

National Aeronautics and  
Space Administration

**NASA Shared Services Center**  
*Stennis Space Center, MS*  
39529-6000  
[www.nssc.nasa.gov](http://www.nssc.nasa.gov)

## **NASA Shared Services Center Service Delivery Guide**

**NSSDG-9200-0006    Revision 14**

**Effective Date:    November 28, 2023**  
**Expiration Date:    November 28, 2026**

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# **ACCOUNTS RECEIVABLE – NON-REIMBURSABLE – Establishment of Receivables**

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**Responsible Office: Accounts Receivable**

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## Approved by

\_\_\_\_\_  
 Teri Green  
 Acting Chief, Financial Management Services Division

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 Date

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## DOCUMENT HISTORY LOG

Status (Basic / Revision / Cancelled)	Document Version	Effective Date	Description of Change
Basic	1.0	5/06/2016	Basic release
Revision	2.0	09/22/2016	<ul style="list-style-type: none"> <li>• Remedy to SN reference/process changes (in body of document and appendices)</li> <li>• When working a ServiceNow Task for Transfer Debt change Category to "Transfer Debt". Pg. 14</li> <li>• Travel BOC Under \$10 Process - Pg. 82</li> <li>• Fedmil Canceling Funds at the end of the year will need to be reversed out and moved to a non-fund. Pg. 91</li> <li>• Use DOI's Secure Transport if documents have PII information. Pg. 10</li> <li>• FOIA BOC Requests- Advance Request for FOIA process pg. 84</li> <li>• FOIA BOC Requests- clarification - Create for company not for requestor Pg. 85</li> </ul>

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			<ul style="list-style-type: none"> <li>• Travel and AP BOC ServiceNow Cases- Travel will close their Cases, AP Cases AR will close. Pg. 50</li> <li>• Added the Erroneous Purchase Card Use Process</li> </ul>
Revision	3.0	5/06/2016	<ul style="list-style-type: none"> <li>• Added SP responsible for Macros note</li> <li>• Updated Creating AR Invoice Process, Payroll Indebtedness Process and Macro Information</li> </ul>
Revision	4.0	7/24/2017	<ul style="list-style-type: none"> <li>• Added OCFO guidance to establish normal travel BOC for debts less than \$10 with reimbursable funds</li> <li>• Billing Launcher add-in macro included</li> </ul>
Revision	5.0	10/11/2017	<ul style="list-style-type: none"> <li>• Update TechDoc Macro and TechDoc Destruction Process</li> <li>• Update Create AR Invoice</li> <li>• DOI to SAP Reconciliation Macro added</li> </ul>
Revision	6.0	04/02/18	<ul style="list-style-type: none"> <li>• Updated Travel Debts&lt;\$10 JV process</li> </ul>

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			<p>to read AR L2 Supervisor verses AR Lead.</p> <ul style="list-style-type: none"> <li>• Updated “Process – Reversal of Receivable” (Reversal Reasons and Reversal Backup for SAP)</li> <li>• Updated “Process – Payroll Indebtedness” with new path information for downloading OBIEE NASA Labor Cost report.</li> <li>• Added Process for Deceased debts</li> </ul>
Revision	7.0	10/01/18	<ul style="list-style-type: none"> <li>• Added step to include entering new industry field on customer master in SAP.</li> <li>• Transfer Debt process was removed NSSC Form 0061</li> <li>• Added Appendix O- Debt Account Code Process</li> <li>• Added Appendix P- Determine Creator of Customer Master.</li> <li>• Added Travel Standard Descriptions of “Explanation of Debt” to Process-</li> </ul>

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			<p>Creating accounts receivable</p> <ul style="list-style-type: none"> <li>Added revised AP IDR form to Appendix C</li> </ul>
Revision	8	4/15/2019	<ul style="list-style-type: none"> <li>Added descriptions of DOI codes: 61B, C and D</li> <li>Added Travel Standard Verbiage: TA# and an additional standard description: Furlough</li> <li>Updated "Travel Debts&lt;\$10" with Reimbursable</li> </ul>
Revision	9	11/15/2019	<ul style="list-style-type: none"> <li>Update Create AR Invoice process with AP process.</li> <li>SDG Annual Review and Update</li> </ul>
Revision	10	2/24/2020	<ul style="list-style-type: none"> <li>Added Leave Buy-Back Process</li> <li>Add Note to Payroll Indebtedness-macro error.</li> <li>Travel Debts &lt; or = \$75</li> </ul>
Revision	11	1/14/2022	<ul style="list-style-type: none"> <li>Added BOC mailing and e-mailing process</li> <li>Travel Debts &lt; or + \$75 – Updated to add</li> </ul>

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			<p>Source entries Instructions</p> <ul style="list-style-type: none"> <li>Added FM-Portal -Bill of Collection Process and ServiceNow Bill of Collection Process</li> </ul>
Revision	12	4/1/2022	<ul style="list-style-type: none"> <li>Adding 5pm CST cutoff for posting on the last business day of each month</li> </ul>
Revision	13	12/12/2022	<ul style="list-style-type: none"> <li>Updated Bonus/Incentive Repayment Process</li> </ul>
Revision	14	11/28/2023	<ul style="list-style-type: none"> <li>Updating verbiage regarding ServiceNow Case Legacy to Scoped App throughout SDG.</li> <li>Updated Creating Customer Master. Page 56.</li> <li>Updated Transfer Debt process. Added instructions for pulling debts from DOI Secure Server. Page 30.</li> <li>Updated ZFED Customer Process. Page 66.</li> </ul>

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## INTRODUCTION

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

- A. Statement of Federal Financial Accounting Standard No. 1, "Accounting for Selected Assets and Liabilities", June 2018;  
[https://files.fasab.gov/pdf/2018\\_fasab\\_handbook.pdf](https://files.fasab.gov/pdf/2018_fasab_handbook.pdf)
- B. Treasury Financial Manual (TFM) supplement, "Managing Federal Receivables"  
[Debt Management: Managing Federal Receivables \(treasury.gov\)](https://www.treasury.gov/debt-management/managing-federal-receivables)
- C. "Federal Claims Collection Standards" 31 CFR 900-904  
<https://www.federalregister.gov/documents/2000/11/22/00-29284/federal-claims-collection-standards>
- D. "Debt Collection Authorities under the Debt Collection Improvement Act of 1996" 31 CFR 285;  
<https://www.federalregister.gov/documents/2016/01/12/2015-33044/debt-collection-authorities-under-the-debt-collection-improvement-act-of-1996>
- E. Office of Management and Budget (OMB) Circular A-129 "Policies for Federal Credit Programs and Non-Tax Receivables," January 2013.  
[Circular A-129 Revised \(whitehouse.gov\)](https://www.whitehouse.gov/policies/circulars/2013/01/a-129-revised)
- F. "Debt Collection Improvement Act of 1996" [Public Law 104-134]  
[Debt Management \(treasury.gov\)](https://www.treasury.gov/debt-management)
- G. 26 CFR 1.6050P-1 (IRS 1099-C, Collection of Debt)
- H. United States General Ledger; [Overview: US Standard General Ledger: Publications & Guidance: Financial Management Service](#)
- I. Federal Acquisition Regulation (FAR); <http://www.acquisition.gov/far/>
- J. Treasury Report on Receivables (TROR);  
<https://fiscal.treasury.gov/dms/resources/debt-management-governmentwide-reports.html>

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K. NASA Procedural Requirements (NPR):

[http://nodis3.gsfc.nasa.gov/lib\\_docs.cfm?range=9%5b0,1,2,3,4,5,6,7%5d](http://nodis3.gsfc.nasa.gov/lib_docs.cfm?range=9%5b0,1,2,3,4,5,6,7%5d)

L. Digital Accountability and Transparency Act (DATA Act) of 2014

<https://fiscal.treasury.gov/data-transparency/history-overview.html>

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## PURPOSE

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This SDG outlines procedures followed by the NSSC Service Provider (SP) and Civil Servant (CS) as it relates to Accounts Receivable (AR) processing of Non-Reimbursable receivables to include the establishment and reversal of receivables for all NASA Centers.

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## APPLICABILITY/SCOPE

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In accordance with Federal regulations and NASA policy, the NSSC is responsible for Non-Reimbursable receivables including Freedom of Information Act (FOIA) receivables, Payroll/Travel Overpayments, Vendor Overpayments and Debt Recovery, Legal Actions, Employee Phone Bills, etc. The NSSC provides billing services including assembling, reviewing, processing, recording, and rescinding Commercial and Employee bills.

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

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## PRIVACY DATA

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

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## RECORDS

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

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## CANCELLATION/SUPERSESSION OF PREVIOUS DOCUMENTS

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This document supersedes NSSDG-9200-0006 Revision 14.0.

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## **PROCESS – CREATING ACCOUNTS RECEIVABLE (AR) INVOICE**

### **Creating AR Invoice**

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

#### **STEP 1. NSSC Accounts Receivable – Receives Notice of Indebtedness**

A Notice of Indebtedness is generated for any type of overpayment made to a vendor or employee. Bills of Collection (BOCs) are requested by other departments or Centers using an Information Data Request (IDR) form, a ServiceNow Catalog Request (Travel) and/or backup documentation. IDR forms are usually attached to the ServiceNow Record.

**Note:** If a request is received (via email) and the Contact Center is not copied:

- Send the following reply to the sender: “Thank you for your e-mail. Your message is being forwarded to the NSSC Customer Contact Center so that the necessary steps can be taken to ensure it is appropriately recorded and tracked in the NSSC ServiceNow system for resolution. An NSSC employee will be in contact with you to resolve your issue/question.”
- Forward the requestor’s email to the Contact Center at [nssc-contactcenter@nasa.gov](mailto:nssc-contactcenter@nasa.gov) so that a ServiceNow Record can be created. Do not copy anyone on this email as this can result in the creation of multiple tickets if someone later replies.

A. **Travel Overpayments** – NSSC Travel submits travel bill requests via the ServiceNow Catalog for a Bill of Collection to be created. This request creates a record, task and an “Accounts Receivable” tab, which are routed to Accounts Receivable-L2 for processing.

1. Domestic and Foreign travel refunds are collected from NASA employees who were overpaid on a Travel Voucher, travel expenses are audited and disallowed, or when travel receipts are missing.
2. Change of Station (COS) refunds are due from NASA employees if overpaid for relocation expenses. This can include RITA vouchers, storage of household goods, and/or other charges.

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3. NSSC Travel informs employee via email that they will receive a request for repayment and submits a request via the ServiceNow Catalog for NSSC AR to issue a BOC to the customer.

a) NSSC Travel (or Center) requests a bill using the ServiceNow Catalog selections above.

b) Requestor selects “Bill of Collections Requests.”

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

20 per page Search catalog

### Bill of Collection Requests

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

Items

- AP Bill of Collection Request**  
Use this request to create a AP Bill of Collection Request
- Rescind Bill of Collection Request**  
Use this request to Rescind the original Bill of Collection
- Travel Bill of Collection Request**  
Use this request to create a Travel Bill of Collection Request.

c) Requestor selects "Travel Bill of Collection Request."

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

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

\* Submitter:

\* This Request is for:  NASA Employee  Non-NASA Employee

**Travel Information**

\* Center:

Dates of Travel:  to

\* TA #:

\* Date of Cash Disbursement:

\* Travel Location:

\* Standard description (BOC Text Field box):

\* Traveller:

**Debt Information:**

\* Explanation of Debt:

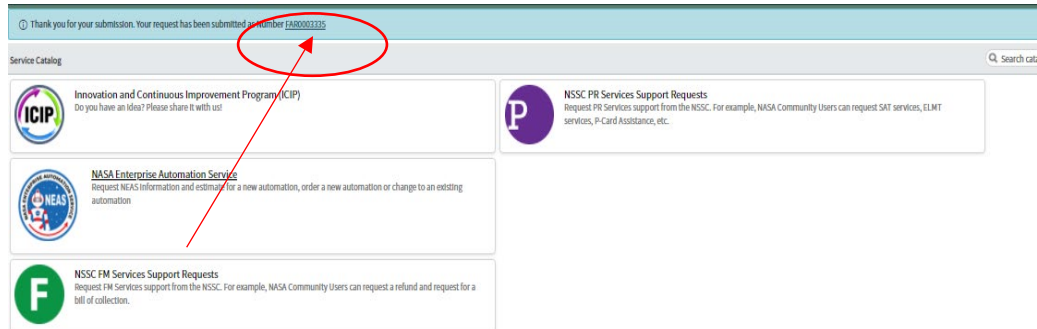
\* Funds Commitment Doc Number:

Debt Amounts

Actions	Line #	Amount	Fund Center	Fund	G/L Account	Cost Center	Order	WBS	SAP Vendor #	TAS
No data to display										

d) Requestor fills out the information above which results in the creation of a record which are automatically routed to AR-L2.

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e) The requestor is given a record number (which they can relate to their original audit/amendment record if so desired).

	<a href="#">FAR0003335</a>	<a href="#">ACCOUNTS RECEIVABLE</a>	<a href="#">NEW RECEIVABLE TRAVEL</a>	2 - High	Open	(empty)	Travel BOC : Mark Voyton	2023-11-19 11:50:55	Accounts Receivable
	<a href="#">FAR0003336</a>	<a href="#">ACCOUNTS RECEIVABLE</a>	<a href="#">NEW RECEIVABLE TRAVEL</a>	2 - High	Open	(empty)	Travel BOC : TEST - NEW RECEIVABLE TRAVEL RECORD FORM		
	<a href="#">FAR0003335</a>	<a href="#">ACCOUNTS RECEIVABLE</a>	<a href="#">NEW RECEIVABLE TRAVEL</a>	2 - High	Open	(empty)	Goddard Space Flight Center : -- None -- : Mark Voyton		

f) The record and task are automatically assigned to the AR-L2 ServiceNow queue.

Accounts Receivable | Worknotes | Activity | System | **Catalog Request**

Customer	TEST - NEW RECEIVABLE TRAVEL RECORD FORM	AR Center	<input type="text"/>
Dollar Amount	\$ 0.00	Collection Type	-- None --
Check Date	<input type="text"/>	Collection Category	-- None --
Check Number	<input type="text"/>	TAS	-- None --
Agreement Number	<input type="text"/>	BETC	-- None --

g) The AR-L2 technician clicks on the “Catalog Request” tab of the record to review what the requestor entered.



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- h) Everything needed to post the FB70 bill can be found on this “Catalog Request/Accounts Receivable” tab (for process to post bill in SAP-FB70, please see “STEP 3 (C) Account Maintainer – Create AR Invoice.”
- i) The SAP text field should begin with the “TA#” and then one of the following standard descriptions: StatSample, RITA, WTA, COS Taxes, CM, ETDY OVPD, ETDY TOVPD or Furlough. If that information is not provided by Travel, email the submitter in the Travel Office to request the code.

**Note:** Remember to use the Fund Center from the funding line for the center to which to post the bill

Line #	Amount	Fund Center	Fund	G/L Account	Cost Center	Order	WBS	SAP Vendor #
2	1245.51	51	SCEX22021D	6100.2111	514430	FC000000	411672.10.09.01	114823

- j) The customer number should have already been entered by the Payment Processor before the Account Maintainer receives the task.

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- k) Once the bill is posted, the Account Maintainer enters the “AR Bill Number” posted in SAP on the “Accounts Receivable” tab.
- l) Select the “Customer - Print” button.

### FAR Record Information

<b>FAR Number</b> FAR0003335	<b>Customer Name</b> Mark Voyton	<b>Customer Number</b> 12455	<b>Contact</b> Dedra Hartley
<b>Location</b> Goddard Space Flight Center			

### Travel Bill of Collections

<b>Date Traveled From</b> 2021-05-05	<b>Date Traveled To</b> 2021-05-14	<b>Date of Cash Disbursement</b> 2021-06-02	<b>Travel Location</b> Florida
<b>TA Number</b> 51000082473	<b>AR Center</b> Goddard Space Flight Center	<b>Standard description/BOC</b> StatSample	<b>Funds Commitment Document Number</b> 401154417
<b>Total Amount</b> 1245.51	<b>Explanation of Debt</b> Receipt for rental car was provided for \$729.79 and claimed; however, \$1245.51 was claimed for a second rental car on the voucher also with no additional receipt or justification for a second car. Traveler owes \$1,245.51 #173561		

- m) Save this form to “Adobe” on your desktop using the naming convention example below:
  - IDR\_Original BOC#~Original BOC#, eg.,IDR\_1800001234~1800001234

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- n) Select the “Internal – Print” button Attach a copy to the bill posted in SAP
  - o) Upload a copy to the Document Imaging folder at the path below.  
N:\Document Imaging\ FM – Direct Receivables\FY\Center
  - p) Mail/Email the bill printed from FBL5N along with this form as backup (along with Pay.gov and Salary Offset Inserts), except for OCONUS (Foreign) ETDY and COS Travel BOC’s. For Foreign ETDY (Extended Temporary Duty Travel) and COS (Change of Station), an e-mail address will be provided in the “Explanation of Debt” field on the Accounts Receivable BOC tab in ServiceNow.
    - 1. Save a pdf file of “Bill of Collection”, IDR (FAR Record Information sheet) and Pay.gov in folder: N:\FM Division\Accounts Payable\_Accounts Receivable\Accounts Receivable\Dunning\Bills to Mail and Fax\Bills to Mail.
    - 2. When e-mailing the BOC and back-up documentation utilize e-mail templates located N:\FM Division\Accounts Payable\_Accounts Receivable\Accounts Receivable\AR Forms and Templates\New Email Templates
      - a. Redact PII information
  - q) Update the work notes of the task with the posted SAP billing document.
  - r) Resolve the task and close the record.
4. JSC Solely Travel - Please proceed to JSC Solely Travel process in **NSSDG-9200-0002 Accounts Receivable – Reimbursable SDG.**

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**B. Vendor Overpayments/Improper Payments - NSSC AP request for a BOC via ServiceNow -.**

1. Vendor Overpayments generally result from duplicate payments, payment to the incorrect vendor, or return of goods to the vendor.

**Note:** NSSC AP POC must verify that:

- a) Amount cannot be offset against an open invoice
- b) Address provided is for correspondence, not invoice payments. Also, ask if a contact name is available. If so, add this to the customer address in SAP.

2. NSSC Accounts Payable submits a request via the ServiceNow Catalog for NSSC AR to issue a BOC to the customer.

The screenshot shows the ServiceNow Catalog interface with a search bar at the top right. Below the search bar, there are five service request cards:

- ICIP** (Innovation and Continuous Improvement Program): Do you have an idea? Please share it with us!
- NEAS** (NASA Enterprise Automation Service): Request NEAS information and estimate for a new automation, order a new automation or change to an existing automation
- F** (NSSC FM Services Support Requests): Request FM Services support from the NSSC. For example, NASA Community Users can request a refund and request for a bill of collection.
- P** (NSSC PR Services Support Requests): Request PR Services support from the NSSC. For example, NASA Community Users can request SAT services, ELMT services, P-Card Assistance, etc.

- a) NSSC Accounts Payable (or Center) requests a bill using the ServiceNow Catalog selections above.

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## NSSC FM Services Support Requests

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

### Categories

**F** [Bill of Collection Requests](#)

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

**F** [Change of Station/Relocation](#)

Use this to submit a Change of Station Vouchers for processing.

**F** [Extended TDY Requests](#)

Extended TDY: Travel Authorizations and Travel Vouchers

**F** [IPAC Requests](#)

Request for an IPAC to be created

**F** [Refund Request](#)

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

**F** [Reversal Request \(Invoice, Travel, IPAC\)](#)

Request a Reversal for Travel, Accounts Payable or IPAC. Replaces the Reversal and Disbursement Move Worksheet.

### b) Requestor selects "Bill of Collections Requests"

## Bill of Collection Requests

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

### Items

**AP Bill of Collection Request**

Use this request to create a AP Bill of Collection Request

**Rescind Bill of Collection Request**

Use this request to Rescind the original Bill of Collection

**Travel Bill of Collection Request**

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

### c) Requestor selects "AP Bill of Collection Request".

Use this request to create a AP Bill of Collection Request

**1**

**2** New Request of Category:  New Request  Supplanting Request

**3** Vendor Information

<b>4</b> Name	<input type="text"/>	<b>5</b> Center	<input type="text"/>
<b>6</b> Address 1	<input type="text"/>	<b>7</b> State of Bill Establishment	<input type="text"/>
<b>8</b> Address 2	<input type="text"/>	<b>9</b> Contract Number	<input type="text"/>
<b>10</b> City	<input type="text"/>	<b>11</b> Digital Signature System Number (DSN)	<input type="text"/>
<b>12</b> State	<input type="text"/>	<b>13</b> SP Acct	<input type="text"/>
<b>14</b> Zip	<input type="text"/>	<b>15</b> EIN/NA	<input type="text"/>

**16** Debt Information

**17** Request Date

**18** Name

**19** Expiration Date

**20** Internal Information

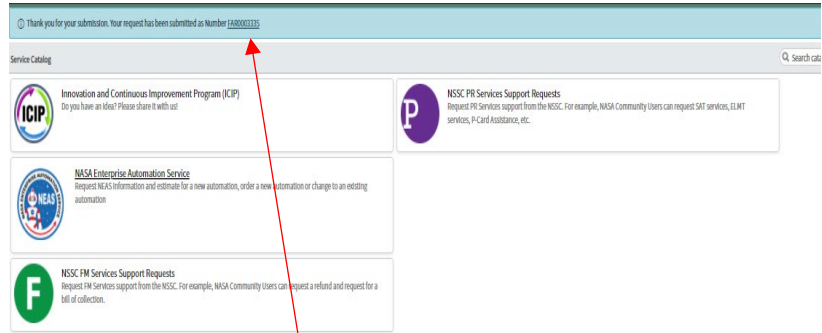
**21** Request Information

Request	Request Date	Request	Request	Request	Request	Request	Request	Request	Request

No data to display

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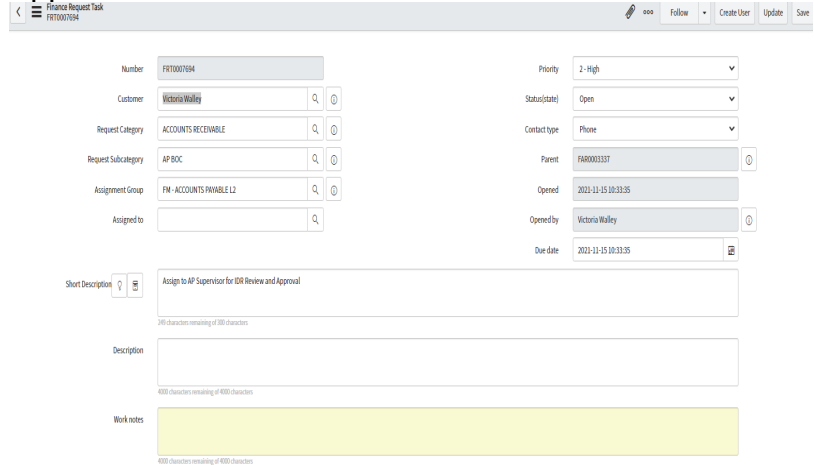
d) Requestor fills out the information above which results in the creation of a record which are automatically routed to AR-L2.



e) The requestor is given a record number.



f) The records are automatically assigned to FM- Accounts Receivable L2, but the task is assigned to FM - Accounts Payable L2 for the AP Supervisor for IDR Review and Approval.



g) Once the AP Supervisor reviews and approves the IDR the task is closed, a task is automatically created and routed to FM – Accounts Receivable L2.

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- h) Upon receipt of the AP Bill of Collection Request the AR-L2 technician can click on the record “Catalog Request” tab to review the request.

- i) Everything needed to the post the FB70 bill can be found on this “Catalog Request and Accounts Receivable” tab (for process to post bill in SAP-FB70, please see “STEP 3 c. Account Maintainer – Create AR Invoice.”)
- j) The SAP “Text” field should begin with the Contract# and then one of the following standard descriptions: Recoup Funds due to Erroneous Vendor Payment, CR MEMO Cannot be Consumed by Debit Invoice, AP Closed Contract, Vendor Refund due to Returned Items, Vendor Refund due to Overbilling of Goods/Services, Employee

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Training Refund, AP Closed Grant, Failed IDOC (Open Funds).

Text
NNM14AF06P - AP CLOSED CONTRACT

**Note:** Remember to use the Fund Center from the funding line for the center to which to post the bill.

- k) The customer number should have already been entered by the Payment Processor before the Account Maintainer receives the task.
- l) Once the bill is posted, the Account Maintainer enters the “AR Bill Number” posted in SAP enter the document number on “Accounts Receivable” tab.
- m) Select the “Customer – Print” button.
- n) Save this form to “Adobe” on your desktop using the naming convention example below:  
IDR\_OriginalBOC#~OriginalBOC#, e.g.,  
IDR\_1800001234~1800001234
- o) Select the “Internal Print” button Attach a copy to the bill posted in SAP.

3. Recapture Audit/Improper Payments **[PLEASE REFER TO SDG NSSDG-9200-0009, Recapture Audit Process]** result from an audit of vendor payments. Once the improper payment has been identified and the center concurs, the NSSC is asked to collect any refund due. This direction will come from OCFO QAD through NSSC Internal Controls.

C. **Transfer Debts** - Department of Interior (DOI) processes NASA’s payroll. When an employee owes money back due to overpayment, DOI will send a bill directly to the employee. These debts are typically the result of Health Benefits Overpayment or Overuse of Sick or Annual Leave. However, if the employee leaves NASA (severs or retires), DOI “transfers” the debt and collection responsibility to NASA. See examples below.

**Note:** Use DOI’s “Secure Transport” when providing information to DOI that includes PII.



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**Backup Example 1**

TO:  Debt Management Branch, D-2640 (Active Employee)  
TO:  Client Accounting Office (Inactive Employee)

UPDATED  
4/23/2013

FROM: Payroll Operations Branch, D-2663

**Notify Payroll Operations Group, 3, When Bill is Paid**

**REQUEST FOR BILL FOR COLLECTION**

Employee Name: [REDACTED] Employee SSN: [REDACTED] **Remember to redact all SSN info before saving any backup on N:Drive**

Department/Bureau: [REDACTED] Mailing Address (Inactive Employees Only): [REDACTED]

Common Accounting Number (CAN): [REDACTED] Active  Inactive

Reason for the Bill for Collection (Include the affected pay periods):  
Employee separated effective 7/31/13 with a negative annual leave balance of 96 hours.

Calculations (Attach all documents used to identify debt, if necessary):

**IF THE OASDI IS MAXED FOR THE YEAR INPUT "Y"**

Earnings:			Deductions:			ENTER RET K					NET TOTAL	
YEAR	HOURS	RATE	GROSS EARNINGS	RETIREMENT	MAILED OASDI	OASDI TAX	MEDICARE TAX	FEDERAL TAX	STATE TAX	THRIFT	FEGLI	NET TOTAL
2013	96.00	\$74.51	\$7,152.96	\$57.22	Y	\$0.00	\$103.72					\$6,992.02
LESS ANNUAL LEAVE LUMP SUM NET												
GRAND TOTAL DUE	96.00		\$7,152.96	\$57.22		\$0.00	\$103.72	\$0.00	\$0.00	\$0.00	\$0.00	\$6,992.02

**"Grand Total Due" is what is to be billed**

Payroll Initiator (Required): [REDACTED] Telephone Number: [REDACTED] Date Prepared: 3/26/2014

Reviewing Payroll Work Leader: [REDACTED] Telephone Number: [REDACTED] Date Prepared: 3/27/14

Approving Payroll Supervisor (Required): [REDACTED] Telephone Number: [REDACTED] Date Prepared: 4/3/14

\*OASDI and Medicare are recoverable up to 3 years, 3 months, 15 days from the year of overpayment.  
Federal, state, and local taxes are recoverable for current year overpayments only.

\*\*\*CONTAINS PRIVACY ACT DATA\*\*\*

NASA Shared Services Center - Received: 21 Apr 2014 14:42:12

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## Backup Example 2

### Transferred Bill Information

Transferred: 9/6/2013

Employer: NASA - HEAD QUARTERS

Dept/Bur: NN10

Employee Name: [REDACTED]

Employee Address: [REDACTED]

Debt ID: [REDACTED]

The debt was the result of a time sheet correction submitted by your agency, a time sheet correction processed by your agency for pay period(s) 201315.

Below is a breakdown of the bill that is being transferred from our records.

Adjustment Pay Code	Processing Pay Period	Effective Pay Period	Time	Amount
REGULAR	201318	201315	-20.00	\$1,584.00
HOLIDAY - NOT WORKED	201318	201315	-8.00	\$633.60
ADMIN LEAVE OTHER - USED	201318	201315	-4.00	\$316.80
Total Gross Pay Adjustments:				\$2,534.40
Less Applicable Recoverables:				
Federal Withholding:				-\$162.95
State Withholding:				-\$75.08
Local Withholding:				\$0.00
Medicare:				-\$36.74
OASDI:				-\$157.13
Retirement:				-\$20.28
TSP:				\$0.00
Net to be Paid by Employee:				\$2,082.22
Collections Total:				\$0.00
Debt Balance:				\$2,082.22

**"Debt Balance" is amount to bill**

NSSC Received 6/20/2014 4:18:52 PM [Central Daylight Time]

**Note:** When DOI sends several breakdowns for different debts, there will also be a Transferred Report. Verify that the totals on the breakdowns match this list. If not, use the totals of the breakdowns as the total for the debt. In the example below, one debt

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listed does not match the breakdown total. Therefore, the breakdown total should be used to create the debt.

Run Date: 5/8/2018

Payroll Operations Division  
 Payroll Debt Module  
 Transferred Report  
 NASA - JOHN C. STENNIS SPACE CENTER  
 For the period from 04/29/2018 to 05/12/2018

Page No: 1

\*\*\* The below listed debts are transferred to your office. In each case, the debtor is no longer an active employee. \*\*\*

D/BS	Name	Debt ID	Bill Date	Status	Separation Date	Interest	Penalty	Admin	Agency Receivable	Total
NN/64/00	PICCOLO, GEORGE	172551025437	01/29/2018	R	03/08/2018				\$173.59	\$173.59
NN/64/00	PICCOLO, GEORGE	172691025437		R	03/08/2018				\$173.59	\$173.59
NN/64/00	PICCOLO, GEORGE	172831025437		R	03/08/2018				\$173.59	\$173.59
NN/64/00	PICCOLO, GEORGE	172971025437		R	03/08/2018				\$173.59	\$173.59
NN/64/00	PICCOLO, GEORGE	173111025437		R	03/08/2018				\$173.59	\$173.59
NN/64/00	PICCOLO, GEORGE	173251025437		R	03/08/2018				\$173.59	\$173.59
NN/64/00	PICCOLO, GEORGE	173531025437		R	03/08/2018				\$173.59	\$173.59
NN/64/00	PICCOLO, GEORGE	180021025437		R	03/08/2018				\$173.59	\$173.59
NN/64/00	PICCOLO, GEORGE	180161025437		R	03/08/2018				\$173.59	\$173.59
NN/64/00	PICCOLO, GEORGE	180441025437		R	03/08/2018				\$180.98	\$180.98
NN/64/00	PICCOLO, GEORGE	180581025437		R	03/08/2018				\$180.98	\$180.98
NN/64/00	PICCOLO, GEORGE	180721025437		R	03/08/2018				\$180.98	\$180.98
NN/64/00	PICCOLO, GEORGE	80861025437	03/26/2018	R	03/08/2018	\$5.05			\$5,267.64	\$5,272.69
NN/64/00	PICCOLO, GEORGE	81141025437	04/23/2018	R	03/08/2018				\$64.64	\$64.64
NASA - JOHN C. STENNIS SPACE CENTER (Count of 14)						5.05	0	0	7,437.53	7,442.58

\*\*\* PRIVACY ACT DATA \*\*\*

NSSC Received 5/10/2018 1:13:05 PM [Central Daylight Time]

05-10-18 01:13 PM EDT  
 NASA Shared Services Center - Received: 10 May 2018 13:25:29  
 303-969-9392  
 4 / 42

Responsible Office: Accounts Receivable

Subject: Accounts Receivable – Non-Reimbursable – Establishment of Receivables

05-10-18:01:15PM;IBC

;303-969-5392

# 22/ 42

Transferred Bill Information

Employer: NASA - JOHN C. STENNIS SPACE CENTER  
 Dept/Bur: NN64  
 Employee Name: [REDACTED]

Debt ID: 80861025437

The debt was the result of a time sheet correction submitted by your agency for pay period(s) 201724, 201725, 201803.

Below is a breakdown of the bill that is being transferred from our records.

