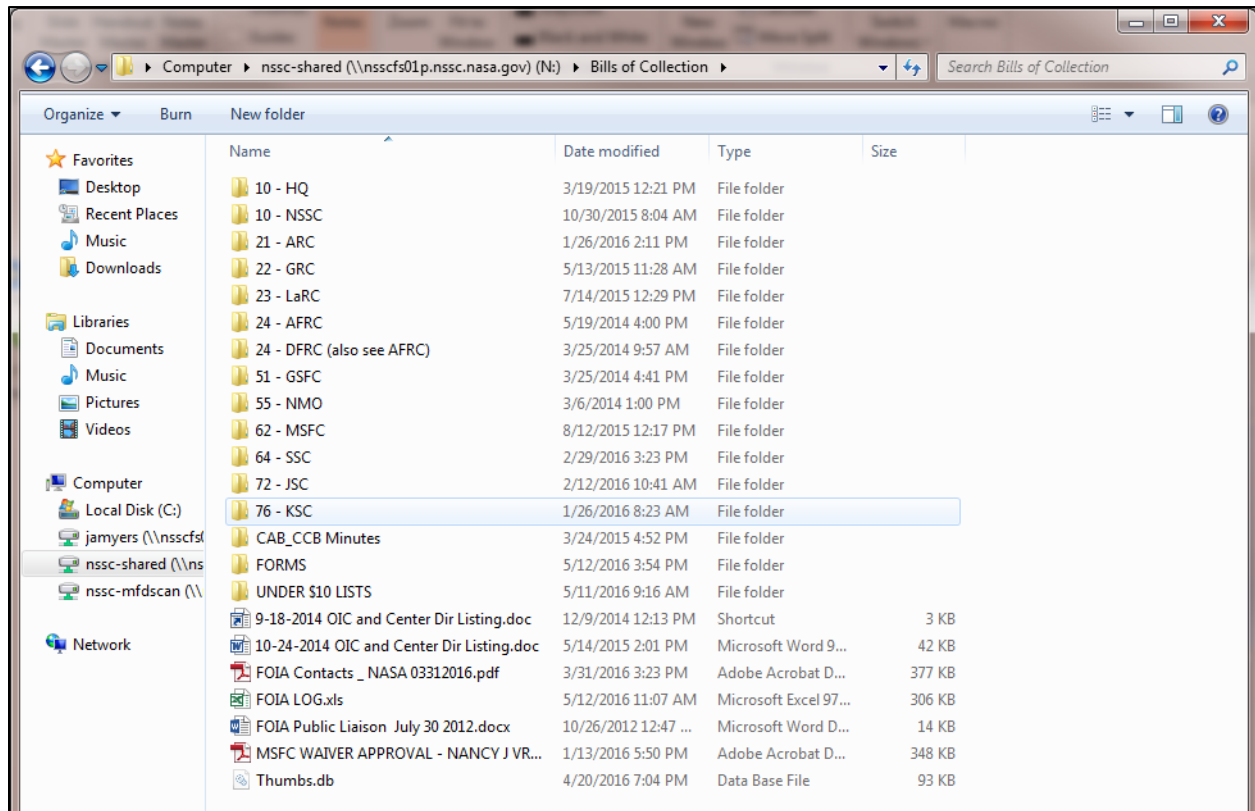
- If the check is not able to be identified as to which Center it belongs and/or the purpose of the payment, research is required using any information you can find on the check or supporting documentation. (See also Appendix N – Resources – Accounts Receivable Research).
- Carefully review all information on the Fedwire, Pay.gov, check and/or any imaged supporting documentation and envelope to see if a particular Center is noted as payee. Look for any NASA information to verify Center indicated, such as searching on the

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 24 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

customer name, Agreement number, Contract number, Travel Authorization number, etc.

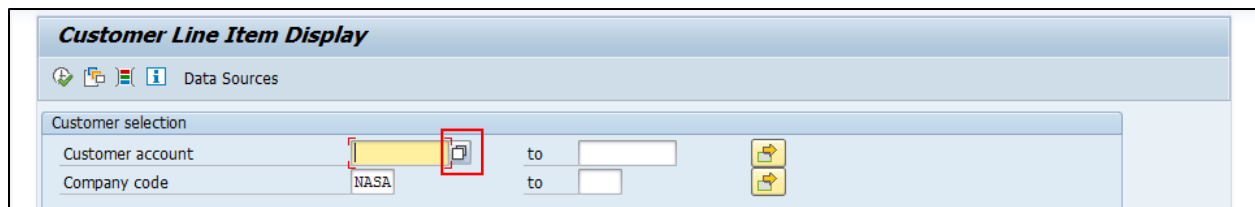
a) Search for an outstanding Bill of Collection.

i. Search the “Bill of Collection” folder on the N drive.



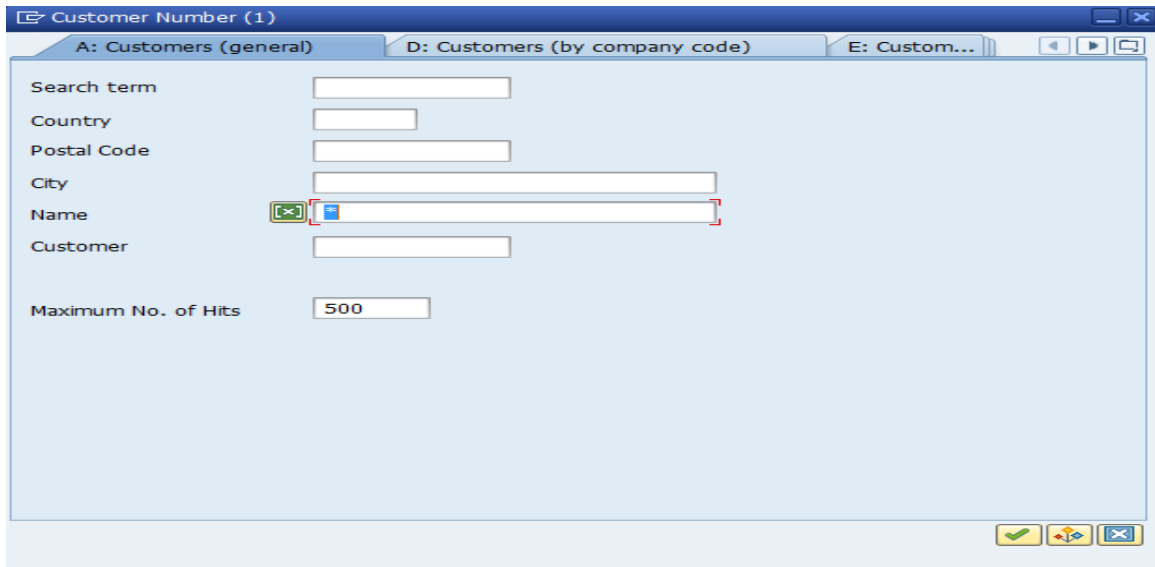
ii. Search on Customer name in FBL5N.

a. Search for Customer number by clicking radio button by customer account.

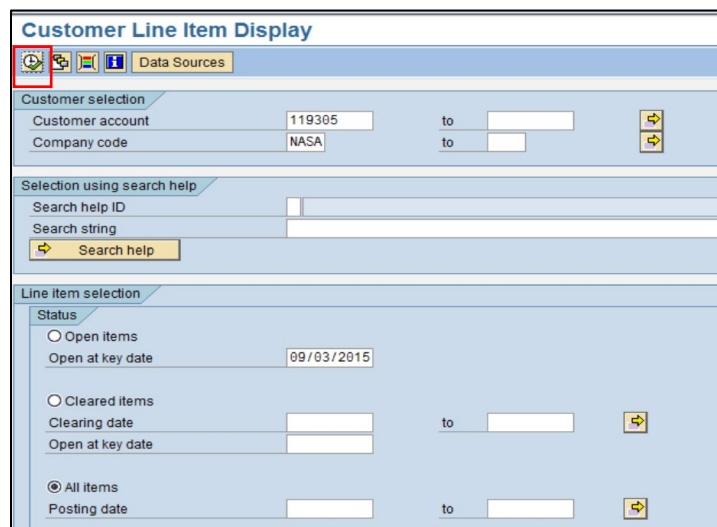


b. Search for customer name preceded by and followed by an asterisk to obtain the customer number.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 25 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		



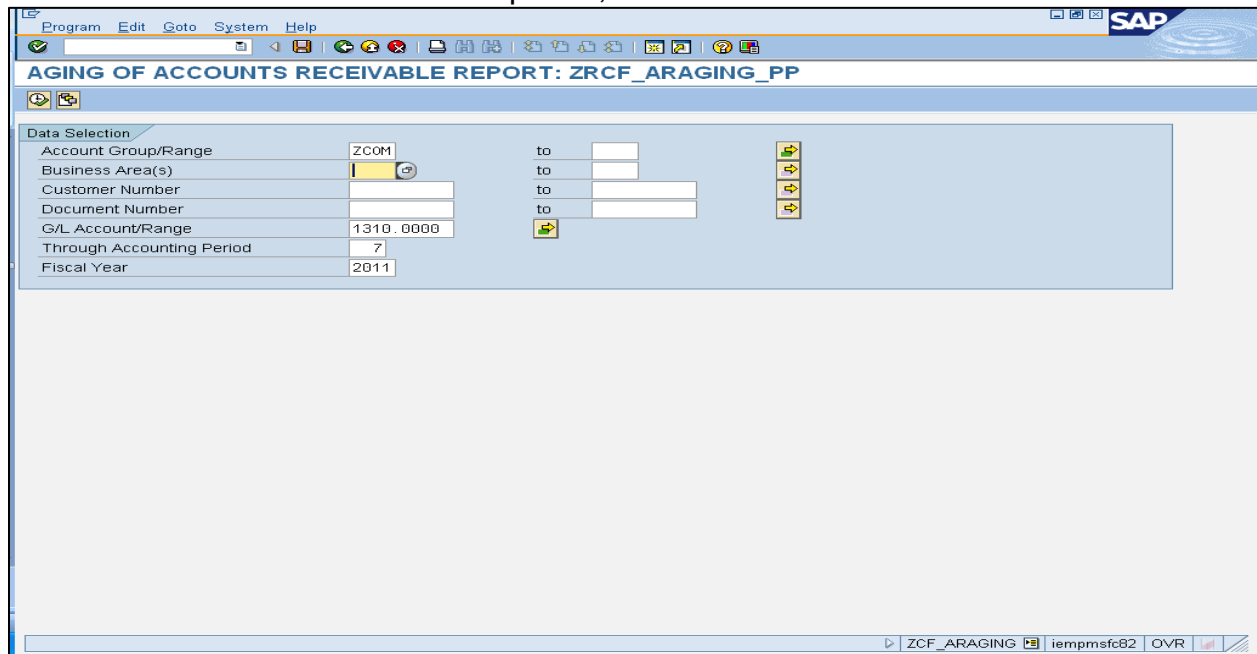
- c. Once you have the correct customer number, execute query.




- d. Scroll through list of transactions to see if there is an open bill for payment received.
- e. Consider that the amount paid by customer may include the full or partial amounts of interest/admin fee/penalty which are on separate SAP documents or a debt that was written off in a current or prior year.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 26 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

- iii. Execute Aging report to see if there are any open Bills.
 - a. Open ZCF_ARAGING T-code in SAP.
 - b. Populate Account Group (ZCOM, ZEPY, and ZFED), Acct period, and Fiscal Year.



- c. Click Execute.
 - d. Scroll through list to see if there is an outstanding bill for customer.
4. Search for Space Act Agreement (SAA) # or Military Interdepartmental Purchase Request (MIPR) on check in SN, SAP T-code VA03, etc. (See also Appendix N-Resources-Accounts Receivable Research).
5. Search for Contract/Grant # on check - View contract in SAP using T-CODE ME23N:
 - a) Check to see if the payment is a grant refund using ME23N.
 - b) In ME23N, select  icon.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 27 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

- c) Enter Contract Number under “Purchase Order” and hit “Enter.”

- d) Click inside the vendor name so that the radio button appears.

e) Click the radio button.

- f) Select “NASA Account Group by POrg” or “NASA Search List (Account Group)” tab.

- g) If “Group” = “ZHHS” it is for a grant. If the check is a grant check, do not deposit the check. The check is to be returned to the payee with a copy of instructions for making payment to Health and Human Services (HHS).

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 28 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

Vend...	POrg	Group	Group	Cty	Crcy	Name 1
123823	GSFC	ZHHS	JS	USD	UNIVERSITY	
123823	NASA	ZHHS	JS	USD	UNIVERSITY	

6. Determine if there is a NASA contract identified in the supporting documentation for the check. NASA contracts usually begin with NNX, NNA, NNC, NND, NNG, NNH,>NNL, NNJ, NNK, NNM, NNS, NAS – followed by a series of numbers and letters. As of Fiscal Year 2019 NASA contracts can also begin with 80ARC, 80AFRC, 80GRC, 80GSFC, 80HQ, 80JSC, 80KSC, 80LARC, 80MSFC, 80NMO, 80NSSC, 80SSC.
7. Determine if payment is for an Accounts Payable Vendor by searching vendor name in FBL1N. Review to see if a Credit memo has been parked for the amount of the check or if there are any other outstanding credits. If needed, contact AP Center Lead for further information.
 - a) Enter name in FBL1N proceed by and followed by an*

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 29 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

b) You will only need to review “ZREMs” that don’t have blocks.
(In the example below, ZREM 164744).

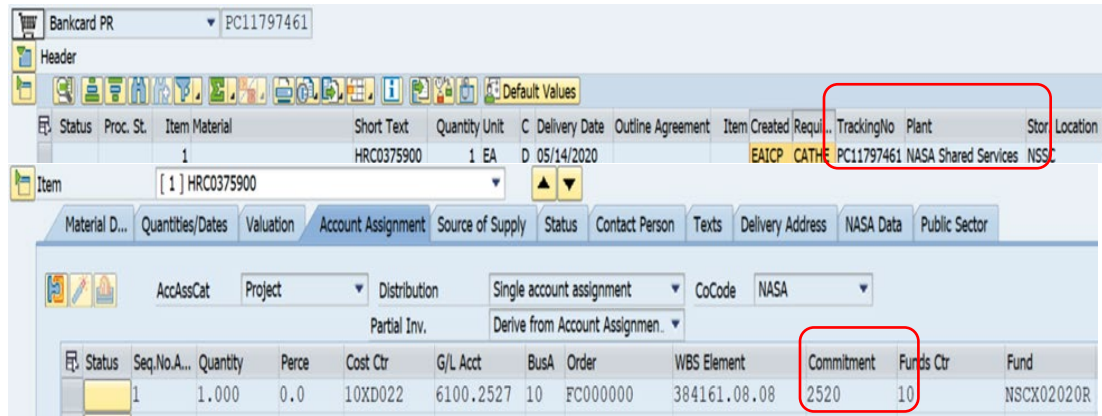
Vendor	POrg	Group	Group	Cty	Cr...	Name 1	SearchTerm	PstBlod
163960	LARC	KRED	US	USD	ARCTIC SLOPE	TECHNICAL SERVICES, IN	6HBK6	<input type="checkbox"/>
163960	MSFC	KRED	US	USD	ARCTIC SLOPE	TECHNICAL SERVICES, IN	6HBK6	<input type="checkbox"/>
163960	NASA	KRED	US	USD	ARCTIC SLOPE	TECHNICAL SERVICES, IN	6HBK6	<input type="checkbox"/>
163960	NMO	KRED	US	USD	ARCTIC SLOPE	TECHNICAL SERVICES, IN	6HBK6	<input type="checkbox"/>
163960	SSC	KRED	US	USD	ARCTIC SLOPE	TECHNICAL SERVICES, IN	6HBK6	<input type="checkbox"/>
168376	ARC	KRED	US	USD	ARCTIC SLOPE	TECHNICAL SERVICES, IN	7EM26	<input type="checkbox"/>
168376	DFRC	KRED	US	USD	ARCTIC SLOPE	TECHNICAL SERVICES, IN	7EM26	<input type="checkbox"/>
168376	GRC	KRED	US	USD	ARCTIC SLOPE	TECHNICAL SERVICES, IN	7EM26	<input type="checkbox"/>
168376	GSFC	KRED	US	USD	ARCTIC SLOPE	TECHNICAL SERVICES, IN	7EM26	<input type="checkbox"/>
168376	HQ	KRED	US	USD	ARCTIC SLOPE	TECHNICAL SERVICES, IN	7EM26	<input type="checkbox"/>
168376	JSC	KRED	US	USD	ARCTIC SLOPE	TECHNICAL SERVICES, IN	7EM26	<input type="checkbox"/>
168376	KSC	KRED	US	USD	ARCTIC SLOPE	TECHNICAL SERVICES, IN	7EM26	<input type="checkbox"/>
168376	LARC	KRED	US	USD	ARCTIC SLOPE	TECHNICAL SERVICES, IN	7EM26	<input type="checkbox"/>
168376	MSFC	KRED	US	USD	ARCTIC SLOPE	TECHNICAL SERVICES, IN	7EM26	<input type="checkbox"/>
168376	NASA	KRED	US	USD	ARCTIC SLOPE	TECHNICAL SERVICES, IN	7EM26	<input type="checkbox"/>
168376	NMO	KRED	US	USD	ARCTIC SLOPE	TECHNICAL SERVICES, IN	7EM26	<input type="checkbox"/>
168376	SSC	KRED	US	USD	ARCTIC SLOPE	TECHNICAL SERVICES, IN	7EM26	<input type="checkbox"/>
164744	ARC	ZREM	US	USD	ARCTIC SLOPE	TECHNICAL SERVICES, IN	6HBK6	<input type="checkbox"/>
164744	DFRC	ZREM	US	USD	ARCTIC SLOPE	TECHNICAL SERVICES, IN	6HBK6	<input type="checkbox"/>
164744	GRC	ZREM	US	USD	ARCTIC SLOPE	TECHNICAL SERVICES, IN	6HBK6	<input type="checkbox"/>
164744	GSFC	ZREM	US	USD	ARCTIC SLOPE	TECHNICAL SERVICES, IN	6HBK6	<input type="checkbox"/>
164744	HQ	ZREM	US	USD	ARCTIC SLOPE	TECHNICAL SERVICES, IN	6HBK6	<input type="checkbox"/>
164744	JSC	ZREM	US	USD	ARCTIC SLOPE	TECHNICAL SERVICES, IN	6HBK6	<input type="checkbox"/>
164744	KSC	ZREM	US	USD	ARCTIC SLOPE	TECHNICAL SERVICES, IN	6HBK6	<input type="checkbox"/>
164744	LARC	ZREM	US	USD	ARCTIC SLOPE	TECHNICAL SERVICES, IN	6HBK6	<input type="checkbox"/>
164744	MSFC	ZREM	US	USD	ARCTIC SLOPE	TECHNICAL SERVICES, IN	6HBK6	<input type="checkbox"/>
164744	NASA	ZREM	US	USD	ARCTIC SLOPE	TECHNICAL SERVICES, IN	6HBK6	<input type="checkbox"/>
164744	NMO	ZREM	US	USD	ARCTIC SLOPE	TECHNICAL SERVICES, IN	6HBK6	<input type="checkbox"/>
164744	SSC	ZREM	US	USD	ARCTIC SLOPE	TECHNICAL SERVICES, IN	6HBK6	<input type="checkbox"/>

Vendor	164744
Company Code	NASA
Name	ARCTIC SLOPE TECHNICAL SERVICES, IN
City	BELTSVILLE

St	P	BusA	Pmt	U	DocumentNo	Ty	Reference	Pmnt date	Pstng Date	Doc. Date	S	D	LC amnt	C	Text
	▲	10	10	-	5603190672	RE	80HQTR18F0107 INV-0001157865B	11/25/2019	01/28/2020	11/25/2019	84		417.59		CR MEMO 11/25 ipp BOC 01/28 fmc0
	▲	10	10	-	5603230407	RE	80HQTR17F0126 INV0001241674	12/13/2019	02/12/2020	12/13/2019	84		76.09		CR Memo 12/13 original drn 56031

8. Determine if this is a Bankcard Refund or a NSSC Training Refund by looking for a PC number. Determine the Center/BA to deposit by utilizing screen above.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 30 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		



9. Determine if this is a travel payment by looking for a bill number or a Travel Authorization (TA) number. If bill number is listed, research bill in FB03 to verify Center.
10. If no NASA information is provided on the check or backup, review the check and backup for contact information to contact the company for more information.
11. If the check does not belong to NASA (i.e., check is made out to a specific person or to an entity other than the NSSC, NASA or US Treasury) and needs to be returned to the vendor for any reason, do not fill out the Accounts Receivable Tab. Simply forward the FRT to the CS DP with notes in the Work Log regarding the reason for return.

Note: Checks are only held for research if the check has no identifying information. If the check has a Center identified, the check cannot be held by the Service Provider for research. The check will be deposited through Treasury on that business day.

Note: Before the CS DP deposits the check, he/she should first note that the check is made out to the NSSC, NASA or US Treasury. If it is not, it must be returned.

B. Unidentified Check

1. If the check cannot be identified, do thorough research and notate research in the activity log.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 31 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

2. If the initial research can't identify which center the collection should be deposited to reach out to a peer(s) to assess the deposit information. Any additional research should be notated in the activity log.
3. If the center still cannot be identified, send FRT to SP Supervisor for approval to send Unidentified Check request.
4. Once unidentified check approval has been received, click the check box for Unidentified Check on the "Accounts Receivable" tab and insert comments. Once you select "save", an automated email will be generated to the Centers which includes the tech doc link to view the check. The notification requests the Centers to determine whether the check belongs to them based on their knowledge.

The screenshot displays the 'FD FM Accounts Receivables' form. Key fields include:

- Customer Name: John Doe
- Dollar Amount: 100.00
- Check Number: 1234
- Date of Check: 01/01/2016
- Unidentified Check: (highlighted with a red box)
- Unidentified Check Comment: CHECK BELONGS TO YOUR CENTER

 The form also includes sections for AR Center, Collection Type, and various notification options like 'Advanced Notification', 'Returned Collection', etc.

C. Send for Deposit

1. Update/Create the profile in SN for the customer. Place FRT in "New" status prior to routing to L3. Also, change the status reason to "High" if the payment is for center posting (i.e., Advance) or to "Critical" if the payment needs to be posted here at the NSSC.
2. The SP PP will then route the SN FRT to L3, so the CS DP can process the check through Over the Counter Net (OTCnet). The

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 32 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

specific processing steps may be found in Accounts Receivable L3 Deposit Process.

- Upon Treasury confirmation of deposited checks (steps located in Accounts Receivable L3 Deposit Process), the CS DP will record on the SN Accounts Receivable tab the Document Reference Number and CIR Confirmation Date (Pay.gov number and Agency Tracking ID if a Pay.gov payment).

The screenshot displays the 'FD FM Accounts Receivables' system interface. The form is titled 'Accounts Receivable' and includes several tabs: 'Accounts Receivable', 'Notes', 'Notification Activity', and 'System'. The 'Accounts Receivable' tab is active, showing a form with the following fields and values:

- Customer Name: John Dow
- Dollar Amount: 100.00
- Under \$10:
- Check Number: 1234
- Date of Check: 01/01/2016
- Agreement Number: (empty)
- FOIA Request Number: (empty)
- FBWT Reason: AR Advance pending Center po
- Expected Posting Date: 01/31/2016
- AR Center: Headquarters
- Collection Type: Check
- Collection Category: Reimbursable Agreement
- TAS/BETC: -- None --
- If Other, TAS/BETC: (empty)
- Date of Treasury Confirmation: 01/02/2016
- Document Reference Number: 00012345-0001
- Return Reason: (empty)

The 'Date of Treasury Confirmation' and 'Document Reference Number' fields are highlighted with a red box.

D. Check Collection Auto-Route Process for AP Vendor or Travel Refunds

- AR L2 does research, enters data on Accounts Receivable tab, checks fee box if applicable, and routes to AR L3 for deposit.
- AR L3 follows Deposit Process and enters DRN and Treasury confirmation date, then selects "Save" or "Update."
- If fee box is checked on the Accounts Receivable tab, the FRT will auto-route to AR L2 for posting fees when FBWT Reason is: "AP Vendor refund pending NSSC posting" or "Travel Refund or overpayment pending NSSC posting."
- If the fee box is not checked on the Accounts Receivable tab, when FBWT Reason is: "AP Vendor refund pending NSSC posting" or "Travel Refund or overpayment pending NSSC posting" the FRT will auto-route to AP or to Travel for posting.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 33 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

E. Center to Center IPAC (C2C) Request via FM-Self Service -Service Catalog

1. Center – Submit Center to Center IPAC Request

a. Select “NSSC FM Services Support Requests”

The screenshot shows the 'Service Catalog' interface. At the top right, there is a search bar with the text 'Search catalog'. Below the search bar, there are three service cards:

- ICIP (Innovation and Continuous Improvement Program):** Do you have an Idea? Please share it with us!
- NSSC PR Services Support Requests:** Request PR Services support from the NSSC. For example, NASA Community Users can request SAT services, ELMT services, P-Card Assistance, etc.
- NSSC FM Services Support Requests:** Request FM Services support from the NSSC. For example, NASA Community Users can request a refund and request for a bill of collection.

b. Select “IPAC Request”

The screenshot shows the 'NSSC FM Services Support Requests' page. The breadcrumb trail is 'Service Catalog > NSSC FM Services Support Requests'. The page title is 'NSSC FM Services Support Requests' with a sub-description: 'Request FM Services support from the NSSC. For example, NASA Community Users can request a refund and request for a bill of collection.' Below the title, there is a 'Categories' section with the following items:

- Bill of Collection Requests:** A request for a "Bill of Collection" to be created.
- Change of Station/Relocation:** Use this to submit a Change of Station Vouchers for processing.
- Extended TDY Requests:** Extended TDY: Travel Authorizations and Travel Vouchers
- IPAC Requests:** Request for an IPAC to be created
- Refund Request:** Request a refund to be sent to a customer or refund sent to miscellaneous receipts.
- Reversal Request (Invoice, Travel, IPAC):** Request a Reversal for Travel, Accounts Payable or IPAC. Replaces the Reversal and Disbursement Move Worksheet.

c. Select “Center to Center IPAC Requests”

The screenshot shows the 'IPAC Requests' page. The breadcrumb trail is 'Service Catalog > NSSC FM Services Support Requests > IPAC Requests'. The page title is 'IPAC Requests' with a sub-description: 'Request for an IPAC to be created'. Below the title, there is an 'Items' section with the following item:

- Center to Center IPAC Request:** Use this form to request a Center to Center IPAC.

d. Enter required data for the following:

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 34 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

1. "Amount"
2. Center From: TAS (Sender TAS) and ALC
3. Center To: TAS (Receiver TAS) and ALC
4. Description

Service Catalog > NSSC FM Services Support Requests > IPAC Requests > Center to Center IPAC Request

Use this form to request a Center to Center IPAC

Requestor
Dedra Hartley

* Amount

Center From:

* TAS (Sender TAS)

* ALC
-- None --

Center To:

* TAS (Receiver TAS)

* ALC
-- None --

* Description

e. The center requestor will receive a confirmation record number.

Thank you for your submission. Your request has been submitted as Case Number FAR0007579

Service Catalog

ICIP Innovation and Continuous Improvement Program (ICIP)
Do you have an idea? Please share it with us!

P NSSC PR Services Support Requests
Request PR Services support from the NSSC. For example, NASA Community Users can request SAT services, ELMT services, P-Card Assistance, etc.

F NSSC FM Services Support Requests
Request FM Services support from the NSSC. For example, NASA Community Users can request a refund and request for a bill of collection.

2. NSSC Accounts Receivable – Receives Service Request via Service Now

NSSC Service Delivery Guide	NSSDG-9200-0008 Revision 12.0
	Number
	Effective Date: November 3, 2023
	Expiration Date: November 3, 2026
Page 35 of 318	
Responsible Office: Accounts Receivable	
Subject: Accounts Receivable – Collection/Deposit Process SDG	

a. The record and task are automatically assigned to AR-L2 via ServiceNow queue

Accounts Receivable
FAR0007579

Number: FAR0007579 Status(state): Open

* Customer: Dedra Hartley * Priority: 2 - High

Contact: Days In WIP:

Location: Opened by: Dedra Hartley

* Request Category: ACCOUNTS RECEIVABLE Opened: 2022-08-24 13:11:38

* Request Subcategory: C2C IPAC Standard description/BOC Text Field box:

Assignment Group: FM - ACCOUNTS RECEIVABLE L2 Due date:

Assigned to:

PII:

* Short Description: C2C 80000001 - HQ TO 80000002 - GSFC FOR 120 : Dedra Hartley
240 characters remaining of 300 characters

Description: 4000 characters remaining of 4000 characters

* Work notes: 4000 characters remaining of 4000 characters

b. The AR-L2 technician selects the “C2C” tab to review and process the request

NSSC Service Delivery Guide	NSSDG-9200-0008 Revision 12.0
	Number
	Effective Date: November 3, 2023
	Expiration Date: November 3, 2026
Page 36 of 318	
Responsible Office: Accounts Receivable	
Subject: Accounts Receivable – Collection/Deposit Process SDG	

Accounts Receivable
FAR0007579
Follow
Create User
Update
Create Related Record
Customer - Print
Save

4000 characters remaining of 4000 characters

Additional comments
(Customer visible)

4000 characters remaining of 4000 characters

Accounts Receivable*

Worknotes

Activity

System

Catalog Request

C2C IPAC

Customer	<input type="text" value="Dedra Hartley"/>		Amount	<input type="text" value="\$120.00"/>
Center From TAS (Sender TAS)	<input type="text" value="12345"/>		Center to TAS (Receiver TAS)	<input type="text" value="12345"/>
Center from ALC	<input type="text" value="80000001 - HQ"/>		Center to ALC	<input type="text" value="80000002 - GSFC"/>
Description	<input type="text" value="Test Data"/>			

Create User
Update
Create Related Record
Customer - Print
Save

Related Links

[Show Workflow](#)

Task SLAs
Related To
Same Customer AR Requests (3)
Finance Request Tasks (1)
NSSC Business Request Tasks (1)
FBWT Difference - DRN Number
Audit History (64)
Links

Finance Request Tasks
New
Edit...
Search
Number
▼
Search

◀◀
◀
1
▶
▶▶
☒

Parent = FAR0007579

- c. Once the Center to Center IPAC has been processed via Treasury, the Payment Processor will close the FRT and the FAR record will auto close. **(Note: A new ServiceNow FAR collection record will be created via AWMS the next day.)**

NSSC Service Delivery Guide	NSSDG-9200-0008 Revision 12.0
	Number
	Effective Date: November 3, 2023
	Expiration Date: November 3, 2026
Page 37 of 318	
Responsible Office: Accounts Receivable	
Subject: Accounts Receivable – Collection/Deposit Process SDG	

< ≡ **Accounts Receivable** FAR0007579 ✎ ↗ ⋮ Follow ▼ Create User Update Create Related Record Customer - Print Save ↑ ↓

4000 characters remaining of 4000 characters

Additional comments (Customer visible)

4000 characters remaining of 4000 characters

Accounts Receivable*	Worknotes	Activity	System	Catalog Request	C2C IPAC
Customer	Dedra Hartley				
Dollar Amount	\$ 0.00				
Check Date					
Check Number					
Agreement Number					
FOIA Request Number					
P-Card Orderlog					
FBWT Reason					
Fee	-- None --				
DRN/IPAC Value					
DRN/IPAC					
* AR Center	Goddard Space Flight Center				
* Collection Type	-- None --				
Collection Category	-- None --				
TAS	-- None --				
BETC	-- None --				
Date of Treasury Confirmation					
Document Reference Number					
Return/Refund Reason					
Customer Number					
Sales Order Number					
Line Item					

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 38 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

Finance Request Task
FRT0019132

Follow Create User Update Save

Number: FRT0019132 Priority: 2 - High

Customer: Dedra Hartley Status(state): Open

Location: Contact: Contact type: Phone

Request Category: ACCOUNTS RECEIVABLE Parent: FAR0007579

Request Subcategory: C2C IPAC Due date: Opened: 2022-08-24 13:11:38

Assignment Group: FM - ACCOUNTS RECEIVABLE L2 Opened by: Dedra Hartley

Assigned to: Task Due Date: 2022-08-24 13:11:38

Short Description: C2C 80000001 - HQ TO 80000002 - GSFC FOR 120
256 characters remaining of 300 characters

Description: 4000 characters remaining of 4000 characters

Work notes: 4000 characters remaining of 4000 characters

F. Erroneous Deposit to Incorrect Agency Location Code (ALC)

1. Notate in the SN payment FRT work notes that the payment was sent to the incorrect ALC and notate the correct ALC.
2. Create IPAC to transfer the money from one ALC to another.

- a) Log into the IPAC system at <https://www.ipac.fms.treas.gov>.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 39 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

b) Click on Transactions.



c) ALC = The ALC you will be pulling the money FROM.

d) Customer ALC = The ALC you will be sending the money to.



e) Select "Payment" as the Transaction type.

f) For a Center to Center IPAC, you can use the Treasury Account Symbol (TAS) 080X0122 as the Sender TAS and the receiver TAS.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 40 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

Sender TAS/BETC Enter TAS/BETC Find TAS, Select BETC

Enter/Find:
(Choose One)

Sender Treasury Account Symbol * SP ATA AID BPOA EPOA A MAIN SUB 080 X 0122 000

Sender BETC * DISB

CARS Reporter Requirement

History List

Receiver TAS/BETC Enter TAS/BETC Find TAS, Select BETC

Enter/Find:
(Choose One)

Receiver Treasury Account Symbol * SP ATA AID BPOA EPOA A MAIN SUB 080 X 0122 000

Receiver BETC * COLL

CARS Reporter Requirement

History List

- g) Purchase order nr = TRANSFERRING FUNDS.
- h) Invoice nr = Incorrect center abbr. to correct center abbr.
- i) Obligating doc nr = Incorrect center abbr. to correct center abbr.
- j) Description = Transaction details and pertinent information go here such as BOC or Contract. Include Payee or Customer number and any information needed to post the IPAC correctly.
- k) Miscellaneous = FMC and Center POC (if applicable).

Purchase order nr. * ERRONEOUS DEPOSIT

Invoice nr. * HQ TO GSFC

Obligating doc. nr. * HQ TO GSFC

Description

Miscellaneous

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 41 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

- l) Contact Name = NSSC – Accounts Receivable.
- m) Contact phone nr = Contact Center Phone Number (877-677-2123)
- n) Leave “Pay Flag” as “Final”
- o) Unit of issue = EA
- p) Quantity = 1
- q) Unit Price = Amount of \$ you are moving.
- r) Detail Amount = Amount of \$ you are moving.

Contact Name	NSSC - Accounts Receivable
	<small>First & last name</small>
Contact phone nr.	877-677-2123
Pay flag	* Final ▾
Unit of issue	* EA
Quantity	* 1
Unit price	* 100.00
Detail amount	* 100.00

- s) Click “Next.”
- t) Click “Next” again (because when moving money from Center to Center, this page does not have any required fields).
- u) SGL:
 - i. Credit Amount =1010
 - ii. Debit Amount = 1310
 - iii. Then hit “Total” at the bottom.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 42 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

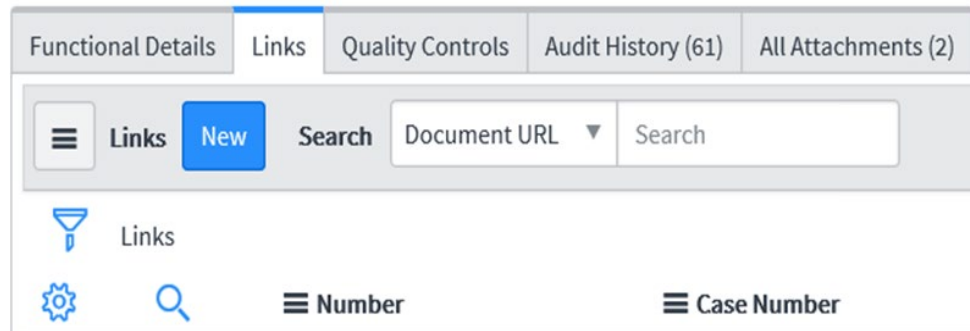
Sender SGL Accounts

SGL	F/N	Debit Amount	Credit Amount
1010	F ▾		100.00
1310	F ▾	100.00	
	F ▾		
	F ▾		
	F ▾		
	F ▾		
	F ▾		
	F ▾		
	F ▾		
Net totals		100	100

- v) Click “Next.”
- w) Look over all of the details to make sure there are no changes needed.
- x) Click “Finished.”
- y) To save a copy of the IPAC:
 - i. Click “Print.”
 - ii. Click “OK.”
 - iii. Output = PDF
 - iv. Click “OK.”
 - v. Click “Download.”

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 43 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

- Put a note in the SN FRT’s work notes that the money has now been moved and attach a copy of the IPAC to the FRT. You will now set your FRT as “Pending” / “FRT Parts” and wait for the new IPAC to come through AWMS and into SN (next day). If it is close to month-end and this IPAC needs to be posted immediately, send a copy of the IPAC to AWMS by emailing it to NSSC-Accountspayable@nasa.gov. The IPAC will be imported into AWMS by Document Imaging. You can then use Process 1, Step 3, to route the IPAC to SN to create a new Finance Accounts Receivable to expedite processing.
- To create a document link in SN, go to the FRT and click on “Link” tab at the bottom of the screen. Then click “New.”



- Add a document name, such as IPAC DRN. Unlock the document URL then copy and paste the document link. Click “Submit.”

* Document Name

* Document URL

Note: Once your new IPAC FAR is created, relate it to the original FAR notated on the IPAC and resolve the original FAR. The payment can now be posted to the correct center (see Process – Posting Collection with Established Receivable) or the “Advance Notification” sent to the

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 44 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

Center (see Process – Posting Collection without Established Receivable, Step 10).

G. Returned Payments (SF 5515)

1. When a customer's check payment is returned due to insufficient funds, AR L3 receives a return collection in CIR.
2. AR PP will research for the original payment in SN.
3. AR PP will relate the FAR in SN.
4. If returned payment is for a Center Advance, AR PP will notify the center of the returned collection via SN by selecting the Returned Collections button on the Accounts Receivable tab. (See Appendix I for example of Accounts Receivable tab).
5. If returned payment is related to an NSSC posting, AR PP will route a FRT to the appropriate functional area for reversal (if applicable).

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 45 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

PROCESS 2 – ACCOUNTS RECEIVABLE L3 DEPOSIT PROCESS

Accounts Receivable Collections Process (Non Official Report)

STEP 1. Identify NASA Collections using CIR - NSSC AR CS – Control Activity

Note: CIR (Collections Information Repository) is a Treasury system that confirms NASA's collections. This system will confirm Pay.gov, Checks/Cash, and/or Fedwires. It also shows any Returned collections (5515) and Manual deposits.

Note: NSSC AR created a confirmation macro process that is used in concert with BOTs (IDEA0013497A, IDEA0014850B and IDEA0014850) that covers the manual processes from Steps 1 through 8. See Appendix L. Manual procedures should be used in the event the macro and BOT process is not available for use.

A. Log-in to CIR <https://cir.fiscal.treasury.gov/>

1. Click on Reports
2. Select the Voucher Report_V2

Note: The report will be run twice unless there is a **holiday**. Holidays can push the dates forward causing the potential to miss some transactions.

3. Previous Business Date—Report will be run first
4. Today—Report will be run second after all of the collections have confirmed under the previous business date results
5. Previous Business Day—this report will be run after a holiday
6. Beginning Business Day Date and Ending Business Day Date— Dates must be manually entered on the left column under the Prompts Summary.
7. In the pop-up box, populate the Prompts
8. Select a Business Date Period:

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 46 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

Note: For Previous Business Date no changes need to be made

9. Click on OK

B. Confirm collections

1. The Voucher Report pulls up—this report will show each transaction that has confirmed
2. Determine the type of collection transaction (each type has a separate process)—Pay.gov, OTCnet: E-Check Deposit, Credit Gateway: Fedwire, Return Items (5515), Manual Deposits
3. Open the Collections Workbooks, identify the collections that have been confirmed and those that need to be confirmed.

Note: The AR Collections Workbooks are spreadsheets listed by Center of all collections NASA receives. The ***FYXX_Collections Workbook_Deposits***, is for checks received, and the ***FYXX_Collections Workbook_PayGovFedwire***, is for any Pay.gov or Fedwires received. These workbooks aid the deposit processors in confirming collections through Treasury. All deposit processors must be diligent in assuring that all of the collections have been processed for posting/reversal. It is important that the workbook is populated and that the collections are processed correctly. When working in the spreadsheets, the deposit processor needs to ensure all collection workbook fields are populated and saved to <R:\Accounts Receivable\Collections Wkbks>.

STEP 2. Match workbook amounts against confirmed amounts on the CIR report - **NSSC AR CS – Control Activity**

Note: It is important to match all the collections to ensure that they have been processed (making sure no duplicates have been processed).

Note: If the depositor is unsure that a collection has been processed, then additional research in the shared drive folders and Tech Doc should occur (e.g., same vendor for the same amount).

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 47 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

Note: OTCnet and Manual check deposits will be the only collections pre-populated on ***FYXX_Collections_Workbook_Deposits***.

Note: For Pay.gov payments, collection information will need to be entered into the ***FYXX_Collections_Workbook_PayGovFedwire*** completely.


- A. In the CIR voucher report, double click on the number of financial transactions.
 1. Record information in the following fields of the collections workbook:
 - a) Voucher Date
 - b) Name
 - c) Amount
 - d) DRN
 2. Save the collections workbook as the information is entered to ensure that there is no data lost.
 3. Identify the number of financial transactions.

STEP 3. Export Collections as PDFs – **NSSC AR CS**

- A. For one (1) transaction in the financial transaction detail report, click on the arrow next to export in the top right.
 1. Export document as a PDF.
 2. In the pop-up box at the bottom of the screen, click the arrow next to Save and select “Save as”.
 3. Save file as **PDF** in the Deposit Confirmation file on R: in applicable FY, Month, and Day - Folder: <R:\Accounts Receivable\Check Collections\Deposit Confirmations>.
 4. Name document using naming scheme for pay.govs:

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 48 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

***Voucher Number_Fin Trans Count_Payer
Name_Center~FY_Year~Month_Year~DRN-XXX***

5. Save under the folder (the current date).
- B. For multiple transactions (2+), in the financial transaction detail report, additional steps should be taken to separate the transactions.
1. Click on the arrow next to Export  in the top right.
 2. Export Document as an Excel spreadsheet.
 3. In the pop-up box at the bottom of the screen, click the arrow next to Save and select "Save as".
 4. Save file as an excel spreadsheet in the Deposit Confirmation file:
Folder: R:\Accounts Receivable\Check Collections\Deposit Confirmations FY, Month, and Day folder.
 5. Use the following naming scheme: Pay.gov_Center.
- Note:** This naming scheme is just so you can come back and separate the collections.
6. Save under the folder (the current date).
- Note:** The transactions that were saved in the Excel spreadsheet need to be separated and saved into PDFs.
7. Open the Excel spreadsheet (may have to click the Enable Editing button).
 8. Highlight all of the transactions.
 9. Scroll to each cell that has **Transaction Detail for: XXXXXX**.
 10. Highlight the cell yellow.
 11. Create a tab from a copy of the original.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 49 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

12. Right click on the original tab and select “Rename”.
13. Rename the tab with the Name of the payer found in the Party Name field.
14. Names might need to be abbreviated to fit within the tab.
15. Right click on the renamed tab and select Move or Copy.
16. Highlight the sheet and click the box next to Create a Copy.
17. Click Ok.
18. Rename the new tab that was created in the same scheme above replacing the Name of the Payer found in the Party Name field.
19. Continue the renaming and copying process until the number of new tabs equal the number of transactions (e.g., 3 transactions should have 3 separate tabs).
20. On the newly created tabs, modify the sheet to allow only one transaction per tab.
21. The named tab should only have the information related to that specific payer (e.g., the tab named Jon Doe should only have Jon Doe’s information).
22. Using the highlighted cells as a guide, delete the information in the rows that are not needed by selecting the applicable rows, right-clicking, and clicking delete.
23. Look over the data within the tabs to ensure that all fields can be seen.
24. To expand the data, select the information by clicking the arrow in the left-hand corner of the spreadsheet.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 50 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

25. Once all data has been highlighted, hover the cursor between cells on the rows and columns and double-click.
26. Once the data is correct on all tabs, click save.
27. One at a time, convert each tab into separate PDFs.
28. If Acrobat is on the tool bar, click Acrobat.
29. Click Create PDF.
30. Select the radio button next to Sheet(s).
31. Move the applicable sheet from the Sheets in Excel column to the Sheets in PDF column.
32. Select the applicable sheet.
33. Click Add or Remove (as applicable).
34. Click the arrow button.
35. Select the radio button next to fit to paper width.
36. Click convert to PDF.
37. Save file as **PDF** in the Deposit Confirmation file on R: in applicable FY, Month, and Day Folder: <R:\Accounts Receivable\Check Collections\Deposit Confirmations> Naming Scheme Pay.gov: **Voucher
Number_Fin Trans Count_Payer
Name_Center~FY_Year~Month_Year~DRN-XXX**
38. If Acrobat is not on the toolbar, click file, and click print.
39. Select Adobe PDF under printer type.
40. Make sure Print Active Sheet is selected under Settings

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 51 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

41. Click the print button.

Save file as **PDF** in the Deposit Confirmation file on R: in applicable FY, Month, and Day Folder: <R:\Accounts Receivable\Check Collections\Deposit Confirmations>
 Naming Scheme Pay.gov: **Voucher Number_Fin Trans Count_Payer Name_Center~FY_Year~Month_Year~DRN-XXX**

42. Save under the folder (the current date).

43. Repeat the process until all spreadsheet tabs are converted as separate PDFs on the R: drive with the correct naming scheme.



C. For Fedwires, collection information will need to be entered into the workbook completely.

Note: Fedwires, SWIFT, and ACH credit payments are processed as Fedwires. These payments may have slight differences in the way the information appears on the report.

1. From the Financial Transaction Detail Report, record information in the following fields of the Collections Workbook:

- a) Center
- b) ALC
- c) Voucher Date
- d) Payer Name
- e) Payer Email
- f) Payer Type, if known (business or individual)
- g) Voucher Amount
- h) Voucher Number
- i) Financial Transaction Count
- j) Financial Transaction Number
- k) Reporting Program/Subprogram (Pay.gov, Credit Gateway:Fedwire, or Credit Gateway:ACH)
- l) Settlement Mechanism for Pay.gov (Card or ACH)
- m) File Name

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 52 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

2. Save the collections workbook as the information is entered to ensure that there is no data lost.
 3. Identify the Number of Financial Transactions.
 4. For **1** transaction, in the Financial Transaction Detail Report click on the arrow next to Export  in the top right.
 5. Export Document as **PDF**.
 6. In the pop-up box at the bottom of the screen, click the arrow next to Save and select “Save as”.
 7. Save file as **PDF** in the Deposit Confirmation file on R: in applicable FY, Month, and Day Folder: <R:\Accounts Receivable\Check Collections\Deposit Confirmations>.
- Use the following naming scheme: ***Voucher Number_Fin Trans Count_Payer Name_Center~FY_Year~Month_Year~DRN-XXX***
8. Save under the folder (the current date).
- D. For multiple transactions (**2+**), in the Financial Transaction Detail Report, additional steps should be taken to separate the transactions.
1. Click on the arrow next to Export  in the top right.
 2. Export Document as an Excel Spreadsheet.
 3. In the pop-up box at the bottom of the screen, click the arrow next to Save and select “Save as”.
 4. Save file as an Excel spreadsheet in the Deposit Confirmation file: Folder: R:\Accounts Receivable\Check Collections\Deposit Confirmations FY, Month, and Day folder.
 5. Use the following naming scheme: Fedwire_Center.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 53 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

Note: This naming scheme is just so you can come back and separate the collections.

6. Save under the folder (the current date).

Note: The transactions that were saved in the excel spreadsheet need to be separated and saved into PDFs.

7. Open the Excel spreadsheet (may have to click the Enable Editing button).

8. Highlight all of the transactions.

9. Scroll to each cell that has **Message Summary: XXXXXX**.

10. Highlight the cell yellow.

11. Create a tab from a copy of the original.

12. Right click on the original tab and select "Rename".

13. Rename the tab with the name of the payer found in the originator name field.

14. Names might need to be abbreviated to fit within the tab.

15. Right click on the renamed tab and select Move or Copy.

16. Highlight the sheet and click the box next to Create a Copy.

17. Click Ok.

18. Rename the new tab that was created in the same scheme above-replacing the Name of the Payer found in the Originator Name field.

19. Continue the renaming and copying process until the number of new tabs equal the number of transactions (e.g., 3 transactions should have 3 separate tabs).

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 54 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

20. On the newly created tabs, modify the sheet to allow only one transaction per tab.
21. All tabs need to include the Voucher Details information which is the information located above the Message Summary.
22. The named tab should only have the information related to that specific payer (e.g., the tab named Jon Doe should only have Jon Doe's information).
23. Using the highlighted cells as a guide, delete the information in the rows that are not needed by selecting the applicable rows, right-clicking, and clicking Delete.
24. Look over the data within the tabs to ensure that all fields can be seen.
25. To expand the data, select the information by clicking the arrow in the left-hand corner of the spreadsheet.
26. Once all data has been highlighted, hover the cursor between cells on the rows and columns and double-click.
27. Once the data is correct on all tabs, click Save.
28. One at a time, convert each tab into separate PDFs.
29. If Acrobat is on the tool bar, click Acrobat.
30. Click create PDF.
31. Select the radio button next to Sheet(s).
32. Move the applicable sheet from the Sheets in Excel column to the Sheets in PDF column.
33. Select the applicable sheet.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 55 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

34. Click Add or Remove (as applicable).
 35. Click the arrow button.
 36. Select the radio button next to fit to paper width.
 37. Click Convert to PDF.
 38. If Acrobat is not on the toolbar, click file, and click print.
 39. Select Adobe PDF under printer type.
 40. Make sure print active sheet is selected under settings.
 41. Click the print button.
 42. Save file as **PDF** in the Deposit Confirmation file on R: in applicable FY, Month, and Day Folder: <R:\Accounts Receivable\Check Collections\Deposit Confirmations> Naming scheme:
***Voucher Number_Fin Trans Count_Payer
Name_Center~FY_Year~Month_Year~DRN-XXX*** Save under the folder (the current date).
- E. For Returned Items (5515s), collection information will need to be entered into the workbook completely.
1. From the Financial Transaction Detail Report, record information in the following fields of the Collections Workbook:
 - a) Voucher Date
 - b) Name
 - c) Amount
 - d) 5515
 2. Save the collections workbook as the information is entered to ensure that there is no data lost.
 3. In the Financial Transaction Detail Report, click on the arrow next to Export in the top right.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 56 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

4. Export Document as **PDF**.
 5. In the pop-up box at the bottom of the screen, click the arrow next to Save and select Save As.
 6. Save file as **PDF** in the Deposit Confirmation file on R: in applicable FY, Month, and Day Folder: <R:\Accounts Receivable\Check Collections\Deposit Confirmations>.
- F. Use the following naming scheme for all 5515s: ***Voucher Number_Fin Trans Count_Payer Name_Center~FY_Year~Month_Year~DRN-XXX***
Save under the folder (the current date)
- G. For Manual Deposits, update the Date the Deposit Confirmed in the Collections Workbook (Date will be current business date).
1. Click on the Voucher Number link twice.
 2. The Number of Financial Transactions will show as a zero.
 3. In the new page, the Financial Transaction Detail Report pulls up.
 4. Click on the arrow next to Export in the top right.
 5. Export document As **PDF**.
 6. In the pop-up box at the bottom of the screen, click the arrow next to save and select “Save As”.
 7. Save file as **PDF** in the Deposit Confirmation file on R: in applicable FY, Month, and Day Folder: R:\Accounts Receivable\Check Collections\Deposit Confirmations.
 8. Use the following naming scheme: Manual Deposit: ***Voucher Number_Fin Trans Count_Payer Name_Center~FY_Year~Month_Year~DRN-XXX***
Save under the folder that the original PDF transaction is saved.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 57 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

- H. For OTCnet deposits, confirm deposits pre-populated on the Collections Workbook.
1. The unconfirmed checks will be highlighted. Confirm and validate the ALC and amount in CIR with the ALC amount in the Collections Workbook.
 2. After the ALC and amount has been reconciled, un-highlight the checks in the workbook.
 3. In CIR, click on the Number of Financial Transactions twice.
 4. In the new page, the Financial Transaction Detail Report pulls up.
 5. Click on the arrow next to Export in the top right.
 6. Export Document as **PDF**.
 7. In the pop-up box at the bottom of the screen, click the arrow next to Save and select "Save as".
 8. Save file as **PDF** in the Deposit Confirmation file on R: in applicable FY, Month, and Day Folder: R:\Accounts Receivable\Check Collections\Deposit Confirmations.
 9. Use naming scheme: OTCnet: **Voucher Number_Fin Trans Count_CIR MMDDYY_Center** and save under the folder (the current date).
- I. Run the Voucher Report_V2, For Today's Business Day.
1. Click the Refresh Data button (two blue arrows).
 2. In the pop-up box, click Refresh Values.
 - a) Select Today
 - b) Click the black arrow to move the date into the selection box
 - c) Click on OK

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 58 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

3. Confirm the collections found in the Results by repeating the previous steps.
4. Continue to confirm results in both Previous Business Day and Today reports until completed.

STEP 4. Processing NASA Collections - **NSSC AR CS**

Note: Pay.gov payments are processed at the beginning of each business day. The Pay.gov system that is available to customers 24 hours 7 days a week. Customers must access NASA's Pay.gov payment applications via the NSSC Customer Service Website.

<https://www.nasa.gov/specials/nssc-pay/>

- A. View the folder Deposit Confirmation folder
R:\AccountsReceivable\CheckCollections\Deposit Confirmations.
- B. Save a copy of the PDF into the Document Imaging folder on the N: drive.

1. Go to the following folder on the shared drive (this is a secured folder)
<N:\Document Imaging\Pay.gov>.
2. Save a copy of the Pay.gov PDF in this folder.

Note: The PDF will be automatically uploaded to Tech Doc and will disappear once the upload has been successful. The uploaded file will create an auto- FAR and FRT.

Note: Fedwires, SWIFT, and ACH Credits are payments in which the Payer initiates from their bank. This is an electronic payment where Deposit Processors are only notified of in CIR. Fedwires are pulled and confirmed from CIR only and the reports (Fedwires, SWIFT, and ACH Credits) will look slightly different depending on the wire method.

- C. View the folder Deposit Confirmation folder
R:\Accounts Receivable\Check Collections\Deposit Confirmations.
- D. Save a copy of the PDF into the Document Imaging folder on the **N: drive**.
- E. Go to the following folder on the shared drive (this is a secured folder)

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 59 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

N:\Document Imaging\Fedwire.

F. Save a copy of the Fedwire PDF in this folder.

Note: The PDF will then be automatically uploaded to Tech Doc and will disappear once the upload has been successful. The uploaded file will create an auto- FAR.

Note: Occasionally AR CS will receive returned items in CIR or OTCnet. These are returned items that customer's bank may reject due to insufficient funds, payment stopped, etc. The returned items will look slightly different in CIR (high-lighted in red) and show on the 5515 report for OTCnet.

G. View the folder Deposit Confirmation folder R:\Accounts Receivable\Check Collections\Deposit Confirmations.

H. Save a copy of the PDF into the Tech Doc folder on the N: drive.

I. Go to the following folder on the shared drive (this is a secured folder)
N:\Document Imaging>Returns.

Note: The PDF will then be automatically uploaded to Tech Doc and will disappear once the upload has been successful. The uploaded file will create an auto- FAR.

J. Pull the 5515 Return Check Report (this is for a return check or stop payment).

K. Log-on to web-based OTCnet.

1. Select Reports on the right side, then select check processing reports.

2. Select the 5515 Debt Voucher Report.

- a) Date: Enter dates of previous business day to current business day
- b) Report Format: PDF
- c) Click NASA- National Aeronautics and Space Administration

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 60 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

Note: If no results then, log off and go to next step as no saving is necessary if results appear.

3. Save the PDF on the R: drive under the applicable FY, Month, and Day Folder: R:\Accounts Receivable\Check Collections\Deposit Confirmations.
 4. Use Naming Scheme for 5515: ***Voucher Number_Fin Trans Count_Payer Name_Center~FY_Year~Month_Year~DRN-XXX***
 5. Save under the folder (the current date).
- L. Combine the 5515 Report PDF and the CIR PDF.
1. Open 5515 Report PDF
 - a) Under Tools, click Insert from File
 - b) In pop-up box, select the CIR PDF from the correct file path
 - c) Location: After
 - d) Page: Last
 - e) Click OK
- M. Scroll down to ensure that the PDFs were combined.
1. Ensure the CIR confirmation PDF matches the 5515 PDF.
 - a) Name
 - b) Amount
 - c) Center
- N. Click the Save button on the toolbar (this saves the PDF under the 5515 naming scheme).
- O. Save a copy of the PDF into the Tech Doc folder on the N: drive.
1. Go to the following folder on the shared drive (this is a secured folder) N:\Document Imaging>Returns.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 61 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

2. Save a copy of the consolidated 5515 Report PDF package in this folder.

Note: The PDF will then be automatically uploaded to Tech Doc and will disappear once the upload has been successful. The uploaded file will create an auto FAR.

Note: There are two types of OTCnet Collections: (1) Check Capture and (2) Deposit Processing. Check Capture is when a check is scanned into OTCnet and sent to Treasury electronically. Deposit Processing is when cash or foreign negotiable items are manually entered into OTCnet and presented to a financial institution for manual deposit.

Note: Deposit Processing for OTCnet requires a manual deposit. A manual deposit is check or cash that does not meet the requirements for scanning within OTCnet. Confirmations on Manual Deposits will not occur unless there has been a manual deposit.

P. Combine the Manual PDF and the CIR PDF.

1. Open Manual PDF
2. Under Tools, click Insert from File
3. In pop-up box, select the CIR PDF from the correct file path
 - a) Location: After
 - b) Page: 1
 - c) Click OK

Q. Scroll down to ensure that the PDFs were combined.

1. Ensure the CIR confirmation PDF matches the Manual PDF.
 - a) Name
 - b) Amount
 - c) Center

R. Click the Save button on the toolbar (this saves the PDF under the Manual naming scheme).

S. Save the PDF into the Tech Doc folder on the N: drive.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 62 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

1. Go to the following folder on the shared drive (this is a secured folder)
N:\Document Imaging\Manual 215.
2. Save a copy of the consolidated Manual PDF package in this folder.

Note: The PDF will then be automatically uploaded to Tech Doc and Will disappear once the upload has been successful. The uploaded file will not create an auto- FAR as the FAR already exists.

3. Log into Tech Doc and file the uploaded Manual PDF in the applicable date folder (/FM/AR/CHECK_COLLECTIONS).

Note: The Manual PDF will be deposited in the same date the Manual collection was deposited.

STEP 5. Pull/Consolidate 215 Deposit Report – **NSSC AR CS**

A. Pull the 215 deposit report.

1. Log on to web-based OTCnet.
2. Select Reports on the right side.
3. Click on Check Processing Reports.
4. Select the 215 Deposit FRT Report.

Note: The date automatically defaults correctly (no change necessary).

5. Change the Report Format to: PDF.
6. Click NASA- National Aeronautics and Space Administration link.
7. Save the PDF on the R: drive under the applicable FY, Month, and Day
Folder: R:\Accounts Receivable\Check Collections\Deposit
Confirmations
8. Click the disk to save file under Naming Scheme:

215_Dep_mmddyyyy

- B. Consolidate the 215 report with the CIR ALC PDF files to create the Check Confirmation Package
 1. Open the 215 report

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 63 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

2. Under Tools, click Insert from File
3. In the pop-up, select all CIR Confirmations
4. Click open
5. Location: Before
6. Page: 1
7. Click OK
8. Save the PDF on the R: drive under the applicable FY, Month, and Day Folder: R:\Accounts Receivable\Check Collections\Deposit Confirmations
9. Use the following Naming Scheme: **Confirm Pkg MMDDYYY~FY_YYYY~MONTH_YYYY** and save under the folder for the current date
10. Save a copy of the PDF into the Document Imaging folder on the N: drive - N:\Document Imaging\Confirm Pkg

Note: The uploaded confirmation package will not create a FAR, but will be created in the same folder as the Checks

11. After upload, file the Confirmation Package on the shared drive within the Confirm Pkg Folder: <R:\Accounts Receivable\Check Collections\Deposit Confirmations>
12. Log into Tech Doc and file the uploaded Confirm Pkg in the applicable date folder /FM/AR/CHECK_COLLECTIONS

Note: The Confirmation Package will be filed in the previous business date Folder

STEP 6. Process Collection FAR (Pay.govs, Fedwires, 5515 Returns) – NSSC AR CS – Control Activity

- A. Complete Auto-generated FAR/FRT.
 1. Log-on to SN
 2. Click Finance Services-Services-Accounts Receivable
 3. Look in the AR group for FARs which are in an unassigned status.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 64 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

4. Open the FRT (these can be a mixture of Pay.govs, Fedwires, and/or 5515s depending on what was uploaded for that day).

