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Space Administration

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NASA Shared Services Center Service Delivery Guide

NSSDG-9700-0001 Revision 28.0

Effective Date: May 26, 2023
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DOMESTIC TRAVEL

Responsible Office: Financial Management Services Division

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Approved by

Teri L. Green
Acting Chief, Financial Management Services Division

Date

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DOCUMENT HISTORY LOG

Status (Basic / Revision / Cancelled)	Document Version	Effective Date	Description of Change
Basic	Basic	05/04/06	Basic Release
Revision	A	08/22/06	Updated to reflect changes in the process by which the NSSC will handle failed vouchers in travel manager interface.
Revision	B	04/09/2008	Updated Advance liquidation process due to SVU upgrade; added appendix for audit guide; updates to pre-payment review process and bill of collection process; updated extended TDY steps.
Revision	C	2/23/2010	Updated expiration date from 2009 to 2013 to reflect NASA 5-year expiration. NSSC SDD reviews annually. (No signature required for admin change.)
Revision	5.0	12/17/2010	Updated to add Foreign travel process; to reflect the new procedures utilized to process vouchers through eTravel System; implementation of paperless proposal process and changes due to Remedy 7.5 implementation. Document originated under NSSC-FM-SDG-0003. Renumbered on 01/19/11 to NSSDG-9700-0001 to align

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			with SDNS numbering system adopted in March 2010.
Revision	6.0	4/30/14	Update for transition of certifying officer responsibilities and Travel DEO responsibilities from NSSC Travel to NSSC AP, update of foreign for self-approver process, and update to VIP BOC process.
Revision	7.0	11/15/14	Updated to document requirement for civil servant review of improper or missing receipts and to update responsibilities based on Change Order 76.
Revision	8.0	12/15/14	To update due to eTS2
Revision	9.0	6/22/15	To update to new format
Revision	10.0	10/05/15	To update to reflect Statistical Sampling SAP report pulling credit card payments plus traveler payments. Also to clarify split funding for bills of collection
Revision	11.0	1/11/16	To update due to new work management system, ServiceNow.
Revision	12.0	11/8/16	To change ITRA abbreviation to ETTRA, per 41 CFR change; Update section with Remedy screenshots to ServiceNow; Move all applicable appendices into processes. Add manual process for CGE reports. Add Bill of Collection Dispute process.

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			Add Travel Newsletter Process. Add Stat Sample import/macro steps. Update BOC payment documentation requirement. Update IBA proposal naming scheme. Update ETDY Counseling Checklist.
Revision	13.0	01/17/2017	Add the Statement, "The SP is responsible for documenting and maintaining all Macros/Scripts utilized in these processes." Added statement that CS approval is required prior to returning a voucher for invalid receipt. Updated Process 13 for the SP to draft Quarterly Travel Tips document.
Revision	14.0	3/31/2017	Add steps to take when an ETDY trip becomes taxable. Add new steps of BOC creation via the FM Portal. Add steps to upload Quarterly Newsletter and create the request to get it published. Added Process 14: Updating Web links Add Foreign Travel Audit Checklist & Appendix S

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Revision	15.0	06/26/2017	<p>Comment for audit tech to check to see if voucher is related to ETDY travel;</p> <p>Updating sample emails;</p> <p>Statement added to clarify taxing of ETDY - Secondary/Home trips;</p> <p>Added the Death In Service Process and associated appendices</p> <p>Added the CS taxable ETDY voucher review process steps.</p> <p>Added Foreign Travel Luxury Accommodations information</p>
Revision	16.0	10/16/2017	<p>Add clarification on Parking expense vs round trip Taxi</p> <p>Clarified when the Self-Approver monthly audit result is due to CS to begin preparation of Self Approver Audit Metric Report</p>
Revision	17.0	02/01/2018	<p>Updating Domestic prepayment review process automation for review and approval</p>
Revision	18.0	08/27/2018	<p>Added standard terms to show at a glance, on the IDR, what is an 'error' vs 'standard business'; ULO Process update; removing reference to the NID.</p> <p>Removed Process 6 ETDY Counseling as it is in the ETDY Counseling SDG – NSSDG-</p>

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			9740-0001 and renumbered processes accordingly.
Revision	19.0	02/20/2019	<p>Add process 16 for Treasury Cancellations</p> <p>Miscellaneous corrections in the Foreign Prepayment Review section, the Domestic audit section, the Quarterly Travel Tips section, and the Foreign Quarterly Report section.</p> <p>Removed some old/duplicate ETDY appendices and moved to ETDY SDG or ETDY Customer Guide as room afforded.</p>
Revision	20.0	05/20/2019	Updates made to Process 16 Treasury Cancellations
Revision	21.0	07/01/2019	Foreign Queue BOT Process Improvement added
Revision	22.0	8/12/2019	Added Foreign Travel Review process training document as Appendix AA
Revision	23.0	01/27/2020	<ul style="list-style-type: none"> • Add updated steps to Process 9 Domestic Audit Guide; • Process 4 Step 1 B added verbiage on how long to hold a Foreign voucher, if waiting on response or documents; • No return for amount of correction template that is +/- \$10;

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			<ul style="list-style-type: none"> • Added steps to Process 15 to upload Foreign Quarterly Report to TecDoc; • Added Process 17- Accounting Cost Moves
Revision	24.0	07/17/2020	Removing Foreign Travel and other general Travel items not directly associated with domestic. Changing Title of NSSDG-9700-0001 to Domestic Travel.
Revision	25.0	12/20/2020	<p>Add process for manual payment request that bypass CGE to Process 3; and then, rename Statistical Sample-Domestic as Process 4;</p> <p>Removed the term Statistical Sampling Access Database in the summary;</p> <p>Added more detail to B. under Self Approver section;</p> <p>Page 58, i) Added another line with explanation;</p> <p>Page 59, Step 2, G. Updated the information on the due date of SS reviews;</p> <p>/Page 67 Step 3, 10, e) Added details about size of rental car;</p> <p>Page 69 Step 3, #14, c). added details about justification requirement;</p> <p>Page 75 Step 3, D, 1. Added comment about the review complete;</p>

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			<p>Page 80, Step 3, 1) added the file path name;</p> <p>Page 85, Step 5, 10. Added more detail to new the revised process;</p> <p>Repositioned criteria for due dates for the Stat Sample pull.</p> <p>Moved to appropriate section for better wording flow. Add Visio Chart for Domestic Stat Sample;</p> <p>Updated the POV threshold in Appendix I;</p> <p>Added CS steps for Manual Exclusions;</p> <p>Updated Process 4 with new Scoped App process;</p> <p>Updated Process 4 and added instructions to issue review findings;</p> <p>Updated flow chart to Process 2 and Process 4;</p> <p>Updated the Second review and VIP review processes in Process 4.</p>
Revision	26.0	2/12/21	Revised 2 nd review process in Process 4.
		2/17/21	Process 4. Revised review of ETDY vouchers in the stat sample pull.
		03/25/21	Additional information added in Process 4 to send out review notices when approved.
Revision	27.0	05/27/2022	Updated links on pages 66, 98,99,101, 102 and 106. Changed a word on page 70

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Revision	28.0	05/04/2023	Add BOT Mercury Process for Vendor Confirmations. Update Self Approver report.
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1.0 Introduction

The Domestic Travel processes begin upon submission of a travel voucher via the eTravel System. Domestic Travel may be further classified as Extended Temporary Duty (ETDY) Travel if they meet the requirements. For example, if Domestic Travel expenses are approved and exceed 30 days, these types of travel may be classified as ETDY Travel.

- There are separate processes for disbursement of Domestic, Foreign, and ETDY Travel vouchers. Foreign and ETDY travel vouchers are fully audited prior to payment. Domestic travel vouchers are reviewed prior to payment and final approved, but not fully reviewed. See Foreign and ETDY Service Delivery Guides (SDGs) for further details. Domestic travel vouchers less than or equal to \$2,500.00 (payments to traveler and the individually bill account (IBA) portion of the disbursement on the credit card are added together) are audited through random statistical sampling, and Domestic travel vouchers over \$2,500.00 are fully reviewed post-payment. Both processes take place on a monthly basis. If a travel voucher is pulled for audit, the employee is notified to attach required receipts to their travel voucher, if they are not already attached. The National Aeronautics and Space Administration (NASA) Shared Services Center (NSSC) audits the selected vouchers, and if adjustments are needed, a correction template is sent to the Traveler, Preparer, and Center Travel Office (CTO) requesting them to prepare and submit an amended travel voucher in the eTravel System. All items are recorded on the correction template, regardless of the amount. If the amount on the correction template findings are \$75 or less, the voucher would not be amended. If the amount on the correction template findings is \$1.00 or less for Supplemental findings, the voucher would not be amended.

The NSSC is responsible for providing payment and audit services along with required reporting for Travel and works closely with the requesting Center to ensure that payments meet federal and Agency requirements. The NSSC is required to process all travel vouchers payments within 5 days of receipt of complete information. Domestic Review-Statistical Sample for the prior months travel voucher payments will be reviewed within 30 days of the following month.

To obtain information on the External Audit Documentation Pull and Request for Extension, access the link to Financial Management Division / Internal Review Work Instructions and Procedures, NSPWI-9000-0003 or copy and paste the URL below into your Web browser:

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[https://dm.nssc.nasa.gov/servlet/dm.web.Fetch?did=2087212&rev=\\$latest](https://dm.nssc.nasa.gov/servlet/dm.web.Fetch?did=2087212&rev=$latest)

2.0 Purpose

To outline Agency procedures followed by the NSSC related to the processing of Domestic Travel Vouchers. The NSSC Service Provider (SP) is responsible for documenting and maintaining all Macros/Scripts utilized in these processes.

3.0 Applicability/Scope

In accordance with Federal regulations and NASA policy, the NSSC is responsible for processing Domestic Travel Vouchers.

The NSSC shall use Core Financial Software – Services, Applications and Products (SAP) R/3 – to perform the financial management activities. Financial Management is required to use Business Object (BOBJ) for reporting, query, and reconciliation activity. NSSC is required to adhere to NASA Procedural Requirements (NPRs), NASA's Enterprise Performance Support System (EPSS), Federal Travel Regulations (41 CFR) and other applicable Federal regulations and NASA policies and procedures. The NSSC shall process Domestic and Foreign Travel Vouchers in accordance with Agency guidelines.

4.0 Privacy Data

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

5.0 Records

The Domestic Travel Service Delivery Guide outlines processes that include the creation and receipt of NASA official records as defined by NPR 1441.1. These records are included in the Travel functional Master Records Index (MRI), applicable NASA Records Retention Schedule (NRRS) or General Records Schedule (GRS) items that provide retention/disposition authority.

6.0 Cancellation/Supersession of Previous Documents

This document supersedes NSSDG-9700-0001 Revision 27.0

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PROCESS 1 – DOMESTIC TRAVEL QUEUE

STEP 1. NSSC Travel (Service Provider (SP)) – Receive new vouchers and run queue from eTravel system to determine oldest to newest vouchers.

Note: This step is performed by a BOT that runs each business day at 5:00 in the morning. This set of process steps is the only way to determine what vouchers are old and new.

Vouchers will be processed first in, first out. The vouchers that have been in the queue for the longest amount of time should be processed first.

When the BOT runs the daily queue for domestic travel, the BOT will run the “Awaiting Approval Queue” in the electronic travel system (ETS) which is currently Concur Government Edition (CGE) and will select only the vouchers awaiting “Actuals Review, Reject, Self Approver Review, and Supervisor Review” under the “Current Status” and select “Include All Travel” from the Temporary Duty (TDY) option.

The BOT will save the report to the N:Drive under N:\TRAVEL\DOMESTIC TRAVEL\QUEUE MANAGEMENT\CGE\Awaiting Approval Queue\YEAR\XX-MONTH YEAR\Awaiting Approval Queue_DATE. For example “N:\TRAVEL\DOMESTIC TRAVEL\QUEUE MANAGEMENT\CGE\Awaiting Approval Queue\2020\02-February 2020\Awaiting Approval Queue_021020”.

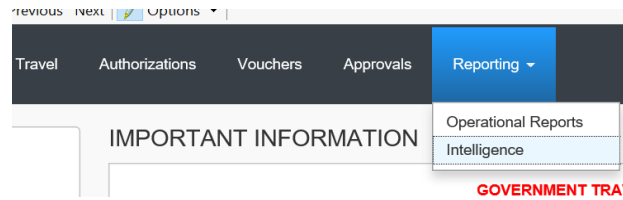
The SP will open the spreadsheet each morning after the BOT saves it down and will manually run the macro. The macro will log into eTravel system, review and approve the travel vouchers. The macro will identify vouchers that have rejected or cannot be processed and notate them on the spreadsheet. The remaining vouchers will be reviewed by the SP.

The Domestic queue includes foreign vouchers that have been routed for final approval at NSSC (second stop at NSSC). Domestic may be classified as ETDY, if the expenses are approved and exceed 30 days.

STEP 2. NSSC Travel (Service Provider (SP)) - The following is the process for manually running the queue through CGE, when the BOT is unable to run it:

- A. Log into eTravel system. Click “Reporting” at the top of the page.
- B. Click on “Intelligence”.

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- C. Click on “NASA”
- D. Click on “Awaiting Approval Queue” from the list of reports.
- E. Select “Approved” from the “Awaiting Status” column.

- F. Under the ‘Current Status’ section, “Actuals Review”, “Self Approver Review” and “Supervisory Review” will already be selected by default. Check “Reject” to ensure it is selected as well.

- G. All other fields are defaulted to the correct selection, you would not change anything else. On the date range, it defaults to January 1 of the current year. If you are working in the month of January, you should change the date to January 1 of the previous year. (Example: today is January 7, 2020, you would change date to January 1, 2019). This is to ensure you are pulling anything old not processed.
- H. Click on “Finish” at the bottom

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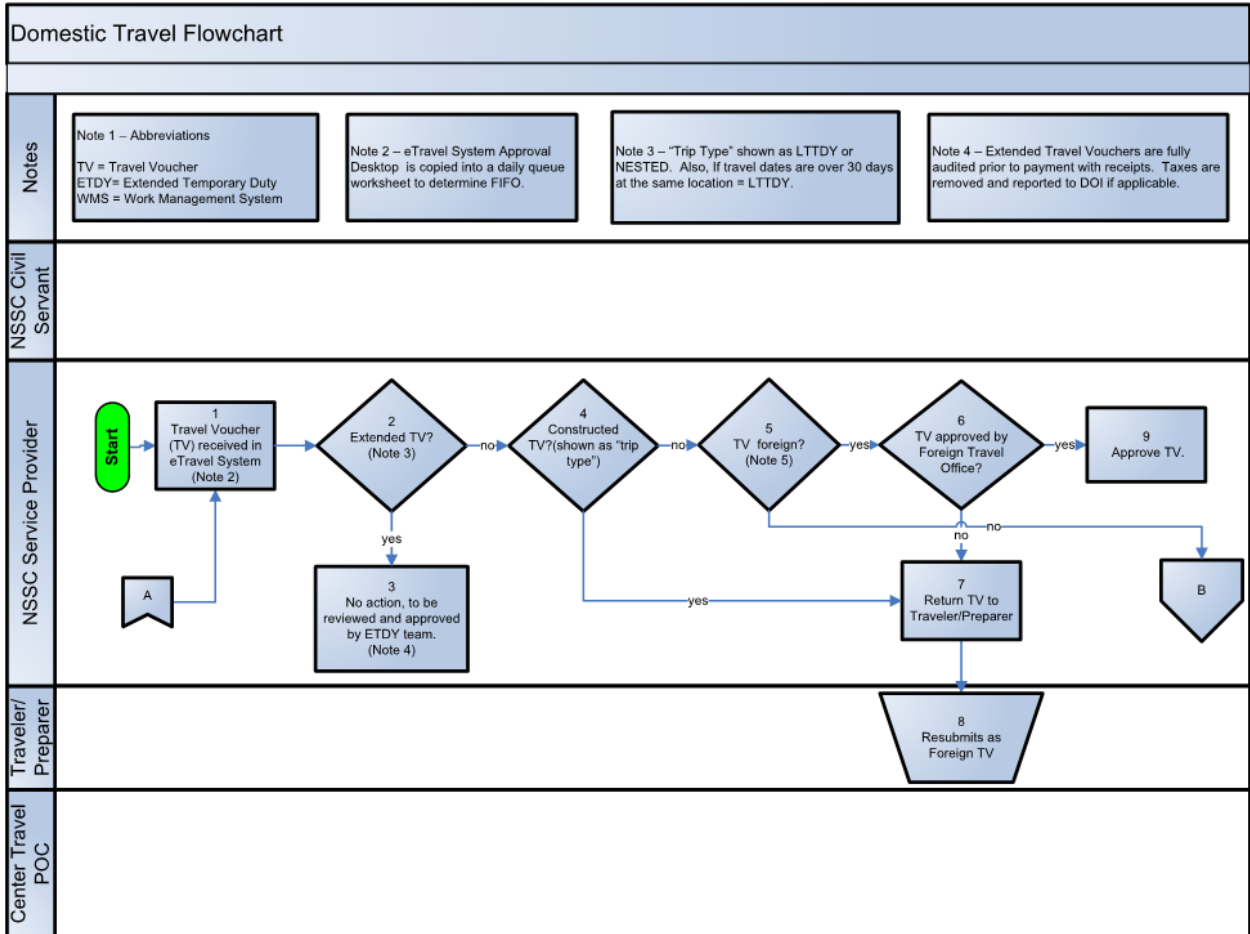
- I. Click on icon that looks like a piece of paper with a blue dot in the Center. Select “View in Excel Options” – “View in Excel 2007 Format” from drop down menu
- J. Report will run, when complete, click on “open”. Save report to N Drive as N:\TRAVEL\DOMESTIC TRAVEL\QUEUE MANAGEMENT\CGE\Awaiting Approval Queue\Current Year\Current Month\Awaiting Approval Queue X-XX-XX (current date)

Output: Travel vouchers awaiting disbursement.

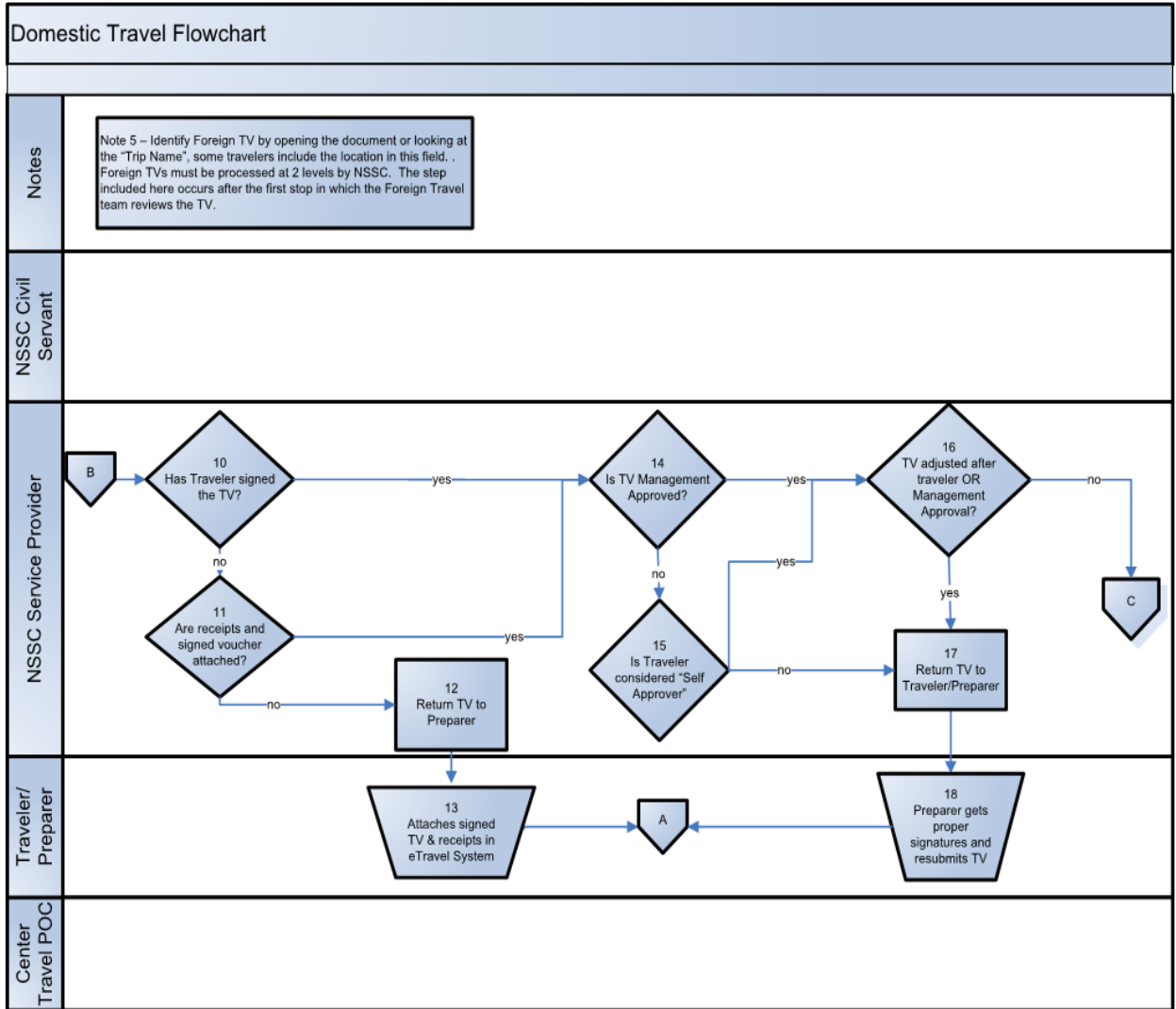
Note: All vouchers must have Fund Certifier and Center Supervisor approval unless an authorized self-approver.