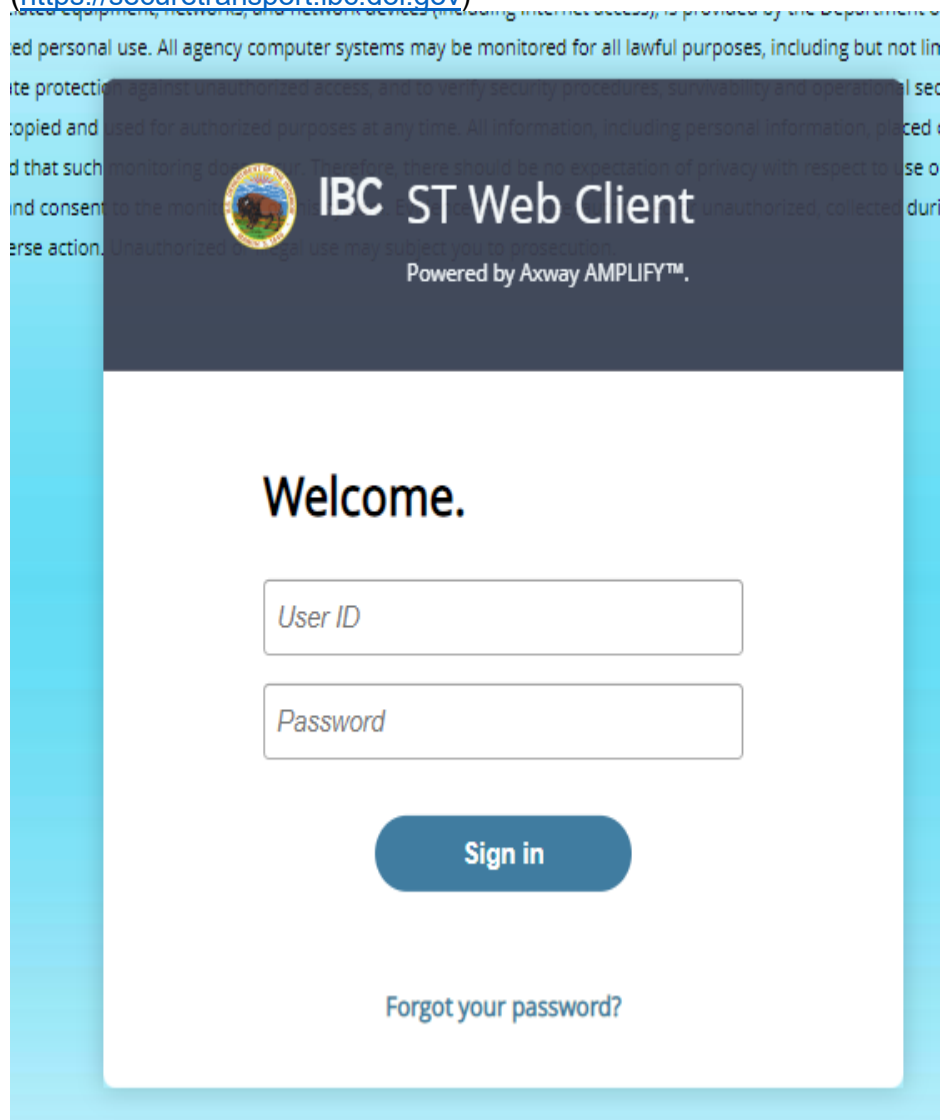
Adjustment Pay Code	Processing Pay Period	Effective Pay Period	Time	Amount
ANN LEAVE USED	201807	201724	-1.00	\$39.19
SICK LEAVE - USED	201807	201725	-1.00	\$39.19
HOLIDAY - NOT WORKED	201807	201724	-8.00	\$313.52
HOLIDAY - NOT WORKED	201807	201725	-8.00	\$313.52
ADMIN LEAVE WEATHER USED	201807	201803	-12.30	\$498.13
LEAVE SHARE USED SELF	201807	201724	-71.00	\$2,782.49
LEAVE SHARE USED SELF	201807	201725	-71.00	\$2,782.49
Total Gross Pay Adjustments:				\$6,768.53
Less Applicable Recoverables:				
Federal Withholding:				\$0.00
State Withholding:				\$0.00
Local Withholding:				\$0.00
Medicare:				-\$98.14
OASDI:				-\$419.64
Retirement:				-\$54.15
TSP:				-\$406.11
FEGLI - REGULAR				-\$38.10
FEGLI - ADDITIONAL				-\$136.40
FEGLI - OPTIONAL				-\$3.30
Net to be Paid by Employee:				\$5,612.69
FED DEBT RECOVERY - VOL	201809			-\$1,380.61
Collections Total:				-\$1,380.61
Debt Balance:				\$4,232.08

NSSC Received 5/10/2018 1:13:05 PM [Central Daylight Time]

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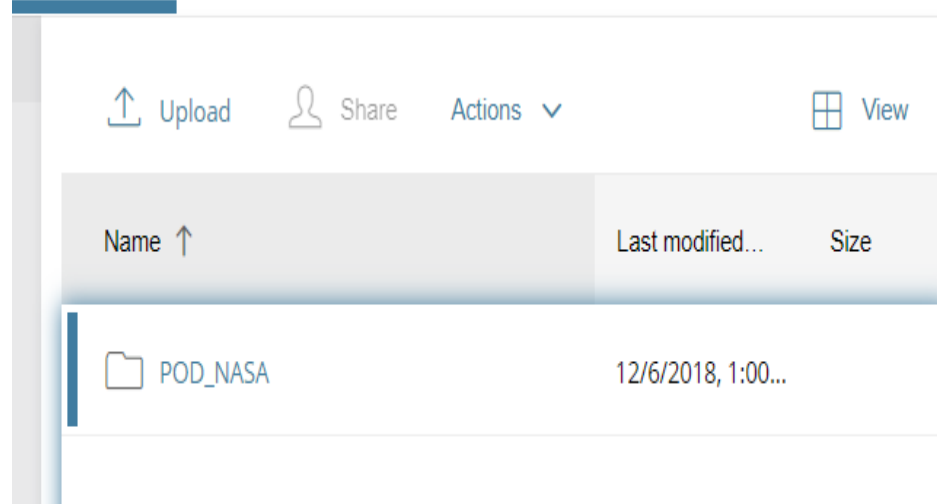
1. Transfer Debts are downloaded from the DOI's secure server and routed to Document Imaging to be uploaded to TechDoc and to create a ServiceNow Debt Validation record which is routed to Accounts Receivable L2.

a. Accounts Receivable L2 logs into DOI's secure server (<https://securetransport.abc.doi.gov>)

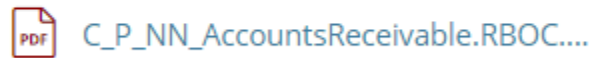


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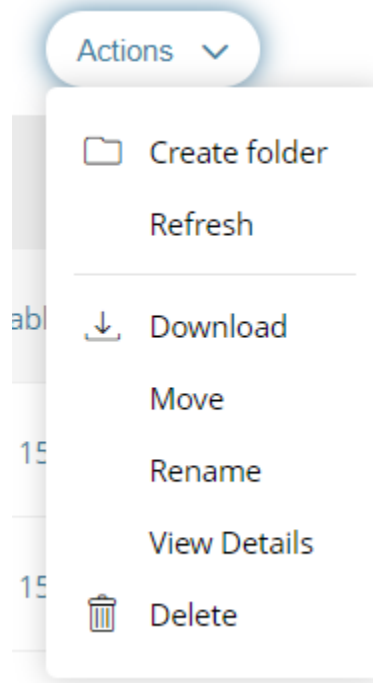
b. Click on POD\_NASA to expand files.



c. Click on Accounts Receivable files.



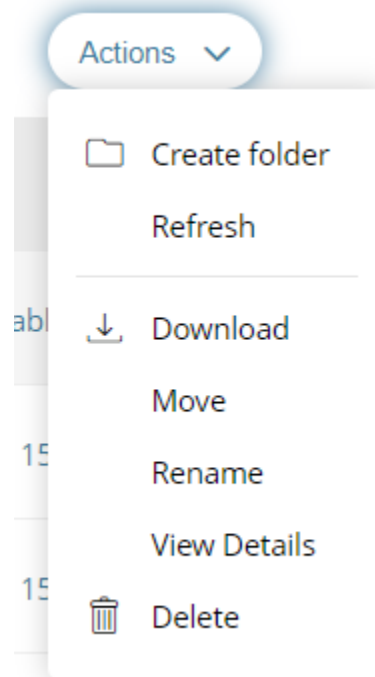
d. Click on Actions → Download



e. Save file on desktop.

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f. Once file is saved, click on Actions → Delete to remove the file from the list.



g. Open download file and separate by employees.  
 h. Send each file to DI via encrypted email and state that this is for AR Transfer Bill of Collection.  
 i. DI will upload the file in Tech Doc in order for a Debt Validation record to be created.

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Debt Validation  
FDV0001002

Number: FDV0001002

Customer: Wendy Byrd

Contact: [Empty]

Location: [Empty]

Request Category: ACCOUNTS RECEIVABLE

Request Subcategory: DEBT TRANSFER BOC

Assignment Group: FM - ACCOUNTS RECEIVABLE L2

Assigned to: Jamie Parker

Status(state): Open

Priority: 4 - Low

Age in Days: 6

Days in WIP: 6

Opened by: AutoCase User

Opened: 2021-11-08 14:55:37

HR - Benefits:

HR - Payroll:

Short Description: FM - ACCOUNTS RECEIVABLE  
276 characters remaining of 300 characters

Description: ACCOUNTS RECEIVABLE  
3980 characters remaining of 4000 characters

Work notes: [Empty]  
4000 characters remaining of 4000 characters

2. Accounts Receivable L2 determines what type of debt it is, “HR – Benefits” or “HR – Payroll”.

HR - Benefits

HR - Payroll

3. Once the type of debt is determined tasks are automatically created for Human Resources/Payroll for validation of debt.

[HRT0770019](#) ACCOUNTS RECEIVABLE DEBT TRANSFER BOC - TRANSFER DEBT VALIDATION **HR - PAYROLL L2**

[HRT0770024](#) BENEFITS PROCESSING DEBT VALIDATION - TRANSFER DEBT VALIDATION **HR - BENEFITS PROCESSING L2**

**Note:** Accounts Receivable L2 routes all Transfer debts to Payroll L2 and Payroll will route to HR if the debt is related to Health Benefits. Health Benefits Transfer Debts are validated by HR; Overuse of Sick or Annual Leave debts are validated by Payroll.

SHOW FLOWS

HR Tasks (1) Requests for Same User (3) Finance Request Tasks Tasks (1) Links (1) Audit History (48)

HR Tasks New Edit... Search Number Search

a) Silo = “HR Tasks”



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\* Category: BENEFITS PROCESSING

\* SubCategory: DEBT VALIDATION

Assignment Group: HR - BENEFITS PROCESSING L2

---

Category: ACCOUNTS RECEIVABLE

SubCategory: DEBT TRANSFER BOC

Assignment Group: HR - PAYROLL L2

- b) Request Category = "Accounts Receivable" or "BENEFITS PROCESSING"
- c) Request SubCategory = "Debt Transfer BOC"
- d) Assignment Group = "HR – Payroll L2 or HR – BENEFITS PROCESSESING L2"

4. HR/Payroll determines if the debt is valid by completing the "Debt Validation" form in ServiceNow record and closes the task and auto task is created in the "Finance" Silo to AR.

Information | Worknotes | Activity

DOI Debt ID Number:

Center: SSC - IT Walk Up

Customer: Katie Genna

Customer Address: 123 HELP ME

**TYPE OF DEBT**

Advanced AL:

Advance SL:

Timesheet Adjustment:

Health Benefits:

Life Insurance:

Promotion / Incentive / Award:

Other:

Current Employee:

Separated Employee:

Is Payroll Debt Valid?: YES

Deceased: -- None --

Disability: -- None --

Were health benefits waived?: -- None --

Was POD A-7 received from employee?: -- None --

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AR Account Maintainer (AM) receives Transfer Debt ServiceNow Task.

a) Debt is Invalid.

The screenshot shows the ServiceNow AR Account Maintainer interface. On the left, the 'Information' tab is active, displaying fields for DOI Debt ID Number (x), Center (JSC Remote), Customer (Wendy Byrd), and Customer Address (111). Below this is the 'TYPE OF DEBT' section with radio buttons for Advanced AL, Advance SL, Timesheet Adjustment (checked), Health Benefits, Life Insurance, Promotion / Incentive / Award, and Other. On the right, there are several dropdown menus: Current Employee (checked), Separated Employee, Is Payroll Debt Valid? (set to NO and circled in red), Deceased (None), Disability (None), Were health benefits waived? (None and circled in red), and Was POD A-7 received from employee? (None).

i. If a debt currently exists in SAP, reverse it.

ii. If a debt does not exist in SAP, simply notate this in the work log and resolve the ticket.

b) Debt is Valid.

The screenshot shows the ServiceNow AR Account Maintainer interface for a valid debt. On the left, the 'Information' tab is active, displaying fields for DOI Debt ID Number, Center (SSC - IT Walk Up), Customer (Katie Genna), and Customer Address (123 HELP ME). Below this is the 'TYPE OF DEBT' section with radio buttons for Advanced AL (checked), Advance SL, Timesheet Adjustment, Health Benefits, Life Insurance, Promotion / Incentive / Award, and Other. On the right, there are several dropdown menus: Current Employee (checked), Separated Employee, Is Payroll Debt Valid? (set to YES and circled in red), Deceased (None), Disability (None), Were health benefits waived? (None), and Was POD A-7 received from employee? (None).

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- i. Verify the total on your Transfer Debt to see if it matches the open amount in the current SAP ZEPY customer (if there is one). Remember to deduct any amounts from the “Updated Transfer Report” if one was attached.

1. Transfer Debt’s Total matches SAP

- a. Reverse any current open ZEPY postings (T-Code: FB08) using Reversal Reason Code: Y2 – Transferred Debt.
- b. Attach Transfer Debt to Reversals.

2. Transfer Debt’s Total does not match SAP. (The amount of the Transfer report should be for less than what is showing in SAP. This difference in amount is for “recoverables” and you can bill what is listed on the Transfer Report even if it does not match SAP.)

From: Castillo, John [[mailto:john\\_a\\_castillo@bc.doi.gov](mailto:john_a_castillo@bc.doi.gov)]  
 Sent: Friday, April 18, 2014 9:08 AM  
 To: Fouquet, Farrah M. (NSSC-NSSC)[Service Provider]  
 Cc: Hartley, Dedra C. (NSSC-NSSC)[Service Provider]

...The Transfer Notice will always show the amount the employee needs to pay. The difference between the two reports (if there is a difference) will be recoverables.

- a. Reverse any current open ZEPY postings (T-Code: FB08) using Reversal Reason Code: Y2 – Transferred Debt
- b. Attach Transfer Debt to Reversals

- ii. AR AM will log into BOBJ (See Appendix N-Debt Accounting process) to get the Fund, WBS, Order, Cost Center and Fund Center (AM will need the fund to post the bill, and the

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PP will need the additional codes to post payment if/when it is received).

**Note:** When using the Debt Accounting process

- **Health Benefits:** Transfer Debts for Health Benefits will have an “Effective Pay Period” on the backup. This is the date/timeframe to use when searching BOBJ.

**Note:** If a transferred/payroll debt crosses fiscal years, you will need to do a separate bill for each fiscal year therefore obtain separate funding codes from BOBJ for each fiscal year of the debt.

- **Annual Leave:** Regardless of what is provided on transfer debt backup, the date of separation needs to be utilized when researching funding codes. Occasionally, the separation date is provided on the transfer debt backup. However, the correct date used to identify accounting codes should always be the date provided on the Debt Validation FDVF by Payroll/HR.

D. **Center Requests** – Center sends Notice of Indebtedness (IDR, NSSC Form 0063, etc.,) to NSSC for BOC creation.

1. JSC Phone Bills – Notification is received by NSSC that employee owes NASA for making a long-distance phone call.

a) ServiceNow record is received by AR.

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- b) AR notifies center of notification and requests IDR to be completed.
  - c) Center completes IDR (including funding information) and returns to AR.
2. Bonus/Incentive or Paid Parental Leave Repayment - This situation occurs when an employee leaves NASA before fulfilling an obligation stipulated at receipt of the bonus or incentive or for paid parental leave.
- a) Center submits a request to the NSSC Personnel Action Processing (PAP) team to create and submit a personnel action. The Center also provides the General Ledger (GL) Account, Cost Center, Internal Order, WBS and Fund.
  - b) NSSC Payroll will calculate the percentage and amount of repayment due. Payroll will create a Notice of Indebtedness to provide the debt information. The IDR will be attached to the ServiceNow Record and sent to NSSC AR.

### 3. Purchase Card (P-Card) Erroneous Use

- a) Purchase Cardholder self-reports erroneous use.
  - i. Cardholder notifies their Center Program Coordinator (CPC) via e-mail of erroneous use of P-card.
    - 1. Provide the following in the e-mail to CPC.
      - a. P-card order log number
      - b. Fund
      - c. Fund Center
      - d. Cost Center
      - e. Internal Order
      - f. WBS
    - 2. NSSC CPC submits a request via the ServiceNow Catalog for NSSC AR to issue a BOC to the customer.

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The screenshot shows a 'Service Catalog' interface. At the top, there is a search bar and a '20 per page' dropdown. Below this, several service cards are displayed. The card for 'NSSC FM Services Support Requests' is circled in red. This card has a green 'F' icon and describes requests for FM Services support from the NSSC, such as refunds and bills of collection. Below the main card, a list of categories is shown, including 'Bill of Collection Requests', 'Change of Station/Relocation', 'Extended TDY Requests', 'IPAC Requests', 'Refund Request', and 'Reversal Request (Invoice, Travel, IPAC)'.

### 3. CPC requestor selects “Bill of Collection Requests”

This screenshot shows the 'Bill of Collection Requests' page. It features a breadcrumb trail: 'Service Catalog > NSSC FM Services Support Requests > Bill of Collection Requests'. The page title is 'Bill of Collection Requests' with a sub-description: 'A request for a "Bill of Collection" to be created.' Below this, there is an 'Items' section with three options: 'AP Bill of Collection Request', 'Rescind Bill of Collection Request', and 'Travel Bill of Collection Request'. Each item includes a brief description of its purpose.

### 4. CPC Requestor selects “AP Bill of Collection Request”

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The screenshot shows a web form with the following sections:

- Vendor Information:** Fields for Name, Address 1, Address 2, City, State, Zip, Contact, Contact Title, and EIN.
- Debt Information:** Fields for Reason for Debt (dropdown), Expiration Date, and Remarks.
- Account Information:** A table with columns: Name, Account, Amount, Cost Center, Date, POC, Fuel Center, Fuel, and % (Share/Comments).
- Reason for Debt:** A dropdown menu currently showing "P-Card Refund due to Erroneous Use".

5. Requestor fills out the information above and selects “P-Card Refund due to Erroneous Use” under “Reason for Debt” which results in the creation of a record and are automatically routed to AR-L2.

- ii. Purchase Cardholder remits payment to NASA.
  1. Electronic Payments – Online payments to NASA can be made through Pay.gov by using the Pay NASA link available at the NSSC website - <https://www.nssc.nasa.gov/home>. Additional Pay.gov instructions can be found on the NSSC website by searching “Online Payments to NASA” and selecting the link for Direct Customers.
  2. Check Payments – Check made payable to NASA for the Accounts of (applicable Center). Please include the P-card order log number on the check.  
Please mail check to:  
NASA Shared Services Center (NSSC)  
Attn: Accounts Receivable for (applicable Center)

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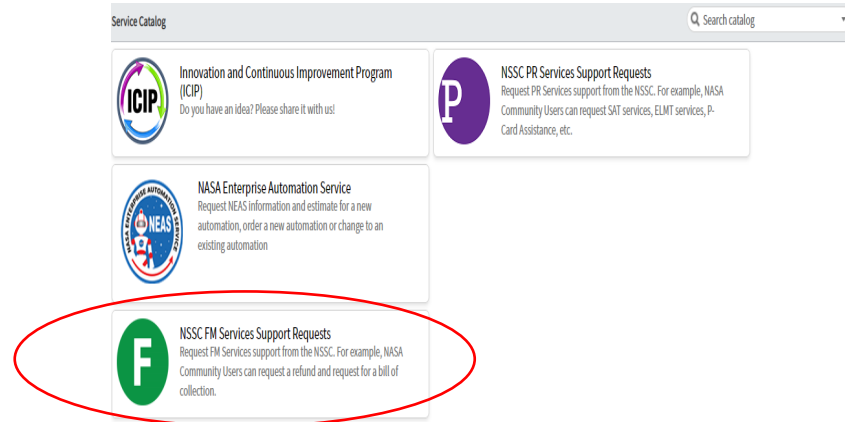
Building 1111, Jerry Hlass Road  
Stennis Space Center, MS 39529

- iii. NSSC Accounts Receivable (AR) Service Provider (SP) receives ServiceNow record.
  - 1. AR SP Account Maintainer (AM) checks to determine if a customer record exists in SAP for the Purchase Cardholder.
    - a. If customer record exists in SAP, AR SP AM validates that a bill of collection for the amount on the IDR was not already created in SAP.
    - b. If customer record does not exist in SAP, AR SP AM ensures a customer record is created by the AR Payment Processor (PP) by assigning the ServiceNow task. Once customer record is created PP returns ServiceNow task to AM.
  - 2. AR AM will create the bill of collection.
    - a. If payment for bill of collection already received, do not mail bill to customer, and proceed to step v.
    - b. If payment for bill of collection has not been received, mail or email the bill of collection to the customer. (Address of NASA employee will be obtained from the Federal Personnel/Payroll System (FPPS))
- iv. NSSC AR receives payment
  - 1. NSSC AR PP Post payment received.
- b) CPC discovers and reports erroneous use.
  - i. CPC fills out \*required fields on the AR Invoice Data Requirements (IDR) Form.
    - 1. Provide the following on the AR IDR Form.
      - a. Purchase Cardholder Name
      - b. P-card order log number
      - c. Center Name
      - d. Fund
      - e. Fund Center

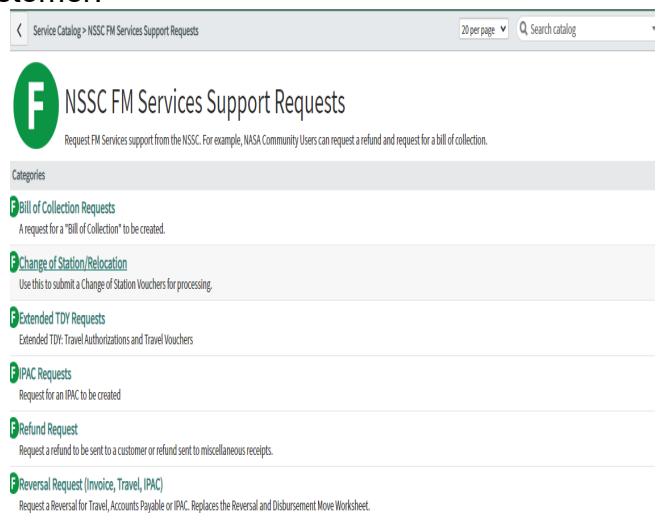


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- f. Cost Center
- g. Internal Order
- h. WBS



ii. NSSC CPC submits a request via ServiceNow Catalog for NSSC AR to issue a BOC to the customer.



iii. NSSC CPC requestor selects “Bill of Collection Requests”

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The screenshot shows a web form with the following sections:

- Debt Information:** Includes fields for Name, Address, City, State, Zip, and Date.
- Reason for Debt:** A dropdown menu with the selected option "P-Card Refund due to Erroneous Use".

iv. Requestor fills out the information above and selects “P-Card Refund due to Erroneous Use” under “Reason for Debt” which results in the creation of a record and are automatically routed to AR-L2.

v. CPC notifies P-card user to remit payment to NASA.

1. Electronic Payments – Online payments to NASA can be made through Pay.gov by using the Pay NASA link available at the NSSC website - <https://www.nssc.nasa.gov/home>. Additional Pay.gov instructions can be found on the NSSC website by searching “Online Payments to NASA” and selecting the link for Direct Customers.
2. Check Payments – Check made payable to NASA for the Accounts of (applicable Center). Please include the P-card order log number on the check.

Please mail check to:  
NASA Shared Services Center (NSSC)  
Attn: Accounts Receivable for (applicable Center)  
Building 1111, Jerry Hlass Road

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vi. NSSC Accounts Receivable (AR) Service Provider (SP) receives ServiceNow Record with IDR attached.

1. AR SP Account Maintainer (AM) checks to determine if a customer record exists in SAP for the Purchase Cardholder.
  - a. If customer record exists in SAP, AR SP AM ensures that a bill of collection for the amount on the IDR was not already created in SAP.
  - b. If customer record does not exist in SAP, AR SP AM has customer record created by the AR Payment Processor (PP) by assigning the ServiceNow task. Once customer record is created PP returns ServiceNow task to AM.
2. AR AM will create the bill of collection.
  - a. If payment for bill of collection already received, do not mail bill to customer, and proceed to step iv.
  - b. If payment for bill of collection has not been received, mail or email the bill of collection to the customer. (Address of NASA employee will be obtained from the Federal Personnel/Payroll System (FPPS))

vii. NSSC AR receives payment

1. NSSC AR PP Post payment received.

## E. Human Resources

1. Training/Tuition – Tuition/Training reimbursements are billed when educational expenses have been paid by NASA, but the employee does not fulfill a requirement to qualify.

- a) Center Training Office determines that learner must repay NASA for a course, completes [NSSC Form 0027](#) and [NSSC Form 0063](#) , and faxes to the NSSC @ 1-877-779-6772 or via email [nssc@nasa.gov](mailto:nssc@nasa.gov).

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**Note:** All fields of Forms 0063 & 0027 must be filled out. If not, return to HR. Also, if Form 0027 is not included in the ServiceNow Record , return to HR to request validation that tuition was paid by NASA.

- b) NSSC HR receives the forms via ServiceNow Task and completes the P-Card Number field on NSSC Form 0063. HR routes ServiceNow Task to AP.
- c) NSSC Accounts Payable submits a request via the ServiceNow Catalog for NSSC AR to issue a BOC to the customer.

**Note:** Although the request is made by the Center, Training BOCs are created for BA10 and posted to the NSSC WCF.

2. Cancellation of Vendor Sponsored Training – NSSC HR receives notice that a vendor sponsored training class has been canceled and determines a refund is due to NASA.

- a) HR completes an IDR (in vendor’s name) with P-Card Number provided (funding information and date of initial cash disbursement is left blank) and attaches to ServiceNow Record. ServiceNow Task is routed to AP.

**Note:** RESCISSION PROCESS – If HR receives a refund via the credit card (which is monitored by HR during the card’s monthly reconciliation), HR must send AR a rescinded IDR via ServiceNow (Request SubCategory = “Rescind”).

- b) AP enters the funding information and date of initial cash disbursement via the ServiceNow.

3. Training Class Credit – NSSC HR expects a credit from a vendor.

- a) HR utilizes the “Anticipated Collections” tool found at <https://www.nssc.nasa.gov/accounts-receivable> to fill in necessary information and routes the ServiceNow Task to AR.

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**Note:** If there is not an anticipated date, HR will put 10 business days in the anticipated date field.

- b) AR places the ServiceNow record in “Pending” status. The ticket will remain open until the collection is received or until 5 days after the “Anticipated Collection” date.

Collection is received – proceed to step (c) below.

- ii. Collection has not yet been received 5 or more days after estimated date in “Anticipated Collection” request.

1. AR will route the ServiceNow Task to HR for validation of rebate.

2. HR determines if refund is still valid.

**Note:** If refund is received via a credit on the credit card (discovered by HR during card’s monthly reconciliation), the debt is no longer valid.

3. HR determines the refund is no longer valid and resolves the ServiceNow Task.

4. HR determines the refund is still valid and provides a new “Anticipated Collection” date in the ServiceNow Task and routes the ServiceNow Task to AR. Process will then start again at b).

iii. Collection is received.

c) AR relates original ServiceNow record to collection ServiceNow record.

d) AR resolves “Anticipation Collection” ServiceNow record.

e) AR routes collection ServiceNow Task to AP

f) AP submits a request via the ServiceNow Catalog for NSSC AR to issue a BOC with vendor’s name (who owes

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the credit) and includes P-Card funding information which automatically routes the ServiceNow Task to AR.

**Note:** Although the request is generated by the Center, ALL Training BOCs are created for **BA10**.

- F. **Freedom of Information Act (FOIA)** – Enacted in 1966, the Freedom of Information Act (FOIA) provides that any person has a right, enforceable in court, to obtain access to federal agency records, except to the extent that such records (or portions of them) are protected from public disclosure by one of nine exemptions or by one of three special law enforcement record exclusions. The FOIA thus established a statutory right of public access to Executive Branch information in the federal government.

Please proceed to FOIA Process (NSSDG-9200-006-Establishment of Receivables SDG-Process-Freedom of Information Act).

- G. **Canceled Fund Expenses** – BOC requested when expenses need to be recouped for canceled funds.  
Please proceed to FOIA Process, STEP 4.

**Note:** Fund NON3200 should be used since the original fund is canceled.

- H. **AR Move BOC BOT** – Once a bill has been established in SAP, the Finance Accounts Receivable (FAR) record is updated with the bill number.

**Note:** If the BOT fails go to “NSSDG-9200-0008 Coll & Deposit SDG-Process 16-TechDoc Destruction Process-Direct Receivables”

1. At the close of business each day, the AR Move BOC BOT will search Service Now for all Closed Completed records that have a Request Subcategory of Debt Transfer BOC or Bill of Collection and have a bill number listed.
2. When a record is found with this criterion, the BOT will then search the AR Direct Receivable folder in Tech Doc to determine if a sub folder has been created with this bill number.
3. If a folder has not been created, the BOT will create a folder and label it with the bill number. It will then find the Tech Doc

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link associated with the Service Now record, change the title of the link to IDR\_Bill Number, and will move the link to the newly created folder.

4. If a folder already exists for this bill number, the BOT will find the Tech Doc link associated with the Service Now record, change the title of the link to IDR\_Bill number, and will move the link to the correct folder.

**STEP 2. Payment Processor (PP)** – Change Customer Account (currently exists) or Create Customer Account (does not exist) in SAP.

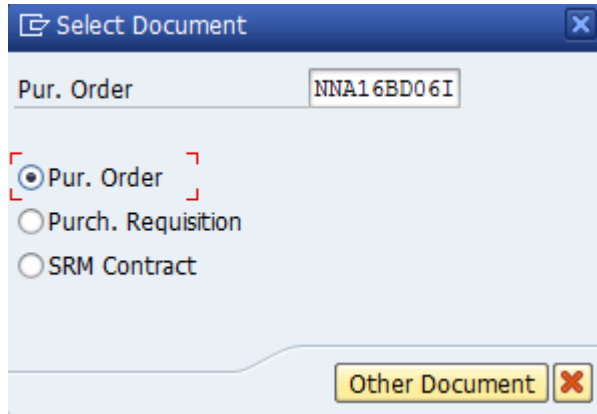
**Note:** SAP Job aids can be found in the Enterprise Performance Support System (EPSS) at the following URL: <https://epss.nasa.gov/>.

**Note:** NSSC AR does not update customer master information if the center created the customer master. The NSSC establishes and updates customer records for non-reimbursable (direct) bills and the Center does reimbursable.

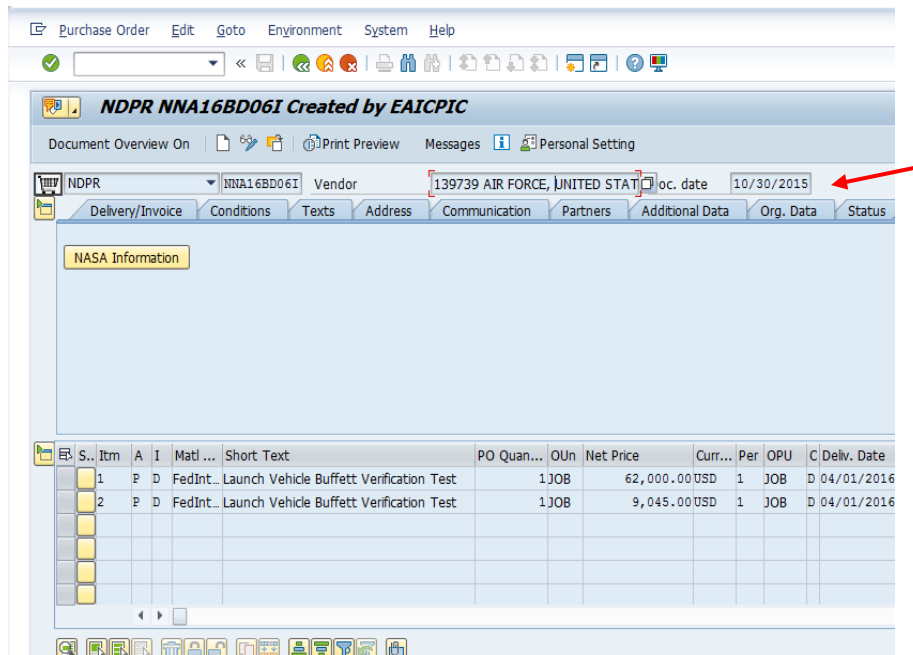
**Note:** Customer G/L accounts cannot be updated. If a customer account was created with the incorrect G/L account, mark the customer for deletion and create a new customer account.

- A. Verify Fund has not expired using SAP Transaction Code FM5S.
  1. Enter “NASA” as the FM Area
  2. Enter the “Fund” listed on the IDR
  3. Ensure that the date listed in the Reversal Date field is not a past date.
    - a) If the date has not yet passed, proceed to B.
    - b) If the date has passed, make a note in the work-log that the fund is expired and proceed to B.
- B. Research SAP T-Code ME23N and XK03 to determine if the customer needed is a ZCOM or ZFED for AP BOCs only.
  1. In ME23N, enter contract number provided by AP.

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2. Once in the contract, click the box beside the vendor name.



3. Enter the vendor number.



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4. Click the green check mark to pull up the list of vendors.

Vendor	POrg	Group	Group	Cty	Crcy	Name 1	SearchTerm P
139739	ARC	ZPAC	US	USD	AIR FORCE, UNITED STATES DEPARTMENT	138190152	
139739	DFRC	ZPAC	US	USD	AIR FORCE, UNITED STATES DEPARTMENT	138190152	
139739	GRC	ZPAC	US	USD	AIR FORCE, UNITED STATES DEPARTMENT	138190152	
139739	GSFC	ZPAC	US	USD	AIR FORCE, UNITED STATES DEPARTMENT	138190152	
139739	HQ	ZPAC	US	USD	AIR FORCE, UNITED STATES DEPARTMENT	138190152	
139739	JSC	ZPAC	US	USD	AIR FORCE, UNITED STATES DEPARTMENT	138190152	
139739	KSC	ZPAC	US	USD	AIR FORCE, UNITED STATES DEPARTMENT	138190152	
139739	LARC	ZPAC	US	USD	AIR FORCE, UNITED STATES DEPARTMENT	138190152	
139739	MSFC	ZPAC	US	USD	AIR FORCE, UNITED STATES DEPARTMENT	138190152	
139739	NASA	ZPAC	US	USD	AIR FORCE, UNITED STATES DEPARTMENT	138190152	
139739	NMO	ZPAC	US	USD	AIR FORCE, UNITED STATES DEPARTMENT	138190152	
139739	SSC	ZPAC	US	USD	AIR FORCE, UNITED STATES DEPARTMENT	138190152	

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5. Notate the Group listed. If the vendor has been created as a ZPAC, a ZFED customer will need to be created. If the Group is a KRED, a ZCOM will need to be created.
- C. Research SAP T-Code XD03 using customer's name to determine if customer number is already established for customer.
1. If customer number is already established, verify address is correct by comparing to information listed in the Federal Personnel/Payroll System (FPPS).
    - a) Once in FPPS, select Employee/Position View
    - b) Pay Detail View (PDVW)
      - i. Enter Customer's Last Name
      - ii. Enter Pay Period
      - iii. Select "Address"
      - iv. Click "Ok"
      - v. Enter "NN" in Department Field
      - vi. Enter Business Area in Bureau field.
      - vii. Click OK
      - viii. Select the dot next to the employee you want
      - ix. Click OK
      - x. Enter "V" for "View" next to "Mail"
      - xi. Click OK to view the employee's entire address
    - c) If address does not match the address listed in SAP, customer number will need to be updated in SAP. Proceed to C.
    - d) If address matches the SAP address, proceed to E.
  2. If customer number is not already established, proceed to D.
- D. Update Customer Number using T-Code XD02

**Note:** Due to segregation of duties conflict, the PP will enter/edit the account in SAP. The PP will review the Customer Master File and note

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any changes/correction in the ServiceNow Task and route back to the Account Maintainer for confirmation of changes. NSSC Payment Processor does not update customers created by the center. The Center will need to update those customers.

**Note:** Customer G/L accounts cannot be updated. If a customer account was created with the incorrect G/L account, mark the customer for deletion and create a new customer account.