Note: The type of collection will be identified in the FAR and FRT Request Subcategory field.

5. Open the collection document applicable to the FRT located at <R:\Accounts Receivable\Check Collections\Deposit Confirmations>.

6. In the FAR on the Accounts Receivable Tab, input the Requester Details.

- a) Customer Name: For Pay.gov-Under payer details-Party name. For Fedwire-Under Batch details-company name
- b) Dollar Amount: Transaction Amount (*Using the drop down box, select the correct currency*)
- c) AR Center: Center receiving the deposit
- d) Collection Type: applicable payment type
- e) Date of Treasury Confirmation: Voucher date (*on CIR confirmation page. Date must be in MM/DD/YYYY format*)
- f) Document Reference Number: 00Voucher#-00# (*on CIR confirmation page*)

Note: The 00# on the end is the number of collections for that center (if only one confirmed per CIR then it will be 001; if two confirmed then the first collection FAR/FRT will be 001 and the next collection task created will be 002)

7. Click Save

8. Select the FRT-Payment Processing FRT

- a) It will automatically be assigned to FM-Accounts Receivable L3
- b) Assign it to self
- c) Change status to Closed Complete
- d) Click Update

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 65 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

e) Once Update is selected it will automatically return to the Record

9. Once the Payment Processing FRT is closed, a FRT will automatically be created for the collection to be researched and posted.

a) The FRT will automatically be assigned to FM-Accounts Receivable L2, FM-Accounts Payable L2, or Travel-L2. *(The Assignment group that the FRT is assigned to depends on the FBWT Reason selected and what the Fee selection is chosen on the Accounts Receivable Tab).*

10. Assign the Record to FM-Accounts Receivable L2

STEP 7. Update the Collections Workbook – **NSSC AR CS**

- A. Navigate to: <R:\Accounts Receivable\Collections Wkbks>
- B. Copy and paste the SN FAR and SN DRN # next to applicable confirmed collection
- C. Save workbook

STEP 8. Confirm OTCnet Check/Deposit Processing collections – **NSSC AR CS** – **Control Activity**

- A. Confirm OTCnet Finance Accounts Receivable
 1. Open each Center's CIR PDF
 2. Log-on to SN
 3. Open the FRT and match it to the deposit on the CIR PDF

Note: For Check Capture (scanned checks), the CIR PDF will be used to match deposits. For Deposit Processing (Cash or Foreign items), the Manual Deposit PDF will be used to match deposits
 4. In the Record, under the Accounts Receivable tab, enter the Date of Treasury Confirmation (the Voucher date on the CIR report) and the Document Reference Number (00Voucher#-00#)
 5. Click save

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 66 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

6. Select the FRT-Check Processing FRT
7. In the Work Notes box, type Deposit confirmed
8. Change Status to Closed Complete
9. Select Update
10. Proceed until all confirmed collection Records have been updated

Note: The 00# on the end is the number of checks for that center (if only one confirmed per CIR then it will be 001; if two confirmed then the first check will be 001 and the next check created will be 002). This information is found on the CIR PDF or the Manual 215.

Note: Each confirmed check is on a single page. The 001 or 002 can be determined by looking at the CIR PDF's page number.

Note: This process is completed after the previous business days deposits are confirmed through Collections Information Repository. Any JP Morgan Chase or Bank of America Checks that are for Rebates need to have a copy emailed to appropriate POC (this is just in the FAR as these collections are currently sent via Fedwire)

- B. Pick-up the checks from Document Imaging (can be Traveler's Checks, Money Orders, Checks, or Cash) at 2:00 pm everyday
 1. Review and digitally sign for checks via the Chain of Custody Report in Document Imaging
 2. Review check for the following:
 - a) Check #
 - b) Amount of Check
 - c) Name of Payer
 - d) Date of check
 3. If information is correct, sign the Chain of Custody Report using your PIV badge

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 67 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

4. If the information in the Chain of Custody is incorrect, Document Imaging must Correct the issue and rerun the report before it is signed
5. Review additional information on checks to determine method of deposit
6. Look at the following information on the checks
 - a) Signature
 - b) Date (make sure it is not past 6 months or is not voided)
 - c) Check in US dollars
 - d) Check is drawn on a US bank
 - e) Endorsement (as applicable)
 - f) The check is made out to NASA, NASA Center, NSSC, or US Treasury.

Note: If the signature is missing, the check is voided, or the endorsement is missing, then the check will need to be returned. The missing endorsement may be due to the check not belonging to NASA (e.g., checks received consist of refund checks sent from NASA to a customer)

Note: Per TFM Part 5 Chapter 6000, the following items are ineligible for processing as a domestic or foreign check:

- Checks with dates missing and/or incomplete information,
- Checks previously dishonored and so marked on the face of the item,
- Checks post-dated or stale-dated (i.e., six months or greater),
- Traveler checks,
- Stop payment on checks,
- Checks written on closed accounts, and
- Fraudulent/counterfeit checks.

7. To return voided checks (not deposited)
 - a) The FRT would be sent to AP to cancel the check within their system
 - b) Upon check cancellation, the FRT is sent back to AR and processed accordingly.

Note: If a money order does not have MICR information, the money order will have to be manually deposited.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 68 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

8. In SN, find the FAR # for each check. If not found in SN:
 - a) Log-on to Tech Doc
 - b) Access FM/AR/Check_Collections folder
 - c) Search for check by name or date
 - d) View the check to verify that it is the correct check
 - i. Click the disk to view
 - ii. Click the back button to return
 - e) Obtain FAR #
 - i. Click the blue circle
 - ii. Scroll down and record the FAR # on backup check documentation

9. Search SN to see who has the FRT and request a status.

- C. If the check is found in SN, open FRT, verify details and assign to Check Processing FRT L3 deposit processor.

Note: For multiple checks under the same name, you may have to open up more than one FRT and view the Accounts Receivable tab for the amount or check number to match it to the check you are processing.

Note: L2 Payment Processors have until 3:00 pm to find the correct ALC for each check. If not found by 3:00 pm, L3 may assist in finding the correct ALC. If drawn in Foreign currency/Foreign bank or is cash, then the deposit will have to be made via OTCnet Deposit Processing. The deposit FAR number (in the workbook) will not be the next sequential number, but will be typed as Manual.

 1. Under FARs, Accts Receivable tab
 - a) Verify the populated information against the check
 - b) If the information is incorrect, return the FRT to L2
 - c) Identify AR Center (this is where check is to be deposited)
 2. Within the Collections Workbook (<R:\Accounts Receivable\Collections Wkbks>), copy and paste the checks information under the applicable Center and input the following information
 - a) SN: Finance Accounts Receivable #

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 69 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

- b) Voucher Date: Date checks were deposited on
 - c) Name
 - d) Amount
 - e) Deposit Document Reference Number (DRN): This is in sequential order so assign the next number that followed the last deposit.
3. Assign the SN FRT to the L3 deposit processor who will be confirming the next business day
- a) Under Work Info in the Notes, type Pending Deposit Confirmation
 - b) Save FRT
 - c) Continue the process for each check

STEP 9. OTCnet Check Capture – NSSC AR CS – Control Activity

- A. Sort the Check capture checks by Center
- B. Use the Collections Workbook to obtain the Grand Total of all current checks for that Center's Batch
 - 1. In spreadsheet, highlight the amount cells and look at Sum and Count at bottom of screen
 - 2. Annotate the Deposit DRN #, the Grand Total, and the Count for each Center
 - 3. Save and close the Collections Workbook
- C. Make the deposit via the OTCnet system
 - 1. Log-on to OTCnet Local Bridge Application - OLB
 - 2. Log-on to OTCnet.
 - 3. Click the Check Processing tab
 - 4. Select the Check Scan
 - 5. Select the applicable OTC Endpoint (ALC) in which to make the deposit to
Note: This must be done at the beginning of the new Fiscal Year
 - 6. Click Next
 - 7. Under Scan Controls: Click Start Scan

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 70 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

8. Place Check in Scanner (with account numbers/micr line facing toward light)
 - a) The processing mode is Batch Mode which allows multiple checks to be scanned.
 - b) Continue to scan all checks for that ALC
 - c) Once completed, click Stop
9. Enter the Agency Form Data for each corresponding check image that appears
 - a) Amount- Check amount
 - b) Name- Name of Payer
 - c) Center- applicable center
 - d) Batch ID- obtained from Spreadsheet ***Important***
 - e) Verify that the information is input correctly
 - f) Click Save when fields are entered
 - g) Continue until all check information is input
 - h) Wait for the message in the top of the screen (in green) to disappear and gray out the Receipt button below
 - i) If the system prompts a **MICR correction** (shown as Check Processing Error)
 - j) Select Yes when prompted
 - k) Correct the check's accounting string
 - l) Click Save

Note: If the check will not process through with the corrections made, then you will have to deposit the check via the manual Deposit Processing method in OTCnet.

- m) Continue until all checks are processed to the applicable ALCs
- n) To select a new ALC, scroll down and click the Previous button which will navigate back to the Check Scan screen

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 71 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

D. Close Batch in OTCnet

1. Click the Previous button and navigate back to the Check Scan screen
2. Review the Batch totals and Check count against the numbers annotated earlier from the Collections Workbook

Note: If the totals do not match and corrections are needed for the check(s) deposited, make the corrections prior to Closing the Batch

3. Click on the Check Processing tab
 - a) Click Batch Management
 - b) Enter a OTCnet user ID in the Cashier ID field
 - c) Check the Open box
 - d) Click Search
 - e) Click on the Batch ID number
 - f) To void a check, click the Void button
 - g) In the pop-up box, type in the correction reason
 - h) To correct a check, scroll down to the bottom of the page to view each scanned check
 - i) Select the check that needs to be corrected and make corrections as necessary
 - j) In the pop-up box, type in the correction reason
4. If corrections are not needed, close the Batch
 - a) Click the Check Processing Tab
 - b) Click Batch Management (top of screen)
 - c) Under Batch Status
 - i. Select Open
 - d) Click Search

Note: A Summary of Batches will be pulled up
 - e) Click Check All (this will place checkmarks in the boxes listed by the Batch IDs)

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 72 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

- f) Click Close Batch
- g) Click Confirm
- 5. Enter Batch Controls for each ALC
 - a) Enter Batch Control Count (total number of checks processed)
 - b) Enter Batch Control Amount (total amount of checks processed)
 - c) Click Next until all Batch Controls are entered
 - d) Click the Print PDF Report button
 - e) In the pop-up box, click Cancel
 - f) Click the Confirm Report Print button
 - g) File the checks in Tech Doc under the applicable FY, Month, and Day Folder: /FM/AR/CHECK_COLLECTIONS
- 6. If the file is not available, then create new folder within Tech Doc
 - a) Log in to Tech Doc
 - b) Navigate to the area that the folder should be located at
 - c) On the left-hand side, click Create Folder
 - i. Enter the applicable Name (e.g., MM-DD-YYYY)
 - ii. Enter the applicable Description (e.g., Checks Deposited on MM/DD/YYYY)
 - iii. Uncheck the box next to Check to add myself to the Notification List
 - iv. Enter the Reason
 - v. Click Ok
 - vi. Click Next
 - vii. Select the following Access Lists by selecting a list under the Shared Lists column and clicking the Add button
 - d) Owners
 - i. FM_AR_IG
 - ii. FM_FAB_IC_CS
 - iii. IT_DM
 - e) Read
 - i. FM_AR_SP
 - ii. FM-FSB2_SP

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 73 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

iii. FM_FSB_SP

Note: All lists selected should show in the Selected Lists Column

- f) Click Next
- g) Click Ok

Note: If a check is to be returned, create a folder within the day it was returned

- h) On the left-hand side, click Create Folder
 - i. Enter the applicable Name (e.g., Return)
 - ii. Enter the applicable Description (e.g., Returned Checks)
 - iii. Uncheck the box next to Check to add myself to the Notification List
 - iv. Enter the Reason
 - v. Click Ok
 - vi. Click Next
- i) Select the following Access Lists by selecting a list under the Shared Lists column and clicking the Add button
- j) Owners
 - i. FM_AR_IG
 - ii. FM_FAB_IC_CS
 - iii. IT_DM
- k) Read
 - i. FM_AR_SP
 - ii. FM-FSB2_SP
 - iii. FM_FSB_SP
- l) All lists selected should show in the Selected Lists Column
- m) Click Next
- n) Click Ok

Note: Secure checks in safe until the deposits are confirmed via Collections Information Repository (CIR). If a check is pending research, the check will be filed in the unidentified check folder in the safe and listed on the "FYXX_Collections Workbook_Deposits" spreadsheet on the

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 74 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

Unidentified Checks tab. The CS DP will email all depositors and notify them the check is pending research. Each CS DP in the following days will follow up on the status of the check research, provide assistance to L2 with check research, and email the status to all depositors until the check is either returned to the sender or deposited through Treasury. All depositors should follow all regulation requirements for timeliness of deposits provided in Treasury Financial Manual, Section 2055— Frequency of Deposits.

STEP 10. OTCnet Deposit Processing – **NSSC AR CS – Control Activity**

Note: There are four different types of Deposit Processing items: (1) Domestic Cash/Checks, (2) Foreign Checks Payable in Foreign Currency (3) Foreign Checks Payable in U.S. Dollars, and (4) Foreign Currency. Review section A, B,C, or D to determine which deposit type is being processed.

Note: Determine whether the check is a foreign or domestic check prior to creating a deposit in OTCnet.

Foreign check contains: (1) a foreign bank drawee name, (2) the address of a foreign bank drawee located outside the U.S., and (3) a non-consecutive nine digit routing transit number.

Domestic check contains: (1) a U.S. bank drawee name, and/or a consecutive nine digit routing transit number.

Note: Per TFM Part 5 Chapter 6000, the following items are ineligible for processing as a domestic or foreign check:

- Checks with dates missing and/or incomplete information,
- Checks previously dishonored and so marked on the face of the item,
- Checks post-dated or stale-dated (i.e., six months or greater),
- Traveler checks,
- Stop payment on checks,
- Checks written on closed accounts, and
- Fraudulent/counterfeit checks.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 75 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

Note: Checks drawn on foreign banks and branches of U.S. banks, whether payable in U.S. dollars or foreign currency, must be endorsed by the Federal agency.

- The endorsement must include, at minimum, the following information for checks deposited to a Treasury’s General Account:
- ALC, and
- The words “For Credit to the U.S. Treasury”.

A. Domestic Cash/Checks

1. Identify that a manual deposit has been received.
2. View the SN FRT in order to verify Center where deposit should be made.
3. Update the SN FRT to reflect that this is a manual deposit.
4. Email the Deposit Reconciler and give a status of this collection.
5. Log-in to OTCnet.
6. On the Deposit Processing tab, select the Create Deposit drop down.
 - a) Select Create Deposit
 - b) Click on US Currency
7. On the Create Deposit Screen, under Select Organization Endpoint, click the plus sign to display all NASA Centers.
8. Once all centers are displayed, choose the applicable center for the deposit being made.

Note: You can only select one center at a time but can make a lump sum deposit (cash) to the same Center.
9. Define Deposit Preparation Information screen
 - a) Verify that the correct center was selected
 - b) Input the following fields
 - c) Enter the Deposit Total

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 76 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

- d) Voucher date: Current Date (should be date that the cash is taken to the bank)
- e) Enter the Fiscal Year
- f) Financial Institution: Hancock Bank
- g) Enter Cash Subtotal (as applicable)
- h) Enter the Denominations of any Cash (Paper and Coins) received in the Currency box (as applicable)
- i) Enter the count of each bill received
- j) Click Calculate after the Subtotal (for any type of deposit is entered; make sure the Deposit Variance includes the Total is Zero
- k) Click Next

10. Define Subtotals by Accounting Code or TAS screen

- a) Under Agency Accounting Code, select the applicable accounting code from the drop-down
- b) Enter the amount of the check in the Foreign Amount box
- c) Click Add
- d) Ensure that the information appears and is correct
- e) Click Next

11. Review Deposit Preparation Information screen

- a) Review that the deposit information is correct
- b) If not, then Save as a Draft and go back into the deposit and correct
- c) Once verified, click Submit.

Note: OTCnet will display a confirmation indicating that the deposit ticket was submitted to Hancock Bank.

12. Print OTCnet Deposit Ticket

- a) Click Print OTCnet Deposit Ticket

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 77 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

- b) Once the OTCnet Deposit ticket is printed for submission to Hancock Bank, click Print Deposit Ticket again
- c) Select Adobe PDF to save a copy to the Deposit Confirmations folder on the R: drive. <R:\Accounts Receivable\Check Collections\Deposit Confirmations>
- d) Use Naming Scheme:
Payer Name_Manual Center~FY_YYYY_MON_YYYY
(located under date folder in which the 215 OTCnet Deposit Ticket was created)

Note: This document will be combined with the Treasury confirmation once it is received.

- 13. File the Check Image in Tech Doc in a sub-folder titled Manual /FM/AR/CHECK_COLLECTIONS
- 14. Bring the 215 OTCnet Deposit Ticket and cash to Hancock Bank located in Bldg.1100

B. Foreign Checks payable in Foreign Currency

- 1. Determine if the check fits one of these situations:
 - a) Foreign Checks Listed - Checks that are drawn on foreign banks, payable in foreign currency, and listed on the tradable currency list (Section 6070 of TFM Volume I, Part 5, Chapter 6000), or listed in OTCnet's currency code drop down box, will be processed in OTCnet as foreign check items. These items will be treated as cash letter items. Cash letter items are immediately cleared and are granted provisional credit within two business days following the day the financial agent receives the check. A separate deposit must be created for each type of foreign currency.
 - b) Foreign Checks Not Listed - Foreign checks not listed on the foreign check tradable currency list (Section 6070 Section 6070 of TFM Volume I, Part 5, Chapter 6000) will be treated as collection items. Collection items are forwarded to the foreign banks that the checks are drawn on for clearance, prior

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 78 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

to credit being granted. This collection process takes approximately six to eight weeks to complete.

Note: Checks drawn on foreign banks and branches of U.S. banks, whether payable in U.S. dollars or foreign currency, must be endorsed by the Federal agency. Endorsement must include ALC and the words “For Credit to the U.S. Treasury.”

2. View the SN FRT in order to verify Center where deposit should be made.
3. Update the SN FRT to reflect that this is a manual deposit.
4. Email the Deposit Reconciler and give a status of this collection
5. Email the Point of Contact (Admin Assistant) at the NSSC for creation of a UPS package to send the check to Bank of America.
6. Include the following information and request to be notified of the tracking number once the package has been created:

Mail the OTCnet deposit ticket and foreign check (If Foreign Check **IS** listed) to:

Bank of America
Foreign Transit Items
GA 4-004-02-02
6000 Feldwood Rd
College Park, GA 30349

Mail the OTCnet deposit ticket and foreign check (If Foreign Check **IS NOT** listed) to:

Bank of America
Foreign Clean Collections
GA 4-004-02-02
6000 Feldwood Road
College Park, GA 30349

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 79 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

Note: Cash letter items and collection items can both be mailed in the same envelope to the same address. However, cash letter and collection items must have separately created OTCnet deposit tickets (i.e., vouchers). They cannot be listed on the same voucher.

7. After the UPS tracking number is received, update the SN FRT to reflect this number

Note: For same day pickup, the UPS Package information must be created prior to 12:45 pm.

8. Log-in to OTCnet
9. On the Deposit Processing tab, select the Create Deposit drop down
 - a) Select Create Deposit
 - b) Click on Foreign Check Item
10. On the Create Deposit screen, under Select Organization Endpoint, click the plus to display all NASA Centers
11. Once all centers are displayed, choose the applicable center for the deposit being made
12. Define Deposit Preparation Information screen
 - a) Verify that the correct center was selected
 - b) Verify Voucher date: Voucher date: Current Date (should be date that the check was mailed to the bank)
 - c) Input the following fields
 - i. Select Country of Deposit
 - ii. Enter the appropriate currency code (under Foreign Currency Information listed in Section 6070 of TFM Volume I, Part 5, Chapter 6000)

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 80 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

iii. Foreign Currency Amount (under Foreign Currency Information Section 6070 of TFM Volume I, Part 5, Chapter 6000)

1. Foreign checks **Listed** - The exchange rate and USD conversion amount will be determined and entered into OTCnet by the financial agent. The financial agent will confirm the deposit in OTCnet, and field #4 (Amount) on the OTCnet deposit ticket will be populated.
2. Foreign Checks **NOT** Listed - Once the check item clears, the financial agent will enter the USD equivalent amount and confirm the deposit in OTCnet.

iv. Financial Institution: Bank of America

Note: The correct account for this type of deposit is DDA 1257268465

d) Scroll to the bottom of the screen and click Next

13. Define Subtotals by Accounting Code or TAS screen

- a) Under Agency Accounting Code, select the applicable accounting code from the drop-down
- b) Enter the amount of the check in the Foreign Amount box
- c) Click Add
- d) Ensure that the information appears and is correct
- e) Click Next

14. Review Deposit Preparation Information screen

- a) Review that the deposit information is correct
- b) If not, save as a Draft and go back into the deposit and correct
- c) Once verified, click Submit.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 81 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

Note: OTCnet will display a confirmation indicating that the deposit ticket was submitted to the Bank

15. Print 215 OTCnet Deposit Ticket

- a) Click Print Deposit Ticket
- b) OTCnet Deposit ticket is printed for submission to the bank, click Print Deposit Ticket again
- c) Select Adobe PDF to save a copy to the Deposit Confirmations folder on the R: drive. [R:\Accounts Receivable\Check Collections\Deposit Confirmations](R:\Accounts\Receivable\Check Collections\Deposit Confirmations)
- d) Use Naming Scheme: **Payer Name_Manual Center~FY_YYYY_MON_YYYY** (located under date folder in which the 215 Deposit FRT was created)

Note: This document will be combined with the Treasury confirmation once it is received

16. File the Check Image in Tech Doc in a sub-folder titled Manual /FM/AR/CHECK_COLLECTIONS

17. Bring the UPS package containing the 215 OTCnet Deposit Ticket and Check to the mailroom

18. Update the SN FRT with currency conversion amount (if applicable), 215 OTCnet deposit ticket, tracking number, etc.

C. Foreign Checks Payable in U.S. Dollars

Note: Foreign checks drawn on Canadian and specific United Kingdom (UK) clearing banks (subsections 6070.10 and 6070.20 of TFM Volume 1, Part 5, Chapter 6000), payable in U.S. dollars, will be processed as foreign check items (subsection 6045.10 of TFM Volume 1, Part 5, Chapter 6000) in OTCnet.

Note: Foreign checks drawn on foreign banks outside of Canada and the UK, payable in U.S. dollars, will be processed as collection items (subsection 6040.20 of TFM Volume 1, Part 5, Chapter 6000) in OTCnet.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 82 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

Note: Checks drawn on foreign banks made payable through a bank in the U.S. or reflecting a consecutive 9-digit routing number will be processed in the same manner as checks in U.S. currency.

1. View the SN FRT in order to verify Center where deposit should be made
2. Update the SN FRT to reflect that this is a manual deposit
3. Email the Deposit Reconciler and give a status of this collection
4. Log-in to OTCnet
5. On the Deposit Processing tab, select the Create Deposit drop down
 - a) Select Create Deposit
 - b) Click on Foreign Check Item
6. On the Create Deposit screen, under Select Organization Endpoint, click the plus to display all NASA Centers
7. Once all centers are displayed, choose the applicable center for the deposit being made
8. Define Deposit Preparation Information screen
 - a) Verify that the correct center was selected
 - b) Verify Voucher date: Voucher date: Current Date (should be date that the check was mailed to the bank)
 - c) Input the following fields
 - i. Country of Deposit (TFM Volume 1, Part 5, Chapter 6000, applicable subsection (subsections 6070.10, 6070.20, or subsection 6045.10)
 - ii. Currency Code: "OTHER"
 - iii. Foreign Currency Amount: the amount of the check

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 83 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

Note: Add information in Block 6 that the check is written in US Dollars.

iv. Financial Institution: Bank of America

Note: The correct account for this type of deposit is DDA 1257268465

- d) Scroll to the bottom of the screen and click Next
- 9. Define Subtotals by Accounting Code or TAS screen
 - a) Under Agency Accounting Code, select the applicable accounting code from the drop-down
 - b) Enter the amount of the check in the Foreign Amount box
 - c) Click Add
 - d) Ensure that the information appears and is correct
 - e) Click Next
- 10. Review Deposit Preparation Information screen
 - a) Review that the deposit information is correct
 - b) If not, save as a Draft and go back into the deposit and correct
 - c) Once verified, click Submit.
- 11. Print OTCnet Deposit Ticket
 - a) Click Print OTCnet Deposit Ticket
 - b) Once the OTCnet Deposit ticket is printed for submission to the bank, click Print Deposit Ticket again
 - c) Select Adobe PDF to save a copy to the Deposit Confirmations folder on the R: drive. <R:\Accounts Receivable\Check Collections\Deposit Confirmations>

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 84 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

- d) Use Naming Scheme: **Payer Name_Manual Center~FY_YYYY_MON_YYYY** (located under date folder in which the 215 Deposit FRT was created)

Note: This document will be combined with the Treasury confirmation once it is received

12. File the Check Image in Tech Doc in a sub-folder titled Manual /FM/AR/CHECK_COLLECTIONS
13. Update SN FRT with currency conversion amount (if applicable), 215 OTCnet deposit ticket, tracking number, etc.

D. Foreign Currency – Separate deposits must be created in OTCnet for each type of foreign currency.

1. Identify that a manual deposit has been received
2. View the FRT to see which Center the deposit needs to be made
3. Update the FRT to reflect that this is a manual deposit
4. Email the Deposit Reconciler and give a status of this collection
5. Mail the OTCnet deposit ticket and foreign currency by registered mail.
6. Include the following information and request to be notified of the tracking number once the package has been created:

If under \$5000.00 (5K) USD value:

Bank of America GBN-LA
 Mail Code: CA9-924-01-11
 2706 Media Center Drive
 Los Angeles, CA 90065-1733
 (800)387-1012

Note: If the foreign currency deposit is over \$5K USD value, OTCnet will prompt the agency depositor to call the financial agent's Banknote Trading Desk for an armored courier pick up. The foreign currency deposits will be delivered to a specific location of the financial agent (see Contacts in TFM Volume 1, Part 5, Chapter 6000).

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 85 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

7. Log-in to OTCnet
8. On the Deposit Processing tab, select the Create Deposit drop down
 - a) Select Create Deposit
 - b) Click on Foreign Currency Cash Item
 - c) On the Create Deposit Screen, under Select Organization Endpoint, click the plus sign to display all NASA Centers
 - d) Once all centers are displayed, choose the applicable center for the deposit being made
9. Define Deposit Preparation Information screen
 - a) Verify that the correct center was selected
 - b) Input the following fields
 - i. Currency Code: select the applicable currency (under Foreign Currency Information listed in Section 6070 of TFM Volume I, Part 5, Chapter 6000)
 - ii. Foreign Currency Amount: the amount of the cash (under Foreign Currency Information listed in Section 6070 of TFM Volume I, Part 5, Chapter 6000)
 - iii. Financial Institution: Bank of America

Note: The correct account for this type of deposit is DDA
1233442049

- c) Scroll to the bottom of the screen and click Next
10. Define Subtotals by Accounting Code or TAS screen
 - a) Under Agency Accounting Code, select the applicable accounting code from the drop-down
 - b) Enter the amount of cash as shown in the Deposit Total Box
 - c) Click Add
 - d) Ensure that the information appears and is correct

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 86 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

e) Click Next

11. Review Deposit Preparation Information screen

- a) Review that the deposit information is correct
- b) If not, save as a Draft and go back into the deposit and correct
- c) Once verified, click Submit.

Note: OTCnet will display a confirmation indicating that the deposit ticket has been submitted to Bank of America

12. Print 215 OTCnet Deposit Ticket

- a) Click Print 215 OTCnet Deposit Ticket
- b) Once the 215 OTCnet Deposit Ticket copy has been printed for submission to the bank, click Print Deposit FRT again
- c) Select Adobe PDF to save a copy to the Deposit Confirmations folder on the R: drive. [R:\Accounts Receivable\Check Collections\Deposit Confirmations](R:\Accounts\Receivable\Check Collections\Deposit Confirmations)
- d) Use Naming Scheme: **Payer Name_Manual Center~FY_YYYY_MON_YYYY** (located under date folder in which the 215 Deposit FRT was created)

Note: This document will be combined with the Treasury confirmation once it is received

13. File the Check Image in Tech Doc in a sub-folder titled Manual-
/FM/AR/CHECK_COLLECTIONS

14. Bring the UPS package containing the 215 OTCnet Deposit Ticket and the cash to the mailroom

15. Update SN FRT with currency conversion amount (if applicable), deposit FRT, tracking number, etc.

STEP 11. Editing Pay.gov Payments – **NSSC AR CS**

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 87 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

A. SN FAR /FRT will be received regarding Pay.gov Reoccurring Payments (i.e.,stopping payments). Log-in to Pay.gov to edit transactions.

Note: The Pay.gov system is available to customers 24 hours 7 days a week. Customers have an option to create reoccurring ACH payments by selecting the payment amount and payment frequency. Customers must access NASA’s Pay.gov payment applications via the NSSC Customer Service Website. <https://www.nasa.gov/specials/nssc-pay/>

1. Under the Collections Control Panel, click the Search Transactions link
2. In the drop-down box next to Select Payment Type, select ACH

Note: There are four options available to search for customer payments

3. Search by Agency Tracking ID- found on the customers pay.gov pdf
4. Search by Pay.gov ID- found on the customer’s pay.gov pdf or can be given by customer from their confirmation e-mail
5. Search by Transaction ID for PayPal or Dwolla- this option is not applicable.

6. Search by Transaction Details

- a) Select application name and Transaction Date, Payment Date, or Amount
- b) Choose the applicable search option by selecting the radio button and entering the information

Note: If the search had results, a list of customer payments will appear.

- c) Under the Actions column, select the Edit link
- d) Edit the payment as necessary by choosing the following options
 - i. Change Payment
 - ii. Cancel Payment
- e) For e-mail confirmations, click the box next to the following selections

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 88 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

- f) Send e-mail confirmation to customer
- g) Send e-mail confirmation to user e-mail

7. Update SN FAR/FRT with confirmation e-mail and notification to user

STEP 12. Returning Checks – NSSC AR CS – Control Activity

Note: In some circumstances, checks will need to be returned back to the sender.

A. Identify a check that should be returned

1. L2 or L3 will identify a return check for the following reasons:

- a) Grant Payment
- b) Not endorsed
- c) Not made out to NASA or US Treasury
- d) Duplicate Payment
- e) Requested return from the Payer

B. Update the SN FAR/FRT with reasons for return

C. Notify AR L3 Check Reconciler of Check return (stating reason for return)

D. Access the NASA Letterhead template: R:\Accounts Receivable\Check Collections\Deposit Confirmations\FYXXXX\Return Checks

E. Complete the NASA Letterhead template

1. Type the letter to the customer/company explain the reasoning for the return
2. Include directions if the check needs to be sent back or to another address (i.e., DHHS)
3. Save as PDF.
4. AR L3 will electronically sign the PDF of the letterhead
5. Scan the signed letterhead and save to the Shared Drive:
<R:\Accounts Receivable\Check Collections\Deposit Confirmations>

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 89 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

6. Save in the applicable Fiscal Year under the Returned Checks folder
- F. Upload the letter into TechDoc
 1. Navigate to the applicable FY, Month, and Day folder
 2. If a return folder has been created and the check has been filed, continue
 3. If a return folder has not been created, then create a folder within the day it was returned
 4. On the left hand side, click Create Folder
 5. Enter the applicable Name (e.g., Return)
 6. Enter the applicable Description (e.g., Returned Checks)
 7. Uncheck the box next to Check to add myself to the Notification List
 8. Enter the Reason
 9. Click Ok
 10. Click Next
 11. Select the following Access Lists by selecting a list under the Shared Lists column and clicking the Add button
 - a) Owners
 - i. FM_AR_IG
 - ii. FM_FAB_IC_CS
 - iii. IT_DM
 - b) Read
 - i. FM_AR_SP
 - ii. FM-FSB2_SP
 - iii. FM_FSB_SP
 - Note:** All lists selected should show in the Selected Lists Column
 12. Click Next
 13. Click Ok
 14. Upload the letter on top of the existing check image

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 90 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

15. Click the white page next to the check image in TechDoc
16. On the left hand column, click Reserve
17. Type Reason (e.g., Returned Check) and click ok
18. In the left had column, click Replace
19. Type Reason (e.g., Returned Check) and click next
20. Click Browse and navigate to the saved letterhead on the shared drive
21. Click ok
22. In the left had column, click Release
23. Type Revision number (e.g., will be the same as the generation number)
24. Type Reason (e.g., Returned Check) and click next
25. Uncheck the box next to Render the Generation to a watermarked PDF file
26. Click Ok

G. Mail check via Certified Mail

1. Prepare envelope with Certified Mail label

H. Update and close FAR and FRT

1. Enter the Certified Mail # within the work notes of the FRT
2. Change Status of the FRT to Closed Complete

STEP 13. ACR Request Form – **NSSC AR CS**

- A. The Check Processing ACR Request Form is used when a check was processed incorrectly (for example, the amount was incorrect) into OTCnet and requires Treasury to fix this issue. If a check needs to be returned after it was deposited due to it not belonging to NASA or for some other reason, it will need to be processed via a payment proposal.
1. Identify the correction
 2. Notify FBWT Supervisor and L3 Check Reconciler of correction needed
 3. Access the Check Processing ACR Request Form on the shared drive <R:\Accounts Receivable\Check Collections\Deposit Confirmations>

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 91 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

4. Open a copy of the ALC CIR confirmation report which shows the check that needs the correction
5. Complete the Form
 - a) Agency Name: NASA
 - b) Individual Reference Number (IRN): Source Financial transaction ID on CIR report
 - c) Original Voucher Number: the confirming DRN
 - d) Settlement Date: Voucher Date
 - e) Original Agency Location Code (ALC+2): applicable center ALC
 - f) Original Dollar Amount:
 - g) Request Type: Debit or Credit
 - h) Request Reason: put an "X" in that applicable box
 - i) Additional Comments: enter a brief summary that states the reason for the correction
 - j) Section 2—Approving Official: This section needs to be completed by a Check Capture Supervisor.
6. User can verify OTCnet system roles within NAMS as necessary
7. Save a copy of the ACR Form on the Shared Drive within the applicable FY and date folder
8. E-mail the completed form to the OTC Support Center via e-mail to FiscalService.OTCChannel@citi.com
9. OTC Support Center will assign a number to the request
10. Follow-up as necessary
11. Update FBWT Supervisor and L3 Check Reconciler on the status of correction

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 92 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

PROCESS 3 – POSTING COLLECTION WITH ESTABLISHED RECEIVABLE (CONTROL ACTIVITY)

Note: If fees have incurred on debt, they will need to be processed prior to posting principal. See Process - Posting Fees.

STEP 1. Post Reimbursable Collections - Payment Processor

Note: Use “Document Date” (not “Process Date”) on CIR report as the posting date.

A. The PP will post information from SN FRT into SAP T-code F-28.

Post Incoming Payments: Header Data

Process Open Items

Document Date: 010216 Type: DZ Company Code: NASA
Posting Date: 05/10/2016 Period: 8
Document Number:
Reference: 00012345-0001
Doc.Header Text: 00012345-0001 Trading part.BA:
Clearing text: 00012345-0001

Bank Data

Account: 1010.5215 Business Area: 10
Amount: 100.00
Bank charges:
Value date: 05/10/2016 Profit Center:
Text: 00012345-0001 Assignment:

Open Item Selection

Account: 123456
Account Type: D Other accounts
Special G/L ind: Standard OIs
Pmnt advice no.:
 Distribute by age
 Automatic search

Additional Selections

None
 Amount
 Document Number
 Posting Date
 Dunning Area
 Others

1. Enter the “Date of Treasury Confirmation” as “Document Date.”

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 93 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

2. Enter the Document Type (i.e.,DZ). This is found on the “Day-to-Day Posting Guide” [Posting Day-to-Day Non-Reim \(Job Aid\)](#) and determined by the type of payment.
3. Enter the “Document Reference Number” as the “Reference and Doc. Header Text.” and
4. Copy the information from the text field in the Bill of Collection and paste in the “Clearing Text” and “Text” fields.
5. Enter the Account number. This is also found on the “Day-to-Day Posting Guide” and is determined by the type of payment.
6. Enter Business Area.
7. Enter amount of check.
8. In “Open Item Selection”, enter the ZCOM Customer number in the “Account” field.
9. Click “Process Open Items.”
10. Select correct amount for posting.
11. Click Simulate.
12. Verify that the debit and credit total \$0.00.
13. Click “post.” A posting number will be received.
14. Enter posting number in “Cash Posting/Clearing Doc” field on Accounts Receivable tab.

Cash Posting/Clearing Doc	140000835	
---------------------------	-----------	--

15. Resolve SN FRT.

- B. If the payment is only a partial payment of the full amount due, notify the Account Maintainer in order to have the bill split into two separate bills. Process the bill for the amount received by following EPSS Day to Day posting.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 94 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

Note: Partial payments are to be posted using Doc type DZ, DW or DX per EPSS Job Aid “F-28 – Apply Collection – Collection Not Equal to Receivable” located at: <https://epss.nasa.gov/gm/folder-1.11.568889?originalContext=1.11.8259>

- C. If the payment is for principal only and interest, penalty and/or administrative fees have been incurred, post according to Process – Posting Fees.

STEP 2. Post Accounts Payable Vendor Overpayments - **Payment Processor**

A. Open Contract

- 1. Auto/Manually Route the FRT to the AP Vendor Payment Processor (VPP) for posting in SAP.

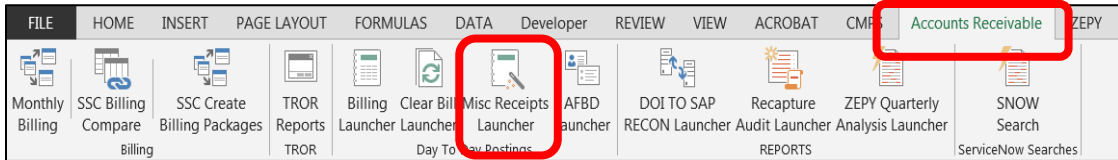
Note: Collections with Request Subcategory: Check, Pay.gov, Fedwire and 5515 auto route according to the process flow in SN Finance Request.

- 2. The request should be marked “Critical.”, if applicable.
- 3. Notate in the work notes that the FRT should be routed to the AR Account Maintainer for resolution once posting is complete, if applicable.
- 4. The AR Account Maintainer (AM) will verify AP/Travel 1500 doc posting in SAP to be sure it was posted for correct amount using t-code FB03.
- 5. The AR Account Maintainer (AM) will clear the bill with a Credit Memo.

Note: “Clear Bill Launcher” Add-in Macro: Step 2 [5] (above) should be completed using the AR “Clear Bill Launcher” Add-in Macro for full payments (see steps below).

- a) Open SN in Chrome or Microsoft Edge.
- b) Open the “ FAR record” and go to the “Accounts Receivable” tab.
- c) Open Microsoft Excel.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 95 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		



d) Select the “Accounts Receivable” tab.

Note: If you do not have this option in Excel, you can download this add-in at the link below:

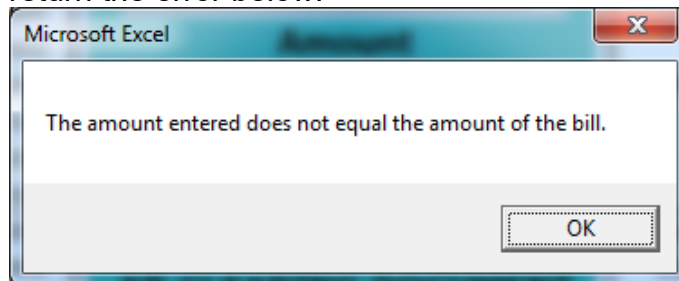
- N:\FM Division\Accounts Payable_Accounts Receivable\Macros
- Select “AP-AR.xlam”

e) Click on “Clear Bill Launcher” on Excel ribbon.

f) Click on “Update” (this will pull in most information needed for posting from the “Accounts Receivable” tab in SN).

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 96 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

- g) Click the “OK” button.
- i. The macro opens FB03 and captures the amount, fund, fund center, document date and customer number.
 - ii. The amount from the bill should match. If it does not, it will return the error below:



- h) When the amounts match, the macro will clear the bill and will return a 1600 clearing document on the form.

Note: Manual “F-30” Credit Memo Instructions (for use when “Clear Bill Launcher” Add-in Macro is unavailable and/or for partial collections).

- a) AR-AM creates a credit memo and clears using T-Code F-30.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 97 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

Post with Clearing: Header Data

Choose open items Account Model

Document Date 01/01/2015 Type DG Company Code NASA
Posting Date 09/04/2015 Period 12
Document Number
Reference 1500001234
Doc. Header Text
Clearing text JOHN DOE - 10JN65J001 - TRAVEL DEBT

Transaction to be processed

Outgoing payment
 Incoming payment
 Credit memo
 Transfer posting with clearing

First line item

PstKy 40 Account 6790.0000

- b) Doc Date = Voucher Date on “Cashlink Confirmation” (DRN date).
- c) Doc Type = DG
- d) Reference = 1500 Clearing Document (verify amount of 1500 document posting).
- e) Clearing Text = Copy “Text” Field from Original Bill
- f) “Transaction to be processed” section
 - i. Check “Credit Memo” radio button.
- g) Posting Key – 40
- h) Account = 6790.0000
- i) Click “Choose Open Items.”

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 98 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

Post with Clearing Add G/L account item

Choose open items | Process Open Items | More data | Account Model

G/L Account: 6790.0000 Other Expenses Not Requiring Budgetary Resources
Company Code: NASA NASA

Item 1 / Debit entry / 40
Amount: 100.00 USD Calculate tax
Fund: ESAX22000D
Functional Area: WBS Element:
Funds Center: 10 Commitment Item: NONR
Purchasing Doc.:
Assignment:
Text: JOHN DOE - 10VH26G001 - TRAVEL DEBT

Next Line Item
PstKy: Account: SGL Ind:

- j) Amount
- k) Fund = from original bill in SAP.
- l) Fund Center = from original bill in SAP.
- m) Text = Copy text out of FBL5N for this bill.
- n) Click “Choose Open Items.”

Post with Clearing Select open items

Process Open Items

Open Item Selection
Account: 119305
Account Type: D
Special G/L ind: Standard OIs
Pmnt advice no.:
 Other accounts
 Distribute by age
 Automatic search

Additional Selections
 None
 Amount
 Document Number
 Posting Date
 Dunning Area
 Reference
 Payment order
 Collective invoice
 Document Type

- o) Account = Customer number
- p) Click “Process Open Items.”

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 99 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

q) Make sure “Not Assigned” is Net \$0.

Note: If this is a partial payment, you will copy the amount in “Not Assigned” and click on the “Res. Items” tab at the top. Enter the amount in the “Residual Items” column and hit Enter. “Not Assigned” should now be zero. Do not enter as a credit.

r) Post.

s) If this is a partial payment, go into the 1600 Doc and change the Bline date to the Bline date of the original bill (unless on a promissory note where you will change the Bline date to the next payment date).

6. For an AP debt, enter the 1600 Document number into the IDR Form on N: drive (N:\Bills of Collection) and move the IDR form to “Closed Bills” folder, if the balance is now \$0.
7. In SN, log your SAP Document 1600# in the “Cash Posting/Clearing Doc” field on the FAR and close the FRT, FAR will automatically close.

Note: The transaction codes FB65 and F-52 ([FB65 - Enter Credit Memo and Park Post \(End User Procedure\)](#) and [F-52 - Post Incoming Payments Clear Credit Memo to Cash](#)) are performed by AP/Travel with PP roles. The transaction performed by AR (Account Maintainer) roles should be to post a T-code F-30 with a DG document type. This records a credit memo against the outstanding receivable, causing the two to net to zero. Whenever AP/Travel records the entry for the collection, AR records a credit memo to offset the outstanding bill amount. The SAP cash posting document (15000) posted by AP or Travel should be entered in the “Reference” field of the AR credit memo. This facilitates tracing the actual payment receipt using FBL5N.

B. Accounts Payable Closed Contract

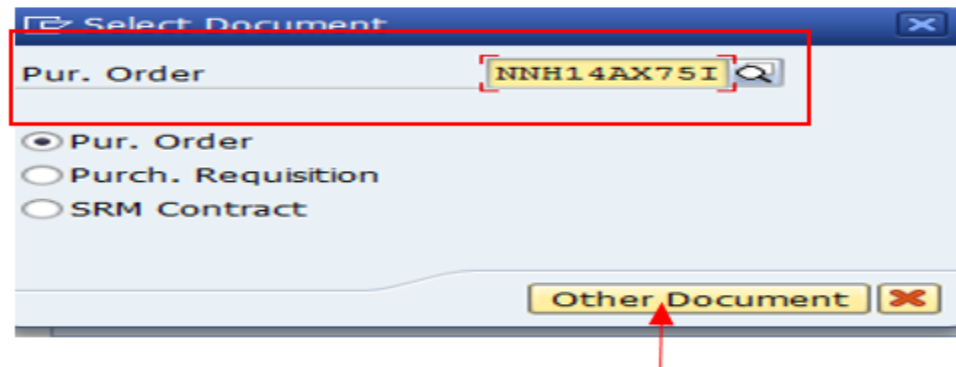
NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 100 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

Note: If fund is cancelled, bill was requested under fund NON3220 and the collection needs to be posted back using this fund.

1. Route the FRT to AP for validation.
2. If the contract has closed, AP will request funding approval from Center.
3. Once approval has been received, AP will route FRT back to AR for posting
4. AR PP will post payment to bill.
5. AR PP will need to validate if the customer is Federal or Non-Federal by searching for the trading partner.
6. Go to ME23N and select Other Purchase Order Number

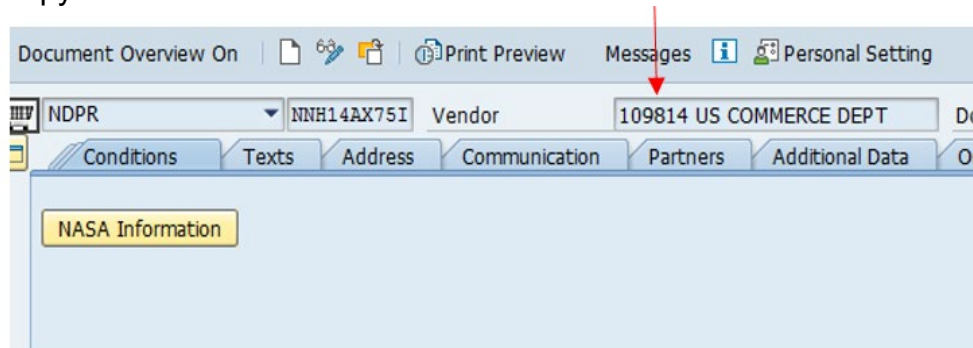


7. Enter the contract number associated with the request and click on Other Document.

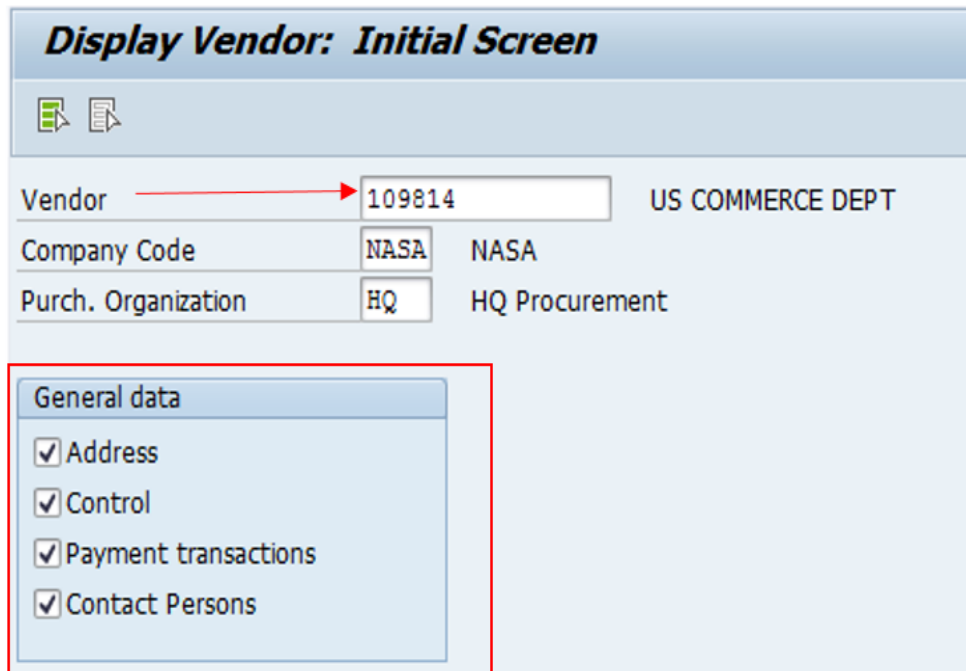


NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 101 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

8. Copy the Vendor Number.



9. Go to XK03 and enter Vendor Number. Select all boxes under the General Data.



NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 102 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

10. Hit Enter two times and notate the Trading Partner.

Vendor	109814	US COMMERCE DEPT	BOULDER
Account control			
Customer		Authorization	
Trading Partner	1357	Corporate Group	

Note: If the Trading partner states NONFED, this is a non-Federal vendor. If there is a numerical trading partner, this is a Federal vendor.

11. Once the Trading Partner has been identified, the AR PP will identify the Treasury Accounting Symbol (TAS) by either the IPAC or the IDR form.

a) Example of customer TAS on IPAC:

Originating ALC	Customer ALC	Submitter ALC	PAYMENT
13060001	80000001		
Document Reference Number		Summary Amount	
28133332		\$542.25	
Accomplished Date	Accounting Date	Number of Detail(s)	Originator DO Symbol
02/07/2017	02/28/2017	1	X0231
ALC Contact			Contact Phone
chun liu			3019758667
Contact Email			
chun.liu@nist.gov			
Detail Number	Receiver Treasury Account Symbol	Receiver DUNS+4	Sender Treasury Account Symbol
1	08020152016 0120000		013 X4850000

b) Example of customer TAS on IDR:

Refund to the Appropriation Bill Requires All Data Listed Below	
GL Account:	6100 2530
TAS (if Federal Customer):	057 20162017 3600000
Cost Center:	21AOX
Internal Order:	FC000000
WBS:	869021.05.01.09.60
Fund:	SSMX22016D
Fund Center:	21
Funds Commitment:	2530

12. AR PP will post the collection in F-28

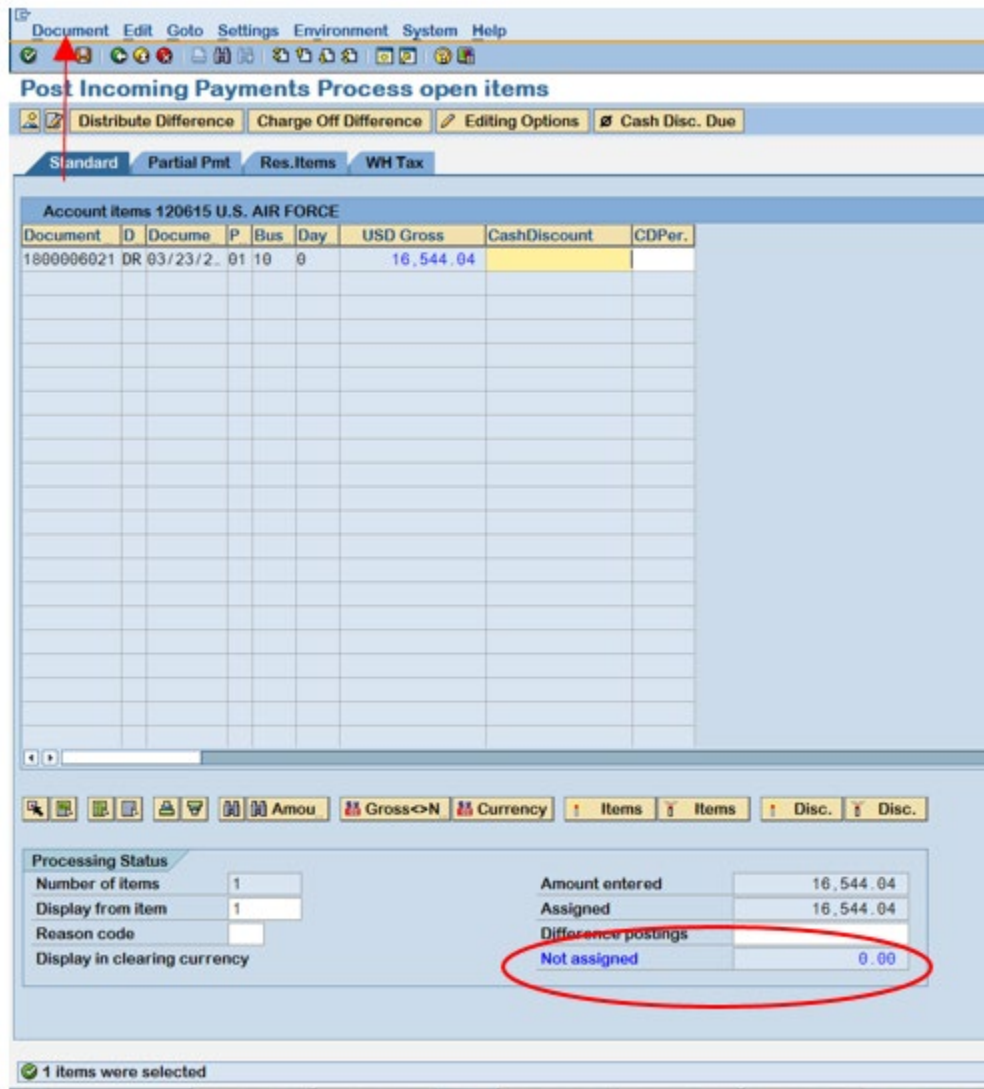
NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 103 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

13. Enter Posting Information from the SN FRT.

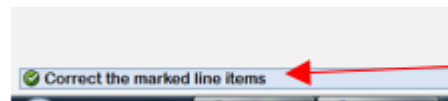
- a) Enter “Date of Treasury Confirmation” as “Document Date”
- b) Enter the Document Type (i.e.,DW). This is found on the “Day-to-Day Posting Guide” [Posting Day-to-Day Non-Reim \(Job Aid\)](#) and determined by the type of payment
- c) Enter the “Document Reference Number” as the “Reference and Doc. Header Text”
- d) Copy the information from the text field in the Bill of Collection and paste in the “Clearing Text” and “Text” fields
- e) Enter the GL Account Number. This is found in the Day-to-Day Posting Guide and is determined by the payment type
- f) Enter the Business Area
- g) Enter the amount of the payment
- h) In the “Open Item Selection” Account field enter the Customer Number
- i) Click “Process Open Items”

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 104 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

14. Select the correct document for posting. Make sure the Not Assigned amount is \$0.00. Select Document and Simulate.

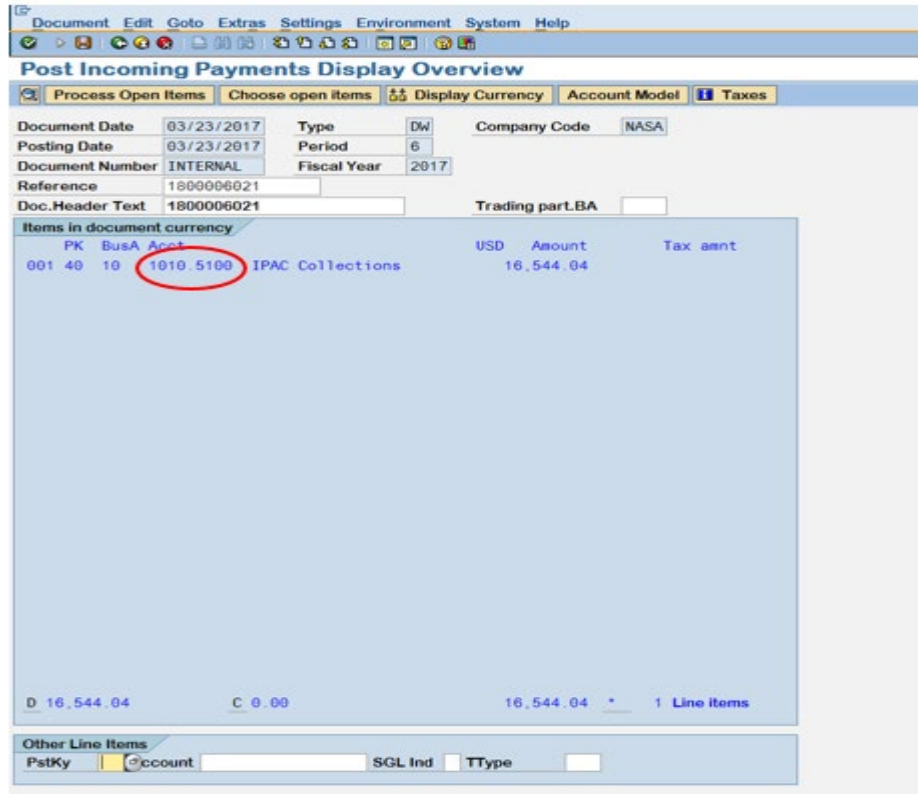


15. The following message is received:

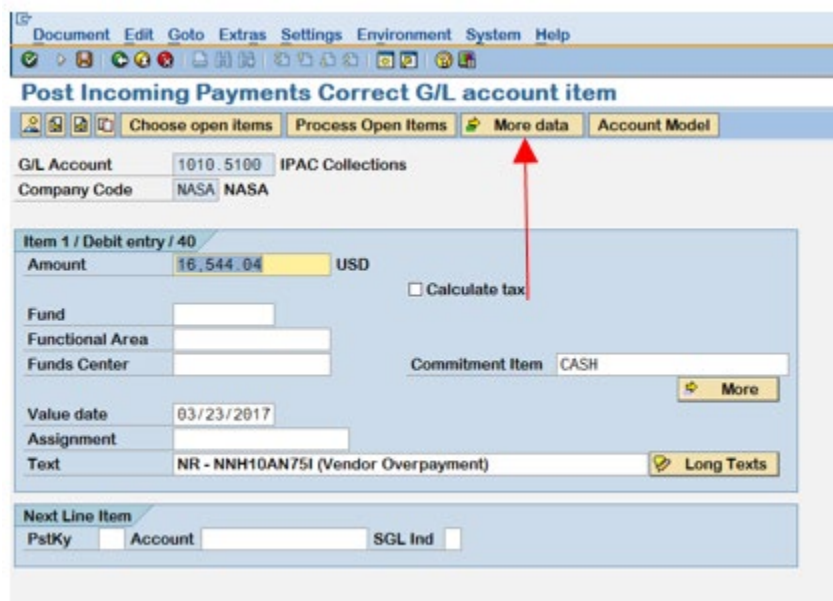


NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 105 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

16. Double click on the 1010 account to correct.



17. Click on the More Data box in order to enter the trading partner.



NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 106 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

18. For Federal customer, enter the trading partner notated from the Vendor number. For non-Federal customer, enter NONFED.

Federal

Non-Federal

19. After the trading partner has been entered, click the back button to return to the simulate screen. Double click on the 1010 account to continue the postings. For non-Federal customers, skip to number 25.

20. For Federal customer, click on the More Button.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 107 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

21. Click on the US Govt box.

22. Enter the TAS information.

Example: 13X4650

Other examples of Federal TAS

TAS: 97X4930.002	TAS: 69-57133400.005	TAS: 9713/140400	TAS: 21142080
Agency ID (TP): 097 Department of Defense	Agency ID (TP): 057 Department of the Air Force	Agency ID (TP): 097 Department of Defense	Agency ID (TP): 021 Department of the Army
Main Account (TP): 4930	Main Account (TP): 3400	Main Account (TP): 0400	Main Account (TP): 2080
Subaccount (TP): 002	Subaccount (TP): 005	Subaccount (TP): 000	Subaccount (TP): 000

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 108 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

23. Click on the green check mark to return to the simulate screen.

24. Double click on the 1010 account to enter the second part posting.

25. Enter the PstKy of 40 and the Account of 6790.0000.

26. Hit enter to continue with the posting.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 109 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

27. Enter the Amount, Fund, Funds Center, and Text. Click the More Data button to enter the trading partner.

28. Enter the trading partner from the Vendor number or NONFED for non-Federal customer.

Non-Federal

Federal

29. Click the back button to return to the simulate screen.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 110 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

30. On the simulate screen, double click on the 6790.0000 account to continue.
31. For non-Federal customers, skip to number 35. For Federal customer, click on the More button.