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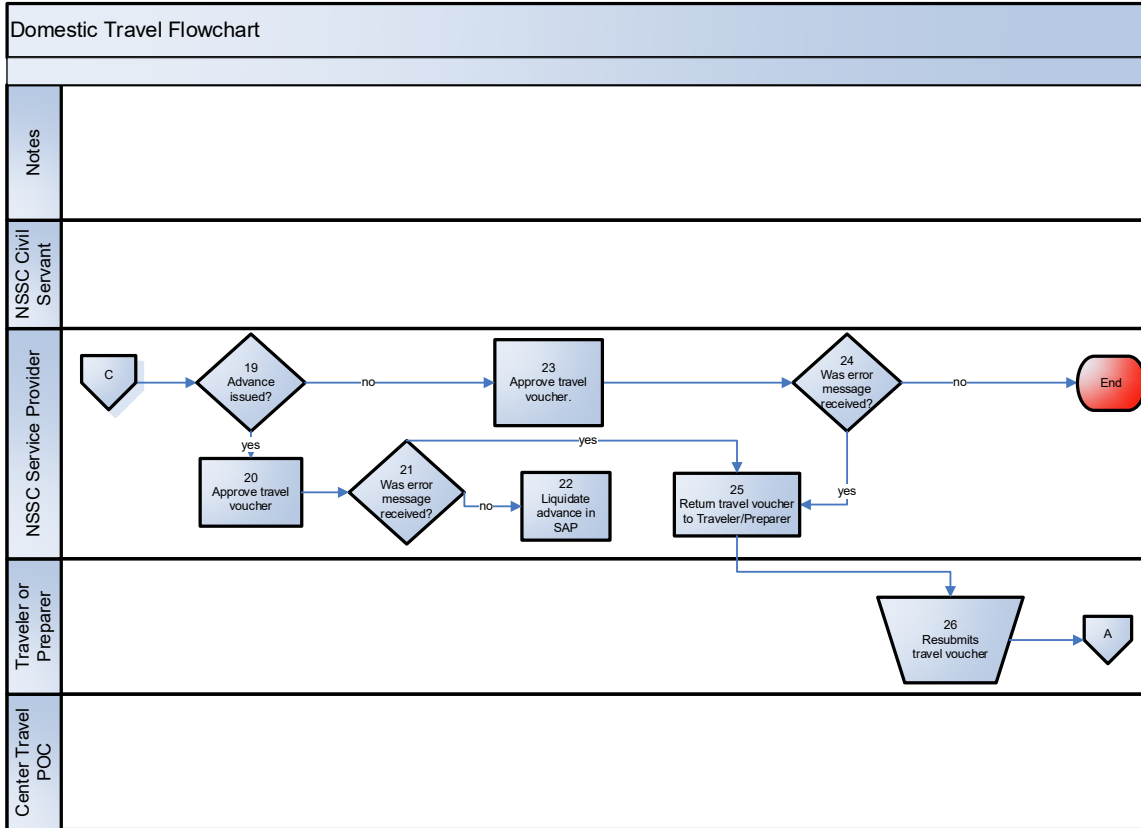
PROCESS 2 – DOMESTIC PREPAYMENT REVIEW – MANUAL PROCESS



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STEP 1. NSSC Travel (SP) –Select voucher for pre-payment review.

- A. Log on to eTravel System
- B. Click on “Approvals”
- C. Click on the column “Traveler” to sort the queue. Locate the traveler’s voucher you are processing from the spreadsheet.
- D. Using the report, select the first voucher to be reviewed; and then, click on the voucher number in the eTravel system. Select “view summary” from the drop-down menu.

Output: Voucher selected for Prepayment review.

STEP 2. NSSC Travel (SP) – Check voucher “Type” to determine if document is an Extended TDY/Nested.

- A. What do I check?
 1. Review “Type” to far right. If it is ETDY, it will indicate “NESTED TRIP HOME”, “NESTED TRIP TO SECONDARY” or “LTTDY (Long Term TDY).”
 2. Next review itinerary locations under “Document Information” section to determine if the dates are greater than 30 days. If they are greater than 30 days and the voucher was created as “Single”, then this should be ETDY and the voucher will need to be returned to select the correct trip type.
 3. If voucher is not ETDY, continue processing as normal.
 4. If voucher is ETDY but has foreign locations, check for NSSC Foreign Review stamp.
- B. What do I do if I determine that it is an ETDY/Nested voucher?
 1. Verify, if the voucher is Foreign ETDY. Review “Reservation Details” section to determine, if foreign travel is indicated based on locations. (US Territories such as Alaska, Hawaii, Puerto Rico, Guam, etc. will not route to Foreign Travel, do not return these, process as domestic).
 2. If location is foreign, scroll to “Current Document History” and determine, if an NSSC Foreign Travel staff member has approved the document, since the last time the Traveler signed (look for STATUS of “APPROVED” with SIGNATURE NAME of someone from NSSC Foreign Travel).

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3. If the voucher has been approved by NSSC Foreign Travel, continue processing.
- C. What do I do, if I determine dates are greater than 30 days and trip type is single?
1. Return the voucher.
 2. In comments enter “NSSC: This voucher was submitted as a Single trip and needs to be recreated and submitted using the LTTDY trip type travel features from the eTravel System.
- D. If voucher is not foreign but is ETDY or Nested, **do not process**. The ETDY team will process. These should be identified as ETDY or Nested vouchers in the Awaiting Approval Queue Report which is another way they can be identified.

STEP 3. NSSC Travel (SP) – Determine if it is a constructed voucher.

- A. What do I check?
1. Review “Type” to far right. It will indicate “CONSTRUCTED.” If it does, then **do not review**.
 2. Return to desktop screen by closing this document with red “X” box.
 3. Select the document by clicking on the icon with the green plus sign under the “Action” column from desktop. Click on “Pre-audit & Stamp Selected Document(s).”
 4. Click on “Continue Signing Document(s).”
 5. Under “Status to Apply” select “RETURNED.”
 6. Under “Remarks,” enter the following comment:
 - a) NSSC: Your Travel Voucher is being returned because the constructed functionality within Concur Government Edition (CGE) is currently not functioning properly. Please resubmit the document using the single travel mode and attach a cost comparison included with your receipts; and then, reroute to the NSSC for approval.
 7. Click on “Stamp Selected Documents” to return voucher.
 8. Click on “Close Stamping Log Screen” to return to approver desktop screen.

STEP 4. NSSC Travel (SP) – Check voucher to determine if it is an amendment.

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A. What do I check?

1. Review top left corner of voucher to see if it says "Document Amendment".
2. If it does, scroll down to "Totals and Travel Advances" and check the "Pay to Charge Card" amount and ensure the Amended Net amount is not a negative amount.
3. If it is a negative amount stop and send email to the Customer Contact Center, include your email, department & assigned to, copying the Domestic Lead to review the voucher. Once the voucher has been reviewed by the Domestic Lead, the Lead will notify Tech of what action needs to be taken.
4. We cannot collect from the US Bank account; the center cannot put an amount owed from the traveler being collected from the Individually Billed Account (IBA). If there is an IBA overpayment, they have to put the negative amount owed to be collected directly from the traveler and you should see it on the "pay to traveler" not "pay to charge card".
5. If it is anything other than a negative to the IBA charge card you can continue with the approval process completing steps 5 – 11.

STEP 5. NSSC Travel (SP) - Check "Reservation Details" to determine, if there were any Foreign/Outside the Continental United States (OCONUS) legs in the journey.

A. What do I check?

1. Review "Reservation Details" section to determine if foreign travel is indicated based on locations (US Territories such as Alaska, Hawaii, Puerto Rico, Guam, etc. will not route to Foreign Travel, do not return these, process as domestic).
2. If so, scroll to "Current Document History" and determine if an NSSC Foreign Travel staff member has approved the document since the last time the Traveler signed (look for STATUS of "APPROVED" with SIGNATURE NAME of someone from NSSC Foreign Travel) If voucher is not Foreign or has been approved by NSSC Foreign Travel, continue processing.
3. If the voucher was adjusted after the NSSC Foreign Travel staff member has approved it, it will need to be returned.

B. What do I do if I determine that NSSC Foreign Travel has not previously approved the voucher?

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1. Return to desktop screen by closing this document with red “X” box.
2. Select the document by clicking on the icon with the green plus sign under the “Action” column from desktop. Select “Pre-audit & Stamp Selected Document(s).”
3. Click on “Continue Signing Document(s).”
4. Under “Status to Apply” select “RETURNED.”
5. Under “Remarks”, enter the following comment:
 - a) NSSC: Voucher bypassed the NSSC-Foreign Travel office for approval. Please resubmit the document for NSSC approval.
6. Click on “Stamp Selected Documents” to return voucher.
7. Click on “Close Stamping Log Screen” to return to approver desktop screen.
8. Immediately log into the Foreign Travel Approval Spreadsheet, located at N/Travel/Domestic Travel/Queue Management/CGE/Foreign Travel Approvals/Foreign Travel Approval Spreadsheet. Locate the traveler and TA# and update that the voucher has been returned and reason in red. Send e-mail to Traveler with cc to Preparer and Center Foreign Travel Approver using the e-mail language in [Appendix C](#).

STEP 6. NSSC Travel (SP) – Determine if it has been adjusted after the traveler’s most recent signature.

A. What do I check?

1. Go to bottom of page “Document History” section of the voucher, to determine, if the stamp “ADJUSTED” appears after the traveler has SIGNED. (Note, sometimes a traveler uses the PREPARED stamp when making an adjustment which is okay, if it is apparent that the traveler made the adjustment).
 - a) If there is not a Supervisor Approval stamp, then check to see, if the traveler is the NASA Administrator (currently Bill Nelson). The Administrator skips the supervisor approval for vouchers.
 - b) For all self-approvers (except the Administrator), the vouchers go to the Deputy Administrator for supervisor approval.
2. If it is not ADJUSTED, continue processing as normal.

B. What do I do if I determine that it was ADJUSTED after traveler has signed?

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1. Determine, if the adjustment was related to one of the approved system errors. A system message should appear next to or just before the ADJUSTED stamp.
2. If the adjustment appears to be for the purpose of correcting a system error; then it is okay to process.
3. If the adjustment does not appear to be related to a system error, then the voucher should be returned:
 - a) Return to desktop screen by closing this document with red "X" box.
 - b) Select the document by clicking on the icon with the green plus sign under the "Action" column from desktop. Click on "Pre-audit & Stamp Selected Document(s)."
 - c) Click on "Continue Signing Document(s)."
 - d) Under "Status to Apply" select "RETURNED."
 - e) Under "Remarks", enter the following comment:
 - i. NSSC: This voucher was returned because it was adjusted after the traveler signed. Please re-sign the document and resubmit to the NSSC for approval.
 - f) Click on "Stamp Selected Documents" to return voucher.
 - g) Click on "Close Stamping Log Screen" to return to approver desktop screen.

STEP 7. NSSC Travel (SP) - Check to see if an advance is associated with the voucher.

A. What do I check?

1. Open the voucher, under the "Totals and Travel Advances," go to "Advances Summary," it will show "Advance Requested" and the advance amount.

NOTE: Some vouchers will show "Advance Applied" and not "Advance Requested" and will be listed directly under "Totals and Travel Advances." It does not have a subcategory "Advances Summary."

B. What do I do if I determine that there is an advance?

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1. If an amount is listed, follow steps below to liquidate the advance in SAP. Determine, if the advance is greater than or less than the reimbursable voucher amount.
- C. What do I do if I determine that the amount due Traveler is greater than the advance?
1. Continue with review of document and approve voucher. Make sure it interfaces in SAP.
 2. Next, immediately log into SAP. Select transaction code F-44. By account, put the vendor number. By special G/L ind, put a "Y". Then, click on 'Process Open Items.' Click on select all icon; and then, the "deactivate items" icon. (See example that follows). Click on the dollar amounts at top that match the advance amount you are liquidating against. There should be four (Traveler may have more than one advance so be careful to only select the amounts associated with current voucher). **(If you have any questions at all as to the amounts you are liquidating, please see your lead)**. Then, double check the amount in the "Not Assigned" box at bottom. The amount in here should be \$0. If so, hit the post icon at top to liquidate. Advance liquidation is complete.



- D. What do I do if I determine that the amount due Traveler is less than the advance?
1. This would result in a negative amount showing as Net to Traveler.

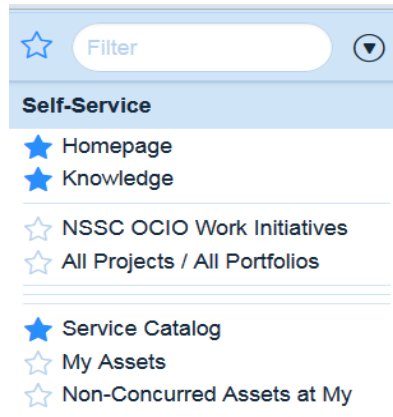
Totals and Travel Advances	
Disbursement Type	Amount
Total Expenses	2,422.25
Non-Reimbursable Expenses	726.83
Personal Expenses	0.00
Advance Applied	2,043.60 Advance Remarks
Pay To Charge Card	0.00
Pay To Traveler	-348.18

2. If so, continue to document and approve voucher. Make sure it interfaces in SAP.
3. Then, immediately go into SAP. Select transaction code F-44. By account, put the vendor number. By special G/L ind, put a "Y." Then, click on 'Process Open Items.' Click on select all icon; and

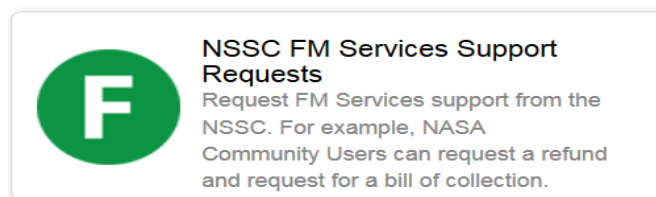
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then, the “deactivate items” icon. (See previous example). Click on the dollar amounts at top that match the dollar amount on the voucher paying to Traveler under the accounting summary section listed as “actual cost” (see sample below). There should be two with posting key numbers 31 and 26 (Traveler may have more than one advance so be careful to only select the amounts associated with current voucher). Only clear the posting keys 31 & 26, you will not clear all four, just two. If you try to clear all four, system will not show a \$0 net. This is your safety check.

4. Check FBL1N to ensure the amount on the voucher paying to the traveler was cleared and not open to pay to the traveler. Then, calculate the difference of the advance against what the voucher amount was to obtain the amount the traveler owes NASA.
5. Open the Work Management System (WMS)
6. Click Service Catalog



7. Click NSSC FM Services Support Requests



8. Click Bill of Collection Request

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Service Catalog > NSSC FM Services Support Requests 100 per page

F NSSC FM Services Support Requests
Request FM Services support from the NSSC. For example, NASA Community a bill of collection.

Categories

F Refund Request
Request a refund to be sent to a customer or refund sent to miscellaneous receipts.

F Bill of Collection Requests
A request for a "Bill of Collection" to be created.

9. Click Travel Bill of Collection Request

Service Catalog > NSSC FM Services Support Requests > Bill of Collection Requests

Bill of Collection Requests
A request for a "Bill of Collection" to be created.

Items

Travel Bill of Collection Request
Use this request to create a Travel Bill of Collection Request.

10. Fill out web page with All required information

- a) The "Explanation of Debt" field should begin with one of the following standard descriptions: StatSample, RITA, WTA, COS Taxes, CM, ETDY OVPD, or ETDY TOVPD.
- b) If the "Explanation of Debt" field has not been populated with one of the standard descriptions, A/R will email the Travel Service Provider that created the Invoice Data Requirement form (IDR).

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Travel Information

* Submitter:

Karen Hill

* This Request is for:

NASA Employee Non-NASA Employee

* Traveler:

* Center:

Dates of Travel

* Date of Cash Disbursement:

* Travel Location:

* TA #:

* SAP Vendor #:

Debt Information:


* Explanation of Debt:

* Funds Commitment Doc Number:

Line #	Amount	Fund Center	Fund	GL Acco
99	99999999.99			9999.99
Total Amount:				

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11. Submit

GL Account	Cost Center	Order	WBS
9999.9999			

[Submit](#)

STEP 8. NSSC Travel (SP) – Determine if it is an Invitational voucher.

A. What do I check?

1. Go to bottom of page “Document History” section of the voucher, to determine if SIGNATURE NAME is the same as the Traveler Name (look for STATUS of “SIGNED” and check, if the name agrees to the “Traveler Name” at the top of the voucher).
2. If the name does not agree, this indicates it is an Invitational Traveler or Voucher was stamped on behalf of the traveler.
3. If it is **not** an Invitational Traveler, **continue processing as normal**.
4. If it is stamped on behalf of, **continue processing as normal**, it was already approved through the routing.

*Note - if adjusted after “Signed on Behalf of” do not return, signed on behalf may be utilized to replace the traveler’s signature. Open voucher to compare amounts to make sure the amounts did not change, when it was adjusted. If the amounts did not change, approve and process.

5. If it is an Invitational Traveler, select “View Receipts” at the bottom of the document and verify that a signed copy of the voucher and receipts, if applicable, are attached.
 - a) NOTE: Receipts are not required for mileage, Meals and Incidental Expenses (M&IE) or misc. expenses less than \$75.
6. If there are receipts and a signed copy of the voucher attached, **continue processing as normal**.

B. What do I do if I determine that applicable receipts are not attached?

1. Return to desktop screen by closing this document with red “X” box.
2. Select the document by clicking on the icon with the green plus sign under the “Action” column from desktop. Click on “Pre-audit & Stamp Selected Document(s).”

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3. Click on "Continue Signing Document(s)."
 4. Under "Status to Apply" select "RETURNED."
 5. Under "Remarks", enter the following comment:
 - a) NSSC: Receipts were not attached to this Invitational Voucher. Please fax your receipts to eTravel System using the fax transmittal sheet from your voucher or attach them. After confirming the required information has attached to your voucher, please resubmit.
 6. Click on "Stamp Selected Documents" to return voucher.
 7. Click on "Close Stamping Log Screen" to return to approver desktop
- C. What do I do if I determine Traveler did not sign the voucher and a signature is not attached?
1. Return to desktop screen by closing this document with red "X" box.
 2. Reselect the document following instructions above and click on "Preaudit & Stamp Selected Document(s)."
 3. Click on "Continue Signing Document(s)."
 4. Under "Status to Apply" select "RETURNED."
 5. Under "Remarks", enter the following comment:
 - a) NSSC: A signed copy of this Invitational Voucher was not attached. Please print a copy of your voucher, sign it, and fax the signed copy to eTravel System using the fax transmittal sheet from your voucher or attach them to the document. After confirming that the required information is attached to your voucher, please resubmit.
 6. Click on "Stamp Selected Documents" to return voucher.
 7. Click on "Close Stamping Log Screen" to return to approver desktop screen.

STEP 9. NSSC Travel (SP) – Determine if it was self-approved.

A. What do I check?

1. Go to bottom of page "Document History" section of the voucher. If there is not a Supervisory Approval or Actuals Review signature after the Funds Certifier, go to the Very Important Person (VIP) list located at N:\TRAVEL\VIPLIST. If the traveler's name is on the list,

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then they are an authorized self-approver. Continue approving the voucher. (If stamped Self Approved by the traveler or someone other than the traveler, please refer back to the VIP LIST to confirm the traveler is on the self-approver list.)