#### E. Create Customer Account using T-Code XD01

##### 1. Create ZCOM Customer

- a) Account Group – Select “Non-Federal”
- b) Sales Organization field – Enter “00+BA” (ex.”0010” for HQ)
- c) Distribution Channel field – Enter “01”
- d) Division field – Enter “01” and click the Green Check Mark

The screenshot shows the 'Customer Create: Initial Screen' in SAP. The 'Account group' is set to 'Non-Federal'. The 'Sales area' section is expanded, showing 'Sales Organization' as '0051', 'Distribution Channel' as '01', and 'Division' as '01'. A green checkmark icon is visible next to the '01' in the 'Division' field. Below the 'Sales area' section are two buttons: 'All sales areas...' and 'Customer's sales areas...'. The 'Reference' section contains fields for 'Customer', 'Company code', 'Sales organization', 'Distribution channel', and 'Reference division', all of which are currently empty.

##### e) Address Tab:

- i. Name – Enter “Last, First MI”

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- ii. Search term ½ - Enter "BOC\_ZCOM"
- iii. Street/House Number – Enter Address
- iv. Postal Code/City – Enter Zip Code and City
- v. Country – Enter US
- vi. Region – Enter State
- vii. Fax
  - 1. if the customer is a person (e.g. employee), input "Consumer"
  - 2. if the customer is a business, in put "Commercial".
  - 3. if the customer is a state institution (e.g., state-run university), input "State/Local".
  - 4. if the customer is a foreign government owned business or institution (not just a foreign address, but a Government owned institution), input "Foreign".

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The screenshot shows the SAP Customer Data Form for customer PINCHINAT, MAXIME. The form is divided into several sections:

- Customer Information:** Customer ID 113017, Name PINCHINAT, MAXIME, Location BELTSVILLE.
- Address Tab:**
  - Name:** Title (dropdown), Name PINCHINAT, MAXIME.
  - Search Terms:** Search term 1/2 BOC\_ZCOM.
  - Street Address:** Street/House number FALCON RIDGE COURT, 11439; Postal Code/City 20705 BELTSVILLE; Country US, USA; Region MD, Maryland.
  - PO Box Address:** PO Box, Postal code.
  - Communication:** Language English; Telephone, Extension, Mobile Phone, Fax CONSUMER, Extension.

- f) Control Data Tab:
- i. Trading Partner – Enter “NONFED”
  - ii. Industry – Enter “1011”

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Other Customer Company Code Data Sales Area Data US Federal Government

Customer: 113017 PINCHINAT, MAXIME BELTSVILLE

Address Control Data Payment Transactions

Account control

Vendor:

Trading Partner: NONFED

Reference data/area

Industry: 1011 NONREIM

Tax information

Tax Number 1:

Tax Number 2:

Tax Number 5:

g) Company Code Data Tab:

- i. Recon. Account – Enter 1310.3000 for Non-Reimbursable
- ii. Sort Key – Enter 002
- iii. Interest Indic. – Enter 01

Display Customer: Company Code Data

Other Customer General Data US Federal Government

Customer: 113017 PINCHINAT, MAXIME BELTSVILLE

Company Code: NASA Agency

Account Management Payment Transactions Correspondence

Accounting information

Recon. account: 1310.3000 Sort key: 002 Doc.no., fiscal year

Interest calculation

Interest indic.: 01 Last key date:

Interest cycle: 0 Last interest run:

Reference data

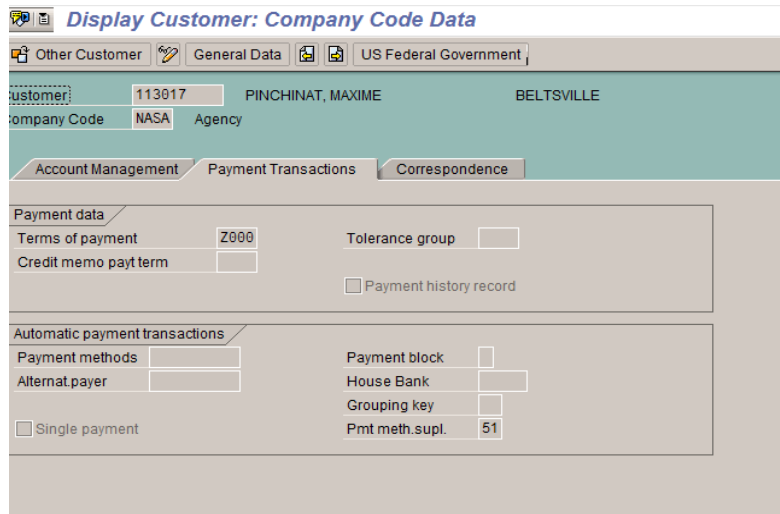
Prev. acct no.:

h) Payment Transaction Tab:

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- i. Terms of Payment – Enter Z000
- ii. Pmt meth.supl. – Enter BA

**Note:** There is no edit in SAP to prevent selecting two different Business Areas (BAs) within one customer setup. There is an edit for creating duplicate customers, but only at the BA (Center) level. SAP does not edit check across all Agency BAs for duplicate customers.



- i) Correspondence Tab:
  - i. Dunn Procedure – Enter NASA

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j) Sales Area Data Tab:

i. Customer Group – Enter ZC

k) Billing Documents Tab:

i. Terms of Payment – Enter Z000

ii. Acct assgnt group – Enter 01



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The screenshot shows the SAP 'Display Customer: Sales Area Data' interface. The customer ID is 113017, named PINCHINAT, MAXIME, located in BELTSVILLE. The sales organization is Goddard SFC (0051), the distribution channel is NASA (01), and the division is NASA (01). The form includes sections for Billing document, Delivery and payment terms, and Accounting. The 'Billing document' section has checkboxes for 'Invoicing dates' and 'InvoicingListDates'. The 'Delivery and payment terms' section shows 'Terms of payment' as Z000 and 'Due Upon Receipt'. The 'Accounting' section shows 'Acct assgmt group' as 01 and 'All customers'.

I) SAVE

## 2. Create ZEPY Customer

- a) Account Group – Select “ePayroll”
- b) Sales Organization field – Enter “00+BA” (ex.”0010” for HQ)
- c) Distribution Channel field – Enter “01”
- d) Division field – Enter “01” and click the Green Check Mark

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e) Address Tab:

- i. Name – Enter “Last, First MI”
- ii. Street/House Number – Enter Address
- iii. Postal Code/City – Enter Zip Code and City
- iv. Country – Enter US
- v. Region – Enter State

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The screenshot shows the 'Create Customer: General Data' form in SAP. The 'Address' tab is selected. The form includes the following fields and sections:

- Customer:** INTERNAL
- Address Tab:**
  - Name: [Text Field]
  - Title: [Text Field]
  - Name: [Text Field]
  - Search Terms: [Text Field]
  - Street Address:
    - Street/House number: [Text Field]
    - Postal Code/City: [Text Field]
    - Country: [Text Field]
    - Region: [Text Field]
  - PO Box Address: [Text Field]

f) Control Data Tab:

- i. Trading Partner – Enter “NONFED”
- ii. Tax Number 1 – Enter Customer’s Social Security number (without dashes)

The screenshot shows the 'Create Customer: General Data' form in SAP. The 'Control Data' tab is selected. The form includes the following fields and sections:

- Customer:** INTERNAL, Petersen, Maddie D., Lancaster
- Control Data Tab:**
  - Account control:
    - Trading Partner: [Text Field]
  - Tax information:
    - Tax Number 1: [Text Field]

g) Company Code Data Tab:

- i. Recon. Account – Enter 1310.3000 for Non-Reimbursable
- ii. Sort Key – Enter 002

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The screenshot displays the SAP 'Create Customer: Company Code Data' interface. The 'General Data' tab is selected, showing the following information:

- Customer: INTERNAL
- Company Code: NASA
- Agency:
- Personnel number:

Additional tabs include 'Other Customer', 'Sales Area Data', and 'US Federal Government'. The 'Accounting information' section includes 'Recon. account' and 'Sort key' fields. The 'Reference data' section includes a 'Personnel number' field.

h) Payment Transaction Tab:

- i. Pmt meth.supl. – Enter BA

**Note:** There is no edit in SAP to prevent selecting two different Business Areas (BAs) within one customer setup. There is an edit for creating duplicate customers, but only at the BA (Center) level. SAP does not edit check across all Agency BAs for duplicate customers.

i) Correspondence Tab:

- i. Account memo – Enter BA

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The screenshot shows the SAP 'Create Customer: Company Code Data' interface. The 'Customer' field is set to 'INTERNAL', and the 'Company Code' is 'NASA'. The 'Agency' field is empty, and the location is 'Lancaster'. The 'Automatic payment transactions' section is active, showing a 'Single payment' checkbox and a 'Grouping key' dropdown menu. The 'Payment Transactions' tab is selected in the navigation bar.

j) SAVE

### 3. Create ZFED Customer

- a) Account Group – Select “Federal Agency”
- b) Sales Organization field – Enter “00+BA” (ex.”0023” for LaRC)
- c) Distribution Channel field – Enter “01”
- d) Division field – Enter “01” and click the Green Check Mark

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The screenshot displays the 'Customer Create: Initial Screen' in SAP. The form is organized into several sections:

- Account group:** Federal Agency
- Customer:** [Empty field]
- Company code:** NASA
- Agency:** [Empty field]
- Sales area:**
  - Sales Organization: 0023
  - Distribution Channel: 01
  - Division: 01
- Reference:**
  - Customer: [Empty field]
  - Company code: [Empty field]
  - Sales organization: [Empty field]
  - Distribution channel: [Empty field]
  - Reference division: [Empty field]

Buttons for 'All sales areas...' and 'Customer's sales areas...' are visible below the Sales area section. A toolbar at the bottom contains icons for Save, Cancel, and other actions.

e) Address Tab:

- i. Name – Enter Customer Name
- ii. Search term ½ - Enter "BOC\_ ZFED"
- iii. Street/House Number – Enter Address
- iv. Postal Code/City – Enter Zip Code and City
- v. Country – Enter US
- vi. Region – Enter State

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**Create Customer: General Data**

Other Customer Company Code Data Sales Area Data US Federal Government

Customer INTERNAL

Address Control Data Payment Transactions Contact Person

Name  
Name LIBRARY OF CONGRESS

Search Terms  
Search term 1/2 BOC\_ZFED

Street Address  
Street/House number 10  
Postal Code/City 20540-0002 Washington  
Country US USA Region DC

PO Box Address  
PO Box  
Postal code

f) Control Data Tab:

- i. Trading Partner – Click the search engine, alphabetize the Company Names and find your federal customer. Click on it and the Trading Partner Number will populate.

**Create Customer: General I**

Other Customer Company Code Data

Customer INTERNAL LIBRARY

Address Control Data Payment

Account control  
Vendor  
Trading Partner 300

Tax information  
Tax Number 1  
Tax Number 2 03000001  
Tax Number 5

Company ID of trading partner (1) 387 Entries found  
Help View for displaying company

Co.	Company name	Ctr	Curr.
1903	Int. Organ. & Conferences	US	
1127	Int. Peace Reg. Sec. & Dem. Pr	US	
1699	Intra Depart. Eliminations Grp	US	
9522	James Madison Mem Fellowship	US	
9523	Japan-US Friendship Comm	US	
3301	JFK Ctr for Performing Arts	US	
904	John C. Stennis Center	US	
8072	Johnson Space Center	US	
1000	Judiciary Office Bldg Dev	US	
8076	Kennedy Space Center	US	
8023	Langley Research Center	US	
300	Library of Congress	US	
7021	Management & Analysis	US	
8607	Management and Administration	US	

- ii. Tax Number 2 – Found on IPAC as Origination ALC. If there isn't an IPAC, requestor should provide. (Make sure not to enter in Tax Number 1 field.)

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RECEIVED BY YOUR ALC  
ALL TRANSACTIONS RECEIVED BY: 80000501  
INCLUDES THIRD PARTY SUBMITTER DATA  
Start Date: 06/15/2011 End Date: 06/21/2011

Originating ALC	Customer ALC	Submitter ALC	PAYMENT
03000001	80000501		
Document Reference Number		Summary Amount	
0000010D		\$279.67	
Accomplished Date	Accounting Date	Number of Detail(s)	Originator DO Symbol
06/20/2011	06/30/2011	1	X0039
ALC Contact			Contact Phone
Robert A. James			2027073991
Contact Email			
rjam@loc.gov			

g) Company Code Data – Account Management Tab:

- i. Recon. Account – Enter 1310.0000 for Reimbursable (Federal or Non-Federal) or 1310.3000 for Non-Reimbursable (Direct)

G/L Acct	Long Text
1310.0000	Accounts Receivable
1310.3000	Accounts Receivable Non-Reimbursable

- ii. Sort Key – Enter 002

**Create Customer: Company Code Data**

Other Customer | General Data | Sales Area Data | US Federal G

Customer: INTERNAL LIBRARY OF CONGRESS      Wash

Company Code: NASA Agency

Account Management | Payment Transactions | Correspondence

**Accounting information**

Recon. account: 1310.3000      Sort key: 002

Preference ind.

Authorization       Cash mgmt group

**Reference data**

Prev.acct no.

h) Payment Transaction Tab:

- i. Terms of Payment – Enter Z000



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ii. Pmt meth.supl. – Enter BA

**Note:** There is no edit in SAP to prevent selecting two different Business Areas (BAs) within one customer setup. There is an edit for creating duplicate customers, but only at the BA (Center) level. SAP does not edit check across all Agency BAs for duplicate customers.

**Create Customer: Company Code Data**

Other Customer | General Data | Sales Area Data | US Federal

Customer: INTERNAL LIBRARY OF CONGRESS  
Company Code: NASA Agency

Account Management | **Payment Transactions** | Correspondence

**Payment data**

Terms of payment: Z000  
Credit memo pay term:   
 Payment history record

**Automatic payment transactions**

Payment methods:  Payment block:   
Alternat.payer:  House Bank:   
 Single payment Grouping key:   
Pmt meth.supl.: 23

i) Correspondence Tab:

i. Dunn Procedure – Enter NASA

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### Create Customer: Company Code Data

Other Customer | General Data | Sales Area Data | US Federal Government

Customer: INTERNAL LIBRARY OF CONGRESS Washington  
Company Code: NASA Agency

Account Management | Payment Transactions | Correspondence

**Dunning data**

Dunn.Procedure: NASA  
Dunn.recipient:   
Last dunned:   
Dunning clerk:

Dunning block:   
Leg.dunn.proc.:   
Dunning level:   
Grouping key:    Dunning areas.

**Correspondence**

Account Statement:

Acct at cust.:   
Customer user:   
Act.clk.tel.no.:   
Clerk's fax:   
Clrk's internet:

**Payment notices to**

Customer (with CI)       Sales       Legal departmnt  
 Customer (w/o CI)       Accounting

j) Sales Area Data Tab:

i. Customer Group – Enter ZF

### Create Customer: Sales Area Data

Other Customer | General Data | Company Code Data | US Federal Government

Customer: INTERNAL LIBRARY OF CONGRESS Washington  
Sales Org.: 0023 Langley Research Ctr  
Distr. Channel: 01 NASA  
Division: 01 NASA

Sales | Billing Documents | Partner Functions

**Sales order**

Customer group: ZF      Acct at cust.:   
Currency: USD United States Dollar  
Product attributes

**Pricing/Statistics**

Cust.pric.proc.:

k) Billing Documents Tab:

i. Terms of Payment – Enter Z000

ii. Acct assgmt group – Enter 01

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### Create Customer: Sales Area Data

Other Customer | General Data | Company Code D

Customer: INTERNAL LIBRARY OF CONGRE  
Sales Org.: 0023 Langley Research Ctr  
Distr. Channel: 01 NASA  
Division: 01 NASA

Sales | Billing Documents | Partner Functions

Billing document  
Invoicing dates:   
InvoicingListDates:

Delivery and payment terms  
Terms of payment: Z000

Accounting  
Acct assgmt group: 01

i) US Federal Tab

- i. Agency Location Code – This should be provided by requestor.

Create Customer: General Data (Enhanced)

Other Customer | General Data | Company Code Data | Sales Area Data

Customer: INTERNAL L D

US Federal Government: Fields

Treasury Information  
Agency Location Code:   
Payment Office:

CCR Information  
DUNS Number:   
DUNS+4:

m) SAVE

F. Route ServiceNow Task to AR AM.

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**STEP 3. Account Maintainer – Create AR Invoice**

A. If the ServiceNow Record/Task is not identified for an Associate Administrator (AA), Center Director, or an Officer In Charge (OIC) in ServiceNow, then:

1. Research customer name to ensure duplicate customer for the respective center doesn't already existence.
2. Validate customer number is set up correctly by using T-Code XD03

a) Enter the customer number supplied by the Payment Processor and click "Customer's sales areas" button to verify that the correct BA was used. Then go back and click "Enter".

Verify – Customer #

T-code XD03

The Payment Processor supplies you with a customer number (via NSR). You must verify the customer number has been set up correctly. Enter the Customer number and hit the "Customer's sales areas" button to verify the correct BA was used.

Sales Org.	Name	Distr. Chl	Name	Division	Name
0051	soddard SFC	01	NASA	01	NASA

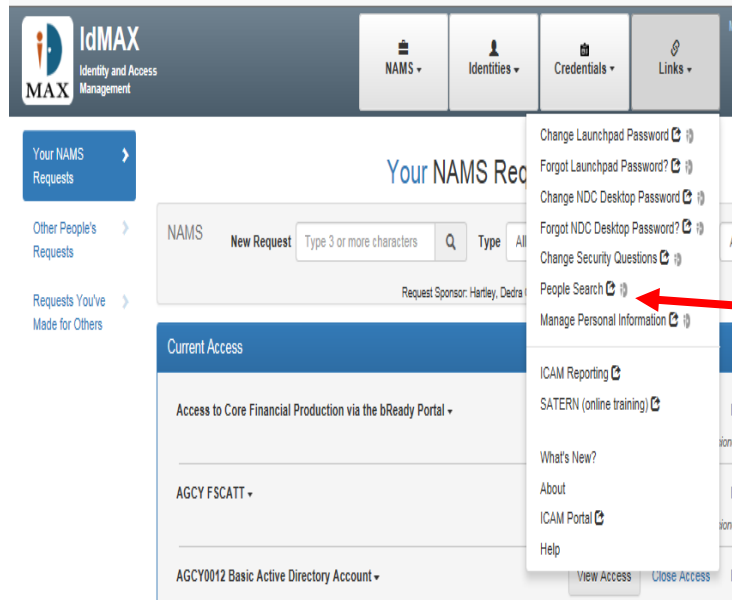
b) TRAVEL IDR'S ONLY – Validate address is correct under "General Data" tab in SAP by verifying and comparing to address in FPPS.

**Note:** Go to "Catalog Request or Accounts Receivable" tab in ServiceNow to validate correct Business Area.

- i. Validate that person is a NASA employee by going to NASA People search in NAMS (<https://idmax.nasa.gov/nams/user/>).

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ii. Click on Links → People Search



iii. Enter the first and last name of individual and click Search.

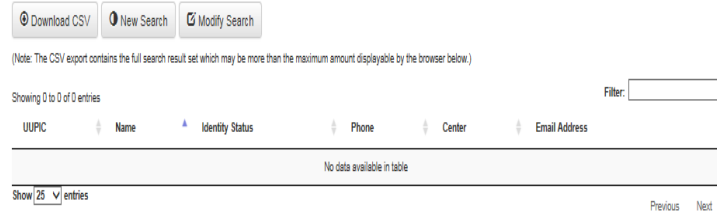
Advanced Search

First Name: <input type="text" value="John"/>	Business Phone: <input type="text" value="Business Phone"/>	Agency User ID: <input type="text" value="Agency UID"/>
Middle Initial: <input type="text" value="Middle Initial"/>	Business Mobile: <input type="text" value="Business Mobile"/>	X500 UID: <input type="text" value="X500 UID"/>
Last Name: <input type="text" value="Doe"/>	Business Fax: <input type="text" value="Business Fax"/>	UUPIC: <input type="text" value="UUPIC"/>
Display Name: <input type="text" value="Display Name"/>	Business Address: <input type="text" value="Business Address"/>	Mail Stop: <input type="text" value="Mail Stop"/>
Email: <input type="text" value="Email"/>	Business City: <input type="text" value="Business City"/>	Center: <input type="text" value="All"/>
Org Code: <input type="text" value="Organization Code"/>	Business State: <input type="text" value="Business State"/>	Identity Status: <input type="text" value="All"/>
Employer: <input type="text" value="Employer"/>	Business Zip: <input type="text" value="Business Zip Code"/>	IT Status: <input type="text" value="Enabled"/>
Building: <input type="text" value="Building"/>	Title: <input type="text" value="Title"/>	Citizenship Status: <input type="text" value="All"/>
Room: <input type="text" value="Room"/>	Level of Confidence: <input type="text" value="Level Of Confidence"/>	
<input type="button" value="Search"/>		

\* A minimum of two fields are required unless searching by Agency User Id, Business Phone, X500 UID, or UUPIC.

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- iv. If no information is available, the person is not a NASA employee.



- v. If there is information for the individual, look at the Employer. If the employer is NASA, that individual is a NASA employee.

Employer NASA  
Citizenship US

- vi. If there is anything other than NASA (e.g. Service Provider, NASA IPA, or any service provider company name), that individual is not a NASA employee.

Title -none-  
Employer Service Provider  
Citizenship US

- vii. If the bill is to be mailed to an international address, SAP may not print the address correctly. If not, see United States Postal Service (USPS) Web site:  
<https://www.usps.com/international/preparing-international-shipments.htm> for the correct format and address the bill manually.

- c) Select “Company Code Data” button and then select “Account Management” Tab to verify the 1310.3000 was input into the “Recon. Account” field.

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Display Customer: Company Code Data

Customer: 115244  
Company Code: NASA Agency

Account Management | Payment Transactions | Correspondence

Accounting information

Recon. account: 1310.3000 | Sort key: 002 | Doc. no., fiscal year

Interest calculation

Interest indic.: 01 | Last key date:   
Interest cycle: 0 | Last interest run:

Reference data

Prev. acct no.:

Verify "Recon. Account" on "Account Management" is 1310.3000

d) Also, under the "Company Code Data" button, select the "Payment Transactions" Tab. Verify that the correct BA was used in the "Pmt meth supl" field.

Display Customer: Company Code Data

Customer: 115244  
Company Code: NASA Agency

Account Management | Payment Transactions | Correspondence

Payment data

Terms of payment: Z000 | Tolerance group:   
Credit memo payt term:   Payment history record

Automatic payment transactions

Payment methods:  | Payment block:   
Alternat payer:  | House Bank:   
 Single payment | Grouping key:   
Pmt meth.spl.: 51

B. If the ServiceNow Record/Task is identified for an AA, Center Director, or OIC, then:

1. Review the work log for correspondence indicating the Financial Management Division (FMD) Management team has been notified that a BOC has been requested for a Center Director, AA, or OIC.

2. Validate customer address.

- a) If the bill is to be mailed to an international address, SAP may not print the address correctly. If not, see USPS Web site: <https://www.usps.com/international/preparing-international-shipments.htm> for the correct format and address the bill manually

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- C. Start the transaction using the transaction code FB70. Post the transaction in SAP using the Day-to-Day AR Posting Job Aid located in EPSS <https://epss.nasa.gov/gm/folder-1.11.462004?mode=EU&primaryCSH=Day%5C-to%5C-Day%2CAR%2CPosting>

1. Basic Data Tab:

• T-code FB70

**Enter Customer Invoice: Company Code NASA**

Tree on Company Code Hold Simulate Park Editing options

Transactn Invoice

Basic data Payment Details Tax Withholding tax Notes

Customer: 111206 SGL Ind: Reference: TRAVEL OVERPAYM...  
 Invoice date: 09/15/2017  
 Posting Date: 09/15/2017  
 Document Type: DR (Customer invo...  
 Amount: 56.00 USD Calculate tax  
 Tax amount:  
 Text: 64CP09N005 - TRAVEL AUDIT DEBT  
 Paymt terms: Due immediately  
 Baseline Date: 09/15/2017  
 Company Code: NASA NASA Washington DC

Customer Address: GUYMON, ANDREW, 9520 KALIKIMAKA PLACE, DIAMONDHEAD MS 39525

OIs Bank data: not available

**Basic Data Tab:**

- Customer Number
- Invoice Date = Today
- Reference = (see next slide)
- Doc Type = DR
- Amount

**“Text” Field:**

- Travel: TA # (Description of Travel Debt)
- AP: Contract Number (Vendor Overpayment)
- AP: Closed Contract: Contract Number (AP Closed Contract)
- AP IDOC: Contract Number (Failed IDOC)
- Tuition: SF182 Tracking Number (Tuition)
- PC Card: PC Card Number
- Payroll: Transfer Debt – Description of Debt – Pay Period

- Enter Customer Number
- Invoice Date = Today's Date
- Reference = see slide below



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**ZCOM REFERENCE FIELD INPUTS**

REASON	Description
<b>Debt Categories per the 1Q 2013 Report</b>	
Annual Leave Overpayment	Employee was paid for leave not yet earned
Health Benefits-COOP	Health Insurance Premiums paid on behalf of COOP students
Health Benefits-LWOP	Health Insurance Premiums paid on behalf of individuals in leave without pay status
Health Benefits - Unknown	Unknown
PCS Advance	Advance to employee to cover out of pocket Permanent Change of Station expenses
PCS Household Goods	Permanent Change of Station Moving Expenses and Storage of Goods
Relocation Bonus	Bonus paid to employee to change work locations
Retention Incentive	Incentive paid to retain employee
RITA	Relocation Income Tax Allowance (tax rate variance)
Salary Overpayment	Employee paid at the incorrect rate or for unearned hours
Taxes on Storage	Taxable Benefit of Storage Over 30 days
Travel Overpayment	Employee was overpaid on a travel voucher
Tuition	Employee withdrew or failed to making required grade
P-Card	Purchase Card
Reimbursable Bill	
Vendor Overpayment	
Royalty	
FOIA Bill	
Sponsored Travel	

**Note:** For a full listing of reference files, click on the link:

N:\FM Division\Accounts Payable\_Accounts Receivable\Accounts Receivable\Training\JOB AIDS\Quick Reference for AR Tasks.xlsx

- d) Doc Type = DR
- e) Amount
- f) Text:
  - i. Travel: Travel Authorization Number (Description of Travel Debt)
  - ii. AP: Contract Number (Vendor Overpayment)
  - iii. AP: Closed Contract (AP Closed Contract)
  - iv. AP IDOC: Contract Number (Failed IDOC)
  - v. Tuition: SF182 Tracking Number (Tuition)
  - vi. PC Card: PC Card Number
  - vii. Payroll: Transfer Debt – Description of Debt – Pay Period

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• **T-code FB70**

**Enter Customer Invoice: Company Code NASA**

Tree on Company Code Hold Simulate Park Editing options

Transactn Invoice

Bal. 56.00

Customer  
Address  
GUYMON, ANDREW  
9520 KALIKIMAKA PLACE  
DIAMONDHEAD MS 39525

OIs  
Bank data: not available

Basic data Payment Details Tax Withholding tax Notes

Customer 111206 SGL Ind   
Invoice date 09/15/2017 Reference TRAVEL OVERPAYM..  
Posting Date 09/15/2017  
Document Type DR (Customer invo...  
Amount 56.00 USD  Calculate tax  
Tax amount  
Text 64CP09N005 - TRAVEL AUDIT DEBT  
Paymt terms Due immediately  
Baseline Date 09/15/2017  
Company Code NASA NASA Washington DC

**Basic Data Tab:**

- Customer Number
- Invoice Date = Today
- Reference = (see next slide)
- Doc Type = DR
- Amount

**“Text” Field:**

- Travel: TA # (Description of Travel Debt)
- AP: Contract Number (Vendor Overpayment)
- AP: Closed Contract: Contract Number (AP Closed Contract)
- AP IDOC: Contract Number (Failed IDOC)
- Tuition: SF182 Tracking Number (Tuition)
- PC Card: PC Card Number
- Payroll: Transfer Debt – Description of Debt – Pay Period

2. Details Tab:

- a) Business Area = Center Number (ex. ARC=21, JSC=72)

Responsible Office: Accounts Receivable  
 Subject: Accounts Receivable – Non-Reimbursable – Establishment of Receivables

**Details Tab:**

- Business Area = Center Number

ARC: 21	JSC: 72
DFRC: 24	KSC: 76
GRC: 22	LARC: 23
GSFC: 51	MSFC: 62
HQ: 10	SSC: 64

3. Basic Data Tab (bottom section):

1 Items (No entry variant selected)							
G/L acct	Short Text	D/C	Amount in doc.curr.	Loc.curr.amount	Tax c...	Tax juridictn code	Assignment nc
6790.0000	Other Exp-N...	Cred...	56.00	56.00			
		Cred...		0.00			

1 Items (No entry variant selected)							
G/L acct	Short Text	D/C	Funds center	Commitment itm	Fund	Pr...	Cost object
6790.0000	Other Exp-N...	Cred...	64	NONR	ESAX22008D		
		Cred...					

**Bottom Section:**

- GL = 6790.0000
- Amount from IDR-form
- Text
  - Travel: Travel Authorization Number (Description of Travel Debt)
  - AP: Contract Number (AP Overpayment)
  - AP Closed Contract: Contract Number (AP Closed Contract)
  - AP IDOC: Contract Number (Failed IDOC)
  - Tuition: SF182 Tracking Number (Tuition)
  - PC Card: PC Card Number
  - Payroll: Transfer Debt – Description of Debt – Pay Period
- Business Area = Center Number
- Fund Center = Center Number
- Fund

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- a) Enter GL = 6790.0000
- b) Amount = Amount from IDR form
- c) Short Text = Same as Text from above
- d) Business Area = Center Number
- e) Fund Center = From IDR Form or “BOC” tab of “Accounts Receivable” (for Travel)


**Note:** If payroll debt, get the fund from the Payroll Labor Analyst along with the order and WBS – see example below.

**Note:** To prevent possible posting errors, it is advised to create bill with one fund per bill.

- f) FEDERAL CUSTOMERS ONLY – Treasury Account Symbol (TAS) information will need to be entered.

- If the customer for which you are creating a bill is a **federal customer**, you will need to enter TAS information.

GL acct	Short Text	D/C	Material val...	Earmarked f...	E...	S/Fun...	Val. d...	DocumentNo	D...	U...
		Cred...								↕
		Cred...								↕
		Cred...								↕
		Cred...								↕

- In the bottom section of FB70, scroll all the way to the end and click this icon. 
- Enter TAS information as follows (see next slide):

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**TAS: 97X4930.002**

US Government Fields

Sublevel Prefix (TP)

Agency ID (TP) 097 Department of Defense

AlcTrnsfrAgency (TP)

Begin Prd Avail (TP)

End Prd Avail (TP)

Avail Type Code (TP) X

Main Account (TP) 4930

Subaccount (TP) 002

BusinessEvtTypCd(TP)

**TAS: 69-57133400.005**

US Government Fields

Sublevel Prefix (TP)

Agency ID (TP) 057 Department of the Air Force

AlcTrnsfrAgency (TP) 069

Begin Prd Avail (TP) 2013

End Prd Avail (TP) 2013

Avail Type Code (TP)

Main Account (TP) 3400

Subaccount (TP) 005

BusinessEvtTypCd(TP)

**TAS: 9713/140400**

US Government Fields

Sublevel Prefix (TP)

Agency ID (TP) 097 Department of Defense

AlcTrnsfrAgency (TP)

Begin Prd Avail (TP) 2013

End Prd Avail (TP) 2014

Avail Type Code (TP)

Main Account (TP) 0400

Subaccount (TP) 000

BusinessEvtTypCd(TP)

**TAS: 21142080**

US Government Fields

Sublevel Prefix (TP)

Agency ID (TP) 021 Department of the Army

AlcTrnsfrAgency (TP)

Begin Prd Avail (TP) 2014

End Prd Avail (TP) 2014

Avail Type Code (TP)

Main Account (TP) 2080

Subaccount (TP) 000

BusinessEvtTypCd(TP)

4. From the Document menu, Select SIMULATE to check for errors.

Document Overview

Doc. Type : DR ( Customer invoice ) Normal document

Doc. Number 10/05/2009 Company code NASA Fiscal year 2010


Doc. date 10/05/2009 Posting date 10/05/2009 Period 01

Calculate Tax

Doc. currency USD

Itm	PK	Account	Account short text	Amount	Funds Center	Funded Program	Fund	Cmnt Itc	Tr. Prt	Text
1	01	111206		56.00				RECV	NONFED	
2	50	6790.0000	Other Exp-Not Bdg't R	56.00-	64		ESAX220080	NONR		
				0.00						

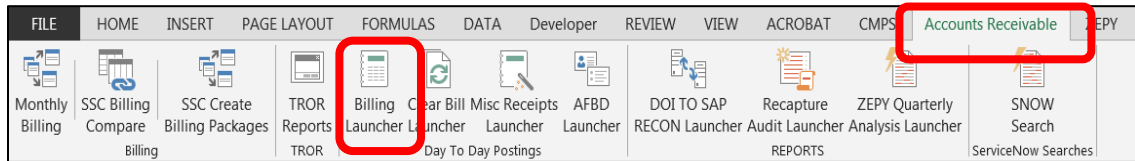
- Verify customer's name and the amount are correct.
- Verify accounting information is correct.
- Verify Amount nets to \$0.

5. POST  (will give you an 1800 document number).

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**Note “Billing Launcher” Add-in Macro:** Step C (above) should be completed using the AR “Billing Launcher” Add-in Macro for Travel Bill Requests (see steps below).

1. Open ServiceNow in Microsoft Edge or Google Chrome.
2. Open the “Accounts Receivable ” tab and go to the “BOC” tab.
3. Open Microsoft Excel.



4. Select the “Accounts Receivable” tab.

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

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

5. Click on “Billing Launcher” on the Excel ribbon.

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6. Select the correct reference (at this point, the only one being used is “Travel Overpayment”).
7. Click “Update” (this will pull in most information needed for posting from the “BOC” tab in ServiceNow).

8. Click “Verify” to verify the SAP address in XD03 of the customer and to verify “Consumer” has been listed as the “Request Category”.
  - a) If there is an issue, return task to the Payment Processor for correction.

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The screenshot shows a 'BILLING FORM' window with a teal background. It contains the following fields and buttons:

- CENTER:** JSC (dropdown), Update button
- Customer:** 120170 (dropdown), Verify button
- Amount:** 153 (dropdown)
- FUND:** EXCY22015D (dropdown)
- REFERENCE:** (empty dropdown)
- TEXT:** 72OP15T091 (dropdown)
- BILL NUMBER:** (empty dropdown)
- Buttons:** OK, Pay.Gov, Employee

9. Choose a brief description of the bill (i.e., “(Travel Overpayment)”) from drop down in Reference Field. List TA number in Text Field. (example of finished form below).