Post Incoming Payments Correct G/L account item

Choose open items Process Open Items More data Account Model

G/L Account: 6790.0000 Other Expenses Not Requiring Budgetary Resources
Company Code: NASA NASA

Item 2 / Debit entry / 40

Amount: 542.25 USD
Fund: SCEX22015D
Functional Area: WBS Element:
Funds Center: 10 Commitment Item: NONR

Purchasing Doc.:
Assignment:
Text: NR - NNH15AB67I (AP Closed Contract) Long Texts

More

Next Line Item

PstKy: Account: SGL Ind:

32. Click on the US Govt button.

Coding Block

Business Area: 10
WBS Element:
Fund: SCEX22015D
Functional Area:
Commitment Item: NONR
Funds Center: 10
Material:

US Govt

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 111 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

33. Enter the TAS information.

34. Click the green check mark to continue with the posting.

35. Enter the PstKy of 50 and the GL account from the IDR form in the account field.

36. Hit enter to continue.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 112 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

37. Enter the Amount, Business Area, Cost Center, Fund, Order, WBS Element, and Text. Click on the More Data button to enter Trading Partner.

The screenshot shows the SAP 'Post Incoming Payments Correct G/L account item' screen. The 'Item 3 / Credit entry / 50' section is highlighted with a red box. The 'More data' button is also highlighted with a red arrow. The text 'NR - NNH15AB67I (AP Closed Contract)' is visible in the 'Text' field.

G/L Account	6100.2530	Federal Interagency Agreements for Goods/Services
Company Code	NASA	NASA
Item 3 / Credit entry / 50		
Amount	542.25	USD
Business Area	10	Cost Center
Fund	SCEX22015D	Order
Sales Order		FC000000
WBS Element	811073.02.24.01.17	Network
Assignment		Quantity
Text	NR - NNH15AB67I (AP Closed Contract)	

38. Enter the Trading Partner from the Vendor number for Federal customers or NONFED for non-Federal customer.

Example of Federal

The screenshot shows the 'Addit.Details' section for 'Item 3 / Credit entry / 50'. The 'Trading Partner' field is circled in red, containing the value '1357'.

G/L Account	6100.2530	Federal Interagency Agreements for Goods/Services
Company code	NASA	NASA
Item 3 / Credit entry / 50 / Addit.Details		
Amount	542.25	USD
Amount in LC	542.25	USD
Settlmnt period		
Trading Partner	1357	

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 113 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

39. Click the back button to return to simulate screen.
40. For non-Federal customers, verify that the total is \$0.00 and click Post to get the document number.
41. For Federal customers, click on the 6100 GL account number to complete the postings. Click on the more button.

Post Incoming Payments Correct G/L account item

Choose open items | Process Open Items | More data | Account Model

G/L Account: 6100 2530 Federal Interagency Agreements for Goods/Services
Company Code: NASA NASA

Item 3 / Credit entry / 50

Amount: 542.25 USD
Business Area: 10 Cost Center: 10DG000
Fund: SCEX220150 Order: FC000000
Sales Order: [] []
WBS Element: 811073.02.24.01.17 Network: [] []

Quantity: [] []

Assignment: []
Text: NR - NNH15AB67I (AP Closed Contract) Long Texts

Next Line Item

PstKy: [] Account: [] SGL Ind: []

US Govt [Green Arrow Icon]

42. Click on the US Govt button.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 114 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

43. Enter the TAS information.

44. Click on the green check mark to return to the previous screen.

45. Click on Document and Simulate to return to the Simulate screen.

46. Verify the total is \$0.00 and click Post to get the document number.

STEP 3. Post Purchase Card (P-Card)/Tuition - **Payment Processor**

P-Card/Tuition payments are posted using the same guidelines as a closed contract. See Step 2, B.

STEP 4. Post Transfer Debt – **Payment Processor**

A. Determine if the payment was made by a NASA employee for a salary overpayment or for health benefits.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 115 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

- B. Research the customer in FBL5N to find the original bill.
- C. Open the attachment with the funding information either received from the center or retrieved from BOBJ by the AM
 - 1. If the funding information is a prior fiscal year disbursement and the fund has not expired (Vendor Refund Process):
 - a) Email the center’s Payroll Labor Analyst for funding guidance using the Vendor Refund Process Email Template (See -N: \FM Division\Accounts Payable_Accounts Receivable\Accounts Receivable\AR Forms and Templates\EMAIL TEMPLATES). Include all pertinent funding information in the email (i.e., Customer name, funding information from original bill, etc.) and copy your center’s Payment Processor backup. Add a copy of the email to the work notes in the SN FRT.
 - b) Once the center’s Payroll Labor Analyst responds, post the payment using the “Day-to-Day Posting Guide.” [Posting Day-to-Day Non-Reim \(Job Aid\)](#)
 - 2. If the funding is a current fiscal year disbursement and the fund has not expired, post the payment using the “Day-to-Day Posting Guide.” [Posting Day-to-Day Non-Reim \(Job Aid\)](#)
 - 3. If the funding is a prior fiscal year disbursement and the fund has expired, post the payment using the “Day-to-Day Posting Guide.” [Posting Day-to-Day Non-Reim \(Job Aid\)](#)

STEP 5. Post FOIA (Freedom of Information Act) - Payment Processor

- A. The NSSC PP will determine if a customer account and/or a bill of collection needs to be established. Check FOIA log spreadsheet located in the “Bills of Collection” folder on the N: Drive for a current FOIA Bill.
- B. If no Bill of Collection is listed on the FOIA Log, Query Customer list in SAP using XD03 to see if customer exists. If Customer does not exist, NSSC PP creates Customer and sends FRT to AR AM to create the BOC.

Note: Customer Account is to be created for the company; not the requestor.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 116 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

Note: Use T-Code XD03 to query customer list. Query by name using asterisk as wild card at front and end of section of name.

Note: Use T-Code XD01 to create Customer Account

- C. If customer exists, but there is no BOC, send FRT to AR AM to create a BOC.
- D. If there is a bill listed, post FOIA payments according to the “Day-to-Day Posting Guide.” [Posting Day-to-Day Non-Reim \(Job Aid\)](#)
- E. Update Accounts Receivable tab with posting information (see Appendix I).

The image shows a screenshot of a form with several input fields. The fields are: Customer Number, TA Number, AR Bill Number, Travel/AP/MR Credit Memo, Cash Posting/Clearing Doc, and AR Credit Memo. The fields for Customer Number, AR Bill Number, and Cash Posting/Clearing Doc are highlighted with red boxes.

- F. Update the FOIA log spreadsheet located in the “Bills of Collection” folder on the N: Drive with collection posting information.
- G. Before closing FAR , click “FOIA Notification” button on Accounts Receivable tab to send a notification of FOIA collection to the center FOIA Officers.

Note: It is important that the FOIA notification button be checked to initiate the email to the Center. The Center FOIA POC will not release the requested documents to the requestor without verification that payment has been made.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 117 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

Advanced Notification

Returned Collection

Receipt Notification

FOIA Notification

IPAC Rejection

Unidentified Check

Submit Cancel Save

H. Resolve the SN FRT and close the FAR.

STEP 6. POST TRAVEL PAYMENTS - Payment Processor/Account Maintainer

A. If the payment is for a Travel BOC, route the FRT to Travel for posting in SAP. The request should be marked “Critical”. The original BOC request should be related to the collection FAR.

Note: Collections with Request Subcategory: Check, Pay.gov, Fedwire and 5515 auto route according to the process flow in SN Finance Request.

B. Request that the FRT be routed to the AR Account Maintainer for resolution once posting is complete, if applicable .

2015-10-06 09:17:29 Jennifer Myers Changed: Assigned to, Work notes


Assigned to: (Empty) was: Jennifer Myers

TA # 6: [REDACTED]

SENDING TO TRAVEL FOR POSTING. NO FEES. PLEASE RETURN TO AR FOR CLEARING

C. Type the Travel Authorization number in the “TA Number” field on the FAR within SN.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 118 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

Line Item	<input type="text"/>
TA Number	<input type="text"/>
AR Bill Number	<input type="text"/>
Fiscal Year	<input type="text"/>
AR Bill Date	<input type="text"/> 

D. Travel will update the FRT within SN with the clearing document number.

Travel/AP/MR Credit Memo	<input type="text"/>
Cash Posting/Clearing Doc	<input type="text"/>
AR Credit Memo	<input type="text"/>

E. Update the work notes of the FRT to reflect that the FRT is being rerouted back to AR to complete posting, if applicable.

Note: Collections with Request Subcategory: Check, Pay.gov, Fedwire and 5515 auto route according to the process flow in SN Finance Request.

F. The FRT is then routed to AR AM in order to clear the bill (see Process – Posting Collection with Established Receivable, Step 2.A for posting guidelines). Once the bill is cleared, clearing document enter in the “Cash Posting/Clearing Doc” field in the SN FAR; the AR AM will resolve the FRT and FAR will auto close.

STEP 7. Post Promissory Note - Payment Processor/Account Maintainer

Note: See “NSSDG-9200-0007 – AR Management of Debt Collection” – “Process – Promissory Notes” for complete process.

A. If the payment is for an installment payment on a promissory note, collection will be posted to interest, administrative fees, and penalty prior to posting to principle.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 119 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

- B. The AR PP posts the collection of interest, administrative fees and penalty using F-28 (see Process – Posting Fees) and updates the IDR form (“Amortization tab”) with the posting information.
- C. The BLINE date of the remaining principle due will be adjusted to the due date of the next unpaid scheduled payment (per the amortization schedule) and the text field will be manually updated (i.e., “Transfer Debt-Annual Leave – 03/30/2018”).
- D. The FRT is then re-routed back to the AM to create the next month’s interest bill.

STEP 8. Research Customer Overpayment of Bill - Account Maintainer

Note: If the payment received is more than the original bill, execute FBL5N to see in there is another outstanding bill for this customer.

- A. If there is another outstanding bill, contact the center or L3 for guidance on whether to apply the balance to the outstanding bill.
- B. If there is not another outstanding bill, the customer will need to be refunded (see Process - Refunds).
- C. If there is not another outstanding bill and the amount overpaid is less than \$1.00, post to Miscellaneous Receipts (see Process – Posting Collection without Established Receivable, Step 9).

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 120 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

PROCESS 4 – POSTING COLLECTION WITHOUT ESTABLISHED RECEIVABLE (CONTROL ACTIVITY)

STEP 1. Post Accounts Payable Vendor Overpayments - **Vendor Payment Processor**

A. Open Contract (AP Vendor Payment Processor)

1. Route the FRT to the AP Vendor Payment Processor (VPP) for posting in SAP, if applicable.

Note: Collections with Request Subcategory: Check, Pay.gov, Fedwire and 5515 auto route according to the process flow in SN.

2. The request should be marked “Critical”, if applicable
3. If the collection Request SubCategory is check pay.gov, Fedwire or 5515, when AP resolves the FRT a new FRT will be auto created and assigned to Accounts Receivable L2. If the collection Request Subcategory is IPAC AP you can use the same FRT assigned to AP to manually assign to Accounts Receivable L2.

B. Closed Contract (AP VPP, AR PP, and AR AM)

1. Route the FRT to AP for validation.
2. If the contract has closed, AP will request funding information from Center.
3. Once funding has been received, AP will research fund to verify if the fund is cancelled.
4. If the fund is not cancelled, AP will create an IDR form and will route FRT back to AR for posting.
 - a) AR PP will research and create ZCOM customer, if applicable.
 - b) AR PP will route FRT to AR AM to create bill.
 - c) AR AM will create bill and route FRT to AR PP for posting.
 - d) AR PP will post payment to bill

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 121 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

C. Closed Contract Cancelled Funds (AP VPP, AR PP, and AR AM)

1. Route the FRT to AP for validation.
2. If the contract has closed, AP will request funding information from Center.
 - a) Once funding has been received, AP will research fund to verify if the fund is cancelled.
 - b) If the fund is cancelled, AP will attach screen shots showing the status of the fund to the FRT and route to AR for posting to Miscellaneous Receipts.
 - c) AR PP will route FRT to AR AM for posting to Miscellaneous Receipts. (see Process – Posting Collection without Established Receivable, Step 9)

STEP 2. Post Purchase Card (P-Card)/Tuition Payments - **Payment Processor/Account Maintainer**

- A. P-Card reimbursements are made by employees when the P-Card is used in error. Reimbursements are requested by the Center and AR is not notified of the outstanding debt.
- B. Reimbursements are made by the cardholder via Pay.Gov. The cardholder will include the P-Card order log number (if one is associated with the transaction) and will identify the Center for reimbursement.
- C. The AR PP will complete the FRT the SN (see Appendix I for examples of Accounts Receivable tab) and will select Erroneous PCard Notification in order to send notification to NSSC Erroneous PCard group to provide an IDR form.
- D. Once the IDR form is received back from Erroneous PCard Group, AR PP will check for/create a ZCOM customer number.
- E. The FRT will then be sent to the AR AM to create the bill according to the IDR form. The AR AM will then send it back to the AR PP to post the payment according to the IDR form information.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 122 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

- F. Update the IDR form in the “Bills of Collection” folder with the clearing document, and then move the IDR form to the “Closed” folder for the correct center.

STEP 3. Post FOIA Payments - Payment Processor/Account Maintainer

- A. Check FOIA log spreadsheet located in the “Bills of Collection” folder on the N: Drive for a current FOIA Bill.
- B. If there is not a bill listed, route FRT to AR AM to contact center for FOIA letter and invoice.
- C. AR AM will create bill according to FOIA letter and route FRT to AR PP.
- D. AR PP will post FOIA payments (see Process – Posting Collection with Established Receivable, Step 5).

STEP 4. Post Donations - Account Maintainer

- A. See NASA Policy Directive (NPD) 1210.1G and NPR 9290.1A for guidance on the Acceptance and Use of Monetary Gifts and Donations.
- B. Unsolicited donations must be unconditional and are posted to the HQ Business Area unless otherwise directed and coordinated with the OCFO for posting. (**Note:** Conditional means the donation is designated for a specific project. NASA is unable to keep conditional donations.)
- C. All donation postings should be completed via JV according to the Day to Day posting guide once OCFO has been notified via email by CS and confirmation has been received to post.
- D. See Process - Journal Vouchers

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 123 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

E. Once JV has been posted, send an email to the OCFO POC containing the SAP document numbers and a screenshot of the posting.

Note: The CS should validate that L2 sent notification to OCFO that the JV has been posted by reviewing the SNOW work notes.

STEP 5. Post Jury Duty Payments - **Payment Processor**

- A. Follow the “Debt Accounting Code Process-Jury Duty” (See Appendix M) to obtain accounting code elements: G/L Account, Fund, WBS and Fund Center, Order
- B. If funding data cannot be determined through BOBJ
 - 1. Complete NSSC Form-0061
 - 2. Use the standard e-mail for “NSSC AR Funding Request” located on the N:drive AR Forms and Templates
- C. Once funding information has been identified, refer to EPPS “Day-to-Day Posting Guide” [Posting Day-to-Day Non-Reim \(Job Aid\)](#) for posting of jury duty JVs.
- D. See Process - Journal Vouchers

STEP 6. Post Commercial Card Service Contractor Rebates - **Payment Processor**

- A. Both Bank of America (BoA) and US Bank have acted as NASA Commercial Card Service Contractors. US Bank is the current contractor.
- B. US Bank sends the rebate quarterly, following the quarter of charges qualifying for the rebate.
- C. US Bank Rebates arrive to the AR department via four (4) SN FRTs; they come as four (4) Fedwire payments to HQ’s ALC for rebates on Fleet, PUR, IBA, & CBA for NASA charges made the previous quarter. Customer PP will request posting guidance from the Budget and Accounting Division (BAD) Office. Once guidance is received, the PP

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 124 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

will create a JV and route in SN via a SOD FRT to the BAD Office for Approval.

D. Once the JV is approved by the BAD Office, the PP will route to the AR Supervisor for review prior to posting. After posting, a SN FRT is routed to AR L3 to verify posting and attachments.

E. See Process - Journal Vouchers

Note: Per Continuing Resolution (H.R. 933), page 64, NASA was granted the authority to retain within its WCF, refund or rebates received through NASA's credit card program.

STEP 7. Post JSC Department of State Charges/Proceeds – **Account Maintainer**

A. JSC will send supporting documentation from the Department of State on the proceeds of the sale to the NSSC Customer Contact Center. The supporting documentation will indicate the sale of property and reference a JV that was posted by the Center. The supporting documentation should indicate that a posting to miscellaneous receipts is required.

B. Once AR L2 Account Maintainer receives the SN FRT, the Account Maintainer will review the supporting documentation and ensure that the supporting documentation is included in the FAR and that the JV posted by the Center is referenced.

C. The NSSC Account Maintainer will prepare a JV to miscellaneous receipts attaching the supporting documentation that was sent by JSC and reference the JV that was posted by the Center.

D. See Process - Journal Vouchers.

STEP 8. Post Non-exchange Sale Proceeds – **Account Maintainer**

A. If replacement items are not being purchased, the proceeds are considered "non-exchange." Proceeds from sales that are not "exchange sale" must be returned to Treasury. This is accomplished by posting the proceeds to Miscellaneous Receipts (Collection – No

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 125 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

Receivable – Other Revenue) as per the “Day-to-Day Posting Guide.”
[Posting Day-to-Day Non-Reim \(Job Aid\)](#)

B. See Process - Journal Vouchers.

C. NPR 9250.1, Chapter 4.7.1.2a

STEP 9. Post Fees for Late Filing of OGE-450 – **Account Maintainer**

A. NASA Senior Executive Service (SES) employees are required to file an OGE-450 (Financial Disclosure) Form. If this form is not filed in a timely manner, the Chief Counsel offices at the Centers will bill a \$200 fee to the late filers. These fees are to be posted to Miscellaneous Receipts.

B. See Process – Journal Vouchers.

C. This is in compliance with 5 CFR 2634.704.

STEP 10. Post State Tax W2C adjustments IPAC for DOI

A. Accounts Receivable is notified by the Accounts Payable IPAC Department an IPAC has been received for State Tax W2C adjustments.

1. Accounts Receivable – Payment Processor will reach out to the center to provide funding information. (Eg., 6100.XXXX)
2. Upon receiving the center funding information Accounts Receivable Payment Processor will prepare a Journal Voucher using the Day to Day Posting guidance-Collections – NO Receivable – Refund to Appropriation.

STEP 11. Post Amounts for Restitution/Settlements –**Account Maintainer/Payment Processor**

A. Review all information on the collection received and determine whether it is a recurring payment for an existing restitution/settlement where NSSC

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 126 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

has previously been provided with supporting documentation and posting guidance.

Note: Sometimes the check has a FRT number (rather than a name or contract) that can be used to tie back to an existing restitution/settlement.

1. Research Tech Doc folder: FM/AR/Restitution
2. Search SN for previous payments.
3. Research N drive folder: N:\FM Division\Accounts Payable_Accounts Receivable\Accounts Receivable\Restitution
4. Research N drive folder: N:\FM Division\Accounts Payable_Accounts Receivable\Accounts Payable\IPAC\DOJ

B. Post recurring amount according to the guidance previously provided by Center, HQ Legal, or other POC.

1. Miscellaneous Receipts – Many times amounts must be posted to miscellaneous receipts because NASA cannot keep the money or the reference contract has cancelled funds. See Process 4 – Step 11 – Post Miscellaneous Receipts for process.
2. Accounts Payable Open Contract – Amounts to be posted to an open contract with funds not yet cancelled should be routed to AP for posting.
3. Accounts Payable Closed Contract – Route FRT to AP to complete IDR form in order to obtain funding. See Process 4 – Step 1, B for process.

C. Request backup documentation for new restitution/settlement amount by contacting POC information listed on IPAC or check. This is often a Department of Justice (DOJ) POC.

D. If no contact information is available, request guidance from AR L3 Senior Accountant or backup.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 127 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

1. AR L3 should contact HQ Legal (Acquisition Integrity Program Director), NSSC Research Activities Branch in Procurement, or NSSC Legal to obtain backup documentation and posting guidance.
2. Once posting guidance is received, AR L3 will route FRT to AR L2 for posting.
3. AR L2 will post collection.

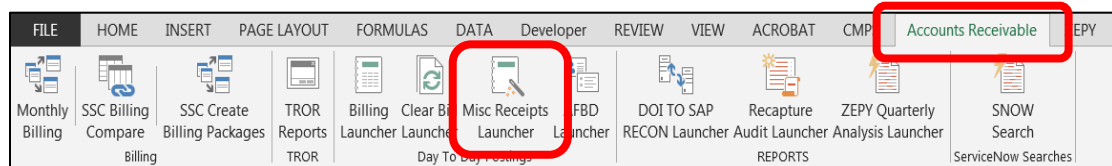
STEP 12. Post Miscellaneous Receipts – **Account Maintainer**

A. There are some payments received that do not have a contract or bill associated with them (i.e., HQ Book Sales, Restitution payments). These payments are to be posted to Miscellaneous Receipts.

B. Run “Misc Receipts Launcher” Add-in Macro.

Note: For manual instructions on parking a JV, please see EPSS instructions: [FB50 - Park a Journal Voucher](#);

1. Open SN in Chrome or Microsoft Edge.
2. Open the “FAR record” and go to the “Accounts Receivable” tab.
3. Open Microsoft Excel.



4. Select the “Accounts Receivable” tab.

Note: If you do not have this option in Excel, you can download this add-in at the link below:

- [N:\FM Division\Accounts Payable Accounts Receivable\Macros](#)
- Select “AP-AR.xlam”

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 128 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

- Click on the “Misc Receipts Launcher” on Excel ribbon.

- Click “Update” (this will pull in most information needed for posting from the “Accounts Receivable” tab in SN).
- You will need to manually enter the Fund and JV number.
- Click the “OK” button.

- This will park both the part 1 and part 2 documents and will return the document numbers to the macro form.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 129 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

The screenshot shows a software window titled "MISC RECEIPTS FORM". It contains several input fields and buttons. On the left side, there are dropdown menus for "CENTER", "MISC RECEIPTS FUND", "Amount", "JV Number", "MONTH" (set to "May"), "FISCAL YEAR" (set to "2017"), "GL ACCOUNT", "Doc Date", and "REFERENCE". On the right side, there are dropdown menus for "PART 1 DOC NUMBER", "PART 2 DOC NUMBER", "ServiceNow Case", "JV Explanation", "Backup Location", "Backup 2 Location", and "Save Location". Each of these right-side dropdowns has a "SELECT" button next to it. At the bottom left are "UPDATE" and "OK" buttons. At the bottom right is a "JV" button, which is highlighted with a red box. A large red circle encompasses the "ServiceNow Case", "JV Explanation", "Backup Location", "Backup 2 Location", and "Save Location" fields.

9. Input your "JV Explanation" using the drop down field.
10. Select the path for any backup that needs to be attached to the Misc. Receipts JV.
11. Select the location to which you want your JV packet to save.
12. Click "JV" button
 - a) This will create the JV spreadsheet and packet.

Note: Refer to EPSS Day-to-Day posting guide [Posting Day-to-Day Non-Reim \(Job Aid\)](#) for further guidance.

C. See "Process 9 - Journal Vouchers / STEP 3" for approval routing.

STEP 13. Send Advance Notifications – **Payment Processor**

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 130 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

- A. If the Center is to post the deposit in SAP (i.e., Advance), check the “Advance Notification” box on the Accounts Receivable tab to generate an e-mail notice to the Center. Place the FRT in “Pending” / “Confirmation” status.

The screenshot shows a web form with several checkboxes and a text input field. The 'Advanced Notification' checkbox is circled in red. Other checkboxes include 'Returned Collection', 'Receipt Notification', 'FOIA Notification', 'IPAC Rejection', 'Unidentified Check' (checked), and 'Unidentified Check Revised'. Below these is a text input field for 'Unidentified Check Comment' containing the text 'CHECK BELONGS TO YOUR CENTER'. At the bottom are 'Submit', 'Cancel', and 'Save' buttons.

Advance payments include, but are not limited to:

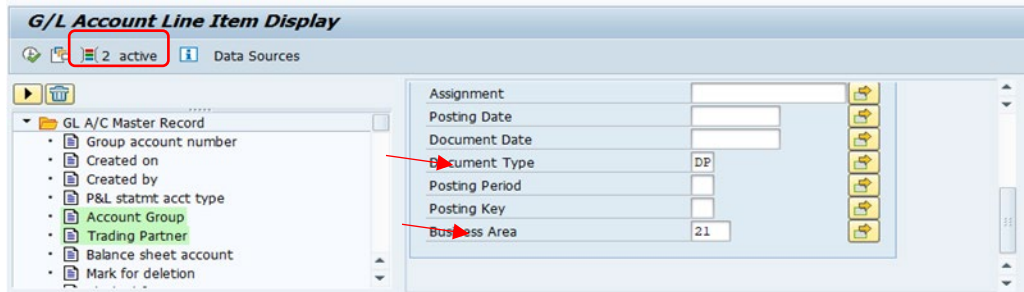
- Royalty/License Fee “DE-####” or “DN-####”
- Space Act Agreement “SAA#-####”
- “SEWP”
- “Fuel”
- Solely Travel (JSC) “CB-####-####”
- “Recycle”
- “Lease” or “Rent”
- Property Proceeds
- Payments on Invoices sent by the Center to the Customer
- Other “Advances” and “Down Payments”

- B. Once the amount has been posted in SAP and a document number is generated, the SN FAR “Cash Posting/Clearing doc” field is updated with the posting document, and the FRT is resolved and the FAR can be closed.

1. Utilize T-code FBL3N to review center postings and obtain the Cash Posting/Clearing Doc.

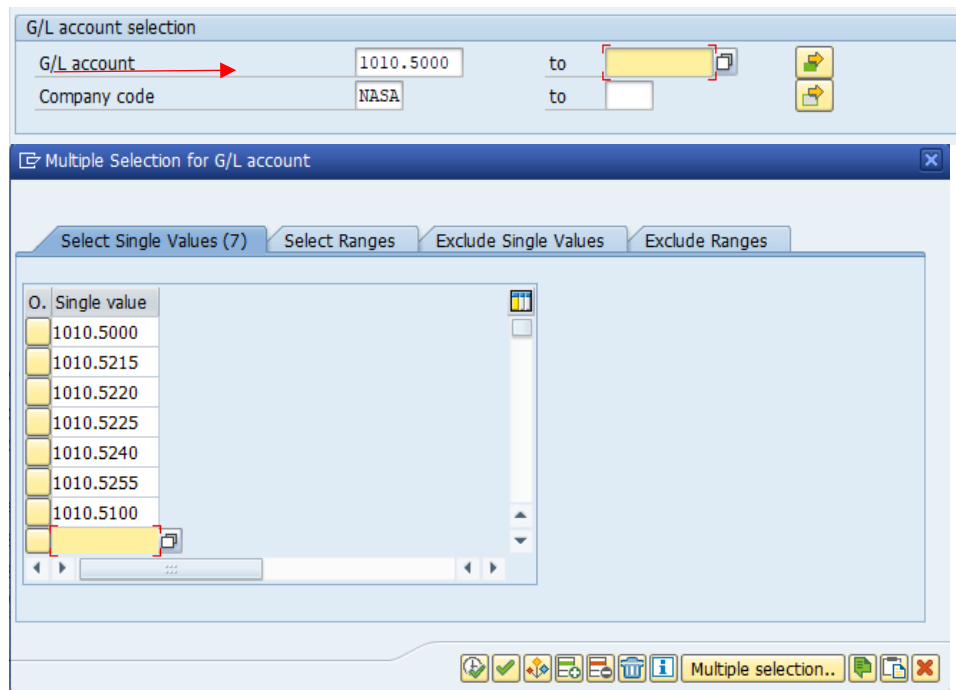
- a. Click on “Dynamic Selections” (Red/Green flag ICON at top of the page) and scroll down inside the pop-up box to input Document Types and Business Area.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 131 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		



Note: Document Type “DP” (a 1400# document) is utilized for Center Advance Down Payments. Occasionally, the Center will post IPAC Property Collections/Chargebacks as Doc Type “RL” (a 2400# document) or, the center may post to miscellaneous receipts using Doc Type “AR” (an 1800# document). Click on the yellow arrow next to Document Type to add doc types.

- b. Scroll down the page to input the G/L account selection. Click on the yellow arrow to input G/L accounts shown below.



NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 132 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

- c. Scroll down the page to click on “All Items” and input a date range.

- d. At the bottom of the page under “List Output”, type in “ARC Advance” in the Layout Field to pull in the Reference Column on the report. Most centers list the DRN in the Text Field; however, some centers list the DRN in the Reference Field only.

- e. Click the clock ICON at the top of the page to execute the report to obtain the Document Number for the SN Cash Posting/Clearing Doc Field.

Note: If needed, sort, filter, or subtotal the Reference Field to locate DRNs. Some transactions with the same DRN will have multiple postings.

St	Assignment	DocumentNo	BusA	Type	Doc. Date	PK	Amount in local cur.	Reference
<input checked="" type="checkbox"/>	20200603	1400008211	41	DP	06/02/2020	40	80,000.00	00650443-002
<input checked="" type="checkbox"/>	20200603	1400008209	41	DP	06/02/2020	40	120,000.00	00650443-004
<input checked="" type="checkbox"/>	20200603	1400008210	41	DP	06/02/2020	40	40,000.00	00650443-003
<input checked="" type="checkbox"/>	20200608	1400012188	41	DP	06/02/2020	40	160,000.00	785IEB000001
<input checked="" type="checkbox"/>							400,000.00	

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 133 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

A screenshot of a form with the following fields and labels:

- Customer Number
- TA Number
- AR Bill Number
- Travel/AP/MR Credit Memo
- Cash Posting/Clearing Doc (circled in red)
- AR Credit Memo

- C. **Payment Processor:** Occasionally, the center will send a BOC to the NSSC to process a Manual Advance Collection via IPAC.
1. Log in to <https://www.ipac.fms.treas.gov/IPAC/>
 2. Process a Collection IPAC from the Center ALC to the Customer ALC utilizing the information on the BOC
 3. Save a copy of the IPAC in the SN FRT
 4. Send a copy of the IPAC to AWMS via email to NSSC-AccountsPayable
 - ii. When IPAC is imported into AWMS, assign to Accounts Receivable
 - iii. Relate the IPAC FAR to the original FAR received from the center
 5. Route the IPAC to the center as an Advance using steps A and B above.

STEP 14. EUL Clear Manual FI Bill

- A. NSSC Accounts Receivable receives a EUL request from the center to establish a FI document and clear the manual FI
1. Center submits a request to NSSC Accounts Receivable Account Maintainer to create a manual FI “DR” document using: Debit 1310.5909 and credit 5909.5909.
 2. The Payment Processor will clear manual FI Bill with document type “DZ” using: Credit 1310.5909 and a Debit to 1010.XXXX. (Note: if the center does not provide GL information, utilize 2400 document provided by center to determine GL account to post against 1010.XXXX).

NSSC Service Delivery Guide	NSSDG-9200-0008 Revision 12.0
	Number
	Effective Date: November 3, 2023
	Expiration Date: November 3, 2026
Page 134 of 318	
Responsible Office: Accounts Receivable	
Subject: Accounts Receivable – Collection/Deposit Process SDG	

Optional Form 1114 (12-79)
 Title 7, GAO Manual
 50114-107


BILL OF COLLECTION

BILL NO. 19-013

NASA AMES RESEARCH CENTER
 (Department or Establishment and Bureau or Office)
 Moffett Field, CA 94035-1000
 (ADDRESS)

DATE 05/24/19

Payer

RRB/SMC/SYR - Dept of Air Force


DATE DUE:
UPON RECEIPT

This bill should be returned by the payer with remittance.

SEE INSTRUCTIONS BELOW

Date	DESCRIPTION	Quantity	Unit Price		Amount
			Cost	Per	
	MIPR#F2TS1A91230G001 WBS: 833011.02.01.49.824Z.19	1	\$1,100,000.00		\$1,100,000.00
Accounting Classification: 5793600 299 ETLA 642611 3G6MSY 55400 C6438F 503000 F03000 ESP-QA SC: BIM FSR: 072647 PSR: 450241 DSR: 063357					
Payer's ALC: ALC: 00003801 Ames ALC: 80-00-1201 Please make check payable to					
Mail to: NASA Shared Service Center (NSSC) FMD-Accounts Receivable Bldg 1111, Jerry Haas Road Stennis Space Center, MS 39529					
AMOUNT DUE THIS BILL					\$ 1,100,000.00
SALES ORDER: 41302 Company Code# 3862 CD#	THIS IS NOT A RECEIPT	If you have any questions on this bill, please contact : Denise Snow Tracy Fong		650-604-2830 650-604-5297	
	Date: 5/24/2019				

INSTRUCTIONS

Tender of payment of the above bill may be made in cash, United States postal money order, express money order, bank draft or check to the office indicated. Such tender, when in any other form than cash, should be drawn to the order of NASA Ames Research Center.

Receipts will be issued in all cases where "cash" is received, and only upon request when remittance is in any other form. If tender of payment of this bill is other than cash or United States postal money order, the receipt shall not become an acquittance until such tender has been cleared and the amount received by NASA Ames Research Center.

Failure to receive a receipt for a cash payment should be promptly reported by the payer to the chief administrative officer of NASA Ames Research Center.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 135 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

PROCESS 5 – POSTING FEES (CONTROL ACTIVITY)

Note: This is located on the Day-to-Day Posting Guide ([Posting Day-to-Day Non-Reim \(Job Aid\)](#)) page 2 “Collection with Receivable-Interest Revenue”.

Note: Fees need to be posted in the following order prior to posting principal: penalty, interest, and admin.

Note: A macro is utilized to perform this process.

STEP 1. Posting of Fees Using Macro – **Payment Processor**

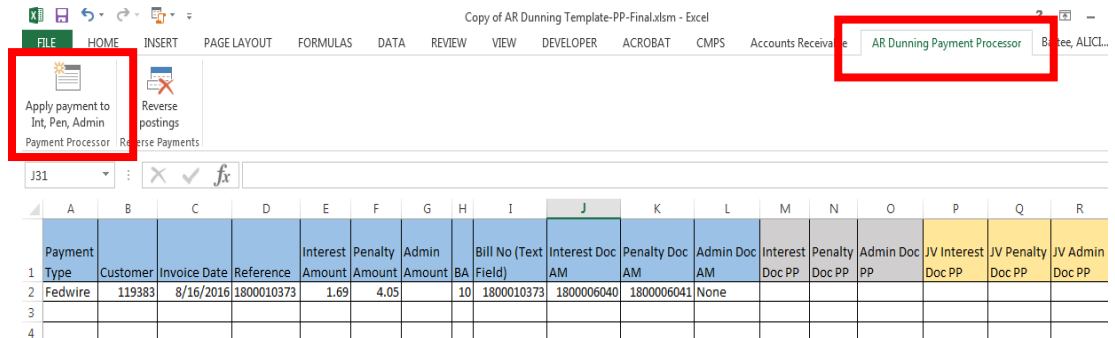
A. The Payment Processor will open the AR Dunning Template_PP located [N:\FM Division\Accounts Payable Accounts Receivable\Accounts Receivable\Dunning](#).

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	Payment Type	Customer	Invoice Date	Reference	Interest Amount	Penalty Amount	Admin Amount	BA	Bill No (Text Field)	Interest Doc AM	Penalty Doc AM	Admin Doc AM	Interest Doc PP	Penalty Doc PP	Admin Doc PP	JV Interest Doc PP	JV Penalty Doc PP	JV Admin Doc PP
2																		
3																		
4																		

B. Enter the following information under the blue headers:

1. Select the Payment Type from the drop-down list
2. Customer Number
3. Invoice Date
4. Reference
5. Amount in appropriate columns
6. BA
7. Bill No. (Text Field)
8. Document Number of the AM's postings

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 136 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		



C. Click the “AR Dunning Payment Processor” Tab

D. Click the “Apply payment to Int, Pen, Admin” Button

E. The macro will begin to post the documents and update the spreadsheet with the posting documents under the grey and gold headers.

STEP 2. Posting First Part of Fees – MANUAL STEPS (used if Macro not available) - Payment Processor

A. Enter T-Code F-28.

Post Incoming Payments: Header Data

Process Open Items

Document Date: 9/1/2015 Type: DZ Company Code: NASA
Posting Date: 09/08/2015 Period: 12
Document Number:
Reference: 00312345-001
Doc.Header Text: 00312345-001 Trading part.BA:
Clearing text: 00312345-001 INT

Bank Data

Account: 1010.5215 Business Area: 10
Amount: 5.00
Bank charges:
Value date: 09/08/2015 Profit Center:
Text: 00312345-001 INT Assignment:

Open Item Selection

Account: 119305
Account Type: D Other accounts
Special G/L ind: Z Standard OIs
Pmnt advice no.:
 Distribute by age
 Automatic search

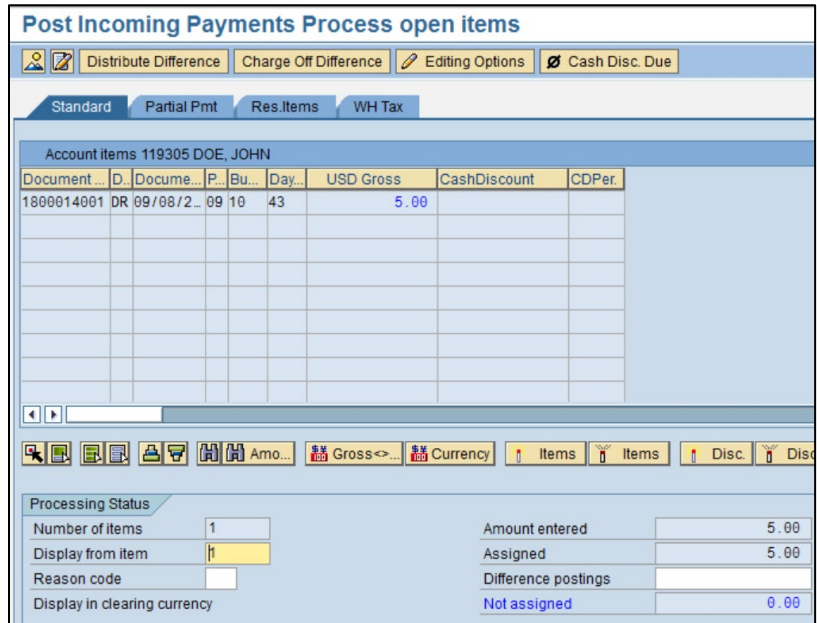
Additional Selections

None
 Amount
 Document Number
 Posting Date
 Dunning Area
 Others

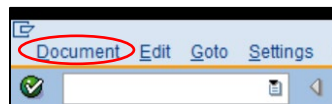
NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 137 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

- B. Document Date = DRN date of payment.
- C. Doc Type = DZ
- D. Current date = Posting Date.
- E. Reference and Document Header Text = Payment DRN (Treasury Confirmation #).
- F. Enter “INT” or “Penalty” or “Admin” in “Clearing Text” next to the payment DRN. Also, put this in the “Text” field under “Bank Data.”
- G. “Bank Data” Account = Correct G/L that corresponds to payment type (i.e., Check=1010.5215, IPAC-1010.5100, etc.) See Day-to-day posting guide ([Posting Day-to-Day Non-Reim \(Job Aid\)](#)).
- H. Amount = Dollar amount of fee.
- I. Business Area = Enter correct Business Area.
- J. “Open Item Selection” Account = Customer number
- K. Special G/L ind
 - a) Z for Interest
 - b) Y for Penalty
 - c) V for Admin
- L. Hit “Process Open Items.”
- M. Deselect the amounts that you are not clearing, and verify that the balance at the bottom (Not Assigned) is zero.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 138 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

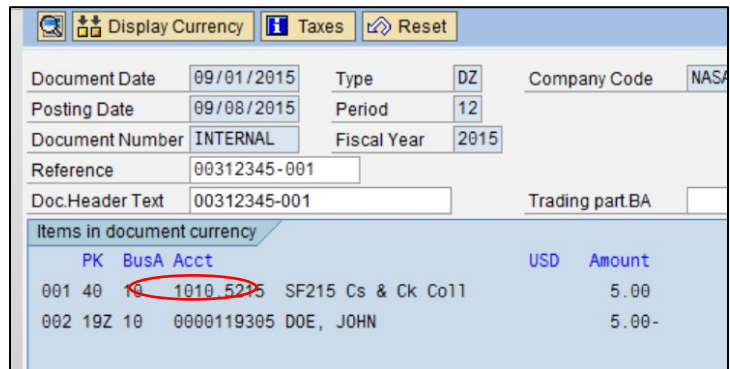


N. Click on Document in top left hand corner.



O. Simulate

P. Click on 1010 account.



Q. Put in Fund

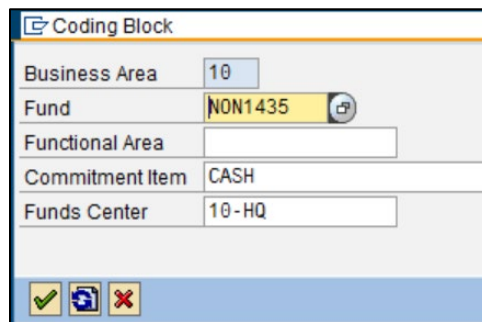
NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 139 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

a) Penalty or Admin = NON1099

b) Interest = NON1435

R. Funds Center = Center BA-Center Abbreviation (ex. 62-MSFC).

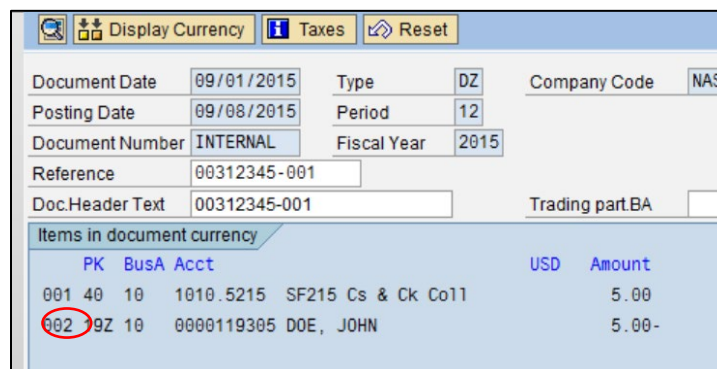
S. Click on the  button. “Functional Area” will populate itself.



Coding Block	
Business Area	10
Fund	NON1435
Functional Area	
Commitment Item	CASH
Funds Center	10-HQ
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	

T. Hit the  button, and then “Document” -> “Simulate.”

U. Verify “Z” for Interest, “Y” for Penalty, or “V” for Admin shows and that the 1010.XXXX and center are correct.



Display Currency		Taxes		Reset	
Document Date	09/01/2015	Type	DZ	Company Code	NASA
Posting Date	09/08/2015	Period	12		
Document Number	INTERNAL	Fiscal Year	2015		
Reference	00312345-001				
Doc.Header Text	00312345-001		Trading part.BA		
Items in document currency					
PK	BusA	Acct		USD	Amount
001	40	10	1010.5215 SF215 Cs & Ck Co11		5.00
002	9Z	10	0000119305 DOE, JOHN		5.00-

V.  Post.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 140 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

W. Log the document number you receive in your SN work notes.

STEP 3. Posting Second Part of Fees – MANUAL STEP (used if Macro is not available) - **Payment Processor**

Note: This is located on the Day-to-Day Posting Guide ([Posting Day-to-Day Non-Reim \(Job Aid\)](#)) pg. 2 “Collection with Receivable-Interest Revenue.”

- A. Enter T-code FB50.
- B. Document Date = DRN date of payment.
- C. Current date = Posting Date.
- D. Reference and Document Header Text = Payment DRN (Treasury Confirmation #).
- E. Doc. Header Text = Payment DRN + posting # from previous step.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 141 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

- F. Copy the “Doc Header Text” and put it in the “Text” field in the bottom portion (downstairs). Add “INT,” “PENALTY,” or “ADMIN” and the customer #.

G/L acct	D/C	Amount i...	Text	Tradin...	Bu...	Cost center	Funds center
			00312345-001 1400017000 INT/119305				
			00312345-001 1400017000 INT/119305				

- G. Document type = MR
- H. See “Day-to-Day Posting Guide” ([Posting Day-to-Day Non-Reim \(Job Aid\)](#)).
1. Debit G/L is 5993.0000.
 2. Credit G/L is 5994.0000.
- I. Amount = Dollar amount of fee (on Debit and Credit lines).
- J. Business Area = Enter correct Business Area.
- K. Funds Center = Center BA-Center Abbreviation (ex. 62-MSFC).
- L. Fund
1. Penalty or Admin = NON1099
 2. Interest = NON1435

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 142 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

Enter G/L Account Document: Company Code NASA

Tree on Company Code Hold Simulate Park Editing options

Basic Data Details

Document Date 9/1/2015 Currency USD
Posting Date 09/08/2015
Reference 00312345-001
Doc.Header Text 00312345-001 1400017000
Document Type HR
Company Code NASA NASA Washington DC

Amount Information
Total Dr. 0.00 USD
Total Cr. 0.00 USD

0 Items (No entry variant selected)

G/L acct	D/C	Amount i...	Text	Tradin...	B...	Funds center	Fund
5993.0000	D...	5.00	00312345-001 1400017000 INT/119305		10	10-HQ0P	NON1435
5994.0000	C...	5.00	00312345-001 1400017000 INT/119305		10	10-HQ0P	NON1435

- M. Simulate and look over to see if any changes are needed.
- N. Post.
- O. Get 1000# and put in SN Finance Request work notes.

Enter G/L Account Document: Company Code NASA

Tree on Company Code Hold Simulate Park Editing options

Basic Data Details

Document Date Currency USD
Posting Date 09/08/2015
Reference
Doc.Header Text
Document Type
Company Code NASA NASA Washington DC

Amount Information
Total Dr. 0.00
Total Cr. 0.00

0 Items (No entry variant selected)

G/L acct	Short Text	D/C	Amount in doc.curr.	Loc.curr.amount	Tax c..	Tax jurisdicth code
				0.00		
				0.00		
				0.00		
				0.00		
				0.00		
				0.00		
				0.00		
				0.00		

Document 101092151 was posted in company code NASA

- P. Go into the Customer # in FBL5N and sort by document.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 143 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

Q. Put the 1000# at the end of the 1400# text (posting # from previous step).

Customer Line Item Display

Customer: 119305
Company Code: NASA
Name: DOE, JOHN
City: IMAGINATION

St	Assignment	DocumentNo	Typ	Doc. Date	S	DD	Ant in Loc. cur.	LCurr	Clrng. doc.	Text
	14000170002015	1400017000		09/01/2015	Z		5.00	USD	1400017000	00312345-001 INT 101992151
	18000001232015	1800014001	DR	09/08/2015	Z		5.00	USD	1400017000	1000001111 (Sept 2015 Interest)/100012345
*							0.00	USD		
**	Account 119305						0.00	USD		

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 144 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

PROCESS 6 – FEDDEBT COLLECTION

STEP 1. FedDebt Collection IPAC is received from AWMS through SN

- A. Payment Processor creates FAR (*Refer to Appendix I – Examples of SN FAR - IPAC Fed Debt*)

- B. Payment Processor pulls the FedDebt report from the FedDebt (Department of Treasury) system and saves the report on the N:drive in the N:\FM Division\Accounts Payable_Accounts Receivable\Accounts Receivable\Fed Debt\FedDebt Reports folder.
 1. Log on to the CSNG Fiscal Treasury Website using Google Chrome:
<https://xservice.fiscal.treasury.gov/csp/prod/os.artiva.web.page.Main.cls>
 2. Click on “IPAC Report” under Creditor Agency Reports.



3. Input IPAC information and then click “Finish” at the bottom right.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 145 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

IPAC

IPAC1
91335621

IPAC2

Month
12

Year
2019

Finish

4. A report will generate. You can export to Excel and expand:

IPAC Report

A...	B...	O...	Pr...	A...	D...	Ag...	Age...	D...	De...	Pa...	T...	Tra...	Tr...	Cl...	Chan...	Tra...	Tr...	TransD...	Posting...	Tran...	N...	Inv...	Bill...	Ap...	Ap...	Ap...	Ov...	D...	PC...	PC...	TO...	D...	Ch...	IP...	IP...
80	K...	F...	KS...	8...	79...	18...	180...	2...	Ca...	Ca...	PMT	TOP			16812...	168...	T...	12/2/2...	12/2/20...	\$412...	\$...	\$3...	\$0...	\$1...	\$2...	\$0...	\$0...	\$0...	\$0...	\$0...	\$1...	\$0...	Y	12...	9...

Summary

AppliedPrincipal (...)	AppliedInterest (...)	AppliedPenalty (...)	AppliedAdminCost (...)	Overage (Su...)	DMSFee (Su...)	PCAFee (Su...)	PCABonus (S...	TOPFee (Su...)	DOIFee (Su...	TransAmount (S...	NetTransfer (S...	BillAmount (S...	InvoiceAmount (...)
\$0.00	\$192.36	\$207.58	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$12.50	\$0.00	\$412.44	\$399.94	\$0.00	\$399.94

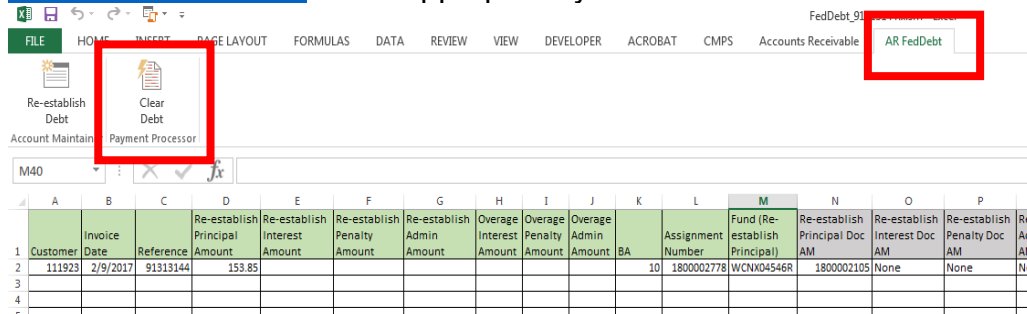
STEP 2. Payment Processor routes the SN FRT to the Account Maintainer to create Bill of Collections according to the FedDebt report. (Refer to NSSDG-9200-0007 - Management of Debt Collection SDG – Process – Re-establishing Debt)

STEP 3. Account Maintainer routes the SN FRT to Payment Processor to post collections for fees.

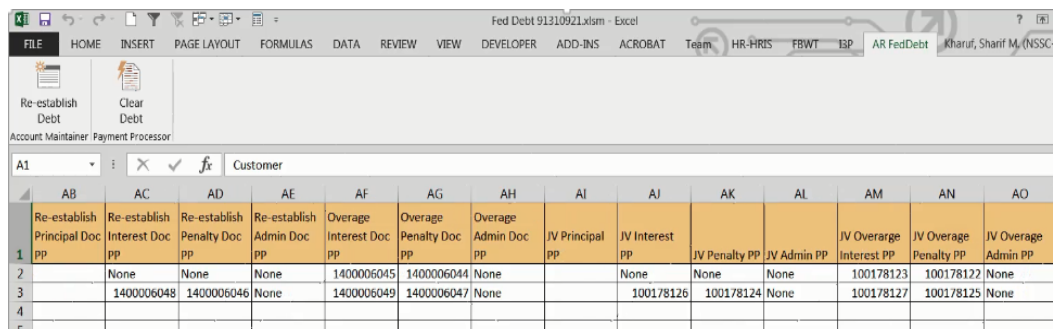
NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 146 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

STEP 4. **Note:** For manual instructions, please refer to Process – Posting Fees or refer to page 7 of the [Day to Day Posting Guide](#) below.

A. Payment Processor will open the Account Maintainer’s file that is saved [N:\FM Division\Accounts Payable Accounts Receivable\Accounts Receivable\Fed Debt](#) in the appropriate year/month’s folder.



1. Click the “AR FedDebt” Tab
2. Click the “Clear Debt” Button
3. The macro will post all of the interest, penalty, and admin documents.
4. The document numbers will be added to the spreadsheet under the gold colored headers.



Note: The macro does not post the collection for the re-established principal documents.

STEP 5. Post collection for Re-established Principal, if necessary. Refer to page 7 of the [Day to Day Posting Guide](#).

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 147 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

STEP 6. Refunding FedDebt TOPS Fees

- A. Functional Area will request funding information from center to use to process fee refund.
- B. Accounts Receivable will reverse SAP fee posintgs, if applicable
- C. Accounts Payable will process a payment proposal for both Accounts Receivable fees and use funding the center provided to refund fees deducted by TOPS.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 148 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

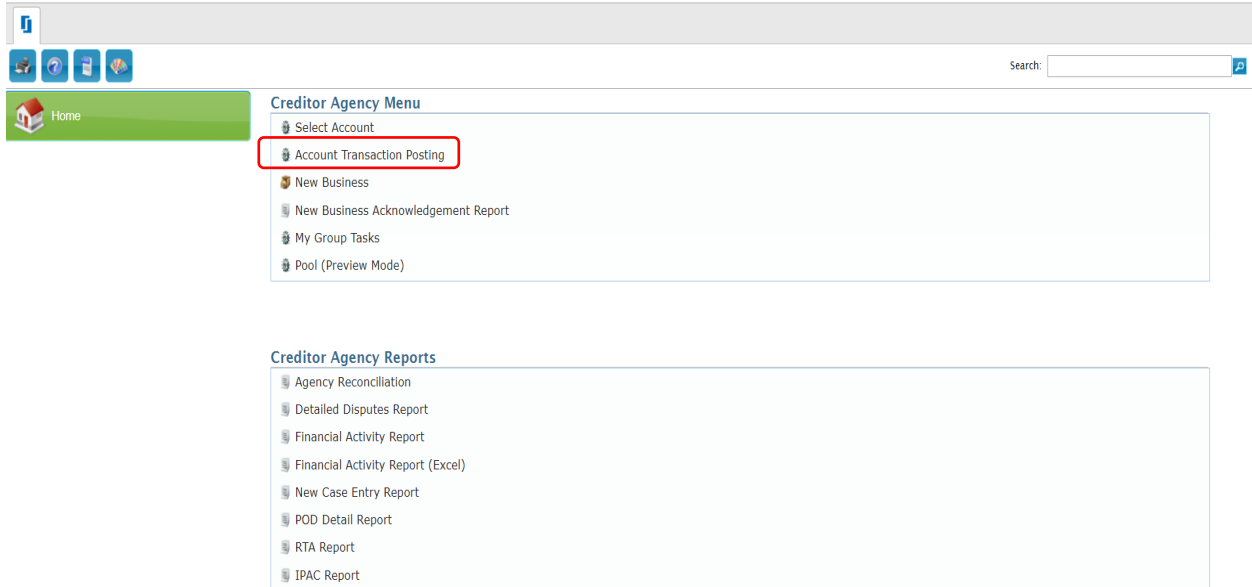
PROCESS 7 – POSTING PAYMENTS IN CSNG FOR DEBTS REFERRED TO TREASURY


Note: This process is to be utilized if a customer payment is received after a debt is transferred to Treasury.

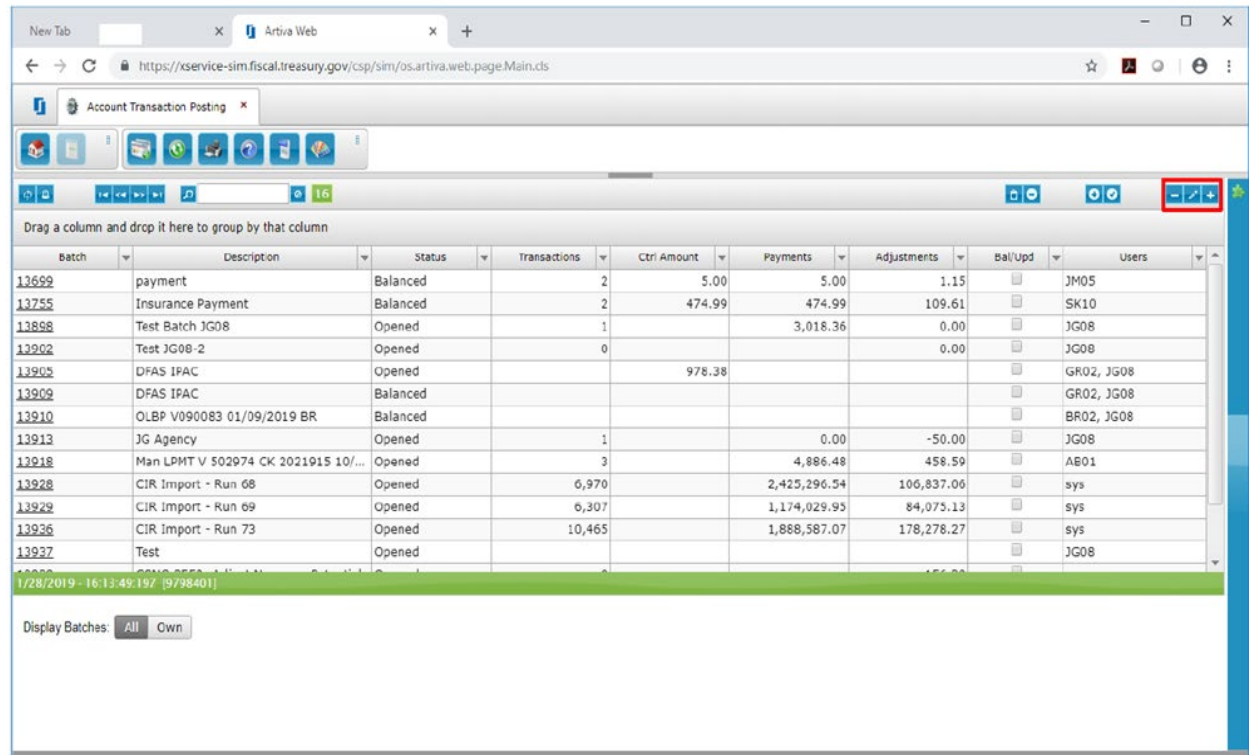
STEP 1. Posting a Payment Received to the Cross Servicing NG (CSNG) System – Account Maintainer

- A. Log into the CSNG system in Chrome using the link below:
<https://xservice.fiscal.treasury.gov/csp/prod/os.artiva.web.page.Main.cls>

- B. You will be directed to the Home screen. Select “Account Transaction Posting” under the “Creditor Agency Menu”.



C. In the “Account Transaction Posting” screen, click the  plus icon in the upper right corner.



NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 150 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

D. Enter a Batch Description and the total of the payment amounts in the “Add New Batch” pop up window and click OK.

E. In the “Standard Search Prompt” field enter the CSNG (Artiva) Account Number created during the original Treasury Referral process (*Refer to NSSDG-9200-0007 Management of Debt Collection Process – Refer to Treasury*).

NSSC Service Delivery Guide	NSSDG-9200-0008 Revision 12.0
	Number
	Effective Date: November 3, 2023
	Expiration Date: November 3, 2026
Page 151 of 318	
Responsible Office: Accounts Receivable	
Subject: Accounts Receivable – Collection/Deposit Process SDG	

F. The Account Information will populate.

1. Select "Payment" from the "Transaction Type".
2. Enter the Effective Date (Date Payment was received).
3. Enter Reference (Check number, DRN, etc.)
4. Enter Transaction Amount.
5. Press Enter on the keyboard.