- B. What do I do, if I determine that the traveler is not a self-approver and a supervisor has not signed the voucher?
1. Return to desktop screen by closing this document with red "X" box.
 2. Select the document by clicking on the icon with the green plus sign under the "Action" column from desktop. Click on "Pre-audit & Stamp Selected Document(s)."
 3. Click on "Continue Signing Document(s)."
 4. Under "Status to Apply" select "RETURNED."
 5. Under "Remarks", enter the following comment:
 - a) NSSC: Voucher bypassed supervisor for approval. Please resubmit the document for NSSC approval.
 6. Click on "Stamp Selected Documents" to return voucher.
 7. Click on "Close Stamping Log Screen" to return to approver desktop screen.

STEP 10. NSSC Travel (SP) - Check for error messages, if any after "Approved." See step 8 below.

- A. What do I check?
1. After you "Approve" a voucher, it may be returned to your queue as "REJECT" or "EAI Failed."
- B. What do I do, if I have a REJECT or EAI Fail?
1. Follow instructions in [Appendix B](#) regarding appropriate action to take. The most common errors and the appropriate dispositions are included in the appendix. For other types of error messages, check with domestic travel lead or supervisor to determine appropriate action.

Output: Prepayment Review complete and voucher stamped in eTravel system

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PROCESS 2A – DOMESTIC PREPAYMENT REVIEW – MACRO REVIEW PROCESS

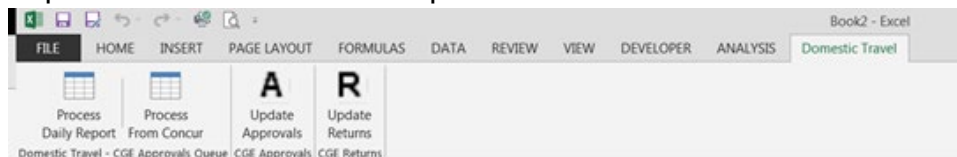
Summary

The Domestic Travel – Voucher Review Macro is provided to review vouchers in Concur (CGE) based on Document Type; Destinations; Travel Dates; Document stamp history, and Payment amounts to determine if the voucher should be approved, or an exception exists requiring manual processing/review.

The user must have access to the Concur (CGE) website and have the DomesticTravel.xlam Excel add-in installed to use this automation. They must also have access to the N:\ drive.

STEP 1. NSSC Travel (SP) – Install the Domestic Travel Excel add-in file. User opens their current Excel application and verifies that the DomesticTravel.xlam add-in is installed

A. Open Excel and check the top ribbon for a tab titled “Domestic Travel”



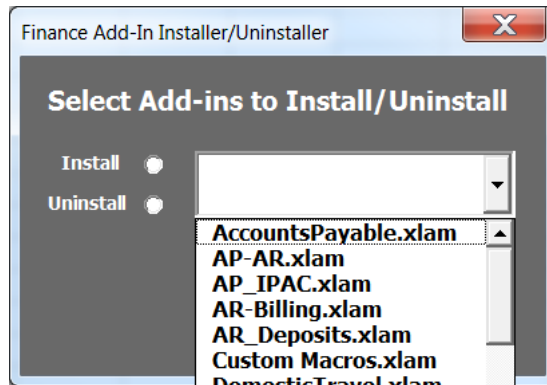
B. If the Domestic Travel add-in is available on the ribbon, proceed to step 2

C. If the Domestic Travel add-in is not installed, follow these steps to add the macro to Excel

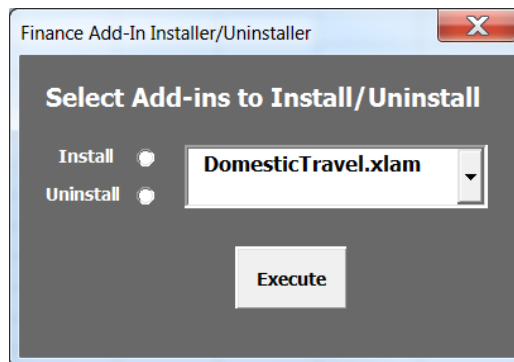
1. Go to directory (N:\FM Division\Accounts Payable_Accounts Receivable\Macros\)
2. Select “Add-In Installer.xlsm”
3. Click on Finance Add-In Installer

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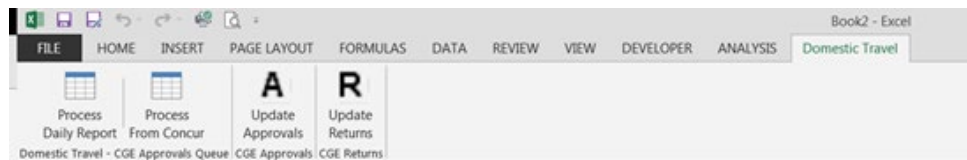
- From the drop-down, select “DomesticTravel.xlam” and select Install



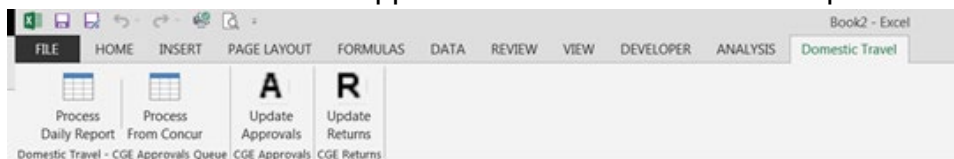
- Click the “Execute” button



- Domestic Travel add-in should now be available on the Excel Ribbon

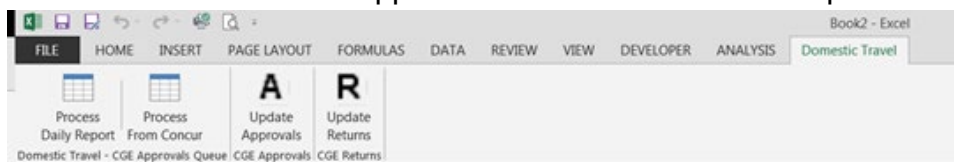


STEP 2. NSSC Travel (SP) – To complete the Voucher Review using the daily Awaiting Approval Queue Report, open the report in excel. With the report in the active Excel window, select the Process Daily Report button in the Domestic Travel – CGE Approvals Queue section to start processing



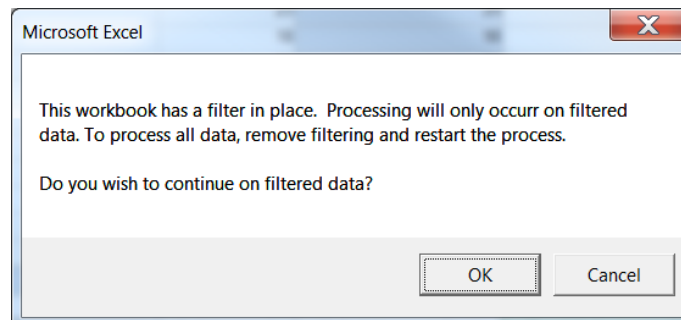
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STEP 3. NSSC Travel (SP) – To complete the Voucher Review directly from the Concur (CGE) website, select the Process from Concur button in the Domestic Travel – CGE Approvals Queue section to start processing



STEP 4. The macro will:

- A. If started using the Awaiting Approval Queue Spreadsheet, complete a preliminary review of the spreadsheet
 1. Review the Vouchers Awaiting Approval worksheet to determine, if it is filtered. If filtered, a pop-up will be displayed to validate that the user only wants to process the filtered data



2. Makes a copy of the Vouchers being processed to a new worksheet named "Data"
3. Review the Vouchers Awaiting Approval worksheet to determine vouchers that do not need to be opened in CGE for further review because they will be processed manually. The following columns in the worksheet are checked (if available) for the preliminary review:
 - a) Document Type – If "Local Voucher" is populated in worksheet, returns "Not Processed: LOCAL VOUCHER" exception message
 - b) Trip Type – If "ETDY" is populated in worksheet, returns "Not Processed: ETDY" exception message. If "Nested" is populated in worksheet, returns "Not Processed: NESTED" exception message.
 - c) International – If "YES" is populated in worksheet, returns "Not Processed: International" exception message

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- B. If starting directly from CGE, automation will create a new workbook for processing results. It will output the following columns: Employee; Employee ID; Document Name; Trip Type; Travel Dates; Advance Applied Amount; Charge Card Amount; Net To Traveler; Processing Comments; Pending CGE Updates
- C. Pulls the Travelers who can sign for themselves and do not require a SELF APPROVER REVIEW (SELFV)

Note: This reference list is to be maintained by the Travel group. The Traveler ID is the required information for processing
N:\TRAVEL\DOMESTIC TRAVEL\QUEUE
MANAGEMENT\CGE\Awaiting Approval
Queue\Reference\SelfApproversList.xlsx

- D. Opens the Concur (CGE) website
- E. Navigate to the Approvals tab
- F. If processing based on the Awaiting Approval Queue Report, will navigate through the Document List to look for matching Document Numbers from the Vouchers Awaiting Approval worksheet. If processing directly in Concur (CGE) will pull every Voucher listed.
- G. Clicks the link to Review the Voucher
- H. Pulls information from the voucher report

Voucher Section	Data Pulled
Header	Traveler ID Traveler Name
Document Information – Header	Travel Dates: [Date span] Type
Document Information	Itinerary Location FROM [Date] TO [Date]
Totals and Travel Advances	Total Expenses Advance Applied Pay to Charge Card Pay To Traveler
Document History	Date/Time Status Name

- I. Completes review based on the data pulled above from the Voucher Report. See below for data reviewed and exception messages returned. If there are no Exceptions, it will return an “Approved” message.

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Data Reviewed	Review Comments	Exception Messages Returned
Missing Data	Checks data pulled above to determine if anything was not pulled from the voucher	Not Processed: Could not review the following: [lists data not pulled]
Document Information: -Type	Checks for LONG TERM TDY, NESTED, CONSTRUCTED	Not Processed: ETDY Not Processed: NESTED Return: CONSTRUCTED
Document Information: -Itinerary Locations	Reviews all Locations listed in section. Checks for Foreign Travel locations	Not Processed: Travel has Foreign Locations
Document Information: -From [Date] -To [Date]	Reviews all dates listed in section with Locations. Determines travel start and end based on dates. Checks for dates that span greater than 30 days	Not Processed: Unable to determine Travel Days Not Processed: Travel Exceeds 30 days
Totals and Travel Advances: -Advance Applied -Pay To Traveler	Checks for Advances to Traveler. If the Pay to Traveler amount is < 0 (negative) returns Bill Of Collection, otherwise, returns Advance Liquidation	Not Processed: SAP Update – Bill of Collection Not Processed: SAP Update – Advance Liquidation
Totals and Travel Advances: -Pay To Traveler	Checks the Pay to Traveler for amounts < 0 (negative)	Not Processed: Negative Pay to Traveler

Data Reviewed	Review Comments	Exception Messages Returned
Totals and Travel Advances: -Pay To Charge Card	Checks if the Pay to Charge Card amount is < 0 (negative)	Not Processed: Negative Pay to Charge Card
Header -Traveler ID -Traveler Name Document History: -Date/Time -Status -Name	Information pulled from table top to bottom. Automation reviews Status column to look at the order of activity. ---order--- -SUPERVISOR REVIEW, SELF APPROVER REVIEW -SIGNED -ADJUSTED, PREPARED -FUNDS CERT, FUNDS CERT REVIEW, ACUTALS REVIEW [can appear anywhere in the order] -RETURNED --- Checks for any activity after the SUPERVISOR REVIEW that is not a FUNDS CERT or ACTUALS REVIEW --- Checks for the SELF APPROVER REVIEW and if missing, checks to see if the individual is a SELFX that does not require a review by matching the Traveler ID to the reference list on the N: drive (see step c above) -- Checks SINGED to validate it is the Traveler Name --- Checks for any adjustments after the SIGNED, SUPERVISOR REVIEW, SELF APPROVER REVIEW --- Checks for any SIGN ON BEHALF OF	Return: Supervisor Approval needed Not Processed: Review Document Activity after Supervisor Review Not Processed: Traveler Signature-Needs further review Return: Adjustment after Signed Not Processed: Signed on Behalf of – Needs further review

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STEP 5. NSSC Travel (SP) – As the macro completes each voucher review, it will output the results to a Data worksheet in either the Processing Comments column (Not Processed comments) or Pending CGE Update column (Approved/Return).

Output: Prepayment Review complete

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PROCESS 2B – DOMESTIC PREPAYMENT REVIEW – MACRO APPROVAL PROCESS

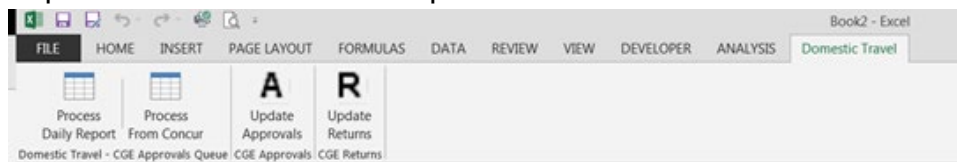
Summary

The Domestic Travel – Update Approvals Macro is provided to use the results worksheet from the Voucher Review process to update records in Concur (CGE) designated as approved in batches of 15 vouchers at a time.

The user must have access to the Concur (CGE) website and have the DomesticTravel.xlam Excel add-in installed to use this automation. They must also have access to the N:\ drive.

STEP 1. NSSC Travel (SP) – Install the Domestic Travel Excel add-in file. User opens their current Excel application and verifies that the DomesticTravel.xlam add-in is installed

A. Open Excel and check the top ribbon for a tab titled “Domestic Travel”



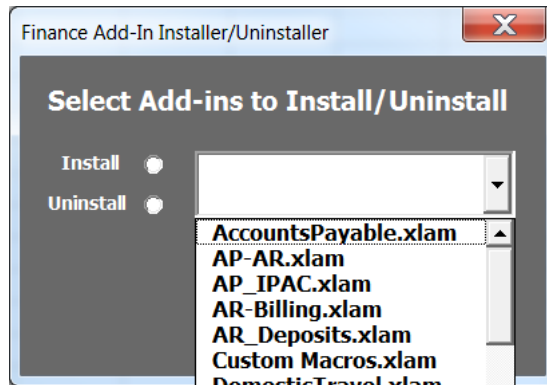
B. If the Domestic Travel add-in is available on the ribbon, proceed to step 2

C. If the Domestic Travel add-in is not installed, follow these steps to add the macro to Excel

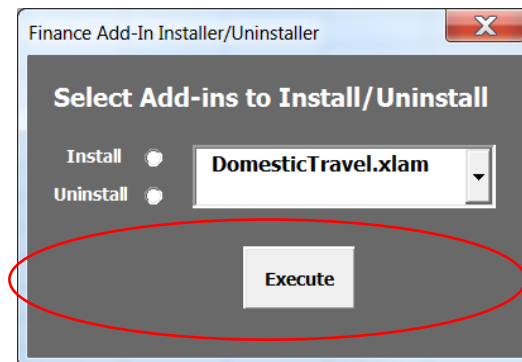
1. Go to directory (N:\FM Division\Accounts Payable_Accounts Receivable\Macros\)
2. Select “Add-In Installer.xlsm”
3. Click on Finance Add-In Installer

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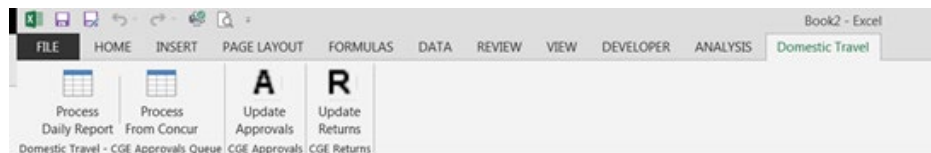
- From the drop-down, select “DomesticTravel.xlam” and select Install



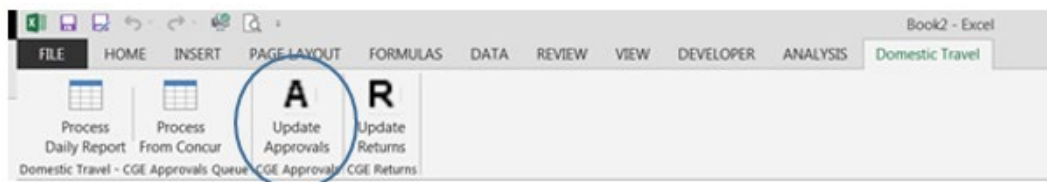
- Click the “Execute” button



- Domestic Travel add-in should now be available on the Excel Ribbon



STEP 2. **NSSC Travel (SP)** – Open the results workbook from CGE Voucher Review processing and click on the “Data” worksheet. With the worksheet in the active Excel window, select the Update Approvals button in the CGE Approvals section to start processing



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STEP 3. The macro will:

- A. Looks for the DATA worksheet
- B. Looks for the output columns from the voucher review “Processing Comments” and “Pending CGE Updates”
- C. If this is the first time updating approvals, creates a column at the end labeled “CGE Processing”
- D. Pulls Vouchers for processing where the Pending CGE Updates column indicates “Approved”
- E. Opens the Concur (CGE) website
- F. Navigates to the Approvals tab
- G. Selects Vouchers that match the Approved Vouchers from the processing worksheet, fifteen (15) at a time
- H. Clicks the Pre-Audit & Stamp Selected document button
- I. Clicks the Continue Signing Document(s) button
- J. Clicks the Stamp Document(s) button
- K. Pulls the list of processed Voucher numbers from the Document Stamping Log
- L. Compares the pulled list from the CGE Website to the list selected to process from the “Data” worksheet. Where there is a match, updates the “Data” worksheet with results “CGE Updated”

Output: Domestic Vouchers stamped in eTravel system

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PROCESS 3 – MANUAL PAYMENT REQUEST BYPASSING CGE INTERFACE

Summary

Some vouchers will not interface for various reasons such as expired funds or system errors. When this occurs the Center Travel Office (CTO) will send a request to the NSSC to manual pay the voucher.

- STEP 1. NSSC Travel (SP)** – Receives request from CTO to manually pay a voucher.
- A. If the request is sent via email and not through the NSSC Contact Center, ensure the request is forwarded to the Contact Center so a ticket can be generated.
 1. Send an email request to NSSC-ContactCenter (nssc-contactcenter@mail.nasa.gov)
 - a. Include a justification or explanation for the request.
 - b. TA Number
 - c. Amount
 - d. Funds Commitment number (400#)
 - e. Number of the accounting line in SAP that includes the funding (Please note that manual payments are made to the traveler, not IBA accounts.)
 - B. NSSC travel will compile the information and send an email to the requestor to confirm that all the information has been received correctly.
 - C. Once the requestor confirms the data is correct, the manual payment is processed.
- STEP 2.** Check the itinerary of the voucher to determine, if any foreign legs were involved.
- A. If Foreign legs, assign manual payment request ticket to Foreign Travel L2 to make the payment
 - B. If the voucher was not approved previously, ensure all Domestic Pre-Payment review steps have been completed as listed in [Process 2](#) above. If itinerary is foreign, ensure it is assigned to Foreign Travel L2 to complete the process.
 - C. After review is complete the voucher can be manually paid via FB60 in SAP (see STEP 6).

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STEP 3. Log into CGE and verify, if voucher had previously been approved and rejected by checking the timeline. If it was, this means the voucher was previously reviewed.

STEP 4. Pull up voucher in CGE and confirm the amount you are posting ensuring any amount that was paying to the IBA is included in the manual posting you are about to make.

Totals and Travel Advances		Total Reimbursable: 582.00
Disbursement Type		Amount
Total Expenses		1,386.85
Non-Reimbursable Expenses		804.85
Advance Applied		0.00
Pay To Charge Card		0.00
Pay To Traveler		582.00


STEP 5. Validate funds are available in SAP (check using Tcode FMZ3). If there was an amount posting to the IBA those funds will need to be move to the traveler vendor line so you can manually post the total amount (L3 Travel CS can move these for you).

- A. Log into SAP and enter transaction code FMZ3.
- B. Click on the little white box next to Document Number box

Document number 

- C. In reference field enter the TA number (just numbers, no letters or dashes)

Document type	<input type="text"/>
Document number	<input type="text"/>
Company Code	<input type="text" value="NASA"/>
Reference	<input type="text" value="10000039024"/>
Document Header Text	<input type="text"/>
Entry status	<input type="text"/>
Reference 2	<input type="text"/>
Reference 3	<input type="text"/>

- D. Hit Enter Twice
- E. Click on icon that looks like a mountain with a sun behind it .
- F. Scroll over in line item box to locate the vendor column and find the traveler vendor line (will be 5 digits or less). If there are more than one check voucher to see if the funds were being split but different centers or same center just different funds. If so will need to determine which amount to pay for each line.