The screenshot shows the 'BILLING FORM' window after step 9. The fields are updated as follows:

- REFERENCE:** TRAVEL OVERPAYMENT (dropdown)
- TEXT:** NR - 72OP15T091 (TRAVEL OVER) (dropdown)
- Buttons:** The OK button is highlighted with a red box.

10. Click “OK” button (to post billing document in SAP).  
Your 1800 bill number will populate in the “Bill Number” field.

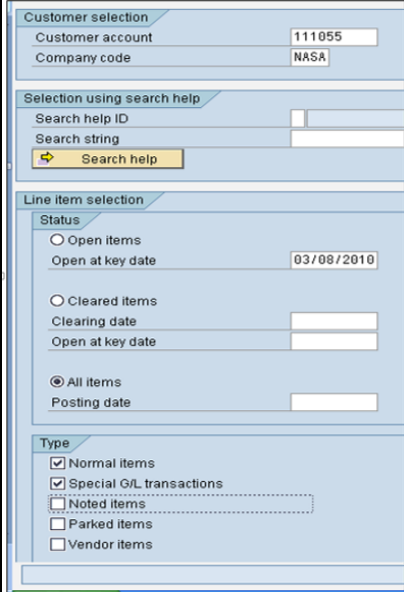


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- a) You can use the “Pay.Gov” button to print a direct “pay.gov” insert.
  - b) You can use the “Employee” button to print an “Employee Debt Collection Information” insert.
- D. Enter the ServiceNow record number, Customer number, and 1800 document number on the IDR form if applicable.
- E. Save the IDR Form or other billing request backup at N:\Bills of Collection under the correct Center’s folder and add the Center to beginning of the name, current date, and SAP document number to the end of the file name.
- F. Save the IDR Form at N:\Document Imaging\ FM – Direct Receivables in appropriate folder.
- Note:** For AP and Travel billing requests, save the “Internal BOC” print screen to the “Direct Receivable” Document Imaging folder.
1. Exception: For FOIA and Transfer Debts Bill of Collection request, rename and move the file in TechDoc. For instructions See “NSSDG-9200-0008 Coll & Deposit SDG” Process 15 – TechDoc Destructions Process – Direct Receivables.
- G. Attach the IDR Form, ServiceNow “Internal BOC” print screen, or other billing request backup to the 1800# document in SAP.
1. Go into FBL5N:

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### •T-code FBL5N



The screenshot shows the SAP FBL5N interface. It includes sections for 'Customer selection' (with fields for Customer account: 111055 and Company code: NASA), 'Selection using search help' (with Search help ID and Search string fields, and a Search help button), and 'Line item selection' (with radio buttons for Open items, Cleared items, and All Items, and checkboxes for Normal items, Special G/L transactions, Noted items, Parked items, and Vendor items). The 'All Items' radio button is selected, and 'Normal items' and 'Special G/L transactions' are checked.

**IMPORTANT NOTE:**  
If the bill is for **AP**, you must delete out TIN/EIN information on the IDR before saving it into SAP, TechDoc and/or N:Drive.

- Customer Account = Customer Number
- Line Item Selection = All Items
- Type (Check the following)
  - Normal Items
  - Special G/L transactions


- a) Enter Customer Account = Customer Number
- b) Line Item Selection = Select All Items
- c) Type (Check the following)
  - i. Normal Items
  - ii. Special G/L Transactions
- d) Click Execute
- e) Find the document number and double click

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Customer 111055  
Company Code NASA  
Name [REDACTED]  
City [REDACTED]

St	Assignment	DocumentNo	Typ	Doc. Date	S	00	Amt in loc. cur.	LCurr	Clrng doc.	Text
<input type="checkbox"/>	18000084372009	1600002002	D6	10/06/2009			345.95	USD	100028376	NK22 1800008437 PP 0920
<input type="checkbox"/>	18000084372009	1600004017	D6	09/17/2009			49.05	USD	100028376	
<input type="checkbox"/>	18000084372009	1800008437	DR	07/14/2009			395.00	USD	100028376	Travel Overpayment TA# 22-0900385 Audit
<input type="checkbox"/>	16000040162009	1600004016	D6	09/17/2009			300.00	USD	1600004016	
<input type="checkbox"/>	18000084382009	1800008438	DR	07/14/2009			300.00	USD	1600004016	Travel Overpayment TA# 22-0900889 Audit
* <input type="checkbox"/>							0.00	USD		
**	Account 111055						0.00	USD		

• Find the document number and double click

f) Click the “Moon over the Mountain” button. 

g) Click the Attachment Icon 

- i. Create
- ii. Create Attachment
- iii. Browse for the IDR and attach

**Note:** If the customer is a Center Director, AA, or OIC, attach PDF copy of BOC to the ServiceNow record and route the ServiceNow Task to AR L3 for final validation.

H. AR L3 confirms that the FPPS address on the screen print in ServiceNow matches the SAP address on the BOC. Once validation is complete route ServiceNow Task back to L2 for final processing.

I. Print the BOC by entering the customer number in FBL5N

1. Click on the 1800 document number so it is highlighted
2. Select “Environment”

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3. Select “Correspondence”
4. Select “Request”
5. Select “ZARFI: Non-Reimbursable FI Invoice “

•Click on the 1800 Document Number so it is highlighted  
•Chose “Environment”  
•Correspondence  
•Request

St	Assignment	Request	LCurr	Grng doc	Text
	18000084372009	1800004016	USD	100028376	NW22 1800008437 PP 0920
	18000084372009	1800008437	USD	100028376	
	18000084372009	1800008437 DR	USD	100028376	Travel Overpayment TAM 22-0900385 Audit
	180000840162009	1800004016 D6	USD	1600004016	Travel Overpayment TAM 22-0900889 Audit
	18000084362009	1800008436 DR	USD	1600004016	
			USD		
**	Account: 111055		USD		

Restrictions

Corr.	Type of correspondence
ZARCS	Accounts Receivable Customer Statement
ZARFI	Non-Reimbursable FI Invoice

ZARFI: Non-Reimbursable FI Invoice

6. Select “Environment”
7. Select “Correspondence”
8. Select “Display”
9. Print

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The screenshot shows a software application window with a menu open. The menu path is: Environment > Correspondence > Display. Below the menu is a table with the following data:

St	Assignment	Request	LCurr	Clrng doc.	Text
	18000084372009		USD	100028376	NN22 1800008437 PP 0920
	18000084372009		USD	100028376	
	18000084372009	1800008437 DR 07/14/2009	395.00 USD	100028376	Travel Overpayment TA# 22-
	16000040162009	1600004016 D6 09/17/2009	300.00- USD	1600004016	
	18000084382009	1800008438 DR 07/14/2009	300.00 USD	1600004016	Travel Overpayment TA# 22-
*			0.00 USD		
**	Account 111055		0.00 USD		

Below the table, a text box contains the following instructions:

- Click on the 1800 Document Number so it is highlighted
- Chose "Environment"
  - Correspondence
  - Display
- Hit "Print" Button

J. Assemble the documents. Include BOC (marked for Center to be paid), a copy of the source document (IDR), and Pay.gov insert with appropriate Center noted.

1. If the debtor is a NASA employee, include the NASA employee billing insert with heading "Important – Employee Debt Collection Information" (See Appendix J). The insert is located on the shared drive at N:\FM Division\Accounts Payable\_Accounts Receivable\Accounts Receivable\AR Forms and Templates.

K. Mail or email the bill and all backup and inserts to the customer.

L. Update ServiceNow "Accounts Receivable" tab with:

1. Enter 1800 document number and fiscal year
2. Customer number

M. Resolve ServiceNow Task and Record.

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**Note:** If the debt is for posting Credits/Refunds received for Closed Contract, assign the ServiceNow Task to the AR PP to post the payment.

**Note:** If the debt is for an AP Vendor Overpayment, enter the bill number in the “AR Bill Number” field on the “Accounts Receivable” tab and assign the ServiceNow Task back the AP Center Lead for review and closure.

**STEP 4. Payment Processor– Purchase Card Collection received**

- A. **NSSC AR** – ServiceNow Record/Task received by AR.
  - 1. AR Payment Processor receives a check/Pay.gov and determines it to be a P-Card collection.
  
- B. **NSSC AR**– AR PP determines if BOC exist for payment received.
  - 1. If BOC exists, the PP relates the collection ServiceNow Record to the original BOC and posts the collection accordingly.
  - 2. If BOC does not exist, AR will send a notification via ServiceNow for creation of the IDR
  
- C. **NSSC AP** – ServiceNow Task received by AP and determines if payment is/isn't for tuition reimbursement.
  - 1. If AP determines the collection is for tuition reimbursement:
    - a) IDR is created in the ServiceNow Catalog in learner's name with P-Card funding information and the original date of disbursement included.
    - b) ServiceNow Task is routed to AR to post collection.

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2. If AP determines the collection isn't for tuition reimbursement, but is for cancelation of vendor sponsored training:
  - a) IDR is created in the ServiceNow Catalog in vendor's name with P-Card funding information and the original date of disbursement included.
  - b) ServiceNow Task is routed to AR to post collection.
  
3. If AP determines the collection is for P-Card holder accidental usage:
  - a) IDR is created in in the ServiceNow Catalog P-Card holder's name with P-Card funding information and the original date of disbursement included.
  - b) ServiceNow Task is routed to AR to post collection.
    - i. If the collection is for a "Cancelation of Vendor Sponsored Training," notify HR.
    - ii. If the collection is not for a "Cancelation of Vendor Sponsored Training." resolve ServiceNow FAR Record /Task.

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## PROCESS – PAYROLL INDEBTEDNESS

- STEP 1. NSSC Accounts Receivable Account Maintainer (Datamart POC) –**  
Runs the employee AR report from Datamart. Issues that are discovered are then researched by each center’s respective Account Maintainer.

**Note:** The Datamart report is run every two weeks on the Thursday following the end of a pay period.

**Note:** Utilize the DOI Payroll Calendars Website:  
<https://www.doi.gov/ibc/resources/payroll-calendars>

- A. Log-on to Datamart via Microsoft Edge or Google Chrome.

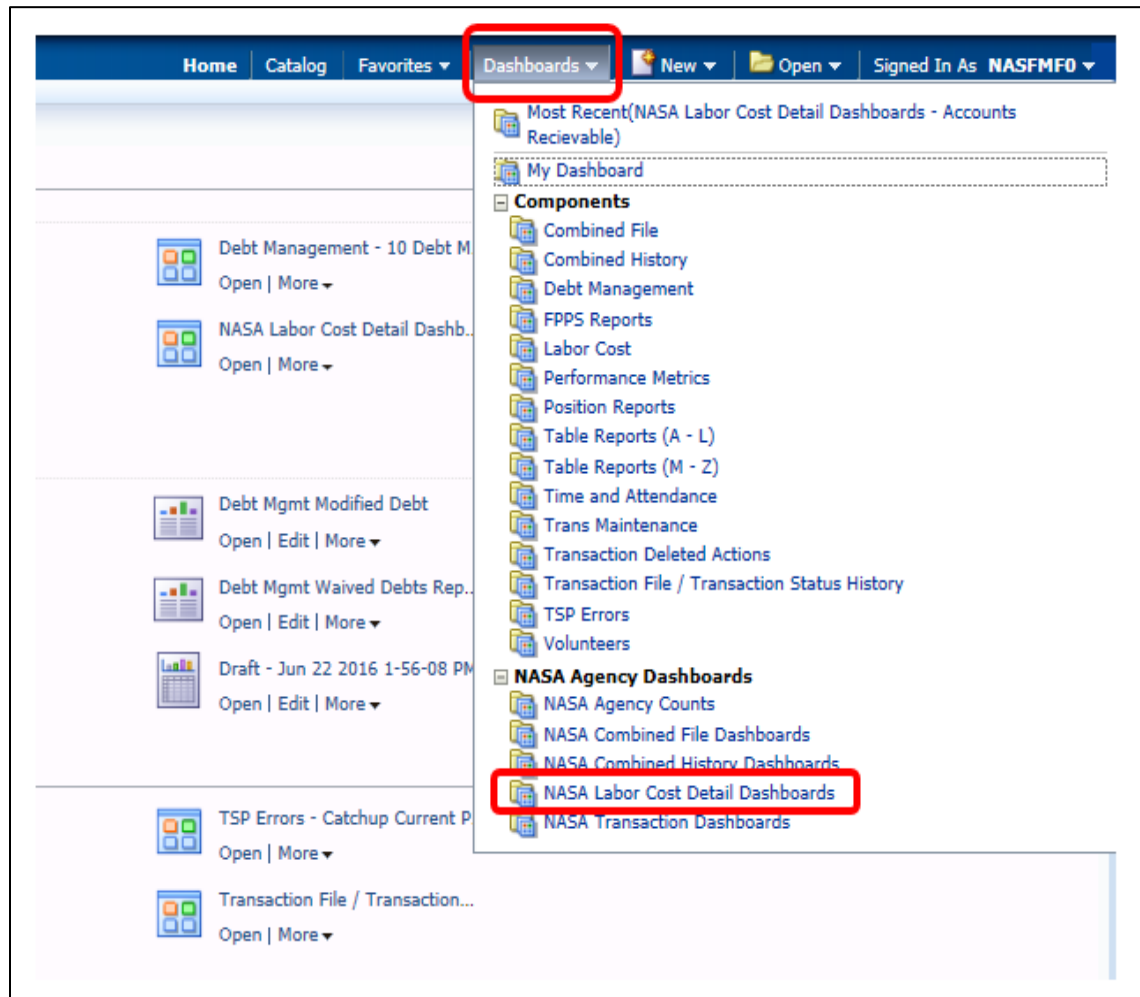


1. Click on “OBIEE” Login on the right of the page

2. Enter user ID and password.
3. Click “Sign in.”



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4. Select “Dashboard” in the top right of the screen.
  - a) Under the “NASA Agency Dashboards” section, select “NASA Labor Cost Detail Dashboards.”

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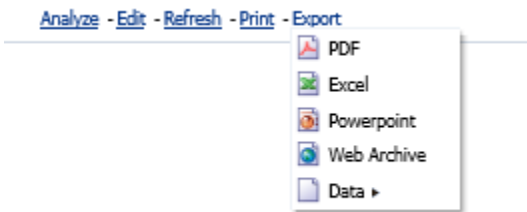
The screenshot shows the 'NASA Labor Cost Detail Dashboards' interface. At the top, there are three tabs: 'Accounts Receivable', 'ICB Awards', and 'Labor'. The 'Accounts Receivable' tab is selected and highlighted with a red box. Below the tabs, there is a section titled 'NASA Accounts Receivable'. This section contains two input fields: '\* Bureau' with a dropdown menu set to '(All Column Values)' and '\* Pay Period' with a text box containing '201623'. Below these fields are two buttons: 'Apply' and 'Reset', with the 'Apply' button highlighted by a red box.

5. On the “Accounts Receivable” tab:
  - a) Pay Period – Enter the desired Pay Period
  - b) Bureau:
    - i. For all centers, check the top box that says, “All Column Values.”
    - ii. For a specific center, check just the center you wish to run.
  - c) Click the “Apply” button.

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Pay Period	Bureau	Name Compressed	Ssn	Org	Debt Id Nbr	Pay Code	Pay Code Amount	Amount Health Ben Govt Add	Amount Csr Govt Add	Amount Fers Govt Add	Amount Fegli Govt Add	Amount Medicare Go
201623 10					1800000610	61C	\$59.10	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
201623 10				LM043	62711307098	61C	\$331.53	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
201623 10				IM051	Q2290107556	61B	\$311.55	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
201623 10				XD01A	163131283371	50I	\$0.00	\$231.31	\$0.00	\$0.00	\$0.00	\$0.00
201623 10				WIO22	Q2571210752	61C	\$35.18	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
201623 10				TF000	63131573192	50I	\$0.00	\$100.18	\$0.00	\$0.00	\$0.00	\$0.00
201623 10				NA000	163131259757	50I	\$0.00	\$238.24	\$0.00	\$0.00	\$0.00	\$0.00
201623 21				JSG	163130119917	50I	\$0.00	\$100.18	\$0.00	\$0.00	\$0.00	\$0.00
201623 21				TSF	153561039048	61D	\$63.40	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
201623 21				CFR	160050121978	61D	\$213.31	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
201623 22				LMM0	152581477145	61D	\$50.87	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
201623 22				LTE0	163131544631	50I	\$0.00	\$51.79	\$0.00	\$0.00	\$0.00	\$0.00
201623 22				QB00	162850110443	61C	\$44.02	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
201623 22				LEM0	16201295491	61C	\$2,176.59	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
201623 22				QSH0	63130111950	10I	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
201623 22				QSH0	63130111950	160	(\$253.68)	\$0.00	\$0.00	(\$34.75)	\$0.00	\$0.00
201623 22				QSH0	63130111950	51Y	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
201623 22				QSH0	63130111950	DBT	\$310.36	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
201623 22				LEP0	163130118580	50I	\$0.00	\$158.68	\$0.00	\$0.00	\$0.00	\$0.00
201623 22				LCC0	1041466756	61D	\$64.67	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
201623 22				VE00	163131498540	50I						

6. Select "Export."



7. Select "Excel."

B. Save the report to your desktop (PII SSN information is included so do not save to the share drive).

1. Save the file as "PP#### - NASA Accounts Receivable," with "####" representing the pay period specified on the report.
2. Click [Save].

**STEP 2. "Add-In"-ZEPY" MACRO (REPLACES STEPS 3 – 5)**

(Manual steps are only to be executed if the "-Add-In" -ZEPY" Macro is unavailable)

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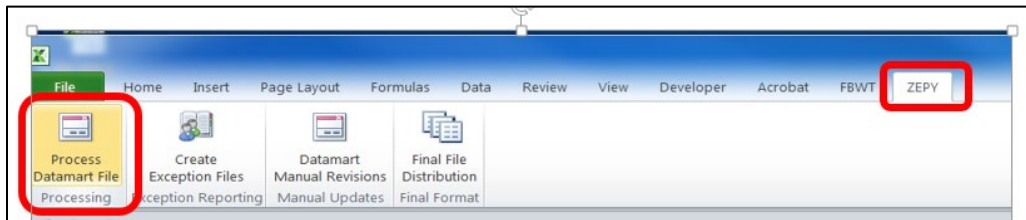
**Note:** If macro stops, research customer accounts to determine what documents did post and manually enter document numbers into spreadsheet and then rerun macro. This will prevent duplicate postings.

**Note:** This macro is available for download at the following path:  
N:\FM Division\Accounts Payable\_Accounts Receivable\Macros

- A. Open Datamart File saved on Desktop
- B. Scroll to the bottom of spreadsheet and delete the first few lines under the data. These are merged cells and will cause the macro to fail.
- C. Save the spreadsheet.
- D. Validate Datamart Download file contains the following column headers
  1. Pay Period
  2. Bureau
  3. Name Compressed
  4. SSN
  5. Org
  6. Debt Id Nbr
  7. Pay Code
  8. Pay Code Amount
  9. Amount Health Ben Govt Add
  10. Amount CSR Gov Add

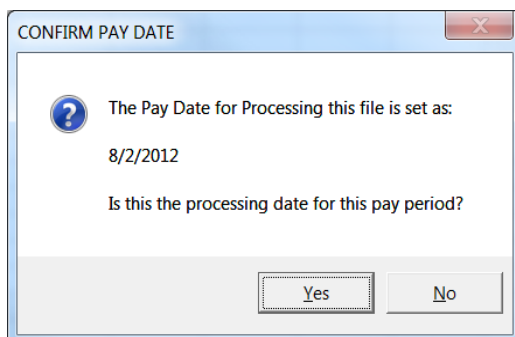
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11. Amount Fers Govt Add
12. Amount Fegli Govt Add
13. Amount Medicare Govt Add
14. Amount Oasdi Govt Add
15. Amount Tsp Gb Add
16. Amount Tsp Gm Add
17. Pay Code Hours



E. Choose “Process Datamart File” button on ZEPY Ribbon in Excel.

1. This begins the SAP posting automation process



F. The macro sets the Pay Date to current/last Thursday and asks you to confirm that the date is correct.

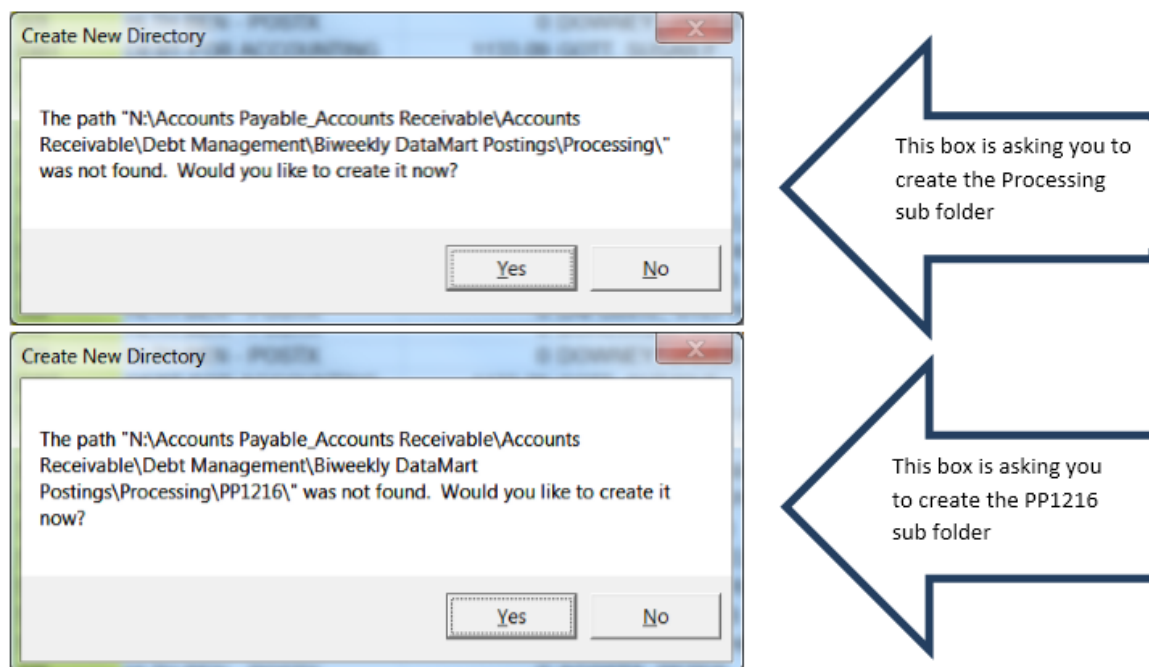
1. If this date is correct, select “Yes.”

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2. If not, select “No.”

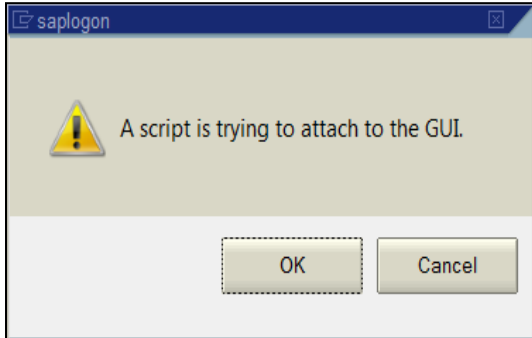
a) If you select “No” it will walk you through the process of selecting the correct date.

G. You will then receive the following two message boxes

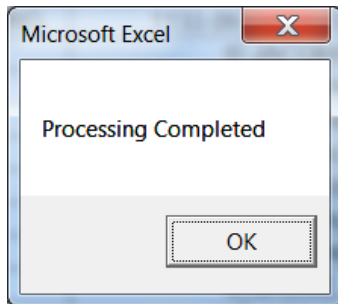


1. The macro checks to see if the folders have been created to save the processing file. You will receive a prompt for each subfolder that the macro must create to save the file.
2. Select “Yes” at each prompt to create the folders and continue the process.

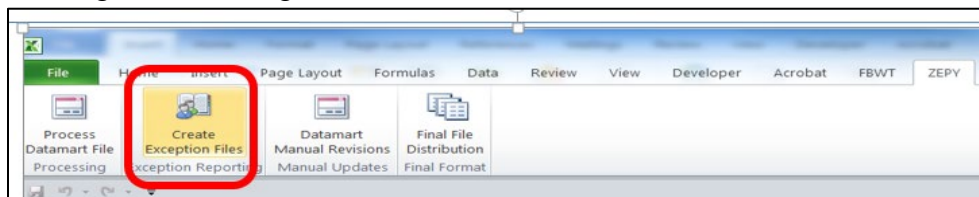
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- The macro will then ask you to attach to the SAP GUI. Select [OK] to continue the process.



- When the process has completed you will receive a pop-up menu notification.
- Select [OK] to close the pop-up window
- The completed file will be a read-only file. All processing files are saved to the following path in their respective CY and PP folders:  
N:\FM Division\Accounts Payable\_Accounts Receivable\Accounts Receivable\Debt Management\Biweekly Datamart Postings\Processing\CY###\PP####



- Open the saved file on the N:Drive and choose "Create Exception Files" button if there are kick-outs (items that did not post correctly) on

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the automated posting file that require follow-up from Account Maintainers/Payment Processors.

8. This action will create two documents in the “Processing” folder

a) **Datamart\_NewCustomerRequests**-for Payment Processors to setup new customer numbers. Send email with this file attached to Payment Processors **(Customer Creation - See STEP 6 below)**

**Note:** Kick-outs on this file should be for new debts for which “Customer Number Not Found” or “Account is not 1310.3000” error was returned. Send this file to the payment processors to research and to create new customer numbers if necessary.

**Note:** Payment Processors should check before setting up any new customers to ensure that a customer number does not already exist under that BA.

**Note:** If there is an existing ZEPY with all info correct (business area and 1310.3000), it is probably a bad SSN.

b) **Datamart\_PostingKickOuts**-for processing exceptions that require research by Account Maintainer. Send email with this file attached to Account Maintainers.

**Note:** Possible “kick-out” reasons and research suggested

i. **“Amt not Posted” column will display all balances not posted**

- This means the collection was larger than the debt.
- Modified Debt
- New Manual Bills
- New System Debts
- No customer number
- Bill posted to NON3200
- And there maybe additional issues that will need to be researched.



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c) **“Debt ID Not Found”**

- i. If the account maintainer can find the debt ID in SAP, but the macro could not, it could be that the SSN, pay group or business area is incorrect on the customer master. Research this with the payment processors.
- ii. Often, we will receive a 61C (61C-voluntary collections initiated by the employee such as debt the employee owes: taxes, thrift, retirement, Medicare or social security. Also, adjustments/recoverables) or 61D (health benefits) or 61B (involuntary collections set-up at 15% deductions; this is used for salary and life insurance debts) collection that will not post as the debt already shows paid-off in SAP. In those cases, check the various reports available in Datamart to see if you can find anything
- iii. Modified Debt
- iv. New Manual Bills
- v. New System Debts
- vi. Etc.,
- vii. Debt ID could be slightly off or have an extra digit on the DataMart report (e.g., extra “0” in an 1800 salary offset debt ID). Email DOI to fix.
- viii. Check back a few pay-periods and see if there is a credit collection for this amount that was also not posted. If so, then it is okay to leave this collection un-posted as well.

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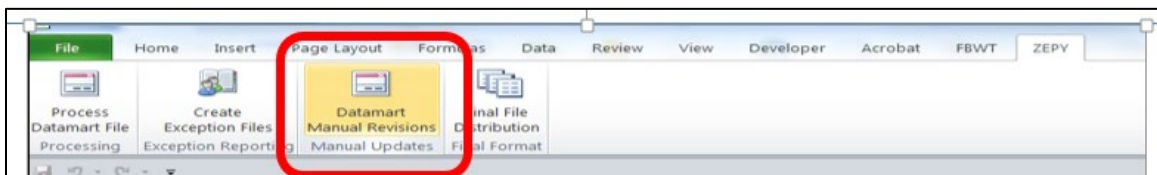
**Note: Reasons Datamart Debts are closed.**

<b><u>Datamart Closed Debt Report (Flags and Meanings)</u></b>
<ul style="list-style-type: none"> <li>• Y = Debt is Closed</li> <li>• N = Debt is Open</li> <li>• T = Debt has been Transferred to Agency</li> <li>• D = Employee is Deceased</li> <li>• C = Canceled</li> <li>• V = Waived</li> <li>• W = Written Off</li> <li>• R = Retired</li> <li>• Q = Quit</li> </ul>

**d) Prepay Collections (Pay Codes 61F & 61G)**

- i. Some Datamart runs will include Pay Codes 61F and/or 61G. These are prepays and they do not necessarily have to be posted as there may not yet be any bills to which to post these to. These need to be copied and pasted over to the Pre-collection Master List located at the following path:

- N:\FM Division\Accounts Payable\_Accounts Receivable\Accounts Receivable\Debt Management\Biweekly DataMart Postings\61F & 61G PRECOLLECTION MASTER LIST

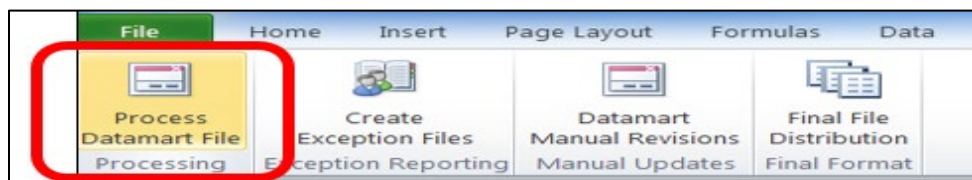


- e) Once updates are received from PPs and AMs, the AM - Datamart POC opens the most recent version of the file saved on the N: Drive.
- f) If any manual changes to the file are needed before reprocessing, choose the “Datamart Manual Revisions” button to open a write-copy.

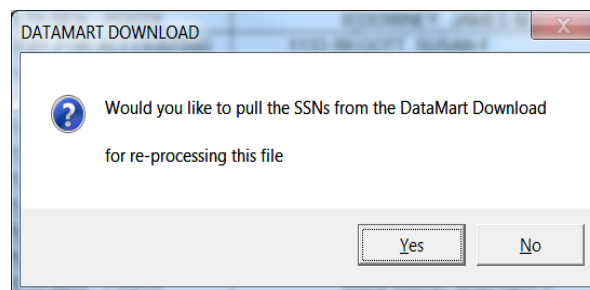
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**Note:** When you have a kick-out for a **collection overage** (meaning part of the collection was posted and part was not) in column S (“Amount Not Posted”), and a manual/modified debt has been created in SAP to accommodate for this, do the following so that the overage will post in the next run:

- i. Insert a new row under the original row and copy all the information from cells A thru L into the new row.
- ii. Then, in the amount cell, put the amount that is still needed to be posted from column S above.
  - When you re-process the file, this collection overage amount should post.



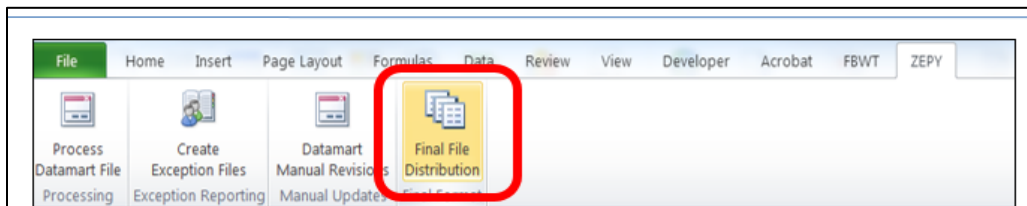
- g) When the file is ready to be reprocessed, simply select “Process Datamart File” button again.



- i. Anytime you re-process, you will receive the above dialogue box.
- ii. Selecting “Yes” will bring you to a file dialog box which will allow you to select the original Datamart file you have saved on your desktop.

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- iii. This will pull the SSN back in for anything that was not processed during your last processing run. After the reprocess is complete, the SSN information will be removed from the processing file saved on the N: Drive.
  - Remember, the SSN should NEVER be saved on the N:Drive
- iv. You will continue to do the “Processing” and “Manual Update” portions of this process until all possible “kick-outs” have been worked. Once all updates have been completed, you will do a “Final File Distribution”



- h) Choose the “Final File Distribution” button on ZEPY Ribbon in Excel once all processing has been completed to post a separate file to each center’s folder.
- i) Individual Center files are saved on the N:Drive at the following path: N:\FM Division\Accounts Payable\_Accounts Receivable\Accounts Receivable\Debt Management\Biweekly DataMart Postings\Center\CY###
- j) For any kick-outs that remain, go into those centers’ files and make detailed notes for the Account Maintainer as to the issues they need to continue working.
- k) Send an email to all Account Maintainers that the files are ready for their review and to update their “501” posting reference fields in SAP.
- l) Delete original file (with SSNs) from your Desktop!

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**STEP 3.** COMPLETED BY MACRO - **NSSC AR AM** – Format the AR Report.  
(Manual steps only to be executed if the Macro is unavailable)

A. Access the Datamart report and format the report as needed.

**Note:** This formatting may include totaling the debt payments, hiding columns, adding columns, etc.

B. Evaluate which codes are payments, new debts, or Center debts.

**Note:** Complete Pay Code List in EPSS: <https://epss.nasa.gov/gm/folder-1.11.6469?mode=EU>

**STEP 4.** COMPLETED BY MACRO - **NSSC AR AM** – Create a Credit Memo (CM) for the customer’s repayment. (Manual steps only to be executed if the Macro is unavailable)

A. Retrieve necessary information from SAP.

1. Enter T-Code FBL5N in the new session box and pull up customer information you will need for posting.
2. Enter Customer ID#.
3. In the “Line Item Selection” tab, check the “All Items” button.
4. Click the Execution button at the top.
5. Identify the correct debt, utilizing the Debt ID on the Agency spreadsheet.
6. Select the debt by double-clicking the line item.

Transaction code: FB75  
FB75 Job Aide (partial payments)

B. Set up the Collections CM.

1. Enter Customer.

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2. Document Date (Pay Period Date).

**Note:** On partial payments, go into the “Payment” Tab and change the **baseline date** to the date of the last payment (pay period end date).

**Note:** The pay period is generally the previous pay period in which the salary deduction was made.

3. Reference – use pay code from original debt.

4. Go to the “Details” tab.

5. Enter the Assignment Number from the original debt.

6. Enter the BA.

7. Return to the “Basic data” tab.

8. Enter the Amount.

9. Enter the Text (the debt ID# and Pay Period in which payment was made (not pay period of debt)).

**Note:** To retrieve this information in the second session, the document overview button (**sun and mountain**) must be clicked.

10. Under the “Items” section.

11. Enter GL Account (6790.0000).

12. Enter Amount in doc. Cur.

13. Enter BA. Use Center ID.

14. Obtain the Fund and Funds Center by returning to FBL5N. Enter them in the applicable fields.

15. Click “Post”.

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C. After posting, the following tax code error message will appear GL account 6790.0000 is relevant to tax, check code.