Batch Information

Standard Search Prompt: 10241596

Transaction Type: Payment Correction Backout

Effective Date: 01/25/2019

Reference: Personal Check 1234

Amount: 100.00

Summary Information - Account 10241596

Demographics: **Frederick Flintstonian**
 123 Rocky Way
 Bedrock, AL 35000

Client: 10 - Agency Training
 Agency: 20 - Department of the Treasury
 Bureau: FS01 - Bureau of the Fiscal Service
 Office: DCW - Program Accounting Division
 Program: AT1A
 PCA:
 Client Ref: ABC123
 Phase: INIT
 Status: NEWACCT

Sub Balance	Amount
ADMIN	25.00
DMS	0.00
DOJ	0.00
INT	114.41
PCA	0.00

Account Balance: **\$6,964.93**
 Agency Balance: **\$6,964.93**

Auto Split Across Set Show All Accounts for Entity

Account	Client Reference	Client	Balance	Split	PRN	INT	ADMIN	DMS	PCA	PNF	TOP	DOJ	Overage

G. Payment information will populate. Uncheck the "Auto Split Across Set".

NSSC Service Delivery Guide	NSSDG-9200-0008 Revision 12.0
	Number
	Effective Date: November 3, 2023
	Expiration Date: November 3, 2026
Page 152 of 318	
Responsible Office: Accounts Receivable	
Subject: Accounts Receivable – Collection/Deposit Process SDG	

Batch Information

Standard Search Prompt: 10241596

Transaction Type: Payment Correction Backout

Effective Date: 01/25/2019

Reference: Personal Check 1234

Amount: 100.00

Summary Information - Account 10241596

Demographics: **Frederick Flintstonian**
 123 Rocky Way
 Bedrock, AL 35000

Client: 10 - Agency Training
 Agency: 20 - Department of the Treasury
 Bureau: FS01 - Bureau of the Fiscal Service
 Office: DCW - Program Accounting Division
 Program: AT1A
 PCA:

List Date: 01/22/2019
 Service Date: 01/01/2018
 Account Balance: **\$6,964.95**
 Agency Balance: **\$6,964.95**

Client Ref: ABC123
 Phase: INIT
 Status: NEWACCT

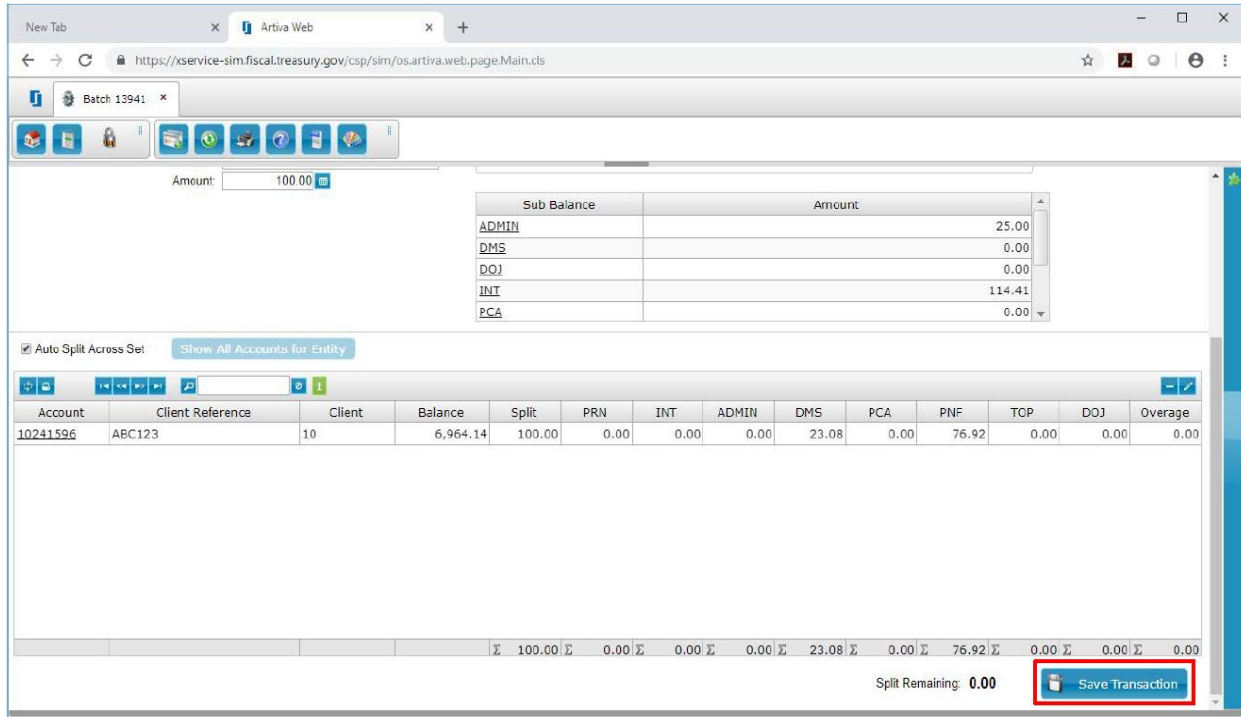
Sub Balance	Amount
ADMIN	25.00
DMS	0.00
DOJ	0.00
INT	114.41
PCA	0.00

Auto Split Across Set Show All Accounts for Entity

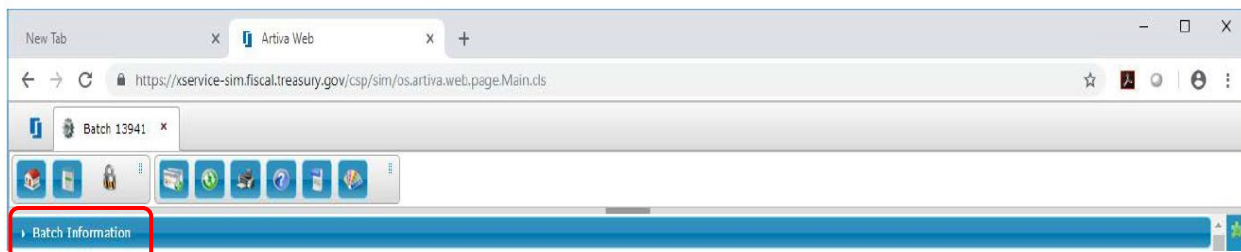
Account	Client Reference	Client	Balance	Split	PRN	INT	ADMIN	DMS	PCA	PNF	TOP	DOJ	Overage
10241596	ABC123	10	6,964.14	100.00	0.00	0.00	0.00	23.08	0.00	76.92	0.00	0.00	0.00

H. Scroll to the bottom of the screen and click Save Transaction.

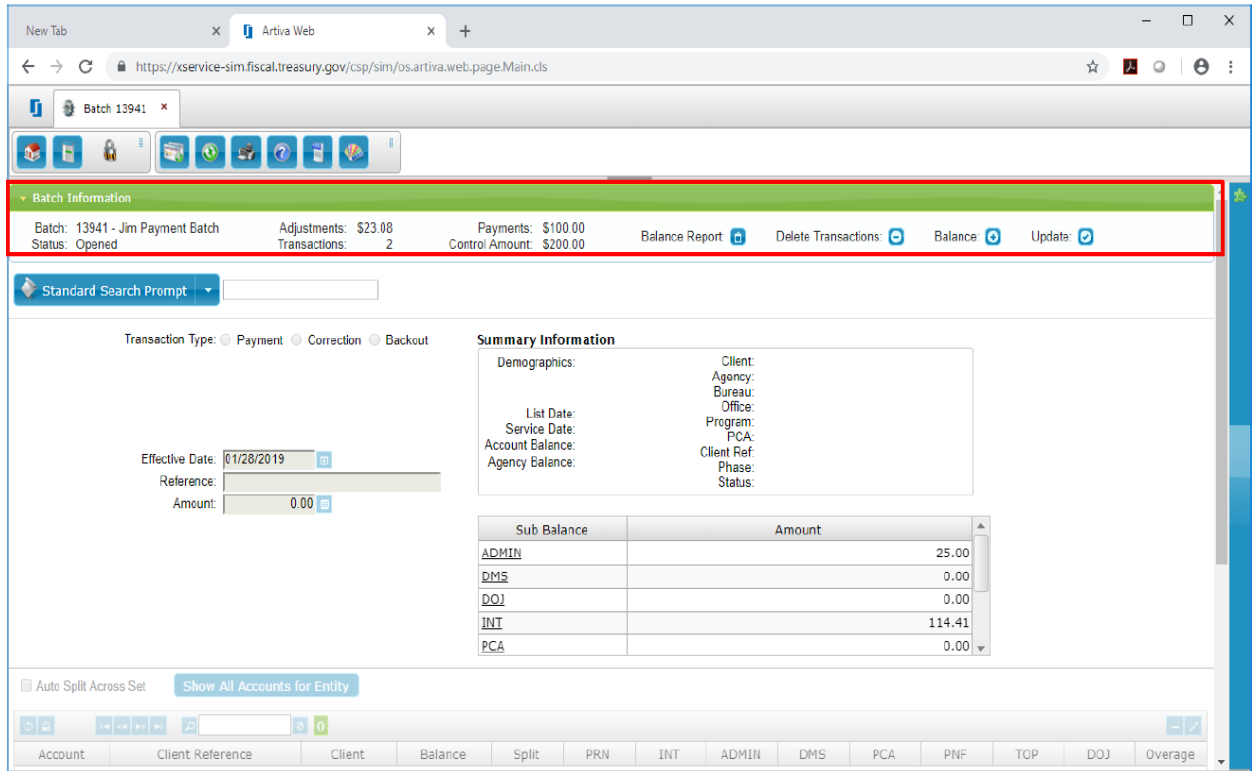
NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 153 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		



- I. The transaction has been added to the batch. Click on the left side of the “Batch Information” Header to display batch totals.

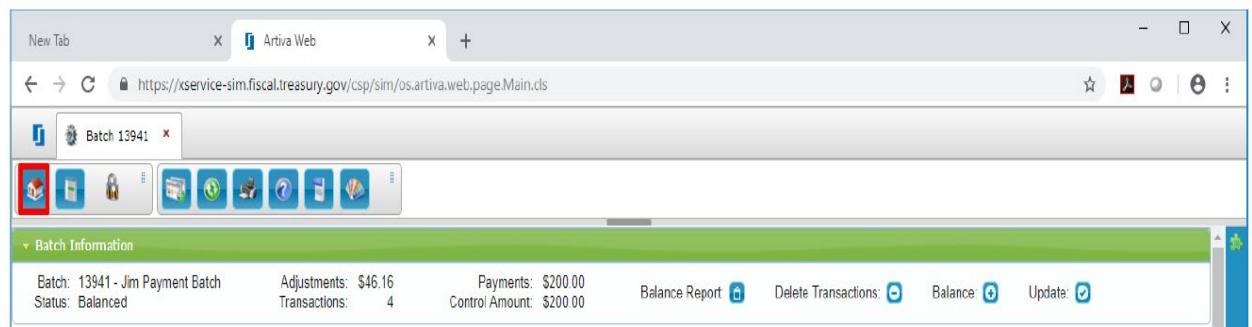


NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 154 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		



J. Repeat Steps F through I to add additional payments to the batch.

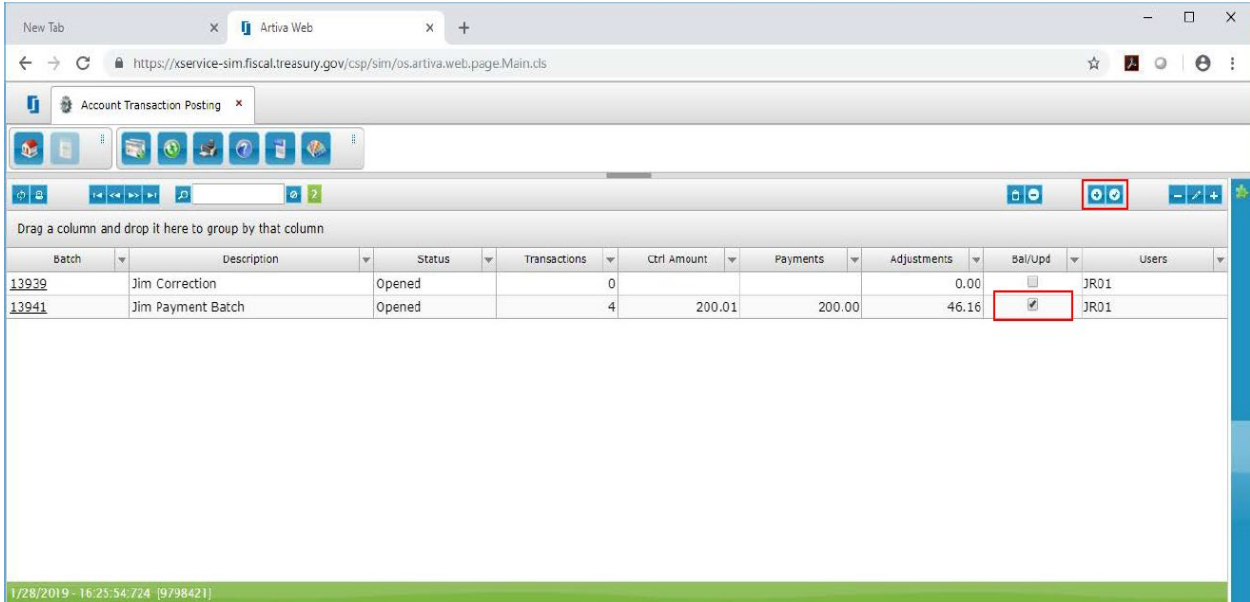
K. When complete, click the Home Icon in the upper left corner of the Batch Screen to return to the Account Transaction Posting Screen.



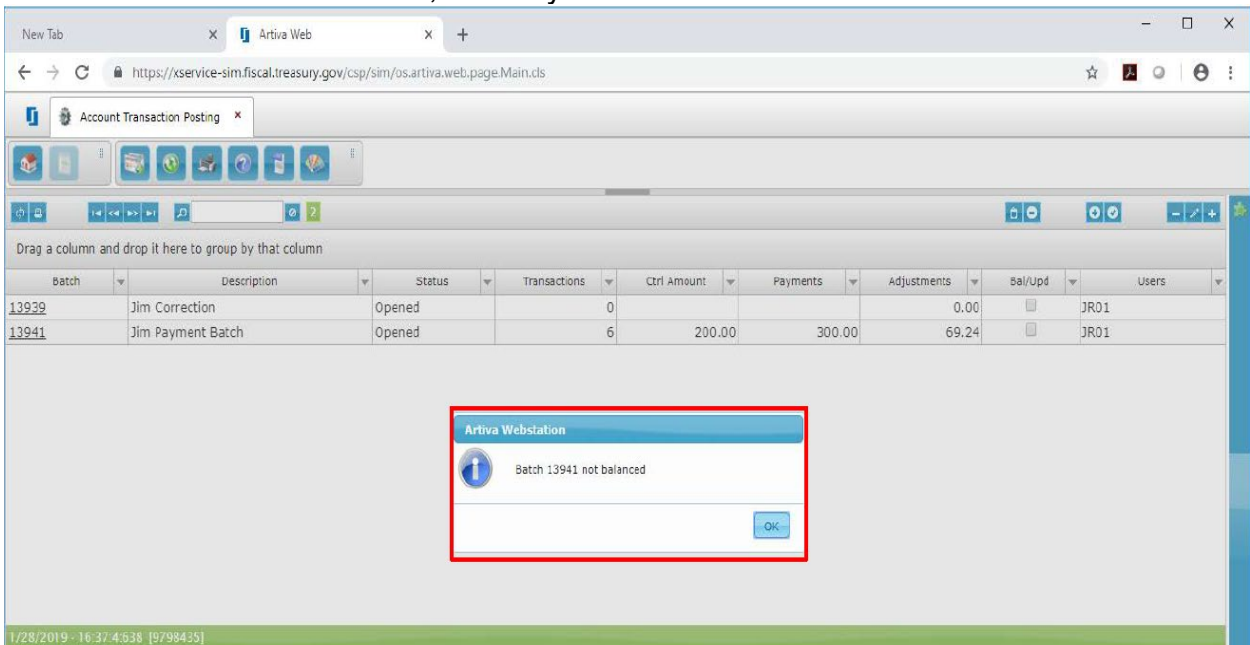
L. To complete a batch, it must be balanced.

1. Click on the Bal/Upd column of the batch to be balanced.
2. Click the plus/add icon in the upper right corner to balance the batch.


NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 155 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

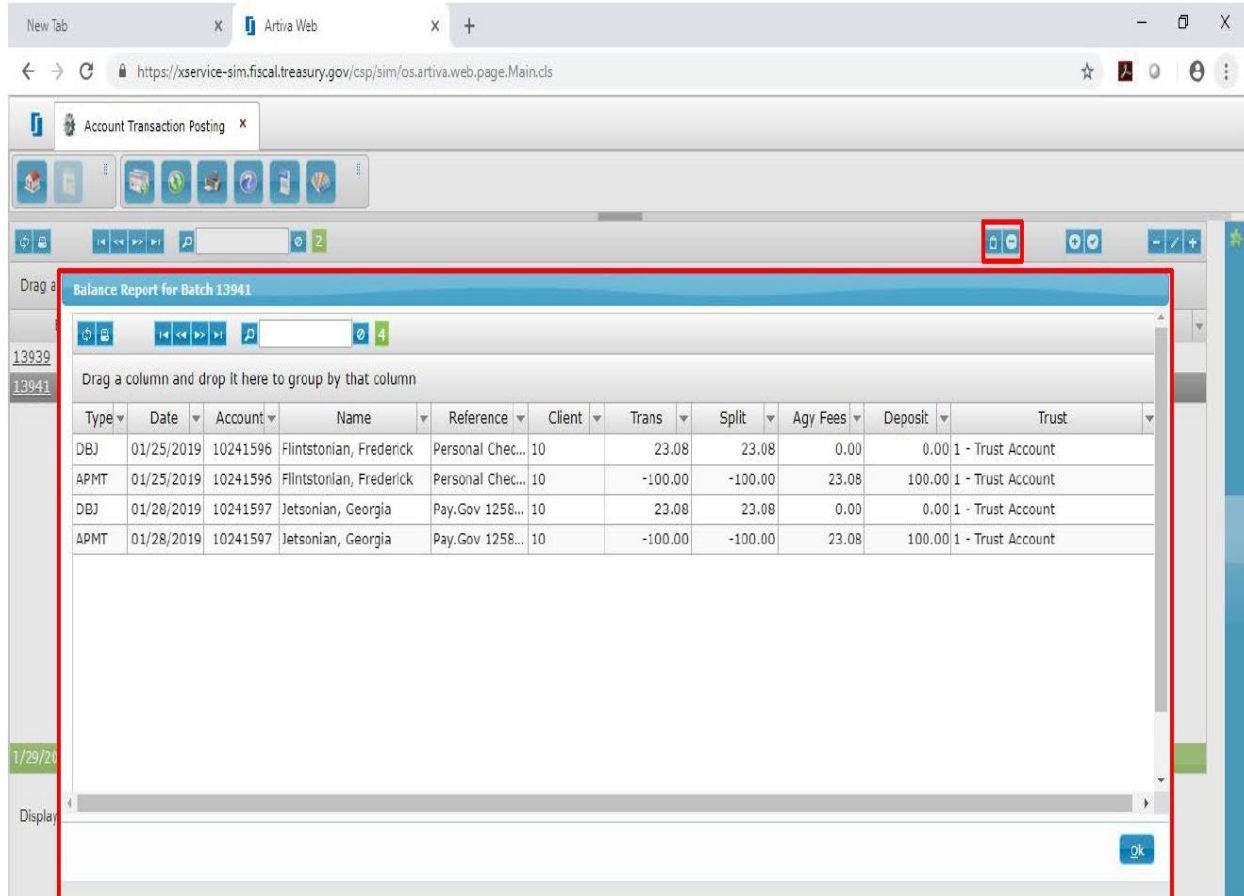


M. If a batch is not balanced, you will receive an error message. Click OK in the pop up window to view the balance report. Two situations may cause a batch to be out of balance; the 'Payments' amount or the 'Ctrl Amount'.



NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 156 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

N. Click the  view button in the upper right of the screen to review transactions in the 'Balance Report' pop up window. Use this window to identify any transactions to be deleted. Click OK to continue.



Account Transaction Posting x

Balance Report for Batch 13941

Drag a column and drop it here to group by that column

Type	Date	Account	Name	Reference	Client	Trans	Split	Agy Fees	Deposit	Trust
DBJ	01/25/2019	10241596	Flintstonian, Frederick	Personal Chec...	10	23.08	23.08	0.00	0.00	1 - Trust Account
APMT	01/25/2019	10241596	Flintstonian, Frederick	Personal Chec...	10	-100.00	-100.00	23.08	100.00	1 - Trust Account
DBJ	01/28/2019	10241597	Jetsonian, Georgia	Pay.Gov 1258...	10	23.08	23.08	0.00	0.00	1 - Trust Account
APMT	01/28/2019	10241597	Jetsonian, Georgia	Pay.Gov 1258...	10	-100.00	-100.00	23.08	100.00	1 - Trust Account

1/29/20

Display

OK

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 157 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

- O. Click the minus ICON in the upper right corner. In the 'Transactions in Batch' pop up window, select the transaction to be deleted in the delete column and then click the Delete Transactions bar at the bottom of the screen.

Transactions in Batch 13941

Drag a column and drop it here to group by that column

Type	Date	Account	Name	Reference	Client	Amount	Delete
APMT	01/28/2019	10241597	Jetsonian, Georgia	Pay.Gov 125898456	10	-100.00	<input type="checkbox"/>
DBJ	01/28/2019	10241597	Jetsonian, Georgia	Pay.Gov 125898456 - DMS ...	10	23.08	<input type="checkbox"/>
APMT	01/25/2019	10241596	Flintstonian, Frederick	Personal Check 1234	10	-100.00	<input type="checkbox"/>
DBJ	01/25/2019	10241596	Flintstonian, Frederick	Personal Check 1234 - DMS...	10	23.08	<input type="checkbox"/>
						Σ	-153.84

1/29/2019 - 11:51:29:870 [9798570]

Delete Transactions Cancel

- P. A pop up window will appear to confirm the deletions. Click OK.

The following transaction(s) will be deleted. OK to continue, CANCEL to quit without deleting.

ID	Account	Cashier	Type	References	Eff Date	Trans Amt	Split Amt
50976130	10241596	JR01	APMT	Personal Check 1234	01/28/2019	-100	-100

Ok Cancel

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 158 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

Q. Repeat Step L to recheck the batch balance. The batch is now balanced. Click NO in the Artiva Webstation pop up window and the batch will remain balanced. The batch is now ready for processing.

The screenshot shows a web browser window with the URL <https://xservice-sim.fiscal.treasury.gov/csp/sim/os.artiva.web.page.Main.cls>. The browser tab is titled "Artiva Web". The page content includes a table with the following data:

Batch	Description	Status	Transactions	Ctrl Amount	Payments	Adjustments	Bal/Upd	Users
13939	Jim Correction	Opened	0			0.00	<input type="checkbox"/>	JR01
13941	Jim Payment Batch	Balanced	4	200.00	200.00	46.16	<input checked="" type="checkbox"/>	JR01

Below the table, a pop-up window titled "Artiva Webstation" is displayed, containing the message: "Batch 13941 is balanced. Do you wish to unbalance it?" with "Yes" and "No" buttons. The "No" button is highlighted with a red box in the original image.

The status bar at the bottom of the browser window shows: 1/28/2019 - 16:41:30:520 [9798435]

Note: This concludes the batch entry capabilities of the Creditor Agency (CA) Cashier Role. The Creditor Agency can only create and balance batches. Approval of Financial Batches is currently administered by the DMS Financial Team.

BATCH APPROVAL: Email the DMS Financial Team at CrossServicingFinancials@fiscal.treasury.gov

Ensure the following information is included in the email:

- Batch Number
- Batch Description
- Batch Control Amount
- Agency POC information

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 159 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

PROCESS 8 – REFUNDS

Note: If the amount to be refunded is less than \$1.00, the amount is not refunded, but posted to Miscellaneous Receipts.

Note: Reversal of Payment Proposals can not be completed before 10AM.

STEP 1. Process the Refunds - Account Maintainer/Payment Processor

- A. Occasionally, a customer overpays a bill, the NSSC deposits a PMS Grant refund check, or the NSSC deposits a check that was not meant for NASA. In these situations the customer would need to be refunded. Both transactions used for refunding the customer (recording the collection document and processing the payment) need to be posted within the same period to prevent a FBWT difference.

Note: Payment Processor - When a refund is needed resulting from a deposit error made by the Payment Processor, he/she will need to research, reach out to the customer and verify or obtain banking information for the refund. All research should be documented in the FRT prior to assigning to the Account Maintainer.

Note: Centers may request a refund for a reimbursable and/or foreign customers. See NSSDG-9200-0002 Reimbursable SDG Process – Customer Refund.

- B. AR PP - Update Customer Master using SAP t-code XD02

1. On “Control Data” tab enter all zeroes in Tax Number 1 field (no dashes).

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 160 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

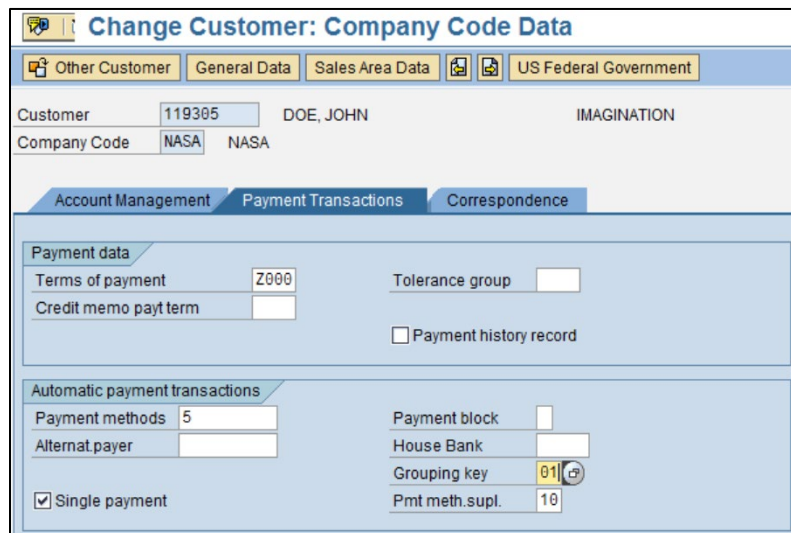
- When customer banking information needs to be updated for ACH/EFT refunds, payment method “6”, the bill requestor needs to contact the customer for banking information and provide to AR. The PP will then update the “Payment Transactions” tab in the Customer Master file with the Country, Routing number (Bank Key), and Bank Account number. Scroll over to verify the correct Bank Name.

Note: If this is an AP vendor refund, AR will verify that the same banking information used by AP can be used for the refund. This information can be located in the AP Vendor ZREM file in T-code XK03.

Ctry	Bank Key	Bank Account	Acct holder	C...	I...	IBANV...	Bk.typ.	Reference details	Coll...	SWIFT/...	Bank name

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 161 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

3. When a refund is requested via check, Payment method “5”, the requestor would need to submit a reason for a paper check.
 - (a) Once the reason has been submitted, the Account maintainer would update the current year Paper Check spreadsheet located at N: \FM Division/Paper Check requests.
 - (b) The AM would submit a SN FRT to AR L3 requesting approval to issue payment via check.
 - (c) Once approval is received, AM will attach backup documentation to the refund document in SAP with the SN FAR/FRT and a description “Approval to issue payment via check”.



C. FB01 – Account Maintainer – create collection document for customer without an open item.

Note: See EPSS Job Aid Refund from Deposit Account at [Refund from Deposit Fund \(Job Aid\)](#)

1. Document Date = Original DRN Date

Note: Deposit Fund collections; use 1800 as DRN and use reversal date of the 1800 as the DRN confirmation date.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 162 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

2. Doc Type = DA
3. Posting Date = Today
4. Reference Field = DRN of payment to be refunded

Note: If an identifying number/tracking information needs to be added to a refund, add the information after the FBWT DRN#. When viewing in SAP the data is cut-off, but all information is displayed when the refund is processed.

5. Doc. Hdr. Text = "Refund DRN" and number (e.g., Refund DRN xxxxxxx-001)
6. Post Key = 40 and Account = 1010.xxxx (see "Day-to-Day Posting Guide") [Posting Day-to-Day Non-Reim \(Job Aid\)](#) and enter.
7. Enter Amount of Refund \$
8. Fund Center ="AIN-XXXX" (e.g., 62-MSFC)
9. Appropriated Fund if available or NON6500 with approval.
 - a) Refunds for FOIA or when there is no open receivable will need to use NON6500.
 - b) If NON6500 is needed, route SN FAR to AR L2 Supervisor.
 - i. AR L2 Supervisor will submit a Service Request (CRQ) to Agency Applications Office (AAO) to have the fund opened.
 - ii. Ensure the original collection documentation is included in the SN FAR record. In the work notes enter customer name, customer number if available and notate SAP ID number and name of individuals responsible for processing refund (AM, PP, AP L2 Center Lead, AR Certifying Officer, and AP Certifying Officer).
 - iii. Once the CRQ has been approved and the fund opened, proceed with processing refund.

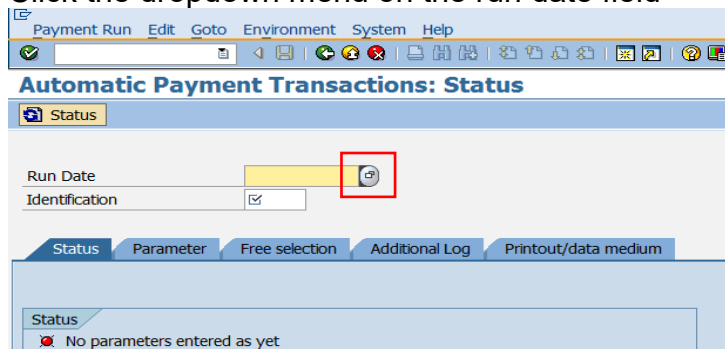
NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 163 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

10. Post Key = 15 and Account = Customer Number and Enter.
11. Enter Amount of Refund, Business Area, Payment Method (Check =5, EFT = 6), and Text = “Refund DRN xxxxxxxx-xxx”).
12. Document/Simulate to be sure your net total = \$0.00 and Post.
13. A 1600 Refund document is created.

Note: A brief explanation and/or any supporting documentation must be attached to the refund document in SAP by AR L2 prior to requesting a payment proposal. The Certifying Officers will review the explanation/documentation prior to certifying the refund payment.

- D. AM will send FRT to PP to create Payment Proposal via ZF110-PRO.
 1. Find the next sequential naming scheme for the Center.

- a) Click the dropdown menu on the run date field



- b) Enter a date range in the From Date to Date fields.
- c) Enter Partial Center ID and an asterick (*). Click the green check.



NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 164 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

Note: Refund Proposal ID's begin with the following: AR5 (ARC), DR5 (AFRC), CR5 (GRC), GR5 (GSFC), HR5 (HQ), JR5 (JSC), KR5 (KSC), LR5 (LaRC), MR5 (MSFC), OR5 (NMO), and SR5 (SSC). They also contain two additional numbers. These numbers start over every fiscal year. Example = AR501.

- Use the next sequential ID number. E.g., AR520

Run On	ID	Payment run status
06/17/2020	AR519	Payments have been posted
06/08/2020	AR518	Payments have been posted
06/04/2020	AR517	Payments have been posted

- Create the Payment Parameters under the Parameter Tab:
Company Code = NASA

Pmt meths = 5 for check or 6 for ACH/EFT
Next p/date = 30 days from current run date
Customer number(s)

Run Date: 06/24/2020
 Identification: AR520

Stat... Parameter Free selection Additional Log Printout/data medium

Posting Date: 06/24/2020 Docs entered up to: 06/24/2020
 Customer items due by:

Payments control

Company codes	Pmt meths	Next p/date
NASA	6	07/24/2020

Accounts

Vendor: to
 Customer: 124313 to

Foreign currencies
 Exchange Rate Type:

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 165 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

4. Select Free Selection Tab to enter Business area and document number.

The screenshot shows a software interface with a 'Free selection' tab. Below the tab is a 'Selection criteria' section with four rows. Each row has a 'Field Name' and a 'Values' input field, followed by an 'Exclude values' checkbox. The first row has 'Business Area' as the field name and '21' as the value. The second row has 'Document Number' as the field name and '1234567890' as the value. The other two rows are empty.

5. Select Additional Log tab. Check the boxes next to Due Date Check, Payment method selection in all FARs, and Line items of payment documents. Also, enter the customer number.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 166 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

The screenshot shows a software configuration window with several tabs: Status, Parameter, Free selection, Additional Log (selected), and Printout/data medium. Under the 'Additional Log' tab, there are two main sections:

- Required logging type:**
 - Due date check
 - Payment method selection in all cases
 - Prmnt method selection if not successful
 - Line items of the payment documents
- Accounts required:**

Vendors (from/to)		Customers (from/to)	
		12345	

6. Click on the Status tab and click Save.

The screenshot shows a dialog box titled "Exit editing" with a close button (X) in the top right corner. The main text of the dialog is "Save data?". To the left of the text is a green question mark icon. At the bottom of the dialog, there are three buttons: "Yes", "No", and "Cancel". The "Yes" button is highlighted with a red box.

7. Click on Proposal to process the proposal.

8. Select Start Immediately.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 167 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

Screenshot of the "Schedule Proposal" dialog box. The "Start date" field is set to 10/06/2016, "Start time" is 00:00:00, and "Target computer" is empty. The "Start immediately" checkbox is checked. There are green and red checkmark icons at the bottom right.

- Hit Enter until the payment proposal has been created.

Screenshot of the "Status" tab in a software interface. The "Status" section shows two green checkmarks: "Parameters have been entered" and "Payment proposal has been created".

- To display the Payment Proposal, select the "Proposal" icon with the glasses to verify that the business area and payment method match and verify the total outgoing payment matches the request received.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 168 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

Automatic Payment Transactions: Status

Payment
 Proposal
 Proposal

Run Date: 06/24/2020

Identification: AR520

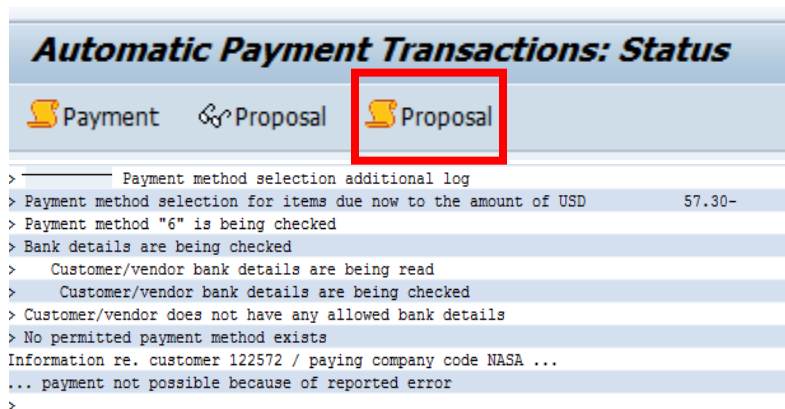
Payments/exceptions										
Vendor	BusA	P...	P	Type	Amnt paid in LC	Cash discount (LC)	Lost cash disc.(LC)	Amount paid (FC)	p.items	Name 1
		21	21	6	886,399.09	0.00	0.00	886,399.09	1	NORTHROP GRUMMAN CORPORATION
					886,399.09-	0.00	0.00	886,399.09-	1	NORTHROP GRUMMAN CORPORATION
					0.00	0.00	0.00	0.00	2	

Positioning		Payment volumes	
Number of line items	2 / 1	Outgoing payment	886,399.09
		Incoming payment	0.00

Note: If a 1200# DC refund doc was created, both parts (debit and credit) will appear on the payment proposal. The debit transaction will be blocked as shown by the red icon. The credit transaction will be green and will be refunded to the customer.

- a) If the outgoing payment amount does not match the amount requested, or if processing notification errors are received, open the proposal log for a detailed description.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 169 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		



- b) Verify customer master was updated correctly in Step B above and verify the credit (refund) transaction is not blocked. Notify AM if any changes need to be made to the documents or if the customer master needs to be updated by the center.
- c) Once the corrections have been completed, re-run the payment proposal and verify the amount is correct.

E. Once payments have been verified, a SN FRT will be created to send to AP L3 for certification with the following criteria:

- Request Subcategory = PAYMENT PROPOSAL
- Assign Group = FM- ACCOUNTS PAYABLE L3
- Assigned To = (empty)
- Status = NEW
- Short Description = AR; Payment Proposal_ MMDDYYYY_ Proposal # (ie: AR; Payment Proposal_06242020_AR520)

F. PP will send the original refund FRT back to the AM with updated work notes to include the new FRT number routed to AR L3.

Note: If multiple requests have been received, create a new FAR to send one FRT to AR L3 and relate this FAR to all the refund requests.

G. After the payment has been certified, AR L3 will send the FRT to AP L2 to enter treasury report in Secured Payment System (SPS).

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 170 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

H. Once the payment has been entered in SPS, AM will verify that all payments have been processed by validating that a clearing (2000) doc has been entered for all refund documents. If a document has not been cleared, the payment has not been processed.

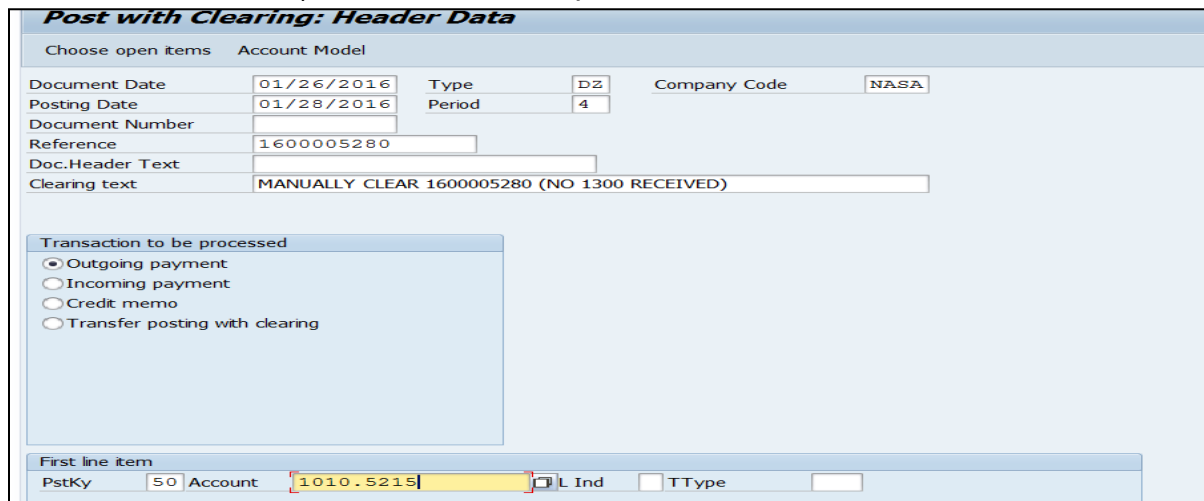
1. Once the payments have been verified, AM will notify the center that the payments have been processed.
2. AM will continue to monitor FAR until AP L3 has certified SPS information and closed the payment proposal FRT.
3. Once the FRT is closed, AM can resolve the FRT, enter clearing document in FAR, if applicable and FAR will auto close.

I. If the payment was processed using NON6500, it will need to be manually cleared per the following:

1. FBWT will notify AR L2 of outstanding Disbursement in Transit (DIT).
2. AR AM will notify AR L2 Supervisor in order to request AAO re-open fund for clearing.
3. Once the fund is opened, AR AM will notify AR L3 Certifying Officer who was entered into the FSCATT request via SN finance request to reverse the 2000XXXXXX clearing document via FCH8 and add this comment in the SN work notes: 'There is no confirmation document to reverse and no FBRA is needed. Please reverse via FCH8.'
4. Once the clearing has been reversed, AR L3 will return SN FRT to AR AM.
5. AR AM will clear the payment using T-code F-30.
 - a) Enter the Doc date provided by FBWT via SN FRT.
 - b) Enter Doc Type DZ.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 171 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

- c) Enter the document number to be cleared in Reference Field. (1600/1200 refund doc)
- d) Enter Clearing Text “Manually Clear Doc Number (No 1300 Doc Received)”.
- e) Select “Outgoing Payment”.
- f) Enter PstKy of 50.
- g) Enter the GL account according to the type of document to be cleared.
 - I. If it is a 1200 doc, use GL account 1010.5215 for check.
 - II. If it is a 1600 doc, use the 1010.XXXX account used in the 1600 document’s posting.
- h) Click “Choose Open Items”.



Post with Clearing: Header Data

Choose open items Account Model

Document Date: 01/26/2016 Type: DZ Company Code: NASA
 Posting Date: 01/28/2016 Period: 4
 Document Number:
 Reference: 1600005280
 Doc. Header Text:
 Clearing text: MANUALLY CLEAR 1600005280 (NO 1300 RECEIVED)

Transaction to be processed

Outgoing payment
 Incoming payment
 Credit memo
 Transfer posting with clearing

First line item

PstKy: 50 Account: 1010.5215 GL Ind: TType:

- i) Enter amount to clear.
- j) Click "Choose Open Items".

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 172 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

Post with Clearing Add G/L account item

Choose open items Process open items More data Acct model

G/L Account: Disbursements and Adjustments
 Company Code: Agency

Item 1 / Credit entry / 50

Amount: USD Calculate tax

Fund:
 Functional Area:
 Funds Center: Commitment Item:

Value date: More

Assignment:
 Text: Long Texts

Next Line Item

PstKy: Account: SGL Ind:

- k) Enter Customer number in Account Field.
- l) Enter Special G/L ind if applicable.
- m) Click "Process Open Items".

Post with Clearing Select open items

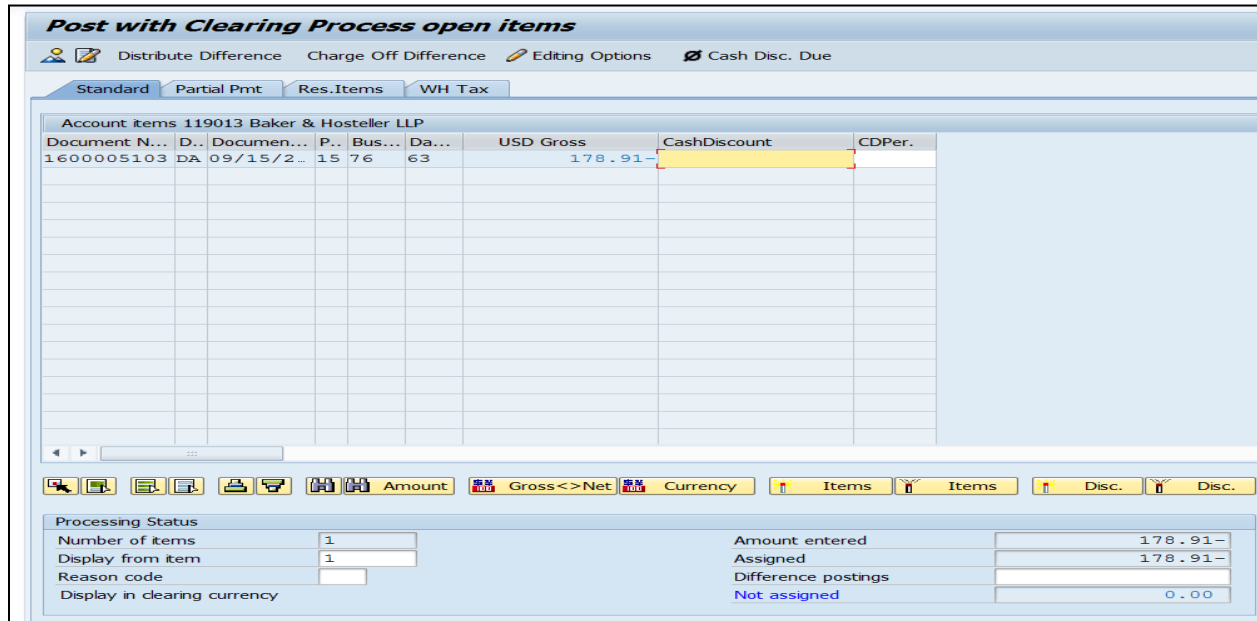
Process open items

Open item selection	Additional selections
Account: <input type="text" value="116065"/>	<input checked="" type="radio"/> None
Account Type: <input type="text" value="D"/>	<input type="radio"/> Amount
Special G/L ind: <input type="text"/> <input checked="" type="checkbox"/> Normal OI	<input type="radio"/> Document Number
Pmnt advice no.: <input type="text"/>	<input type="radio"/> Posting Date
<input type="checkbox"/> Other accounts	<input type="radio"/> Dunning Area
<input type="checkbox"/> Distribute by age	<input type="radio"/> Reference
<input type="checkbox"/> Automatic search	<input type="radio"/> Payment order
	<input type="radio"/> Collective invoice
	<input type="radio"/> Document Type

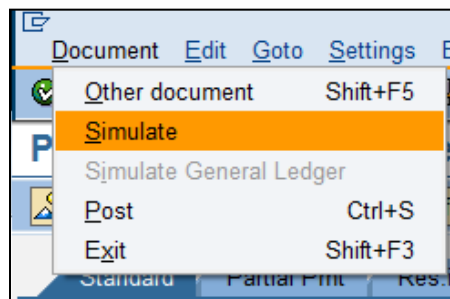
NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 173 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

n) Select the document to clear.

o) Make sure the net effect in “Not Assigned” is \$0.00



p) Select Document/Simulate.



q) Post to create 1400 clearing.

6. If the payment is for a foreign customer, it will need to be entered in the International Treasury System (ITS) and manually cleared in SAP.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 174 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

Note: If this is a reimbursable customer the center should use “EPSS Guide for Reimbursable Refunds-Scenario #3.

- a) AR AM will attach foreign banking information to SN FAR.
- b) AR AM will create a FRT and assign to AP L2. Mark as “Critical”.

Note: All parts of this process need to be completed by 1:00.

- c) AP L2 will use banking information attached to SN FAR to enter payment into ITS system.
- d) AP L2 will assign FRT to AP L3 for verification.
- e) Once information is verified, AP L3 will assign FRT back to AP L2 to enter information in Secure Payment System (SPS).
- f) AP L2 will assign FRT back to AP L3 to certify payment.
- g) AP L3 will assign FRT back to AP L2 to await acknowledgement of payment. It takes a minimum of 2 business days to receive the acknowledgement.
- h) AP L2 receives acknowledgement, attaches to document in SAP, and assigns FRT back to AR L2 to clear payment.
- i) AR PP will clear payment using F-31.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 175 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

- i. Document Date is the value date found on the Acknowledgement form

Payments: Manage Payments

Please print this page for record keeping. [Payment List](#) << Previous Next >>

Payment Status: Payment Acknowledged [View Audit Log](#)

Entry Date: 02/06/2013 Transaction Ref #: 0113020610000927
Agency Locator (ALC): 80000004 **Schedule #: JR020**

Recipient Information

Recipient ID: 115379
Recipient Name: UNIVERSITY OF SOUTHERN QUEENSLAND
Recipient Address: UNIVERSITY OF SOUTHERN QUEENSLAND
P.O. BOX 4196 SPRINGFIELD CAMPUS
SPRINGFIELD CENTRAL QLD 4300

Bank Information

Account Type: CHECKING
IBAN/Account #: BSB084961 516594575
Bank ID Format: SWIFT
Bank SWIFT Address: NATAAU3304B [Show SWIFT Detail](#)
Bank Number:
Bank Name:
Bank Address:
Bank Detail: /ACC/
//
//
//

Payment Information

Type of Payment: VENDOR-CHARGE OUR Voucher Number:
Mode of Payment: ELECTRONIC Client/Commodities:
Recipient Country: AUSTRALIA-AU Aggregated Payment: NO
Value Date: 02/08/2013 FX Rate:

- ii. The Reference, DocHeader Text, and Clearing text are the Schedule # from the Acknowledgement.
Note: Four zero's need to be added to the beginning of the schedule number (i.e., 0000JR020).
- iii. Doc Type = DZ (Reimbursable)
- iv. Account is the G/L account for cash. Use 1010.XXXX.
AR PP should refer to the Day-to-Day Posting Guide.
- v. Enter the Business Area.
- vi. Enter the amount of the payment.
- vii. Text = Same as Clearing Text above (Schedule # preceded by four zeros)
- viii. Enter the Customer Number in the Account section.
- ix. If the original collection was an advance payment (DP), enter "A" in the special G/L indicator.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 176 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

x. Click Process Open Items.

Post Outgoing Payments: Header Data

Process open items

Document Date	<input type="text" value="02/08/2013"/>	Type	<input type="text" value="DZ"/>	Company Code	<input type="text" value="NASA"/>
Posting Date	<input type="text" value="02/21/2013"/>	Period	<input type="text" value="5"/>		
Document Number	<input type="text"/>				
Reference	<input type="text" value="000JR020-001"/>				
Doc.Header Text	<input type="text" value="000JR020-001"/>	Trading part.BA	<input type="text"/>		
Clearing text	<input type="text" value="000JR020-001"/>				

Bank data

Account	<input type="text" value="1010.6100"/>	Business Area	<input type="text" value="72"/>
Amount	<input type="text" value="998.18"/>		
Bank charges	<input type="text"/>		
Value date	<input type="text" value="02/21/2013"/>	Profit Center	<input type="text"/>
Text	<input type="text" value="000JR020-001"/>	Assignment	<input type="text"/>

<div style="background-color: #0070C0; color: white; padding: 2px; text-align: left; font-weight: bold;">Open item selection</div> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%;">Account</td> <td style="width: 40%;"><input type="text" value="115379"/></td> <td></td> </tr> <tr> <td>Account Type</td> <td><input type="text" value="D"/></td> <td><input type="checkbox"/> Other accounts</td> </tr> <tr> <td>Special G/L ind</td> <td><input type="text" value="A"/></td> <td><input checked="" type="checkbox"/> Standard Ols</td> </tr> <tr> <td>Pmnt advice no.</td> <td colspan="2"><input type="text"/></td> </tr> <tr> <td><input type="checkbox"/> Distribute by age</td> <td colspan="2"></td> </tr> <tr> <td><input type="checkbox"/> Automatic search</td> <td colspan="2"></td> </tr> </table>	Account	<input type="text" value="115379"/>		Account Type	<input type="text" value="D"/>	<input type="checkbox"/> Other accounts	Special G/L ind	<input type="text" value="A"/>	<input checked="" type="checkbox"/> Standard Ols	Pmnt advice no.	<input type="text"/>		<input type="checkbox"/> Distribute by age			<input type="checkbox"/> Automatic search			<div style="background-color: #0070C0; color: white; padding: 2px; text-align: left; font-weight: bold;">Additional selections</div> <ul style="list-style-type: none"> <input checked="" type="radio"/> None <input type="radio"/> Amount <input type="radio"/> Document Number <input type="radio"/> Posting Date <input type="radio"/> Dunning Area <input type="radio"/> Others
Account	<input type="text" value="115379"/>																		
Account Type	<input type="text" value="D"/>	<input type="checkbox"/> Other accounts																	
Special G/L ind	<input type="text" value="A"/>	<input checked="" type="checkbox"/> Standard Ols																	
Pmnt advice no.	<input type="text"/>																		
<input type="checkbox"/> Distribute by age																			
<input type="checkbox"/> Automatic search																			

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 177 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

xi. Verify that the Not Assigned amount is \$0.00.

Post Outgoing Payments Process open items

Distribute diff. Charge off diff. Editing options Cash Disc. Due

Standard Partial Pmt Res.items Withldg tax

Account items 115379 University of Southern Queensland

Document...	D...	Docume...	P...	Bu...	Day...	USD Gross	CashDiscount	CDPer.
1200001228	DC	12/03/2...	19	72	67	998.18-		

Processing Status

Number of items	1	Amount entered	998.18-
Display from item	1	Assigned	998.18-
Reason code		Difference postings	
Display in clearing currency		Not assigned	0.00

xii. Click Document → Simulate.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 178 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

xiii. Verify the information is correct.

Post Outgoing Payments Display Overview

Document Date	02/08/2013	Type	DZ	Company Code	NASA
Posting Date	02/21/2013	Period	5		
Document Number	INTERNAL	Fiscal Year	2013		
Reference	000JR020-001				
Doc.Header Text	000JR020-001	Trading part.BA			

Items in document currency

PK	BusA	Acct	USD	Amount	Tax amnt
001	50	72	1010.6100	Disburse and Adj	998.18-
002	09A	72	0000115379	Universtiy of South	998.18

D 998.18 C 998.18 0.00 + 2 Line items

xiv. Click post to receive a 1400# clearing document.

j) AR PP updates the SN FAR with the clearing doc, notates this information in the FRT, and assigns FRT back to AR AM to notify center that payment has been completed.

STEP 2. Returned/Uncashed Payments - Vendor Payment Processor/Account Maintainer

A. If the payment is not cashed within a certain time period, cannot be delivered to the customer address or if returned by the customer, NASA is notified by

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 179 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

Treasury via Treasury Receivable Accounting and Collection System (TRACS) IPAC.

1. AP IPAC will create a TRACS SN FAR and will route to AP L2 to reverse the payment in SAP. A FRT is then routed to AR L2 for research.
2. The refund may be reissued when the issue is resolved, or upon written approval from the Center.

Note: After the check is returned three times, elevate the issue to upper management for review. A returned refund can then be posted to Miscellaneous Receipts with approval from FM AP/AR SP Supervisor and FM CS AR Supervisor.

Note: If a center requested refund is returned (via TRACS) and Accounts Payable cannot reverse the Payment Proposal due to a cancelled fund, notify the center and obtain concurrence to post the IPAC directly to Miscellaneous Receipts.

- B. If a refund is returned, FBWT receives a report from Treasury stating which refund(s) are returned and reason for return.

1. NSSC Accounts Receivable – Receives Service Request via Service Now

- a. Service Now record and task will have the following:
 - i. Request Category: ACCOUNTS RECEIVABLE
 - ii. Request Subcategory: RETURN PAYMENTS
 - iii. Assignment Group: FM – ACCOUNTS RECEIVABLE L2

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 180 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

Finance Request Task
FRT0019115
Follow Create User Update Save

Number: FRT0019115

Customer: SRI INTERNATIONAL ⓘ

Location: Ames Research Center ⓘ

Request Category: ACCOUNTS RECEIVABLE ⓘ

Request Subcategory: RETURN PAYMENTS ⓘ

Assignment Group: FM - ACCOUNTS RECEIVABLE L2 ⓘ

Assigned to: Jennifer Myers ⓘ

Priority: 4 - Low

Status(state): Closed Complete

Contact: ⓘ

Contact type: Phone

Parent: REV0001224 ⓘ

Due date:

Opened: 2022-08-10 14:27:06

Opened by: KATHLEEN PARKER ⓘ

Task Due Date:

Short Description: ARC Return Payment - SRI INTERNATIONAL 27.99 Sch#220520041 Doc# 2000062436

225 characters remaining of 300 characters

Description:

4000 characters remaining of 4000 characters

- b. Verify reversal has been completed by Accounts Payable L2 and L3
 - i. See work notes from Accounts Payable with reversal document numbers.
 - ii. Or go to FBL5N to verify document is not cleared.
1. Review the reports to determine the reason for return (See EFT Return Reason Codes Appendix E).
 2. Contact the requestor of the refund to ask them to verify customer information. Eg: address, banking information, etc.
 3. Once information has been verified, determine if corrections need to be made to SAP Customer Master.
 4. If changes need to be processed, send to PP to update customer or send to Center POC if applicable.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 181 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

5. Once SAP Customer Master has been updated, PP will return FRT to AM to process refund.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 182 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

PROCESS 9 – FUND STATUS CHANGE APPROVAL TRACKING TOOL (FSCATT) REQUEST FOR POSTING REFUNDS TO THE NON6500 FUND

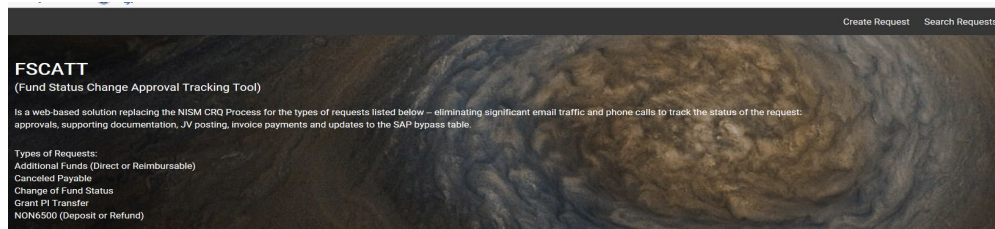
Note: This process requires a request to the AAO for action related to utilizing the NON6500 fund for a refund. This fund is locked down by the Agency and requires permission to post transactions for the following reasons:

- a) Customer overpayment on debt established/collected with a cancelled fund
- b) Collection received, but not related to NASA business
- c) Limited payability on cancelled funds – refunds processed prior year, check never cashed, funds cancelled.
- d) FOIA overpayments – FOIA debts are created under NON3220 appropriations.

STEP 1. Create the Service Request/Change Request – Lead/ Account Maintainer/Payment Processor

A. Submit the Service Request via FSCATT

1. Receive SN FRT for a refund to be processed using NON6500 fund.
2. Access FSCATT (Fund Status Change Approval Tracking Tool):
<https://fscatt.nasa.gov>
3. Select “Create Request” in the top right corner of the page.

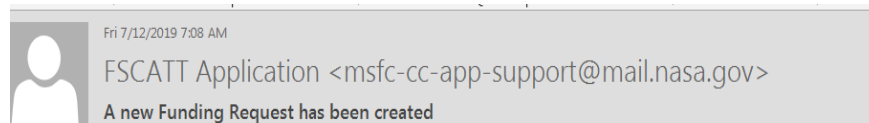


4. Enter data in the following required (*) fields:

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 183 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

- a) Description- Enter Customer Name and Customer Number
- b) Center – select “NSSC” dropdown menu.
- c) Request Type – NON6500 (Refund)
- d) Request Justification
- e) Legal Citation - Enter a legal citation which justifies the use of the fund. e.g., FOIA: NASA FOIA Reg. 14 CFR 1206.302(j) and for all NPR 9090 Chapter 2.5.1.10.
- f) If you need to attach documentation to the CRQ click on the paperclip icon.
- g) Select “Create” Request

- h) You should receive an e-mail confirmation your request has been created. e.g., below



5. Go to “Search Request”, select the CRQ you created and select “Line Items”. Enter or select data in the following fields:
 - a) Fund – NON6500
 - b) Fund Type – select “Canceled Funds”
 - c) Funded Program – enter “NA”
 - d) Total Amount per Fund/Funded Program Line Item- enter “0”
 - e) Amount Available at Center for Fund/Funded Program-enter “0”
 - f) Additional Amount Request – enter amount of refund

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 184 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

- g) Purchase Order – enter “NA”
- h) WBS #/UPN – enter “NA”
- i) Comments – “NON6500 Refund Request”
- j) Select “Submit”

Fund

NON6500

Fund Type

Canceled Funds

Funded Program

NA

Total Amount per Fund/Funded Program Line Item

73.33

Amount Available at Center for Fund/Funded Program

0

Additional Amount Requested

73.33

Purchase Order

NA

WBS #/UPN

NA

Comments

NON6500 Refund Request

- 6. Go to “Pending Request”
- 7. Select your CRQ request and
- 8. Select “Workflow”
- 9. Select “Update”

NSSC Service Delivery Guide	NSSDG-9200-0008 Revision 12.0
	Number
	Effective Date: November 3, 2023
	Expiration Date: November 3, 2026
Page 185 of 318	
Responsible Office: Accounts Receivable	
Subject: Accounts Receivable – Collection/Deposit Process SDG	

Funding Request Line Items Workflow Scheduling Activity Logs Attachments
Current Status: In-Process

Center Point of Contact 🕒 Pending

A decision is currently pending.

Update

Center Business Process Lead 🕒 Pending

A decision is currently pending.

DCFO Approver 🕒 Pending

A decision is currently pending.

Funds Control Distribution Branch Administrator 🕒 Pending

A decision is currently pending.

Pending NSSC has deposited the funds

Pending Additional information requested from center POC

Pending Enough information and supporting documentation has been submitted

10. Click “Approve”- this action will start the approval process.

Request Decision

Comments (Optional)

Approved

Approve

Reject

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 186 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

STEP 2. Receive Approval for Service Request/Change Request – Lead/ Account Maintainer/Payment Processor

A. Receive approval E-mail

Thu 7/18/2019 1:39 PM

FSCATT Application <msfc-cc-app-support@mail.nasa.gov>

A Funding Request was approved

Hartley, Dendra C. (NSSC-NSSC)[Service Provider]

Follow up. Start by Thursday, July 18, 2019. Due by Thursday, July 18, 2019.
If there are problems with how this message is displayed, click here to view it in a web browser.

FSCATT

This funding request has been approved.

You should now be able to schedule the necessary modifications to the fund in SAP.

Description	Process Refund to US Treasury Department of Labor- Customer Number: 123699, DRN: 00151292-001, dated 5/3/19
Center	NSSC
Type	NON6500 (Refund)
Justification	From: Hillard, Rose A. (NSSC-XD01A) Sent: Wednesday, June 26, 2019 3:08 PM To: Hartley, Dendra C. (NSSC-NSSC)[Service Provider] Cc: Parker, Jamie L. (NSSC-NSSC)[Service Provider] ; Furey, Margaret A. (NSSC-NSSC)[Service Provider] Subject: RE: GSFC Difference-FM0201650 Dendra, Leslie concurred on issuing a check to DOL (POC is listed in the SNOW details). Treasury finally confirmed after going back and forth, that they would not be able to reverse credit to NASA. We'll need to post and then issue refund to DOL. Thank you, Rose
Citation	NPR 9090 Chapter 2.5.1.10

You may view this request by going to <https://fscatt.nasa.gov/redirect.html?route=/manageRequest/cdb4ef92-7b8b-44c5-9cdf-40d5e3ed4b30>

For technical issues, or if you feel you have received this email in error, please submit an [incident](#).