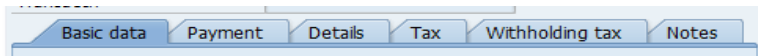
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- G. Once you have located your vendor line it is best to highlight this line by clicking on the line number to the far left, this way you will ensure you are focused on the correct line when you manually pay.

Line Items													
D...	G/L Account	Bu...	Cost Center	Order	WBS Element	Vendor	Customer	Funds res...	It...	Due on	Per. of Pe...	Per. of Pe...	US
1	6100.2121	10	10DA000	FC000000	383807.01.01.01	164067			0				
2	6100.2121	10	10DA000	FC000000	383807.01.01.01	62170			0				
3	6100.2121	10	10DA000	FC000000	383807.01.01.01	164067			0				

- STEP 6.** Open another session in SAP and enter transaction code FB60
- A. Using accounting info highlighted line in FMZ3 screen add the following to the FB60.

- B. Under Basic Data Tab

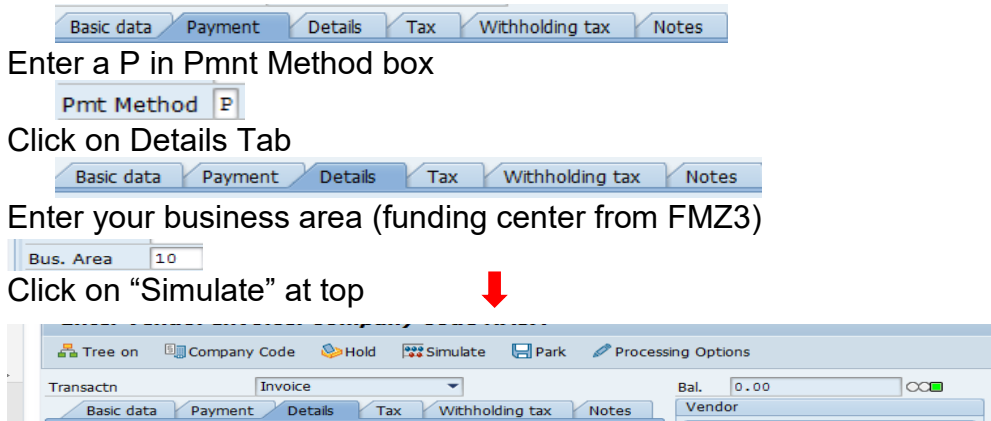


- C. Add the Vendor number
- D. Inv Recpt Date (date traveler signed the voucher)
- E. Invoice date (same as Inv Recpt Date)
- F. Reference (TA number no letters, no dashes)
- G. Document Type (ZT for Domestic, ZO for Foreign)
- H. Amount (amount from CGE voucher)
- I. In Text add note why you are manually paying
1. Example: manual post expired fund, voucher will not interface
 2. Example: manual post per request from center see attachment (attach email from center in FBL1N after you make the payment)

- J. Continue to bottom of page to add GL acct, Amount, Cost Center, Order, Earmarked Fund (400#) and line number (line in FMZ3 you have highlighted)
- K. Click on Payment Tab at top

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- L. Enter a P in Pmnt Method box
- M. Click on Details Tab
- N. Enter your business area (funding center from FMZ3)
- O. Click on "Simulate" at top



- P. Verify amount and traveler name is correct.
- Q. Click on Blue Disk at very top of page to POST. (be careful, don't click on Blue Park Disk, make sure when you hover over it, it says POST).
- R. Payment will complete and give you a 1900#.

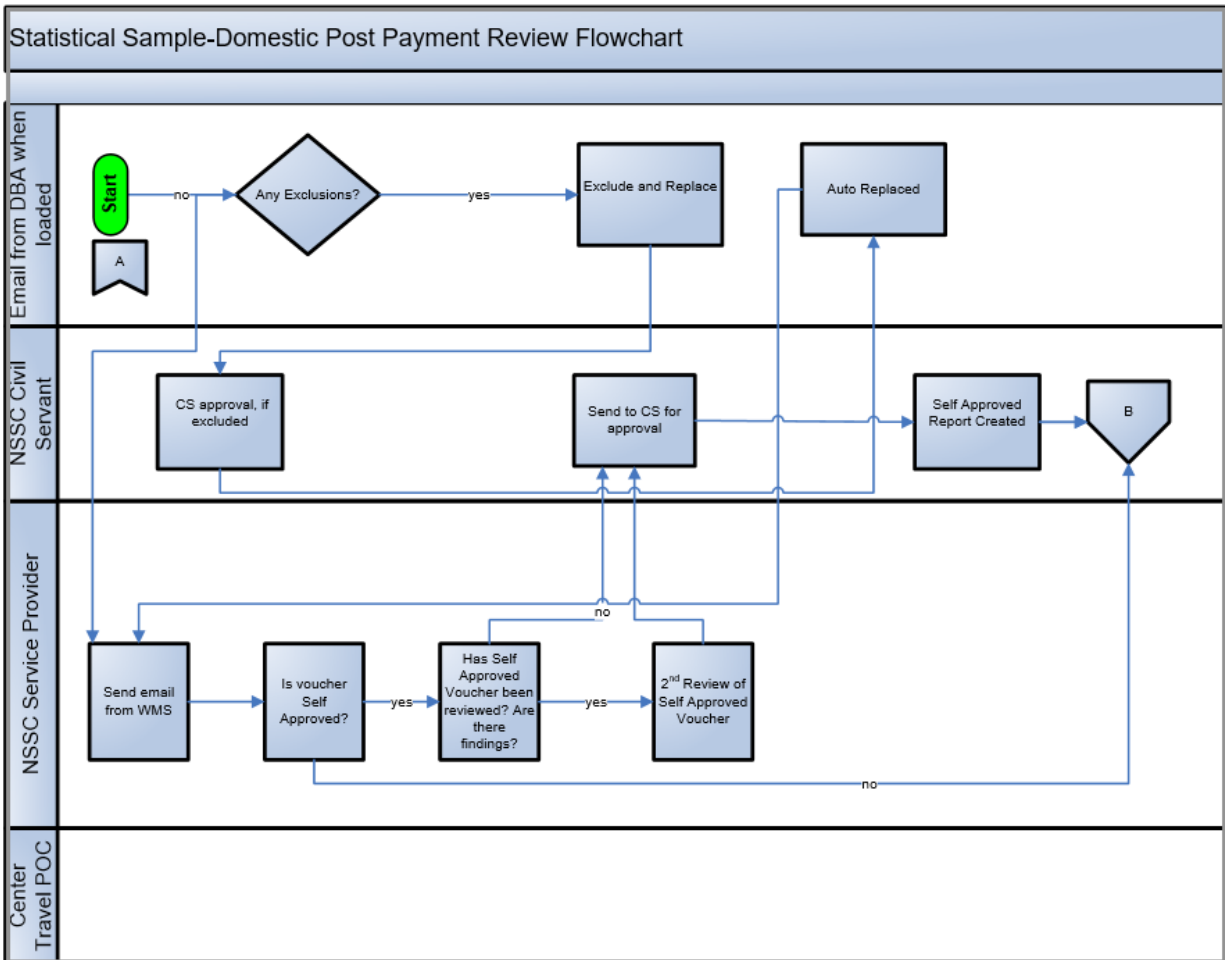
STEP 7. After payment is complete ensure notification is sent to Agency Applications Office (AAO) and CC the CTO contact that submitted the request, to manually complete the voucher in CGE.

- A. AAO will send email, once voucher is set to complete in CGE.
 B. Add this email into your ticket and close the Finance Request.

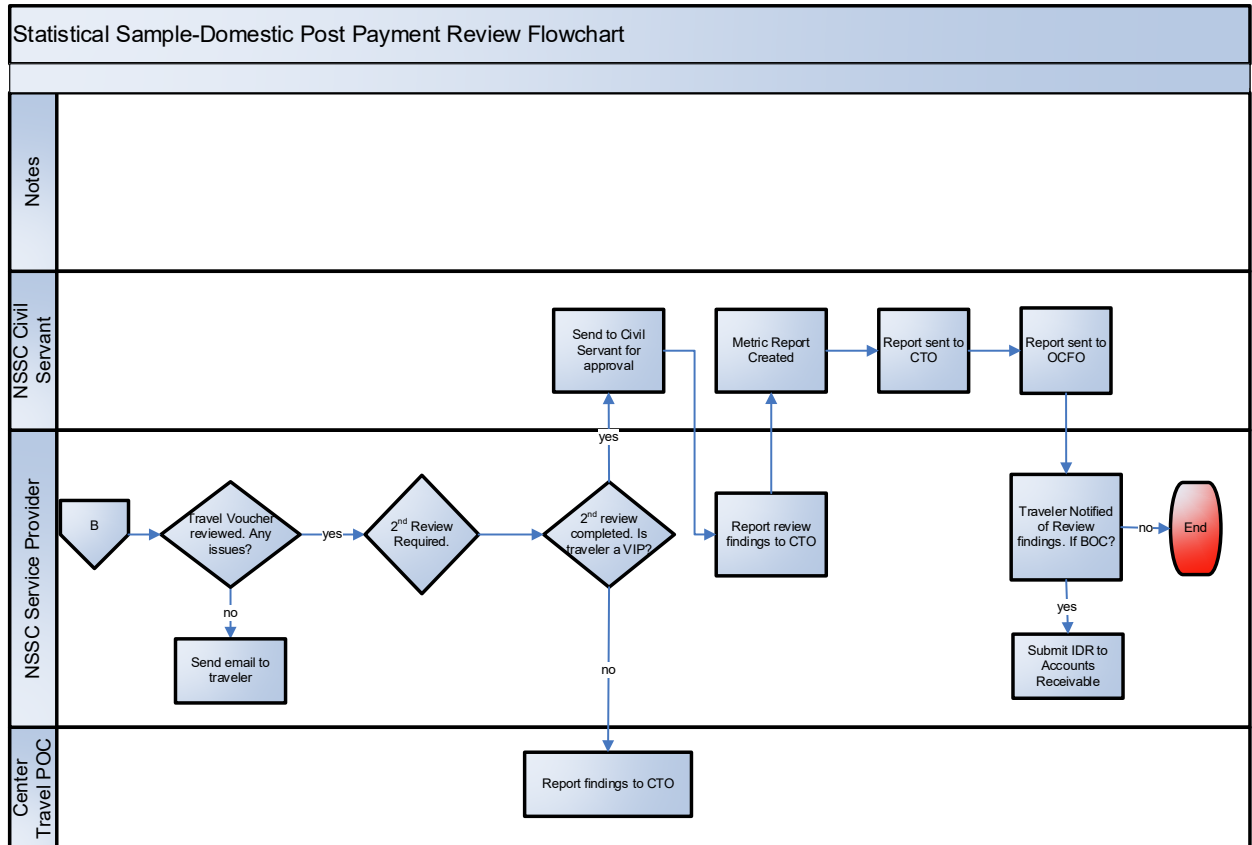
STEP 8. NSSC will email the requester once the action is complete and provide the 1900#.

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**PROCESS 4 – STATISTICAL SAMPLE – DOMESTIC POST PAYMENT REVIEW
GUIDE**



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Summary

The intention is for the NSSC post-payment review process to be substantially paperless. Any findings will be documented and quantified in the NSSC Work Management System (WMS). Soft copies of the travel vouchers may be found in the eTravel System. Soft copies of receipts should be attached to the voucher in the eTravel System. When the statistical sample is chosen, e-mails will be generated to Travelers for whom vouchers have been selected. A record will be established by the NSSC and set in the “OPEN” status.

STEP 1. NSSC Travel (SP) – Determine statistical sample for post-payment review

- A. Domestic vouchers (excluding ETDY and Foreign (which includes domestic territories i.e., Puerto Rico, Guam, etc.)) less than or equal to \$2,500.00 are randomly selected. All Domestic vouchers (excluding ETDY and Foreign) over \$2,500.00 are selected for post-payment review. ETDY and Foreign are reviewed 100% prior to payment. The

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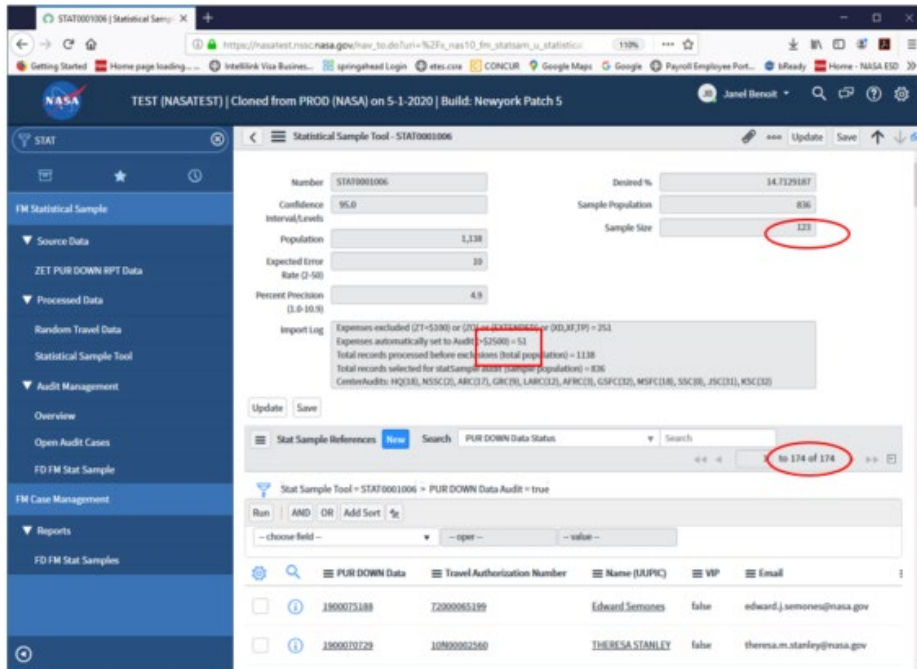
\$2,500 threshold includes both payments to the traveler plus IBA payments made to the current credit card company.

- B. The data of travel vouchers paid in the prior month are uploaded into the Statistical Sample Tool (SST). The SST calculates and identifies the base random sample. Exclusions detailed in Item A are applied to determine the vouchers that qualify.
 - 1. The SST will determine the random sample size used by using the following criteria.
 - a. Confidence Interval/Levels: 95%
 - b. Population: Input from Center Statistics report
 - c. Expected Error Rate: 10%
 - d. Percent Precision: 4.9%
- C. In a later step, post-payment review notification e-mails ([Appendix H](#)) will be automatically sent as close as possible to the 4th day of the month. All initial reviews are due to be completed by 7 business days prior to the end of the month.
- D. The list of each month's statistical sample can be found in the WMS-FM Statistical Sample-Processed Data-Statistical Sample Tool. Select current stat file and review the numbers from stat sample pull.

STAT		Statistical Sample Tools		Search	Number	Search
FM Statistical Sample		All	Number	Created	Confidence	
<input type="checkbox"/>	STAT0001001	11-13-2019 09:43:43	6mo ago			
<input type="checkbox"/>	STAT0001002	12-01-2019 05:57:17	5mo ago			
<input type="checkbox"/>	STAT0001003	01-01-2020 06:00:31	4mo ago			
<input type="checkbox"/>	STAT0001004	03-01-2020 05:55:57	2mo ago			
<input type="checkbox"/>	STAT0001005	04-01-2020 05:55:36	about a month ago			
<input type="checkbox"/>	STAT0001006	05-01-2020 21:49:35	12d ago			
<input type="checkbox"/>	Actions on selected rows...					

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- E. Select the current stat file and review the numbers from the stat sample pull for accuracy. The sample size does not include the vouchers that are over \$2,500.00. In the example below the sample size of 123 is the amount of the random pull. Per the import log 51 were over \$2,500.00. Total vouchers for review total 174.



- F. Review the selection to determine if any should be excluded. Exclusion should be very rare and is generally due to missing e-mail addresses or ETDY vouchers that were not automatically excluded in error. Any missing emails should be researched and replaced. The email can be updated from this screen.

Update Save

Stat Sample References New Search PUR DOWN Data Search

Stat Sample Tool = STAT0001006 > PUR DOWN Data Audit = true > PUR DOWN Data Status = Manually Excluded

	PUR DOWN Data	Travel Authorization Number	Name (UUPIC)	VIP	Email	Disbursed Amount	Departure Date	Return Date
<input type="checkbox"/>	1900075584	76000027740	KATHRYN LUEDERS	false	kathryn.l.lueders@nasa.gov	\$1,433.71	03-08-2020	03-12-2020
<input type="checkbox"/>	1900070868	51000080413	MATTHEW MAGSAMEN	false	matthew.d.magsamen@nasa.gov	\$676.25	02-12-2020	02-14-2020
<input type="checkbox"/>	1900070836	72000066151	APRIL JORDAN	false	april.m.jordan@nasa.gov	\$3,385.04	02-18-2020	02-28-2020

- G. The email address can also be updated in the PUR DOWN data by drilling into the record.

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FM PUR DOWN Data - 1900075584

DocumentNo	1900075584	Doc. Date	04-08-2020
Travel Authorization Number	76000027740	Pstng Date	04-15-2020
BusA	76	Clearing Date	04-16-2020
G/L	6100.2111	Year	2020
Obligation	0401148811	Departure Date	03-08-2020
Vendor	0000173565	Return Date	03-12-2020
Assign		Amount LC	\$ 1,050.12
Type	ZT	Post Doc 1	1900075583
FC Doc Type	TO	Pstcd Doc1	\$ 383.59
Location	HOUSTON_TX_US	Post Doc 2	1900075584
Name	LUEDERS KATHRYN L	Pstcd Doc2	\$ 1,050.12
ETS2 UUPIC	134879062	Post Doc 3	
Name (UUPIC)	KATHRYN LUEDERS	Pstcd Doc3	\$ 0.00
VIP	<input type="checkbox"/>	Disbursed Amount	\$ 1,433.71

Statistical Sample Number: STAT0001006
Status: -- None --

Email: janet.c.benoit@nasa.gov

- H. Export the Stat Sample Tool list from the "Random Travel Data" list section, Save the list at "N:\TRAVEL\STATISTICAL SAMPLING", by fiscal year then month. Name the file as "STAT# month year" (ex. STAT0001021 JAN 2021).
- I. Compare the departure and return dates on the "Random Travel Data" list to determine, if any trips were over 30 days. Insert a new column, F. Enter formula to subtract column E – D. If over 30 days and is a true ETDY voucher, confirm that it was reviewed and approved by an ETDY approver; and then, submit for exclusion approval.

	A	B	C	D	E	F	G
1	Name	Exclusion Status	Reason for Exclusion	Departure Date	Return Date	# of Days	Amount
2	O'FARRELL ZACHARY LAMAR	Not Applicable		2020-10-26	2020-12-17	52	\$9,805.38
3	STEWART ELAINE MARIA	Not Applicable		2020-10-29	2020-12-15	47	\$12,871.93
4	CORNELL DAVID C.	Not Applicable		2020-10-14	2020-11-23	40	\$4,410.03
5	ATKINSON WILLIAM C	Not Applicable		2020-10-16	2020-11-23	=E5-D5	\$5,059.01
6	VANGANI AKASH V	Not Applicable		2020-10-26	2020-11-22	27	\$5,632.93
7	FISH TIMOTHY O	Not Applicable		2020-12-01	2020-12-21	20	\$1,920.00

- J. Retrieve the ETDY Active List to check for necessary exclusions. "N:\TRAVEL\EXTENDED TDY\Reports\Active ETDY Status Monthly Report". Save at "N:\TRAVEL\STATISTICAL SAMPLING" by fiscal year, then month. Name as "ETDY ACTIVE LIST (month) (year)". (ex. ETDY ACTIVE LIST JAN 2021).

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A	B	C
Travel Authorization Number	Status	Employee
TA21000026869	Not True ETDY	Gaunce, Michael T
TA21000026862	Not True ETDY	INGRAHAM, EDWARD JAMES
TA21000026752		TSAIRIDES, DEMOSTHENES
TA22000036000		HADDAD, GEORGE FARID
TA23000056353		LOGAN, MICHAEL JAMES

- K. If it is not a true ETDY and was not reviewed, search for a comment in the signature of the ETDY Approver on the Timeline in CGE.
- L. Compare the current stat sample list to the ETDY Active List to see, if any of the records pulled are ETDY travelers and, if the voucher is an interim or nested voucher that was reviewed prior to payment. Also, incorporate the assistance of an ETDY SME to review the stat sample list to ensure all ETDY vouchers have been identified.
- M. Exclude any that were already reviewed. If excluded and the disbursed amount is \$2,500 or less, a replacement record will be auto populated in the stat sample tool.
- N. If exclusion is required,
 1. Mark the check box to the left of the list and then select "Exclude" at the bottom.