1. Press "Enter".
2. Notable the 1600# given at the bottom of the screen on the Agency Spreadsheet.
3. Return to FBL5N to verify that the payment was entered successfully.
4. Click the green arrow button to go back.
5. Select List from the toolbar and select Refresh.
6. A "Ringing Bell" should now appear next to the correct debt.

**Note:** Continue payment entries until all are made.

**STEP 5.** COMPLETED BY MACRO - **NSSC AR AM** – Create an AR Invoice.  
(Manual steps only to be executed if the Macro is unavailable)

A. Verify that the customer has been entered in the customer master record.

**Note:** If the customer does not have a master record, then one needs to be created.

1. Enter Transaction code FBL5N
2. In the Customer account field, click the circle and enter the last name of the customer in ALL CAPS, adding an asterisk (\*) behind it.

B. Input an AR Invoice.

1. Click "Accounting", "Financial Accounting", "Accounts Receivable", "Document Entry", "Invoice" or Transaction Code: FB70
2. Enter the Customer Number.
3. Enter the Invoice date (last Pay Period date).

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4. Enter the Reference (50IC, 50IL, DBT, etc.).
5. Enter the Amount.
6. Go to the “Details” tab.
7. Enter the Center BA.
8. Return to the “Basic data” tab.
9. Enter Text. Enter “Debt ID number and pay period” from DOI report.
10. Go to the “Items” (at the bottom).
11. Enter the GL account. GL account is 6790.0000 as a Credit.
12. Enter the “Amount in doc. Cur.”
13. Enter the Center BA.
14. Enter the Funds Center.
15. Enter the Fund.
16. Click “Post”.
17. Annotate the 1800 document number on the Datamart report.

**STEP 6. NSSC AR PP – Create a Customer Master Record.**

**Note:** This step is only needed if a customer needs to be created in SAP. If this step is not needed, then proceed to Step 7.

- A. AM creates a ServiceNow Task with a Request Category of “Accounts Receivable,” and a Request SubCategory of “Accounts Receivable.” In the work log, request new ZEPY Customer be created in SAP (specify “ZEPY” and Center). Assign the ServiceNow Task to the PP.
- B. The PP logs onto SAP In Production Mode (CF:P01)
  1. Enter User-ID and Password.



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2. Click “Enter”.

C. Access SAP and Go to Create a Customer. T-Code: (XD01)

1. Click “Logistics Sales and Distribution”, “Master Data”, “Business Partners”, “Customer”, “Create”, “Complete” OR T-Code (FBL5N or XD03)

**Note:** This screen includes a pop-up box with the same name. The box must be completed with following information or to get out of box, click on **[X]** in the top right corner of the box to exit.

D. Input customer data into SAP.

1. Enter the Account Group clicking the drop-down menu and selecting ePayroll.
2. Enter Company Code (NASA).
3. Enter Sales Organization. (00XX).  
**Note:** XX represents the Center ID (i.e., Goddard is 51).
4. Enter Distribution Channel. Value = “01”.
5. Enter Division. Value = “01”.
6. Click “Enter” or select the green checkmark.

E. Complete the address information.

1. Enter the name.

**Note:** Enter the customer’s name as shown on the sheet given. Always last name first.

**Note:** This information must be obtained from FPPS. Using ADCG transaction code, select the most current mailing address based on the most current effective date.

2. Enter Street/House number.

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3. Enter Postal Code.
4. Enter City.
5. Enter Country.
6. Enter Region (state).
7. Enter P.O. Box, if applicable.

F. Enter the remaining information.

1. Click the “Control data” Tab.
2. Enter Trading Partner (NONFED).
3. Enter Tax Code 1 (employee’s Social Security Number).
4. At the top of the page, click the [Company Code Data] button.
5. Enter “Recon. Account”. (1310.3000).

**Note:** This is used in updating the status of transaction to "Cleared".

6. Enter Sort Key. “002” should be entered. This results in the Doc# and FY to be entered in the assignment field on the invoice.
7. Click on the “Payment Transactions” tab.
8. In the “Pmt. Met. Suppl.” Field, enter the Center ID.
9. Click the “Correspondence” tab.
10. Enter Account Memo “00XX”.

**Note:** XX represents the Center ID: Goddard Space Flight Center (GSFC) is 51, Headquarters (HQ) is 10, Ames Research Center (ARC) is 21, Armstrong Flight Research Center (AFRC) is 24, Glenn Research Center (GRC) is 22, Marshall Space Flight Center (MSFC) 62, Stennis Space Center (SSC) is 64, Johnson Space

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Center (JSC) is 72, NASA Management Office (NMO) is 55, and Kennedy Space Center (KSC) is 76.

11. Click "Post".

G. Update a customer record.

1. The new customer ID will be at the bottom of the screen. It is a 6-digit number starting with the number 3.
2. Notate this number on the Agency spreadsheet.

H. Verify that the customer information is correct.

1. Click "Logistics", "Sales and Distribution", "Master Data", "Business Partners", "Customer", "Display/Change" or T-Code (XD03/XD02).
2. Enter the Customer ID or Click on "Search" to look for customer number by name, etc.
3. Enter Company Code (NASA).

**Note:** If the company code or the sales information is not entered, the company code data will not be shown, and the sales area data will not be shown.

4. Enter Sales information.
5. Enter Sales Organization. (00XX).
6. Enter Distribution Channel. Value = "01".
7. Click "Enter".
8. Verify the Customer information.
9. If updates are necessary: Click 'Customer'.
10. Click "Customer" in horizontal menu and "Display Change" in drop down menu.

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11. Click “Display Change”.

12. Make necessary adjustments.

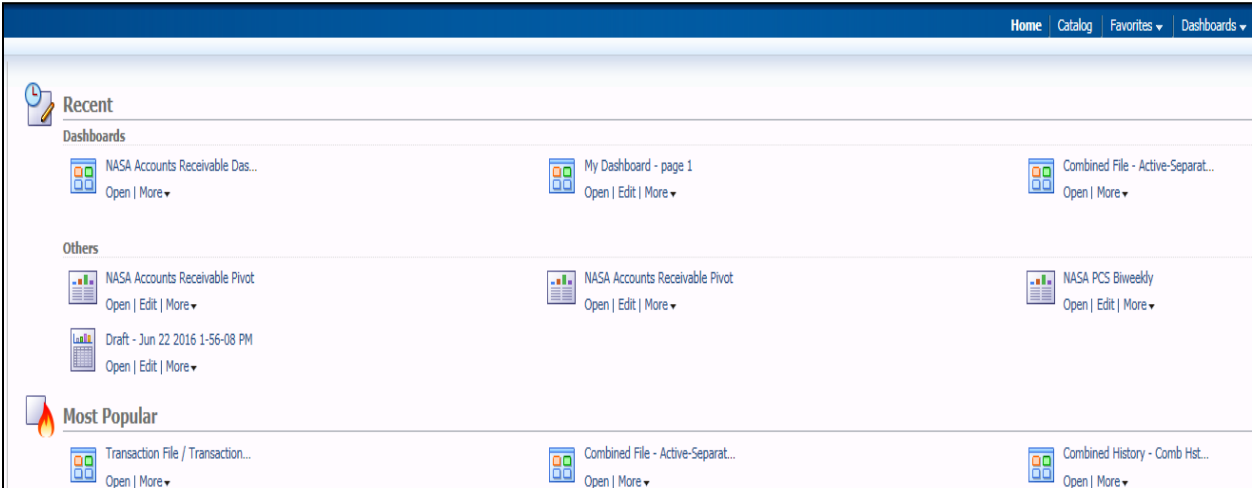
- I. Update ServiceNow Activity Log with new customer number and assign to the Account Maintainer.

**STEP 7. NSSC AR AM – SAP and Datamart Reconciliation.**

- A. In Datamart, pull the Debt Management Open Accounts Receivable query.  
<https://dmartportal.ibc.doi.gov/DMARTPORTAL/>

1. Select “OBIEE Login” and sign in.

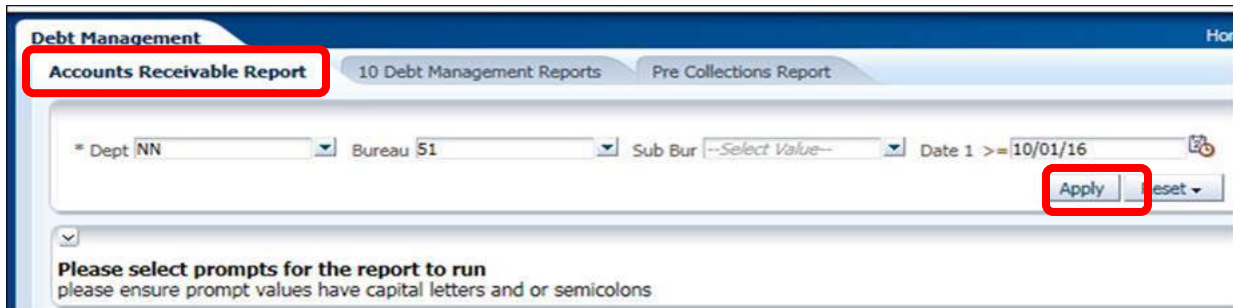
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2. Select "Dashboard."



3. Select "Debt Management."



4. Enter the necessary criteria on the "Accounts Receivable Report" tab.

- a) Dept = "NN"
- b) Bureau = Business Area

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- c) Sub Bureau: Leave Blank
- d) Date 1 >= Beginning of Month
- e) Click the “Apply” button.

NN5100		\$0.00	\$0.00	\$0.00	\$205.44	\$205.44
NN5100		\$0.00	\$0.00	\$0.00	\$205.44	\$205.44
NN5100		\$0.00	\$0.00	\$0.00	\$136.96	\$136.96
NN5100		\$0.00	\$0.00	\$0.00	\$136.96	\$136.96
NN5100		\$0.00	\$0.00	\$0.00	\$68.48	\$68.48
NN5100		\$0.00	\$0.00	\$0.00	\$68.48	\$68.48
NN5100		\$0.00	\$0.00	\$0.00	\$1,432.14	\$1,432.14
NN5100		\$0.00	\$0.00	\$0.00	\$49.50	\$49.50
NN5100		\$0.00	\$0.00	\$0.00	\$7,311.11	\$7,311.11
<b>Grand Total</b>		<b>\$13.18</b>	<b>\$63.33</b>	<b>\$0.00</b>	<b>\$64,986.27</b>	<b>\$65,062.78</b>

A/P Total Count 281

Analyze - Refresh - Print - Export - Add to Briefing Book

5. After the report runs, go down to the bottom, and click “Analyze.”

Debt Management Detail Dim      Debt Mgmt Detail Facts

Dept/Bur/Sub    Name    Debt Id    H/V    Dept/Bur    Interest    Penalty

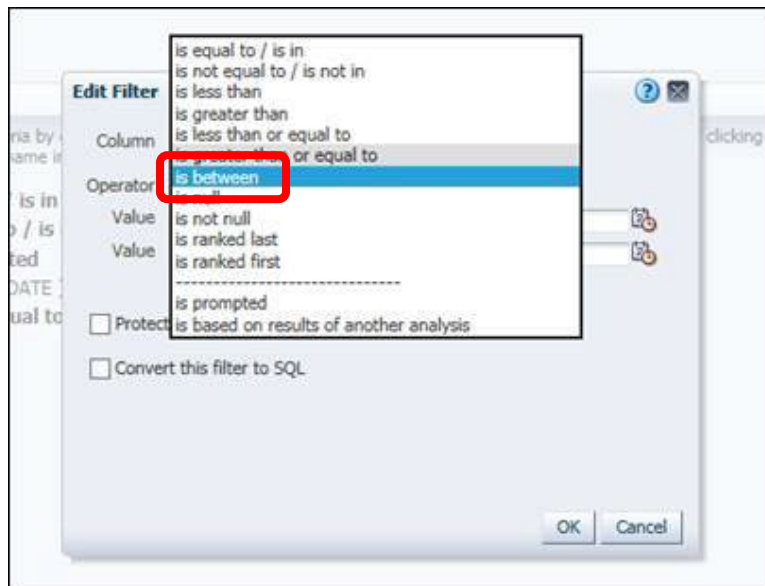
**Filters**

Add filters to the analysis criteria by clicking on Filter option for the specific column in the Selected Columns pane, or add button after selecting its name in the catalog pane.

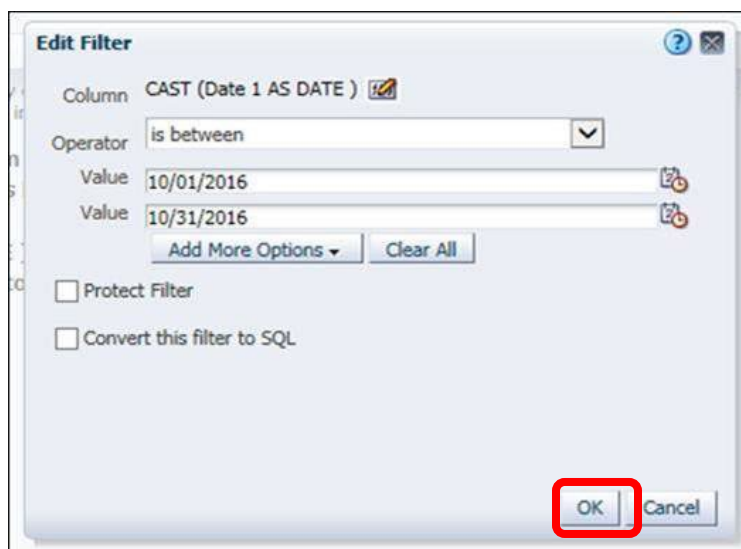
- Dept is equal to / is in NN
- AND Bureau is equal to / is in 51
- AND Sub Bur is prompted
- AND CAST (Date 1 AS DATE ) is greater than or equal to 10/01/2016
- AND Record Type is equal to / is in A

6. Click the pencil to edit the “CAST (Date 1 AS DATE).”

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7. Change the “Operator” to “is between.”

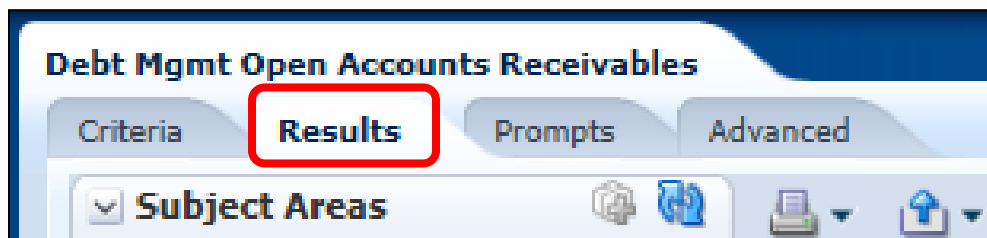


8. Your beginning date should be populated already in the first “Value” field, but if it is not, or if it needs to be changed, you can change it here.

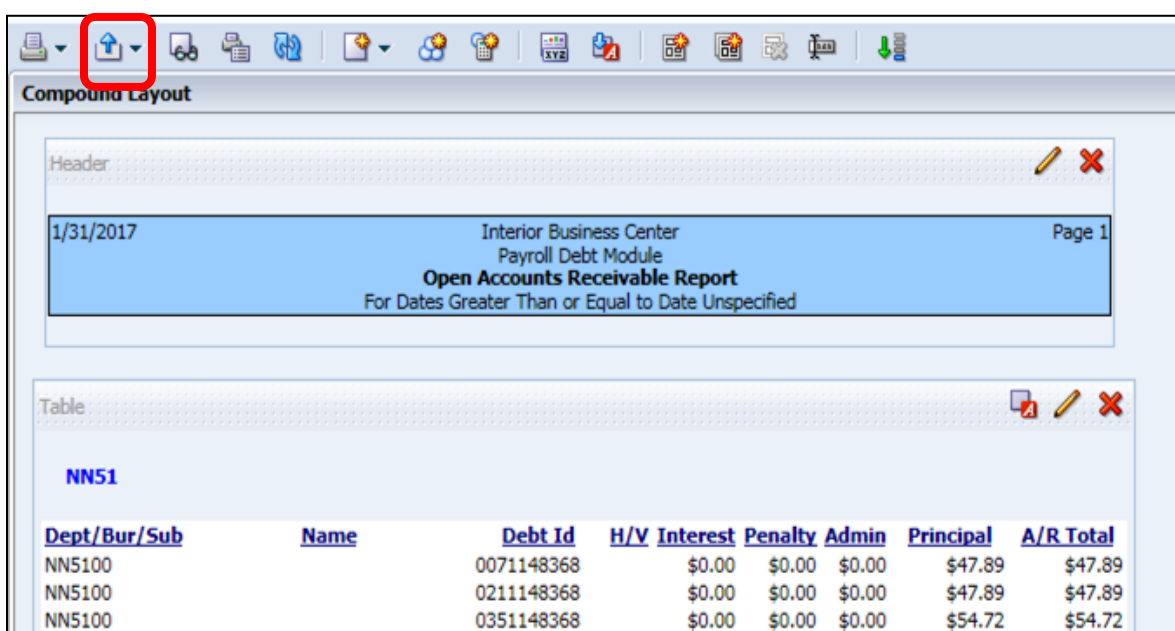
9. Enter your ending date (end of month date) in the second “Value” field.

10. Click the “OK” button.

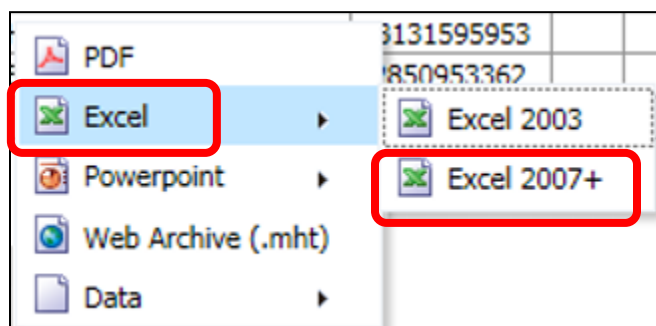
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11. Click the “Results” tab at the top.



12. To export results, go to the top and click on the “paper and arrow” icon.



13. Select “Excel” and then “Excel 2007+.”

14. Save the file at the following path:



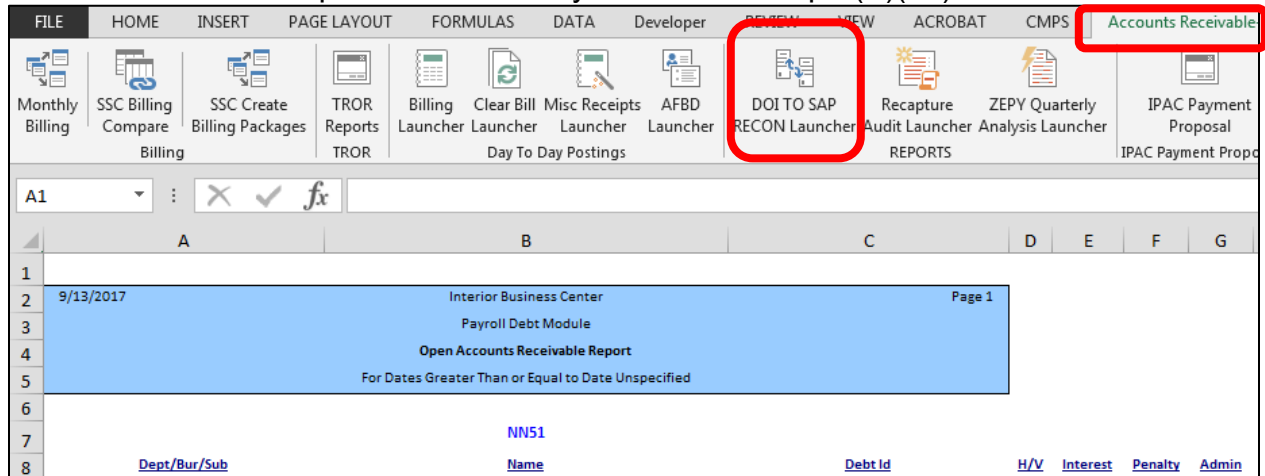
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N:\FM Division\Accounts Payable\_Accounts Receivable\Accounts Receivable\Debt Management\Monthly SAP to DOI Reconciliation\FY#\CTR ABBREV\PP-MONTH

**STEP 8. NSSC AR AM – Run the DOI to SAP Macro**

**Note:** This macro will pull the SAP FBL5N report and will validate totals by debt ID for each customer and will notate where there are any discrepancies. It will also save a copy of the FBL5N report which was pulled as a separate file.

1. Open the Excel file you saved in Step 7(A)(14) above.



2. Go to the “Accounts Receivable” tab at the top and select the “DOI TO SAP RECON Launcher” in the ribbon.

**Note:** If you do not have the “Accounts Receivable” tab, it can be downloaded at the path below (file name: “AR-Billing.xlam”) N:\FM Division\Accounts Payable\_Accounts Receivable\Macros

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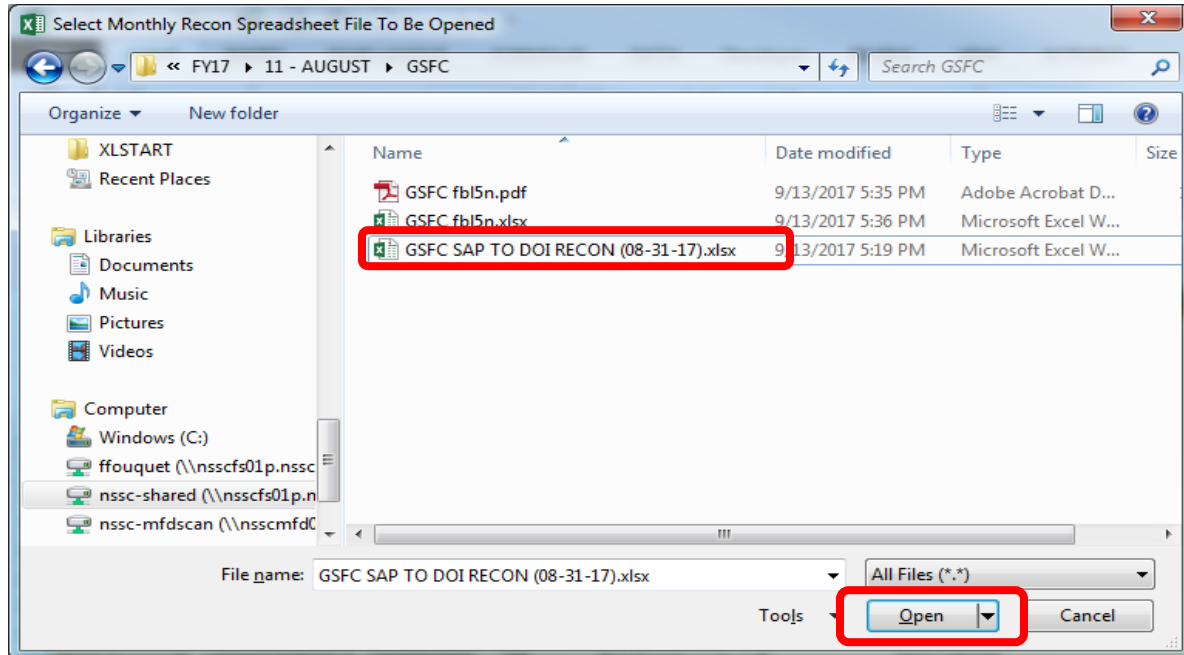
3. Select the Center from the drop-down box.
4. The Month and Year will auto-populate to the prior month, but it can be updated.
5. Enter the “Open Item Date.”

**Note:** This is the last day that SAP entries were made for the last pay period that was performed during the month reconciling.

**Note:** This may not always be the last pay period of the month. If the last payment was posted in the next month, use the last day of the month.

6. Click the “OK” button.

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7. Navigate to your saved file from Step 7(A)(14) above and click "Open."

SAP TO DOI RECON					
GSFC - August - 2017					
Name	Debt ID	DOI Principal as of 8/31/2017	SAP Principal as of 08/31/2017	Difference	Notes
		\$656.64	\$656.64	\$0.00	
		\$164.64	\$164.64	\$0.00	
		\$4,273.22	\$4,273.22	\$0.00	
		\$1,057.83	\$1,057.83	\$0.00	
		\$469.20	\$469.20	\$0.00	
		\$3,046.80	\$3,046.80	\$0.00	
		\$498.54	\$498.54	\$0.00	
		\$173.70	\$173.70	\$0.00	
		\$111.00	\$111.00	\$0.00	
		\$939.20	\$939.20	\$0.00	
		\$3,291.48	\$3,291.48	\$0.00	
		\$19.40	\$19.40	\$0.00	
		\$71.22	\$71.22	\$0.00	
		\$1,768.82	\$1,768.82	\$0.00	
		\$173.59	\$173.59	\$0.00	
		\$64.01	\$64.01	\$0.00	
		\$164.64	\$164.64	\$0.00	
		\$692.40	\$0.00	\$692.40	
		\$211.98	\$211.98	\$0.00	
		\$1,016.92	\$1,016.92	\$0.00	
		\$19,281.09	\$18,588.69	\$692.40	

DATE	AMOUNT	SAP BILL NUMBER	NOTES
9/16/2005	\$207.33	1800010088	
9/30/2010	(\$207.33)	1600004578	
5/18/2017	\$1,121.05	1800006473	
Total	\$1,121.05		

8. The completed spreadsheet will show any items with a difference in the "Difference" column (blue square).
9. The completed spreadsheet will also create a section at the bottom for items that exist in SAP but are not showing at DOI (yellow square).
10. To research items where there are discrepancies, utilize all available DOI reports (below) and, if a determination cannot be made, contact the DOI Representative for additional assistance.

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<a href="#">Debt Mgmt Closed Debts</a>
<a href="#">Debt Mgmt Collections</a>
<a href="#">Debt Mgmt Interest Penalty and Admin Fees</a>
<a href="#">Debt Mgmt Modified Debt</a>
<a href="#">Debt Mgmt New Manual Bills</a>
<a href="#">Debt Mgmt New Systems Debts</a>
<a href="#">Debt Mgmt Transfer Updates</a>
<a href="#">Debt Mgmt Waived Debts Report</a>
<a href="#">Debt Mgmt Write Off Debts</a>

#### 11. Common Reasons for differences between SAP and DOI:

- a) **Waivers/Write offs – posted in SAP as Write Offs (Doc Type WO or WV)**
  - i. Employee has requested and been granted a waiver.
  - ii. LWOP US – NASA continues to pay health benefits while employee is on military leave up to 2 years. DOI will waive the debts.
  
- b) **Modifications – posted in SAP as New Debt (FB70) or payment (FB75)**
  - i. The amount of the debt is changed or adjusted.
  
- c) **Cancellation – original debt is Reversed in SAP (FB08).**
  - i. The debt was billed in error.
  - ii. Be sure to attach backup to the reversal document and select the Reason Code “X4 – Erroneous Bill.”
  
- d) **Manual Debts – posted in SAP as New Debt (FB70)**
  - i. The debt was not included on the bi-weekly DataMart report and was billed “outside” the payroll system.
  
- e) **Closed Debts (check for separation dates)**
  - i. If you have a separation date and have not received a transfer debt from DOI, email your DOI POC to get a copy of the bill. Once received, you will follow the process for Transfer Debts (see: NSSDG-9200-0006-

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Establishment of Receivables SDG-“PROCESS –  
CREATING ACCOUNTS RECEIVABLE (AR)  
INVOICE” STEP C – “TRANSFER DEBTS”

### **Datamart Closed Debt Report (Flags and Meanings)**

- **Y = Debt is Closed**
- **N = Debt is Open**
- **T = Debt has been Transferred to Agency**
- **D = Employee is Deceased**
- **C = Canceled**
- **V = Waived**
- **W = Written Off**
- **R = Retired**
- **Q = Quit**

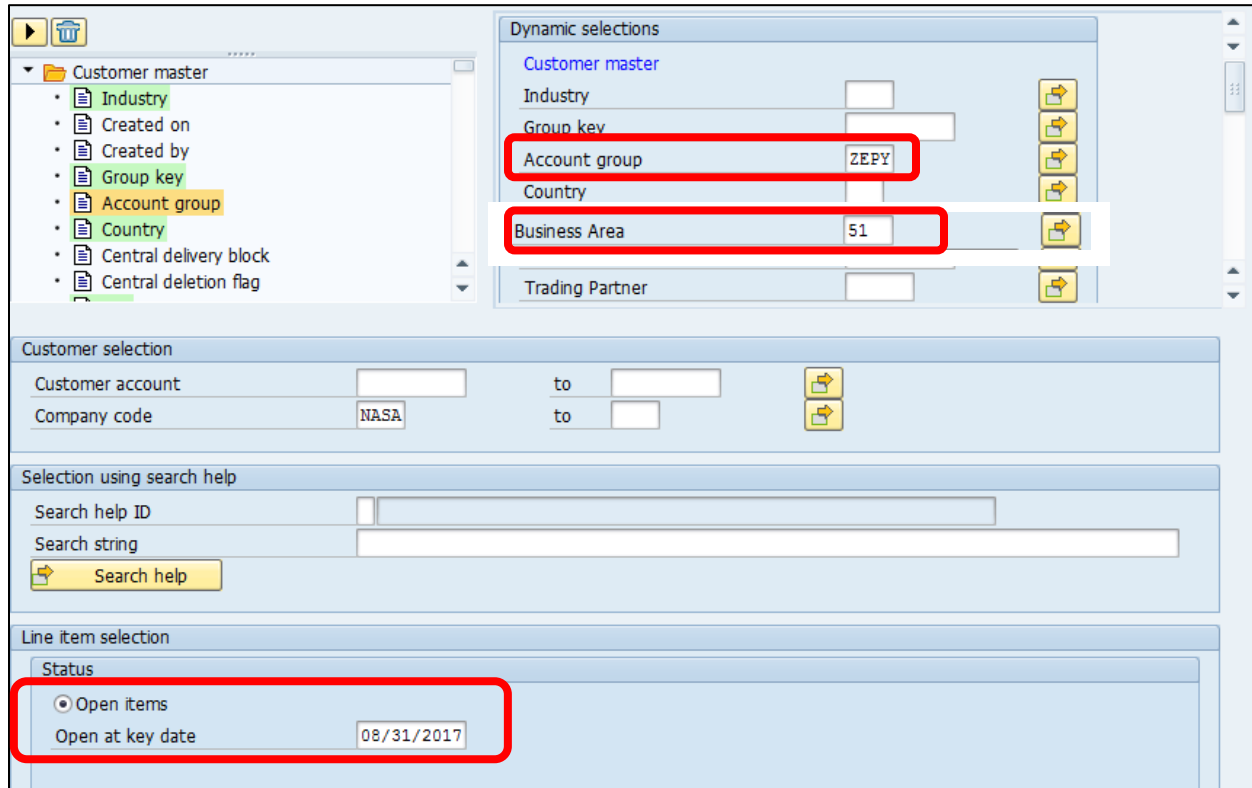
12. You can make notes as you “research” in the “Notes” column on the spreadsheet.

**STEP 9.** NSSC AR AM – Manual Process - Run the FBL5N Report for comparison to DOI report.

A. Log-on to SAP Production Environment. (CF:P01)



B. Run T-Code FBL5N

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1. Open Items Key Date = Last day that SAP entries were made for the last pay period that was performed during the month reconciling.

**Note:** This may not always be the last pay period of the month. If the last payment was posted in the next month, use the last day of the month.

2. Select the “dynamic selections” button. 
3. Account Group = “ZEPY”
4. BA = Center Number
5. Execute .
6. Save a PDF file of the report in the Center’s reconciliation folder at the path below:

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- a) Go to the print icon and change the printer to "MAIL". This will put the report in your SAP Business Workplace Out-box. From here you can download the file to the reconciliation folder.

C. Compare the totals for each customer (name) from the SAP FBL5N Report to the totals for each customer (name) on the DOI report you ran in Step 7(A)(14) above.

SAP TO DOI RECON (CENTER) - (MONTH - YEAR)					
Name	Debt Id	DOI Principle as of (EOM Date)	SAP Principle as of (Date)	Difference	Notes
		\$3,761.09			
		\$865.89			
		\$487.68			
		\$548.64			
		\$120.03			
		\$69.22			
		\$231.34			
		\$1,708.69			
		\$144.70			
		\$426.72			
		\$373.86			
		\$855.96			
		\$328.02			
		\$1,244.61			
		\$666.78			
		\$790.38			
		\$148.89			
		\$247.00			
		\$487.68			

1. Format the Datamart Spreadsheet so it looks like the one above.
2. Enter a formula in the "Difference" column on the subtotal rows so that it subtracts the "SAP Principal" from the "DOI Principal"
3. Enter the totals from the SAP FBL5N report in the "SAP Principle" column (by customer name).

D. Researching Discrepancies

1. To research items where there are discrepancies, utilize all available DOI reports (below) and, if a determination cannot be made, contact the DOI Representative for additional assistance.



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<a href="#">Debt Mgmt Closed Debts</a>
<a href="#">Debt Mgmt Collections</a>
<a href="#">Debt Mgmt Interest Penalty and Admin Fees</a>
<a href="#">Debt Mgmt Modified Debt</a>
<a href="#">Debt Mgmt New Manual Bills</a>
<a href="#">Debt Mgmt New Systems Debts</a>
<a href="#">Debt Mgmt Transfer Updates</a>
<a href="#">Debt Mgmt Waived Debts Report</a>
<a href="#">Debt Mgmt Write Off Debts</a>

2. Common Reasons for differences between SAP and DOI:
  - a) **Waivers/Write offs – posted in SAP as Write Offs (Doc Type WO or WV)**
    - i. Employee has requested and been granted a waiver.
    - ii. LWOP US – NASA continues to pay health benefits while employee is on military leave up to 2 years. DOI will waive the debts.
  - b) **Modifications – posted in SAP as New Debt (FB70) or payment (FB75)**
    - i. The amount of the debt is changed or adjusted.
  - c) **Cancellation – original debt is Reversed in SAP (FB08).**
    - i. The debt was billed in error.
    - ii. Be sure to attach backup to the reversal document and select the Reason Code “X4 – Erroneous Bill.”
  - d) **Manual Debts – posted in SAP as New Debt (FB70)**
    - i. The debt was not included on the bi-weekly DataMart report and was billed “outside” the payroll system.
  - e) **Closed Debts (check for separation dates)**
    - i. If you have a separation date and have not received a transfer debt from DOI, email your DOI POC to get a copy of the bill. Once received, you will follow the process for Transfer Debts (see: NSSDG-9200-0006-Establishment of Receivable SDG-“PROCESS – CREATING ACCOUNTS

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RECEIVABLE (AR) INVOICE” STEP C – “TRANSFER  
DEBTS’)

### **Datamart Closed Debt Report (Flags and Meanings)**

- **Y = Debt is Closed**
- **N = Debt is Open**
- **T = Debt has been Transferred to Agency**
- **D = Employee is Deceased**
- **C = Canceled**
- **V = Waived**
- **W = Written Off**
- **R = Retired**
- **Q = Quit**

f) You can make notes as you “research” in the “Notes” column on the spreadsheet

#### **STEP 10. Corrections to SAP.**

**Note:** Use this step only to make corrections to SAP entries.

- A. Evaluate what correction needs to be completed in SAP. Then choose the applicable steps below.
- B. Reverse the AR Invoice for employee debt.
  1. Enter Transaction code: FB08.
  2. Enter the Document Number.
  3. Enter the Company Code. (always NASA).
  4. Enter Fiscal Year in which the document was entered.
  5. Enter the Reversal Reason.