1. Click the link at the bottom of the page of the e-mail to access FSCATT. The link will take you directly to the approved SR.

FSCATT

Dendra Hartley Create Request Pending Request Search Requests

Funding Request Line Items Workflow Scheduling Activity Logs Attachments Current Status: **Approved**

Description * Center POC for SQL Account

Process Refund to US Treasury Department of Labor- Customer Number: 123699, DRN: e.g. John Smith

Request Tracking Number Request Justification *

19-4 From: Hillard, Rose A. (NSSC-XD01A) Sent: Wednesday, June 26, 2019 3:08 PM To: Hartley, Dendra C. (NSSC-NSSC)[Service Provider] <dendra.hartley@nasa.gov> Cc: Parker, Jamie L. (NSSC-NSSC)[Service Provider] <jamie.l.parker@nasa.gov>

Center * NSSC

On Behalf Of e.g. John Smith

Request Type * Legal Citation *

NON6500 (Refund) NPR 9090 Chapter 2.5.1.10

Invoice Acceptance Date

Year End

Prompt Payment

2. Select “Scheduling” Icon

NSSC Service Delivery Guide	NSSDG-9200-0008 Revision 12.0
	Number
	Effective Date: November 3, 2023
	Expiration Date: November 3, 2026
Page 187 of 318	
Responsible Office: Accounts Receivable	
Subject: Accounts Receivable – Collection/Deposit Process SDG	

3. Click “Schedule New Modification”

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 188 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

- a) In “SAP Fund Modifier” field type the name of the user who will be posting in SAP, select the user name from the list.
- b) In “Modifier Account” field the User ID of the SAP Fund Modifier will default.
- c) In “Modification Date” field enter date or select date from calendar the date the posting will take place.
- d) In “Fund” field type the first few characters of the fund name and select it from the list.
- e) Click “Add Schedule Modification” to add user. If additional users are required.
Note: If multiple modifiers are needed follow steps a. thru e. above.
- f) After all modifiers have been added, Click “Send changes to SAP”. All modifiers should receive an e-mail this process has been scheduled.

From: FSCATT Application <mailto:fscatt-support@mail.nasa.gov>
 Sent: Thursday, July 26, 2019 2:42 PM
 To: Mayne, Cheryl L. (NSSC-NSSC[Service Provider]) <cheryl.l.mayne@nasa.gov>
 Subject: FSCATT SAP override event scheduled for you

FSCATT	
You have been approved to modify the following funding	
User Name	Cheryl Mayne
X500 Id	NS001439
Fund	NON6500
Modification Date	07/19/2019

You may view this request by going to <https://fscatt.nasa.gov/redirect.html?route=/manageRequest/cob4ef92-7b8b-44c5-9c0f-40d5e3ed4b30>

4. Route SN FRT to the Account Maintainer to create the refund document. Reference Process - Refunds.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 189 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

STEP 3. Process DIT clearing– Lead/ Account Maintainer/Payment Processor

A. Receive notification DIT (Treasury Confirmation) did not clear from FBWT

Good Morning,

FBWT has received the Treasury confirmation on the AR NON6500 refund for NMO. For SAP posting purposes, please use the following information to manually clear refund:

170118037 - 66611942 66611942	1/19/2017		(60,000.00)
-------------------------------	-----------	--	-------------

Amount: \$60,000.00

Treasury Confirmation Date: 1/19/2017

1. Receive e-mail notification from FBWT
2. Access FSCATT <https://fscatt.nasa.gov>
3. Follow the process to add modifier(s) to SAP
4. Route SN FRT to the Account Maintainer to process manual clearing of refund. Reference Process – Refunds.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 190 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

PROCESS 10 – JOURNAL VOUCHERS

Note: Journal Vouchers (JVs) are used for posting charge card (US Bank) rebates, jury duty, donations, allowance for bad debts, salary offset reclassifications, travel bill requests \$75 and under, funded leave, and miscellaneous receipts.

STEP 1. Complete JV Log Entry - Processor/Account Maintainer

- A. To enter any JVs, open the JV Log spreadsheet, located at:
N:\JV Log \20XX \ 20XX JV Log.xls

Note: When applicable, use T-Code FV50 to add the Part II parked document number to the “Text” field on the Part I document number.

- B. Select the first available JV number from the spreadsheet and complete all necessary information next JV # selected.

Note: Highlight any skipped/unused AR JV entry numbers to indicate their availability.

Note: BAD Office maintains their own JV log.

STEP 2. Enter JV in SAP - Payment Processor/Account Maintainer – Control Activity

- A. Use EPSS instructions for parking a JV, [FB50 - Park a Journal Voucher](#).

Note: When posting the Quarterly US Bank IBA, CBA, PUR and Fleet Rebates, use the following in the SAP text field: “JV#-US Bank 1st Quarter (IBA, CBA, Fleet or PUR) Rebate”

- B. After JV has been parked in SAP

1. Open T-code SQ01
2. Select the “SGL Recon” group



NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 191 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

Name	User group name
AR	Accounts Receivable
SGLFGEN	SGL FINANCIAL GENERATOR
SGLRECON	SGL Recon Group

3. Select “Z_Parked_Docs”

Name	Title	InfoSet	Logical Database	Table/View/Join	InfoSet Title
FACTS2_DETAIL	Detail Query for FACTS 2 Table	FACTS2T_SUMMARY_TOTALS		FMUSGFACTS2T	FACTS II - SUMMARY TOTALS
Z_PARKED_DOCS	Parked Documents	Z_PARKED_DOCUMENTS		BKPF ...	Parked Documents
Z_POSTED_DOCS	Posted Documents	Z_POSTED_DOCUMENTS		FMUSFGA ...	Posted Journal Voucher Documents

C. Enter the Fiscal Year and document number for the JV and execute query. This will create an Excel document.

D. Once the Excel document has been created, save the file and then exit Excel.

E. Reopen the Excel document and run the “Step 1 – Create JV” macro to create the JV form from the Excel spreadsheet (see below). The macro also enters the parked documents on the JV log. (See Appendix K for instructions on how to install macro.)

NASA Shared Services Journal Voucher															
Center Assigned Sequential JV Number										NSSC20170478		CASE		FMC0101356	
<i>(Enter in Text Field in SAP)</i>															
TCode	Document Number	Document Date	Type	G/L Acct	Amount	Trading Partner	Funds Center	Cost Center	Fund	Order	WBS Element	PK	Business Area	Document Header Text	Reference
FB50	18000081	7/20/2017	AR	1010.5215	28.07	NONFED	S1-GSFC		NON1200			40	51	NSSC20170478	-001
FB50	18000081	7/20/2017	AR	5900.0000	(28.07)	NONFED	S1-GSFC		NON1200			50	51	NSSC20170478	-001

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 193 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

STEP 3. Route JV for Approval - **Payment Processor/Account Maintainer** – Control Activity

- A. Attach JV and all supporting documentation to JV FRT and route to AR SP Supervisor.
- B. An AR SP Lead and/or Supervisor or designee does a monthly review of each JV to ensure entry numbers are properly logged for accuracy.
- C. AR SP Supervisor adds initials/approval to JV and routes to CS via FRT for review.
 1. Exception: Miscellaneous Receipts JVs are first sent to SP - Finance Manager for review.
 2. Exception: US Bank Journal Vouchers are routed directly to BAD/I3P.
- D. CS uses EPSS Job Aid – [Posting Day to Day Non-Reim](#) for review of JVs.
 1. Review JV template and back-up documentation
 - a. Explanation of JV
 - b. Correcting or Source Entry
 - c. Document Type
 - d. Amount
 - e. G/L Accounts
 - f. Fund
 - g. Funds Center
 - h. Proper reviews by L2
- E. The CS will validate parked documents in SAP, as applicable. See Appendix C for Journal Voucher Review Matrix for more details on the different Journal Voucher types and what should be reviewed.
- F. CS initials their approval and the JV is routed to the CS AR Lead or designee for signature.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 194 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

- G. In the event a designee has been assigned to approve for the CS AR Lead, the designee should attach the delegation of authority email to the SN FRT.
- H. CS AR Lead or designee reviews the JV/supporting documentation, approves via digital signature and routes FRT to AR-L2.
- I. AR-L2 posts the JV document(s).
- J. SP must ensure receipt of completed JV authorization from CS before posting the JV.

K. Access SAP T-code FV50

The screenshot displays the SAP FV50 transaction interface. At the top, the menu bar includes Document, Edit, Goto, Extras, Settings, Environment, System, and Help. Below the menu, there are navigation icons and a search field. The main header reads "Park G/L Account Document: Company Code NASA". Below this, there are buttons for Tree on, Company Code, Simulate, Save as Completed, Post, and Processing Options. The interface is divided into two tabs: Basic Data and Details. The Basic Data tab is active, showing fields for Document Date (03/17/2021), Currency (USD), Posting Date, Reference, Doc.Header Text, Document Type (checked), Doc.currency (unchecked), and Company Code (NASA). The Amount Information section shows Total Dr. and Total Cr. both at 0.00 USD. Below this is a table with 0 items, indicating no entry variant is selected. The table columns are G/L acct, Short Text, D/C, Amount in doc.curr., Loc.curr.amount, Tax ..., Tax jurisdictn code, and V Assignment. The bottom of the screen shows a toolbar with various icons for document management.

L. Select "Document" as shown above – a drop-down menu will appear

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 195 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

M. From the drop-down menu select “Select Parked Document”

The screenshot displays the SAP 'Park G/L Account Document: Company Code NASA' window. The 'Basic Data' tab is selected, showing fields for Document Date, Posting Date (03/17/2021), Reference, Doc. Header Text, Document Type, and Company Code (NASA). A 'Selection of Parked Documents' dialog box is open, allowing selection of a company code (NASA) and a document number. The 'Amount Information' section shows Total Dr. and Total Cr. both at 0.00 USD. A table at the bottom shows columns for curr.amount, Tax, Tax jurisdiction code, and V Assignment, with values of 0.00 in the curr.amount column.

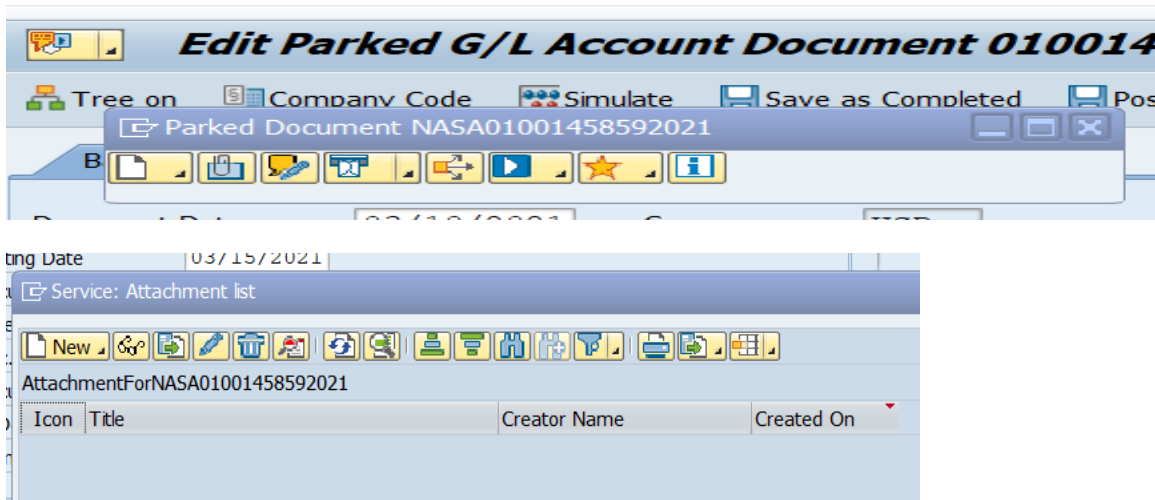
N. Enter JV document number in the “Doc. Number” field and the Fiscal Year then select “Continue”

O. Review the following fields:

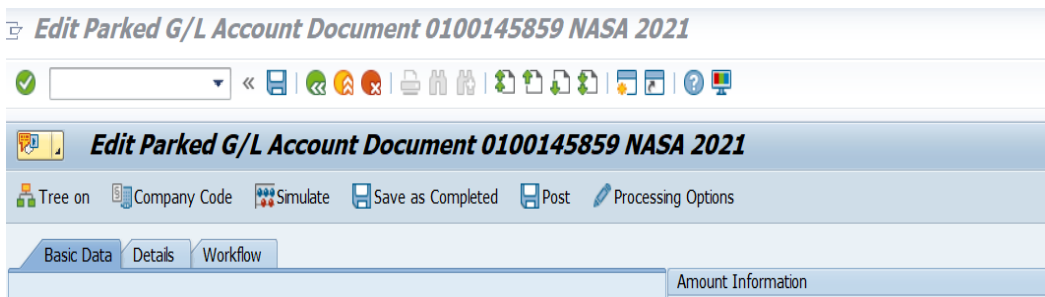
1. Document date
2. Ensure posting date is the same as the document date. If it is NOT the same, update the posting date of the source entry to prevent a FBWT difference.
3. Review all other fields and validate information is the same in SAP as it is on the source entry template.
4. Ensure total Dr. and total Cr. are the same and the icon is green.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 196 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

5. If everything is correct, attach signed copy of the journal voucher in SAP by selecting the attachment icon. Another menu will appear. Select the paper clip icon.



- P. Select "Create Attachment"
- Q. Select saved "signed" JV template with supporting documentation and select open. Once attachment appears, select green checkmark.
- R. Once back on "Edit Parked G/L Account Document XXXX screen" select the "Post" Icon.



- S. Save a copy of the signed/approved JV packet to [N:\Document Imaging\ FM-AR Journal Voucher](#) so that the JV packet can be auto-loaded also. SP must also attach a copy of the signed/approved JV packet to the posting document (In the FAR of a two-part posting, attach to the first-part posting document).

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 197 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

- T Locate, move the collection in TechDoc, add RMA plan and final payment date, See Process 16 – TechDoc Destruction Process – Journal Voucher.
- U. Notate the posting documents in the work notes of the FRT.
- V. If the posting requires 2 steps (such as a Misc. Receipts JV) then notate both posting documents for validation.
- W. In the FAR of a JV that is a “cash” posting (1010.XXXX), update the Accounts Receivable tab with the JV document number in the “Cash Posting/Clearing Doc” field.
- X. Route the FRT back to the CS. The CS will verify that the JV was posted in SAP exactly as it was approved and verify the attachments and notate this validation in the FRT’s work notes.
- Y. The CS must validate that the JV uses the correct GL accounts, and Business Area. If the JV posting has 2 steps, the CS must validate both steps were posted correctly.
- Z The CS must attach a screen shot (FB03 or Transaction Register) of the SAP posting validation to SNOW/FRT.
- AA. The CS will then resolve the FRT.

Exceptions:

1. The CS routes Salary Offset Journal Vouchers FRTs route back to AR L2.
2. US Bank Journal Vouchers are routed to BAD/I3P to validate the SAP posting.

Note: Donation JV’s will be reviewed by the CS to ensure L2 notified OCFO that they posted the donation to SAP. Review the SN Work notes to ensure this was completed. If not, return to SP for action.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 198 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

PROCESS 11 – REVERSAL OF CASH DOCUMENT

Reverse and Repost SAP Cash Document

Note: A reversal SN FRT is required for any SAP reversals involving cash (1010.XXXX). Exceptions include data entry errors detected on the day of entry and erroneous deposits. Also, rejected IPACs are not considered to be reversals.

Note: The reversal and re-entry must be accomplished on the same day. If this is not possible, notify FBWT.

Note: A reversal SN REV FRT is required in the following examples:

- Reversal of a BOC that has already been collected/cleared to cash.
- Reclassification of a Misc. Receipt posting.
- OCFO/Center Trading Partner Corrections.
- Any other reversal or correction involving a posting to GL 1010.XXXX.

Note: A copy of the check or IPAC and all supporting documentation should be attached to the SN FRT.

STEP 1. Reversal of Cash Document - Account Maintainer

- A. Determine the need for the reversal. This may be detection of an error, Center request, or rescind of a BOC that has been collected (if the rescind involves the posting of a collection already posted).
- B. Create a Finance Accounts Receivable reversal request in SN using:
 1. Request Category: ACCOUNTS RECEIVABLE
 2. Request SubCategory: Reversal
 3. Assignment Group: FM - Accounts Receivable L2

NSSC Service Delivery Guide	NSSDG-9200-0008 Revision 12.0
	Number
	Effective Date: November 3, 2023
	Expiration Date: November 3, 2026
Page 199 of 318	
Responsible Office: Accounts Receivable	
Subject: Accounts Receivable – Collection/Deposit Process SDG	

4. Under “Create Related Record” Selection on the Finance Accounts Recievable FRT, select “ Reversal Record” (REV) from the drop down box Populate the Reversal Record REV (See Appendix I for examples of FAR’s) seen below.

Customer	<input type="text" value=""/>	Customer Number	<input type="text" value=""/>
Vendor Number	<input type="text" value=""/>	Center	<input type="text" value=""/>
Reversal Reason	-- None --	Dollar Amount	0
Billable (yes/no)	Yes	Original SAP Document	<input type="text" value=""/>
Original Clearing Doc Number (2000#)	<input type="text" value=""/>	Original Clearing Doc Number FY	<input type="text" value=""/>
Treasury Confirmation (1300/1500#)	<input type="text" value=""/>	Treasury Confirmation FY	<input type="text" value=""/>
Treasury Confirmation Doc Date	<input type="text" value=""/>	Reversal of Treasury Confirmation (FBRA)	<input type="text" value=""/>
Treasury Document Reference (TreasNASA#)	<input type="text" value=""/>	Treasury Check Number	<input type="text" value=""/>
Reversal of Check # Clearing Doc (FCH#)	<input type="text" value=""/>	Block DRN (Yes or No)	-- None --
Invoice Reversal (MR&M or FB08)	<input type="text" value=""/>	Clear Vendor (F-44)	<input type="text" value=""/>
Invoice Re-Entry (5600/1900#)	<input type="text" value=""/>	Invoice Clearing to Cash (F-52 or F-55)	<input type="text" value=""/>
Parent Doc Number	<input type="text" value=""/>	Parent Doc Number FY	<input type="text" value=""/>
Financial Invoice (yes/no)	-- None --	Original SAP Document FY	<input type="text" value=""/>
Contract/Purchase PPS Order Number	<input type="text" value=""/>	PLI(ALI)Line number No.	<input type="text" value=""/>
Delivery Order/Task Order Number	<input type="text" value=""/>	SAP Posted Date	<input type="text" value=""/>
Invoice Number	<input type="text" value=""/>	Funds Commitment Document	<input type="text" value=""/>

- a) “Customer, Customer Number, Center, Amount, Treasury confirmation Doc Date and Treasury Document Reference is auto filled from the original record FAR.
- b) “Reversal Reason” – Select the reversal reason that most closely matches the reason for your reversal request.

- Cost Disbursement Move
- DIT Cancellation
- Rescinded BOC
- Downward Adjustment
- IPAC Reject
- OCFO Request
- Internal Data Entry Error
- External Data Entry Error
- (clear)

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 200 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

- c) “Original SAP Document” – This refers to the original Bill of Collection.

Note: If the original BOC was collected via Salary Offset Journal vouchers, the JV(s) will not need to be reversed. The Travel Department will reverse their collection postings. If there are multiple JV’s, use the BOC number as reference and use the last payment date for the document date. If there is only one Salary Offset JV used the JV number for the DRN.

- d) “SAP Cash Doc Number to be Reversed” – Type in SAP Cash Document # (1010.xxxx entry) to be reversed. Examples are the 13000 doc for an Auto IPAC, a Check/Pay.gov Collection posting, a Manual IPAC, or a Misc. Receipt posting.
- e) “SAP Cash Doc Date” – Enter the date of the cash document to be reversed using the calendar icon to the right of the field.
- f) “Billable versus Non-Billable” Checkbox – Leave this unchecked. AR billables are pulled by Doc type in SAP
- g) “Multiple Documents to Reverse” Checkbox – This is used primarily when OCFO/Center requests several bills/IPACs to be reversed to correct a problem with the LOA or Trading Partner. Rather than create a FAR for each document, the batch is treated as one request. When this button is checked, the values in 4 to 7 are pre-filled with the word “Multiple”. Enter all documents to be reversed in the “Work Info Entry” section of the “Reversal” Accounts Receivable tab.

5. Attach any relevant SAP screenshots, rejected IPACs, or any other necessary information to the FRT.
6. Perform research to determine all documents that were impacted, the order of the reversal, T-codes to be used, and suggested

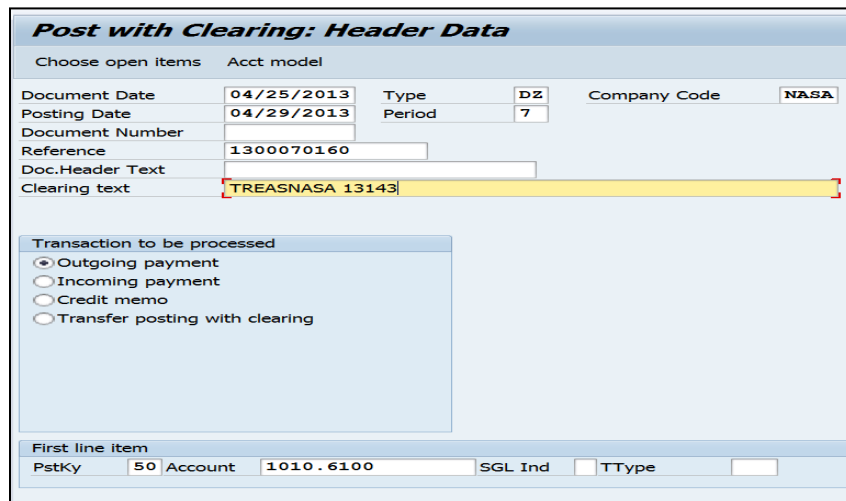
NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 201 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

reversal code. In the “Work Info Entry” field, create a detailed summary describing the nature of the reversal.

- C. If the reversal reason code needs L3 approval (see “Reversal Codes Requiring an L3 SN FAR/FRT” with Listed Examples in Appendix D), do the following steps:
1. AR L2 should include a suggested reversal reason code.
 2. AR L2 will then elevate the FRT to AR L3.
 3. AR L3 will review the attached documentation, the “FM - Reversals” Accounts Receivable tab, and the detailed “Work Info Entry” notes, and will confirm the reversal reason code or suggest a new one. AR L3 will then return the FRT to AR L2.
- D. Reverse the document(s) in SAP. AR L2 will also attach any necessary documents supporting the reversal to the SAP reversal document(s). Once posted, AR L2 will populate the SAP reversal document number(s) in the FRT.
1. If the reversal is for a check/ACH proposal that needs correction, the following steps will need to occur.
 2. Once the proposal has been completed, AR L2 Account Maintainer will monitor document for confirmation number (1300).
 3. Once the confirmation has been received, AR Account Maintainer will assign FRT to AP L2 to begin reversal process. This process will not begin until 10:00.
 4. AP L2 will reverse confirmation number with T-code FBRA and then assign FRT to a Certifying Officer .
 5. The Certifying Officer will reverse clearing (2000) number with T-code FCH8 and then assign the FRT back to AP L2.
 6. AP L2 will assign FRT to AR L2 to reverse the document.
 7. AR Account Maintainer will reverse document in SAP and make necessary corrections.
 8. AR Account Maintainer will manually clear corrected document using T-code F-30.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 202 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

- a) Enter the Doc date of original 1300.
- b) Enter Doc Type DX.
- c) Enter the corrected document number to be cleared in Reference Field.
- d) Enter Clearing Text “TREASNASA #” from Reference field of original 1300 Document.
- e) Select “Outgoing Payment”.
- f) Enter PstKy of 50.
- g) Enter GL Account from the original 1300 document.
- h) Click “Choose Open Items” Button.



Post with Clearing: Header Data

Choose open items Acct model

Document Date: 04/25/2013 Type: DZ Company Code: NASA
Posting Date: 04/29/2013 Period: 7

Document Number:
Reference: 1300070160
Doc.Header Text:
Clearing text: TREASNASA 13143

Transaction to be processed

Outgoing payment
 Incoming payment
 Credit memo
 Transfer posting with clearing

First line item

PstKy: 50 Account: 1010.6100 SGL Ind: TType:

- i) Enter amount to be cleared.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 203 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

j) Click “Choose Open Items”.

Post with Clearing Add G/L account item

Choose open items Process open items More data Acct model

G/L Account 1010.6100 Disbursements and Adjustments
Company Code NASA Agency

Item 1 / Credit entry / 50
Amount 1.06 USD Calculate tax
Fund
Functional Area
Funds Center Commitment Item CASH
Value date 04/29/2013
Assignment
Text

Next Line Item
PstKy Account SGL Ind

- k) Enter Customer number in Account field.
- l) Enter “A” in Special G/L ind if the refund was for an advance. Otherwise, leave blank.
- m) Click “Process Open Items”.

Post with Clearing Select open items

Process open items

Open item selection	Additional selections
Account 116065 <input type="button" value="Clear"/>	<input checked="" type="radio"/> None
Account Type D	<input type="radio"/> Amount
Special G/L ind <input type="checkbox"/> Normal OI	<input type="radio"/> Document Number
Pmnt advice no. <input type="text"/>	<input type="radio"/> Posting Date
<input type="checkbox"/> Other accounts	<input type="radio"/> Dunning Area
<input type="checkbox"/> Distribute by age	<input type="radio"/> Reference
<input type="checkbox"/> Automatic search	<input type="radio"/> Payment order
	<input type="radio"/> Collective invoice
	<input type="radio"/> Document Type

n) Select the document to clear.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 204 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

o) Make sure the net affect in “not assigned” is \$0.00

- p) Select “Document/Simulate”.
- q) Make sure the net affect is \$0.00.
- r) Click “Post”.
- s) Enter 1400 document number in SN FAR.
- t) Close FAR/FRT.

- E. If the reversal action requires Center action (correction to Customer Master, for example), coordinate with Center to complete the action. Copy all Center correspondence into the SN FRT “Work Notes.”
- F. Post the corrected documents in SAP and update the SN FRT notes with the new document numbers.
- G. Make a screen shot of the SN Reversal form once it is complete and copy into a Word document. Attach the Word document to the reversal documents and the correcting documents in SAP and change the SN FRT status to “resolved.”

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 205 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

Exception: AR L3 approval was required, do not resolve the FRT. Reassign it to AR L3 for validation of the posting(s) and SAP attachments. AR L3 will review the document in SAP for accuracy and for appropriate supporting documentation and resolve the FRT.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 206 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

PROCESS 12 – FBWT AND 224 REQUESTS

The Fund Balance with Treasury team reconciles cash postings between SAP and Treasury. A process has been established with FBWT to provide updates on items causing a reconciliation difference.

STEP 1. Update Requests from FBWT - Account Maintainer/Payment Processor

A. For un-posted transactions, the AR SP will:

1. Create and/or update AR FAR the same day as the transaction is received with “FBWT Reason”, Document Reference Number and all other pertinent information. (See Appendix I – Examples of SN AR FAR’s.)
2. Update SN Work Notes with most recent status/information.
3. Respond to e-mails requesting status on un-posted transactions and reversals.
4. Monitor status on SOD spreadsheet items to ensure all transactions have been assigned a SN FAR and FRT is being worked. The latest spreadsheets can be located at: <https://www.nssc.nasa.gov/fbwt>.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 207 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

PROCESS 13 – RETRIEVE MISCELLANEOUS RECEIPTS FROM TREASURY

STEP 1. Retrieve CY Miscellaneous Receipts from Treasury – **Account Maintainer/Payment Processor** – **Control Activity**

- A. NSSC will reverse CY Miscellaneous Receipt JV Posting. This will create an FBWT Statement of Difference (SOD).
- B. Refund sent to a Federal Customer.
 - 1. Center will post cash in document (1400#). This will resolve the FBWT SOD.
 - 2. Center will post cash out document (2400#).
 - 3. AR PP will create a manual IPAC to transfer funds to customer.
 - 4. AR PP will post IPAC according to EPSS Day to Day guidance.
- C. Refund of a Deposit.
 - 1. AR AM will create a cash in document using original document date from miscellaneous receipt JV reversal.
 - 2. AR PP will create payment proposal to refund funds to customer via check or ACH deposit.

STEP 2. Retrieve PY Miscellaneous Receipts from Treasury – **Account Maintainer/Payment Processor** – **Control Activity**

- Note:** Prior year documents are not reversed.
- A. Center will send request to OCFO.
 - B. OCFO will contact Treasury to obtain permission to withdraw the funds on the SF224 and also to obtain the correct AOF.
 - C. OCFO will then notify NSSC to proceed with the refund withdraw from Treasury PY Misc. Receipt posting.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 208 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

D. Refund sent to a Federal Customer

1. Center will create a cash in document (1400#) using current month document date.
2. Center creates cash out document (2400#) using current month document date.
3. AR PP creates Manual IPAC Refund.
4. AR PP clears Manual IPAC according to EPSS Day to Day guidance.
5. FBWT will create a Manual 224 entry at month end to clear the cash in document.

E. Refund of a Deposit

1. Center creates a DP document (cash in) using current month document date.
2. FBWT will create a Manual 224 entry at month end to clear the DP document.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 209 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

PROCESS 14 – CREDITS THAT FAIL GRANT INTERFACE

STEP 1. Notify NSSC AR - Center or NSSC AP

- A. Grantee sends a refund to the Payment Management System (PMS). The HHS grant interface cannot process/post the refund in SAP resulting in a failed interface document (I-DOC). The funds must be manually posted in SAP to avoid a FBWT statement of difference..
- B. The Center notifies the NSSC via email of the amount, date that the credit memo failed the interface and the reason (e.g., cancelled fund). The email is sent to NSSC@NASA.gov and a SN FAR/FRT is created an assigned to AR L2 (or, NSSC AP creates a SN FRT and assigns to AR).

Note: This same process below, is used for a payment received via check or IPAC on a closed Grant.

Note: To avoid an exception on CMP 2b.1, the amount must be posted in the month in which the credit failed the interface.

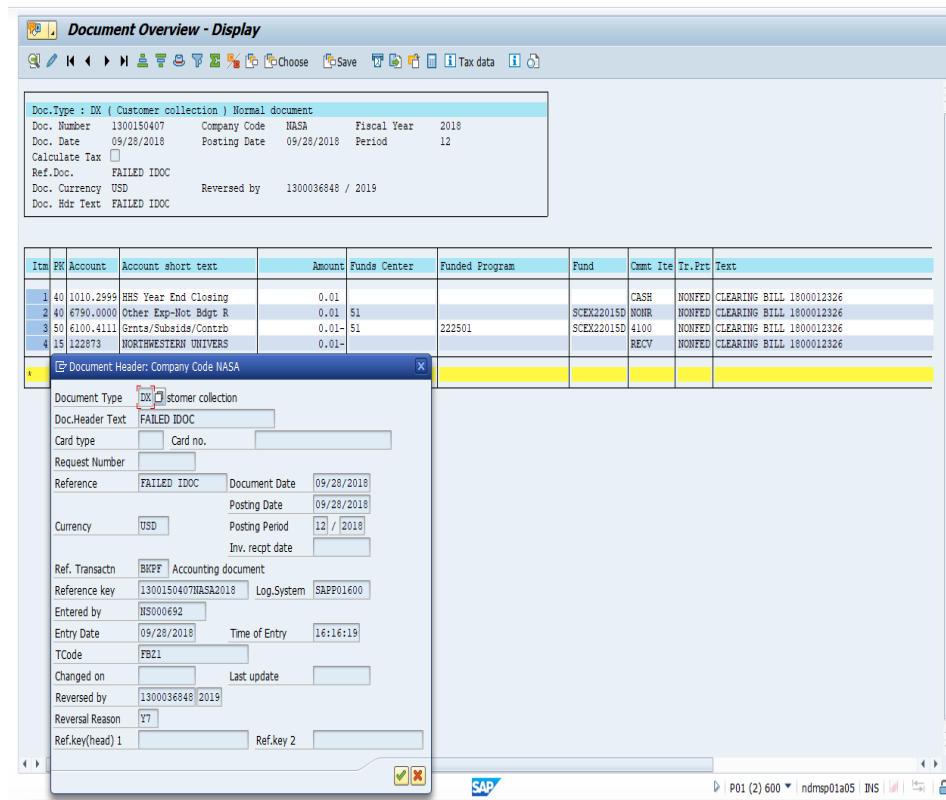
- C. The FRT will contain one of two things (see 1 & 2 below):
 1. NSSC AP will include instructions to post to Miscellaneous Receipts, due to cancelled funds.

Note: To determine the correct fund, reference TFM, supplement to Volume 1, R-19, 2010.

 - a. NON3200 = Collections of Receivables from Canceled Accounts (Cancelled Funds).
 - b. NON3220 = General Fund Proprietary Receipts, Not Otherwise Classified All Other.

Note: Grant Drawdowns are cleared to 1010.2999 when a grant is closed out or before the funds cancel (whichever happens first).

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 210 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		



- NSSC AP will attach an IDR form with instructions to post back to the appropriation, due to a closed contract.

STEP 2. Prepare JV if Miscellaneous Receipts posting is to be completed - **Account Maintainer – Control Activity**

Note: Reference EPSS “Day-to-Day Posting Guide” Job Aid: [Posting Day-to-Day Non-Reimbursable Bills/Collections and Managing Transactions](#), transaction “Collection – NO Receivable – Other Revenue.

A. JV Posting Entries

- Doc Type = AR
- Reference = Grant #

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 211 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

3. Debit 1010.2999 (“Standard General Ledger (SGL) - HHS Year End Closing”)
4. Credit 5900.0000 (“Other Revenue”)
5. Trading Partner = NONFED
6. Route to CS via SN FRT for review and initials/approval.

B. See “Process – Journal Vouchers.”

STEP 3. Post back to the appropriation (if IDR is attached) - **Payment Processor – Control Activity**

- A. Research/create a customer number using address provided on IDR form. Put customer number in FRT’s “Work Notes” and on AR FAR (See Appendix H for examples of FAR’s).
- B. Send to the Account Maintainer to create the BOC.
- C. Once FRT is received back from AM and bill is created, PP will post payment against BOC using F-28.
- D. AR PP will use “Day-to-Day Posting Guide” ([Posting Day-to-Day Non-Reim \(Job Aid\)](#)).
 1. Customer # derives GL 1310.3000 credit.
 2. 1010.XXXX - Determined by current year or prior year status and type of payment received.
 3. 40 – Debit ~ GL 6790.0000 will be used.
 4. 50 – Credit ~ GL provided by AP on IDR form will be used.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 212 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

Note: The IDR form will also provide the Fund, Fund Center, WBS, Cost center, and Order.

- E. Update the IDR in the BOC folder on the N: drive with posting document and move IDR to “Closed” folder.
- F. Update FAR in SN FRT with posting document and close the FRT and FAR.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 213 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

PROCESS 15 – W-9 REQUEST PROCESS

Customer request W-9 (Request for Taxpayer Identification Number and Certification) form.

STEP 1. Process W-9 Request - Account Maintainer

- A. W-9 Template is located at the following path: N:\FM Division\Accounts Payable_Accounts Receivable\Accounts Receivable\AR Forms and Templates\W-9 templates.

Note: W-9 forms are downloaded from the IRS Website by AR CS.

- B. Complete the following fields in the W-9 Form:

1. Box 1 (Name) = NASA Shared Services Center for the Account of (Center) spelled out
2. Box 5 and 6 (NSSC Address) =
 Building 1111
 Jerry Hlass Road
 Stennis Space Center, MS 39529
3. Box 5 and 6 (Requestor's name and address) = Address of Requesting Company
4. Part I (Taxpayer Identification Number (TIN) / Employer Identification number = TIN of NASA Center

- C. Save a copy in the center specific folder located: [N:\FM Division\Accounts Payable_Accounts Receivable\Accounts Receivable\W9s and Employer Identification Numbers](#)

1. Naming convention: Customer Name-W9~Center
 (e.g., Old Dominion-W9~GSFC)

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 214 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

D. Route completed W-9 Form (via SN FRT) to CS POC to verify the TIN with the Center.

STEP 2. Review W-9 - **Accounts Receivable Civil Servant (CS)**

A. AR CS will verify the TIN and other information entered in the W-9 form, sign it and route the FRT back to AR SP to mail.

STEP 3. Mail W-9 - **Account Maintainer**

A. AR SP will save a copy of the now signed W-9 over the unsigned copy located at: <N:\FM Division\Accounts Payable Accounts Receivable\Accounts Receivable\W9s and Employer Identification Numbers>

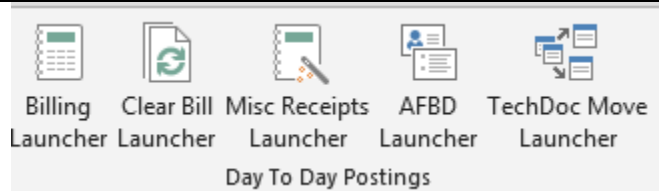
B. Upload a copy of the signed W9 into TechDoc by dropping a copy in the Document Imaging folder at: <N:\Document Imaging\AR - W9>

C. Mail W9 Form

D. Enter “Mailed W9” in the “Work Notes” of the FRT, resolve the FRT, and close the FAR.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 215 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

PROCESS 16 – TECHDOC DESTRUCTION PROCESS-DIRECT RECEIVABLES



TECHDOC FORM

CATEGORY

CENTER

FISCAL YEAR

2017

PAYMENT DATE

ORIGINAL DOCUMENT

UPDATE

TECHDOC LINK

GET LINK **TECHDOC**

- A. Select your Category
- B. Enter your Original Document
 1. Direct Receivables – e.g., 1800 Document
 2. Journal Voucher – JV Number
- C. Click update to get info from SN Accounts Receivable tab.
- D. Click “GET LINK” to get TechDoc Link for document to move.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 216 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

E. Click “TECHDOC” to move file.

STEP 1. NSSC SP Account Maintainer – Receiving the final payment for a Bill of Collection - TechDoc Manual steps for finding, moving, adding the RMA file plan to folder and adding retention trigger date to record set.

- A. Finding the Collection Document for Bill of Collection request in Tech Doc
1. In TechDoc choose “Advance Search”
 2. Under “Doc Type” select – “Accounts Receivable”
 3. Under “Title” enter last name of customer – e.g., *Flowers*
 4. To narrow search enter a date range into “Create Date”

The screenshot shows the DocMgr interface with the following components:

- Header:** DocMgr, dm.nssc.nasa.gov
- Navigation:** Explorer, Groups, My Work, Projects, Records, Reports, Reviews, Workflows, Admin, Support
- Search:** Quick Search: Document for [input field]
- Folder List (Left):** Assoc Access, Assoc Notif, Create Document, Create Folder, Delete, Doc Default Access, Doc Default Comm, Doc Default Distr, Doc Default Notif, Explore, Explore Home, Explore Root, History, Modify, Move Contents, Set Default, Show..., Associations, Info, Shares, Tree, Help.
- Main View:** /FM/AR/BOC

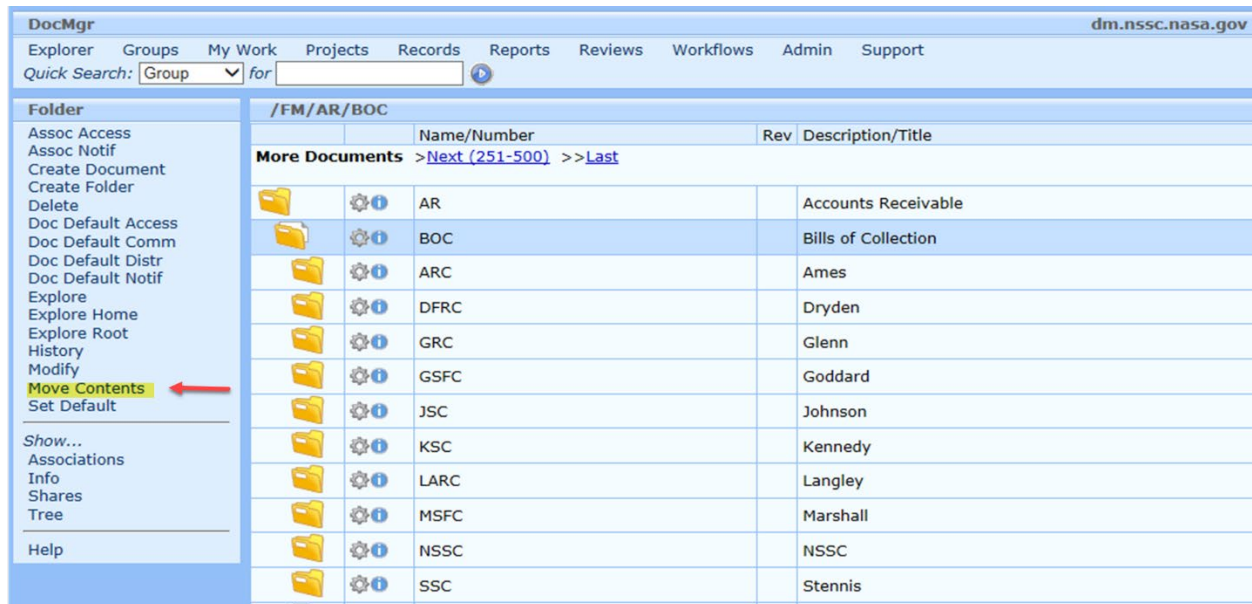
Name/Number	Rev	Description/Title
More Documents >Next (251-500) >>Last		
AR		Accounts Receivable
BOC		Bills of Collection
ARC		Ames
DFRC		Dryden
GRC		Glenn
GSFC		Goddard
JSC		Johnson
KSC		Kennedy
LARC		Langley
MSFC		Marshall
NSSC		NSSC
SSC		Stennis
01_FM_AR_BOC_12-28-2016_12.19.01		01-TEST
FM_AR_BOC_01-02-2009_13.39.41	1	LAMB, RON
FM_AR_BOC_01-05-2009_09.18.32	1	Rolfe, Jeanie
FM_AR_BOC_01-05-2009_11.47.53	1	CLIFTON, DARLA J.
FM_AR_BOC_01-05-2009_11.48.19	1	OLLIGES, SANDRA M.
FM_AR_BOC_01-08-2009_15.30.47	1	Hines, Paula
FM_AR_BOC_01-08-2009_15.31.53	1	Hines, Paula
- Annotation:** A red arrow points from the text "Find the document in the folder that you want to modify. Click on paper icon next to document." to the document icon in the '01_FM_AR_BOC_12-28-2016_12.19.01' folder.

5. Find the document in the folder that needs to be modified.
6. Click on the paper Icon next to the document.

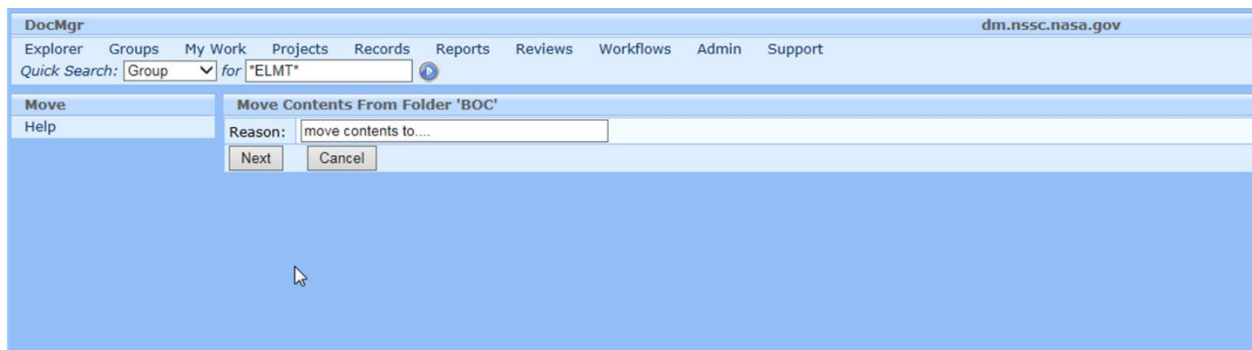
NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 217 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

B. Moving File in TechDoc to Direct – IDR folder

1. Navigate to the Folder containing the File to be moved.
2. Click “Move Contents”



3. Enter Reason for moving contents



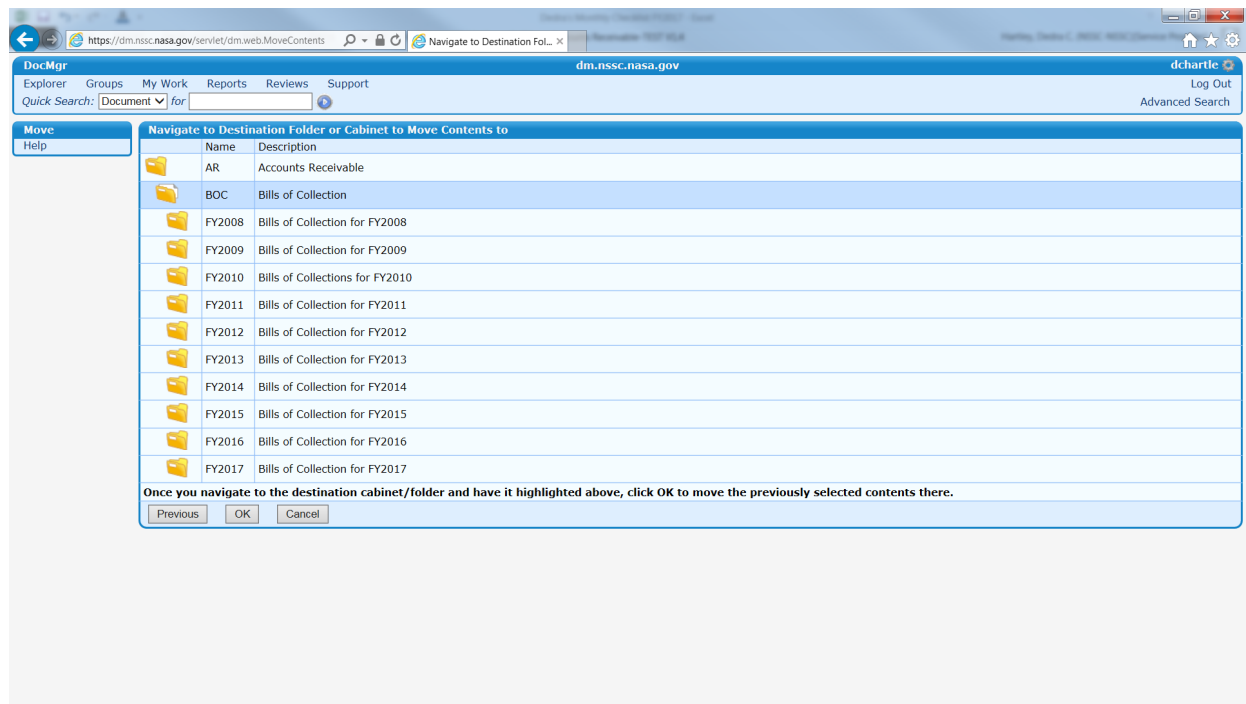
4. Check the box of the document(s) you wish to move.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 218 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

<input type="checkbox"/>	JSC	Johnson
<input type="checkbox"/>	KSC	Kennedy
<input type="checkbox"/>	LARC	Langley
<input type="checkbox"/>	MSFC	Marshall
<input type="checkbox"/>	NSSC	NSSC
<input type="checkbox"/>	SSC	Stennis
<input type="checkbox"/>	FM_AR_BOC_01-02-2009_13.39.41	LAMB, RON
<input type="checkbox"/>	FM_AR_BOC_01-05-2009_09.18.32	Rolfe, Jeanie
<input type="checkbox"/>	FM_AR_BOC_01-05-2009_11.47.53	CLIFTON, DARLA J.
<input type="checkbox"/>	FM_AR_BOC_01-05-2009_11.48.19	OLLIGES, SANDRA M.
<input type="checkbox"/>	FM_AR_BOC_01-08-2009_15.30.47	Hines, Paula
<input type="checkbox"/>	FM_AR_BOC_01-08-2009_15.31.53	Hines, Paula
<input type="checkbox"/>	FM_AR_BOC_01-21-2009_10.17.43	AMOS, HAWES
<input checked="" type="checkbox"/>	FM_AR_BOC_01-23-2009_14.34.46	Crumbly, Chris
<input type="checkbox"/>	FM_AR_BOC_01-23-2009_17.03.22	Bowman, Mark
<input type="checkbox"/>	FM_AR_BOC_01-29-2009_15.21.52	PARAZYNSKI, SCOTT
<input type="checkbox"/>	FM_AR_BOC_02-02-2009_11.28.04	Small-Harris, Shelia
<input type="checkbox"/>	FM_AR_BOC_02-04-2009_10.26.06	Harp, Seldon

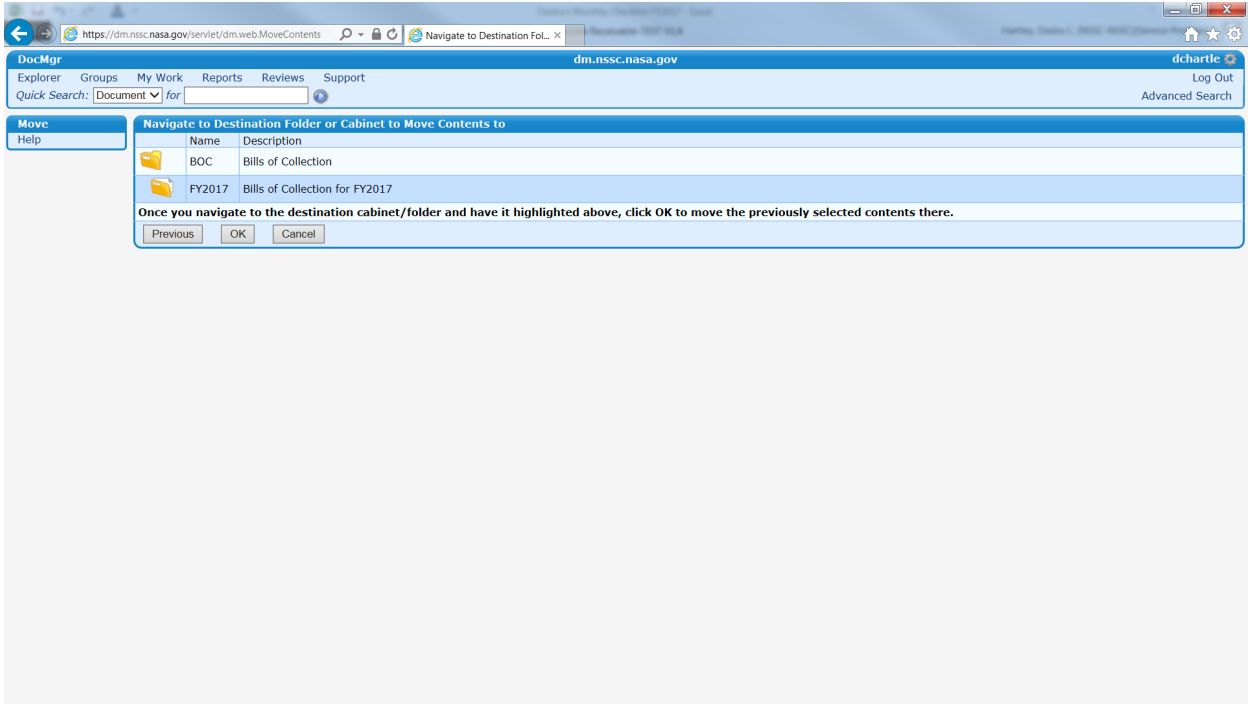
Check box of document (s) you want to move

5. Click "Next" – need screen shot



6. Select File to move contents

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 219 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		



7. Click “OK”



NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 220 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

C. Add RMA file plan to folder

1. Navigate to and select the parent folder of the closed records containing the same final payment date.
2. Choose *Modify* from the left menu.

Folder	/FM/Travel/DOM/EXT_TDY/ARC/CARBAJAL_KEVIN/21ID0000000517			
	Name/Number	Rev	Description/Title	
Assoc Access				
Assoc Notif				
Create Document	CARBAJAL_KEVIN		CARBAJAL, KEVIN	
Del	21ID0000000517		21ID0000000517	
Doc Default Access				
Doc Default Comm	FM_TRV_ETDY_2-01-2012_7.14	13.0	21ID0000000517, 11-7-11 thru 9-30-12, Atlantic City,NJ	
Doc Default Distr	FM_TRV_ETDY_999_01-11-2013_13.12.04.1	1	EFC	
Doc Default Notif				
Explore	FM_TRV_ETDY_999_08-21-2012_10.46.52.1	1	EFC	
Explore Home				
Explore Root	FM_TRV_ETDY_999_08-23-2012_08.38.13.1	1	EFC	
History				
Modify	FM_TRV_ETDY_999_09-07-2012_11.41.02.1	1	EFC	
Move Contents				
Set Default	FM_TRV_ETDY_999_09-20-2012_12.28.58.1	1	EFC	
Show...	FM_TRV_ETDY_999_09-25-2012_13.24.01.1	1	EFC	
Associations				
Info	FM_TRV_ETDY_999_10-04-2012_11.00.51.1	1	EFC	
Shares				
Tree	FM_TRV_ETDY_999_10-11-2012_14.30.43.1	1	EFC	
Help	FM_TRV_ETDY_999_10-19-2012_12.36.36.1	1	EFC	
	FM_TRV_ETDY_999_11-16-2012_15.11.13.1	1	EFC	

3. Choose the correct RMA file plan from the drop-down menu.
 - a. Financial transaction records related to procuring goods and services, paying bills, collecting debts, accounting (GRS 1.1 Item 010) (used for DOM ITRA, ETDY and many other financial records)
 - b. If you are unsure of which file plan to use, please check the Finance MRI or contact Records Management.

<https://dm.nssc.nasa.gov/servlet/dm.web.ViewShare?name=MRIs&id=791891>

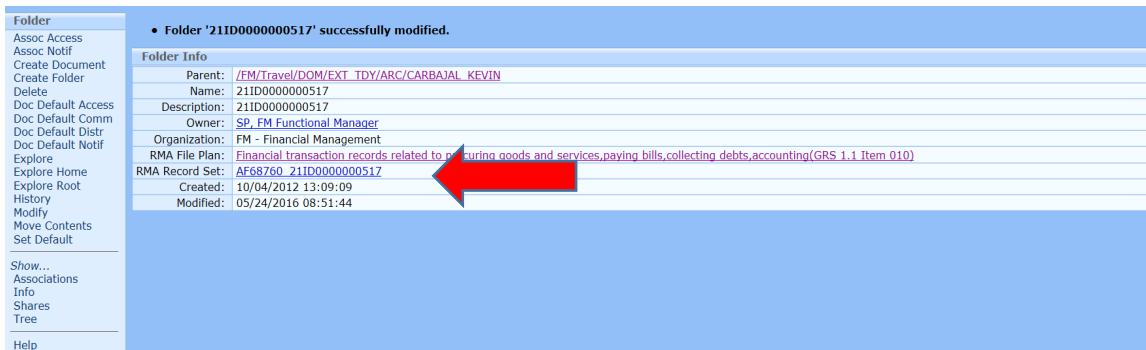
4. Enter reason (add RMA file plan to manage retention) and select OK.

Folder	Modify Folder '21ID0000000517'	
Help	Name:	21ID0000000517
	Description:	21ID0000000517
	Owner:	SP, FM Functional Manager
	<input type="checkbox"/> Check to add owner to the Notification List	
	Organization:	FM - Financial Management
	RMA File Plan:	Financial transaction records related to procuring goods and services,paying bills,collecting debts,accounting(GRS 1.1 Item 010)
	Reason:	add RMA file plan to manage retention x
	OK	Cancel

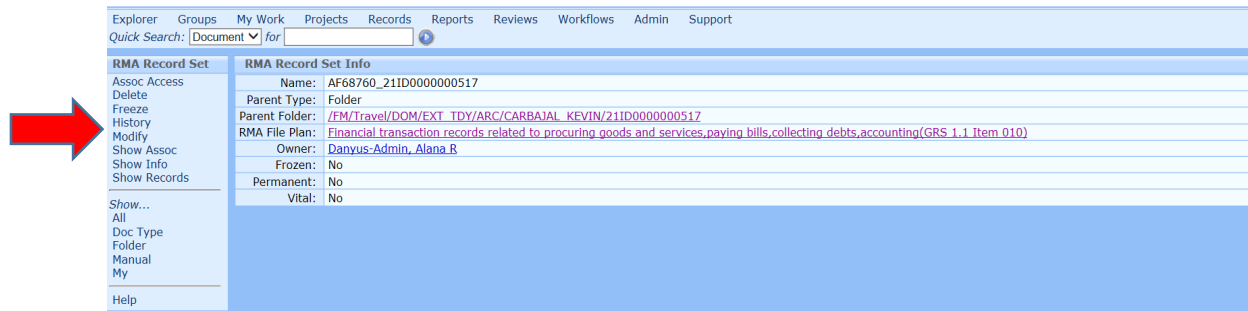
NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 221 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

D. Add retention trigger date to Record set

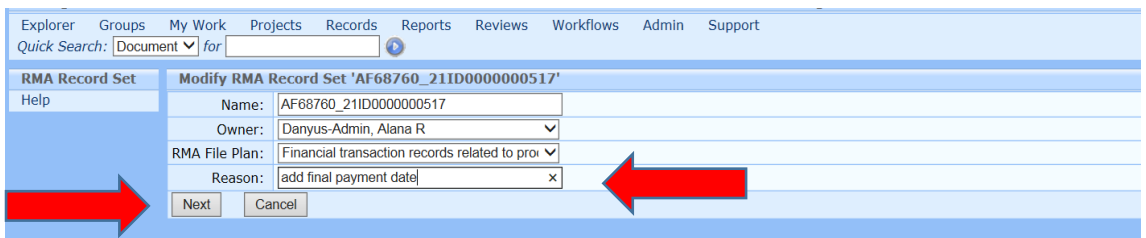
1. At the “Folder Info” screen, select the *RMA Record Set*. (begins with AF)



2. At the “RMA Record Set Info” screen, choose *Modify* from the left menu.



3. Enter reason and select NEXT.



4. Choose the retention trigger from the *New RMA Keyword* drop-down menu.
 - a. Final Payment Date

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 222 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		



























5. Select *Add* from the right of the screen.

6. Enter the retention trigger date and select OK.

STEP 2. NSSC SP Account Maintainer – Create new folders in Techdoc at Fiscal Year End.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 223 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

A. Go to Direct Receivable Folder in Techdoc.

/FM/AR/DIRECT RECEIVABLES			11 Folders and 3 Documents	
		Name/Number	Rev	Description/Title
		AR		Accounts Receivable
		DIRECT RECEIVABLES		DIRECT RECEIVABLES
		AT TREASURY		Debts at Treasury
		FY2002		Direct Receivable FY2002
		FY2015		Direct Receivables for FY2015
		FY2016		Direct Receivables for FY2016
		FY2017		Direct Receivables for FY2017
		FY2018		Direct Receivables for FY2018
		FY2019		Direct Receivables for FY2019
		FY2020		Direct Receivables for FY2020
		FY2021		Direct Receivables for FY2021
		FY2022		FY2022 Direct Receivables
		FY2023		FY2023 Direct Receivables

B. Click on Create Folder.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 224 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		



- C. Enter current Fiscal Year in Name.
- D. Enter "Direct Receivables for FY20XX" in Description.
- E. Uncheck "Check to add myself to the Notification List."
- F. Remove RMA File Plan.
- G. Enter "Create New Folder" in Reason
- H. Click Ok.

A screenshot of the 'Create Folder in /FM/AR/DIRECT RECEIVABLES' dialog box. The dialog has a blue header with the title 'Create Folder in /FM/AR/DIRECT RECEIVABLES'. On the left, there is a 'Folder' tab and a 'Help' button. The main area contains the following fields and options:

- Name: FY2024
- Description: Direct Receivables for FY2024
- Check to add myself to the Notification List
- Organization: FM - Financial Management (dropdown menu)
- RMA File Plan: (empty field)
- Reason: Create New Folder

At the bottom, there are 'OK' and 'Cancel' buttons.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 225 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

I. Click Ok.

Associate

Help

• Folder 'FY2024' successfully created.