The screenshot shows a list of records with the following columns: a checkbox, an information icon (i), a primary ID, and a secondary ID. The records are:

<input type="checkbox"/>	i	1900075713	10000057642
<input type="checkbox"/>	i	1900070469	72000064959
<input checked="" type="checkbox"/>	i	1900075542	72000066410
<input checked="" type="checkbox"/>	i	1900070729	10N00002560
<input checked="" type="checkbox"/>	i	1900075188	72000065199

At the bottom of the list, there is an followed by a blue button labeled "Exclude" and a dropdown menu labeled "Actions on selected rows...". Below this is a section titled "Related Links".

2. When the SP tech changes a voucher to "Manually Excluded" a reason for the exclusion will be required. Then, an approval request will be generated, via e-mail, to the Domestic Travel L3 group. The sending of StatSample emails and WMS ticket creation cannot continue, until the PUR-Pending Exclusion is approved.
3. If a record is excluded after the email is sent, an auto email will be sent telling customer to disregard the original email notice. Close the SAUD ticket by entering STATUS of "COMPLETE SKIPPED".

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STEP 2. NSSC Travel (CS) – Civil Servant approval of “Manually Excluded” voucher(s)

- A. Received automated e-mail from WMS requesting approval of a “Manually Excluded” voucher.

Manual Exclusion Approval

ES Enterprise Service Desk <nasa-esd@mail.nasa.gov> Tue 12/1/2020 12:37 PM
 To: Herring, Lisa G. (NSSC-XD01B); Clark, Lorri W. (NSSC-XD01B); Bissell, Iris P. (NSSC-XD01B); Jacobs, Leslie E. (NSSC-XD01B); Butsch, Alison M. (NSSC-XD01B); Tabor, Joan A. (NSSC-XD01B); Milton, John A. (NSSC-XD01B); Hill, Karen D. (NSSC-XD01B); Borne, Karen M. (NSSC-XD01B); Henby, Kaitlin E. (NSSC-XD01B); Songy, Chris (NSSC-XD01B); Tubbs, Nicolina S. (NSSC-XD010)

Approval of Manual Exclusion is needed for Statistical Sample Number: [STAT0001019](#).

Reason for Exclusion: ETDY interim travel

[Unsubscribe](#) | [Notification Preferences](#)

Ref:MSG40775086

- B. Select the Statistical Sample Number link within the e-mail.
- C. Click on the “Pending” Bar within the Bar Graph Data Table
- D. Select a Manual Exclusion item to review (Traveler Name)
- E. Review the Reason for Exclusion

Statistical Sample Number:

Status:

Exclusion Status:

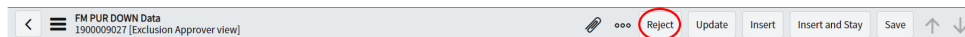
* Reason for Exclusion:
1181 characters remaining of 1200 characters

Email:

Email Date:

Ignore Record:

1. If acceptable reason for exclusion, click Approve.
2. If no reason for exclusion exists, or reason prompted questions, email L2.
3. If reason provided is not acceptable, click Reject.



STEP 3. NSSC Travel (SP) – PUR-Pending Exclusion(s) are approved

1. Once the approval is complete, the system will automatically replace the excluded record with another from the original

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population. The excluded person will not receive an e-mail and the voucher will be excluded from the sampling requiring review.

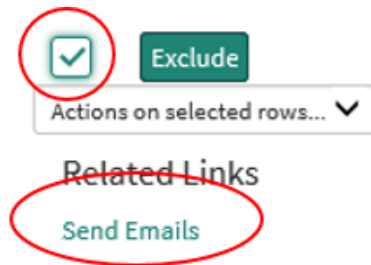
- The record will then show “Manually Excluded” as the Status. It may still show in the PUR down data list, but no email will be sent because it has been excluded.

PUR DOWN Data	Travel Authorization Number	Name (UUPIC)	VIP	Email	Disbursed Amount	Departure Date	Return Date	Email Date	Status
1900075188	72000065199	Edward Semones	false	edward.j.semones@nasa.gov	\$1,738.65	02-09-2020	02-15-2020		Manually Excluded
1900070729	10N00002560	THERESA STANLEY	false	theresa.m.stanley@nasa.gov	\$491.86	03-04-2020	03-06-2020		Manually Excluded
1900075542	72000066410	James Pattarini	false	james.m.pattarini@nasa.gov	\$378.77	02-18-2020	02-19-2020		Manually Excluded

- Confirm that the stat sample size is still correct.



- From the Stat Sample Tool, choose the Select All option and send e-mails by activating the Send Email button. (Appendix H) Emails will only be sent for the active page. You must go to the next page to send the other records. If there is a manually excluded approval pending, the button to send e-mails will not be available, but will be available after. Check under PUR-Pending Exclusions for open actions.



- Send an email to the Contact Center lead and copy Travel Supervisor letting them know how many e-mails were sent out for Stat Sample Reviews.

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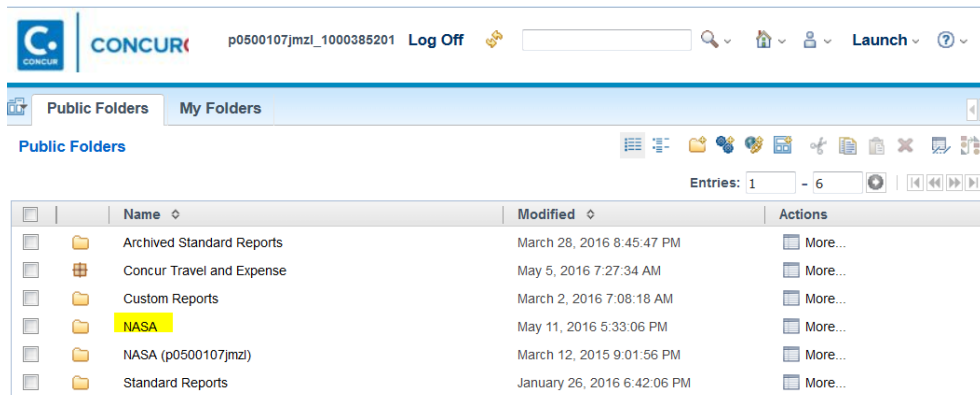
D. Once complete. The record status will change to “Email Sent” and the Stat Audit Detail record number will populate.

ID	PUR DOWN Data	Travel Authorization Number	Reason for Exclusion	Stat Audit Detail	Status	Name
1900009027	76000028121		ETDY interim travel	(empty)	Manually Excluded	JOHNSON MATTHEW H DANIEL
1900000872	22000036621			SAUD0001053	Email Sent	KONNO KEVIN E.
1900009038	76000028051			SAUD0001040	Email Sent	JONES-MCDOWALL KELLEY MARTIN

Output: Domestic Statistical Selection chosen.

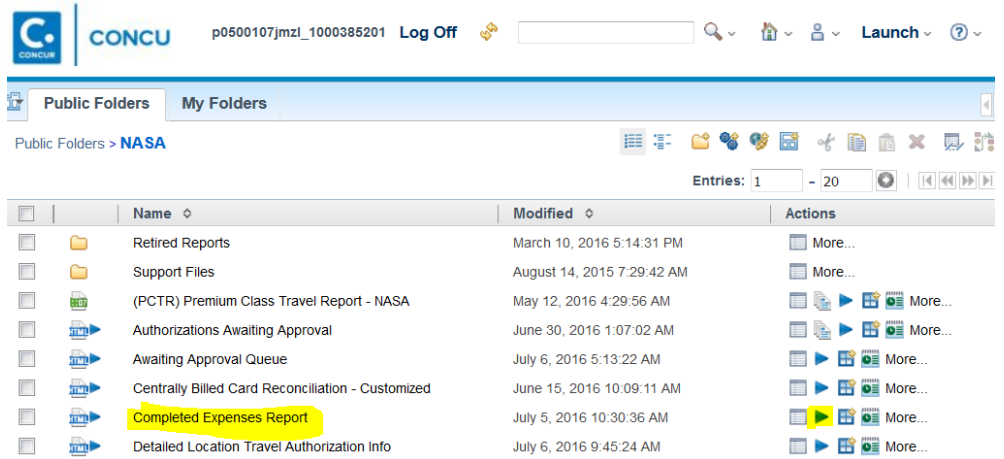
STEP 4. NSSC Travel (SP) – Determine Self-Approver vouchers for post-payment review. NSSC SP L2 should provide completed Self Approver post-payment review results no later than 10 business days from the beginning of the new month via a WMS Finance Request/Finance Request Task to NSSC Civil Servant (CS) L3 for creation of the Monthly Self Approver Domestic Stat Sample Review Report. Run a Self-Approver Report in CGE.

1. Go to Reporting tab in CGE, select “Intelligence” from drop down.
2. Click on NASA folder.



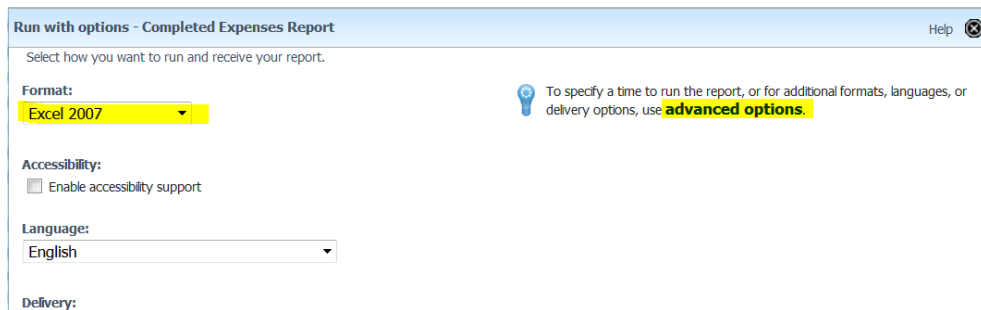
3. Locate the “Complete Expenses Report” from the selections and then click on blue arrow to the far right of it.

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4. Format: change from HTML to Excel 2007

5. Click “advanced options”



6. Click on circle “run in the background”

7. Leave default option as “now”

8. Click on “edit the options” from the right

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Run with advanced options - Completed Expenses Report Help

Select how you want to run and receive your report. If you produce a single report output, you can view it. If you produce multiple report outputs, you can save them, print them, or send an email notification.

Time and mode:

View the report now

Run in the background:

Now

Later:

Jul 6, 2016

11 : 07 AM

Options

Formats:

HTML

Number of rows per Web page: 20

Enable selection-based interactivity

PDF

No options saved

Set...

Excel 2007

Excel 2007 Data

Delivery:

Select at least one delivery method. For burst reports, the email recipients are determined by the burst specification.

Save the report as a report view **Edit the options...**

Report View of Completed Expenses Report

Send the report by email **Edit the options...**

0 recipients

9. Add your email address in the To: field, and click OK

Set the email options - Completed Expenses Report Help

Specify the recipients and contents of the email. To add recipients, click Select the recipients or type the email addresses separated by semi-colons. To include an HTML report as the message body, leave the Body box empty and select the report as the only attachment.

To:

karen.d.hill@nasa.gov

Subject:

Report: Completed Expenses Report

Body: Change to plain text >>

Attach the report

OK **Cancel**

10. Click Run at the bottom left

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Set...

Excel 2007
 Excel 2007 Data
 Excel 2002
 Delimited text (CSV)
 XML

Accessibility:
 Enable accessibility support

Languages:
English [Select the languages...](#)

Prompt values _____
No values saved
 Prompt for values

Run **Cancel**

- Under “Approval Dates” select the monthly date range of the previous month that you are reporting on, for example June would be From: June 1, 2016 and To: June 30, 2016

NASA Completed Expenses Report

Please make selections below, then click the **Finish** button to execute the report.
NOTE: By default, this version of the report shows vouchers that were approved this month.

NASA Center
Center

Approval Dates
From: Jun 1, 2016
Earliest date
To: Jun 30, 2016
Latest date

Departure Dates
From Departure Date: Jul 6, 2016
Earliest date
To Departure Date: Jul 6, 2016
Latest date

Voucher Status
 ACTUALS REVIEW
 AUTHCANCEL
 COMPLETE
 COMPLETE_
 CREATED
 Concur Update
 EAI-FAILED
 FOREIGN VCH REVIEW
 FUNDS CERT REVIEW

- Under “Self-Approvers” select “Include Self Approvers Only”
- Then, select Finish at the bottom. Then, OK on the next popup screen. You are done.

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SPONSORED IN-KIND

Select all Deselect all

Self Approvers

- Include Self Approvers Only
- Exclude Self Approvers
- Include All Users

Warning!

This report is designed to be viewed in Excel 2007 format and may take a long time to execute. Whenever possible, you should generate the results using a background job which can be either saved into your My Folders area or sent to you in an e-mail. Attempting to generate the Excel 2007 format as a foreground job will often result in errors.

IBM Cognos Software

i You selected to run 'Completed Expenses Report' as follows:
Time: now
Formats: Excel 2007
Languages: English
DepartureDates:
Center:
ApprovalDates: 'Between Jun 1, 2020 and Jun 30, 2020'
PaymentMethods:
SelfApprovers: 'Include Self Approvers Only'
Statuses: 'COMPLETE', 'COMPLETE_'
PayPlan: 'Include All Users'
Save the report as report view: Completed Expenses Report > Report View of Completed Expenses Report
Send the report by email : kaitlin.e.henby@nasa.gov

View the details of this report after closing this dialog

Click OK to submit the report or click Cancel to return to your selection.

Show this dialog in the future

14. Retrieve the email with the Excel file and Save on the N Drive under N:\Travel\Statistical Sampling\FY- Month\Self Approver Folder\Month Completed Expense Report
15. Disregard 1st Tab: NASA Summary 1
16. Delete 3rd Tab
17. Use 2nd Tab: Expense_Summary_2
 - A. Copy Tab to new tab, called "Only Self Approved"
 - B. Go to Excel "Data" Tab, and apply Filter
 - C. Go to Detail Approval Chain field column, and click the filter drop down box
 - i. Choose text filter

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ii. Ends With

iii. Type in "X"

D. Remaining lines are those that were truly self-approved (SELFX) and will be 100% reviewed.

Completed Expenses Report

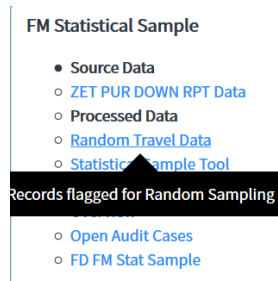
All NASA Centers
Approved Between Dec 1, 2022 and Dec 31, 2022
Include Self Approvers Only

NOTE: Click the Center to return to the Agency Summary or click the Document Name to view the full expense details

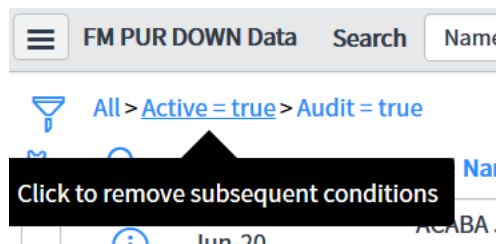
Cent	TA Number	Amendment Number	Employee Name	Pay Plc	Self Approve	Voucher Type	Current Status
HQ	TA10000068686	0	Traveler Name	ON	Yes	Standard	COMPLETE
HQ	TA10000068960	0	Traveler Name	ON	Yes	Standard	COMPLETE
HQ	TA10000069917	0	Traveler Name	ON	Yes	Standard	COMPLETE

A. The self-approved voucher should now be selected from the months' total vouchers paid and added to the stat sample list.

i. Go to the WMS and select FM STAT Sample then select Random Travel Data. This will show the records selected for the current stat sample month.



ii. Click Active=True as shown below to bring up the stat sample population for the month.

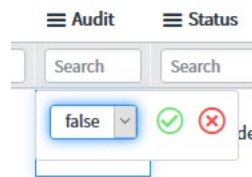


iii. Filter by Name to find the traveler selected as the self-approver. Then find the corresponding TA Number and right click in the TA Number area and select show

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matching. Now you have the record you need to select as the self-approver for the month.

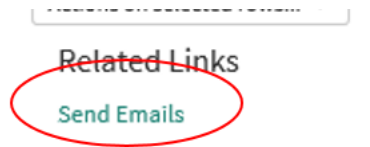
- iv. Under the Audit column with the word false shown. Double click there to change it to true and check green arrow. Save.



- v. Go to current Stat Sample Tool and find the record was changed to true for Audit, make sure the "Status" is blank.
- vi. Select the record by checking the box.

Mark record for List Action	51000081599	Nilesh Patel	false	nilesh.r.patel@nasa.gov
<input checked="" type="checkbox"/>	08-01-2020 05:50:16 10000058209	PAUL MARTIN	true	paul.k.martin@nasa.gov

- vii. If there are no pending approvals click on "Send Emails" under 'Related Links'.



- viii. An email will be sent notifying the Self Approver traveler that the voucher has been selected for review.
- ix. Once the process completes, you will see a Stat Audit Detail (SAUD) number in the Stat Audit Detail column and Status as Email Sent. Review the voucher by `

Output: Self Approver Sample Selection chosen.

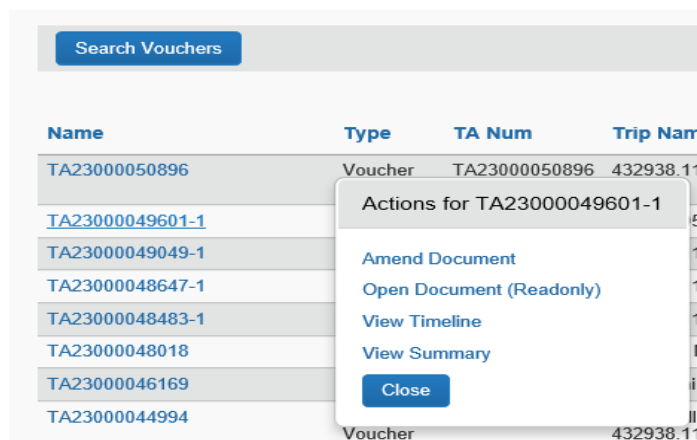
STEP 5. NSSC Travel (SP) – Post-payment review selected vouchers

- A. The statistical sampling population will automatically create a Stat Audit Detail (SAUD). The domestic lead will divide the SAUD tickets by technicians and assign accordingly.

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B. Review of voucher:

1. Once you identify which tickets are assigned to you, open the voucher in the eTravel System. Search traveler's name and locate the voucher number.
2. Retrieve the voucher, receipts, and any other supporting documentation in the eTravel System, and save all documents as a pdf.
 - i. Search traveler's name and locate the voucher number.
 - ii. Select "Open Document (Read Only)".



3. Go to Document Options and select "View/Print Document (PDF)"
4. Save documents in the working folder under your name in
`***\nsscfs01p.nssc.nasa.gov\nssc-shared\TRAVEL\STATISTICAL SAMPLING\WORKING AUDIT FILES`
5. Save a pdf copy of the voucher, receipts and any worksheets using the following naming schemes:
 - a) (Last name)_(First name)_VCH_TA21000022746~(year)
 - b) (Last name)_(First name)_REC_TA21000022746~(year)
 - c) (Last name)_(First name)_WS_TA21000022746~(year)
 - d) (Last name)_(First name)_COR_TA21000022746~(year)

*VOUCHER (VCH), RECEIPTS (REC), WORKSHEET (WS) AND CORRECTION (COR)
6. First, check to see if the voucher is over 30 days and/or coded as ETDY/Nested. If yes, check the voucher timeline section to ensure the voucher was reviewed and approved by an ETDY Reviewer.

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Sometimes vouchers are coded as ETDY but are not TRUE ETDY. The ETDY technician should make a note in the comment section document history when the voucher is stamped.

7. If the voucher is ETDY and was reviewed, no further review is needed. In the FD SAUD, enter the completed date, "Nested" as status and "No Issues" as the 'Evaluation'. In the work notes, add "Interim/nested ETDY OR Foreign TDY approved by (NAME) on (DATE)". Do NOT send an audit complete notice.

8. Open the saved voucher PDF in your work in progress file folder to add pertinent information from the eTravel System. The following information will help during the review process.
 - a) Add SAUD # to top left of the voucher pdf.

SAUD0001043

Document Header Information		
Document Type:	Voucher	Document TA10000058082-1
Travel Authorization Number:	TA10000058082	Trip Name: DM-2 launch
TA Date:	10/07/20	Currency: USD
Organization:	NASA_HQ	Current Status: COMPLETE

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- b) Find address and POV mileage box while in the OPEN document in CGE and paste screen shot on the voucher.