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6. Enter the Posting Date which is the date the document was posted.
7. Click the “Display before reversal” button, making sure you’re reversing the correct transaction.

**Note:** To ensure that the transaction being reversed is correct, please look at the customer’s name, debt ID, and/or the dollar amount.

8. Click “Back”.
9. Click “Post”.

**Note:** Message will indicate that document was reversed and a document number for the correction will be displayed.

- C. Annotate the reversal document number.
- D. Reset and Reverse the SAP Transaction.

**Note:** Before using FBRA determine document number of the payment that is being reset and reversed. Due to segregation of duties in SAP, the AR Account Maintainer may not have access to the FBRA T-code in SAP. When requesting a Reset or Reverse/Reset, the AR Account Maintainer will provide the AR PP with a ServiceNow Task indicating the document # and the amount. The amount allows the AR PP to validate the correct transaction has been selected prior to posting.

1. Enter Transaction Code FBRA.
2. Enter the Clearing Document Number.
3. Enter Company Code (NASA).
4. Enter the Fiscal Year in which the document was posted.
5. Click “Reset Clearing Items”.
6. Click “Resetting and Reverse”.

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7. In the reversal reason drop down, select a Reversal Reason.
8. Click “Reversal reason”.
9. Enter ‘Posting date”.
10. Enter “Posting period”.
11. Click “Enter”.
12. Click “Continue” twice.
13. Click “Continue”.
14. Click “Exit”.
15. Attach a note stating the reason for the reversal or an attachment to the reversal document in SAP, showing the reason for reversal.  
**Note:** in the dialog box the following will appear: **Reversal of Clearing document.**  
**Note:** Depending on your objective, you may choose to “Only Reset” and must process the reversal in a separate step, if needed.

E. Corrections in SAP using the “text pencil”.

**Note:** This will make the fields that you can edit show up in red.

1. Enter Transaction Code: FBL5N.
2. Enter the Customer ID.

**Note:** If customer is unknown, click the circle beside the field and enter the last name with an asterisk \* behind it.

3. Click the “All items” button.
4. Click “Execute”.
5. Double click “Assignment”.

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6. Click “Yes”.
7. On the toolbar, select “List” and then “refresh”.
8. Review the changes to verify that the correct changes were made.

**Note:** The following will be shown in the dialog box: **Information-“Document (#) was posted in Company code NASA.”**

**Note:** Sometimes a debt will not clear because of a keying error to the assignment number or the reference number. Also, sometimes you may want to enter additional information to the text field. These can all be done without resetting or reversing the transaction.

**Note:** When an employee is on Leave without Pay (LWOP) status for active military duty, the employee portion of the cost of health benefits is waived in accordance with Section 519 of Public Law 107-107 subsection (e) of section 8906 of title 5. NSSC HR will notify DOI and NSSC AR when an employee is placed in LWOP-US status. DOI will waive debts as appropriate.

**Note:** Please note the following regarding NASA employee separating from service owing advanced annual and/or sick leave AND the separation is due to 1) Disability Retirement, 2) Entrance into Military Service, 3) Death or 4) Resignation or separation because of disability, which according to medical certification, prevents the employee from returning to or continuing employment, and is the basis of the separation as determined by NASA on medical evidence. The employee is not indebted to the Agency for any advanced annual and/or sick leave. The amount would be recorded and written off and closed, and no 1099C is needed since the amount would be reported on the employee’s W-2. Reference 5 CFR 630.209. When an employee separates under these circumstances, the NSSC HR office will send an e-mail to both NSSC Payroll and NSSC AR informing them of the separation and reasons. If NSSC receives a debt transfer notice from DOI, no BOC will be issued per 5 CFR 630.209.

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## PROCESS – DECEASED DEBT

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**STEP 1. NSSC Accounts Receivable (L2)** – Receives request for indebtedness.

- A. Request for BOC is received for deceased customer.
- B. BOC is created following normal process unless otherwise advised. See Process – Creating Accounts Receivable (AR) Invoice.

**Note:** Follow Debt Management Process for all debts except for Transfer Debt involving Leave. Transfer Debts involving Leave will be waived according to 5CFR 630.209 (see Process – Payroll Indebtedness).

**Note:** Deceased Debts do not get referred to Treasury if they remain outstanding.

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## PROCESS – TRAVEL DEBTS LESS THAN OR EQUAL TO \$75 SOURCE ENTRY

**STEP 1.** **NSSC Travel (L2)** – Creates a ServiceNow Record/Task with the “Travel Debts < or = \$75” spreadsheet attached and sends to Accounts Receivable.

**STEP 2.** **NSSC Accounts Receivable (L2)** – Reviews the spreadsheet and formats.

A. Review the spreadsheet to ensure the following information is provided. Return to Travel if the information is not provided.

1. Record Number.
2. Name.
3. TA Number.
4. Amount.
5. Fund.
6. Fund Center.

B. Compare the list to the “under \$10” and “> or = \$75 lists already processed to validate there aren’t any duplicates. The lists are located at: N:\Bills of Collection\TRAVEL DEBTS \$75 AND UNDER.

C. Sort the list by Fund Center.

D. Make a tab for each Fund Center.

1. The Centers’ tab headers must be in the format below or the Macro will not work.

NSR	Name	TA	Amount	Fund	Fund Center
-----	------	----	--------	------	-------------

E. Make a folder for each center and save the center’s worksheet in each center’s folder.

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**STEP 3. NSSC Accounts Receivable (L2) – Create Source Entry template postings.**

- A. Run the “AR\_TravelUnder75\_Park” macro. The macro creates worksheets that includes the SAP parked documents.  
(Manual steps are only to be executed if the “75” Macro is unavailable)
  1. The parked documents will be used to run the Source Entry template (“Step1\_CreateJV”) macro.
- B. Pull the parked documents in SAP using SQ01.
- C. Run the “Step1\_CreateJV” macro for each document.
- D. The description needs to be MANUALLY entered in “Explanation of template” field on the template form itself:  
BA-FUND- Travel Debts< or =\$75  
(e.g., 72-SCEX22012D- Travel Debts< or =\$75)
- E. Back-up documentation for Source Entry should include:
  1. Reimbursable and Non-Reimbursable Funds: Original spreadsheet
- F. All Source Entries will be saved on the N:Drive in the centers’ folders at:  
N:\Bills of Collection\TRAVEL DEBTS \$75 AND UNDER.
- G. Create a ServiceNow Record/Task for each source entry and route a task to AR-L3 for review and to post (complete rest of the JV process as normal (See “Collection and Deposit Process” SDG – “Process 10 – Journal Vouchers” Section).
- H. Manual Steps to create source entry template (Manual Steps to be used in the event the Macro is not available).
  1. Use SAP T-code FB50
  2. Document type “ WT”
  3. Enter G/L Accounts as follows:  
1310.9999 – Debit  
6790.0000- Credit



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1319.0000-Debit  
1310.9999-Credit

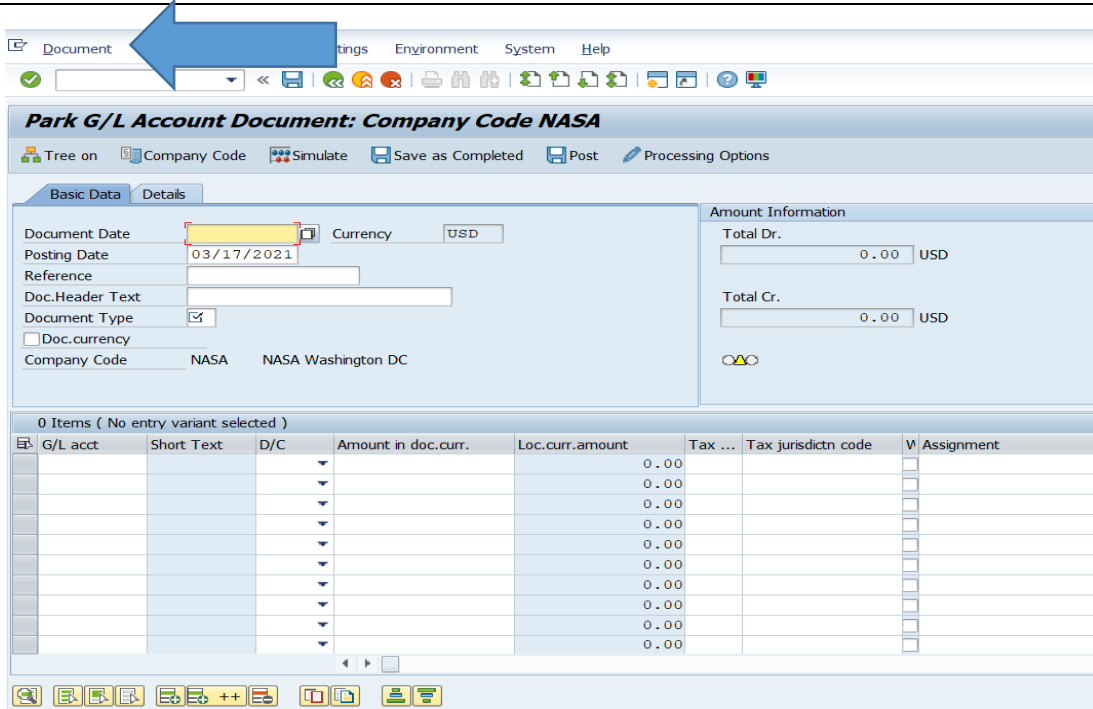
4. Enter the total amount of by fund on each G/L line above
5. Enter Trading Partner – “NONFED” for each line
6. Enter Fund Center for each line
7. Enter Posting Key for each line accordingly. E.g., 40 –Debit and 50-Credit
8. Enter Business Area for each
9. Enter Document Header Text-“ TravelDebts<or=\$75”
10. Enter Fund Center for each.
11. Enter Fund for each.
12. Click Park to park source entry.
13. Once manual steps are completed, go to Step 3, B.

**STEP 4 – AR L3 CS – Review and Post Source Entry**

- A. Review attached source entry template and supporting documentation in the Service Now task.
  1. If correct, sign, and save document to your computer. If corrections are needed, return task to L2.
  2. Access SAP T-code FV50

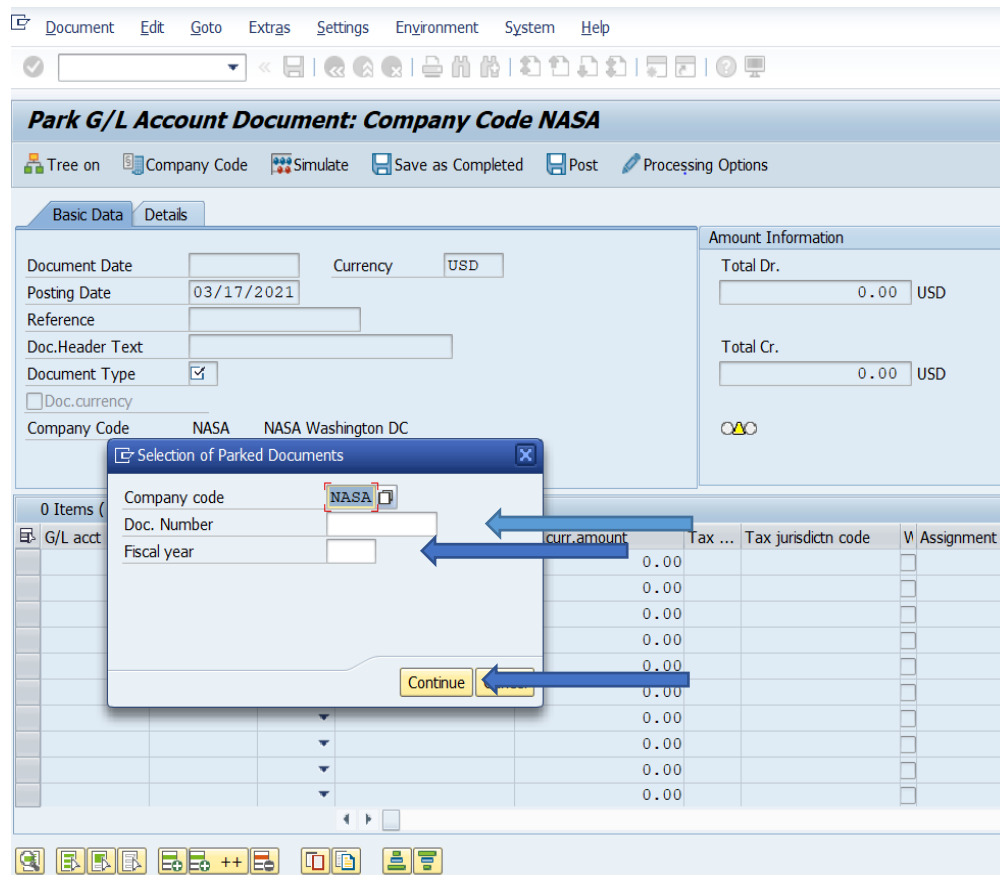
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3. Select "Document" as shown above – a drop-down menu will appear
4. From the drop-down menu select "Select Parked Document"

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5. Enter source entry document number in the “Doc. Number” field and the fiscal year then select “continue”

B. Review the following fields:

1. Document date
2. Ensure posting date is the same as the document date. If it is NOT the same, update the posting date of the source entry to prevent a FBWT difference.
3. Review all other fields and validate information is the same in SAP as it is on the source entry template.
4. Ensure total Dr. and total Cr. are the same and the icon is green.

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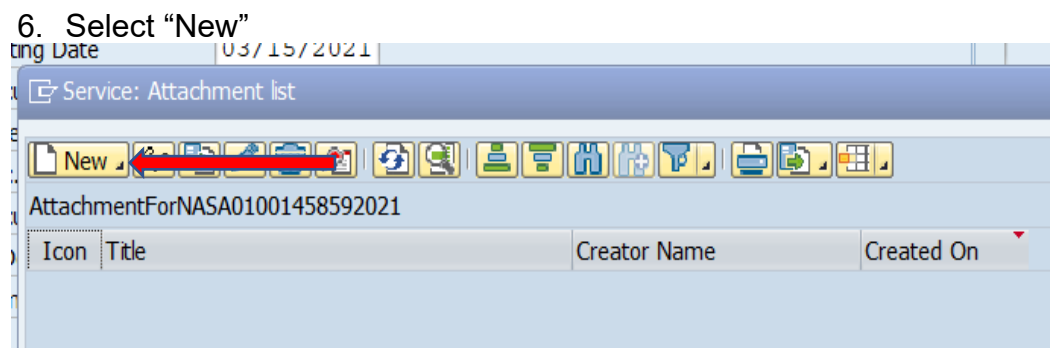
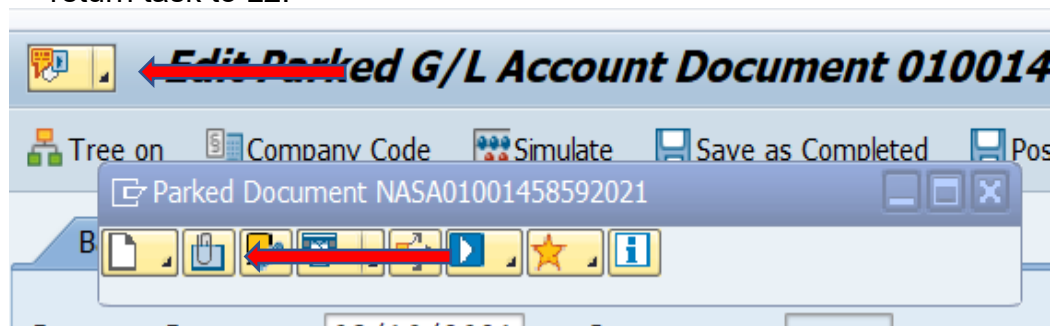
Amount Information

Total Dr.  
1,250.00 USD

Total Cr.  
1,250.00 USD

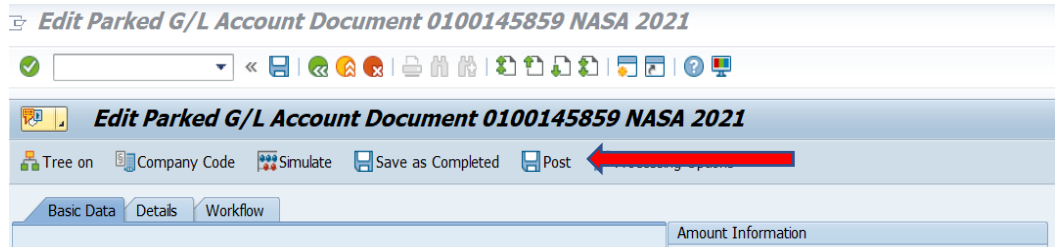
☐☐

- If everything is correct, attach signed copy of the source entry in SAP by selecting the attachment icon. Another menu will appear. Select the paper clip icon. If corrections are needed, return task to L2.



- Select "Create Attachment"
- Select saved "signed" Source Entry template with supporting documentation and select open. Once attachment appears, select green checkmark.
- Once back on "Edit Parked G/L Account Document XXXX screen" select the "Post" Icon.

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C. Attach signed Source Entry template with supporting documentation to the Service Now task and resolve.

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## **PROCESS – FREEDOM OF INFORMATION ACT (FOIA)**

### **STEP 1. Center FOIA Office – Creates FOIA Letter. Evaluate Request – Acceptance or Denial (Control Activity)**

Once the request is received, the Center FOIA Officer determines if the information requested can be released. A request is accepted or rejected according to the FOIA Act, Title 5 of the U.S.C., Section 552.

FOIA POC link is located at <https://www.nasa.gov/FOIA/index.html>

- A. The FOIA Office at the Center creates the FOIA Initial Determination Letter and Invoice.
- B. The FOIA Office then sends the Initial Determination letter and the invoice to the customer and forwards an electronic copy to the NSSC Document Imaging Department ([NSSC@nasa.gov](mailto:NSSC@nasa.gov)) with Subject: FOIA Bill of Collection.

**Note:** When an estimate for services exceeds \$250, the FOIA office will require an advance payment from the customer. An “Acknowledgement Letter/Fee Estimate” and an invoice will be provided to the NSSC to create a BOC for the advance amount due. Once the advance has been paid and the information for the requestor is generated, a final invoice along with the “Initial Determination Letter” will be sent to the NSSC to create a BOC for the remaining balance due.

**Note:** Please use current Day to Day Posting guidelines published by AAO via EPSS. EPSS URL link: <https://epss.nasa.gov/gm/folder-1.11.462004?originalContext=1.118265>. FOIA collections are posted by AR using the Day to Day posting instructions Steps 1 & 2 for “Collection with Receivable-Non Approp – Other Revenue (F-28) & Record JV (FB50).”

### **STEP 2. NSSC Document Imaging – Scan FOIA Letter into ServiceNow**

- A. The NSSC DI Department receives the FOIA Initial Determination letter and invoice into the TechDoc system.
- B. DI routes the ServiceNow Record to NSSC AR L2.

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**STEP 3. NSSC Payment Processor – Customer Account Analysis**

- A. The NSSC PP will determine if a customer account needs to be established. Query Customer list using XD03 to see if customer exists. If Customer does not exist, NSSC PP creates Customer. T-Code XD03 will display Customer Account information.

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

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

**Note:** Use T-Code XD01 to create Customer Account.

- B. The NSSC PP notifies the NSSC Account Maintainer via ServiceNow when the customer account has been established/modified in SAP.

**Note:** Due to Segregation of Duties conflict, the PP will enter/edit the account in SAP. The Account Maintainer will verify entry in SAP. If changes/correction need to be made, the ServiceNow Task will be routed back to the PP.

**Note:** Refer to Process: Payroll Indebtedness, Step 5 Create a customer account for more information.

**STEP 4. NSSC Account Maintainer – AR Invoice Created – Create AR invoice for customer (Control Activity).**

Once creation or modification of the account for the customer has been confirmed, the NSSC Account Maintainer generates the AR Invoice via FB70 in SAP for the customer.

- A. Once the Customer Account has been created and verified, the Account Maintainer creates the AR Invoice. The Customer number derives the debit 1310 account, credit 5900.0000, debit 5994.0000, and credit 2985.0000.

Use Day to Day Postings for JV process. [General - Posting Day-to-Day Non-Reim \(Job Aid\)](#)

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- B. The Account Maintainer records the billing on the spreadsheet N:\Bills of Collection\FOIA LOG.xls.  
This receivable is monitored by the NSSC until the collection is received.

**Note:** FOIA information is sent to the customer along with the bill; create the Receivable once the letter has been received by the NSSC.

**Note:** FOIA officers track who pays bills and who does not to respond to future FOIA requests.

**STEP 5. NSSC Payment Processor (PP) – Payment is Received and Posted**

- A. Use T-Code F-28 to post payment to receivable.

F-28 - Post Incoming Payments (End User Procedure)

- B. After check is received and posted, the AR PP records payment on the FOIA spreadsheet located at N:\Bills of Collection/FOIA LOG.xls, moves the FOIA BOC file from the Centers open BOC folder to the Centers closed BOC folder, and notifies the Center FOIA office of receipt by checking the FOIA notification button within the ServiceNow Accounts Receivable tab. This initiates the email notification to the center that payment was received.

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

- C. PP updates ServiceNow Task and sends FOIA collection notification to Center POCs.



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## PROCESS – FEDMIL STATEMENT OF DIFFERENCE

### STEP 1. NSSC Accounts Payable Vendor Payment Processor (VPP) – Post FedMil Financial Invoice (FI)

- A. The VPP will post a FI in the amount of the FedMil SOD. The FedMil payment date, Trading Partner, Fund and SOD amounts will be recorded in the spreadsheet.

**Note:** The FedMil Workbook is located at N:\Statement of Difference to be Worked\FedMils.xlsx

**Note:** If a FI uses the funds from the Purchase Order (PO) this is not a transaction to be recorded on the spreadsheet. Only record transactions when no goods receipt (form 103105) for full payment or other workaround is needed to eliminate a SOD. This determination is made by AP.

1. Record FI Invoice to Record Disbursement for Outstanding Amount of IPAC Charge
  - a) 2110.1000 CR
  - b) 6100.xxxx DB
  - c) 4610.0000 DB
  - d) 4901.0000 CR
  - e) 3107.0000 DB
  - f) 5700.0000 CR
    - i. Reference Field: Enter IPAC DRN#
    - ii. Text Field: Enter FedMil and the Original DRN and Dollar Amount
    - iii. Trading Partner: Enter Appropriate Trading Partner for amount posted

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2. Clear FI Invoice with Manual Clearing Document

- a) 2110.1000 DB
- b) 1010.xxxx CR
- c) 4901.0000 DB
- d) 4902.0000 CR

B. The VPP will notify the AR SP POC and backup via ServiceNow with a request to post receivable documents.

**STEP 2. NSSC Accounts Receivable Payment Processor (PP) – Create Federal Customer**

A. Use T-code XD03 to determine if a customer exists for the Center/Trading Partner combination. If no customer exists for a Trading Partner use T-code XD01 to establish a new customer.

**Note:** Since bills are not mailed, FEDMIL customers are set up for each unique Trading Partner.

**Note:** To validate Trading Partner is correct, see FB03 Account Payables posting.

**STEP 3. NSSC Accounts Receivable Account Maintainer (AM) – Post BOC**

A. Use T-code FB70 to post a BOC to the customer for the Center's FEDMIL Trading Partner indicated. The document date will match the document date of the cash transaction and is noted in the workbook by AP.

1. Create AR for Amount of the Pending Credit and/or Receipt of Goods

- a) 1310.3000 DB
- b) 6790.xxxx CR

i. Reference Field: Enter Purchase Order #

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- ii. Text Field: Enter Original DRN
- iii. Trading Partner: Enter Appropriate Trading Partner for amount posted

**Note:** The receivable must be posted in the same accounting period as the FI invoice.

**Note:** One AR posting will be made for each AP posting.

**Note:** See White Paper titled “FedMil Statement of Difference Guidance and Processing.” Refer to Appendix F.

**STEP 4. NSSC AR AM – Update FedMil Workbook**

- A. Update the FedMil Workbook with the AR Document #, Amount Posted, Date, Balance Outstanding on SOD, Trading Partner and Customer #.

**Note:** The FedMil Spreadsheet is located at N:\Statement of Difference to be Worked

**Note:** Please refer to Appendix G for FedMil Spreadsheet instructions.

**STEP 5. NSSC AP VPP – Post FedMil FI Invoice**

- A. The VPP will post a FI for the amount of the FedMil Vendor refund received or valid Goods Receipt. The FedMil transaction date, Trading Partner, Fund and amount will be noted in the workbook on a line below the original SOD.

**Note:** A refund or goods receipt may either partially or fully clear the original SOD.

**Note:** The FedMil Workbook is located at N:\Statement of Difference to be Worked

- 1. Record FI Credit for Amount of Credit Received
  - a) 2110.1000 DB

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- b) 6100.xxxx CR
- c) 4802.0000 CR
- d) 4902.0000 DB
- e) 3107.0000 CR
- f) 5700.0000 DB
  - i. Reference Field: Enter IPAC DRN#
  - ii. Text Field: Enter FedMil and the Original DRN and the Original Amount
  - iii. Trading Partner: Enter Appropriate Trading Partner for amount posted

2. Clear FI Invoice With Manual Clearing Document

- a) 2110.1000 CR
- b) 1010.xxxx DB
- c) 4610.0000 CR
- d) 4802.0000 DB

B. The VPP will notify the AR SP POC and backup via ServiceNow with a request to post receivable documents.

**STEP 6. NSSC AR AM – Post Credit Memo (CM)**

A. Use T-code FB75 to post a CM against the BOC established beginning FY2015 and use T-Code F-30 for invoices created prior to FY2015 for the original SOD. T-Code F-30 can't be used for partials payment beginning FY2015. Use the customer for the Center's FEDMIL Trading Partner indicated in the workbook. The document date will match the document date of the credit transaction and is noted in the workbook by AP. Copy the assignment number from the original AR BOC posting and paste into the assignment field of the CM posting.

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1. Record AR Credit for Amount of the Credit Received

a) 1310.3000 CR

b) 6790.xxxx DB

i. Reference Field: Enter DRN# for credit received

ii. Text Field: Enter FedMil and Original DRN and Dollar Amount

iii. Trading Partner: Enter Appropriate Trading Partner for amount posted

**Note:** The CM must be posted in the same period as the FI invoice.

**Note:** One AR posting will be made for each AP posting.

**Note:** See White Paper titled “FedMil Statement of Difference Guidance and Processing”. Refer to Appendix F.

**STEP 7. NSSC AR AM – Notify FBWT of Posting**

A. Update the Fed Mil Workbook with the AR Document #, Amount Posted, Date, Balance Outstanding on SOD, Trading Partner, Customer #.  
Resolve ServiceNow Record/Task.

**Note:** The FedMil Workbook is located at N:\Statement of Difference to be Worked

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## PROCESS – REVERSAL OF RECEIVABLE

### Invalid Bill of Collection – Reverse AR Invoice

An AR bill may be deemed invalid for many reasons. The bill may have been input to the incorrect customer/Agency Location Code (ALC), the traveler may have found receipts, etc. The NSSC or the Center may deem the bill invalid based upon research provided to the NSSC.

**STEP 1. NSSC Travel/AP/HR or Center** – Create a ServiceNow Catalog “RESCIND” task and route to AR L2 for processing.

- A. Travel/AP/HR will access ServiceNow Catalog and select the “Rescind Bill of Collection Request”, enter the original FAR record number and the original record will be related to the rescind record.

**STEP 2. NSSC AR AM** – If bill is deemed invalid, reverse AR bill using T-Code FB08.

- A. The following fields should be completed on the FB08 T-Code:

**Reverse Document: Header Data**

Display before reversal   
 Document list   
 Mass Reversal

---

**Document Details**

Document Number:   
Company Code:   
Fiscal Year:

---

**Specifications for Reverse Posting**

Reversal Reason:   
Document Date:   
Posting Date:       Tax Reporting Date:   
Posting Period:

---

**Check management specifications**

Void reason code:

1. Document Number = 1800# that is being reversed
2. Fiscal Year
3. Reversal Reason
  - a) Y7 = Rescinded by AP

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- b) W1 = Rescinded by Payroll
- c) Y8 = Rescinded by Travel
- d) X4 = Erroneous Bill
- 4. Posting Date = Today's Date
- 5. Click "Save"

B. Attach Rescind IDR form to the reversal document in SAP.

**Note:** An invalid invoice requires documentation before reversing for audit purposes. This documentation should be provided with request for reversal from NSSC or Center. This documentation will be attached to the reversal document in SAP. .

**STEP 3.** If document has already cleared, will need to reset clearing document as well. Use T-Code FBRA.

[FBRA - Reverse Clearing Document \(End User Procedure\)](#)

**Note:** The only time FBRA is used to clear a document is if a payment has been posted to the bill. Payment Processor will have to reverse the payment. If the bill is invalid and a payment was received, then a customer would be entitled to a refund, and this is coordinated with AP.

**STEP 4.** Due to segregation of duties in SAP, the AR Account Maintainer may not have access to the FBRA T-code in SAP. When requesting a Reset or Reverse/Reset the Account Maintainer will provide the AR PP with an e-mail indicating the document # and the amount. The amount allows the AR PP to validate the correct transaction has been selected prior to posting.

**STEP 5.** A letter is sent to the customer advising that the BOC has been rescinded. (See Appendix H) The notice is located at N:FM Division\Accounts Payable\_Accounts Receivable\Accounts Receivable\AR Forms and Templates\BOC Templates

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## PROCESS – LEAVE BUY-BACK

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Leave buy-back entitles an employee who has an approved worker's compensation claim to buy back leave that was used due to a job-related injury. A calculation is performed by HR to determine the amount Department of Labor (DOL) will pay and the amount the employee will pay to "buy back" the employee's leave that was previously used. NSSC AR will process the collection received from DOL and will also bill the employee for the amount owed for their portion.

**STEP 1. NSSC Accounts Receivable (L3)** – Notification of a leave buy-back situation is received from NSSC HR.

**Note:** NSSC HR counsels and assists employee on the leave buy-back process and estimated cost of buy-back. Office of Workers' Compensation Program (OWCP) pays part of the buy-back employee is entitled to directly to the employing agency (NASA). These funds cannot be paid to the employee. The employee, in most cases, also has a portion to pay to complete the buy-back process.

- A. NSSC HR will notify AR L3 via email when an employee has an approved claim for leave buy-back.
- B. AR L3 receives a copy of DOI (Department of Interior) work papers with calculated estimate from HR.
  - 1. Create ServiceNow record/task for employee.
  - 2. Attach DOI package (working papers) with all PII redacted.
  - 3. Attach all correspondence received to ServiceNow record/task for tracking.
  - 4. Keep ServiceNow record/task open until HR confirms no action pending.

**STEP 2. NSSC Accounts Receivable (L3)** – DOL payment notification received from HR.



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**Note:** Leave buy-back checks are US Treasury checks that can normally be identified by the note listed on bottom of check (compensation paid for the period of).

- A. NSSC HR will notify AR L3 when check has been issued by Department of Labor (DOL) for OWCP portion of buy-back. AR L3 should be watching for this check during the deposit process.
1. AR submits a request to HR POC to contact center payroll office (Center Labor Analyst) for funding information needed to post the DOL payment and create the BOC for the employee. NSSC HR will send the Center NSSC Form 0061.
  2. AR L3 notifies AR L2 of pending DOL payment and provides accounting/funding information when received from the Center through NSSC HR.
  3. When funding information is received, add NSSC-Form-0061 (AR Funding Information Request) to SNOW task.

**STEP 3. NSSC Accounts Receivable (L3) – DOL check received**

- A. AR L3 notifies HR POC that DOL payment has been received.
1. Send a copy of redacted check to HR POC.
- B. AR L3 notifies AR L2 that check from DOL has been received for deposit.

**STEP 4. NSSC Accounts Receivable (L2) – Create BOC**

- A. AR L2 creates BOC using ZEPY customer number with correct accounting/funding information to establish a receivable.
- B. AR L2 will post DOL check received transaction to SAP as a collection against the receivable.

**STEP 5. NSSC Accounts Receivable (L3) – Employee's debt portion**

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**Note:** NSSC HR will notify AR if employee owes portion of leave buy back debt. Employee has one year to pay his/her portion of leave buy-back debt. Leave buy-back debts are not included in the Dunning Cycle or referred to Treasury.

- A. AR L3 receives notification of employee’s portion of buy-back from NSSC HR.
- B. AR L2 bills employee for their portion of buy-back debt.

- 1. Employee pays debt in one lump sum as counseled by NSSC HR or by installments within one year of OWCP approval.

**Note:** If employee fails to pay his/her portion, the compensation funds received from OWCP must be returned. The employee loses all claim to the funds and would have to work with HR to file a new OWCP claim.

- 2. AR L3 is responsible for notifying NSSC HR that debt has been paid in full.
- 3. AR L2 sends employee “paid-in-full” letter if requested by employee.

**STEP 6. NSSC HR - DOI debt status**

- A. NSSC HR notifies DOI that employee debt has been paid in full and DOI re-establishes leave in FPPS.
- B. NSSC HR verifies that employees leave has been restored.
- C. If no further action is pending, ServiceNow record/task can be closed.

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## METRICS

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Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
Accounts Receivable	Bill		98% of bills will be created without error attributed to the NSSC.

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## SYSTEM COMPONENTS (EXISTING SYSTEMS)

IT System Title	IT System Description	Access Requirements
ServiceNow	System for receiving and tracking customer inquiries, receipts, and AR communication	User role at NSSC
SAP	Integrated Financial Management System	User role at NSSC
TechDoc	System for storing, reporting, and documenting data	User role at NSSC
FPPS/National Business Center (NBC) Datamart	System for NASA Human Resources and Payroll actions	Read Only Access, Limited Access
Concur Government Edition (CGE)	System for managing travel authorizations and vouchers	Auditor
Business Objects (BOBJ) Analysis for Office	Business Warehouse for retaining SAP and other system data	User role at NSSC

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## **CUSTOMER CONTACT CENTER STRATEGY**

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The NSSC Customer Contact Center Service Delivery Guide provides details regarding routing and escalation of inquiries for this activity.