Access for Folder 'FY2024'

Groups: [FM_FAB_IG \(R\)](#), [FM_FSB_IG \(O\)](#), [FM_NSSC \(O\)](#), [CC \(R\)](#), [FM_AR_IG \(O\)](#), [FM_AR_SP \(R,M,D,CF,CD\)](#), [FM_FAB_IC \(O\)](#), [FM_FSB_SP \(O\)](#), [FM_P&TB_SP \(R\)](#), [IT_DM \(O\)](#), [SDD & DD \(R\)](#)

Users: [Harper, Sarita R \(O\)](#), [Jenkins, Michelle \(R,M,CF,CD\)](#)

Folder Inheritance: Do not change child folders associations

Next OK

J. Once Fiscal Year folder has been created, create sub-folders for each center.

K. Go to New Fiscal Year Folder.

L. Click on Create Folder.

Folder

Assoc Access
Assoc Notif
Create Document
Create Folder
Doc Default Access
Doc Default Comm
Doc Default Distr
Doc Default Notif
Explore
Explore Home
Explore Root
History
Modify
Move Contents
Set Default

Show...
Associations
Info
Receivers
Shares
Tree
Help

/FM/AR/DIRECT RECEIVABLES/FY2024

0 Folders and 0 Documents

	Name	Description
	DIRECT RECEIVABLES	DIRECT RECEIVABLES
	FY2024	Direct Receivables for FY2024

M. Enter Center Abreviation in Name.

N. Enter "FYXX Direct Receivables for (Center Abreviation)" in Description.

O. Uncheck "Check to add myself to the Notification List".

P. Remove RMA File Plan.

Q. Add "Create Folder" in Reason.

R. Click "Ok."

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 226 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

S. Click Ok.

T. Repeat for all Centers.

U. After all folders have been created, email Document Imaging Administrator to have new Autodrop folders created on N drive.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 227 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

PROCESS 17 – TECHDOC DESTRUCTION PROCESS-JOURNAL VOUCHERS

STEP 1. NSSC SP Account Maintainer - Auto Drop the “Journal Voucher” (JV) to create a folder in TechDoc.

A. Save File –“NSSC20180123~FY18~NSSC20180123”

B. Go to: <N:\Document Imaging\FM – AR Journal Vouchers\type of JV>

1. AFDA
2. Closed Contract
3. Copyright License
4. Donations
5. EUL
6. Exchange Sales Proceeds
7. FY End Deposit Fund
8. HQ Books Sales
9. JP Morgan
10. Jury Duty
11. Restitution
12. SO Refund to MR
13. Travel Under \$10
14. Unclaimed Property

C. Locate the appropriate Journal Voucher folder and drop the saved Journal Voucher file.






D. This creates the main “Journal Voucher” folder in TechDoc.

STEP 2. NSSC SP Account Maintainer – Receiving the final payment for a Journal Voucher TechDoc Automated steps for finding, moving, adding the RMA file plan to folder and adding retention trigger date to record set.

A. Go to SN Accounts Receivable tab

B. Select TechDoc Move Launcher in the AR Ribbon in Excel

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 228 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

 Billing Launcher
 Clear Bill Launcher
 Misc Receipts Launcher
 AFBD Launcher
 TechDoc Move Launcher
Day To Day Postings

TECHDOC FORM X

CATEGORY

CENTER

FISCAL YEAR

PAYMENT DATE

ORIGINAL DOCUMENT

TECHDOC LINK

- C. Select your Category
- D. Enter your Original Document
- E. Direct Receivables – e.g., 1800 Document
- F. Journal Voucher – JV Number

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 229 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

G. Click update to get info from SN Accounts Receivable tab.

H. Click “GET LINK” to get TechDoc Link for document to move.

I. Click “TECHDOC” to move file.

STEP 3. NSSC SP Account Maintainer/Payment Processor – Receiving the final payment for a Journal Voucher TechDoc Manual steps for finding, moving, adding the RMA file plan to folder and adding retention trigger date to record set.

A. Finding the Collection Document for Journal Voucher in Tech Doc

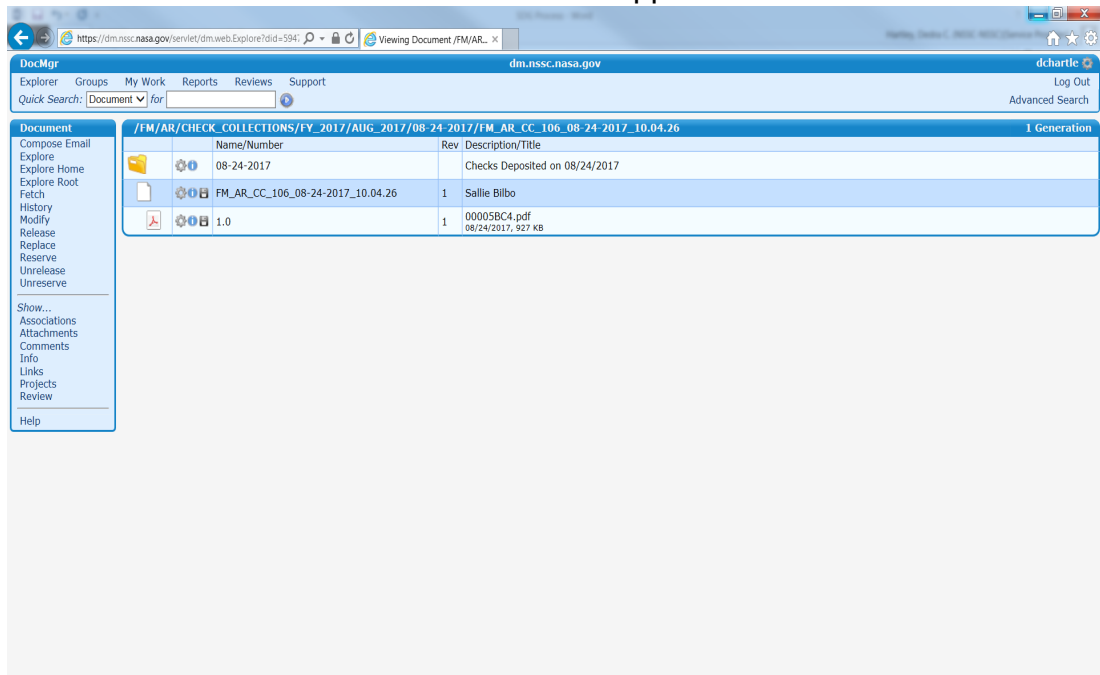
1. In TechDoc choose “Advance Search”.
2. Under “Doc Type” select – “Accounts Receivable”.
3. Under “Title” enter last name or business name of customer for the Journal Voucher of payment received – e.g., *Bilbo*.
4. To narrow search enter a date range into “Create Date” e.g., 08/15/2017 to 08/24/17.
5. Find the document in the folder that needs to be modified.
6. Click on the paper Icon next to the document.

Document Search Results			
	Number	Rev	Title
	FM_AR_CC_106_08-24-2017_10.04.26	1	Sallie Bilbo

Advanced Document Search	
Number:	<input type="text"/>
Title:	<input type="text" value="*Bilbo*"/>
Owner:	<input type="text" value="v"/>
Create Date:	<input type="text" value="08/15/2017"/> to <input type="text" value="08/24/2017"/> Use: mm/dd/yyyy
Modify Date:	<input type="text"/> to <input type="text"/> Use: mm/dd/yyyy
Point of Contact:	<input type="text"/>
Reserved By:	<input type="text" value="v"/>
Resident:	<input type="text" value="v"/>
Doc Type:	<input type="text" value="AR - Accounts Receivable"/>
Doc Category:	<input type="text"/>
Organization:	<input type="text"/>
In Review:	<input type="text" value="v"/>
Attachments:	<input type="text" value="v"/>
Comments:	<input type="text" value="v"/>
Release Date:	<input type="text"/> to <input type="text"/> Use: mm/dd/yyyy
Last Revision:	<input type="text"/>

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 230 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

7. Click Folder Icon and “Move Contents” will appear on left side



B. Moving File in TechDoc to Direct – IDR folder

1. Navigate to the Folder containing the File to be moved.
2. Click “Move Contents”

NSSC Service Delivery Guide	NSSDG-9200-0008 Revision 12.0
	Number
	Effective Date: November 3, 2023
	Expiration Date: November 3, 2026
Page 231 of 318	
Responsible Office: Accounts Receivable	
Subject: Accounts Receivable – Collection/Deposit Process SDG	

The screenshot shows a web browser window displaying a document management system. The address bar shows the URL: https://dm.nssc.nasa.gov/ser/vlet/dm.web.Explore?fid=1735. The page title is 'Viewing Folder /FM/AR/CH...'. The interface includes a navigation menu with 'Explorer', 'Groups', 'My Work', 'Reports', 'Reviews', and 'Support'. A search bar is present with 'Quick Search: Document for'. The main content area shows a folder view for '/FM/AR/CHECK_COLLECTIONS/FY_2017/AUG_2017/08-24-2017' containing 0 folders and 5 documents. A table lists the documents:






















Name/Number	Rev	Description/Title
AUG_2017		
08-24-2017		Checks Deposited on 08/24/2017
FM_AR_CC_106_08-24-2017_10.04.26	1	Sallie Bilbo
FM_AR_CC_106_08-24-2017_10.14.44	1	Game Changers LLC
FM_AR_CC_106_08-24-2017_10.27.50	1	Millennium Space Systems
FM_AR_CC_121_08-25-2017_10.23.45	1	Chain of Custody Report - 8/24/2017
FM_AR_CP_999_08-25-2017_07.48.34.1	1	Confirm Pkg 08252017

3. Enter Reason for moving contents

The screenshot shows a 'Move Contents From Folder' dialog box in the document management system. The dialog is titled 'Move Contents From Folder 'BOC''. It has a 'Reason:' field with the text 'move contents to...'. Below the field are 'Next' and 'Cancel' buttons. The background shows the document management interface with a search bar containing 'ELMT*'. The interface includes a navigation menu with 'Explorer', 'Groups', 'My Work', 'Projects', 'Records', 'Reports', 'Reviews', 'Workflows', 'Admin', and 'Support'. A search bar is present with 'Quick Search: Group for *ELMT*'. The main content area shows a folder view for '/FM/AR/CHECK_COLLECTIONS/FY_2017/AUG_2017/08-24-2017' containing 0 folders and 5 documents.

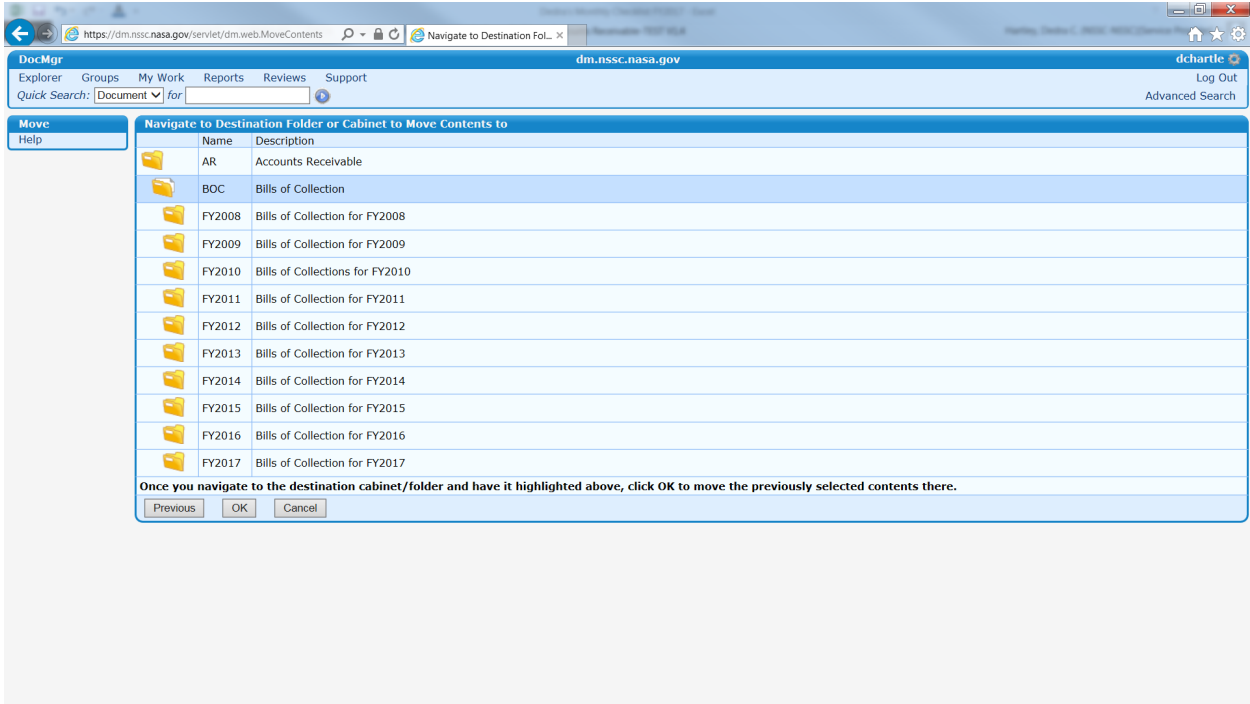
NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 232 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

4. Check the box of the document(s) you wish to move.

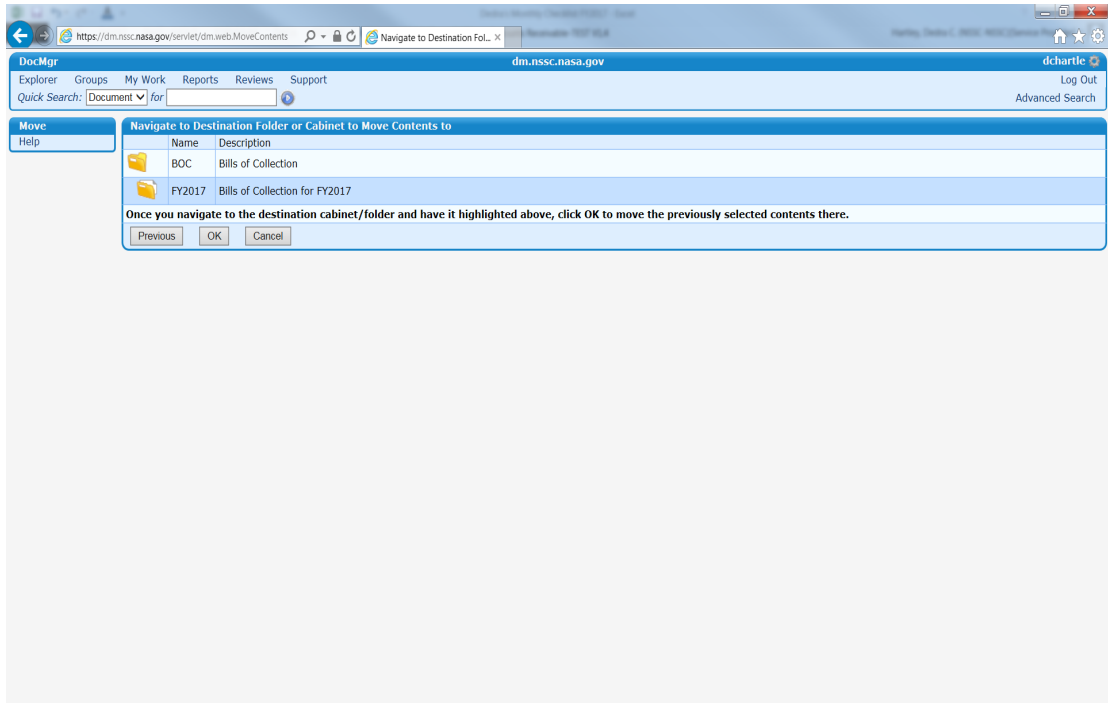
		<input type="checkbox"/>	JSC	Johnson
		<input type="checkbox"/>	KSC	Kennedy
		<input type="checkbox"/>	LARC	Langley
		<input type="checkbox"/>	MSFC	Marshall
		<input type="checkbox"/>	NSSC	NSSC
		<input type="checkbox"/>	SSC	Stennis
		<input type="checkbox"/>	FM_AR_BOC_01-02-2009_13.39.41	LAMB, RON
		<input type="checkbox"/>	FM_AR_BOC_01-05-2009_09.18.32	Rolfe, Jeanie
		<input type="checkbox"/>	FM_AR_BOC_01-05-2009_11.47.53	CLIFTON, DARLA J.
		<input type="checkbox"/>	FM_AR_BOC_01-05-2009_11.48.19	OLLIGES, SANDRA M.
		<input type="checkbox"/>	FM_AR_BOC_01-08-2009_15.30.47	Hines, Paula
		<input type="checkbox"/>	FM_AR_BOC_01-08-2009_15.31.53	Hines, Paula
		<input type="checkbox"/>	FM_AR_BOC_01-21-2009_10.17.43	AMOS, HAWES
		<input checked="" type="checkbox"/>	FM_AR_BOC_01-23-2009_14.34.46	Crumbly, Chris
		<input type="checkbox"/>	FM_AR_BOC_01-23-2009_17.03.22	Bowman, Mark
		<input type="checkbox"/>	FM_AR_BOC_01-29-2009_15.21.52	PARAZYNSKI, SCOTT
		<input type="checkbox"/>	FM_AR_BOC_02-02-2009_11.28.04	Small-Harris, Shelia
		<input type="checkbox"/>	FM_AR_BOC_02-04-2009_10.26.06	Harp, Seldon
	<input type="checkbox"/>	FM_AR_BOC_02-06-2009_11.33.16	BRADY, TIMOTHY	
	<input type="checkbox"/>	FM_AR_BOC_02-11-2009_12.37.52	Weinberg, Norman	

5. Click "Next" – need screen shot

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 233 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		



6. Select File to move contents



7. Click "OK"

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 234 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

	FedWire	FedWire Payments
	Funding Information Request	Form 0061 Center Funding Information
	IDR	IDR's - Bills Of Collection
	IPAC	IPAC Invoice
	Journal Voucher	Journal Voucher
	LABOR COST RECONCILIATION REPORT	SF-224-Labor Cost Reconciliation Report
	Monthly Billing	Monthly Billing
	PAY.GOV	Electronic Collections
	PCC	Paper Check Conversion
	PROMISSORY NOTES	PROMISSORY NOTES
	PROOF OF DEBT REQUEST	PROOF OF DEBT FROM FED DEBT
	REF_9710_07032008_1039	Operational Readiness Review
	Referred to Treasury	Debt Referred to Treasury
	Refund_Request	Refund Request
	Reimbursable Agreements	Reimbursable Agreements
	Restitution	Restitution Backup
	Retirement Allotments	OPM Retirement Allotments Request
	Return Mail	Return Mail
	Returned Collections	Checks, Pay.gov, ect., Returned Items
	Reversals	Reversals
	SALARY OFFSET NOTIFICATION	Emails sent to NASA employees for BOCs
	SALARY OFFSETS	Salary Offsets
	SOLELY TRAVEL	Solely Travel
	TRAINING	TRAINING
	Treasury Disputes	Dispute Requests from Treasury
	W-9	Signed Request for TIN
	Waivers of Debt	Waivers of Debt
	WRITE OFFS	Write-Offs

Once you navigate to the destination cabinet/folder and have it highlighted above, click OK to move the previously selected contents there.

C. Add RMA file plan to folder

1. Navigate to and select the parent folder of the closed records containing the same final payment date.
2. Choose *Modify* from the left menu.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 235 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

Folder	/FM/Travel/DOM/EXT_TDY/ARC/CARBAJAL_KEVIN/21ID0000000517		
	Name/Number	Rev	Description/Title
Assoc Access	CARBAJAL_KEVIN		CARBAJAL, KEVIN
Assoc Notif			
Create Document	21ID0000000517		21ID0000000517
Doc Default Access			
Doc Default Comm	FM_TRV_ETDY_2-01-2012_7.14	13.0	21ID0000000517, 11-7-11 thru 9-30-12, Atlantic City,NJ
Doc Default Distr	FM_TRV_ETDY_999_01-11-2013_13.12.04.1	1	EFC
Doc Default Notif	FM_TRV_ETDY_999_08-21-2012_10.46.52.1	1	EFC
Explore	FM_TRV_ETDY_999_08-23-2012_08.38.13.1	1	EFC
Explore Home	FM_TRV_ETDY_999_09-07-2012_11.41.02.1	1	EFC
Explore Root	FM_TRV_ETDY_999_09-20-2012_12.28.58.1	1	EFC
History	FM_TRV_ETDY_999_09-25-2012_13.24.01.1	1	EFC
Modify	FM_TRV_ETDY_999_10-04-2012_11.00.51.1	1	EFC
Move Contents	FM_TRV_ETDY_999_10-11-2012_14.30.43.1	1	EFC
Set Default	FM_TRV_ETDY_999_10-19-2012_12.36.36.1	1	EFC
Show...	FM_TRV_ETDY_999_11-16-2012_15.11.13.1	1	EFC
Associations			
Info			
Shares			
Tree			
Help			

3. Choose the correct RMA file plan from the drop-down menu.
 - a. Financial transaction records related to procuring goods and services, paying bills, collecting debts, accounting (GRS 1.1 Item 010) (used for DOM ITRA, ETDY and many other financial records)
 - b. If you are unsure of which file plan to use, please check the Finance MRI or contact Records Management.

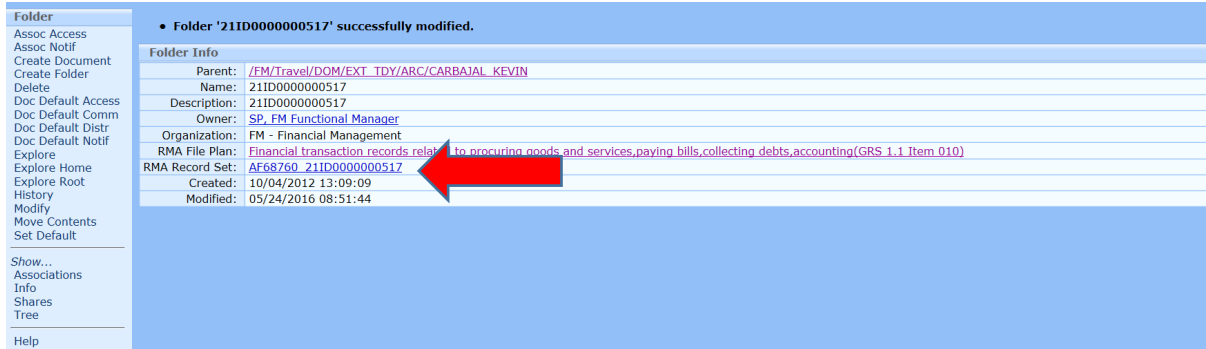
<https://dm.nssc.nasa.gov/servlet/dm.web.ViewShare?name=MRIs&did=791891>

4. Enter reason (add RMA file plan to manage retention) and select OK.

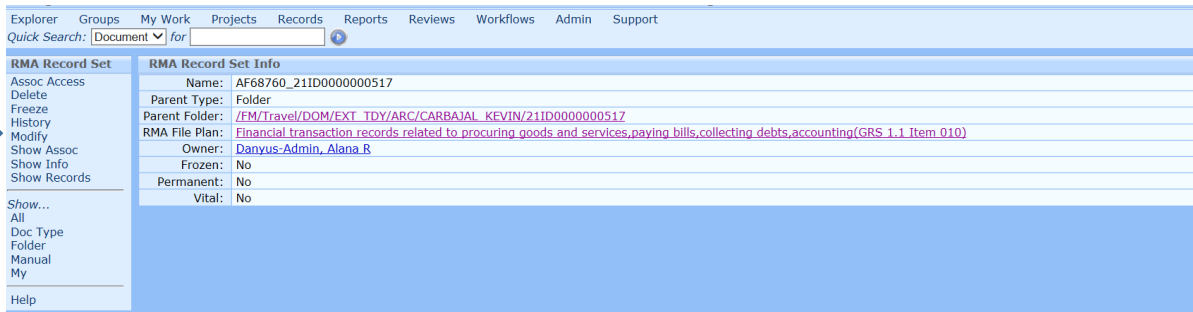
D. Add retention trigger date to Record set

1. At the "Folder Info" screen, select the *RMA Record Set*. (begins with AF)

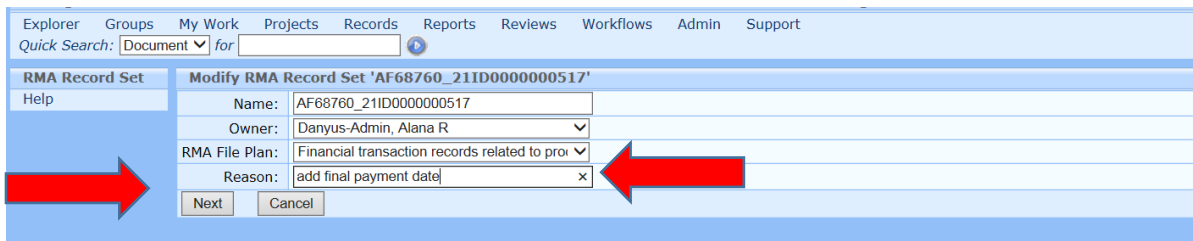
NSSC Service Delivery Guide	NSSDG-9200-0008 Revision 12.0
	Number
	Effective Date: November 3, 2023
	Expiration Date: November 3, 2026
Page 236 of 318	
Responsible Office: Accounts Receivable	
Subject: Accounts Receivable – Collection/Deposit Process SDG	



2. At the “RMA Record Set Info” screen, choose *Modify* from the left menu.



3. Enter reason and select NEXT.



4. Choose the retention trigger from the *New RMA Keyword* drop-down menu.

a. Final Payment Date

5. Select *Add* from the right of the screen.










































6. Enter the retention trigger date and select OK.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 237 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

STEP 4. NSSC SP Account Maintainer – Create new folders in Techdoc at Fiscal Year End.

A. Go to Journal Voucher in Techdoc.

/FM/AR/Journal Voucher		11 Folders and 0 Documents	
		Name	Description
	 	AR	Accounts Receivable
	 	Journal Voucher	Journal Voucher
	 	#Replace7#	
	 	1800009499	
	 	FY023	
	 	FY2017	FY2017 AR Journal Vouchers
	 	FY2018	FY2018 AR Journal Vouchers
	 	FY2019	FY2019 AR Journal Vouchers
	 	FY2020	FY2020 AR Journal Vouchers
	 	FY2021	FY2021 AR Journal Vouchers
	 	FY2022	Journal Vouchers for FY22
	 	FY2023	
	 	JV Log	

B. Click on Create Folder.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 238 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		



- C. Enter current Fiscal Year in Name.
- D. Enter "FY20XX AR Journal Vouchers" in Description.
- E. Uncheck "Check to add myself to the Notification List."
- F. Remove RMA File Plan.
- G. Enter "Create New Folder" in Reason

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 239 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

H. Click Ok.

Create Folder in /FM/AR/Journal Voucher

Name:	<input type="text" value="FY2024"/>
Description:	<input type="text" value="FY2024 AR Journal Vouchers"/>
	<input type="checkbox"/> Check to add myself to the Notification List
Organization:	<input type="text" value="FM - Financial Management"/>
RMA File Plan:	<input type="text"/>
Reason:	<input type="text" value="Create Folder"/>

I. Click Ok.

Associate

- Folder 'FY2024' successfully created.

Access for Folder 'FY2024'

Groups:	FM_FAB_IG (R) , FM_FSB_IG (O) , FM_NSSC (O) , CC (R) , FM_AR_IG (O) , FM_AR_SP (R,M,D,CF,CD) , FM_FAB_IC (O) , FM_FSB_SP (O) , FM_P&TB_SP (R) , IT_DM (O) , SDD & DD (R)
Users:	Harper, Sarita R (O) , Jenkins, Michelle (R,M,CF,CD)
Folder Inheritance:	<input type="text" value="Do not change child folders associations"/>

J. Once Fiscal Year folder has been created, create sub-folders for each type of JV.

K. Go to New Fiscal Year Folder.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 240 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

L. Click on Create Folder.

/FM/AR/Journal Voucher/FY2024			
		Name	Description
		Journal Voucher	Journal Voucher
		FY2024	FY2024 AR Journal Vouchers

M. Enter JV Type in Name.

N. Enter "JV Type Journal Vouchers" in Description.

O. Uncheck "Check to add myself to the Notification List."

P. Remove RMA File Plan.

Q. Add "Create Folder" in Reason.

R. Click "Ok."

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 241 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

Create Folder in /FM/AR/Journal Voucher/FY2024

Name:	<input type="text" value="AFDA"/>
Description:	<input type="text" value="AFDA Journal Vouchers"/>
	<input type="checkbox"/> Check to add myself to the Notification List
Organization:	FM - Financial Management ▼
RMA File Plan:	<input type="text"/>
Reason:	<input type="text" value="Create Folder"/>
<input type="button" value="OK"/> <input type="button" value="Cancel"/>	

S. Click Ok.

Associate








- Folder 'AFRC' successfully created.

Access for Folder 'AFRC'

Groups:	FM_FAB_IG (R) , FM_FSB_IG (O) , FM_NSSC (O) , CC (R) , FM_AR_IG (O) , FM_AR_SP (R,M,D,CF,CD) , FM_FAB_IC (O) , FM_FSB_SP (O) , FM_P&TB_SP (R) , IT_DM (O) , SDD & DD (R)
Users:	Harper, Sarita R (O) , Jenkins, Michelle (R,M,CF,CD)
Folder Inheritance:	Do not change child folders associations ▼
<input type="button" value="Next"/> <input type="button" value="OK"/>	

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 242 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

T. Repeat for all Types of JV.

	 	AFDA	AFDA Journal Vouchers
	 	AP PO Related MR Requests	AP PO Related MR Requests Journal Vouchers
	 	Closed Contract	Close Contract Journal Vouchers
	 	Copyright License	Copyright License Journal Vouchers
	 	Donations	Donations Journal Vouchers
	 	EUL	EUL Journal Vouchers
	 	Exchange Sales Proceeds	Exchange Sales Proceeds Journal Vouchers
	 	FY End Deposit Fund	FY End Deposit Fund Journal Vouchers
	 	HQ Book Sales	HQ Book Sales Journal Vouchers
	 	JP Morgan	JP Morgan Journal Voucher
	 	Jury Duty	Jury Duty Journal Vouchers
	 	JV Other	JV Other Journal Voucher
	 	Patent and Trademark	Patent and Trademark Journal Vouchers
	 	Restitution	Restitution Journal Voucher
	 	SO Refund to MR	SO Refund to MR Journal Vouchers
	 	Unclaimed Property	Unclaimed Property Journal Vouchers

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 243 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

PROCESS 18 – UPDATE THE C-KEY TAS/BETC IN OTCNET

OCFO Data Analysis Branch sends a notification to AR L3 that the cash flow profiles have been updated with the new fiscal year in SAM. The cash flow profiles will include the C-Key TAS/BETC for each Center also known as the Agency Accounting Code.

Note: Effective with FY22, OCFO decided the TAS would be 80X0122, a no-year TAS, which would then be able to stay the same every year.

At each fiscal year-end, an email is sent to OCFO DAB confirming the TAS will remain the same in FYXX (80X0122, a no-year TAS) and requests the Cash Flow Profile reports to be able to validate the new FYXX effective date. Once received, the cash flow profile reports are saved in a zipped file located at: R:\Accounts Receivable\Collections Wkbks\FY20XX.

The new TAS will need to be selected in OTCnet when opening for the new year while performing the check scanning process.

Note: The steps below would only occur if the TAS needed to be changed.

Once the cash flow profiles are received from DAB, NSSC AR L3 will update OTC.net with the updated Agency Accounting Code and Endpoint Mapping for the new fiscal year.

Note: If an Agency has identified accounting codes as a Treasury Account Symbol (TAS), only TAS identified as Valid by Shared Accounting Module (SAM) will be available for mapping to an OTC Endpoint.

STEP 1. NSSC Accounts Receivable L3 – Enter an Accounting Code

A. Log in OTCnet:

<https://www.otcnet.for.fiscal.treasury.gov/otcnet/views/home.xhtml>

1. Click the Administration tab.
2. From the Manage Organization menu, select Accounting Codes>Modify. The *Step 1 of 3 Select Organization Endpoint* page appears.
3. Select the highest level organization for which you want to add new accounting codes. The *Step 2 of 3: Update Accounting Codes* page appears.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 244 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

4. You will see the existing accounting codes, their descriptions and TAS designations available for edit.
5. Select “Add More Lines” and a new section will appear with blank fields allowing you to specify new Accounting Codes, Descriptions, and TAS designations.

Note: To input additional accounting codes, click Add More Lines to insert additional rows to the table. You must fill in all lines if you wish to again “Add More Lines”.

6. Click on TAS box, input “8020/210122” in Agency Accounting Code field, and input “Cross Agency Support, NASA” in Description field. Then click **Next**.
7. The *Step 3 of 3: Review Accounting Codes* page appears. Verify the information is correct and click **Submit**. A *Confirmation* page appears showing the accounting codes have been saved.

Note: If new accounting codes were added on the previous page, they will be displayed on the Review page at the bottom of the list of accounting codes.

STEP 2. NSSC Accounts Receivable L3 – Map Accounting Codes to OTC Endpoints

A. Log in OTCnet:
<https://www.otcnet.for.fiscal.treasury.gov/otcnet/views/home.xhtml>

1. Click the Administration tab.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 245 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

2. From the Manage Organization menu, select Accounting Codes and click Modify OTC Endpoint Mappings. The *Step 1 of 4: Select OTC Endpoint* page appears.
3. Select the OTC Endpoint for which accounting code endpoint mapping you would like to assign (NASA – National Aeronautics & Space Administration).
4. Under NASA – National Aeronautics & Space Administration, select the Center for which accounting code endpoint mapping you would like to assign. The *Step 2 of 4: View Assigned Accounting Codes* page appears.
5. Click Assign Mappings. Enter “8020/210122 in the search criteria for Accounting Code (Starting With) and click Search.

Note: All accounting codes that meet your search criteria and are not assigned to your OTC Endpoint display on the page. If you do not enter search criteria, all the accounting codes defined for the highest level organization appear.

6. The *Step 2 of 4 Continued: Search and Assign Accounting Codes* page appears. Check the Assign box(es) for the accounting codes that you want to assign and click Next.
7. The *Step 3 of 4: Assign Accounting Codes* page appears. Review and verify the accounting code(s) you would like to assign and click Next.
8. The *Step 4 of 4: Review Accounting Codes to Endpoint* page appears. Confirm the information is correct and click Submit to assign the accounting code(s) to the OTC Endpoint. A confirmation page appears showing that the accounting codes have been assigned to the OTC Endpoint

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 246 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

9. Click Manage Additional to update accounting code for other Centers, then Repeat Step 2.A.3 to 8.

STEP 3. NSSC Accounts Receivable L3 – Remove old Accounting Codes to OTC Endpoints

A. Log in OTCnet: <https://www.otcnet.fms.treas.gov/otcnet/views/home.xhtml>

1. Click the Administration tab.
2. From the Manage Organization menu, select Accounting Codes and click Modify OTC Endpoint Mappings. The *Step 1 of 4: Select OTC Endpoint* page appears.
3. Select the OTC Endpoint for which accounting code endpoint mapping you would like to assign (NASA – National Aeronautics & Space Administration).
4. Under NASA – National Aeronautics & Space Administration, select the Center for which accounting code endpoint mapping you would like to assign. The *Step 2 of 4: View Assigned Accounting Codes* page appears.
5. Click Remove Mappings.
6. Check the Remove box(es) for the accounting codes that you want to remove. Click Next (Proceed to *Step 4 of 4: Review Accounting Codes from Endpoint*).
7. The *Step 4 of 4: Review Accounting Codes to Endpoint* page appears. Confirm the information is correct and click Submit to assign the accounting code(s) to the OTC Endpoint. A confirmation page appears showing that the accounting codes have been removed from the OTC Endpoint
8. Click Manage Additional to remove accounting code for other Centers, then Repeat Step 2.A.3 to 7.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 247 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

SYSTEM COMPONENTS (EXISTING SYSTEMS)

IT System Title	IT System Description	Access Requirements
SN	System for work management and routing	User role at NSSC
SAP	Integrated Financial Management System	User role at NSSC
TechDoc	System for storing, reporting and documenting data	User role at NSSC
CIR(Collections Information Repository)	System for confirming Treasury deposits; replaced CA\$HLINK II	User role at NSSC
OTCnet	System for depositing paper checks; replaced PCC (Paper Check Conversion) OTC (Over-The-Counter)	User role at NSSC
Pay.gov	Treasury System for public payments	User role at NSSC
Business Objects (BOBJ) Analysis for Office	Business Warehouse for retaining SAP and other system data	User role at NSSC
FSCATT	Fund Status Change Approval Tracking Tool	User role at NSSC

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 248 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

CUSTOMER CONTACT CENTER STRATEGY

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

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 249 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

APPENDIX A - ACRONYM LIST

ACH	Automated Clearing House
ALC	Agency Location Code
AP	Accounts Payable
AR	Accounts Receivable
BA	Business Area
BAD	Budget and Accounting Division
BOA	Bank of America
BOBJ	Business Objects (BOBJ) Analysis for Office
BOC	Bill of Collection
CFR	Code of Federal Regulations
CIR	Collections Information Repository
CIRA	Central Image Research Archive
CMP	Continuous Monitoring Program
CS	Civil Servant
DI	Document Imaging
DOJ	Department of Justice
DOI	Department of the Interior
DP	Deposit Processor
DPM	Division of Payment Management
DRN	Document Reference Number

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 250 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

EFT	Electronic Funds Transfer
EPSS	Enterprise Performance Support System
EUL	Enhanced Use Lease
FAR	Finance Accounts Receivable
FAR	Federal Acquisition Regulation
FBWT	Fund Balance with Treasury
FM	Financial Management
FMS	Financial Management Services
FOIA	Freedom of Information Act
FOSC	Facility Operating Systems Contract
FRT	Finance Request Task
FSCATT	Fund Status Change Approval Tracking Tool
GL	General Ledger
GSFC	Goddard Space Flight Center
HHS	Health and Human Services
HQ	Headquarters
IDR	Invoice Data Requirements
IPAC	Intra-Governmental Payment and Collection System
IRN	Item Reference Number
IRS	Internal Revenue Service
IT	Information Technology
JSC	Johnson Space Center

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 251 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

JV	Journal Voucher
LOA	Line of Accounting
MIPR	Military Interdepartmental Purchase Request
MSFC	Marshall Space Flight Center
NASA	National Aeronautics and Space Administration
NPD	NASA Policy Directive
NPR	NASA Procedural Requirements
NSSC	NASA Shared Services Center
OCFO	Office of the Chief Financial Officer
OMB	Office of Management and Budget
OTCnet	Over the Counter Net
PAN	Payment Management System (PMS) Account Number
P-Card	Purchase Card
PCC	Paper Check Conversion
PMS	Payment Management System
PO	Purchase Order
POC	Point of Contact
PP	Payment Processor
RMA	Records Management Application
SAA	Space Act Agreement
SAP	Systems, Application and Products
SDG	Service Delivery Guide

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 252 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

SES	Senior Executive Service
SF	Standard Form
SGL	Standard General Ledger
SN	Service Now
SOD	Statement of Difference
SP	Service Provider
SWR	Stennis Work Request
TA	Travel Authorization
TAS	Treasury Account Symbol
TFM	Treasury Financial Manual
TRACS	Treasury Receivable, Accounting, and Collection System
TROR	Treasury Report on Receivables due from the Public
UPS	United Parcel Service
USD	U.S. Dollars

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 253 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

APPENDIX B – JOURNAL VOUCHER QUICK REFERENCE GUIDE

Journal Vouchers Quick Reference Guide			
	Type	Attachments	Description
1	Miscellaneous Receipts	JV Form Request to post funds to MR (if applicable) Cancelled Funds Screenshot (if applicable) Other Backup (if applicable) -IPAC (if not in related FAR) -Any other pertinent emails or backup -NPR References -etc. <i>Relate Collection / Posting Document FAR</i>	
	* Cancelled Funds		CTR - Customer/Vendor Name - Cancelled FUND - CASX122002D
	* Book Sales		CTR - Book Sales to Misc Receipts
	* Restitution/DOJ		CTR - Customer/Vendor Name - Restitution/DOJ
	* Less Than \$1.00		CTR - Customer/Vendor Name - Less than \$1.00
	* 2400 Doc to Misc. Receipts		CTR - Customer Name - Refund to Misc Receipts - Sales Order #
	Type	Attachments	Description
2	Salary Offset Reclassification	JV Form	CTR - Employee - Reclassify - PPXXXX - PPXXXX
		IDR Form, FOIA Request, Payroll Transfer Debt Request, etc...	
		Bi-weekly Datamart Report for all applicable Pay Periods	
		BOBJ Screen Shot	

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 254 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

		Other Backup (if applicable) -Any other pertinent emails or backup -IPAC if money moved between centers	
	Type	Attachments	Description
3	Jury Duty	JV Form	CTR - Employee Name - Jury Duty
		BOBJ Screen Shot	
		<i>Relate Collection / Posting Document FAR</i>	
	Type	Attachments	Description
4	US Bank	JV Form	
		Email Authorization	
		<i>Relate Collection / Posting Document FAR</i>	
	* US Bank PUR REFUND 1Q 15 PMT	US Bank PUR REFUND 1Q 15 PMT	
	* US Bank IBA REFUND 1Q 15 PMT	US Bank IBA REFUND 1Q 15 PMT	
* US Bank CBA REFUND 1Q 15 PMT	US Bank CBA REFUND 1Q 15 PMT		
* US Bank CBA REFUND 1Q 15 PMT	US Bank CBA REFUND 1Q 15 PMT		
	Type	Attachments	Description
5	Donations	JV Form	HQ's Donation
		Email from OCFO with authorization and posting information	

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 255 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

APPENDIX C – JOURNAL VOUCHER REVIEW MATRIX

JV Type	Description	Validation steps:
Miscellaneous Receipts	<p>To post cash into the Treasury Miscellaneous Receipts Account. The reasons for posting to MR vary:</p> <p>1) Monies received cannot be kept by NASA per statute</p> <p>2) Monies received cannot be kept by NASA due to cancelled funds</p> <p>3) Center determines reimbursable customer’s monies will not be sent back to them, but go to MR (due to small amount, or agreement with customer, etc.)</p>	<p>1) Ensure postings align with EPSS Day to Day Posting Guide</p> <p>2) Ensure backup documentation supports posting to MR (Center request or screenshot showing cancelled funds)</p> <p>3) 803200 (NON3200) should be used when posting due to cancelled funds</p> <p>4) 803220 (NON3220) should be used if funds are not cancelled</p> <p>5) Ensure amounts and/or totals are accurate according to backup</p> <p>6) Ensure JV explanation is correct and no misspellings</p>
Salary Reclassification	<p>A debt has been collected via an employee’s salary for a travel debt (usually). AR is going to move (reclass) the cash from the labor funds so it can be posted to the travel funds commit document by the Travel Office. There will be a credit (cash out) to the cash account because it is being moved from the labor fund.</p>	<p>1) The accounting code should align with the employee’s labor posting (seen in BOBJ report backup) and not the accounting code info of the travel debt request.</p>

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 256 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

		<p>2) Ensure BOBJ report backup reflects the pay period of the reclassification noted on the debt report.</p> <p>3) Credit to Cash (1010) and Debit to Expense Account (6100.1xxx). Reference EPSS Day to Day Posting Guide.</p> <p>4) Document type is XB – this is a labor adjustment code</p> <p>5) Ensure amounts and/or totals are accurate according to backup</p>
Jury Duty	An employee has served on a Jury and received a check payment by the court for doing so. The full or partial amount cannot be kept since NASA is paying Administrative Court Leave for employee. Employee cannot be “double paid” by government entities and therefore turns check over or pays NASA the amount via check or Pay.gov.	<p>1) Ensure the amount is posted to the salary accounting information from which he/she was paid Court Leave. You should see this in the BOBJ report.</p> <p>2) Ensure postings align with the EPSS Day to Day Posting Guide</p> <p>3) Ensure the document type is correct. A different document type is used when the monies are received in the current FY, but the court leave was</p>

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 257 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

		disbursed via their salary in the previous FY.
Donations	A person, estate or trust wants to donate an amount to NASA to further the mission.	<p>1) Ensure postings follow the EPSS Day to Day Posting guide</p> <p>2) Ensure cash account 1010.4114 is used</p> <p>3) Ensure you have approval from OCFO via email backup acknowledging the donation can be posted (this is generally acknowledging the donated amount does not have stipulations placed on it by the donor).</p>
Deposit Fund	An amount may be temporarily posted to the deposit fund (80X6500) at year end closing. This is primarily used for amounts received from non-federal reimbursable customers where the Sales Order is not yet established and the advance cannot yet be posted. However, it is sometimes used to post other non-federal amounts in order to prevent statement of difference at year end.	<p>1) Ensure accounts 1010.5255 and 2400.1000 is used.</p> <p>2) Ensure OCFO has approved use of the Deposit Fund (usually through an AAO Change Request process). CR number should be referenced.</p>

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 258 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

APPENDIX D – NSSC ACCOUNTS RECEIVABLE REVERSAL PROCESS

1. Accounts Receivable (AR) L2 notes a transaction that must be reversed.
2. AR L2 assesses the transaction for the type of reversal and selects the most appropriate code should be used. Please see the examples listed in the reversal reason code Tables below.
 - a. If the reversal code is one that is listed in – Tables A, B or C, AR L2 should proceed with the reversal, ensuring that documentation is attached in SAP, if applicable. The reason for reversal should be clearly notated in attachment list area.
 - i. For example, if the specific reversal is the wrong fund was used in creating the bill, AR L2 would use reversal reason code X3 and reverse the transaction.
3. For any reversal reason codes that are not identified in Table A, B or C, NSSC AR L2 should create a SN FRT and elevate to L2 Supervisor for confirmation of reason code to be utilized from Table D. Use of codes from Table D require L2 AR Supervisor approval.
 - a. AR L2 initiates the reversal reason code confirmation request via SN using:
 - i. Request Category: Accounts Receivable
 - ii. Request Subcategory: Reversal
 - iii. Create a “Reversal” Functional Detail (FDFRV) and populate the form for all cash account reversals (1010.XXXX).
 - iv. Attach any relevant SAP screenshots, rejected IPACs, or any other necessary information to the FRT
 - v. In the Work Info Notes field, create a detailed summary describing the nature of the reversal.
 - vi. AR L2 should also include a suggested reversal reason code from tables.
 - b. AR L2 will then elevate to AR L2 Supervisor.
 - i. The AR L2 Supervisor will review the attached documentation, Reversals tab, and detailed Work Info Notes, and confirm the given reversal reason code from tables, or suggest a new one. The AR L2 Supervisor will then return the FRT to AR L2.
4. Once confirmed, AR L2 will post the reversal using the reason code agreed upon in the FRT. AR L2 will also attach any necessary documents supporting the reversal in SAP.
5. At the beginning of each month, AR L3 will validate the reversal reason codes by running the Reversal Reason Code report in SAP. The reversal reason codes will be checked for accuracy, complete SAP attachments and that reversal reason is clearly notated.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 259 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

TABLE A - Bills

All Reversals should have proper supporting documentation attached in SAP in order to support the Reversal Reason Code Selected.

Code	Text	Examples
D1	Incorrect Doc Type Bill	The NSSC inputs the incorrect Doc Type on the billing document
V3	Incorrect Business Area Bill	The NSSC inputs the incorrect Business Area on the billing document*
W1	Rescinded by Payroll	Payroll rescinds Debt
W2	Reestablish Debt	Written-off Debt to Treasury but reestablished via Treasury collection of monies
W9	Approved Waiver	Debts that are waived
X1	Bill created against wrong GL account	This would be that the NSSC technician input the wrong GL account to post. (This would not be used if OCFO guidance changed triggering the GL to be changed)
X2	Incorrect Date Bill	NSSC inputs the incorrect date on the bill document
X3	Incorrect Fund Bill	NSSC inputs the incorrect fund on the billing document
Y1	Incorrect Fund Center Bill	The NSSC inputs the incorrect fund Center on the billing document
Y2	Transferred Debt	Transferred Payroll Debt
Y5	Posting Error Correction Bill	Wrong WBS, Cost Center, erroneously posted Debt when should be Credit Memo, erroneously posted Credit Memo when should be Debt; posting incorrect payment amount for a bill; bill posted as one type of debt and should be another (ZCOM, ZEPY, ZFED)
Y7	Rescinded by AP	IDR states "rescinded by AP"
Y8	Rescinded by Travel	Attach Rescinded BOC in SAP
Z1	Incorrect Customer Billed	Bill created under the incorrect customer number (mailed, entered,

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 260 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

		multiple customer numbers for same customer)
Z2	Incorrect Amount billed	Bill created for the wrong amount
X5	Center Request- incorrect amount billed	Center provided incorrect bill amount
X6	Center Request - wrong customer billed	Center provided wrong customer number

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 261 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

TABLE B - Collections

All Reversals should have proper supporting documentation attached in SAP in order to support the Reversal Reason Code Selected.

Code	Text	Examples
C1	Incorrect Date Collection	NSSC inputs the incorrect date on the collection document
C2	Incorrect Fund Collection	NSSC inputs the incorrect fund on the collection document
C3	Incorrect Fund Center Collection	The NSSC inputs the incorrect fund Center on the collection document*
C4	Posting Error Correction Collection	Wrong WBS, Cost Center, erroneously posted Debt when should be Credit Memo, erroneously posted Credit Memo when should be Debt
C5	Incorrect Customer Collected	Collection applied to the incorrect customer number
C6	Incorrect Doc Type Collection	The NSSC inputs the incorrect Doc Type on the collection document
V1	Incorrect G/L Account Collection	The NSSC inputs the incorrect G/L Account on the collection document*
V2	Incorrect Business Area Collection	The NSSC inputs the incorrect Business Area on the collection document*
V4	Incorrect Amount Collection	The NSSC inputs the incorrect Amount on the collection document*
X9	IPAC- Customer rejection	Customer rejects IPAC
Z4	Returned Check for NSF	Used for any returned collections received (checks, fedwires, pay.govs)
Z5	Payment Applied to Incorrect Account	Payment applied to the wrong account number
Z6	Customer paid principle only	Reversed interest accrued due to customer only paying principle amount of bill
Z9	IPAC outbound interface error	

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 262 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

TABLE C - Other		
All Reversals should have proper supporting documentation attached in SAP in order to support the Reversal Reason Code Selected.		
Code	Text	Examples
V5	Posting Error Refund	
V6	Macro/Script Error	
Z7	Reimbursable Refund - Reimbursable Other	Explanation within Notes section in SAP and/or backup documentation (emails, memos, etc.) If reversal is a result of an NSSC error, work with L3 to determine Reversal Code
Z8	Reversal of posting on suspense	
Z9	IPAC outbound interface error	
01	Reversal in current period	DO NOT USE REVERSAL REASON CODE
02	Reversal in closed period	DO NOT USE REVERSAL REASON CODE
03	Actual reversal in current period	DO NOT USE REVERSAL REASON CODE
04	Actual reversal in closed period	DO NOT USE REVERSAL REASON CODE
05	Accrual/deferral posting	DO NOT USE REVERSAL REASON CODE
H1	HHS reversal	DO NOT USE REVERSAL REASON CODE

TABLE D - Approval Required

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 263 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

All Reversals should have proper supporting documentation attached in SAP in order to support the Reversal Reason Code Selected.

Code	Text	Examples
W7	AP-Other	
W8	Travel-Other	
X4	Erroneous Bill	Previous disputed bill by customer where the debt was found to be invalid *
X8	Other - (explanation required)	Reversal reason does not fit into other reversal code categories. Full explanation required in Notes section of SAP with supporting documentation, if applicable
Y3	Timing Issue	FBWT Request or having to reverse interest, fees, or penalties due to the principle amount being paid within the allotted timeframe
Y4	No Open Receivable	A collection is posted without having a receivable established.
Y6	SR submitted	Fix per SR requires reversal
Y9	OCFO Guidance	Attach Email/memo from OCFO in SAP
Z3	Mutual Agreement with Customer	Agreement has been reached with customer to reverse an item that will not be billed to them.
X7	Center Request - other	Attach Email/memo from Center in SAP

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 264 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

APPENDIX E – EFT RETURN REASON CODES

Reason for Return from Treasury

VA Checks:

Undeliverable
01
Remarried (Payee Code 10)
02
Deceased
03
Income Limitation
04
VA Requested or Payee Returned
05
Other
06
Replacement Check Returned
09

Tax Checks:

Holds
01
Undeliverable
02
Correspondence
03

EFT/Miscellaneous Checks:

Undeliverable/Banking information invalid
02
Deceased
06
VA Transmittal or Request
08
Other
10
Correspondence
11
Invalid/Missing RTN (Routing Transit Number)
60
Invalid/Missing Account Code (01-checking or 02-saving)
61

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 265 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

APPENDIX F – INSTRUCTIONS FOR RETURNING FUNDS TO THE DIVISION OF PAYMENT MANAGEMENT (DPM)

Returning Funds

The DPM prefers that you return funds using **ACH Direct Deposit** (REX or Remittance Express) or **FedWire**. If you are unable to use these two forms of deposit, please contact the **ONE-DHHS Finance Request** at (877) 614-5533 or click [here](#) to send an e-mail. For Fedwire, ACH Returns and ALC corrections click on the following link to obtain the forms and instructions: [Credit Gateway - Guidelines and Forms \(treasury.gov\)](#)

IMPORTANT - PLEASE INCLUDE:

Your Payment Management System (PMS) Account Number (PAN) and PMS document number with your submission. [NOTE: The Payment Management System (PMS) Account Number (PAN) is the same series of alpha-numeric characters which are used for payment request purposes (for example: C1234G1)]. This is important so we know to whom to credit the funding.

Please include with each submission the reason for the return such as:

- is it Excess Cash
- funds not spent
- interest, part interest part other

On electronic returns there are fields in place for submitting information with the financial data. Please make use of these fields. Please include pertinent subaccount information if it applies.

ACH Returns (Direct Deposit)

Returning funds to DPM via ACH (Automated Clearing House) means you will most likely be returning funds to DPM in the manner in which they were received at your organization.

You will need the following information:

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 266 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

- The DPM ACH Routing Number is: **051036706**
- The DPM DFI Accounting Number: **303000**

Bank Name: Credit Gateway - ACH Receiver

Location: St. Paul, MN

International ACH Returns (Direct Deposit)

If the payment is being sent in **U.S. Dollars (USD)** use the following instructions:

- Beneficiary Account: Federal Reserve Bank of New York/ITS (Can abbreviate: FRBNY/ITS)
- Bank: Citibank N.A. (New York)
- SWIFT Code: CITIUS33
- Account Number: 36838868
- Bank Address: 388 Greenwich Street, New York, NY 10013
- Payment Details (Line 70): Agency Name (abbreviated when possible) and ALC
- Agency POC: Michelle Haney, (301)492-5065

Note: For a USD payment, the payment sender must include **75010501** as the **Agency Locator Code** along with the name US Department of Health and Human Services in the Payment Details (Line 70) section of the SWIFT message. This information must be in this section of the payment instructions or ITS will not be able to identify for which Agency the payment is intended. Without this identifying information, ITS will be required to return the payment as unidentified or unpostable. The receiving account is in the name of "Federal Reserve Bank of New York/ITS" and the payment originator should list that as the name on the beneficiary account.

FedWire Returns

A FedWire return is a return via a WIRE. You will need the following information:

- The DPM FedWire Routing Number: **021030004**
- The DPM ALC (Agency Location Code): **75010501**

Bank Name: Federal Reserve Bank

Treas NYC/Funds Transfer Division

Location: New York, NY

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 267 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

Note: FedWire returns will not be posted to your account until the next business day.

Check Returns

If you choose to return funding via a check, please be sure to use the following information:

- Check made payable to The Department of Health and Human Services
- Indicate your Payment Management System (PMS) Account Number

(PAN) on the check. [NOTE: The Payment Management System (PMS) Account Number (PAN) is the same series of alpha-numeric characters which are used for payment request purposes (for example: C1234G1)].

- Mail the Check to:

HHS Program Support Center
PO Box 530231
Atlanta, GA 30353-0231

Please include a brief statement explaining the nature of the return.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 268 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		



Pay.gov has been developed to meet the Department of the Treasury's Financial Management Service Division's commitment to process collections electronically.

- Pay.gov is a secure, Government-wide, Internet collection portal.
- Pay.gov provides the ability to make payments by check, credit card, or debit card 24-hours-a-day.
- Pay.gov is Web-based, allowing customers to make payments from any computer with Internet access.
- Pay.gov does NOT require a login ID or password to use the service.

For Bank Account (ACH) payments you will need:

- Account Holder Name
- Payment Amount
- Account Type
- ABA Routing Number
- Account Number
- Check Number
- Payment Date
- Contact Phone Number
- Bill or Debt ID Number
- Contract/PO Number
- Travel Authorization Number
- Type of Debt

For credit or debit card payments you will need:

- Account Holder Name
- Payment Amount
- Billing Address
- Card Type
- Card Number
- Security Code
- Expiration Date
- Payment Date
- Contact Phone Number
- Bill or Debt ID Number
- Contract/PO Number
- Travel Authorization Number
- Type of Debt

*Please note that credit card payments cannot be made in increments higher than \$24,999.99.

*However, note that there is no limit on debit card payments. Only Visa, MasterCard, AMEX, and Discover are accepted.

To make a payment:

- Go to the NASA Shared Services Center (NSSC) Web site at <https://www.nasa.gov/specials/nssc-pay/>.
- Select the appropriate NASA Center from the **NASA Center** drop-down menu.
- Select **Direct** from the **Transaction Type** drop-down menu.
- Fill the required information marked with a red asterisks and additional information if applicable.
- Click the **Submit** button.
- A payment type option screen will appear. Payments can be made using an ACH Debit or a Credit Card.
- Enter payment information in the fields provided. The required fields are marked with a red asterisk.
- Click **Continue** if the payment information entered is correct. To cancel the payment, click the **Cancel** button.
- Review and read the "Authorization and Disclosure" statement. Check the agreement box and click **Continue**.
- Enter a personal email address to receive a confirmation number at the end of your transaction. Click **Confirm**. Please retain this number for your records.

If you have any problems with the system during the payment process, please call Pay.gov Customer Service at 800-624-1373. For all other inquiries, please contact the NSSC Customer Contact Center at 877-677-2123.



NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 269 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

APPENDIX H – FINANCE REQUEST TASK ELEVATION TO ACCOUNTS RECEIVABLE L3

Elevation to L3: All SN FRTs must be researched and fully documented prior to being elevated to L3. Listed below is the order of elevation for all FRTs.

Order of Elevation:

1. L2 Payment Processor / Account Maintainer
2. L2 AR SP Supervisor or designee
3. L3 Primary POC. If the primary POC is unavailable, the L3 Back up POC
4. L3 AR Lead, if needed.
5. All returns for additional information are returned to L2 AR SP Supervisor or designee.

Prior to Elevating FRT to L3, please input the following information into the FRT:

1. Customer name
2. Customer Contact information (if applicable)
3. Customer SAP Account #
4. BOC#s
5. All e-mail Communications related to the FRT
6. Activity or steps taken prior to elevation
7. Reason for elevation
8. State what is requested from L3

Types of FRTs to be elevated to L3: Listed below are some of the more common issues that should be elevated to L3. Please note that this listing is not all inclusive.

1. All policy related questions should be routed to L3 for determination
 - a. L2 must reference any applicable Treasury, NPR, SDG, EPSS, or OCFO guidance in the FRT in question.
 - b. If there is not a policy related to the issue or if L2 is unsure of which policy is applicable to the matter, L2 must confer with the AR L2 Supervisor or designee prior to routing the FRT to L3.
 - c. L2 must document in the FRT the areas checked for guidance such as the SDG, EPSS, or NPR/NPD.
2. Customer Complaints and Treasury (FedDebt) disputes
 - a. Prior to routing FRT to L3, L2 should try to determine the reason for the complaint from the customer. Distinguish a customer dispute, Treasury

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 270 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

dispute or a waiver request by making sure that the customer is claiming that they do not owe the charges on the bill. If the customer is requesting to speak to someone from L3, elevate the FRT with details.

- i. If the FRT is determined to be a dispute, determine whether the dispute is a Treasury dispute or a dispute of the validity of the bill.
 - ii. If the dispute is over the validity, AR L2 will route to the functional area who originated the bill. The functional area will review the bill for validation.
- b. If the request is determined not to be a valid dispute, AR L2 will provide the details of the original communication, if applicable in the notes of the work log (i.e., what charges on the bill that the customer does not agree with).
 - c. Relate FAR that are related to the complaint or Treasury dispute.
 - d. If it is determined to be a Treasury Dispute, AR L2 will escalate the FRT to AR L3 immediately.
 - e. Disputed debts from Treasury are time sensitive and should be routed to L3 immediately with the applicable supporting documentation.
- NOTE: All disputed Reimbursable bill of collections must be routed to the Center for review.
3. TROR and CMP Returns
 - a. Document the history of the CMP.
 - b. Begin the correction process, if applicable.
 - c. Route to L3 for review and approval.

NOTE: Questions from OCFO related to the TROR and CMPs should be elevated to L3 immediately with any notes attached.
 4. Request for payment plans
 - a. Determine if the debtor is a current NASA employee. If so, L2 should initiate a voluntary salary offset.
 - b. Non-NASA Employees- provide the Center, customer number, bill of collection(s) number, and customer contact information, then route to L3 for review of promissory note.
 - c. L3 will review promissory note for accuracy and return to L2 to contact customer.
 5. Request for Waiver/Waiver Determination (please see waiver process for detailed steps.)