Traveler: ROBERT WHITE VCH1: TA23000049601-1 (TA23000049601) Final Voucher

Summary Profile General Charge Card Expenses & Receipts Exceptions Accounting Totals

← Previous
View more | Page Help

TID: 447115552 Name: ROBERT T WHITE

Personal Data Duty Station Addresses Phone Numbers Account Info Miscellaneous Cust

*Required Field
Home Address

Street Address 2405 WINDY PINES BEND

City VIRGINIA BEACH

State VA Zip 23456

Country UNITED STATES

Traveler: ROBERT WHITE VCH1: TA23000059105 (TA23000059105) Final Voucher

Summary Profile General Charge Card Expenses & Receipts Exceptions Accounting Totals

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4			05/15/2022	Lodging/Hotel Taxes	20.74
5			05/15/2022	M&IE	51.75
6			05/15/2022	Mileage - Privately Owned Automobile	23.40
7			05/15/2022	Rental Car Charge	1,537.06
8			05/16/2022	Lodging/Hotel Charge	122.00
9			05/16/2022	Lodging/Hotel Taxes	20.74
10			05/16/2022	M&IE	69.00
11			05/17/2022	Lodging/Hotel Charge	122.00
12			05/17/2022	Lodging/Hotel Taxes	20.74

Expense Details (View-only)

Create Expenses Through MM/DD/YYYY

Expense Date* 05/15/2022

Expense Description* Mileage - Privately Owned Automobile

Quantity 40

Rate 585

Cost* 23.40 USD

Payment Method* OTHER

Copy and paste screen shot

- c) Paste address on voucher near the traveler's name.

Traveler Profile

Name: WHITE, ROBERT THOMAS

TID: 447115552

2405 WINDY PINES BEND

Document Information

VIRGINIA BEACH

Trip VA Zip 23456

Number: 1

- d) Any comments or authorizations from CGE that didn't populate on the copy of the voucher.

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Document Details: Traveling in support of Project Act America. Traveler is traveling via NASA LaRC aircraft and has been approved on Boarding Authorization signed by RSD Director. Traveler booked lodging outside the TM System and he understands he must cancel the lodging if necessary.

Check the Authorization for any special requests or approvals (ex. Rental car, Personally Owned Vehicle (POV) approved).

View Authorizations

Document Amendment
Traveler: MICHAEL DISBROW **AUTH1:** TA51000077830-1 (TA51000077830) **Amendment**
 Amended Reimbursable: -915.00

Summary Profile General Expenses & Receipts Exceptions Accounting Advances Totals

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Other Authorizations for TA51000077830-1 (View-only)

Select an Other Authorization from the Master List below to add to the authorization...

View more | Page Help

Master List of Other Authorizations

- Actual Expense
- Annual Leave or Non-Duty Days
- Conference Allowance
- Excess Baggage
- Meals Provided
- Other (See remarks below)
- Travel Cash Advance

Other Authorizations

OTHER PRIVATELY-OWNED VEHICLE

Contract fare used or No contract fare exists for city-pair market

Larger car is necessary for safety reasons such as during severe weather or travel on rough or difficult terrain

No Fedrooms facilities within a reasonable proximity of TDY

A listing is shown in the summary tab of the authorization but doesn't show on the summary tab of the voucher.

Additional Authorizations Details	Special Authorizations Exist
<p>Other Authorization</p> <p>OTHER PRIVATELY-OWNED VEHICLE</p> <p>Contract fare used or No contract fare exists for city-pair market</p> <p>Larger car is necessary for safety reasons such as during severe weather or travel on rough or difficult terrain</p> <p>No Fedrooms facilities within a reasonable proximity of TDY</p>	<p>Remarks</p> <p>In addition to traveling on rough terrain, the SUV will be shared by 3-4 employees while in TDY in support of the Sounding Rockets Campaign.</p>

- Review all expenses, line by line (not summary totals throughout the voucher), to ensure that they comply with the 41 CFR and NPR

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and that no expenses are claimed on “annual leave” (or personal) days. Notes and comments can be made on the PDF during the review process.

- a) Compare transportation costs (General Reference 41 CFR 301-10) to receipts (check travel dates and amounts >\$75). If receipts are not present for airline ticket not charged to the centrally billed account (CBA), you must contact Traveler and request the proper receipts using signature Pin [Appendix D](#). In examining the travel receipt, you must:
- b) Verify who paid for the ticket to determine, if the Traveler should be reimbursed.
- c) CBA – (Government) charged tickets are non-reimbursable. CBA’s may be identified by the last four digits of the billing ID.

i. CBA last six digits:

173545	10	HQ
173546	21	ARC
173547	22	GRC
173548	23	LARC
173549	24	AFRC
173550	51	GSFC
173551	62	MSFC
173552	64	SSC
173553	72	JSC
173554	76	KSC
173555	10	NSSC

- d) Expenses are paid to IBA, CBA and/or OTHER – IBA-Individually Billed Account (Traveler paid with their government credit card) are reimbursable. OTHER-Personal – Traveler paid with personal credit card – are reimbursable. CBA-Centrally Billed Account
- e) If rental car, ensure no expenses are charged for “annual leave” days, if any, and that it doesn’t contain cost for upgrades, GPS system or other non-reimbursable expenses. Also, car should be an economy/compact. Unless authorized for a larger vehicle and noted on authorization and was reserved. Note that certain mandatory fees may be allowable. Ensure only proper travel dates are being charged.

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10. Review POV mileage, if any: (General Reference 301-10 Subpart D and E)

Note: When reviewing the voucher, the technician is to verify the POV mileage was authorized. If it is on the authorization, it is reimbursed as authorized. If parking at the common carrier terminal was authorized, the technician should compare to the cost of the to/from taxi fare. The parking expense would be reimbursed not to exceed the to/from taxi cost.

a) If a special conveyance (i.e., Taxi) was authorized and the traveler drives a POV instead, then the NSSC would reimburse the POV mileage cost and additional expenses such as parking fees, bridge, road, and tunnel fees, not to exceed the constructive cost of the special conveyance.

i. If the traveler changes the mode of travel as indicated in the above paragraph from authorized Taxi to POV instead, the POV mileage and additional expenses can be authorized via a voucher comment for Domestic travel and or a supervisor attached approval for Foreign travel. Use online mileage calculator to determine, if mileage claimed appears reasonable based on most direct route.

ii. POV Threshold Calculation Table can be found on the Stat Sample Worksheet found here: [Stat Sample WORKSHEET Aug2020](#). There is an allowable mileage threshold of 10% of mileage or \$25.00. Perform the following tests, by using the calculation table, to determine if the POV is within the threshold.

1. Test 1: If the POV amount is within the 10% buffer of the allowed mileage guide website: STOP.

a. If over the 10% buffer of the allowed mileage guide website, move to Test 2.

2. Test 2: If amount is under \$25, no error noted in Stat Sample Audit Detail (SAUD) record.

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- a. If amount is between \$25 - \$75, show the entire overage amount as the error; but no BOC will be issued.
- b. If amount is over \$75, show the entire overage amount as the error; and issue a BOC.

3. See example below. Note. the narrative review will auto fill based on the calculations in the table.

POV THRESHOLD CALCULATIONS (Input Yellow fields)												
TEST 1					TEST 2					RESULTS		
POV Miles Claimed	Mileage Guide Website	10% of Mileage Website Calculati	Total Mileage allowed +10%	Did traveler exceed 10%	Dollar amount claimed (verify on voucher)	GSA Mileage Rate (Enter)	Dollar amount of Mileage allowance	Claimed vs Allowed	Did traveler exceed \$25?	Finding: Error (amt over \$25+/-) or No Issues found?	BOC (If over \$75) or No BOC?	
125	150	15	165	NO	\$71.88	0.575	\$86.25	(\$14.37)	NO	N/A	N/A	
Notes:												
Narrative Review:		Traveler claimed 125 miles. Mileage allowed is 150 plus 10% buffer of 15 miles totaling 165 for mileage buffer check. Miles claimed is within 10% buffer, no error to report. No Issues, under mileage buffer. No need to report difference of \$ -14.37										

7. Review lodging receipts: (General Reference 301-11)

- a) Ensure only proper travel dates are being charged.
- b) Ensure no lodging days are claimed for "annual leave" days which should be indicated on the voucher.
- c) Ensure credits (including lodging taxes), if any, are properly accounted for by the Traveler.
- d) Ensure there are no non-reimbursable expenses claimed within lodging such as room service, movies, wet bar, etc.
- e) Lodging taxes should not be claimed as lodging. Instead, taxes should be claimed separately as lodging taxes under the "Other" section of the voucher.

8. Verify per diem rates: (General Reference 41 CFR 301-11)

- a) Verify that correct location was used to select per diem. (301-11.102). Pull the Per Diem Rates at:

<https://www.gsa.gov/travel/plan-book/per-diem-rates>

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- b) Per diem should be at the TDY location unless Traveler was unable to obtain lodging at that location or another valid business reason is provided.
 - c) If any meals were furnished by the government, ensure that the per diem rate has been adjusted. (41 CFR 301-11.18).
 - d) Ensure that per diem is reimbursed at 75% on the first and last day of travel. (41 CFR 301-11.101).
9. Review "Other" expenses (>\$75 still applies) to ensure that they are allowable. Common allowable expense includes (General Reference 41 CFR 301-12.1):
- a) Tips for taxis (15% maximum).
 - b) Courtesy shuttle tips (\$2.00 per trip on the shuttle).
 - c) Internet access for official use. In-flight internet fees will only be allowed, if a business justification is provided on the voucher. If not clarified for business use, an email needs to be sent requesting justification.
 - d) Automated Teller Machine (ATM) fees for government contractor-issued charge card.
 - e) Parking and tolls.
 - f) Lodging taxes (41 CFR 301-11.27).
 - g) Laundry and dry cleaning are allowed if Traveler incurred a minimum of four consecutive nights lodging on official business. This does not apply to non-foreign OCONUS locations such as Hawaii and Alaska. (41 CFR 301-11.31).
 - h) Phone calls.
10. Registration fees may be claimed for non-NASA sponsored conferences. (41 CFR 301-74.2).
11. If ACTUAL expenses are claimed: (General Reference 41 CFR 301-11.300)
- a) If "Actual" expenses are claimed, they must be claimed in the Travel Authorization. To determine, if properly authorized, check

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the status column in the routing list for ACTUALS REVIEW. If properly authorized on the voucher, this is acceptable.

- b) If actuals are not properly approved in the authorization, manager approval must be obtained after-the-fact by the Traveler and attached to voucher in the eTravel System. The standard e-mail in [Appendix E](#) can be sent requesting this information.
- c) If management approval is not provided, an adjustment must be made for the appropriate expenses.

C. Documentation of Findings:

Note: Consistency in documentation of review findings is very important.

- 1. Details regarding the post-payment review should be documented in the SAUD Work notes tab, which is intended to summarize the review findings for reporting purposes, workflow status, and preparing travel voucher amendment documentation for findings. Once the final review findings are determined, a brief summary is to

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be documented in the Findings tab for L3 reporting.

2. This will be a permanent record of your work and you should document sufficient detail that would assist someone in understanding how you came to a certain decision and enable you to answer questions months, even years, in the future
3. . All e-mails, telephone conversations, internal research, etc. should be documented in the Work Notes section of the SAUD. Please adhere carefully to the following guidelines
 - a) Ensure that your name is listed as the “Assigned Auditor”.
 - b) Document appropriate “Status”.

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Audit Review | Audit | Federal Travel Regulations Checklist | Notes | Notifications | Notification Activities

Information Requested Date

Status
 -- None --
 -- None --
 Audit Complete
 Supplemental
 Supplemental Less than \$1
 BOC to be Issued-Over Threshold
 No BOC-Amount less than Threshold
 Waiting on Receipts
 Work in Progress
 Nested

- c) Document the appropriate evaluation.
- d) If OTHER is selected, provide an explanation in accordance with the following table.

Review Evaluation Other

Other (Review Eval)

4. When you reach out to a preparer and traveler for more information, use the Review tab to document the Info Request Date and Status.

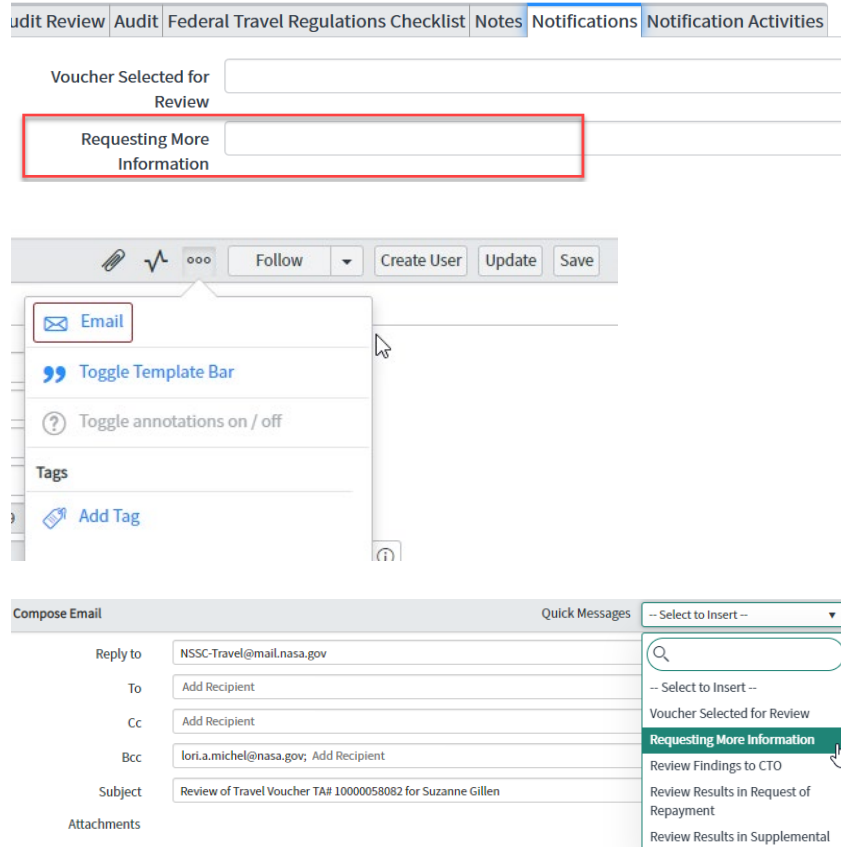
Audit Review | Audit | Federal Travel Regulations Checklist | Notes | No

Information Requested Date

Status

5. Requesting additional information. From the SAUD email options, select Requesting More Information to send the standardized e-mail language as shown in [Appendix D](#). Use the bullet point area in the e-mail to include the specific information being requested.

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- a) If no response within 5 business days, the SP will call the preparer and/or traveler to retrieve the necessary documentation that is required to complete the post-payment review. Once the phone call has been completed, follow up with an email to the confirm the conversation.
6. The Review tab includes the "Evaluation". When review is completed. Select an "Evaluation" description from the options available. Select all that apply.
 - Incorrect airfare claimed
 - Incorrect lodging
 - Incorrect lodging tax
 - Incorrect M&IE
 - Incorrect of POV mileage/rate
 - Incorrect rental car
 - No Issues
 - Other**

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- When “Other” is selected as an evaluation, you will be prompted to add an explanation. Input one of the below explanations or any other using the same format.

Review Evaluation Other

Other (Review Eval)

EVALUATIONS TO USE FOR OTHER JUSTIFICATION
Incorrect taxi tip
Incorrect taxi
Incorrect parking
Incorrect baggage fees
Taxi estimate less than airport parking
Incorrect ATM fee
Incorrect fuel expense
Incorrect misc. expense

- The Federal Travel Regulations Checklist ([Appendix I](#)) is included in the SAUD tab and all questions must be answered before the SAUD can be closed.
- All findings are recorded in the FINDINGS tab, regardless of the amount (i.e. \$0.01).

Audit Review	Audit	Federal Travel Regulations Checklist	Notes	Notifications	Notification Activities
Location		COCOA BEACH_FL_US	Departure Date		
			05-26-2020		
			Return Date		
			05-31-2020		
Voucher Errors			Expenses Not Claimed (*amount can't be negative)		
Adj-Airfare	<input type="text"/>	Adj-Airfare	<input type="text"/>		
Adj-Lodging	<input type="text"/>	Adj-Lodging	<input type="text"/>		
Adj-Lodging Tax	<input type="text"/>	Adj-Lodging Tax	<input type="text"/>		
Adj-Rental Car	<input type="text"/>	Adj-Rental Car	<input type="text"/>		
Adj-Meals	<input type="text"/>	Adj-Meals	<input type="text"/>		
Adj-Other	<input type="text"/>	Adj-Other	<input type="text"/>		
		Expenses Not Claimed	<input type="text"/>		
Total Adj.	<input type="text" value="0"/>	Total Expenses Not Claimed	<input type="text" value="0"/>		
Difference Over/Underclaimed			<input type="text" value="0"/>		

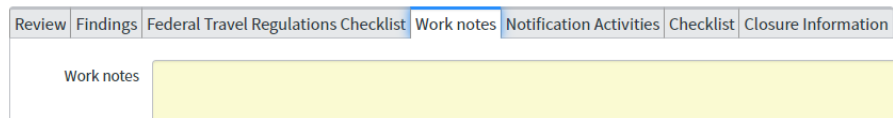
- There are two types of errors, “Voucher Errors” and “Expenses Not Claimed”. All discrepancies found are errors; however, if a receipt was provided but not claimed, it is counted as an expense

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not claimed. This includes POV that is due to the traveler that was not claimed. See examples below on Non-Errors.

1	Traveler did not claim POV miles to/from airport or claimed less miles than would be authorized.
2	Traveler provided a receipt for parking expenses but did not claim it or claimed less than the expense amount on the receipt.
3	Traveler provided a receipt for gas but did not claim it or claimed less than the expense amount on the receipt.
4	Traveler provided a receipt for internet expenses but did not claim it or claimed less than the expense amount on the receipt.
5	Traveler provided a receipt for metro/shuttle expenses but did not claim it or claimed less than the expense amount on the receipt.
6	Traveler claimed less than the authorized tip amount for taxi expenses.
7	Traveler forgot to claim an expense and realized it when auditor requested information for another expense.
8	Traveler provided a receipt for tolls but did not claim it or claimed less than the expense amount on the receipt.
9	Traveler provided a receipt for baggage fees but did not claim it or claimed less than the expense amount on the receipt.
10	Traveler provided a receipt for rental car but did not claim it.
11	Traveler did not claim Resort fees, or if less than authorized is claimed, and the receipt is provided it would be considered a non-error

- The WORK NOTES tab is used to log emails and conversations that resulted from questioning of the voucher.



- Post-payment review results in No Issues Found, follow the following steps:

- In the WMS open the REVIEW tab in the SAUD ticket and enter the Status of "Audit Complete" and Evaluation of "No Issues". Select the "Send Audit Complete Email" box to add a check. Then, click update. A box will come up alerting you that the email will be sent, select OK. Also fill in the "Review Complete Date". This field will not be available, if any of the questions in the 41 CFR Checklist are not answered.

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- In the Findings tab, no comments are needed in the review summary.

Overall Total

Total Adj. (Total all above)

Overall Total Amount

BOC/SUP completed by

BOC/SUP completed date

Review Summary

4000 characters remaining of 4000 characters

- In the SAUD, attach the marked-up voucher and enter the result in the work notes as "Review complete. No issues found". Click Save. Change status to "Closed Complete" and click save.

Review complete. No issues found.

E. Post-payment review results in a Supplemental or a Request for Repayment. If the traveler owes money back to NASA, the traveler will receive an email from the Travel email box and a bill from NSSC Accounts Receivable (AR), which will be mailed to the traveler's home address. If NASA owes the traveler, the traveler will receive an email from the Travel email box instructing that an amendment to their travel voucher is needed.

- Complete a CGE Correction Template, ([Appendix K](#)) found at [CGE Correction Template DOMESTIC AUDIT VERSION](#) . This will be the first documentation the center travel office and traveler receive explaining the review findings. The comments should be clearly explained and include specific details. These comments will also be copied and pasted into the work notes as the review findings summary. Save a copy of the excel sheet to your working folder.
- Save a PDF copy of the completed correction excel sheet in BOC's and Supplemental.
- For findings of BOC for \$75 or less, or SUP for less than \$1 add the following in the comment section of the correction worksheet. The

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detailed comments provided will be copied and pasted as the summary in the WORK NOTES tab as indicated in 5 below.