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## APPENDIX A - ACRONYM LIST

AA	Associate Administrator
AAO	Agency Applications Office
ACH	Automated Clearing House
AFRC	Armstrong Flight Research Center
ALC	Agency Location Code
AP	Accounts Payable
AR	Accounts Receivables
ARC	Ames Research Center
BA	Business Area
BOBJ	Business Objects (BOBJ) Analysis for Office
BOC	Bill of Collection
BW	Business Warehouse
CPC	Center Program Coordinator
CFO	Chief Financial Officer
CFR	Code of Federal Regulations
CIR	Collections Information Repository
CIRA	Central Image Research Archive
CM	Credit Memo
CMP	Continuous Monitoring Program
COS	Change of Station

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CS	Civil Servant
CSRS	Civil Service Retirement System
DCFO	Deputy Chief Financial Officer
DI	Document Imaging
DOJ	Department of Justice
DOI	Department of the Interior
DP	Deposit Processor
DRN	Document Reference Number
EFT	Electronic Funds Transfer
EPSS	Enterprise Performance Support System
FAR	Federal Acquisition Regulation
FAR	Finance Accounts Receivable
FBWT	Fund Balance with Treasury
FERS	Federal Employees Retirement System
FI	Financial Invoice
FM	Financial Management
FMD	Financial Management Division
FMS	Financial Management Services
FOIA	Freedom of Information Act
FPPS	Federal Payroll/Personnel System
GL	General Ledger
GRC	Glenn Research Center

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GSFC	Goddard Space Flight Center
HHS	Health and Human Services
HQ	Headquarters
HR	Human Resources
IBC	Interior Business Center
IDR	Invoice Data Requirements
IPAC	Intra-Governmental Payment and Collection System
IRS	Internal Revenue Service
IT	Information Technology
JPL	Jet Propulsion Laboratory
JSC	Johnson Space Center
JV	Journal Voucher
KSC	Kennedy Space Center
LaRC	Langley Research Center
LOA	Line of Accounting
LWOP	Leave Without Pay
MSFC	Marshall Space Flight Center
NASA	National Aeronautics and Space Administration
NBC	National Business Center
NMO	NASA Management Office
NPD	NASA Policy Directive
NPR	NASA Procedural Requirements



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NSSC	NASA Shared Services Center
OCFO	Office of the Chief Financial Officer
OIC	Officers in Charge
OMB	Office of Management and Budget
OPM	Office of Personnel Management
OTCnet	Over the Counter Net
PAP	Personnel Action Processing
P-Card	Purchase Card
PII	Personally Identifiable Information
PMS	Payment Management System
PO	Purchase Order
POC	Point of Contact
PP	Payment Processor
RFO	Regional Finance Office
RITA	Relocation Income Tax Allowance
SAP	Systems, Application and Products in Data Processing
SBU	Sensitive but Unclassified
SDG	Service Delivery Guide
SF	Standard Form
SGL	Standard General Ledger
SOD	Statement of Difference
SP	Service Provider

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SSC	Stennis Space Center
TA	Travel Authorization
TAS	Treasury Account Symbol
TFM	Treasury Financial Manual
TROR	Treasury Report on Receivables due from the Public
U.S.C.	United States Code
USD	U.S. Dollars
USPS	United States Postal Service
VIP	Vendor Invoice Processor
VPP	Vendor Payment Processor
WBS	Work Breakdown Structure
WCF	Working Capital Fund

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## APPENDIX B – INFORMATION DATA REQUEST (IDR) – ACCOUNTS PAYABLE [VENDOR OVERPAYMENTS/IMPROPER PAYMENTS]

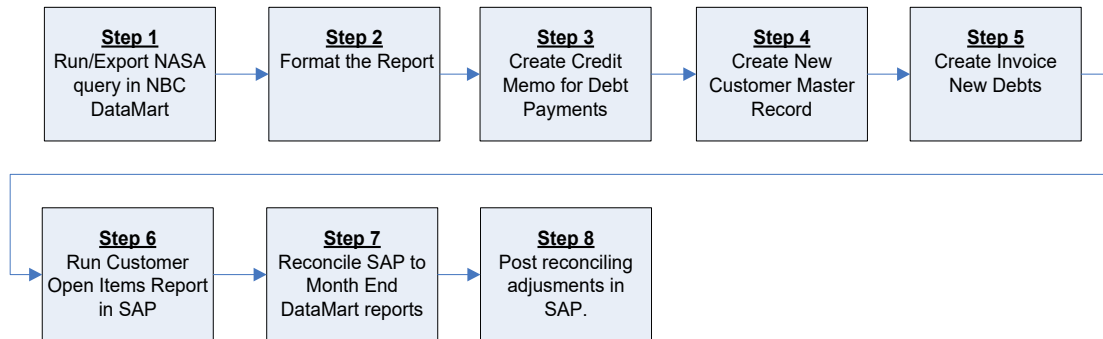
A	B	C	D	E	F	G	H
<b>AR Invoice Data Requirements Form</b>							
X	Please establish a bill with the following requirements.						
<b>Name:</b>							
<b>Center :</b>							
<b>Address:</b>							
<b>Date of Cash Disbursement:</b>							
<b>Contract / PO Number:</b>							
<b>Original SAP Document Reference Number (DRN):</b>							
<b>SAP Account #:</b>							
<b>EIN/TIN:</b>							
<b>TOTAL AMOUNT:</b>							
<b>Reason for Debt</b>							
<b>PLEASE PUT AN "X" IN APPROPRIATE BOX IF APPLICABLE</b>							
Recoup Funds due to Erroneous Vendor Payment							
CR MEMO Cannot be Consumed by Debit Invoice							
AP Closed Contract							
Vendor Refund due to Returned Items							
Vendor Refund due to Overbilling of Goods/Services							
P-Card Refund due to Erroneous Use of P-card							
Failed IDOC (Open Funds)							
AP Closed Grant							
Employee Training Refund							
<i>Explanation of Debt</i>							
<i>Internal Info</i>							
<b>Refund to the Appropriation Bill Requires All Data Listed Below</b>							
<b>GL Account:</b>							
<b>TAS (if Federal Customer):</b>							
<b>Cost Center:</b>							
<b>Internal Order:</b>							
<b>WBS:</b>							
<b>Fund:</b>							
<b>Fund Center:</b>							
<b>Submitted by:</b>							

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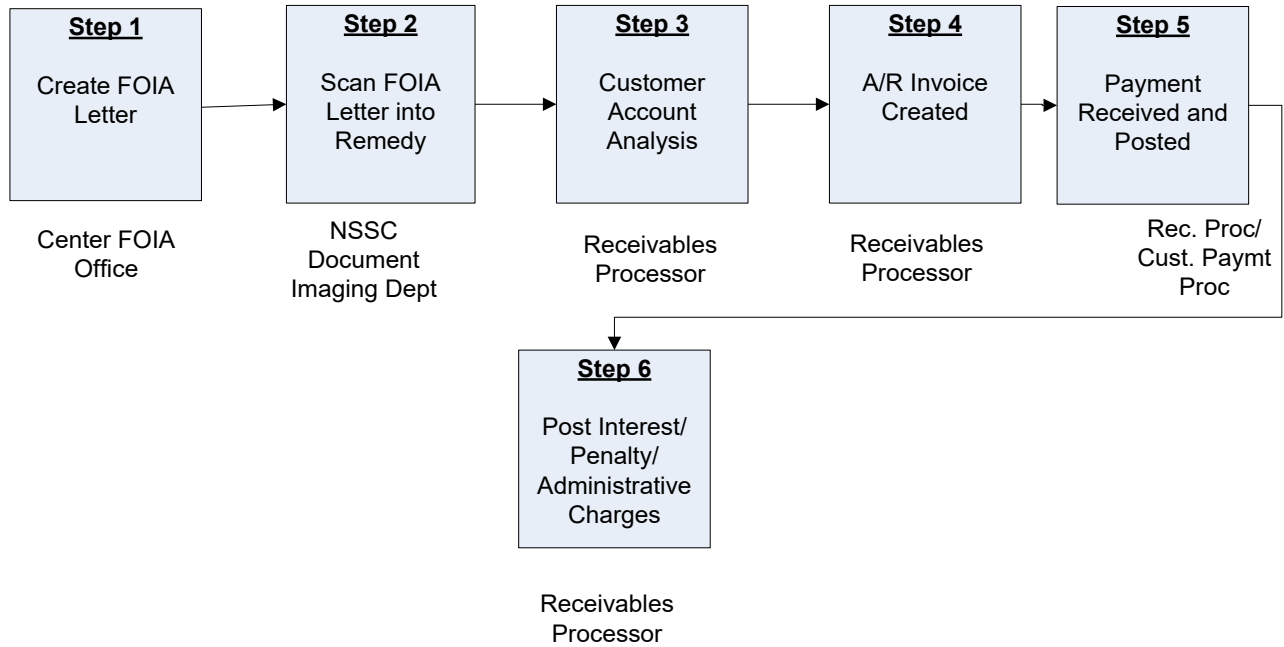
## APPENDIX C – PAYROLL INDEBTEDNESS WORK FLOW

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## APPENDIX D – FOIA PROCESS WORK FLOW

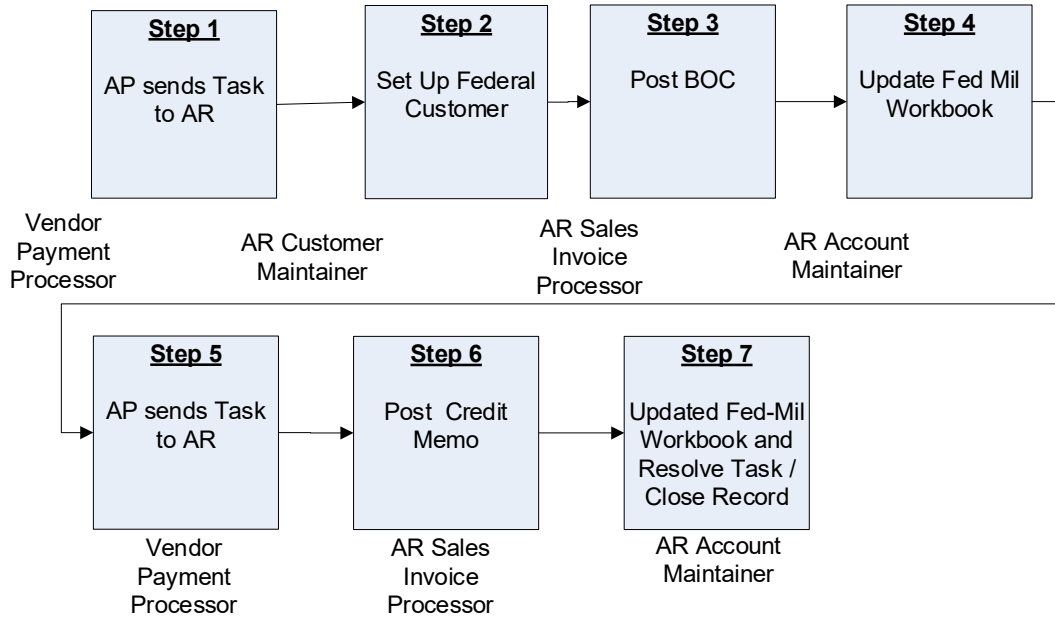


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## APPENDIX E – FEDMIL STATEMENT OF DIFFERENCE WORK FLOW



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## APPENDIX F – FEDMIL SOD GUIDANCE FROM OCFO

### Fed Mil Statement of Difference Guidance

Fed/Mil differences result from charges received via IPAC from another Federal Agency where the goods have not been received and/or where the IPAC charges that exceed the amount of the order and/or unit price.

Prior to 2008 Fed/Mil differences were recorded in suspense and then were cleared from suspense as the credits and/or goods were received. The suspense account was an open item managed account, which allowed visibility into items that had not been cleared from suspense to allow for the tracking and aging items posted in suspense. In FY2008 Treasury guidance eliminated the use of the suspense funds and the waiver granted to NASA was limited to those items that were unidentified. As a result, beginning in FY 2008 FedMil differences began to be reported as a Statement of Difference.

OCFO has determined that due to these items being charged against NASA's appropriation with Treasury that these items need to be recorded in NASA's accounting system as a disbursement and a Receivable established for the pending credits and or receipt of goods. This will clear the associated Statement of Difference for these items and will establish a receivable in the 1310.3000 account.

In order to maintain control and visibility over these items to ensure credits and/or goods are received, and the receivable is cleared a log will be maintained by the NSSC. The log will identify each item pending credit or receipt of goods, the associated SAP document that posted IPAC, the associated SAP document where the Accounts Receivable was established, and the final receipt of the credit and posting of the credit.

The posting of these IPAC's and their associated Receivables and the tracking of the credits will be done by the NSSC. The Centers will be responsible for providing the NSSC the fund, WBS, funded program, cost Center, and commitment item to post the IPAC charges and associated Receivable.

Below is the OCFO approved process for recording the Fed Mil Statement of Differences:

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Initial Recording of Fed/Mil Statement of Difference Items.

- Record FI Invoice to Record Disbursement for Outstanding Amount of IPAC Charge  
2110.1000 CR  
6100.xxxx DB

4610.0000 DB  
4901.0000 CR  
3107.0000 DB  
5700.0000 CR

Reference Field: Enter IPAC DRN #

Text Field: Enter Fed/Mil and the Original DRN and Dollar Amount

Trading Partner: Enter Appropriate Trading Partner for amount posted

- Clear FI Invoice With Manual Clearing Document  
2110.1000 DB  
1010.xxxx CR

4901.0000 DB  
4902.0000 CR

- Create A/R for Amount of the Pending Credit and/or Receipt of Goods  
1310.3000 DB  
6790.xxxx CR

Reference Field: Enter Original DRN#

Text Field: Enter Fed/Mil and Original DRN and Dollar Amount

Trading Partner: Enter Appropriate Trading Partner for amount posted

Recording of Credits Received

- Record FI Credit for Amount of Credit Received  
2110.1000 DB  
6100.xxxx CR



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4802.0000 CR  
4902.0000 DB  
3107.0000 CR  
5700.0000 DB

Reference Field: Enter IPAC DRN#

Text Field: Enter Fed/Mil and the Original DRN and Original Amount

Trading Partner: Enter Appropriate Trading Partner for amount posted

2. Clear FI Invoice With Manual Clearing Document

2110.1000 CR  
1010.xxxx DB

4610.0000 CR  
4802.0000 DB

3. Record A/R Credit for Amount of the Credit Received

1310.3000 CR  
6790.xxxx DB

Reference Field: Enter DRN# for credit received

Text Field: Enter Fed/Mil and Original DRN and Dollar Amount

Trading Partner: Enter Appropriate Trading Partner for amount posted

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## **APPENDIX G – FEDMIL SPREADSHEET INSTRUCTIONS**

The Outstanding FedMil spreadsheet is a tracking mechanism used to track any FedMil supplies identified by NASA Centers as needing to be placed in the FedMil workaround process. The FedMil workaround process represents supplies that the Centers have issues with (e.g. not receiving an ordered part or not being charged correctly for an ordered part). The spreadsheet tracks the open FedMil transactions, and any credits received against those transactions.

The spreadsheet has 25 columns and is colored to represent the department responsible for populating the data. The Green columns are input by IPAC, and the Blue columns are input by AR. The spreadsheet also has several tabs that are organized by Centers (GSFC, JSC, AFRC, and LaRC). There is a Total Outstanding tab which shows the totals (by Center) of the outstanding FedMil's. This tab also allows IPAC and AR to balance their remaining balance to see if there are any variances. The Reference Field tab is used for the drop-down list selections on the Center tabs.

The IPAC input columns are as follows:

- ServiceNow Record # — The ServiceNow Record that IPAC created to notify AR of a debit/credit.
- IPAC Accomplish Date—The date the IPAC was received by NSSC.
- IPAC DRN#—The Document Reference Number associated with IPAC received by the NSSC.
- Original IPAC DRN#—The original IPAC DRN that paid for the FedMil Invoice. (A FedMil credit transaction will have a different IPAC DRN and Original IPAC DRN since it is referencing an ordered part)
- SF1080 & IPAC Bill #— The SF1080 bill number that is sent from the supplying Agency which lists all ordered parts.
- SAP PO#— The Purchase Order number that is associated with the FedMil workaround item. Each item will have a different number and any credits received will reference a previous PO#.
- Vendor #— The vendor number in SAP that references the supplying Agency.
- TAS— The Treasury Accounting Symbol associated with the IPAC.
- Fund— The fund associated with the FedMil transaction.
- Date Cleared— The date that the SAP document was posted and cleared.
- SAP FI Doc Posting # 1900/1700's— The document number that was posted for the FedMil transaction. A 1900# is for items put into the workaround. A 1700# is for credits against previous workaround items.

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- Clearing doc #1500— The document number that cleared the 1900 or 1700 #s (second part of the transaction)
- Invoice AMT posted/cleared \$— The amount of the item placed in FedMil workaround. (1900 # only)
- Credit Memo AMT posted \$— The amount of the credit for a FedMil workaround item (1700 # only). This is entered as a negative number.
- AP Balance remaining— The amount of the AP (IPAC) remaining balance. This balance represents the workaround items that are listed as outstanding.

The AR input columns are as follows:

- Customer #— The customer number in SAP that references the supplying Agency.
- Trading partner— The trading partner in SAP that references the supplying Agency.
- Date— The date that the SAP document was entered.
- AR Invoice/Credit Memo # 1800/1600's— The document number that was posted for the FedMil transaction. A 1800# is for items put into the workaround. A 1600# is for credits against previous workaround items.
- SAP Assignment #— The assignment number that is associated with the original FedMil workaround item. The SAP assignment number is used to tie related FedMil workaround items and/or the corresponding credits together.
- Invoice AMT posted \$— The amount of the item placed in FedMil workaround. (1800 # only)
- Credit Memo AMT posted \$— The amount of the credit for a FedMil workaround item (1600 # only). This is entered as a negative number.
- AR Balance remaining— The amount of the AR remaining balance. This balance represents the workaround items that are listed as outstanding.
- AR Rev Doc # 1800/1600's— The document number for the reversal of a FedMil workaround item and/or the items corresponding credit.
- FedMil Status— The status of the FedMil. OPEN means that there is still an outstanding balance. CLOSED means that the FedMil workaround item has been resolved and there is no longer an outstanding balance. REVERSED means that the FedMil workaround item and/or the corresponding credit has been reversed.

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There are formatting and formulas requirements that are associated with the entry of these items.

### Formatting

- The FedMil workaround debits and credits are entered on its own individual rows. The credits should always be entered as a negative number.
- Each FedMil workaround debit and its corresponding credits are placed together on the spreadsheet with a border.
- There is only an outside border around the transactions. There are no borders within the transaction data.

### Example:

Z083520019	FHZ	EXCX2200E	09H9A09	1900129100	1500037028	\$822.16	\$0.00	\$822.16	2911	5700	09/30/09	1800005018	\$822.16	\$0.00	\$822.16	OPEN
Z083501026	SMS	EXCX2200E	09I29A09	1900129091	1500037017	\$4,420.16	\$0.00	\$4,420.16	2910	9700	09/30/09	1800012069	\$4,420.16	\$0.00	\$4,420.16	OPEN
Z083660091	SMS	EXCX2200E	09I29A09	1900129091	1500037017	\$11.48	\$0.00	\$11.48	2910	9700	09/30/09	1800005020	\$11.48	\$0.00	\$11.48	OPEN
Z083260002 (\$362.31), Z090260220 (\$200.82), Z083510168 (\$276.26)	SMS	EXCX2200E	09I29A09	1900129093	1500037020	\$838.49	(\$276.26)	\$562.23	2910	9700	09/30/09	1800005022	\$838.49	(\$276.26)	\$562.23	OPEN
Z083510168	SMS	EXCX2200E	03I29A09	1700003882	1500012828		(\$276.26)		2910	9700		1800002433		(\$276.26)		OPEN
Z081970029	FHZ	EXCX2200E	09I29A09	1900129102	1500037031	\$256.29	\$0.00	\$256.29	2911	5700	09/30/09	1800012041	\$256.29	\$0.00	\$256.29	OPEN
Z083260002	SMS	EXCX2200E	09I29A09	1900129095	1500037022	\$362.31	\$0.00	\$362.31	2910	9700	09/30/09	1800012043	\$362.31	\$0.00	\$362.31	OPEN
Z083260002	SMS	EXCX2200E	09I29A09	1900129097	1500037025	\$120.77	\$0.00	\$120.77	2910	9700	09/30/09	1800012049	\$120.77	\$0.00	\$120.77	OPEN
Z083260079 (\$7595.28), Z093410249 (\$1.06), Z081960143 (\$165.49), Z093020164 (\$4.14), Z083260079 (\$1515.22), Z093200008 (\$113.16)	SMS	EXCX2200E	01I27A09	1900033224	1500007956	\$9,394.35	(\$1,799.07)	\$7,595.28	2910	9700	09/27/10	1800000745	\$9,394.35	(\$1,799.07)	\$7,595.28	OPEN
Z093410249	SMS	EXCX2200E	02I02A09	1900035207	1500006342		(\$1.06)		2910	9700	02/02/10	1800000312		(\$1.06)		OPEN
Z081960143	SMS	EXCX2200E	02I22A09	1900033832	1500011388		(\$165.49)		2910	9700	02/22/10	1800002953		(\$165.49)		OPEN
Z093020164	SMS	EXCX2200E	03I09A09	1700003667	1500012388		(\$4.14)		2910	9700	04/28/10	1800001871		(\$4.14)		OPEN
Z083260079	SMS	EXCX2200E	03I29A09	1700003881	1500012826		(\$1,515.22)		2910	9700	04/28/10	1800001872		(\$1,515.22)		OPEN
Z093200008	SMS	EXCX2200E	08I39A09	1700008309	1500031248		(\$113.16)		2910	9700	02/23/11	1800002573		(\$113.16)		OPEN
Z100670639 (\$49.72), Z100680161 (\$94.20), Z182820049 (\$93.95)	SMS	EXCX2200E	04I21A09	1900036372	1500015522	\$153.27	(\$49.72)	\$103.55	2910	9700	04/21/10	1800005255	\$153.27	(\$49.72)	\$103.55	OPEN
Z100670639	SMS	EXCX2200E	05I14A09	1700002761	1500015929		(\$49.72)		2910	9700	05/12/10	1800004015		(\$49.72)		OPEN
Z100760195 (\$528.05)																

Workaround items without

Workaround items with

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### Formulas

- There are simple formulas for entries made for amounts that are used to calculate the remaining balance.
- The formula for the Remaining Balance column is the debit amount plus the credit amount. {\$\$\$ + (\$\$\$) = remaining balance}
- The formula for the credit memo amount posted (next to the debit entries only) would be the sum of all the credits entered on the spreadsheet. So every time a new credit is entered for a workaround item, that amount needs to be added to the overall sum of credits next to the debit entry.

The formulas will be applied the same on both the IPAC columns and the AR columns.

### Example:

Date cleared	SAP FI Doc Posting # 1900/1700's	Clearing doc #1500	Invoice AMT posted/cleared \$	Credit Memo AMT posted \$	AP Balance remaining
09/29/09	1900129102	1500037031	\$256.29	\$0.00	\$256.29
09/29/09	1900129095	1500037022	\$362.31	\$0.00	\$362.31
09/29/09	1900129097	1500037025	\$120.77	\$0.00	\$120.77
01/27/10	1900033224	1500007956	\$9,394.35	(\$1,799.07)	\$7,595.28
02/02/10	1900035207	1500008342		(\$1.06)	
02/22/10	1900033832	1500011388		(\$165.49)	
03/09/10	1700003667	1500012388		(\$4.14)	
03/29/10	1700003881	1500012826		(\$1,515.22)	
08/31/10	1700008309	1500031248		(\$113.16)	
04/21/10	1900036372	1500015522	\$153.27	(\$49.72)	\$103.55
05/14/10	1700002761	1500015929		(\$49.72)	

There are no credit amounts for this workaround item. So the remaining balance is \$256.29 + \$0 = \$256.29

There are multiple credits for this workaround item(s).  
The credits are added together and the sum of the credits are put next to the debit posting.  
(\$1.06) + (\$165.49) + (\$4.14) + (\$1515.22) + (\$113.16) = (\$1799.07)  
The remaining balance is \$9394.35 + (\$1799.07) = \$7595.28

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- There are formulas located on the Total Outstanding Tab within the spreadsheet. This formula is the sum of the AP Balance Remaining Columns and the AR Balance Remaining Columns.
- The formula will show the FedMil total outstanding balance that AP and AR have listed for each Center.
- If a variance is showing, then the AP and AR balances are not correct, and an error may have taken place, or a debit/credit transaction is needing to be posted.

**Example:**

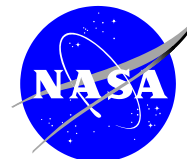
Center	AP Balance remaining	AR Balance remaining	Variance
GSFC	\$321.06	\$321.06	\$ -
JSC	\$218,360.06	\$218,395.98	\$ (35.92)
AFRC	\$8,487.90	\$8,487.90	\$ -
LaRC	\$2,331.72	\$2,331.72	\$ -
<b>Total Outstanding FedMils</b>	<b>\$229,500.74</b>		

The Variance balances the AP and AR Balance Remaining columns. Any balances shown indicate that there is an error or that transaction entries need to be posted in SAP.

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## APPENDIX H – NOTICES OF RESCINDED BILL OF COLLECTION

National Aeronautics and  
Space Administration  
**NASA Shared Services Center**  
Stennis Space Center, MS 39529-6000



Date

Customer # XXXXX  
Customer Name  
City, State Zip Code

Subject: Bill of Collection # \_\_\_\_\_ Rescinded

Dear \_\_\_\_\_:

This is to inform you that the above Bill of Collection has been rescinded. Therefore, the bill is rescinded, and you are not responsible for the previous bill in the amount of \$\_\_\_\_\_.

We have adjusted your account accordingly. Please retain this documentation for your files.

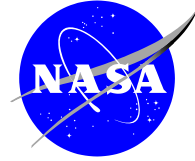
If you have any questions, or need further assistance, please contact us at 1-877-677-2123 (1-877-NSSC123) or by e-mail at [nssc-contactcenter@nasa.gov](mailto:nssc-contactcenter@nasa.gov).

Thank you,

NSSC  
Accounts Receivable Team

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National Aeronautics and  
Space Administration  
**NASA Shared Services Center**  
Stennis Space Center, MS 39529-6000



Date

Customer # XXXXX  
Customer Name  
City, State Zip Code

Subject: Bill of Collection # \_\_\_\_\_ Rescinded

Dear \_\_\_\_\_:

This is to inform you that the above Bill of Collection has been rescinded. Our Travel Department notified us on \_\_\_\_\_ that we have received your requested travel receipts. Therefore, the bill is rescinded, and you are not responsible for the previous bill in the amount of \$\_\_\_\_\_.

We have adjusted your account accordingly. Please retain this documentation for your files.

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-contactcenter@nasa.gov](mailto:nssc-contactcenter@nasa.gov).

Thank you,

NSSC  
Accounts Receivable Team



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## APPENDIX I – INFORMATION FOR FINDING PAYROLL CALENDARS

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Payroll Calendars are located at: <https://www.doi.gov/ibc/resources/payroll-calendars>

The Payroll calendar shows the beginning and end of each payroll period.

Employee payroll debt information for the pay period is available in the NBC Datamart on the Thursday following the end of each pay period.

Debts are to be posted on a timely basis. SAP is to be reconciled to the NBC Datamart Open Items report as of month end in the following month.

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## APPENDIX J – EMPLOYEE DEBT COLLECTION NOTICE

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### Important – Employee Debt Collection Information

You currently have a bill in the collection process. Please be aware of the following should you choose not to pay your bill.

If this bill is not paid in full by the due date, or if you have not contacted us at the phone number on the enclosed bill prior to the due date to dispute the debt or arrange a suitable alternative payment method, we will e-mail a Salary Offset Notification informing you that we will begin payroll deductions from your salary when the debt reaches 30 days delinquent.

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## APPENDIX K – PAY.GOV INSTRUCTIONS



Pay.gov has been developed to meet the Department of the Treasury's Financial Management Service Division's commitment to process collections electronically.

- Pay.gov is a secure, Government-wide, Internet collection portal.
- Pay.gov provides the ability to make payments by check, credit card, or debit card 24-hours-a-day.
- Pay.gov is Web-based, allowing customers to make payments from any computer with Internet access.
- Pay.gov does NOT require a login ID or password to use the service.

**For Bank Account (ACH) payments you will need:**

- Account Holder Name
- Payment Amount
- Account Type
- ABA Routing Number
- Account Number
- Check Number
- Payment Date
- Contact Telephone Number
- Bill or Debt ID Number
- Contract/PO Number
- Travel Authorization Number
- Type of Debt

**For credit or debit card payments you will need:**

- Account Holder Name
- Payment Amount
- Billing Address
- Card Type
- Card Number
- Security Code
- Expiration Date
- Payment Date
- Contact Telephone Number
- Bill or Debt ID Number
- Contract/PO Number
- Travel Authorization Number
- Type of Debt

\*Please note that credit card payments cannot be made in increments higher than \$24,999.99.

\*However, note that there is no limit on debit card payments. Only Visa, MasterCard, AMEX, and Discover are accepted.

**To make a payment:**

- Go to the NASA Shared Services Center (NSSC) Web site at <https://www.nssc.nasa.gov/home>.
- On the right side of the screen, scroll down and click **Pay NASA**.
- Select the appropriate NASA Center from the **NASA Center** drop-down menu.
- Select **Direct** from the **Transaction Type** drop-down menu. Click the **Submit** button.
- A payment screen will appear. Payments can be made using an ACH Debit or a Credit Card.
- Enter payment information in the fields provided. The required fields are marked with a red asterisk.
- For **Bank Account Debit (ACH)** payment transactions, select the desired **Scheduled Payment Options**:
  - **One Time Payment**
  - **Multiple Payments** allows you to schedule the **Frequency of the Scheduled Payments** as well as the **Total Number of Recurring Payments**.
- Click the **Continue with ACH/Plastic Card Payment** button if the payment information entered is correct. To cancel the payment, click the **Cancel** button.
- Enter a personal email address to receive a confirmation number at the end of your transaction. Please retain this number for your records.

If you have any problems with the system during the payment process, please call Pay.gov Customer Service at 800-824-1373. For all other inquiries, please contact the NSSC Customer Contact Center at 877-877-2123.



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## **APPENDIX L – NSSC ACCOUNTS RECEIVABLE REVERSAL PROCESS**

1. Accounts Receivable (AR) L2 notes a transaction that must be reversed.
2. AR L2 assesses the transaction for the type of reversal and selects the most appropriate code to be used. Please see the examples listed in the reversal reason code Tables below.
  - a. If the reversal code is one that is listed in Tables A, B or C below, AR L2 should proceed with the reversal, ensuring that documentation is attached in SAP, if applicable. The reason for reversal should be clearly notated in attachment list area.
    - i. For example, if the specific reversal is the wrong fund was used in creating the bill, AR L2 would use reversal reason code X3 and reverse the transaction.
3. For any reversal reason codes that are not identified in Table A, B or C, the NSSC AR L2 should create a ServiceNow task and elevate to L2 Supervisor to confirm which reason code should be utilized from Table D.
  - a. AR L2 initiates the reversal reason code confirmation request via a ServiceNow task using:
    - i. Request Category = Accounts Receivable
    - ii. Request SubCategory = "Reversal"
    - iii. Create a "Reversal" record and populate the form for all cash account reversals (1010/XXXX).
    - iv. Attach any relevant SAP screenshots, rejected IPACs, or any other necessary information to the ServiceNow task.
    - v. In the Work Info Notes field, create a detailed summary describing the nature of the reversal.
    - vi. AR L2 should also include a suggested reversal reason code from table D.
  - b. AR L2 will then elevate to AR L2 Supervisor
    - i. The AR L2 Supervisor will review the attached documentation, "Reversals" record, and detailed Work Info Notes, and confirm the recommended reversal reason code or suggest a new one. The AR L2 Supervisor will then return the ServiceNow Task to AR L2.
4. Once confirmed, AR L2 will post the reversal using the reason code agreed upon in the ServiceNow Task. AR L2 will also attach any necessary documents supporting the reversal in SAP.

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- At the beginning of each month, AR L3 will validate the reversal reason codes by running the Reversal Reason Code report in SAP. The reversal reason codes will be checked for accuracy, complete SAP attachments and that reversal reason is clearly notated.

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**TABLE A - BILLS**

**\*All Reversals should have appropriate annotation and/or supporting documentation attached in SAP in order to support the Reversal Reason Code Selected.\***

Code	Text	Examples
D1	Incorrect Doc Type Bill	The NSSC inputs the incorrect Doc Type on the billing document
V3	Incorrect Business Area Bill	The NSSC inputs the incorrect Business Area on the billing document*
W1	Rescinded by Payroll	Payroll rescinds Debt
W2	Reestablish Debt	Written-off Debt to Treasury but reestablished via Treasury collection of monies
W9	Approved Waiver	Debts that are waived
X1	Bill created against wrong GL account	This would be that the NSSC technician input the wrong GL account to post. (This would not be used if OCFO guidance changed triggering the GL to be changed)
X2	Incorrect Date Bill	NSSC inputs the incorrect date on the bill document
X3	Incorrect Fund Bill	NSSC inputs the incorrect fund on the billing document
Y1	Incorrect Fund Center Bill	The NSSC inputs the incorrect fund Center on the billing document
Y2	Transferred Debt	Transferred Payroll Debt
Y5	Posting Error Correction Bill	Wrong WBS, Cost Center, erroneously posted Debt when should be Credit Memo, erroneously posted Credit Memo when should be Debt; posting incorrect payment amount for a bill; bill posted as one type of debt and should be another (ZCOM, ZEPY, ZFED)
Y7	Rescinded by AP	IDR states "rescinded by AP"
Y8	Rescinded by Travel	Attach Rescinded BOC in SAP
Z1	Incorrect Customer Billed	Bill created under the incorrect customer number (mailed, entered, multiple customer numbers for same customer)
Z2	Incorrect Amount billed	Bill created for the wrong amount
X5	Center Request- incorrect amount billed	Center provided incorrect bill amount

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X6	Center Request - wrong customer billed	Center provided wrong customer number
----	--	---------------------------------------

**TABLE B - COLLECTIONS**

**\*All Reversals should have appropriate annotation and/or supporting documentation attached in SAP in order to support the Reversal Reason Code Selected.\***

Code	Text	Examples
C1	Incorrect Date Collection	NSSC inputs the incorrect date on the collection document
C2	Incorrect Fund Collection	NSSC inputs the incorrect fund on the collection document
C3	Incorrect Fund Center Collection	The NSSC inputs the incorrect fund Center on the collection document*
C4	Posting Error Correction Collection	Wrong WBS, Cost Center, erroneously posted Debt when should be Credit Memo, erroneously posted Credit Memo when should be Debt
C5	Incorrect Customer Collected	Collection applied to the incorrect customer number
C6	Incorrect Doc Type Collection	The NSSC inputs the incorrect Doc Type on the collection document
V2	Incorrect Business Area Collection	The NSSC inputs the incorrect Business Area on the collection document*
V4	Incorrect Amount Collection	The NSSC inputs the incorrect Amount on the collection document*
X9	IPAC- Customer rejection	Customer rejects IPAC
Z4	Returned Check for NSF	Used for any returned collections received (checks, fedwires, pay.govs)
Z5	Payment Applied to Incorrect Account	Payment applied to the wrong account number
Z6	Customer paid principle only	Reversed interest accrued due to customer only paying principle amount of bill
Z9	IPAC outbound interface error	

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**TABLE C - OTHER**

**\*All Reversals should have appropriate annotation and/or supporting documentation attached in SAP in order to support the Reversal Reason Code Selected.\***

Code	Text	Examples
V5	Posting Error Refund	
V6	Macro/Script Error	
Z7	Reimbursable Refund - Reimbursable Other	Explanation within Notes section in SAP and/or backup documentation (emails, memos, etc.) If reversal is a result of an NSSC error, work with L3 to determine Reversal Code
Z8	Reversal of posting on suspense	
Z9	IPAC outbound interface error	
01	Reversal in current period	<b>DO NOT USE REVERSAL REASON CODE</b>
02	Reversal in closed period	<b>DO NOT USE REVERSAL REASON CODE</b>
03	Actual reversal in current period	<b>DO NOT USE REVERSAL REASON CODE</b>
04	Actual reversal in closed period	<b>DO NOT USE REVERSAL REASON CODE</b>
05	Accrual/deferral posting	<b>DO NOT USE REVERSAL REASON CODE</b>
H1	HHS reversal	<b>DO NOT USE REVERSAL REASON CODE</b>



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<b>TABLE D - APPROVAL REQUIRED</b>		
<b>*All Reversals should have appropriate annotation and/or supporting documentation attached in SAP in order to support the Reversal Reason Code Selected.*</b>		
Code	Text	Examples
W7	AP-Other	
W8	Travel-Other	
X4	Erroneous Bill	Previous disputed bill by customer where the debt was found to be invalid *
X8	Other - (explanation required)	Reversal reason does not fit into other reversal code categories. Full explanation required in Notes section of SAP with supporting documentation, if applicable
Y3	Timing Issue	FBWT Request or having to reverse interest, fees, or penalties due to the principle amount being paid within the allotted timeframe
Y4	No Open Receivable	A collection is posted without having a receivable established.
Y6	SR submitted	Fix per SR requires reversal
Y9	OCFO Guidance	Attach Email/memo from OCFO in SAP
Z3	Mutual Agreement with Customer	Agreement has been reached with customer to reverse an item that will not be billed to them.
X7	Center Request - other	Attach Email/memo from Center in SAP

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## **APPENDIX M – TICKET ELEVATION TO ACCOUNTS RECEIVABLE L3**

Elevation to L3: All ServiceNow Records must be researched and fully documented prior to being elevated to L3. Listed below is the order of elevation for all ServiceNow Records.