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 271 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

- a. L2 should compile the waiver package to include all pertinent supporting documentation. Once complete, the FRT should be routed to L3 for review as indicated in the waiver process.
 - b. Once review is completed, L3 will resolve the “review” FRT in SN in order to auto generate the next step in the waiver process and create a new FRT assigned to L2 to route for approval.
6. Salary Offset Notification (Friendly Reminders)
 - a. L2 should determine which employees should be sent the friendly reminders.
 - b. Populate the appropriate information into the salary offset notification such as the bill number, customer name, dollar amount, and bill date.
 - c. Route the notification for review and approval to L3 via SN FRT
 - d. L3 review/approval the request.
 - e. After the review is completed route the FRT back to L2 who will send the notification to the employee via SN, save a copy in TechDoc and hold the FRT until DOI sends Payroll deductions.
7. Request for “Paid in Full” on receivables
 - a. Determine if the debtor can be provided an account statement to fulfill the request. If so, L2 should initiate an account statement and send to debtor.
 - b. If the customer has requested a receipt of check or “paid in full” on the account statement, L2 will elevate to L3 to finalize.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 272 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

APPENDIX I – EXAMPLES OF SERVICE NOW ACCOUNTS RECEIVABLE TABS

FOIA

Accounts Receivable	Worknotes	Activity	System	
---------------------	-----------	----------	--------	--

Custom [REDACTED]

Dollar Amount [REDACTED]

Check Date [REDACTED]

Check Number

Agreement Number

* FOIA Request Number

P-Card Orderlog

FEWT Reason

Fee

Expected Posting Date

DRN/IPAC Value

DRN/IPAC

Advance Notification

Friendly Reminder

Salary Offset

Erroneous P-Card Use

Unidentified Check

Returned Collection

IPAC Rejection

FOIA Notification

* AR Center

* Collection Type

Collection Category

TAB

BETC

Date of Treasury Confirmation

Document Reference Number

Return/Refund Reason

Customer Number

Sales Order Number

Line Item

TA Number

AR Bill Number

Fiscal Year

AR Bill Date

Travel/AP/HR Credit Memo

Cash Posting/Clearing Doc

AR Credit Memo

Billable?

NSSC Service Delivery Guide	NSSDG-9200-0008 Revision 12.0
	Number
	Effective Date: November 3, 2023
	Expiration Date: November 3, 2026
Page 273 of 318	
Responsible Office: Accounts Receivable	
Subject: Accounts Receivable – Collection/Deposit Process SDG	

IPAC Payment

Accounts Receivable	Worknotes	Activity	System
Customer			
Dollar Amount	\$	2,787.18	
Check Date			
Check Number			
Agreement Number			
FOIA Request Number			
P-Card Orderlog			
FBWT Reason	AR Collection pending NSSC posting		
Fee	N/A		
Expected Posting Date	2021-06-30		
DRN/IPAC Value			
DRN/IPAC			
Advance Notification	<input type="checkbox"/>		
Friendly Reminder	<input type="checkbox"/>		
Unidentified Check	<input type="checkbox"/>		
* AR Center	Goddard Space Flight Center		
* Collection Type	IPAC		
Collection Category	Other Releivables		
TAS	-- None --		
BETC	-- None --		
Date of Treasury Confirmation	2021-06-02		
Document Reference Number	210007840001		
Return/Refund Reason			
Customer Number	869		
Sales Order Number			
Line Item			
TA Number			
AR Bill Number			
Fiscal Year			
AR Bill Date			
Travel/AP/MR Credit Memo	1400004988		
Cash Posting/Clearing Doc	1400004988		
AR Credit Memo	1400004988		
Billable?	<input type="checkbox"/>		

NSSC Service Delivery Guide	NSSDG-9200-0008 Revision 12.0
	Number
	Effective Date: November 3, 2023
	Expiration Date: November 3, 2026
Page 274 of 318	
Responsible Office: Accounts Receivable	
Subject: Accounts Receivable – Collection/Deposit Process SDG	

IPAC Fed Debt

Accounts Receivable	Worknotes	Activity	System
Customer	Zachary Morgan	<input type="text"/>	<input type="text"/>
Dollar Amount	\$ 2,437.37	<input type="text"/>	<input type="text"/>
Check Date	<input type="text"/>	<input type="text"/>	<input type="text"/>
Check Number	<input type="text"/>	<input type="text"/>	<input type="text"/>
Agreement Number	<input type="text"/>	<input type="text"/>	<input type="text"/>
FOIA Request Number	<input type="text"/>	<input type="text"/>	<input type="text"/>
P-Card Orderlog	<input type="text"/>	<input type="text"/>	<input type="text"/>
FBWT Reason	AR Collection pending NSSC posting	<input type="text"/>	<input type="text"/>
Fee	N/A	<input type="text"/>	<input type="text"/>
Expected Posting Date	2021-06-30	<input type="text"/>	<input type="text"/>
DRN/IPAC Value	<input type="text"/>	<input type="text"/>	<input type="text"/>
DRN/IPAC	<input type="text"/>	<input type="text"/>	<input type="text"/>
Advance Notification	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friendly Reminder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unidentified Check	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* AR Center	Kennedy Space Center	<input type="text"/>	<input type="text"/>
* Collection Type	IPAC	<input type="text"/>	<input type="text"/>
Collection Category	FedDebt	<input type="text"/>	<input type="text"/>
TAS	-- None --	<input type="text"/>	<input type="text"/>
BETC	-- None --	<input type="text"/>	<input type="text"/>
Date of Treasury Confirmation	2021-06-03	<input type="text"/>	<input type="text"/>
Document Reference Number	913503990001	<input type="text"/>	<input type="text"/>
Return/Refund Reason	<input type="text"/>	<input type="text"/>	<input type="text"/>
Customer Number	124249	<input type="text"/>	<input type="text"/>
Sales Order Number	<input type="text"/>	<input type="text"/>	<input type="text"/>
Line Item	<input type="text"/>	<input type="text"/>	<input type="text"/>
TA Number	<input type="text"/>	<input type="text"/>	<input type="text"/>
AR Bill Number	1800006434	<input type="text"/>	<input type="text"/>
Fiscal Year	2021	<input type="text"/>	<input type="text"/>
AR Bill Date	2021-06-08	<input type="text"/>	<input type="text"/>
Travel/AP/MR Credit Memo	<input type="text"/>	<input type="text"/>	<input type="text"/>
Cash Posting/Clearing Doc	SEE NOTES	<input type="text"/>	<input type="text"/>
AR Credit Memo	<input type="text"/>	<input type="text"/>	<input type="text"/>
Billable?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

NSSC Service Delivery Guide	NSSDG-9200-0008 Revision 12.0
	Number
	Effective Date: November 3, 2023
	Expiration Date: November 3, 2026
Page 275 of 318	
Responsible Office: Accounts Receivable	
Subject: Accounts Receivable – Collection/Deposit Process SDG	

P-Card

Accounts Receivable	Workr	[Redacted]
Customer	NECSEL IP, INC.	[Search] [Info]
Dollar Amount	\$ 1,485.33	[Edit]
* Check	[Redacted]	[Calendar]
* Check Number	48290	
Agreement Number		
FOIA Request Number		
* P-Card Orderlog	PC11725576	
FBWT Reason	AP PCard Refund pending NSSC Post	[Search] [Info]
Fee	N/A	[Dropdown]
Expected Posting Date	2021-05-31	[Calendar]
DRN/IPAC Value		
DRN/IPAC		[Calendar]
Advance Notification	<input type="checkbox"/>	
* AR Center	Armstrong Flight Research Center	[Search] [Info]
* Collection Type	Check	[Dropdown]
Collection Category	PCard Refund	[Dropdown]
TAS	-- None --	[Dropdown]
BETC	-- None --	[Dropdown]
Date of Treasury Confirmation	2021-05-25	[Calendar]
Document Reference Number	00300446-001	
Return/Refund Reason		
Customer Number	120816	
Sales Order Number		
Line Item		
TA Number		
AR Bill Number	1800008144	

NSSC Service Delivery Guide	NSSDG-9200-0008 Revision 12.0
	Number
	Effective Date: November 3, 2023
	Expiration Date: November 3, 2026
Page 276 of 318	
Responsible Office: Accounts Receivable	
Subject: Accounts Receivable – Collection/Deposit Process SDG	

IPAC Personal Property

Accounts Receivable	Worknotes	Activity	System
Customer	IPAC PERSONAL PROPERTY	<input type="text"/>	<input type="text"/>
Dollar Amount	\$ 2,315.50	<input type="text"/>	<input type="text"/>
Check Date	<input type="text"/>	<input type="text"/>	<input type="text"/>
Check Number	<input type="text"/>	<input type="text"/>	<input type="text"/>
Agreement Number	P41N0400	<input type="text"/>	<input type="text"/>
FOIA Request Number	<input type="text"/>	<input type="text"/>	<input type="text"/>
P-Card Orderlog	<input type="text"/>	<input type="text"/>	<input type="text"/>
FBWT Reason	AR Advance pending Center posting	<input type="text"/>	<input type="text"/>
Fee	N/A	<input type="text"/>	<input type="text"/>
Expected Posting Date	2021-06-30	<input type="text"/>	<input type="text"/>
DRN/IPAC Value	<input type="text"/>	<input type="text"/>	<input type="text"/>
DRN/IPAC	<input type="text"/>	<input type="text"/>	<input type="text"/>
Advance Notification	<input checked="" type="checkbox"/>	<input type="text"/>	<input type="text"/>
* AR Center	Marshall Space Flight Center	<input type="text"/>	<input type="text"/>
* Collection Type	IPAC	<input type="text"/>	<input type="text"/>
Collection Category	Reimbursable Agreement	<input type="text"/>	<input type="text"/>
TAS	-- None --	<input type="text"/>	<input type="text"/>
BETC	-- None --	<input type="text"/>	<input type="text"/>
Date of Treasury Confirmation	2021-06-04	<input type="text"/>	<input type="text"/>
Document Reference Number	600974320001	<input type="text"/>	<input type="text"/>
Return/Refund Reason	<input type="text"/>	<input type="text"/>	<input type="text"/>
Customer Number	<input type="text"/>	<input type="text"/>	<input type="text"/>
Sales Order Number	<input type="text"/>	<input type="text"/>	<input type="text"/>
Line Item	<input type="text"/>	<input type="text"/>	<input type="text"/>
TA Number	<input type="text"/>	<input type="text"/>	<input type="text"/>
AR Bill Number	<input type="text"/>	<input type="text"/>	<input type="text"/>

NSSC Service Delivery Guide	NSSDG-9200-0008 Revision 12.0
	Number
	Effective Date: November 3, 2023
	Expiration Date: November 3, 2026
Page 277 of 318	
Responsible Office: Accounts Receivable	
Subject: Accounts Receivable – Collection/Deposit Process SDG	

Restitution Check

4000 characters remaining of 4000 characters

Accounts Receivable	Worknotes	Activity	System
Customer	Elizabeth Osborne		
Dollar Amount	\$ 496.29		
* Check Date	2021-09-28		
* Check #	[REDACTED]		
Agreement #	[REDACTED]		
FOIA Request Number			
P-Card Orderlog			
FBWT Reason	AR Collection pending NSSC Misc Receipts Posting		
Expected Posting Date	[REDACTED]		
DRN/IPAC TYPE			
DRN/IPAC			
Advance Notification	<input type="checkbox"/>		
Friendly Reminder	<input type="checkbox"/>		
Salary Offset	<input type="checkbox"/>		
Erroneous P-Card Use	<input type="checkbox"/>		
Unidentified check	<input type="checkbox"/>		
Returned Collection	<input type="checkbox"/>		
IPAC Rejection	<input type="checkbox"/>		
FOIA Notification	<input type="checkbox"/>		
* AR Center	Kennedy Space Center		
* Collection Type	Check		
Collection Category	Restitution		
TAS	-- None --		
BETC	-- None --		
Date of Treasury Confirmation	2021-07-08		
Document Reference Number	00826156-001		
Return/Refund Reason			
Customer Number			
Sales Order Number			
Line Item			
TA Number			
AR Bill Number			
Fiscal Year			
AR Bill Date			
Travel/AR Credit Memo			
Cash Posting/Clearing Doc			
AR Credit Memo			
Billable?	<input type="checkbox"/>		

JSC DOJ

Accounts Receivable	Notes	Notification Activity	System
Customer Name	US DEPARTMENT OF JUSTIC		
Dollar Amount	\$242.50		
Under \$10	<input type="checkbox"/>		
Check Number	N/A		
Date of Check			
Agreement Number			
FOIA Request Number			
FBWT Reason	AR Collection pending Misc		
Expected Posting Date	2016-02-29		
AR Center	Johnson Space Center		
Collection Type	IPAC		
Collection Category	Misc. Receipts		
TAS/BETC	-- None --		
If Other, TAS/BETC			
Date of Treasury Confirmation	2016-02-08		
Document Reference Number	144944790001		
Return Reason			

NSSC Service Delivery Guide	NSSDG-9200-0008 Revision 12.0
	Number
	Effective Date: November 3, 2023
	Expiration Date: November 3, 2026
Page 278 of 318	
Responsible Office: Accounts Receivable	
Subject: Accounts Receivable – Collection/Deposit Process SDG	

Returned Payment

Accounts Receivable	Worknotes	Activity	System
---------------------	-----------	----------	--------

Customer	JEFFREY STACHEWICZ	AR Center	Headquarters
Dollar Amount	\$ 29.85	* Collection Type	Returned Item
Check Date		Collection Category	-- None --
Check Number		TAS	-- None --
Agreement Number		BETC	-- None --
FOIA Request Number		Date of Treasury Confirmation	2021-07-09
P-Card Orderlog		Document Reference Number	0003220-001
FEWT Reason		Return/Refund Reason	
Fee	-- None --	Customer Number	
Expected Posting Date		Sales Order Number	
DEN/IPAC Value		Line Item	
DEN/IPAC		TA Number	
Advance Notification	<input type="checkbox"/>	AR Bill Number	
Friendly Reminder	<input type="checkbox"/>	Fiscal Year	
Salary Offset	<input type="checkbox"/>	AR Bill Date	
Erroneous P-Card Use	<input type="checkbox"/>	Travel/AP/IR Credit Memo	
Unidentified Check	<input type="checkbox"/>	Cash Posting/Clearing Doc	
Returned Collection	<input type="checkbox"/>	AR Credit Memo	
IPAC Rejection	<input type="checkbox"/>	Billable?	<input type="checkbox"/>
FOIA Notification	<input type="checkbox"/>		

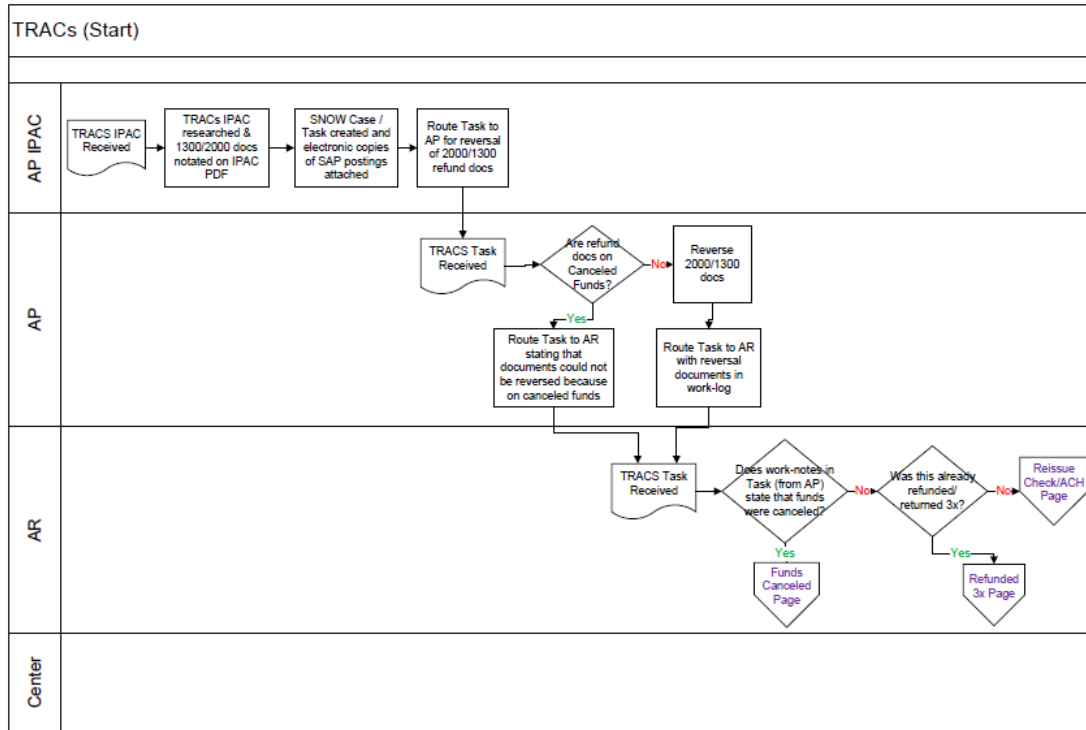
NSSC Service Delivery Guide	NSSDG-9200-0008 Revision 12.0
	Number
	Effective Date: November 3, 2023
	Expiration Date: November 3, 2026
Page 279 of 318	
Responsible Office: Accounts Receivable	
Subject: Accounts Receivable – Collection/Deposit Process SDG	

Rejected IPAC

Accounts Receivable	Worknotes	Activity	System
Customer	DEPARTMENT OF THE SPACE FORCE		
* Dollar Amount	\$ 41,215.00		
Check Date			
Check Number			
Agreement Number			
FOIA Request Number			
P-Card Orderlog			
FBWT Reason	AR IPAC Rejection pending Center Guidance		
Fee	N/A		
Expected Posting Date	2021-06-30		
DRN/IPAC Value	021032570001		
DRN/IPAC	2021-06-01		
Friendly Reminder	<input type="checkbox"/>		
Unidentified Check	<input type="checkbox"/>		
IPAC Rejection	<input checked="" type="checkbox"/>		
* AR Center	Goddard Space Flight Center		
* Collection Type	IPAC		
Collection Category	Reimbursable Agreement		
TAS	-- None --		
BETC	-- None --		
Date of Treasury Confirmation	2021-06-02		
Document Reference Number	7851J98F0001		
Return/Refund Reason	SHELLICE FORRESTER 216-204-6840/D: THE L		
Customer Number	6168		
Sales Order Number			
Line Item			
TA Number			
AR Bill Number	8000010305		
Fiscal Year	2021		
AR Bill Date	2021-05-27		
Travel/AP/MR Credit Memo			
Cash Posting/Clearing Doc			
AR Credit Memo			
Billable?	<input type="checkbox"/>		

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 280 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

APPENDIX J- TRACS IPAC – RETURNED REFUND PROCESS FLOW

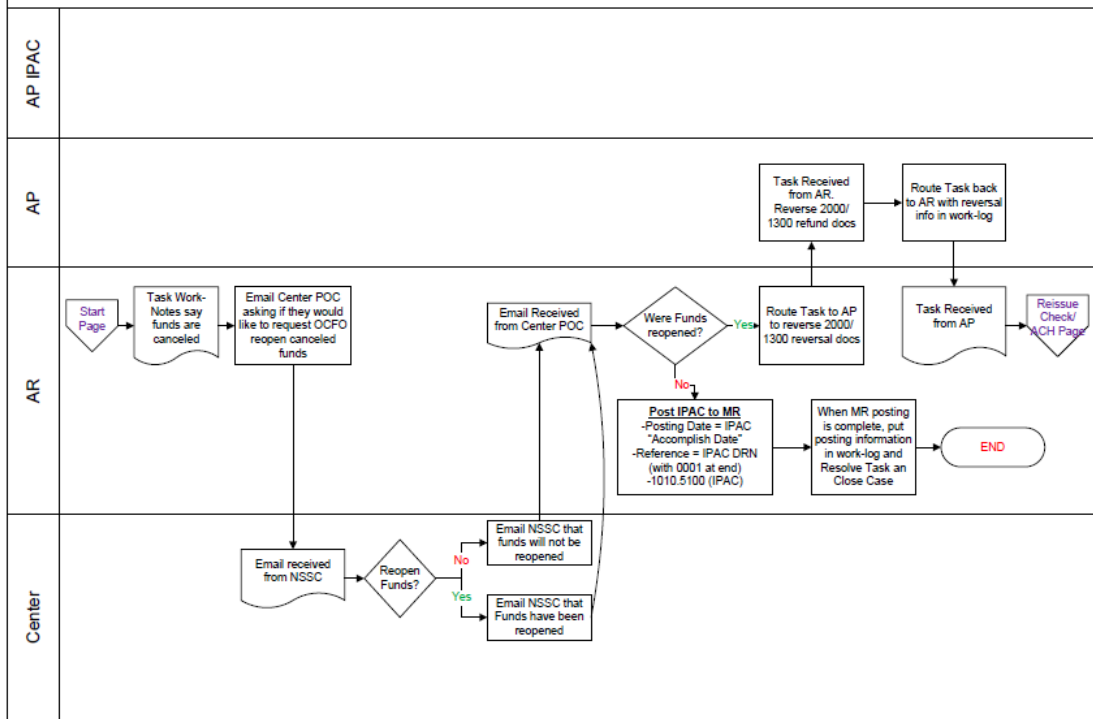


AR Helpful Hint: If you have several TRACS customers affected in one Case/Task (on one IPAC), it may be helpful to create a new Case/Task for each customer and relate back to the master/main Case as tracking all items in one Case can get confusing.

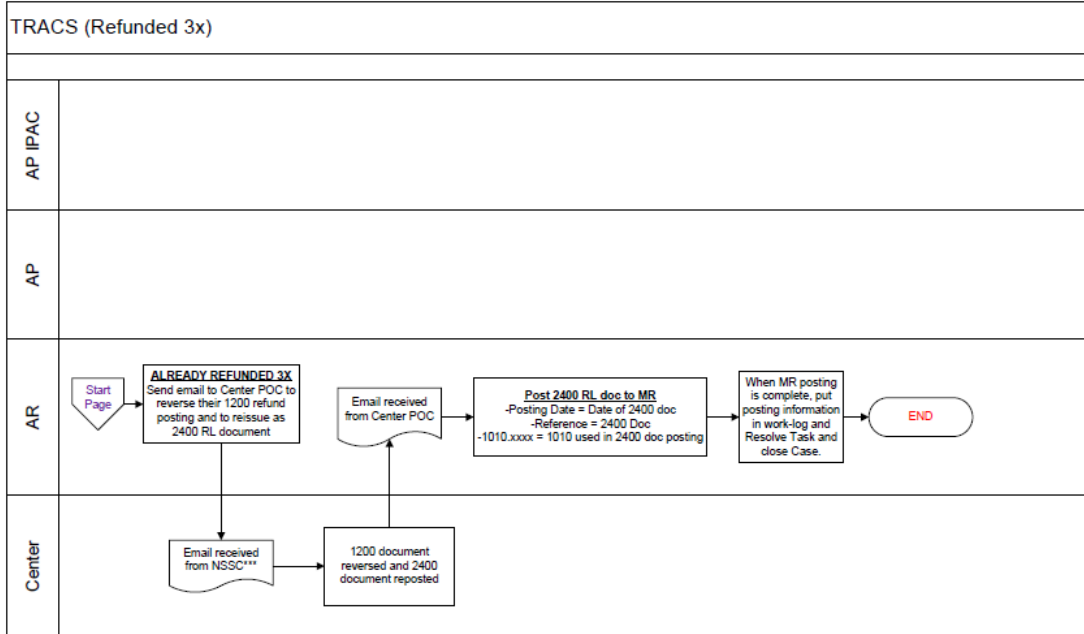
Responsible Office: Accounts Receivable

Subject: Accounts Receivable – Collection/Deposit Process SDG

TRACs (Funds Canceled)

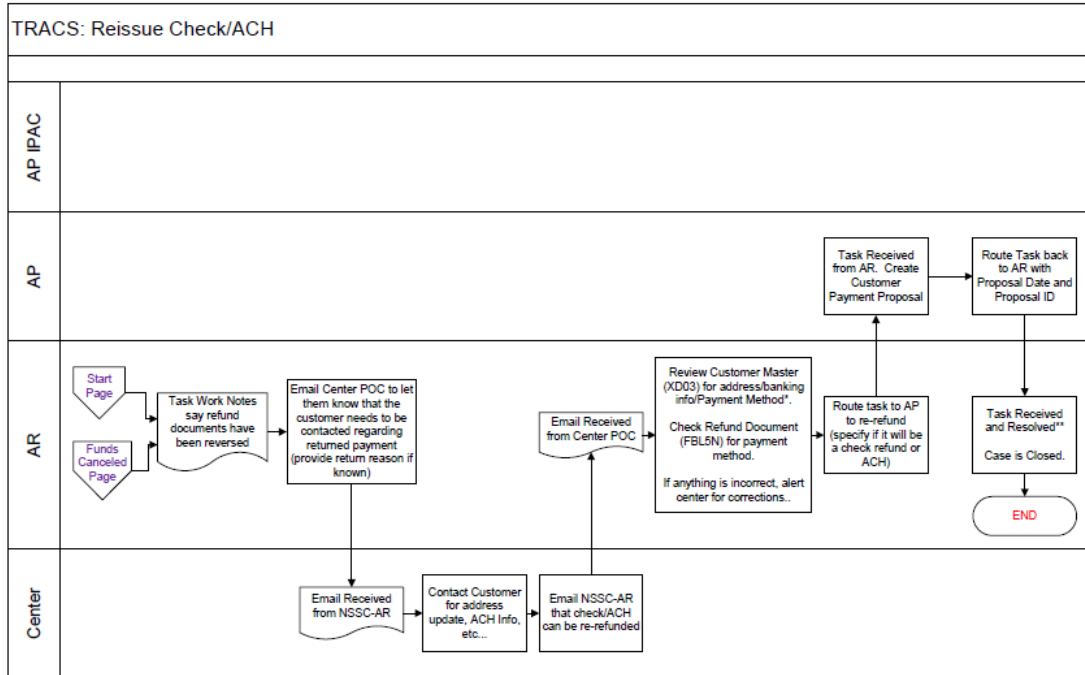


NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 282 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		



***If you cannot get center to do this reversal/ reposting step above, AM can reverse 1200 document and PP can repost 2400 RL document

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 283 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		



***Payment Method**
Check = 5
ACH = 6

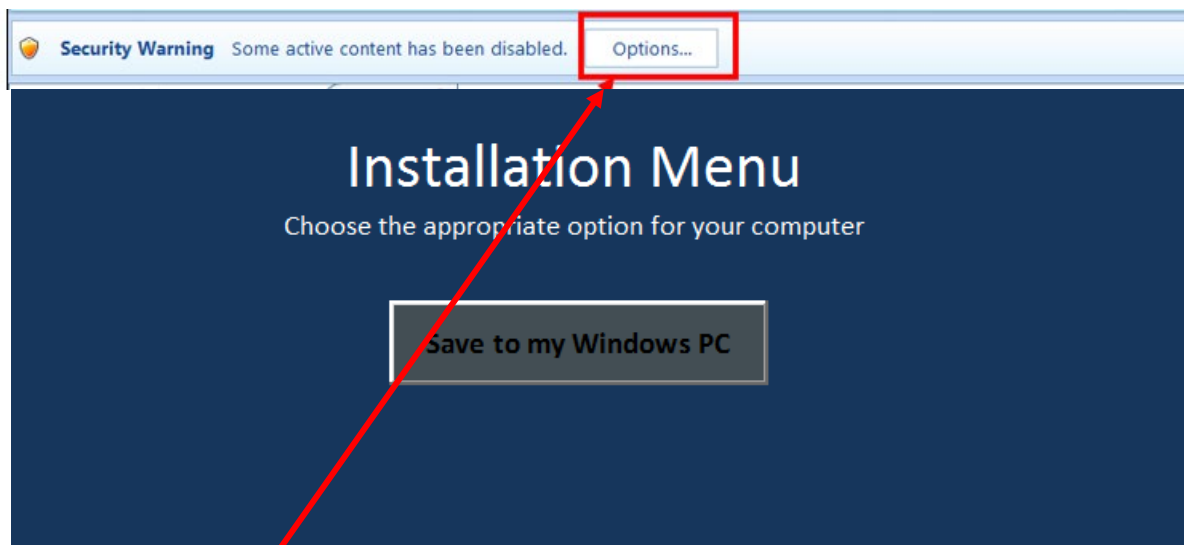
****Some Centers request**
that proposal date and ID
be emailed to them.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 284 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

APPENDIX K – INSTALLING MACROS AND ADD-INS

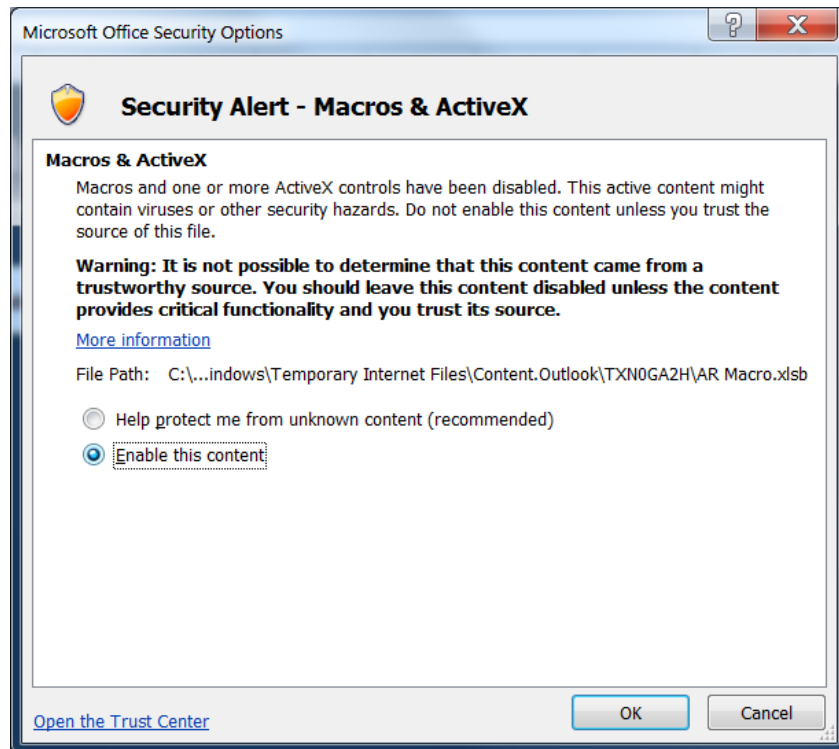
Installing the AR-Macro Catalog:

<N:\FM Division\Accounts Payable Accounts Receivable\Macros>

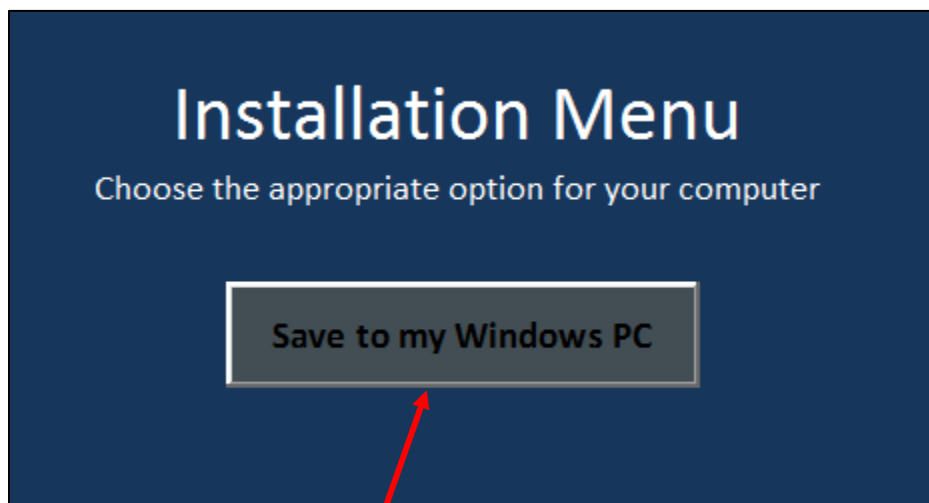


- Select "Options" Button

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 285 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

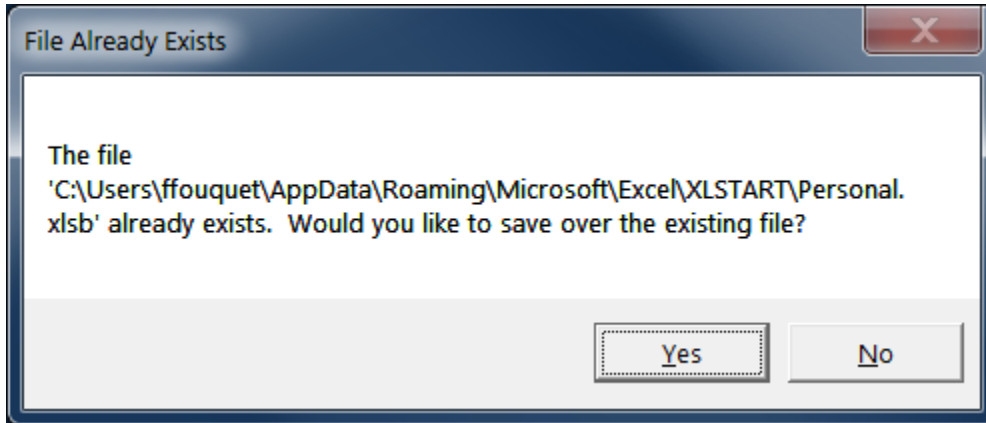


- OK

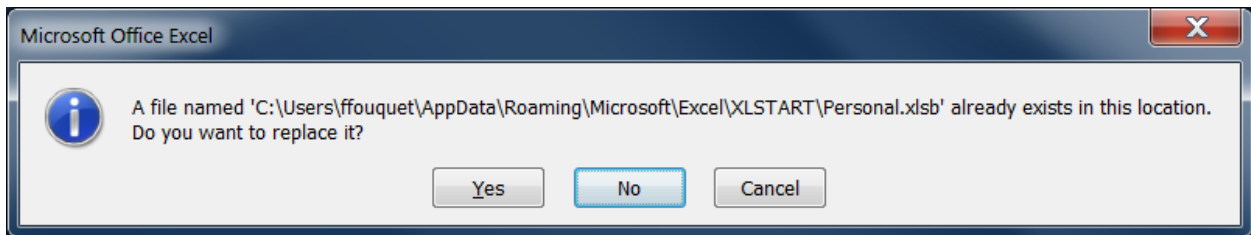


- Select the “Save to my Windows PC...” button

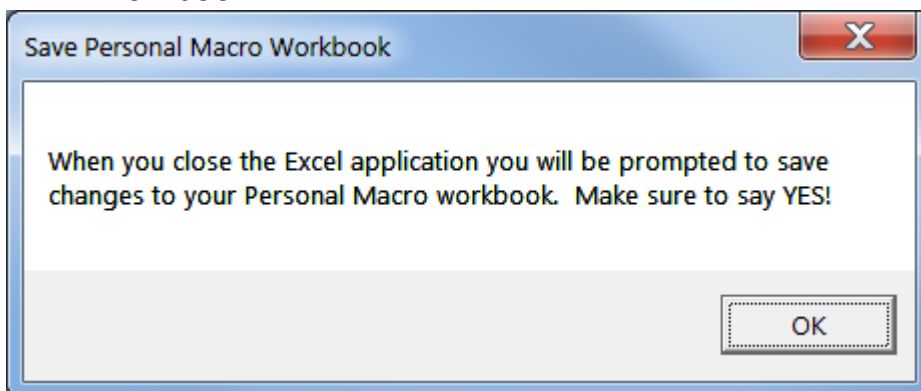
NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 286 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		



- If you get this message, select “Yes” if you don’t mind your personal workbook being overwritten. If you select no, it will create a “personal(2)” workbook.

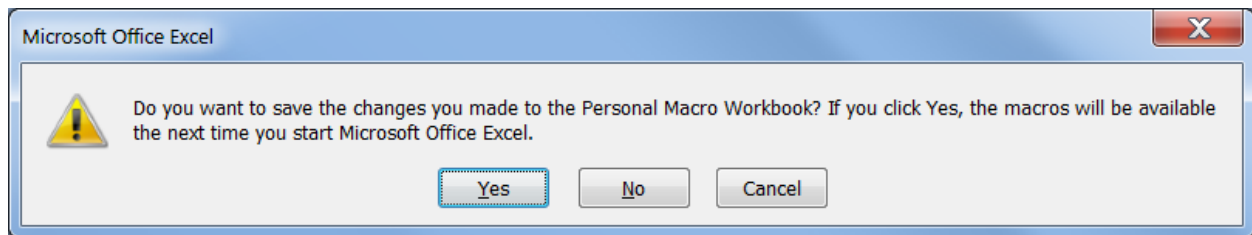


- If you get this message, select “Yes” if you don’t mind your personal workbook being overwritten. If you select no, it will create a “personal(2)” workbook.



NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 287 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

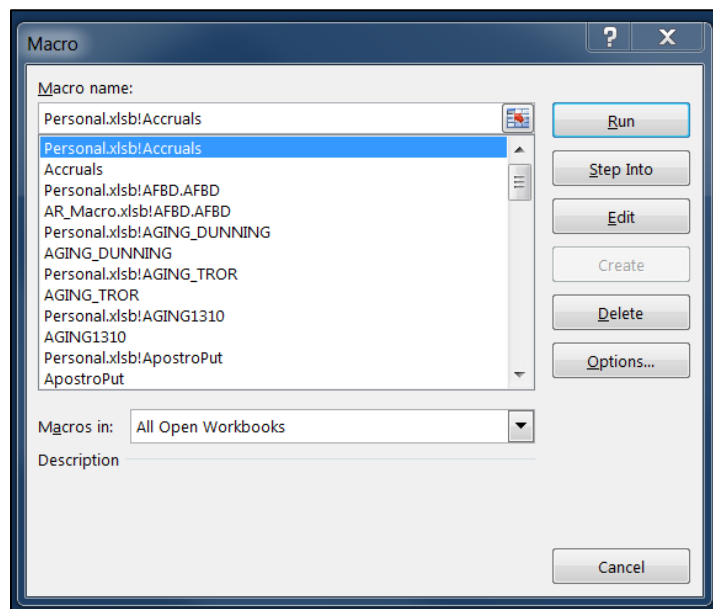
- Select “Yes”
- Close Excel



- Select “Yes”

Next time you open Excel, the macros will be available to you.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 288 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		



Installing the AR-Billing Add-In

[N:\FM Division\Accounts Payable Accounts Receivable\Macros\AR-Billing.xlam](#)

(Double-clicking on this link will automatically download the add-in)

Installing the AR-Billing Updater

[N:\FM Division\Accounts Payable Accounts Receivable\Macros\Updater-AR-Billing.xlam](#)

(Double-clicking on this link will automatically download this automatic updater)

Installing the AP-AR Add-In for CMPs

[N:\FM Division\Accounts Payable Accounts Receivable\Macros\AP-AR.xlam](#)

(Double-clicking on this link will automatically download the add-in)

Installing the AP-AR updater

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 289 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

<N:\FM Division\Accounts Payable Accounts Receivable\Macros\Updater-AP-AR.xlam>

(Double-clicking on this link will automatically download this automatic updater)

Installing the ZEPY Datamart Add-In

<N:\FM Division\Accounts Payable Accounts Receivable\Macros\Zepy.xlam>

(password protected since this does actual postings in SAP Production. This password is known by the AR-L2 Datamart Technician and the AR-L2 Supervisor)

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 290 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

APPENDIX L – CONFIRMATION MACRO/BOT PROCESS

Please note that all processing files should remain in the main folder. R:\Accounts Receivable\Check Collections\Deposit Confirmations\FY20xx\P MMM 20YY\MMDDYYYY):

Name	Date modified
5515 Returns	4/5/2019 7:13 AM
Back Up	4/5/2019 7:37 AM
Confirmation	4/5/2019 7:38 AM
Fedwire	4/5/2019 7:39 AM
Pay.Gov	4/5/2019 7:39 AM
CIR_VoucherReport_04052019	4/5/2019 7:23 AM
CIR_VoucherReport_04052019	4/5/2019 8:09 AM
CIR_VoucherReport_PriorDay_04052019	4/5/2019 7:15 AM

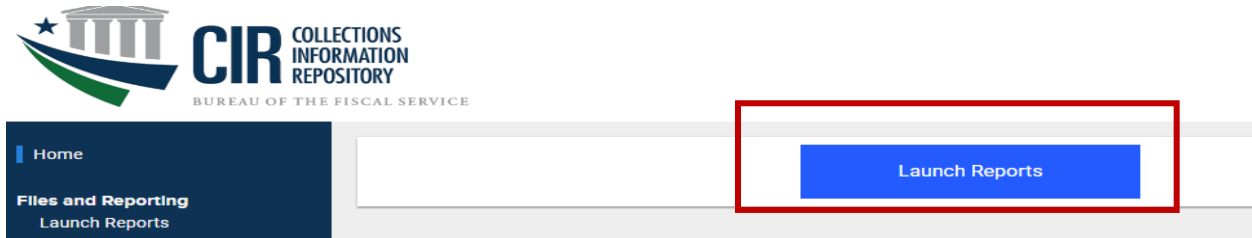
First BOT (IDEA0013497A) email is received around 7:00am. This BOT automatically pulls CIR activity and populates CIR VoucherReport spreadsheet. **Steps 1-3 should all be complete before 8:00am in order for BOT IDEA0014850B to complete confirmations.**

1. Open CIR VoucherReport macro to validate VoucherReport total equals FTD total
 - a. Navigate to folder R:\Accounts Receivable\Check Collections\Deposit Confirmations\FY20xx\P MMM 20YY\MMDDYYYY)
 - b. Open CIR VoucherReport

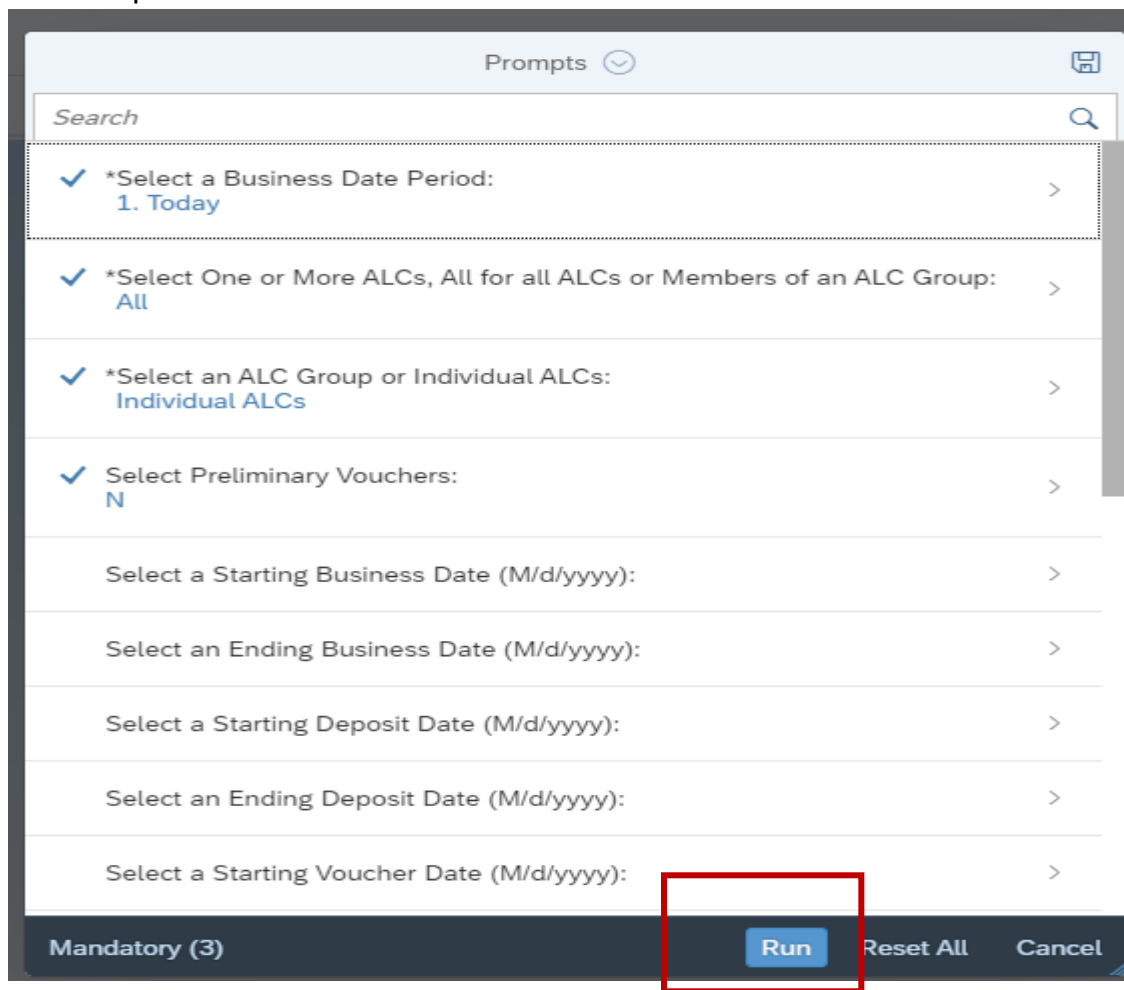
A	B	C	D	E	F	G	H	I	J	K	L	
1	TOTAL CREDIT AMOUNT	TOTAL DEBIT AMOUNT	TOTAL NET AMOUNT	TOTAL CREDIT COUNT	TOTAL DEBIT COUNT	TOTAL COUNT OF VOUCHERS						
2	\$72,032.42	\$0.00	\$72,032.42	0	0	0						
3												
4												
5	VoucherNumber	VoucherDate	CrdInd	Voucher Amount	VoucherType	VoucherALC	DepositDate	BusinessDate	Reporting Program/Subprogr	Fin TransCount	AgencyAccount ID	Corrective Type
6	531281	4/4/2019 Y		\$2,722.59	215	80000002	4/5/2019	4/5/2019	OTCnet:E-Check Deposit	2		Original
7	593414	4/5/2019 Y		\$11.90	215	80000002	4/5/2019	4/5/2019	Pay.gov	2	1 0F638B007	Original
8	293415	4/5/2019 Y		\$16.37	215	80000501	4/5/2019	4/5/2019	Pay.gov	1	1 0F638B003	Original
9	676875	4/4/2019 Y		\$6,308.91	215	80011201	4/5/2019	4/5/2019	OTCnet:E-Check Deposit	1		Original
10	700499	4/5/2019 Y		\$97,983.00	215	80004901	4/5/2019	4/5/2019	Pay.gov	1		Original
11	721323	4/4/2019 Y		\$6,020.05	215	80004901	4/5/2019	4/5/2019	OTCnet:E-Check Deposit	2		Original
12												
13												
14												
15												
16												
17												
18												
19												
20												
21												
22												
23												
24												
25												
26												
27												
28												
29												
30												
31												
32												
33												
34												
35												
36												
37												
38												
39												
40												

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 291 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

2. Log into CIR using Chrome or Microsoft Edge to validate all CIR transactions are listed on VoucherReport: <https://cir.fiscal.treasury.gov/>
 - a. Select Launch Reports



- b. Select Voucher Report_V2, previous business day, today, OK, and run report



NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 292 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

SENSITIVE BUT UNCLASSIFIED

Collections Information Repository (CIR)
Voucher Report

Generated: Aug 2, 2022 1:45:02 PM

Search Criteria:
Business Date Period: 1 Today
ALC: All
ALC Group/Individual ALCs
Preliminary Vouchers: N

Sort Order:
Business Date, ALC, Voucher Type

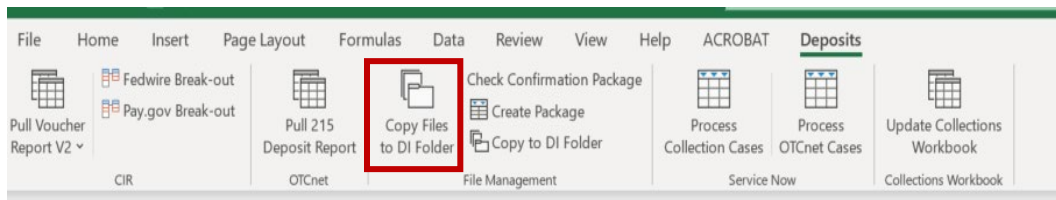
Report Summary

Preliminary Indicator	Total Credit Amount	Total Debit Amount	Total Net Amount	Total Credit Count	Total Debit Count	Total Count of Vouchers
N	\$1,032,821.99	\$0.00	\$1,032,821.99	10	0	10

Vouchers

Voucher Number	Voucher Date	Crd Ind	Voucher Amount	Voucher Type	Voucher ALC	CAN	ABA	Deposit Date	Business Date	Reporting Program/ Subprogram	Fin Trans Count	Agency Account ID	Corrective Type
800037	08/02/2022	Y	\$77,139.98	215	80000001	000367	041038048	08/02/2022	08/02/2022	Pay.gov	3		Original
800240	08/02/2022	Y	\$80,854.19	215	80000001	000367	041038048	08/02/2022	08/02/2022	Pay.gov	1		Original
101115	08/02/2022	Y	\$113.84	215	80000002	000367	041038048	08/02/2022	08/02/2022	Pay.gov	1		Original
208115	08/01/2022	Y	\$41,583.13	215	80000004	000340	041038033	08/02/2022	08/02/2022	OTCnet:E-Check Deposit	3		Original
375890	08/01/2022	Y	\$777,391.00	215	80000055	000340	041038033	08/02/2022	08/02/2022	OTCnet:E-Check Deposit	1		Original
801092	08/01/2022	Y	\$17.88	215	80000701	000340	041038033	08/02/2022	08/02/2022	OTCnet:E-Check Deposit	1		Original
726283	08/02/2022	Y	\$10,000.00	215	80004901	000367	041038048	08/02/2022	08/02/2022	Pay.gov	4		Original
751578	08/01/2022	Y	\$40,881.89	215	80004901	000340	041038033	08/02/2022	08/02/2022	OTCnet:E-Check Deposit	2		Original
800254	08/02/2022	Y	\$5,000.00	215	80004904	000367	041038048	08/02/2022	08/02/2022	Pay.gov	1		Original
868551	08/02/2022	Y	\$80.00	215	80004904	010121	072000068	08/02/2022	08/02/2022	Pay.gov	1	0F538E009	Original

3. After all totals and transactions are validated, run the “Copy Files to DI Folder”:
 - a. This step moves a copy of the Fedwires, Pay.gov, and 5515 files to the designated Document Imaging folders and generate a SN FAR.
 - i. This step also moves the Fedwires, Pay.gov, and 5515 files to the designated folders in the R: Drive.
 - ii. Let it run until Excel pops up a complete confirmation dialog.



Second BOT (IDEA0014850B) begins running around 8:00am. This BOT automatically completes SNOW confirmations (Pay.govs, Fedwires, 5515 Returns, and Checks). An email will be received notifying that confirmations are complete. Exceptions will be noted in email

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 293 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

IDEA0014850B - FM-AR-Collection_Deposit -Service Now

The process has completed.

Please see attached file for details.

- Confirm no transactions are remaining in SNOW and no lines are highlighted in yellow on the CIR VoucherReport (showing a processing error).

Service Now Case	Service Now DRN	Service Now Coll Type	Center	Voucher ALC	Voucher Date	Payer Name	Payer Email	Payer Type	Voucher Amount	Voucher Number	Fin Trans Count	Fin Trans Order	Reporting Program/Subprogram	Settlement Mechanism	File Name
FAR0001217	00590156-001	Fedwire	JSC	80000004	6/9/2021	INTUITIVE MACHINES LLC			71,942.74	590156	1	1	Credit Gateway:Fedwire		590156_1_INTUITIVE MACHINES LLC FEDWIRE_JSC-FY_2021*JUN_2021*00590156
FAR0001218	00590158-001	Fedwire	NMO	80000055	6/9/2021	BECKMAN RESEARCH INSTITUTE OF THE CITY OF HOPE			78,236.00	590158	1	1	Credit Gateway:Fedwire		590158_1_ITSGOV SERVICE FEDWIRE_NMO-FY_2021*JUN_2021*00590158
FAR0001216	00575060-001	Pay.Gov ACH	GRC	80000701	6/10/2021	SPACE EXPLORATION TECHNOLOGIES		Business	39,127.00	575060	1	1	Pay.gov	ACH	575060_1_SPACE EXPLORATION TECHNOLOGIES_GRC-FY_2021*JUN_2021*00575060

- These transactions will need to be confirmed manually in SNOW.
- For checks deposited previous day, confirm checks on CIR VoucherReport matches highlighted checks on “Workbook Deposits”.

1	2	3	4	5	8
Service Now Case #	Voucher Date	Name	Amount	DRN	Notes:
0 FAR0006583	05/23/22	XEROX CORPORATION	\$ 350.05	151472	00151472-012
1 FAR0006580	05/23/22	XEROX CORPORATION	\$ 372.14	151472	00151472-013
2 FAR0006582	05/23/22	XEROX CORPORATION	\$ 341.45	151472	00151472-014
3 FAR0006776	06/06/22	FLEXIBLE ASSEMBLY SYSTEMS, INC	\$ 3,348.50	151473	00151473-001
4 FAR0006893	06/13/22	UNIVERSITY OF MARYLAND (STATE OF MARYLAND TREASURY)	\$ 576.17	151474	00151474-001
5 FAR0007169	06/30/22	MOOG INC	\$ 40,000.00	151475	00151475-001
5 FAR0007548	07/19/22	FEDEX FEDEX	\$ 100.00	151476	00151476-001
7 FAR0007549	07/19/22	DESIGN AMERICA	\$ 500.00	151476	00151476-002
3 FAR0007555	07/19/22	WILLIAM POWELL	\$ 292.10	151476	00151476-003
9 FAR0007556	07/19/22	WILLIAM POWELL	\$ 292.10	151476	00151476-004
0 FAR0007640	07/22/22	DANIEL WHEALTON	\$ 25.00	151477	
1 FAR0007671	07/25/22	COUNTY OF ACCOMACK	\$ 5,377.45	151478	00151478-001
2 FAR0007712	07/26/22	DANIEL WHEALTON	\$ 25.00	151479	00151479-001
3 FAR0007787	08/02/22	AVI-SPL LLC	\$ 10,931.25	151480	

- Copy DRN number from CIR VoucherReport and add to Notes column on Collections Workbook Deposits. Remove highlights and save “Workbook Deposits” spreadsheet after all checks are validated.
- Once all transactions are confirmed, select the “Update Collections Workbooks” tab. This will update the collections workbook with the Pay.gov, Fedwire, and 5515 Returns documents. The Collections workbook is located at N:\Accounts Receivable\Collections Wkbks\FY\FY_Collections_Workbook_PayGovFedwire.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 294 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

9. Save workbook and CIR Voucher Report.

Third and final BOT (IDEA0014850) email notification is received around 8:30am. This BOT pulls 215 report from OTCNET, creates confirmation package, and copies the file to document imaging.

IDEA0014850 - FM-AR-Collection_Deposit -OTCnet

The process has completed.

Please see attached file for details.

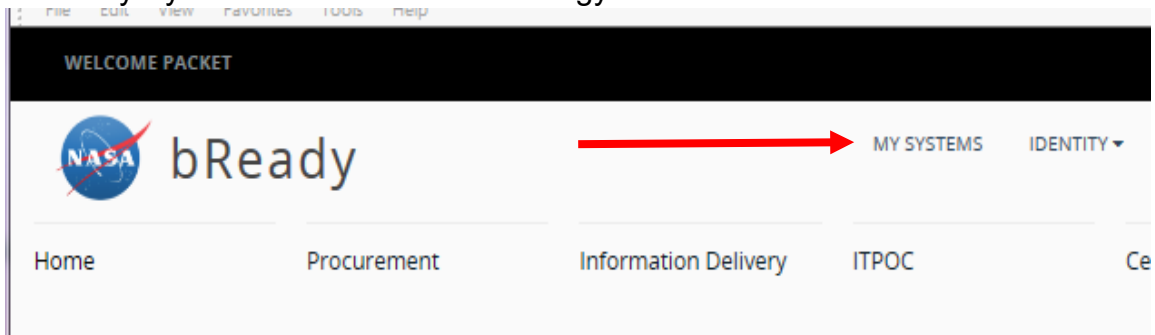
Please note how the BOT creates folders for the new fiscal year.

10. The BOT will create a new folder automatically once you select the “Update Collections Workbooks” tab located in Excel under the Deposits macro add in. It creates the new FY “Collections Workbook” for Pay.gov, Fedwires, and 5515s located at N:\Accounts Receivable\Collections Wkbks\FY\FY_Collections_Workbook_PayGovFedwire. The BOT does not create the “Workbook_Deposits” spreadsheet for checks; it must be created manually using the FY_Collections Workbook_(Template) located at R:\Accounts Receivable\Collections Wkbks.