- a. Supplemental Result – “Traveler was underpaid and no action can be taken because the supplemental is less than \$1.00. This spreadsheet is used to document the findings from the voucher review.”

Original Expense Report		Corrected Expense Report		Comments
Expense	Amount	Adjusted Amount Increase (Decrease)	Revised Amount	
Lodging Tax	\$24.00	\$ 0.99	\$24.99	Lodging tax claimed as \$24.00 but per receipt, amount charged was \$24.99. Difference of .99 underclaimed.
				Traveler was underpaid but no action can be taken because the supplemental is less than \$1.00. This spreadsheet is used to document the findings from the voucher review.
Total Of the Adjustment		\$ 0.99		

- b. BOC Result – “Traveler was overpaid and an amendment is not required because the amount is \$75 or less. This spreadsheet is used to document the findings from the voucher review.”

Lodging Tax	\$24.00	\$ (14.00)	\$10.00	Lodging tax claimed as \$24.00 but per receipt was \$10.00. Difference of \$14.00 over claimed..
				Traveler was overpaid but an amendment is not required because the amount is \$75 or less. This spreadsheet is used to document the findings from the voucher review.
Total Of the Adjustment		\$ (14.00)		

4. In the SAUD ticket of the WMS system, attach the marked-up voucher and worksheet, if applicable.
5. Enter the summary of review results in the WORK NOTES tab. Begin all summary of results with: “To record findings during the review of a (MONTH & YEAR) travel payment.” Copy and paste the comments from the correction spreadsheet by numbering the different items and including a net total summary at the end. Click Save.

To record findings during audit of October 2020 travel payment.

- 1) Per the preparer, POV mileage should be claimed. Per Google Map, 53 miles from the traveler’s residence to MCO airport. 53 miles * 0.575 = \$30.48 ; \$30.48 * 2 (roundtrip) = \$60.96 owed to traveler
 - 2) Per the preparer, tolls were incurred, but not claimed on the voucher. The total cost of tolls that would have been incurred is \$5.50 (\$2.25 each way).45.50 owed to traveler
- \$66.46 is owed to the traveler.

6. Under the FINDINGS tab insert the amount of the finding in the appropriate box and add a brief summary to the REVIEW

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SUMMARY box.

Audit Review Audit Federal Travel Regulations Checklist Notes Notifications Notification Activities	
Location: ROCHESTER_NY_US	Departure Date: 09-13-2020 Return Date: 09-25-2020
Voucher Errors Adj-Airfare: <input type="text"/> Adj-Lodging: <input type="text"/> Adj-Lodging Tax: <input type="text"/> Adj-Rental Car: <input type="text"/> Adj-Meals: <input type="text"/> Adj-Other: <input type="text"/> Total Adj.: <input type="text" value="0"/>	Expenses Not Claimed (*amount can't be negative) Adj-Airfare: <input type="text"/> Adj-Lodging: <input type="text"/> Adj-Lodging Tax: <input type="text"/> Adj-Rental Car: <input type="text"/> Adj-Meals: <input type="text"/> Adj-Other: <input type="text" value="66.46"/> Expenses Not Claimed: <input type="text"/> Total Expenses Not Claimed: <input type="text" value="66.46"/>
Difference Over/Underclaimed: <input type="text" value="66.46"/>	

Review Summary

- POV mileage owed to traveler in the amount of \$60.96
- Tolls were incurred and not claimed. Owe traveler \$5.50.

Net total owed to traveler is \$66.46

3848 characters remaining of 4000 characters

7. Under the Review tab, complete the blanks. The Information Requested Date should be blank, the status and evaluations should be completed. Choose the Status and Evaluations from the drop-down list. Enter the completion date. All questions MUST be answered under the 41 CFR Checklist tab before the review complete date can be filled in.

Audit Review Audit Federal Travel Regulations Checklist Notes Notifications Notification Activities	
Information Requested Date	<input type="text" value="11-17-2020"/>
Status	<input type="text" value="Supplemental"/>
Self-Approver	<input type="checkbox"/>
Evaluations	<input type="text" value="Incorrect of POV mileage/rate, Other"/>
* Other	<input type="text" value="Incorrect tolls"/>
<small>985 characters remaining of 1000 characters</small>	
Send Audit Complete Email	<input type="checkbox"/>
Review Complete Date	<input type="text" value="11-30-2020"/>

8. Once you complete the review and establish there is a discrepancy, a 2nd review of the voucher must be conducted by another domestic post payment reviewer.

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- a. Ensure the marked-up voucher, correction template and worksheet (if applicable) are attached to the SAUD.
- b. A Finance Request Task (FRT) will be auto created when a finding is reported in the findings tab. Example below. Leave task as unassigned.

The screenshot shows a form for creating a Finance Request Task (FRT). The fields and their values are as follows:

- Number: FRT0001064
- Customer: Andrew Fausnaugh
- Request Category: DOMESTIC TRAVEL
- Request Subcategory: SECOND REVIEW
- Assignment Group: FM - DOMESTIC TRAVEL L2
- Assigned to: (empty)
- Short Description: Stat Sample 2nd Review

- c. Update SAUD Status(state) to Pending.
 - d. Enter “Ready for Second Review” in the FRT work notes.
 - e. Click Update.
9. The Second Review ticket will be left unassigned and will be reviewed as the FRT appears on the dashboard.
- a. If the 2nd reviewer does not agree with the 1st reviewers’ findings and determines that changes to the initial findings are required:
 - 1) The 2nd reviewer will update the work notes with their findings/concerns and any revisions that are needed.
 - 2) The FRT will be sent to the initial reviewer to complete the updates/changes.
 - 3) Once the corrections are made, the FRT is assigned back to the 2nd reviewer for a final check.
 - b. Once all findings are agreed upon, the review findings are ready to be submitted to the CTO. The “Second Review”

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FRT will be closed by the 2nd Reviewer and documented as shown below.

The screenshot shows the record for FRT0001120. The status is 'Closed Complete', which is highlighted with a red box. The request subcategory is 'SECOND REVIEW', also highlighted with a red box. The assigned to field is 'Janel Benoit'. The work notes section contains the text: '2nd review complete. I agree with the findings.', which is also highlighted with a red box.

- c. Once the FRT is “Closed Complete”, the 2nd Reviewer will fill out the “second review” boxes in the SAUD “Findings” tab.

The screenshot shows the SAUD Findings tab. The 'Second Review Completed By' field is filled with 'Janel Benoit'. The 'Second Review Completed Date' field is filled with '02-11-2021'.

- d. After completing the second review boxes, the 2nd reviewer will change the SAUD Status(state) to Open. And click Update.

The screenshot shows the record for SAUD0001388. The status is 'Open', which is highlighted with a green box. The assigned review tech is 'FULLER RUSSELL'.

- e. Once the SAUD Status(state) has been changed to “Open”, the SAUD assigned review tech should enter “Pending CTO and CS Approval” in the work notes and change the SAUD Status(state) to “Pending”. Click Update.

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Priority: 4 - Low

Status(state): Pending

10. If the traveler is listed on “Copy of Listing of Principals Current.xlsx” or OIC Listing, located at <\\nsscfs01p.nssc.nasa.gov\nssc-shared\TRAVEL\VIP LIST>, the CS may need to review the findings.

- a) When the VIP box is yes, and there is an overall total result in BOC findings over \$75.00 and all SUP \$1.00 or more, a CS needs to review the finding.
- b) When the above criteria are met, a task is auto created.

Number: FRT0001065

Customer: Alan Guerra

Request Category: DOMESTIC TRAVEL

Request Subcategory: VIP REVIEW

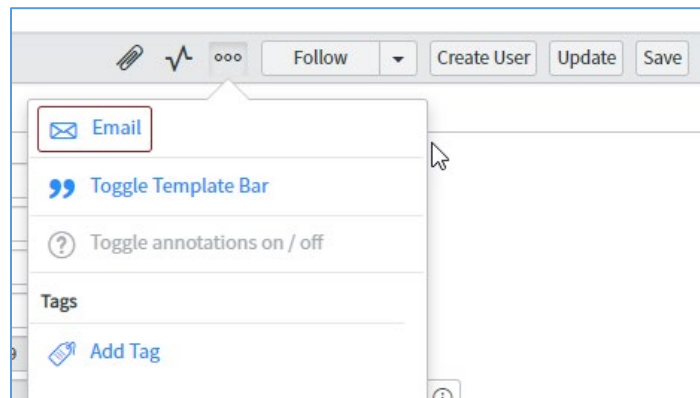
Assignment Group: FM - DOMESTIC TRAVEL L3

Assigned to:

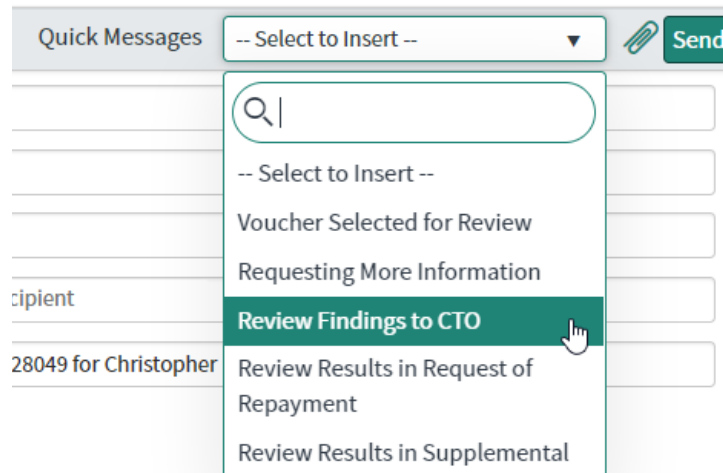
Short Description: Approval for VIP BOC/SUPP

- c) The CS will assign the task back to the reviewer once the review is complete and approved.

11. Once all findings are agreed upon, an email is sent to the CTO from the SAUD ticket with the pdf Correction form attached (Email language can be viewed in [Appendix J](#)). The emails are located on the top bar of the ticket.



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12. The status stays in pending, until approval of the post-payment review finding is received from the CS team.

13. Your review is now complete and the final reviewed voucher with receipts are to be saved in: N:\TRAVEL\STATISTICAL SAMPLING\WORKING AUDIT FILES\READY FOR TECH DOC. Ensure the voucher naming scheme of "Last Name_First Name_VCHR_(TA#)~(year)" is precise, so the document is properly stored in Tec Doc when the time arises.

F. Completion of the monthly stat sample initial review is due no later than 7 business days before the end of the month. All post-payment reviews that require CS assistance to resolve, need to be elevated to Domestic L3 in a task of the corresponding SAUD ticket.

1. A copy of the worked/marked-up voucher should be attached to the SAUD for L3 to review and it should contain details of the documentation or justification needed to complete the review in the work notes. Once L3 assigns the task back to L2, the review can be completed.
2. Create a worksheet of all tickets still open and save in Monthly Elevated tickets folder on the N drive (N:\TRAVEL\STATISTICAL SAMPLING_Monthly Vouchers ELEVATED). Copy previous months report to use that format. Delete the previous months data and save with the current months name.

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3. Create a Finance Request and Finance Request Task as shown below, to inform L3 of all items still pending for the month.

Number	FR0005560	Transfer To	-- None --
Customer	Joy Fortenberry	Priority	4 - Low
Contact		Status(state)	Closed Complete
Location	NASA Shared Services Center	Contact type	Phone
Request Category	DOMESTIC TRAVEL	Parent	
Request Subcategory	AUDIT	Opened	2023-04-14 15:10:43
Assignment Group	FM - DOMESTIC TRAVEL L2	Opened by	Joy Fortenberry
Assigned to	Joy Fortenberry	Date Submitted in CGE	
PII		CGE Fiscal Year/Month	
Short Description	FM_July Stat Sample_Elevated review		

Number	FRT0040644	Priority	4 - Low
Customer	Joy Fortenberry	Status(state)	Open
Location	NASA Shared Services Center	Contact	
Request Category	DOMESTIC TRAVEL	Contact type	Phone
Request Subcategory	AUDIT	Parent	FR0005560
Assignment Group	FM - DOMESTIC TRAVEL L3	Due date	
Assigned to		Opened	2023-04-14 15:14:13
		Opened by	Joy Fortenberry
Short Description	FM_July Stat Sample_Elevated review		

STEP 6. NSSC Travel (CS) – Review the Post-Payment Review Information

- A. Analyze details of post-payment review and what is needed to complete the post-payment review. Ascertain what you can do to assist L2 in getting needed receipts, information, justification, etc. L3 may need to contact Center Travel Point of Contact (POC) and/or traveler's Supervisor to assist, if necessary.
- B. If no response within 5 business days, L3 will elevate the WMS Task to the NSSC Travel Lead or Supervisory Accountant.

STEP 7. NSSC Travel (SP) – Management Status Report of Post-Payment Reviews

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- A. N:\TRAVEL\STATISTICAL SAMPLING\MANAGEMENT STATUS, Select the current year folder.
- B. Open current year folder.
- C. Open the excel spreadsheet, MGMT_AUDIT STATUS_FYXX
- D. Name the new tab with the Sunday date of the prior week ending.
For Example: due Monday, Oct 1st dated Sunday, Sept. 30th.

	Open	Complete
	22	106.4%
	47	121.5%
	091618	092318
	093018	

- E. Change the date at the top of the document.

**NSSC TRAVEL
MANAGEMENT SUMMARY STATUS REPORT
As of 09/30/18**

- F. Delete the top week in the % Complete by Week (ex. As of 9-2-18):

% Complete by Week:	Audits completed this week		Audits completed this week		Total Audits completed this week	Total Percent Complete	Average Processed per day	Workdays in week
As of 9-2-18	17	99.6%			17	99.6%	3.4	5
As of 9-9-18	1	99.6%	21	6.8%	22	106.4%	5.5	4
As of 9-16-18	0	99.6%	47	21.9%	47	121.5%	11.8	4
As of 9-23-18	1	100.0%	53	38.9%	54	138.9%	10.8	5
Change from last week		0.4%		17.0%		17.4%		

- G. The "Audit completed this week" number, on the previous week's line 9-23-18, must be typed in so the formula no longer exists in that cell.

% Complete by Week:	Audits completed this week	
As of 9-9-18	21	6.8%
As of 9-16-18		21.9%
As of 9-23-18	53	38.9%
As of 9-30-18	183	97.7%
Change from last week		58.8%

- H. From the Stat Sample Database, retrieve the total of each item needed to complete the top section.

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	February 2023		Total	
Audit complete - No issues	228		456	
Audit complete - Govt owes Traveler	14		29	
Audit complete - Trav owes Govt	42		85	
Subtotal - Audits Complete	284	99.6%	570	99.7%
Net Audit Complete	282	98.9%	568	99.3%
Audits in process	1	0.4%	2	0.7%
Second Review in Process	2	0.7%		
Total	285	100.0%	572	100.0%

Note: For reviews that have findings a second review is required. The number of reviews requiring a second review should be documented on the "Second Review in Process" line. This will update the "Net audit Complete" percentage to account for those still requiring actions.

- I. After the figures are entered in the top section, review the bottom section.

% Complete by Week:	Audits completed this week	Total Audits completed this week	Total Percent Complete	Average Processed per day	Workdays in week
As of 12-01-19		4	0.0%	1.0	4
As of 12-08-19	67	67	24.6%	13.4	5
As of 12-15-19	135	135	74.3%	27.0	5
As of 12-22-19	68	68	99.3%	13.6	5
Change from last week			49.7%		

The audits completed this week number will auto formulate.

The percentage has to be manually entered to match the percent generated at the top of the sheet.

- J. The completed report is emailed to a specific distribution group. Once reviews are at 98% completion a statement is added to the weekly email stating, "Please note that the October voucher review is at 98.2%. If any changes are required, an email will be sent to the (Designated list provided by the CS team)".
- K. The SAUD will be included to indicate the changes made and why they were made., the CS team is notified via email. All reviews updated after this point are documented with changes and CS is notified of changed via email.

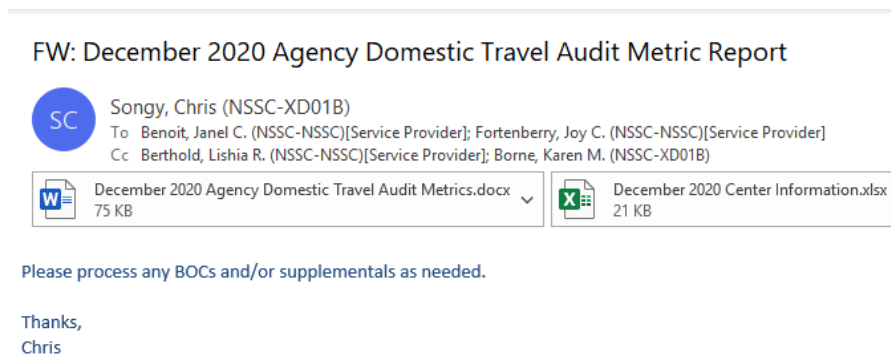
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STEP 8. NSSC Travel (CS) – At 98% review completion, L3 begins preparation of that months Domestic Travel Audit Metric Report, per the Agency Domestic Travel Metrics Work Instruction (NSPWI-9700-0002). Once prepared and reviewed, L3 distributes to Center Travel Office (CTO) POCs for review and concurrence. After all comments/concurrences received and if applicable, revise the report for any necessary corrections. If revision is required, distribute the revised report to the CTO POCs and then distribute to the Office of the Chief Financial Officer (OCFO) POCs as the final report.

STEP 9. NSSC Travel (SP) – Once L3 distributes the metric report to Center Travel Office (CTO) POCs for review and concurrence with a due date included, L3 creates a task and assigns to Domestic Travel L2. The task will be used to report the responses that are received from the CTO POCs. The responses are tracked on a report found at: N:\TRAVEL\STATISTICAL SAMPLING_Tracking of Mthly Report Responses. Any disagreements are researched and addressed with the CTO POC. If changes are required, CS is notified via the task.

STEP 10. NSSC Travel (SP) – Once approval is received, after the monthly Metric Report is sent to OCFO by the CS, the traveler is notified.

A. Email notification received from CS.



B. Save a copy of the excel spreadsheet attached to the email. Save at N:\TRAVEL\STATISTICAL SAMPLING (ex. FY21).

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C. Create a Finance Request in the WMS to track when the BOC and SUP are complete.

D. Excel spreadsheet received should be used to issue monthly findings to the traveler. Also pull the following reports in WMS to ensure all tickets are documented and resolved.

E. Access report “Monthly Stat Sample Findings” in WMS. Change the clearing date filter to the month needed.

F. Filter report to show “No BOC-Amount less than Threshold” and select RUN.

G. Open each record populated and ensure the accounting information is entered in the Findings Tab.

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H. Select the “Send Audit Complete Email” box and click save.

Information Requested Date	<input type="text"/>
Review Status	No BOC Less Than Threshold
Self Approver	<input type="checkbox"/>
Review Evaluation	<input checked="" type="checkbox"/> Incorrect M&IE
Other (Review Eval)	<input type="text"/>
Send Audit Complete Email	<input checked="" type="checkbox"/>
On Save, an email will be sent to the Customer that the audit completed without issues.	
Review Complete Date	02-09-2021

I. Add your name and the date to the BOC/SUP completed fields on the Findings tab. Set the Status(state) to Closed Complete on the SAUD ticket.

BOC/SUP completed by

Joy Fortenberry

BOC/SUP completed date

11-24-2020

J. Filter the same report to show “Supplemental \$1 or Less” and select RUN.

All of these conditions must be met

PUR DOWN Data.Clearing Date	between	08-01-2020	and	08-31-2020
Case.Category(category)	is	DOMESTIC TRAVEL	AND OR	X
Case.SubCategory	is	AUDIT	AND OR	X
FD FM Stat Sample.Status	is	Supplemental \$1 or Less	AND OR	X

K. Open each record populated and select the Send Audit Complete Email in the SAUD review tab.

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Information Requested Date	<input type="text"/>
Review Status	Supplemental \$1 or Less
Self Approver	<input type="checkbox"/>
Review Evaluation	Incorrect Lodging Tax
Other (Review Eval)	<input type="text"/>
Send Audit Complete Email	<input checked="" type="checkbox"/>
Review Complete Date	02-08-2021

- L. Add your name and the date to the BOC/SUP completed fields on the Findings tab. Set the Status(state) to Closed Complete on the SAUD ticket.

BOC/SUP completed by	Joy Fortenberry
BOC/SUP completed date	11-24-2020

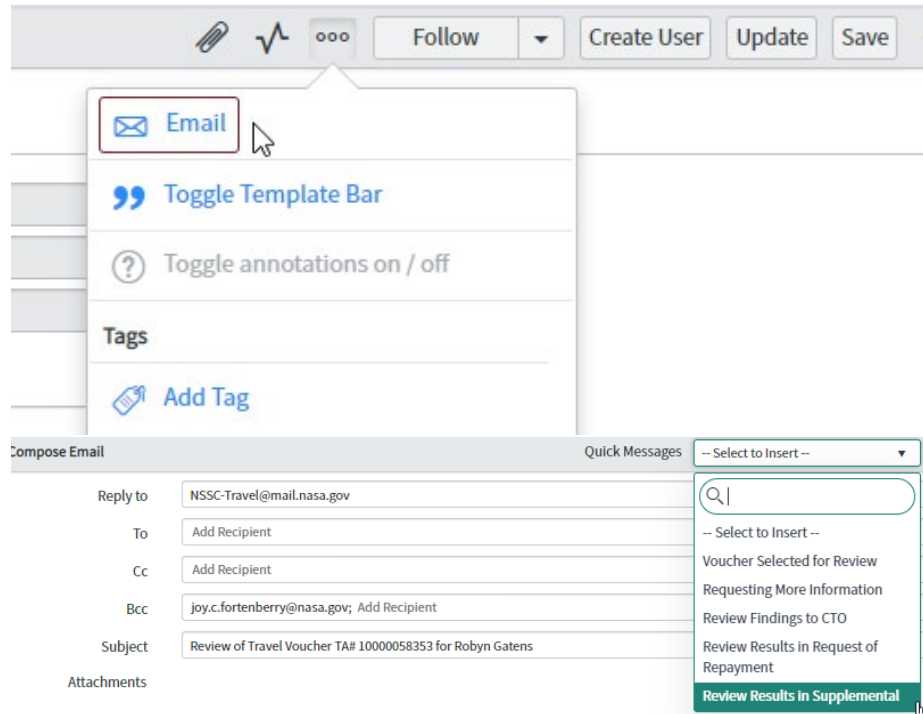
- M. Filter the same report to show SUPPLEMENTAL and select RUN.

All of these conditions must be met

PUR DOWN Data.Clearing Date	between	08-01-2020	and	08-31-2020
Case.Category(category)	is	DOMESTIC TRAVEL	AND OR	X
Case.SubCategory	is	AUDIT	AND OR	X
FD FM Stat Sample.Status	is	Supplemental	AND OR	X

- N. Create and send emails for "Review Results in Supplemental" with the correction sheet attached. Send to traveler, copy preparer, and copy CTO.

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- O. Add your name and the date to the BOC/SUP completed fields on the Findings tab. Set the Status(state) to Closed Complete on the SAUD ticket.

BOC/SUP completed by

Joy Fortenberry

BOC/SUP completed date

11-24-2020

- P. Filter the same report to show “BOC to be Issued-Over Threshold” and select Run.

All of these conditions must be met

PUR DOWN Data.Clearing Date between 08-01-2020 and 08-31-2020

Case.Category(category) is DOMESTIC TRAVEL AND OR X

Case.SubCategory is AUDIT AND OR X

FD FM Stat Sample.Status is BOC to be Issued-Over Threshold AND OR X

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- Q. Create and send emails for “Review Results in Request for Repayment” with the correction sheet attached. Send to traveler, copy preparer and copy CTO.

The screenshot shows an email composition interface. The 'Reply to' field is filled with 'NSSC-Travel@mail.nasa.gov'. The 'To' and 'Cc' fields are empty with 'Add Recipient' buttons. The 'Bcc' field contains 'joy.c.fortenberry@nasa.gov; Add Recipient'. The 'Subject' field is filled with 'Review of Travel Voucher TA# 10000058353 for Robyn Gatens'. On the right, a 'Quick Messages' sidebar is open, displaying a search bar and a list of messages. The message 'Review Results in Request of Repayment' is highlighted in green.

- R. Create an IDR by following “Process 1” instructions found in the General Travel Processes and Reporting (NSSDG-9700-0008), [https://dm.nssc.nasa.gov/servlet/dm.web.Fetch?did=6473630&gen=\\$latest](https://dm.nssc.nasa.gov/servlet/dm.web.Fetch?did=6473630&gen=$latest). Document in the work notes, “IDR created in FARxxxxx”.
- S. Set the Status(state) to Closed Complete on the SAUD ticket.

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METRICS

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
Financial Management / Domestic Travel	Travel Payment		Validate and process 85% of domestic travel vouchers within four business days of receipt of a complete voucher (including adequate funding)

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SYSTEM COMPONENTS (EXISTING SYSTEMS)

Open each record populated; and then, resolve the ticket by adding the BOC/SUP fields with your name and the date.

IT System Title	IT System Description	Access Requirements
SAP		<ul style="list-style-type: none"> ▪ Agency NSSC Travel Payment Processor ▪ Certification Processor ▪ Agency Travel Authorization Processor ▪ Receivables Processor
eTravel System		<ul style="list-style-type: none"> ▪ NSSC Approver(s) ▪ NSSC Auditor ▪ NSSC Reports
NSSC Work Management Service (ServiceNow)		<ul style="list-style-type: none"> ▪ Read ▪ Create ▪ Modify
TechDoc		<ul style="list-style-type: none"> ▪ User Access
bReady		<ul style="list-style-type: none"> ▪ Pre-Edit Report

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CUSTOMER CONTACT CENTER STRATEGY

Each activity requires a clearly defined contact Center strategy which answers the question "Who will answer the call and handle the request" and defines the escalation parameters for the activity. Because of the varied nature of the NSSC's activities and volume of transactions, each activity has a unique contact Center strategy. Refer to the NSSC Customer Contact Center (CCC) Service Delivery Guide for the contact Center strategy for this activity.

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APPENDIX A – ACRONYM LIST

Acronym	Definition
AR	Accounts Receivable
ATM	Automated Teller Machine
BOBJ	Business Object
BOC	Bill of Collection
CBA	Centrally Billed Account
CCC	Customer Contact Center
CGE	Concur Government Edition
CS	Civil Servant
CTO	Center Travel Office
EPSS	Enterprise Performance Support System
ETS	Electronic Travel System
ETDY	Extended Temporary Duty
FR	Finance Request
FRT	Finance Request Task
FTR	Federal Travel Regulations
CFR	Code of Federal Regulations
GRS	General Records Schedule
GSA	General Services Administration
IBA	Individually Billed Account
IDR	Invoice Data Requirements
LTTDY	Long Term Temporary Duty
M&IE	Meals and Incidental Expenses
MRI	Master Record Index
NARA	National Archives and Records Administration
NASA	National Aeronautics Space and Administration
NPR	NASA Procedural Requirements
NRRS	NASA Records Retention Schedules
NSSC	NASA Shared Services Center
OCFO	Office of the Chief Financial Officer
OCONUS	Outside the Continental United States
PIN	Personal Identification Number
POC	Point of Contact
POV	Personally Owned Vehicle
SAP	Systems, Applications and Products in Data Processing
SAUD	Stat Audit Detail
SP	Service Provider

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TA	Travel Authorization
TDY	Temporary Duty
VIP	Very Important Person
WMS	Work Management System

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APPENDIX B – SAMPLE E-MAILS DUE TO RETURNS - DISPOSITION OF ERRORS - DOMESTIC

Returns due to SAP System Error Messages

Depending upon the error message received, enter the following comment in “Approver’s Comments” of the eTravel System voucher with the error message included in parentheses: (These are the most common errors. If you get an error not listed, consult with the domestic travel lead or supervisor.) Refer to column on far right “return document to” to determine, if traveler should contact the travel office or funds certifier for assistance.

(a) NSSC: Interface error “XXXXXXX” has occurred. Please contact your Center travel office for assistance.

(b) NSSC: Interface error “XXXXXXX” has occurred. Please contact your funds certifier for assistance.

Samples of Common NSSC: Interface errors:

- **“Budget Exceeded”** has occurred. Please resubmit your voucher. By completing this action, the voucher will forward to the funds certifier for correction.
- **“IBA card numbers are not allowed in this transaction”** has occurred. Please contact your Center travel office for assistance.
- **“IBA card numbers are not allowed for non-card holder”** has occurred. Please contact your Center travel office for assistance.
- **“Travel Purpose Narrative is not valid”** has occurred. Please contact your Center travel office for assistance.
- **“No matching vendor found for business area 72 or vendor PMS is blank”** has occurred. Please contact your funds certifier for assistance.
- **“This transaction must have an IBA Credit Card”** has occurred. Please contact your funds certifier for assistance.
- **“Payment method IBA is not allowed for non-card holders”** has occurred. Please contact your travel office for assistance.
- **“Order FC000000 does not exist”** has occurred. Please contact your Center travel office for assistance.
- **“CGE was unable to process this document. Please create a new document”**. Please contact your Center travel office for assistance.

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Return the voucher. An e-mail is not required for these types of errors. The Traveler can also view these error messages in the "Comments" of the voucher.

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APPENDIX C – SAMPLE E-MAIL – Voucher Bypassed Foreign for Review

E-mail Traveler (with cc to Preparer and Foreign Travel Approver) using the following standard language: (Note the Foreign Travel Approver should be listed in the Approval History. They should be the second approver after the Traveler submitted the voucher)

Dear (Traveler),

This is to notify you that voucher XXXXXXXX has been returned to you because it bypassed the NSSC-Foreign Travel Office. The cause of the bypass is due to the Center Foreign Travel Coordinator inadvertently approving the voucher prior to the NSSC review. Please resubmit the voucher for payment.

The Center Foreign Travel Coordinator should take no further action with the voucher and should only be approving the travel plan.

If you have any questions, concerns, or need further assistance, please contact us at 1-877-677-2123 (1-877-NSSC123), select Finance and follow the prompts, or by e-mail at nssc-contactcenter@mail.nasa.gov. Please do not respond to this e-mail, this is an outgoing e-mail address only.

Thank you,

NSSC Travel Office

Web: <https://www.nasa.gov/centers/nssc/travel>

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**APPENDIX D – SAMPLE E-MAIL – DOMESTIC POST-PAYMENT REVIEW -
REQUESTING ADDITIONAL RECEIPTS**

(Send to Preparer/Arranger and CC Traveler)
(Subject) Review of Travel Voucher TA#XXXXXXXXXX for (Traveler's Name)

Re: Travel Authorization Number:
Destination:
Dates of Travel:

Dear (Preparer),

We are in the process of reviewing the above referenced travel voucher. In order to complete our review process, additional documentation is required as follows:

- Describe additional documentation required (for example: Airline itinerary /receipt which must include the Traveler's name, dollar amount and form of payment.)
- Describe additional documentation required
- Describe additional documentation required

Please attach the requested documentation to the voucher either electronically or by using the fax transmittal sheet in the eTravel System within five (5) business days. Once you have confirmed that the documents are attached to the referenced voucher, please notify the NSSC that the action has been taken so we may complete our voucher review. Email address is nssc-contactcenter@mail.nasa.gov.

Thank you,

NSSC Travel Office

Web site: <https://www.nasa.gov/centers/nssc/travel>

Fax: 1-866-779-6772

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**APPENDIX E – SAMPLE E-MAIL FOR DOMESTIC POST-PAYMENT REVIEW -
REQUESTING MANAGEMENT APPROVAL FOR ACTUAL EXPENSES**

(Send to preparer/arranger)

(Subject:) Review of Travel Voucher TA#XXXXXXXXXX for (Traveler's Name)

Re: Travel Authorization Number:
Destination:
Dates of Travel:

Subject: Post-Payment Review of voucher TA#XXXXXXXXXX

Dear (Preparer):

During our review of your voucher, we determined that actual lodging expenses were claimed but were not properly approved by one of the designated approvers of actual expenses at your Center.

Federal travel regulations (41 CFR 301, Subpart D) require that actual expenses be authorized in advance of travel; however, after the fact approvals may be granted when supported by a reasonable explanation.

For these expenses to be allowable, written approval will need to be obtained from the Center's designated approver and attach the travel voucher in eTravel System. Your request for approval should provide an explanation as to why actual expenses were required after the fact. For names of your designated approvers, please contact your center travel office.

Once you have confirmed that a copy of the approval is attached to the travel voucher, please notify the NSSC that the action has been taken so we may complete our review. You may contact us at 1-877-677-2123 (1-877-NSSC123) and select Finance and follow the prompts, or by e-mail at nssc-contactcenter@mail.nasa.gov. This action should be completed within 10 business days.

Please do not respond to this e-mail, this is an outgoing e-mail address only.

Thank you,

NSSC Travel Office

Post-Payment Review Team

Web: <https://www.nasa.gov/centers/nssc/travel>

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APPENDIX F – SAMPLE E-MAIL FOR POST-PAYMENT REVIEW RESULTING IN A REQUEST FOR REPAYMENT

(cc: the Preparer AND Center Travel Office)

Subject: Review of Travel Voucher TA#XXXXXXXXXX for (Traveler's Name)

Re: Travel Voucher Number:
Destination:
Dates of Travel:

Dear (Traveler),

The NSSC has performed a statistical sampling review of the above travel voucher. Based on the review, it has been determined that non-reimbursable travel expenses were claimed as a travel expense.

Please amend the travel voucher to reflect the corrections detailed in the attached spreadsheet. Once corrections have been completed, attach a copy of the spreadsheet electronically or by using the fax transmittal sheet in the eTravel System within five (5) business days. After confirming the document has attached to the travel voucher, please submit in the eTravel system for approval.

A request for repayment for the amount due to the government will be mailed to the address on record.

If you have any questions, or need further assistance please contact us at 1-877-677-2123 (1-877-NSSC123) and select Finance and follow the prompts, or by e-mail at nssc-contactcenter@mail.nasa.gov. Please do not respond to this e-mail, this is an outgoing e-mail address only.

Thank you,

NSSC Travel Office
Post Payment Review Team
Web: <https://www.nssc.nasa.gov/travel>

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APPENDIX G – SAMPLE E-MAIL FOR POST-PAYMENT REVIEW RESULTING IN A SUPPLEMENTAL PAYMENT

(cc: the Preparer AND Center Travel Office)

(Subject:) Review Results of Travel Voucher TA#XXXXXXXXXX

Re: Travel Voucher Number:
Destination:
Dates of Travel:

Dear (Traveler),

The NSSC has performed a statistical sampling review of the above referenced travel voucher. Based on the review, it has been determined that there may be additional allowable expenses, which may be reimbursable. We have summarized our findings in the attached spreadsheet. Once you have reviewed the information provided and validated the travel expenses are business related and should be claimed, please submit an amended expense report by following your Center's process.

If the travel voucher is amended, please attach a copy of the spreadsheet to the travel voucher in the e-travel system. After confirming that the document has attached to your travel voucher, please submit in the eTravel system for approval.

If you have any questions, or need further assistance please contact us at 1-877-677-2123 (1-877-NSSC123) and select Finance and follow the prompts, or by e-mail at nssc-contactcenter@mail.nasa.gov. Please do not respond to this e-mail, this is an outgoing e-mail address only.

Thank you,

NSSC Travel Office

Post-Payment Review Team

Web site: <https://www.nasa.gov/centers/nssc/travel>

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APPENDIX H – SAMPLE E-MAIL POST-PAYMENT REVIEW NOTIFICATION

(Subject:) Review of Travel Voucher: XXXX

Traveler's name: XXXXXXXXXXXXXXXX
Travel Voucher Number: XXXXXXXXXXXXXXXX
Destination: XXXXXXXXXXXXXXXX
Dates of Travel: XXXXXXXXXXXXXXXX
Amount Paid: \$XXXXXXXXXXXX

The above referenced travel voucher has been selected for post-payment review.

If your receipts are already attached to subject travel voucher in the e-Travel system, *you have no further action.*

If your receipts are not attached, please attach the receipts to your travel voucher via fax or electronically, in the eTravel system, within the next five business days.

The NSSC appreciates your cooperation, and we will strive to make this process as smooth as possible.

If you have any questions or need further assistance, please contact us at 1-877-677-2123 (1-877-NSSC123) or by e-mail at NSSC Travel.

Thank You,
NSSC Travel Office
Post-Payment Review Team
Web: <https://www.nssc.nasa.gov/customerservice>

According to the Federal Travel Regulations (41 CFR), Part 301-11.25, travelers must provide lodging receipts and any authorized expenses incurred over \$75.

Airline receipts or electronic ticket invoices must include the travelers name, destination, dollar amount, and form of payment.

As prescribed by the 41 CFR, Part 301-52.4 #3, receipts must be retained for 6 years and 3 months as prescribed by the National Archives and Records Administration (NARA) under General Records Schedule 6, paragraph 1 (<http://www.archives.gov/records-mgmt/grs/grs06.html>).

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Voucher Review Checklist – Rental Car Calculations Template

Average Daily Rate:	\$	-				
Description of charges on receipt:	Total Charges	Allowed	Disallowed	Total	Check	
			-	-	0.00	
			-	-	0.00	
			-	-	0.00	
			-	-	0.00	
			-	-	0.00	
			-	-	0.00	
			-	-	0.00	
			-	-	0.00	
			-	-	0.00	
			-	-	0.00	
			-	-	0.00	
			-	-	0.00	
			-	-	0.00	
	\$	-	\$	-	\$	-
Amount Claimed					-	
Difference - Underclaimed (Overclaimed)		\$	-			
Instructions	Input Column B from receipt					
	Calculate Column C based on allowable business days.					
	Column D should be the difference between Column B and C- no input required; formula will calculate this.					
	Look at Column F to make sure all lines = 0. If they don't, you are out of balance.					

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APPENDIX J – SAMPLE E-MAIL FOR CONTACTING CTO FOR REVIEW OF POST-PAYMENT VOUCHER REVIEW COMPLETED

(Send to the Center Travel Office (CTO))

(Subject) Response Requested: Review of Travel Voucher TA#XXXXXXXXXX for
(Traveler's Name)

Re: Travel Voucher Number:
Destination:
Dates of Travel:

Dear Center Travel Office,

The NSSC performed a statistical sampling review of subject travel voucher and we are providing your office with the findings to review prior to notifying the traveler of the results.

Attached, you will find the corresponding NSSC Travel Voucher Adjustment Template with the details of the review findings. Please do not amend the travel voucher, until the actual bill of collection (BOC) or supplemental (SUP) notices are distributed to the traveler. Once the final monthly report is sent to OCFO, the traveler will be notified of these results.

It is imperative the NSSC receives Center concurrence via email to nssc-contactcenter@mail.nasa.gov prior to the final report being sent to OCFO. Please review the findings listed on the spreadsheet and contact us within 5 business days. For net amounts due to the Government, within the allowed threshold, a BOC will not be issued nor will an amendment be necessary.

Thank you,

NSSC Travel Office
Domestic Post Payment Review Team
Phone: 877-677-2123
Web: <https://www.nasa.gov/centers/nssc/travel>

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APPENDIX K – CGE CORRECTION TEMPLATE

CGE Request for Expense Report Correction				
Traveler Name:		Requestor:	NSSC Travel Department	
Document Number:		Date:		
Travel Dates:		FMC # Travel Use:		
NOTE: ITEMS LISTED BELOW ONLY REFLECT EXPENSES THAT NEED TO BE CORRECTED.				
BURSABLE EXPENSES AMOUNT ON ORIGINAL EXPENSE REPORT:				
Original Expense Report		Corrected Expense Report		Comments
Expense	Amount	Adjusted Amount <small>Increase (Decrease)</small>	Revised Amount	
Transportation	\$0.00	\$ -	\$0.00	
Airline Flight	\$0.00	\$ -	\$0.00	
Foreign Currency Fee	\$0.00	\$ -	\$0.00	
Rental Car	\$0.00	\$ -	\$0.00	
Gas	\$0.00	\$ -	\$0.00	
Other	\$0.00	\$ -	\$0.00	
POV mileage	\$0.00	\$ -	\$0.00	
Parking	\$0.00	\$ -	\$0.00	
Taxi	\$0.00	\$ -	\$0.00	
Train	\$0.00	\$ -	\$0.00	
Lodging Tax	\$0.00	\$ -	\$0.00	
Lodging	\$0.00	\$ -	\$0.00	
M&IE	\$0.00	\$ -	\$0.00	
Total Of the Adjustmen		\$ -		
Reimbursable Expenses Amount on Corrected Expense Report: \$ - This amount should agree to the new total on your corrected voucher.				
*Note: Please do not make any changes to existing line items on your voucher, otherwise it could delay the processing of this amendment. Kindly add one line for the Total of the Adjustment as "MISCELLANEOUS".				
Note: If you have any questions or require assistance, please contact the NSSC Customer Contact Center @ 877-677-2123 or nssc-contactcenter@nasa.gov.				