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 295 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

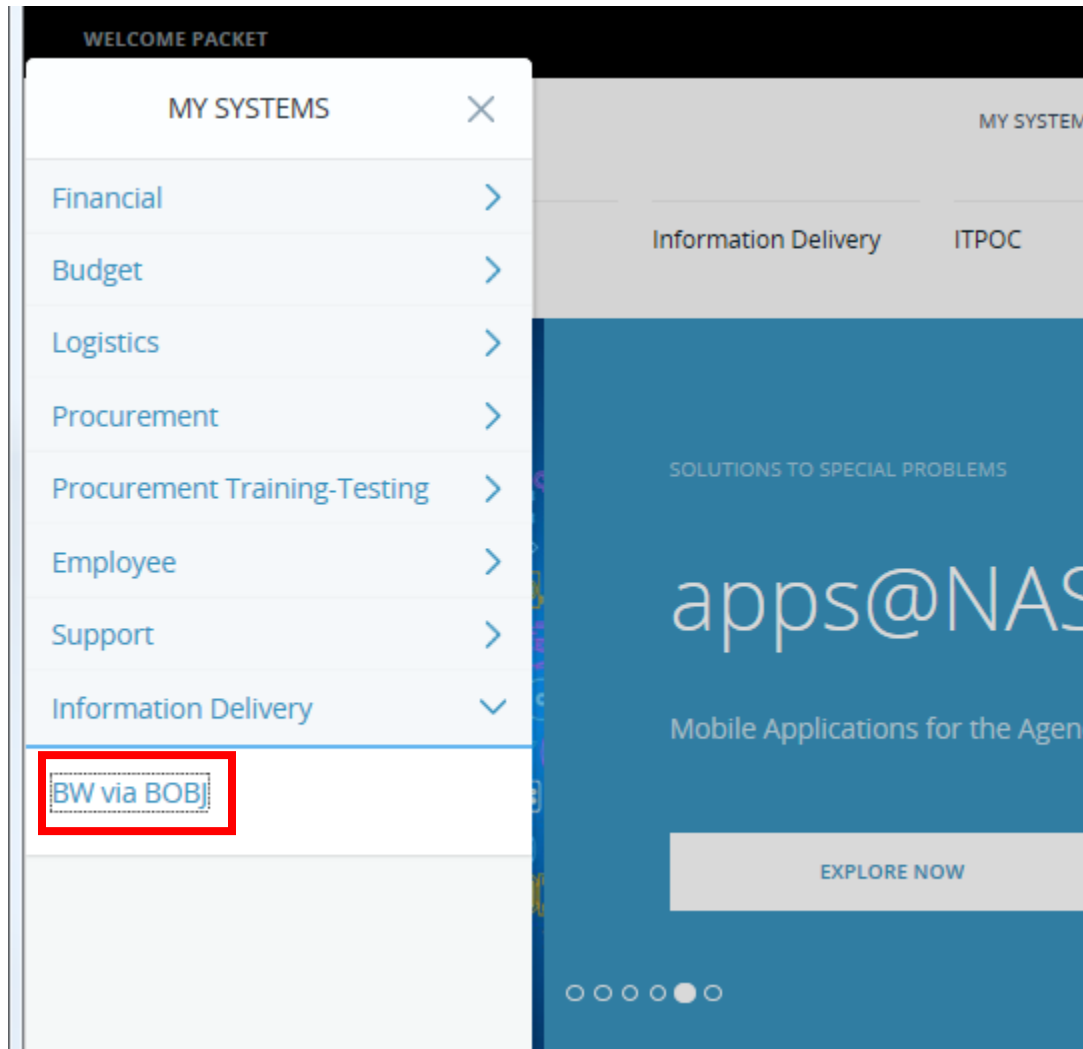
APPENDIX M – DEBT ACCOUNTING CODE PROCESS – JURY DUTY

1. Log into BOBJ via bReady; <https://bobjprd.ndc.nasa.gov/BOE/BI>
2. Go to My Systems/Information Technology

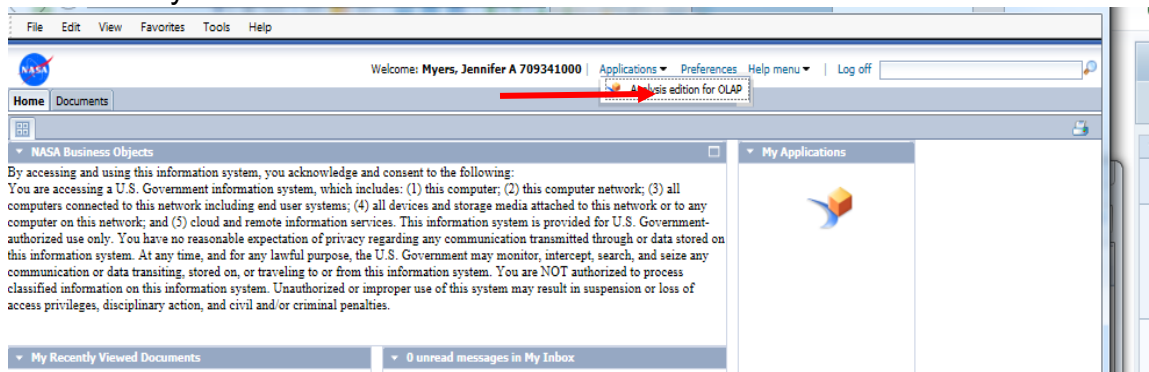


NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 296 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

Select BW via BOBJ

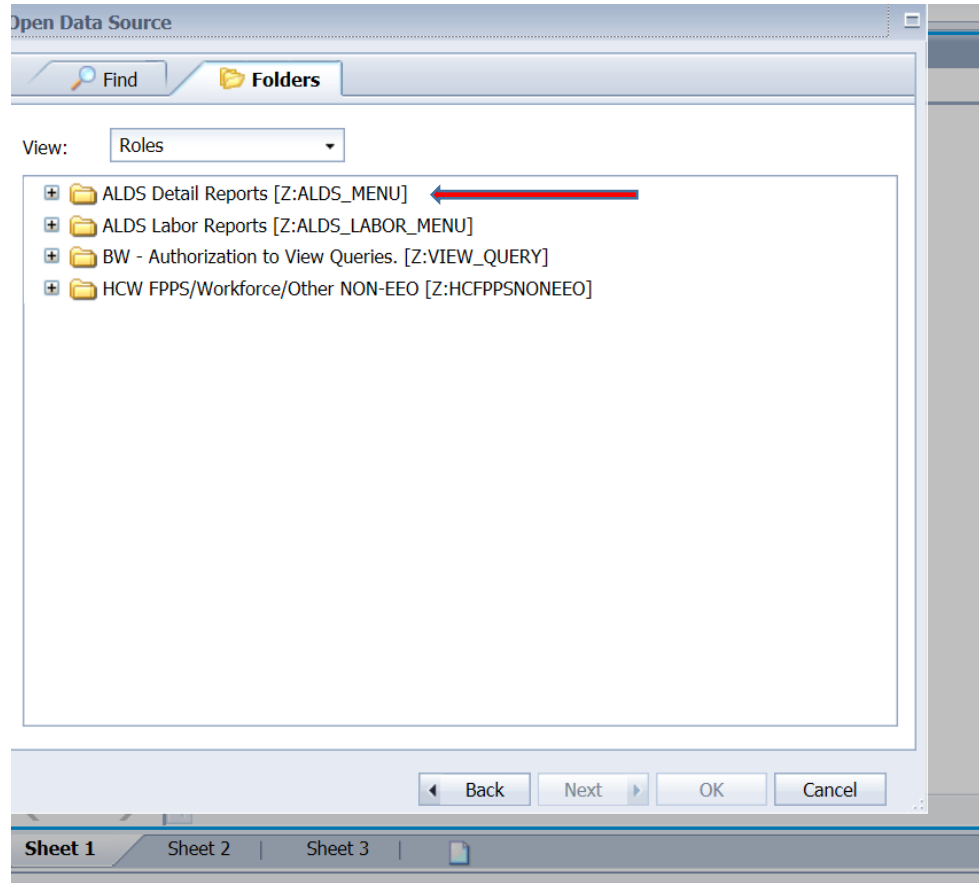


3. Select Analysis Edition for OLAP



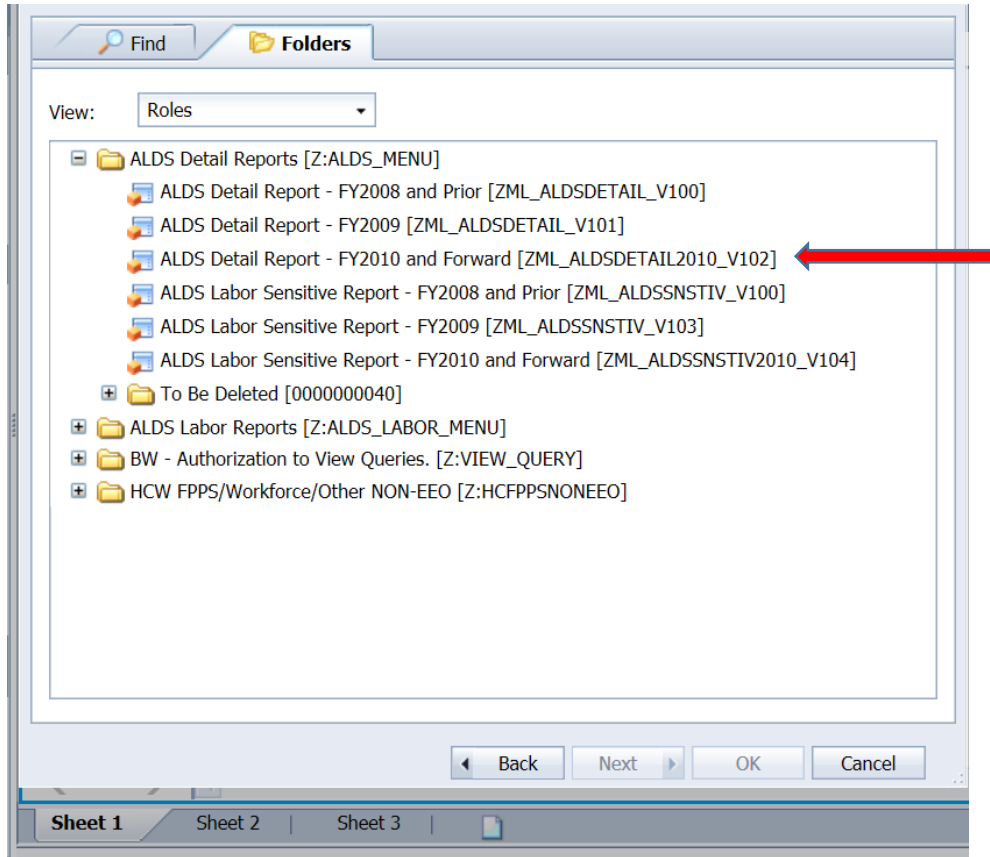
4. Select ALDS Detail Reports

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 297 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

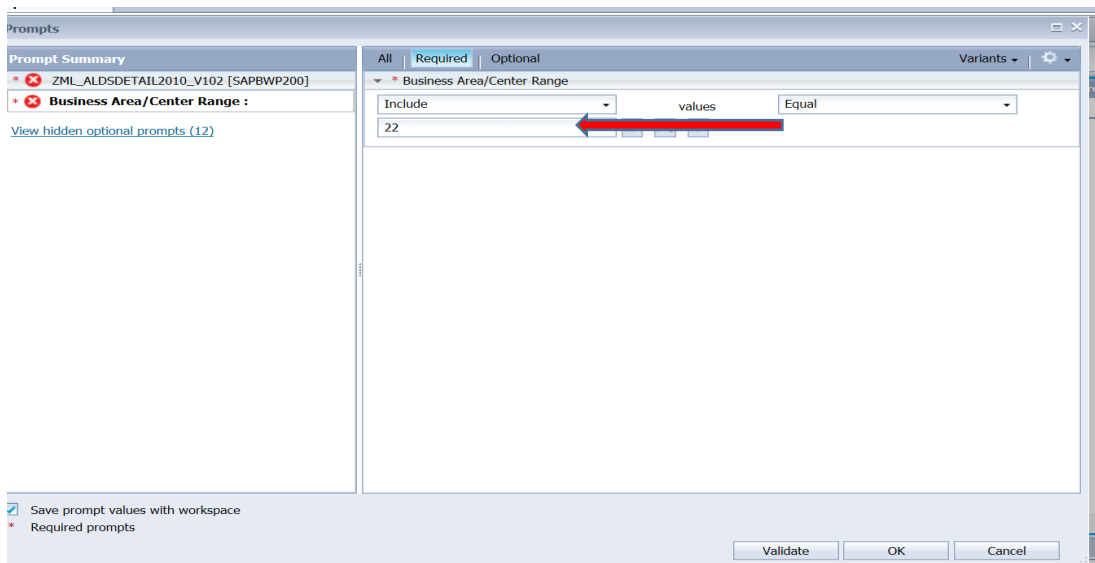


5. Double Click ALDS Detail Report – FY2010 and Forward

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 298 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

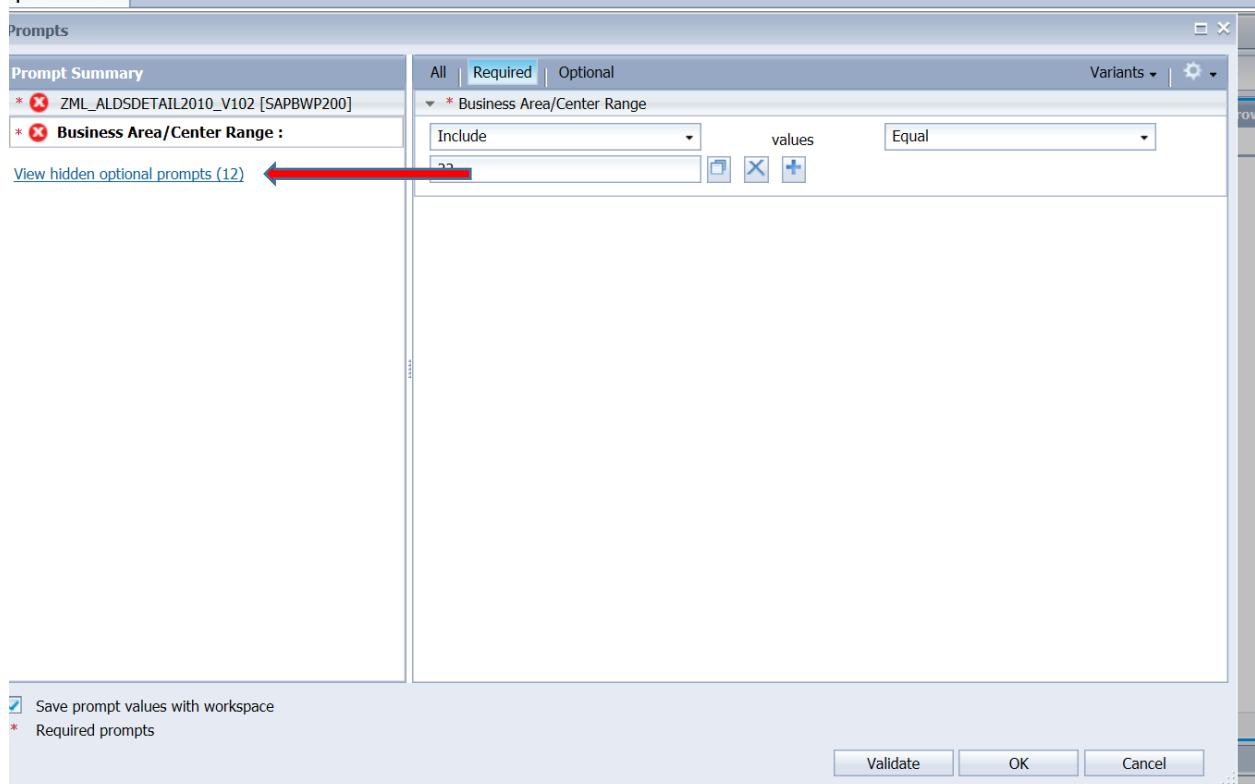


6. Enter Business Area/Center Range

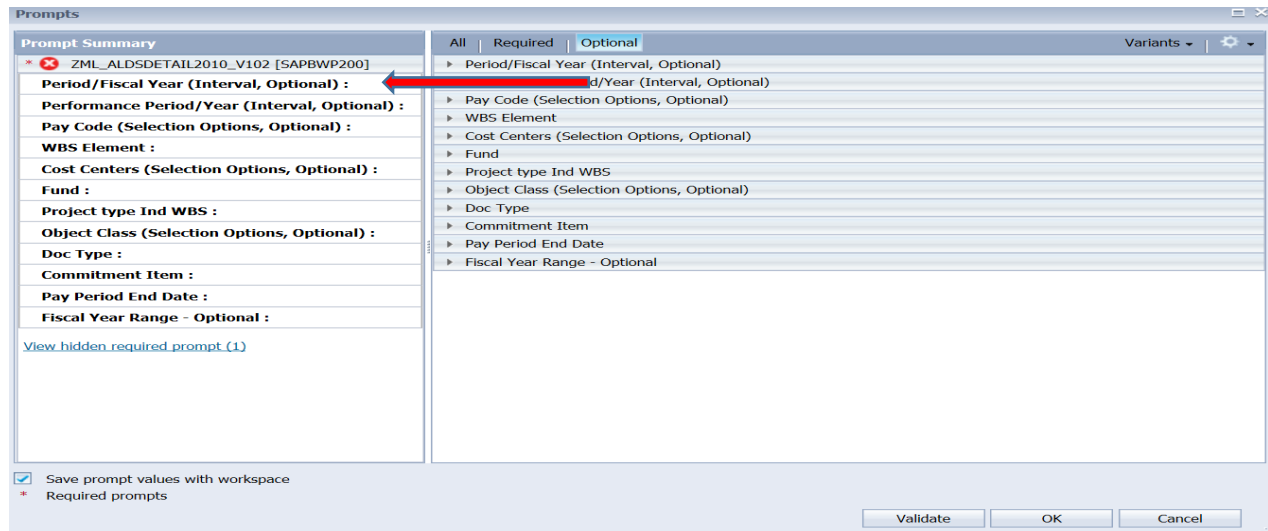


NSSC Service Delivery Guide	NSSDG-9200-0008 Revision 12.0
	Number
	Effective Date: November 3, 2023
	Expiration Date: November 3, 2026
Page 299 of 318	
Responsible Office: Accounts Receivable	
Subject: Accounts Receivable – Collection/Deposit Process SDG	

7. Click View hidden option prompts



8. Select Period/Fiscal Year (Interval, Optional)



NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 300 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

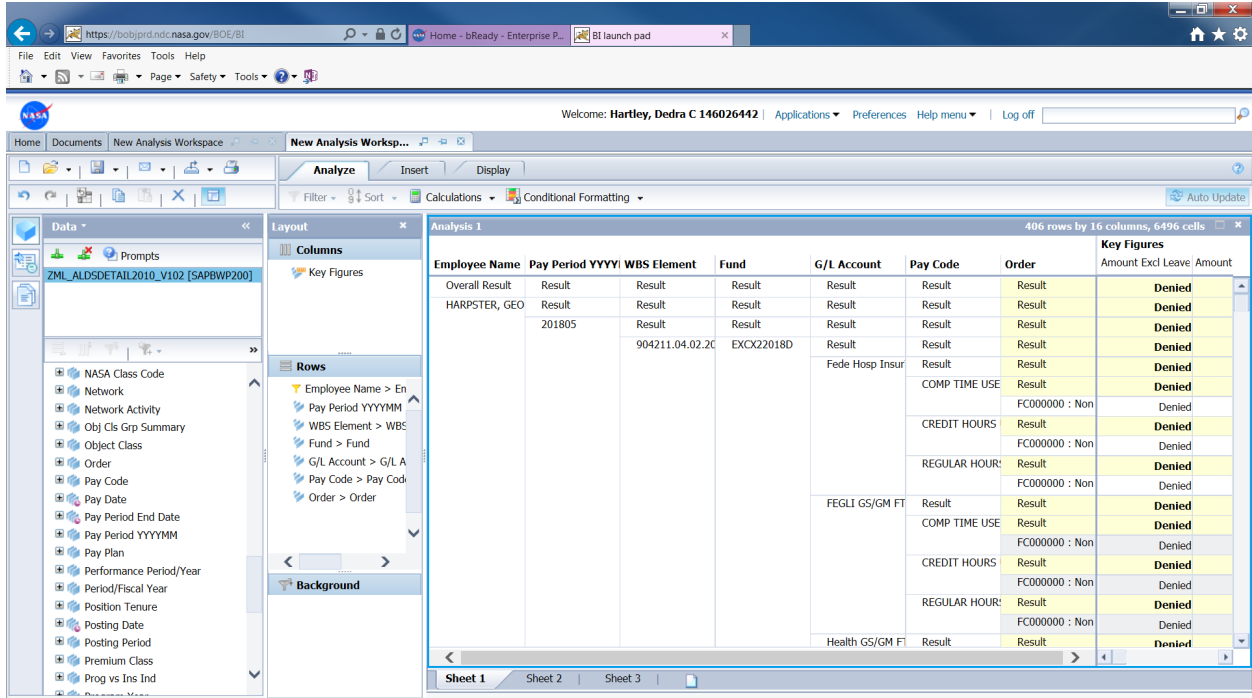
9. Enter Period/Fiscal Year- eg. “Start:”-006/2018 “End”-009/2018 and then Click “Ok”

Note: If you are unable to determine the exact pay period the jury duty was performed, select the last three periods up to the current period. If you are still unable to determine the pay period, widen your period range.

The screenshot shows the SAP Prompts dialog box. On the left is the 'Prompt Summary' pane with a list of prompts, including 'Period/Fiscal Year (Interval, Optional)'. The main area on the right shows the configuration for this prompt. The 'Start' field is set to '006/2018' and the 'End' field is set to '009/2018'. A red oval highlights these two fields. Below the fields is a tree view of other prompts like 'Performance Period/Year', 'Pay Code', 'WBS Element', etc. At the bottom, there are 'Validate', 'OK', and 'Cancel' buttons.

10. From the “Data” boxed area at the far left, drag and drop the following into the “Row” boxed area to the right of it (In this order): Employee Name, Pay Period YYYYMM, WBS Element, Fund, G/L Account, Pay Code, Order. Remove “Object Class” by dragging and dropping from “Row” boxed area to “Data” boxed area.

NSSC Service Delivery Guide	NSSDG-9200-0008 Revision 12.0
	Number
	Effective Date: November 3, 2023
	Expiration Date: November 3, 2026
Page 301 of 318	
Responsible Office: Accounts Receivable	
Subject: Accounts Receivable – Collection/Deposit Process SDG	



11. Double click on “Pay Code” in the “Rows” boxed area and deselect all the check boxes by removing the check mark in “Select Everything”. Then only select “Administrative Leave Court Used”, then click “ok”.

NSSC
Service Delivery Guide

NSSDG-9200-0008 Revision 12.0

Number

Effective Date: November 3, 2023

Expiration Date: November 3, 2026

Page 302 of 318

Responsible Office: Accounts Receivable

Subject: Accounts Receivable – Collection/Deposit Process SDG

Filter "Pay Code"

- Individual Selection
- Range Selection

Select Everything

- ADMINISTRATIVE LEAVE COURT USED
- COMP TIME USED
- CREDIT HOURS USED
- HOLIDAY NOT WORKED
- REGULAR HOURS

Employee Name	Pay Period YYYYI	WBS Element	Fund	G/L Account	Pay Code	Order	Key Figures
Overall Result	Result	Result	Result	Result	Result	Result	Denied
HARPSTER, GEO	Result	Result	Result	Result	Result	Result	Denied
	201805	Result	Result	Result	Result	Result	Denied
		904211.04.02.20	EXCX22018D	Result	Result	Result	Denied
				Fede Hosp Insur	Result	Result	Denied
				COMP TIME USE	Result	Result	Denied
				CREDIT HOURS	Result	Result	Denied
				REGULAR HOUR:	Result	Result	Denied
				FEGLI GS/GM FT	Result	Result	Denied
				COMP TIME USE	Result	Result	Denied
				CREDIT HOURS	Result	Result	Denied
				REGULAR HOUR:	Result	Result	Denied
				Health GS/GM FT	Result	Result	Denied

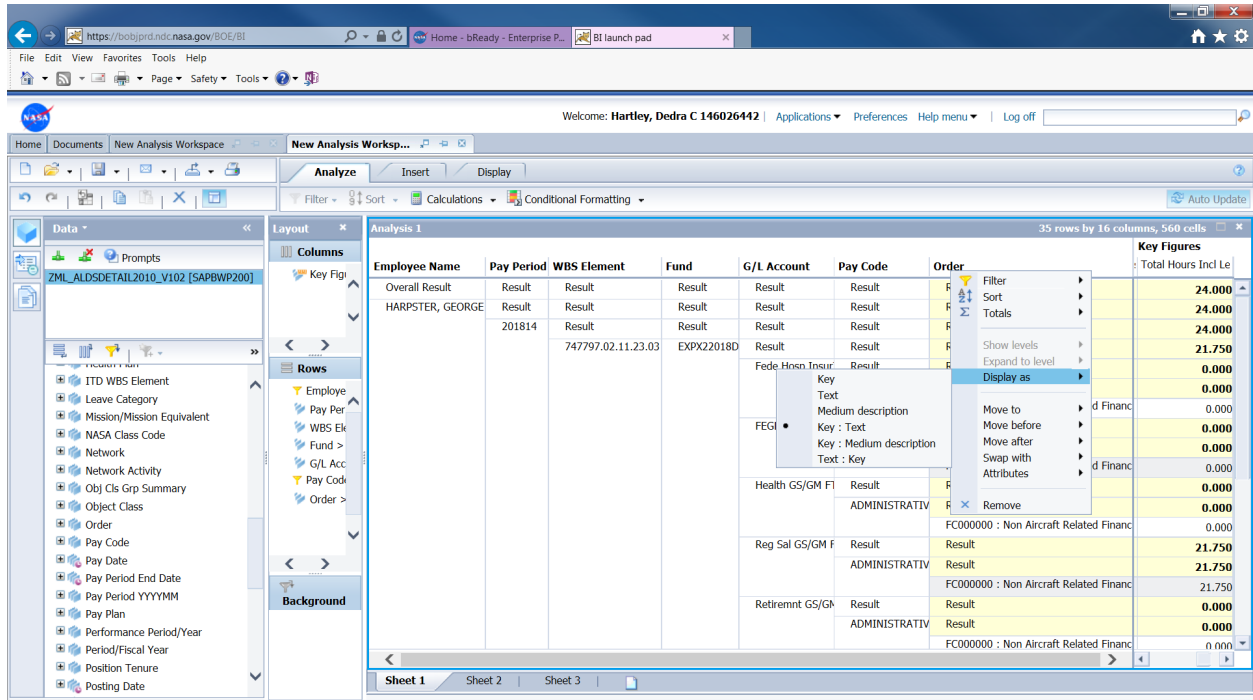
Filter "Pay Code"

- ITD WBS Element
- Leave Category
- Mission/Mission Equivalent
- NASA Class Code
- Network
- Network Activity
- Obj Cls Grp Summary
- Object Class
- Order
- Pay Code
- Pay Date
- Pay Period End Date
- Pay Period YYYYMM
- Pay Plan
- Performance Period/Year
- Period/Fiscal Year
- Position Tenure
- Posting Date

Employee Name	Pay Period YYYYI	WBS Element	Fund	G/L Account	Pay Code	Order	Key Figures
Overall Result	Result	Result	Result	Result	Result	Result	
HARPSTER, GEO	Result	Result	Result	Result	Result	Result	
	201814	Result	Result	Result	Result	Result	
		747797.02.11.23	EXPX22018D	Result	Result	Result	
				Fede Hosp Insur	Result	Result	
				ADMINISTRATIV	Result	Result	
				FEGLI GS/GM FT	Result	Result	
				ADMINISTRATIV	Result	Result	
				Health GS/GM FT	Result	Result	
				ADMINISTRATIV	Result	Result	
				Reg Sal GS/GM F	Result	Result	
				ADMINISTRATIV	Result	Result	
				Retiremnt GS/GM	Result	Result	
				ADMINISTRATIV	Result	Result	

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 303 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

12. To only display the information needed in the columns right click on each column title and then select “key”.



13. Use the “Snipping Tool” to take a Screen Shot.

Note: Use G/L Account beginning with “6100.1xxx”.

NSSC Service Delivery Guide	NSSDG-9200-0008 Revision 12.0
	Number
	Effective Date: November 3, 2023
	Expiration Date: November 3, 2026
Page 304 of 318	
Responsible Office: Accounts Receivable	
Subject: Accounts Receivable – Collection/Deposit Process SDG	

Analysis 1							35 rows by 16 columns, 560 cells		
Employee Name	Pay Period	WBS Element	Fund	G/L Account	Pay Code	Order	Key Figures		
							Total Hours Incl Le		
Overall Result	Result	Result	Result	Result	Result	Result	24.000		
HARPSTER, GEORGE	Result	Result	Result	Result	Result	Result	24.000		
	201814	747797.02.11.23.03	EXPX22018D	Result	Result	Result	24.000		
				USGL/6400.1241	Result	Result	21.750		
					ADMINISTRATIVE LEAVE COURT USEC	Result	0.000		
					FC000000	0.00C			
				USGL/6400.1211	Result	Result	0.000		
					ADMINISTRATIVE LEAVE COURT USEC	Result	0.000		
					FC000000	0.00C			
				USGL/6400.1221	Result	Result	0.000		
					ADMINISTRATIVE LEAVE COURT USEC	Result	0.000		
					FC000000	0.00C			
					USGL/6100.1111	Result	Result	21.750	
					ADMINISTRATIVE LEAVE COURT USEC	Result	21.750		
					FC000000	21.75C			
	USGL/6400.1231	Result	Result	0.000					
	ADMINISTRATIVE LEAVE COURT USEC	Result	0.000						
	FC000000	0.00C							

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 305 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

APPENDIX N – RESOURCES - ACCOUNTS RECEIVABLE RESEARCH

ACCOUNTS RECEIVABLE RESEARCH RESOURCES

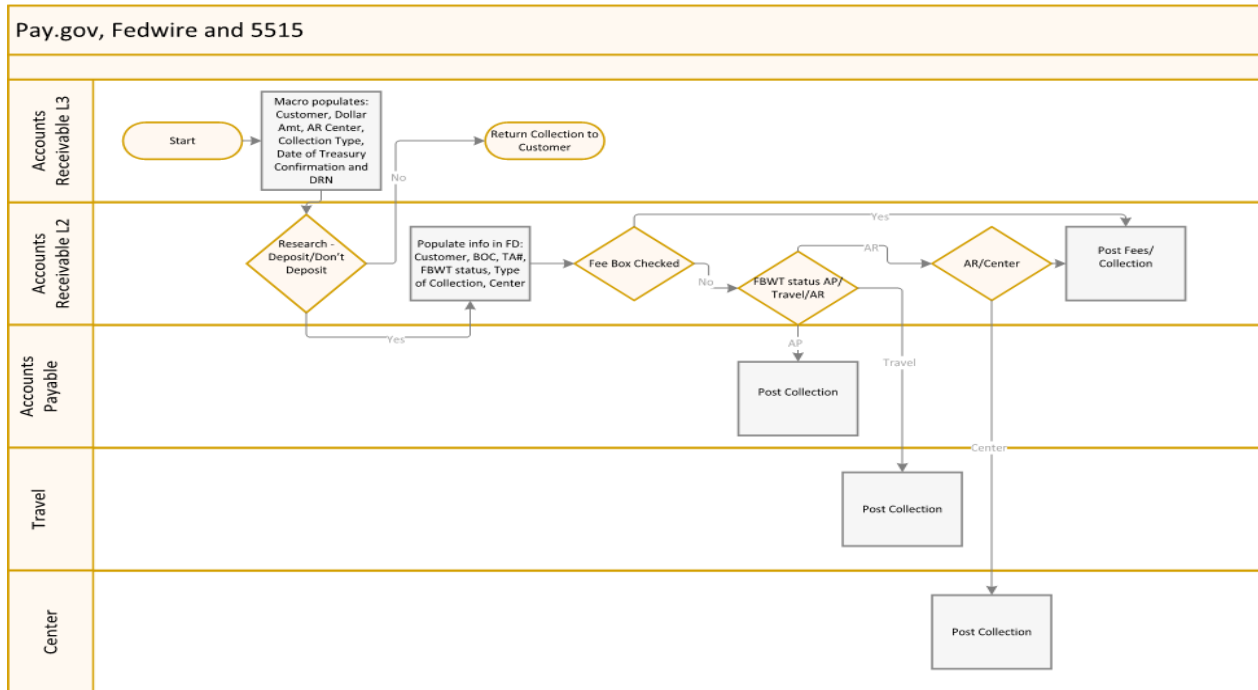
1. [N:\FM Division\Accounts Payable Accounts Receivable\Accounts Receivable\Service Delivery Guides \(SDGs\)](#)
2. [N:\FM Division\Accounts Payable Accounts Receivable\Accounts Receivable\Training\AR - Payment Processor Training -](#)
 - a) Accounts Receivable – Session 14 (Checks)~Training.ppt
 - b) Accounts Receivable – Session 36 (Searching an IPAC by DRN in IPAC System)~Training.pptx
 - c) AR Check Info.xlsx
3. [N:\Bills of Collection](#)
4. [N:\FM Division\Accounts Payable Accounts Receivable\Accounts Receivable\Restitution](#)
5. [N:\FM Division\Accounts Payable Accounts Receivable\Accounts Payable\IPAC\DOJ](#)
6. SN HISTORY
7. AWMS (Accounts Payable Work Management System) – <https://awms.nssc.nasa.gov/rolesort.cfm>
 - a) Vendor Payment Processor (VPP)
8. CAMPUS SEARCH – NSSC Home Page – NSSC Employee Portal - <https://searchnssc.nssc.nasa.gov/search/general.html>
9. SAP
 - a) FBL5N – Customer Line Items
 - b) FB03 – Display Document
 - c) VA03 – Display Sales Order (Can also search by Purchase Order)
 - d) VF03 – Display Billing Document

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 306 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

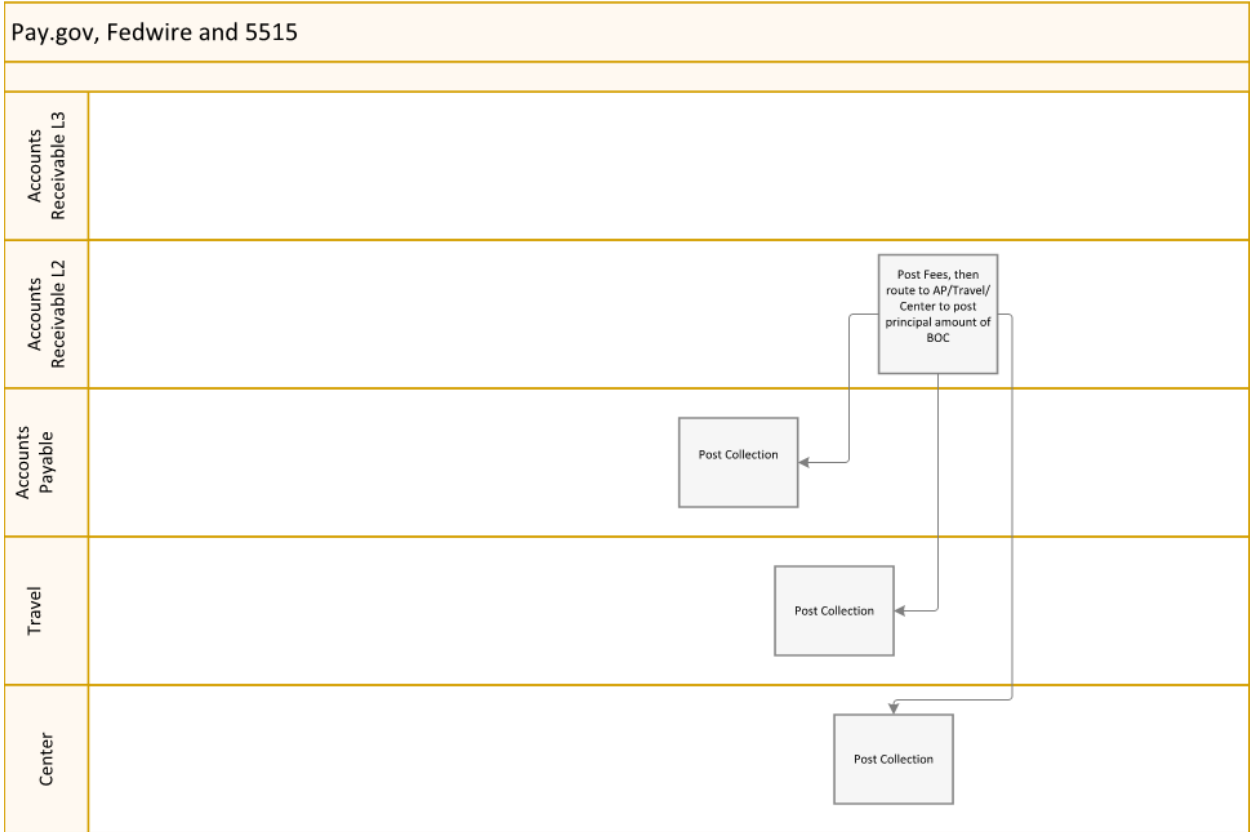
- e) XD03 – Display Customer
- f) ZCF_ARAGING – AR Aging by Periods
- g) ME23N – Display Purchase Order
- h) ME33K – Display Contract
- i) ZFI_OLA_PO – Outline Agreement – PO Report
- j) XK03 – Display Vendor
- k) FBL1N – Vendor Line Items
- l) FMZ3 – Display Funds Commitment
- m) ZFI_AP_PMT_STAT – Payment Status

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 307 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

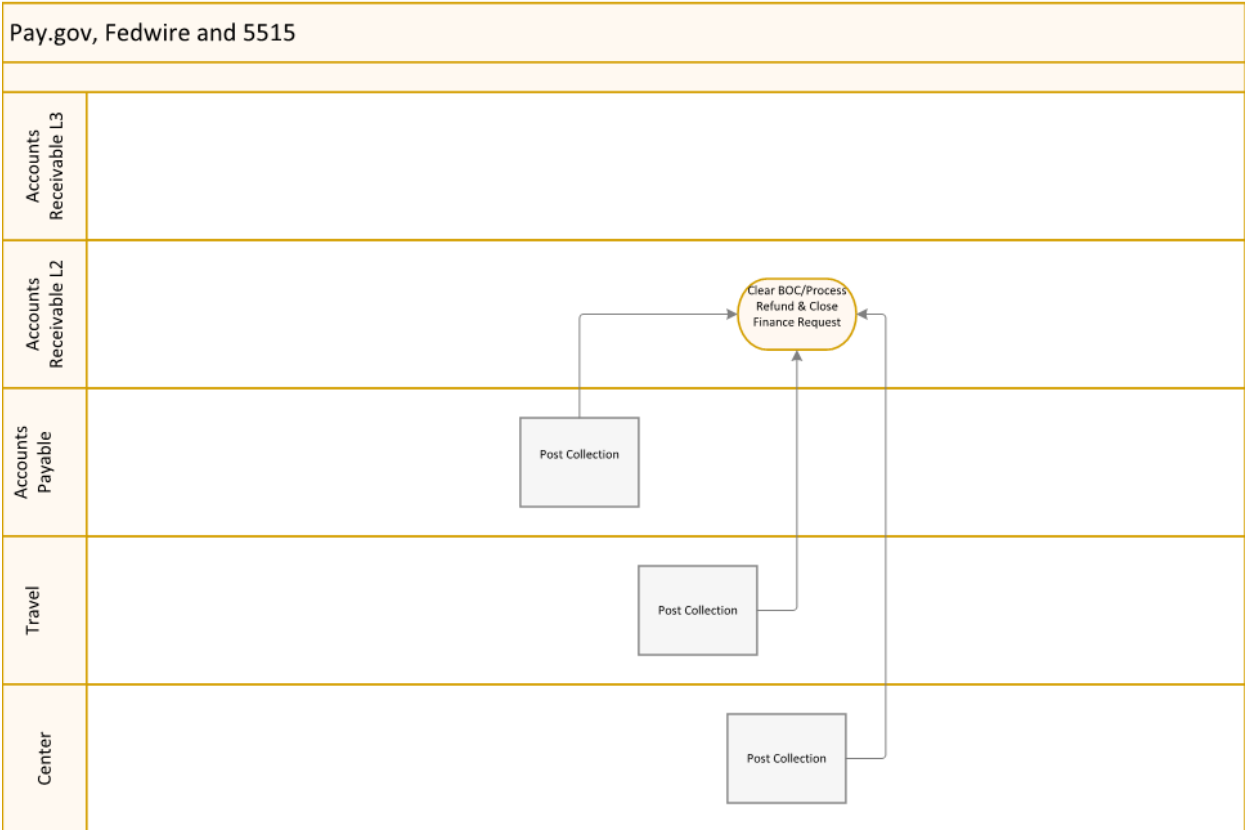
APPENDIX O – SERVICE NOW PAY.GOV, FEDWIRE, AND 5515 PROCESS FLOW



NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 308 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

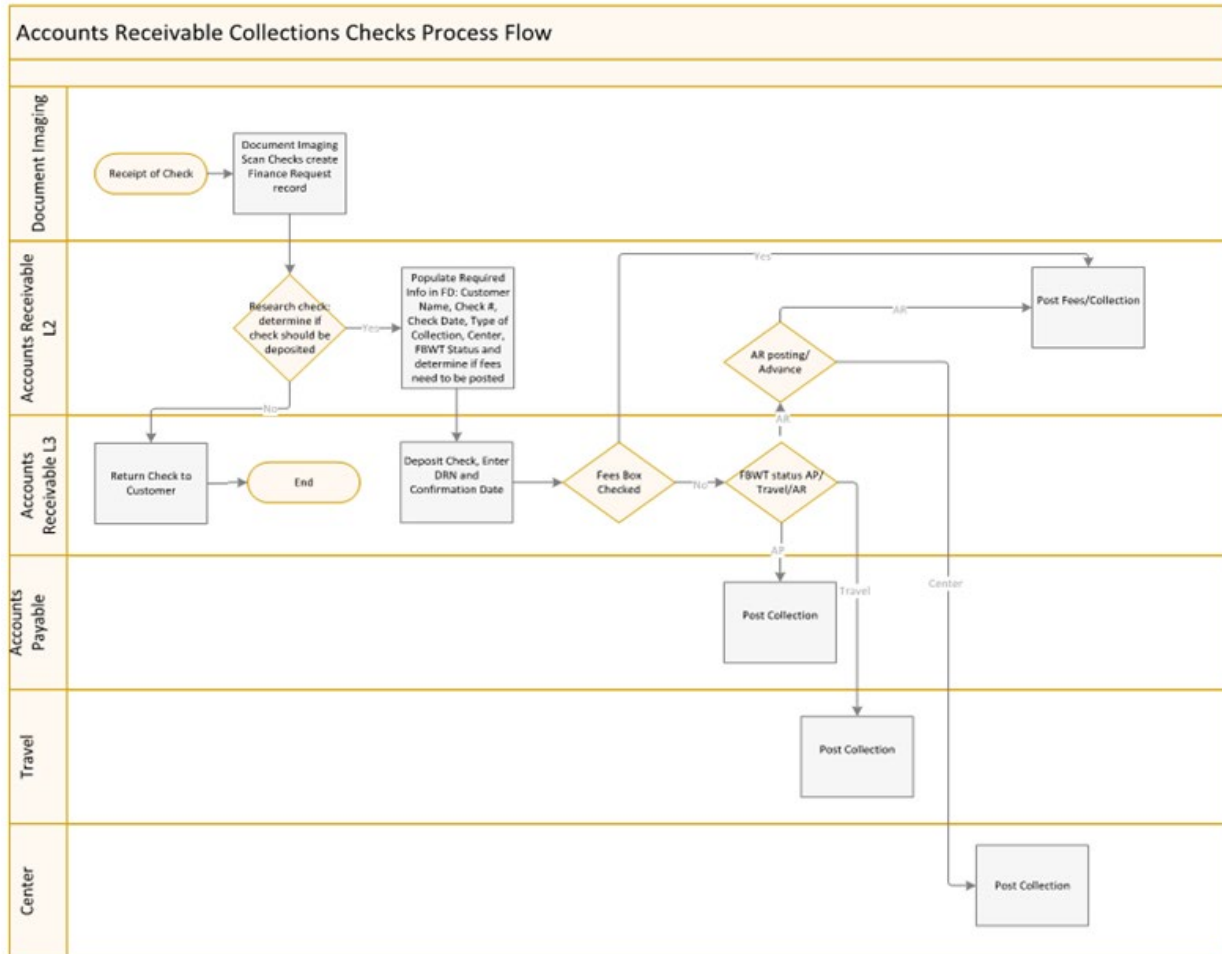


NSSC Service Delivery Guide	NSSDG-9200-0008 Revision 12.0
	Number
	Effective Date: November 3, 2023
	Expiration Date: November 3, 2026
Page 309 of 318	
Responsible Office: Accounts Receivable	
Subject: Accounts Receivable – Collection/Deposit Process SDG	

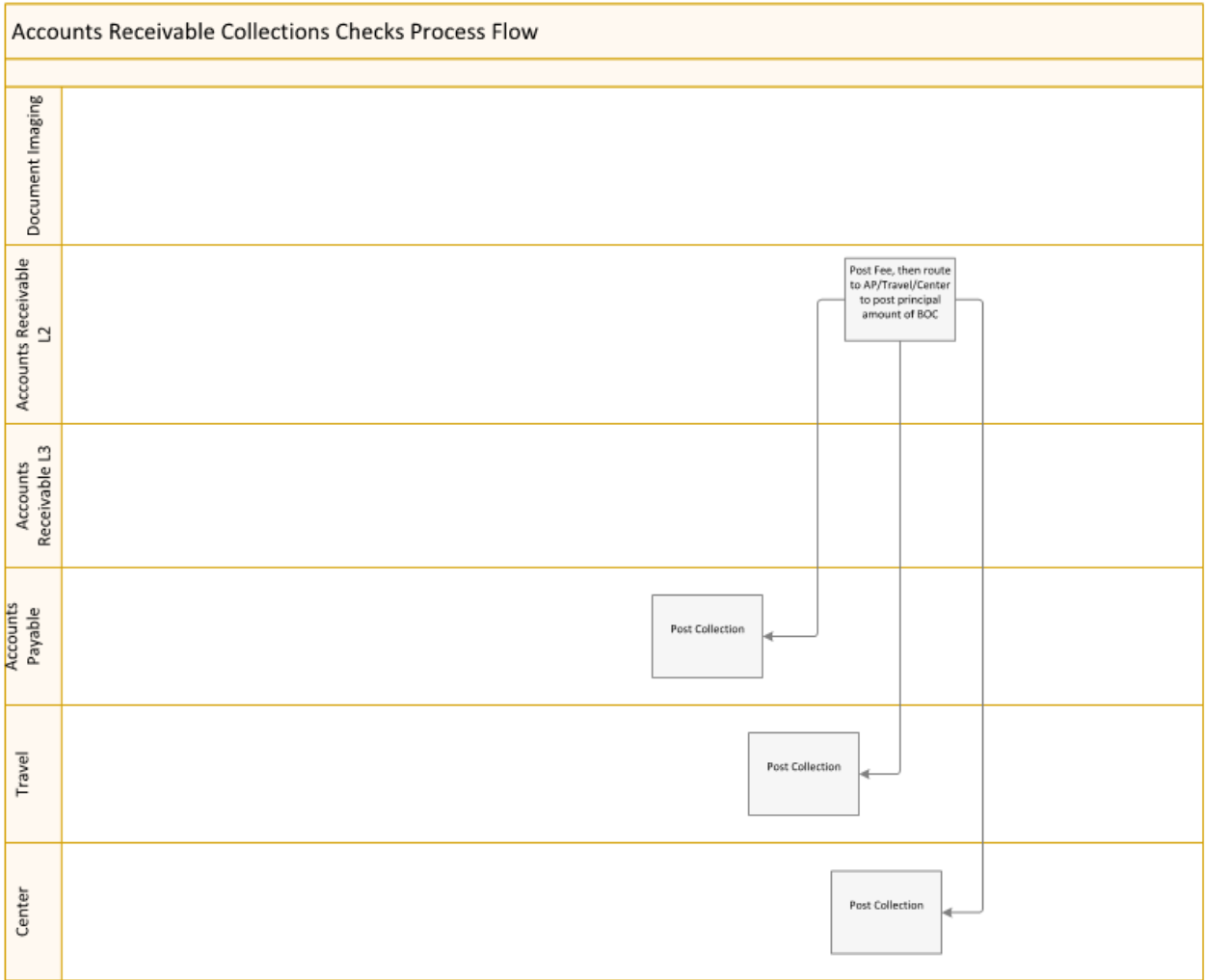


NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 310 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

APPENDIX P – SERVICE NOW CHECK DEPOSIT PROCESS FLOW

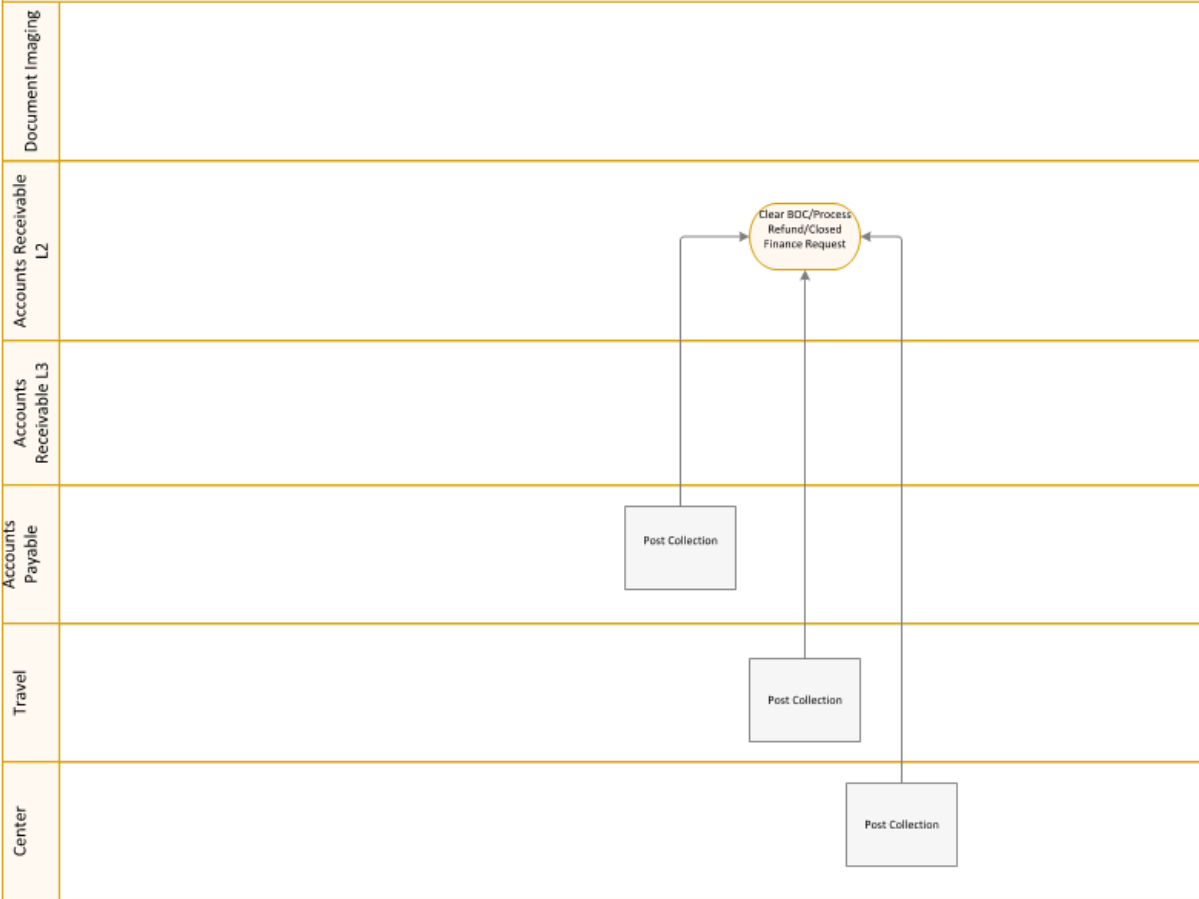


NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 311 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		



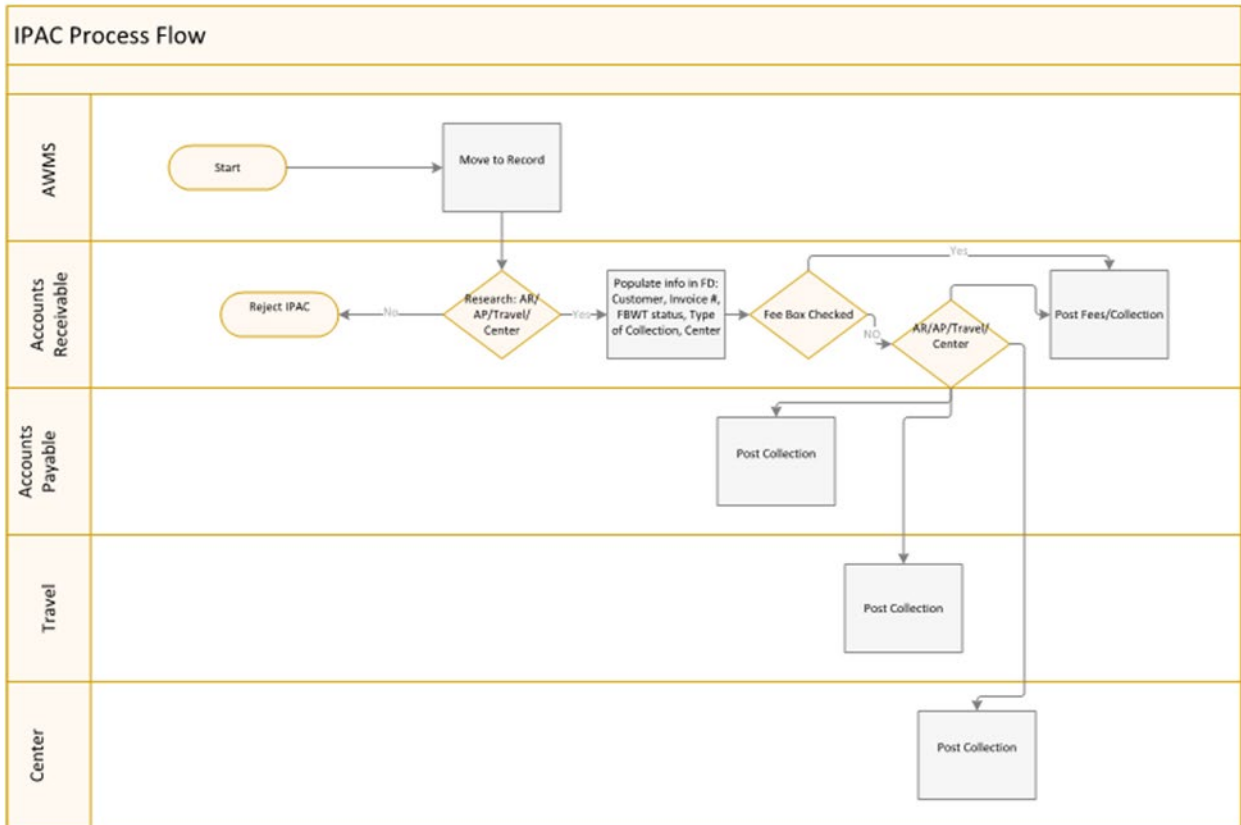
NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 312 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

Accounts Receivable Collections Checks Process Flow

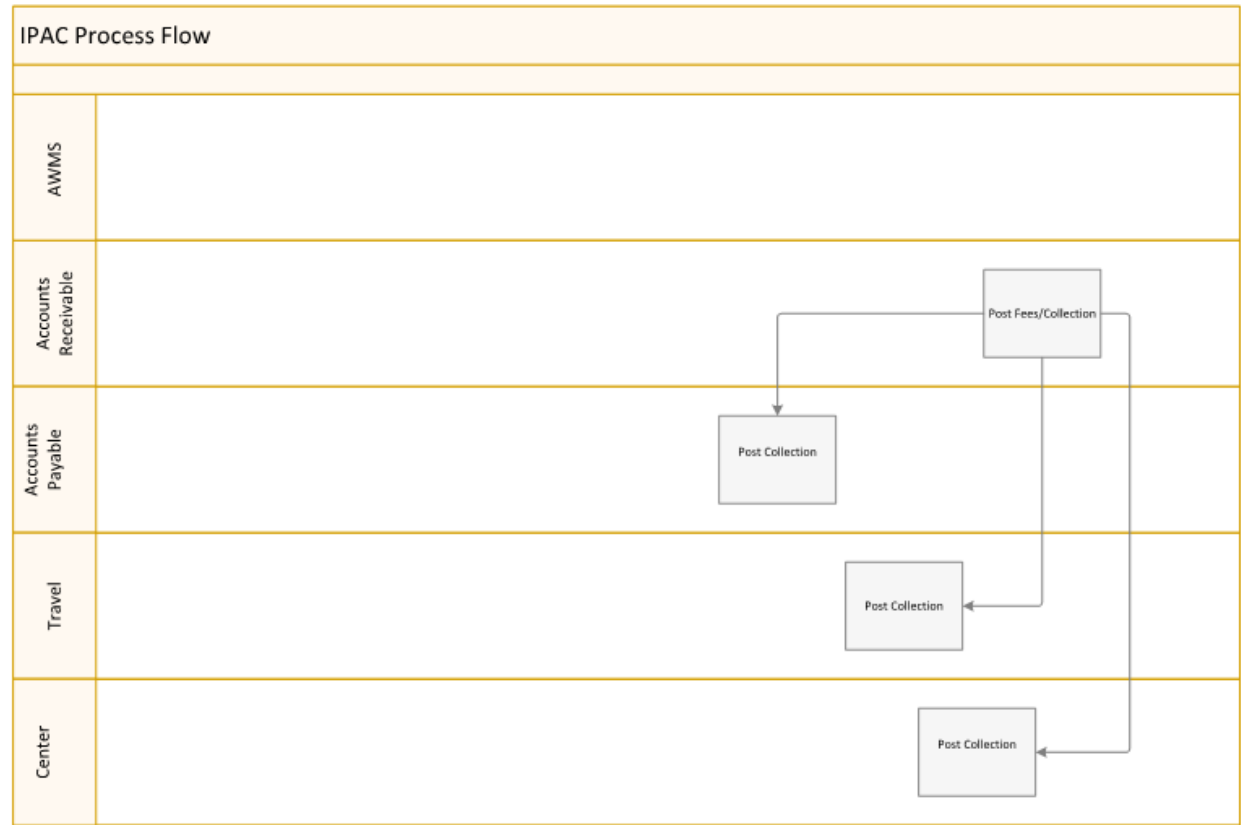


NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 313 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

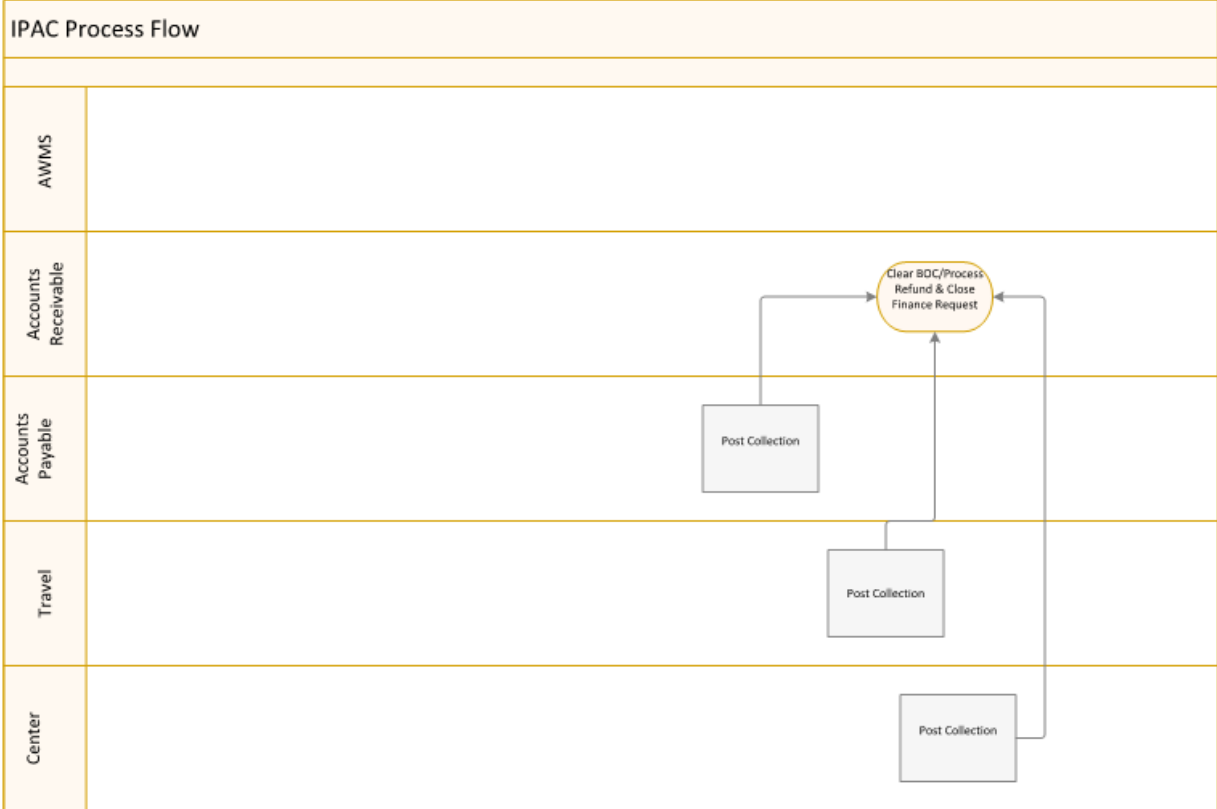
APPENDIX Q – SERVICE NOW IPAC PROCESS FLOW



NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 314 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		



NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 315 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		



NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 316 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

APPENDIX R – SOURCE ENTRY QUICK REFERENCE GUIDE

SOURCE ENTRY Quick Reference Guide		
Type	Attachments	Description
1	Allowance for Bad Debt (Quarterly)	SE Form
		AFBD (3.3A run) - All Tabs
		CTR - AFBD - FYXXXX PXX
2	Allowance for Bad Debt (Off Cycle)	SE Form
		CTR - AFBD - FYXXXX PXX

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 317 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

APPENDIX S – SOURCE ENTRY REVIEW MATRIX

SE Type	Description	Validation steps:
Travel Debts \$75 and under	An employee incurs a travel debt for \$75 and under. NASA's procedure is to establish the receivable but immediately write it off due to the low dollar value	<p>1) Ensure there is no dollar value exceeding \$75 for an individual travel voucher. You will see this on backup spreadsheet.</p> <p>2) Ensure postings: Debit 1310.9999 Credit 6790.0000 / Debit 1319.0000 and Credit 1310.9999. This shows the receivable and then the immediate write off.</p> <p>3) Ensure total amount at Fund level on backup spreadsheet is correct on SE – both the amount and the Fund</p>
Allowance for Doubtful Accounts	Each quarter the amount and age of outstanding debt is analyzed. There is an assumption that the Agency will not be able to collect all of the amount owed, therefore an "allowance" is journalized to account for this potential loss. Amounts are evaluated at month end and sometimes an adjustment is required more frequently than quarterly.	<p>1) Ensure postings follow the EPSS Day to Day posting guide. Pay close attention to each Fund and the associated GL for that Fund.</p> <p>2) Validate the backup to ensure the targeted adjustments are reflected on the SE amounts.</p> <p>3) Ensure the Fund on the backup matches to the Fund on the SE.</p>

NSSC Service Delivery Guide	NSSDG-9200-0008	Revision 12.0
	Number	
	Effective Date: November 3, 2023	
	Expiration Date: November 3, 2026	
Page 318 of 318		
Responsible Office: Accounts Receivable		
Subject: Accounts Receivable – Collection/Deposit Process SDG		

		4) If this is just a monthly adjustment (not at quarter end), ensure the amount and fund on the Trial balance report match to the SE. Ensure GL's are correct by the Fund.
Funded Leave	To record an accrual for NASA employees leave that has been earned but not yet used. Unfunded Leave is for leave on working capital funds and includes Annual Leave, Credit Hours and Comp Time.	1) Ensure the backup documentation and calculations match the SE total. 2) Ensure account 2210.0000 is credited. 3) Ensure correct Working Capital Fund is used.