### **Order of Elevation:**

1. L2 Payment Processor / Account Maintainer
2. L2 AR SP Supervisor or designee
3. L3 Primary POC. If the primary POC is unavailable, the L3 Back up POC
4. L3 AR Lead, if needed.
5. All returns for additional information are returned to L2 AR SP Supervisor or designee. Prior to Elevating a ServiceNow Task to L3, please input the following information into the ServiceNow Task:
  - a. Customer name
  - b. Customer Contact information (if applicable)
  - c. Customer SAP Account #
  - d. BOC#s
  - e. All e-mail Communications related to the ServiceNow Record
  - f. Activity or steps taken prior to elevation
  - g. Reason for elevation
  - h. State what is requested from L3

**Types of tickets to be elevated to L3:** Listed below are some of the more common issues that should be elevated to L3. Please note that this listing is not all inclusive.

1. All policy related questions should be routed to L3 for determination
  - a. L2 must reference any applicable Treasury, NPR, SDG, EPSS, or OCFO guidance in the ServiceNow Task in question.
  - b. If there is not a policy related to the issue or if L2 is unsure of which policy is applicable to the matter, L2 must confer with the AR L2 Supervisor or designee prior to routing the ticket to L3.
  - c. L2 must document in the ticket the areas checked for guidance such as the SDG, EPSS, or NPR/NPD.
2. Customer Complaints and Treasury (FedDebt) disputes
  - a. Prior to routing a ServiceNow Task to L3, L2 should try to determine the reason for the complaint from the customer. Distinguish a customer dispute, Treasury dispute or a waiver request by making sure that the

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customer is claiming that they do not owe the charges on the bill. If the customer is requesting to speak to someone from L3, elevate the ticket with details.

- i. If the record is determined to be a dispute, determine whether the dispute is a Treasury dispute or a dispute of the validity of the bill.
  - ii. If the dispute is over the validity, AR L2 will route to the functional area who originated the bill. The functional area will review the bill for validation.
- b. If the request is determined not to be a valid dispute, AR L2 will provide the details of the original communication, if applicable in the notes of the work log (i.e., what charges on the bill that the customer does not agree with).
  - c. Relate any ServiceNow Records that are related to the complaint or Treasury dispute.
  - d. If it is determined to be a Treasury Dispute, AR L2 will escalate the ticket to AR L3 immediately.
  - e. Disputed debts from Treasury are time sensitive and should be routed to L3 immediately with the applicable supporting documentation.  
NOTE: All disputed Reimbursable bill of collections must be routed to the Center for review.
3. TROR and CMP Returns
- a. Document the history of the CMP.
  - b. Begin the correction process, if applicable.
  - c. Route to L3 for review and approval.  
NOTE: Questions from OCFO related to the TROR and CMPs should be elevated to L3 immediately with any notes attached.
4. Request for Waiver/Waiver Determination (please see waiver process for detailed steps.)
- a. L2 should complete the waiver letter, including all pertinent supporting documentation. Once complete, the ServiceNow Task should be routed to L3 for review as indicated in the waiver process.
  - b. If the waiver determination is received via e-mail to Contact Center, L2 will route waiver determination to L3 so the debtor can be notified.
  - c. Once debtor is notified L3 routes ServiceNow Task to L2 to take the appropriate action i.e., remove debt from accounting system or continue collections.

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5. Salary Offset Notification (Friendly Reminder)

- a. BoT runs daily Aging Reports for each center to determine which employees should be sent friendly reminders.
- b. BoT creates a Service Now Record/Task to AR L3 for review/approval.
- c. L2 AR AM should review the Center Aging Reports weekly to ensure Records/Tasks were created for the employees for which a friendly reminder was needed. If BoT did not create one, then AR AM will create one and route to AR L3 for review/approval.
- d. AR L3 reviews/approves the request and routes to AR L2. e-mail the notice to the employee using the AR mailbox.
- e. AR L2 will email the notice to the employee using the AR mailbox by checking the “Friendly Reminder” box on the Accounts Receivable tab in the Service Now. After the notification is submitted, save a copy in of the email in TechDoc.

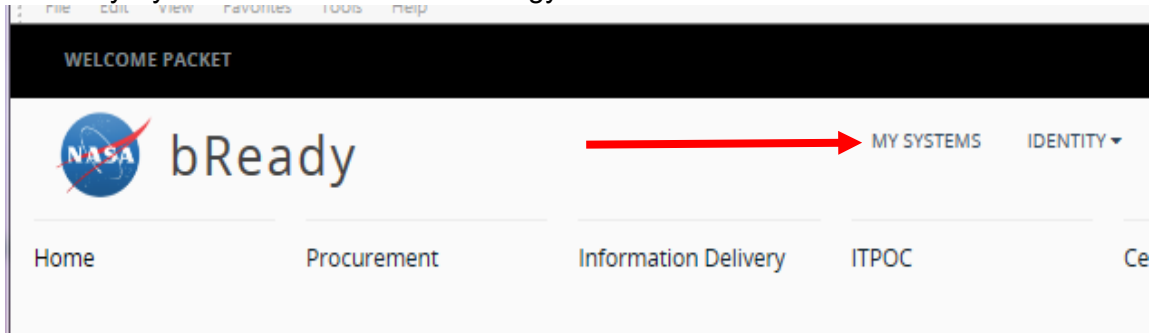
6. Request for “Paid in Full” on receivables

- a. Determine if the debtor can be provided an account statement to fulfill the request. If so, L2 should initiate an account statement and send to debtor.
- b. If the customer has requested a receipt of check or “paid in full” on the account statement, L2 will elevate to L3 to finalize.

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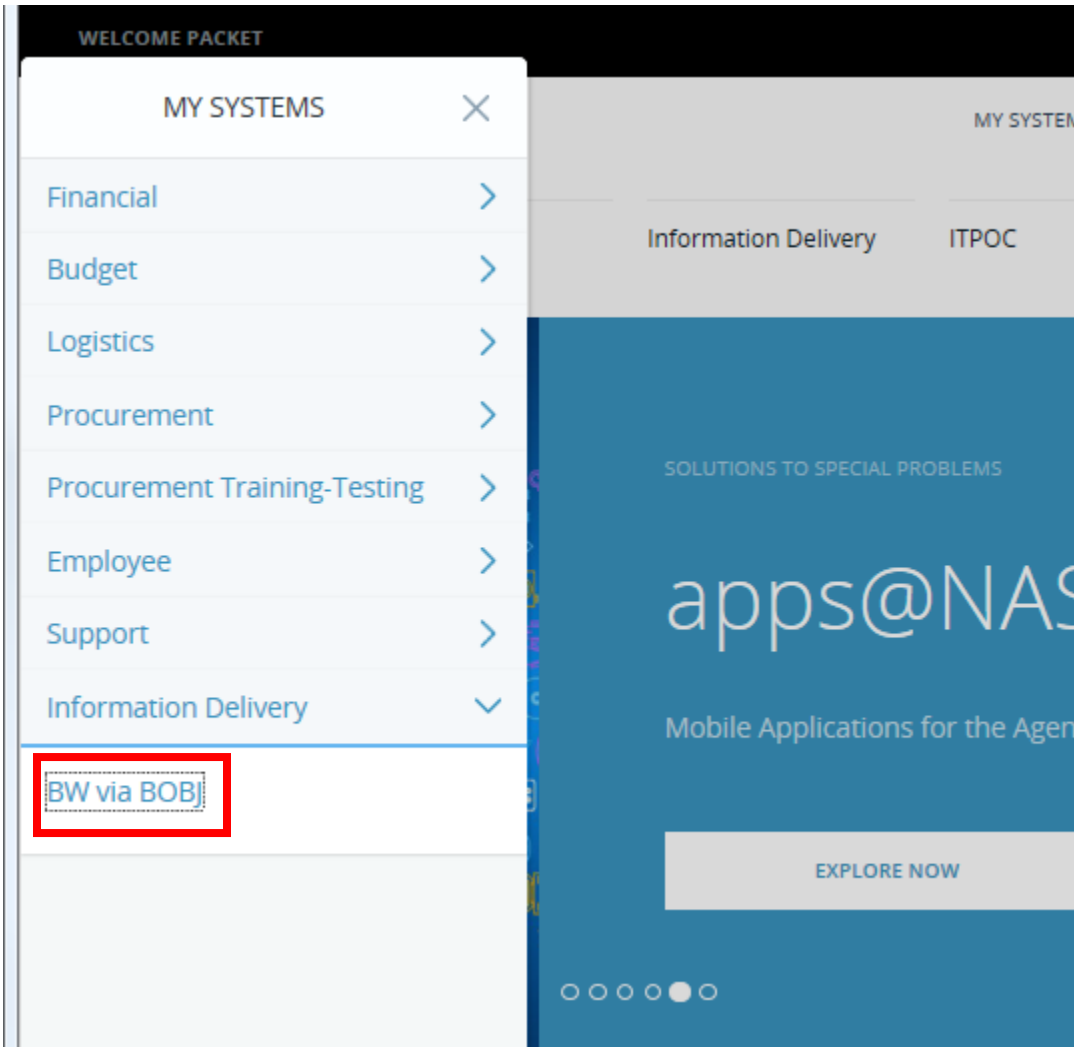
## APPENDIX N – DEBT ACCOUNTING CODE PROCESS

1. Log into BOBJ via bReady; <https://bobjprd.ndc.nasa.gov/BOE/BI>
2. Go to My Systems/Information Technology

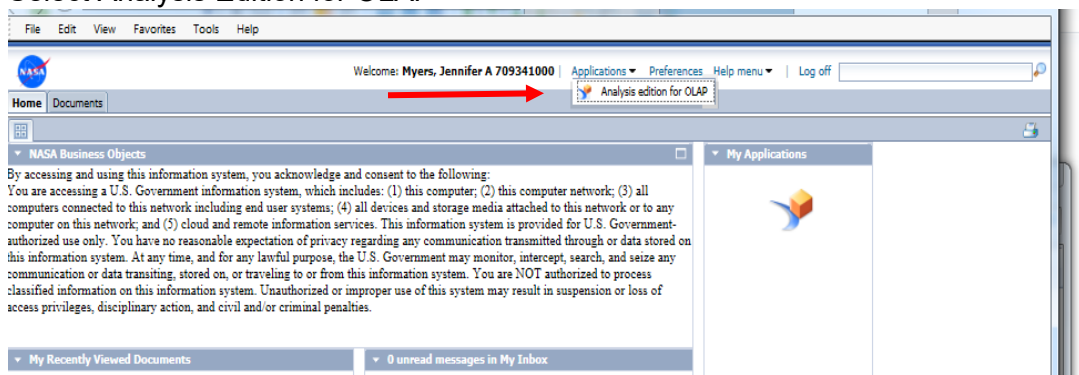


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3. Select BW via BOBJ

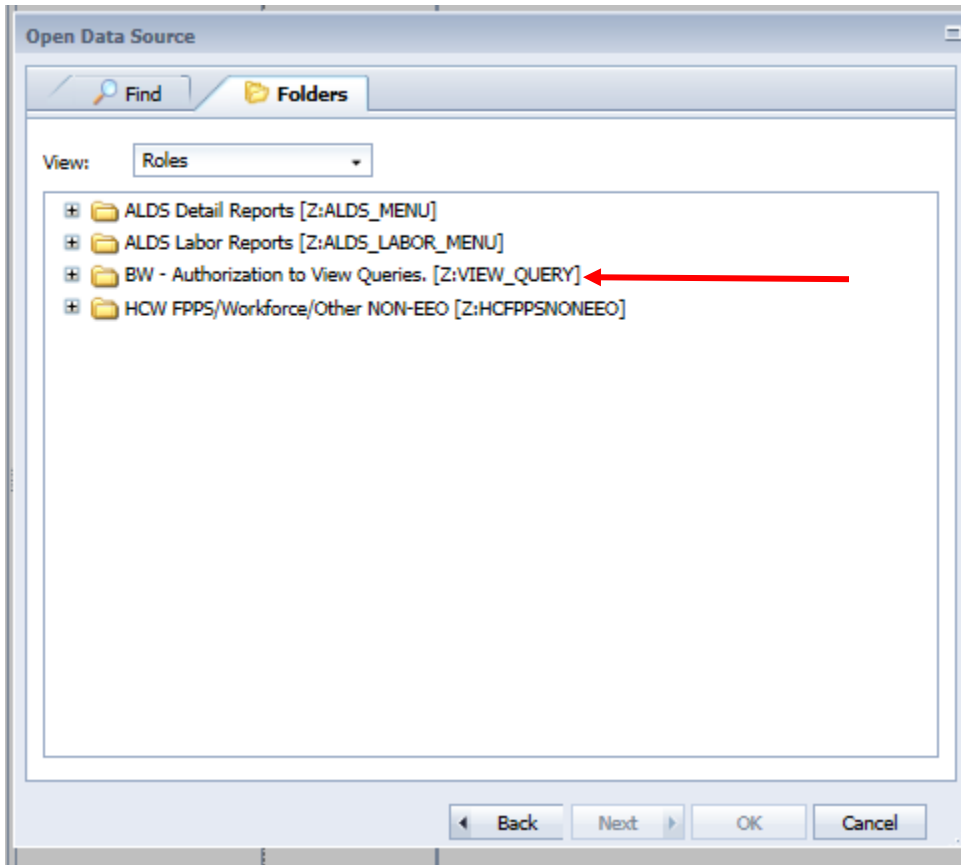


4. Select Analysis Edition for OLAP



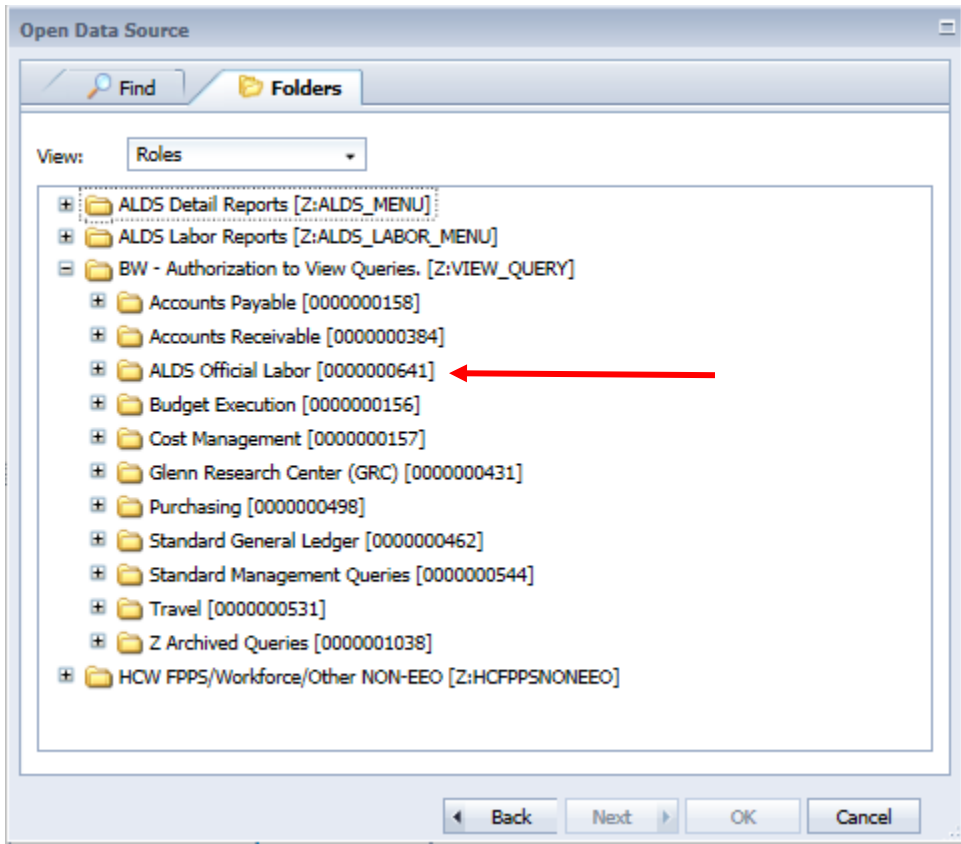
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5. Select BW Authorization to View Queries



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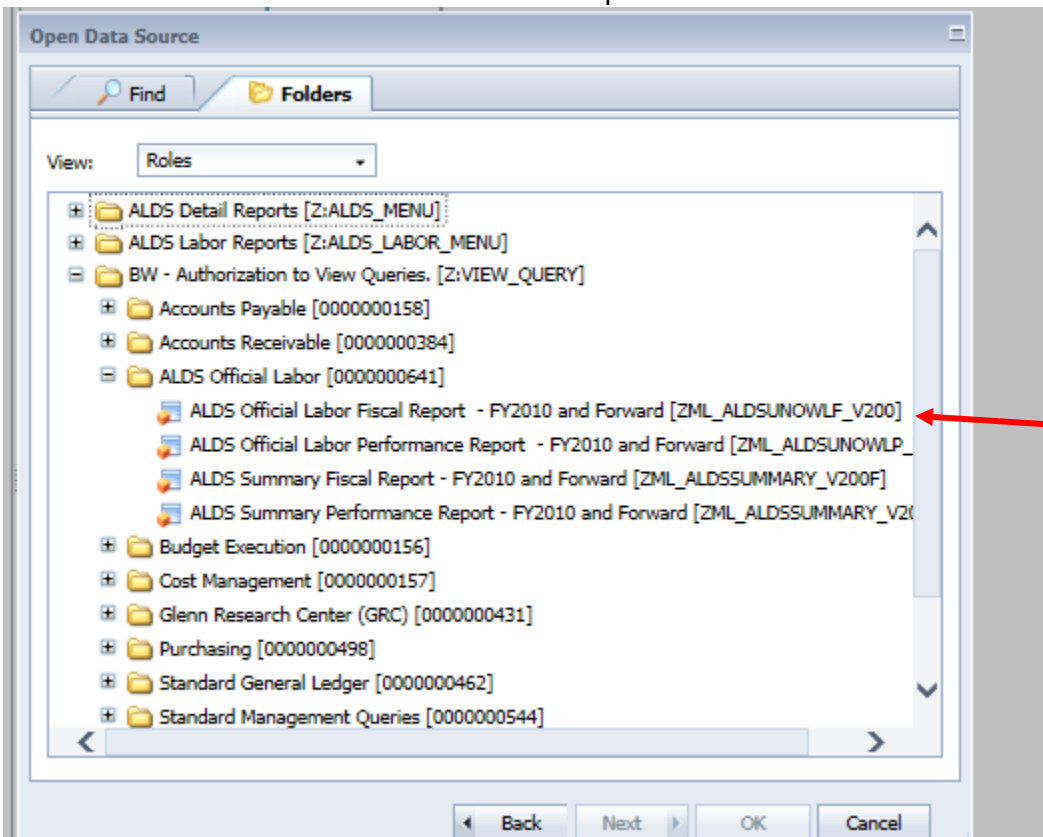
6. Select ALDS Official Labor



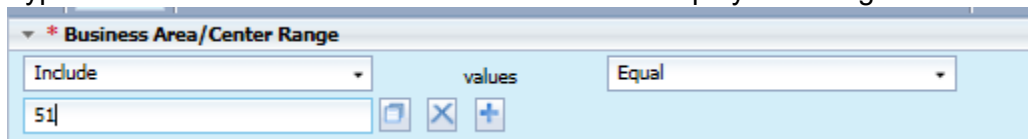


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7. Double Click on ALDS Official Labor Fiscal Report – FY2010 and forward

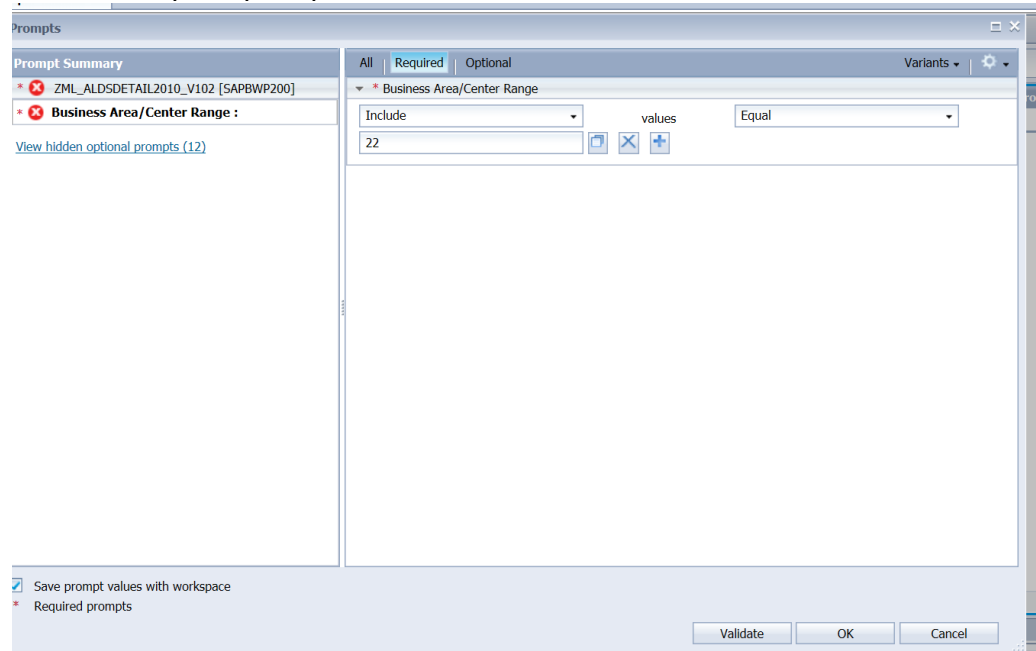


8. Type in the Business Area of the Center to which employee belongs

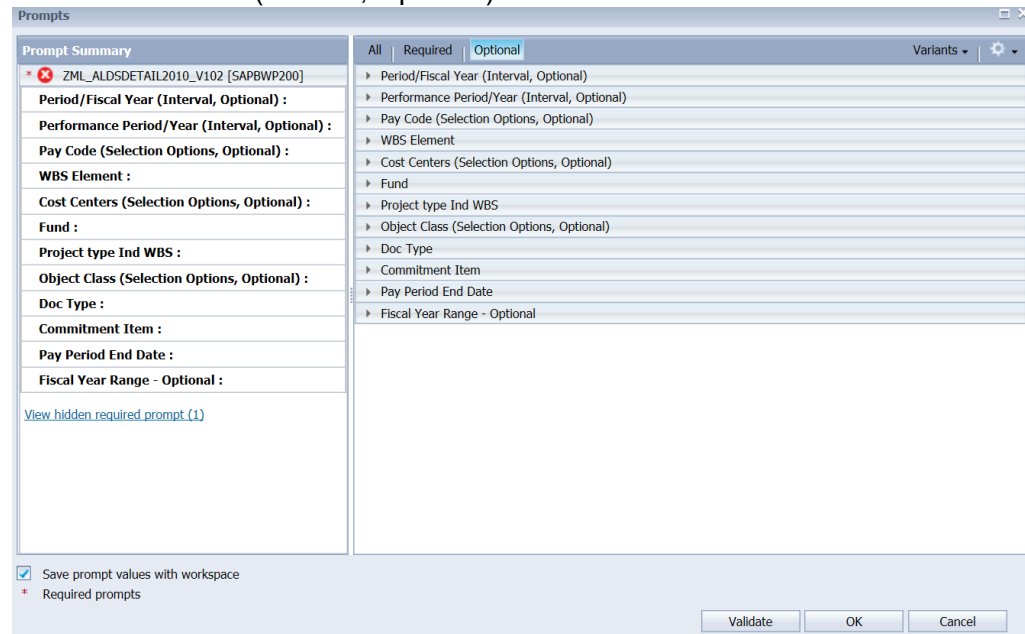


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9. Click View hidden option prompts



10. Select Period/Fiscal Year (Interval, Optional)



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11. Enter Period/Fiscal Year-e.g., “Start”- 001/2018 “End”-009/2018 and then Click “Ok”

The screenshot shows the SAP Prompts dialog box. On the left, the 'Prompt Summary' pane lists several prompts, including 'Business Area/Center Range : Equal: 51 INC' and 'Period/Fiscal Year (Interval) : 001.2018 - 00'. The main area on the right is divided into 'All', 'Required', and 'Optional' tabs. Under the 'Required' tab, the 'Period/Fiscal Year (Interval)' section is highlighted with a red oval. It shows 'Start: 001.2018' and 'End: 009.2018'. At the bottom right, there are three buttons: 'Validate', 'OK', and 'Cancel'. Red arrows point to the 'Validate' and 'OK' buttons.

12. From the “Data” Boxed area at the far left, drag and drop the following into the “Rows” Boxed area to the right of it:

- a. Employee Name
- b. Pay Period
- c. WBS
- d. G/L Account
- e. Fund
- f. Cost Center
- g. Order

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The screenshot displays the SAP Fiori Key Figures configuration interface, divided into two main panes: 'Data' and 'Layout'.

**Data Pane:**

- Top bar: Data
- Navigation: Prompts
- Selected Object: ZML\_ALDSUNOWLF\_V200 [SAPBW200]
- Key Figures List:
  - Labor Hours
  - FTE Annual
  - FTE Monthly
  - FTE Pay Period
  - PWE Annual
  - PWE Monthly
- Dimensions List (with expand/collapse icons):
  - ALDS Doll Report Flg
  - ALDS FTEs Report Flg
  - ALDS Hrs Report Flg
  - ALDS PWEs Report Flg
  - Business Area
  - Commitment item
  - Cost Center
  - Document Type
  - Duty Station
  - Employee Name
  - Fiscal Year Indicator
  - Fiscal Year Variant
  - FTE Flag
  - Fund
  - Fund Type
  - Funded Program
  - Funds Reservation
  - Funds Reservation LI
  - G/L Account
  - ITD WBS Element
  - Mission/Mission Equivalent
  - Obj Cls Grp Summary
  - Object Class
  - Order
  - Pay Code (LV Masked)
  - Pay Date
  - Pay Period End Date
  - Pay Period YYYYMM
  - Performance Year/Per
  - Period/Fiscal Year
  - Posting Date
  - Posting Period
  - Prog vs Ins Ind
  - Program Year
  - Program/Program Equivalent
  - Project Type Ind

**Layout Pane:**

- Columns: Key Figures
- Rows:
  - Employee Name > Employee
  - Pay Period YYYYMM > Pay F
  - WBS Element > WBS Eleme
  - G/L Account > G/L Account
  - Fund > Fund
  - Cost Center > Cost Center
  - Order > Order
- Background: (Empty)

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13. Right click on Employee Name.

Employee Name	Pay Period YYYY	WBS Element	G/L Account
BAHM,		339442.01.02.03	Result Reg Sal GS/GM I
		339442.01.02.01	Result Reg Sal GS/GM I
		339442.01.02.01	Result Reg Sal GS/GM I
201801		339442.01.02.01	Result Reg Sal GS/GM I

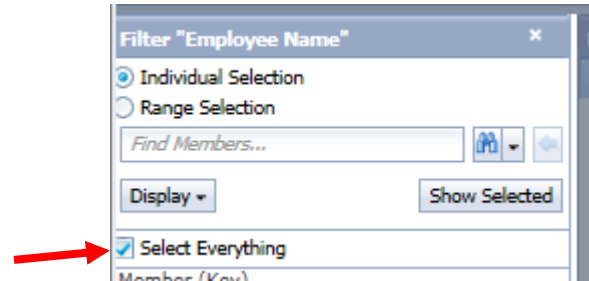
14. Select Filter → By Member

Employee Name	Pay Period YYYY	WBS Element	G/L Account
			Result Reg Sal GS/GM I
		339442.01.02.01	Result Reg Sal GS/GM I
		339442.01.02.01	Result Reg Sal GS/GM I
201801		339442.01.02.01	Result Reg Sal GS/GM I
201802		339442.01.02.01	Result Reg Sal GS/GM I
201803		339442.01.02.01	Result Reg Sal GS/GM I

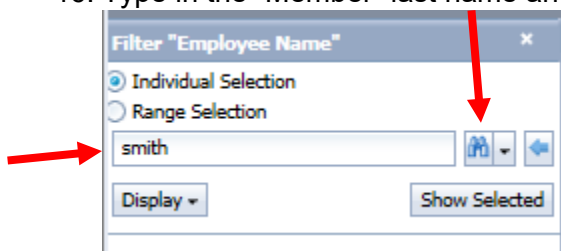
15. Once filter box comes up with employee listing, click off “Select Everything” by unchecking box. (Note: there may be a delay during this process, so you must wait for it to catch up)

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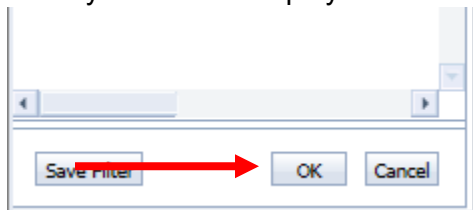
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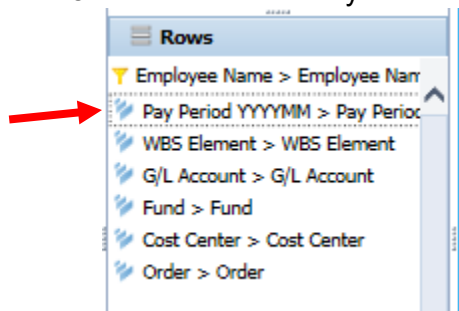
16. Type in the “Member” last name and click OK. Member is the employee name.



17. Once you see the employee’s name check that box and click OK

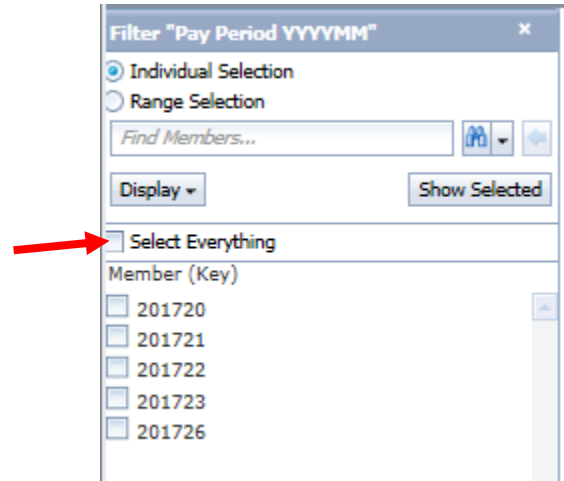


18. Double click on Pay Period.



19. Once filter box comes up with Pay periods listed, click off “Select Everything” by unchecking box and select only the pay period (or range of pay periods) you want to see. (Note: there may be a delay in this process)

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20. Identify the WBS for the REGULAR HOURS to which the employee charged the most time. The column you will be focused on is “LABOR HOURS” in the “Key Figures” Section of the Report. That tells you the number of hours worked for a pay period.

Pay Period YYYY	WBS Element	G/L Account	Fund	Cost Center	Order	Key Figures					
						Labor Hours	FTE Annual	FTE Monthly	FTE Pay Period	PWE Annual	PWE Monthly
Result	Result	Result	Result	Result	Result	125.25					
201726	736466.02.03.02	Result	Result	Result	Result	125.25					
		Lump-Sum GS/G	Result	Result	Result	125.25					
			SSM/Q22018D	24550 : FLT INS	Result	125.25					
					FC000000 : Non	125.25					

21. Capture in a snip it screen shot. Ensure the accounting code elements are visible.

22. If the debt is \$1,000 or over, the funding information from BOBJ is sent to the center for validation.

a. Use the following e-mail template:

NSSC has received a [transfer debt] over \$1000.00 and identified the attached accounting code data to be used for posting to SAP. Please provide concurrence or non-concurrence on whether you agree with this accounting code data. If you non-concur, please provide all elements of the accounting code data to be used for this posting.

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## APPENDIX O – DETERMINE CREATOR OF CUSTOMER MASTER

1. Use T-code XD03.
2. Enter Customer Number and click green check mark.

**Customer Display: Initial Screen**

Customer: 122610

Company code: NASA

Sales area:

Sales Organization:

Distribution Channel:

Division:

Buttons: All sales areas..., Customer's sales areas...

Toolbar: [Green Checkmark] [Back] [Forward] [Print] [Close]

3. Select Extras → Administrative Data

**Display Customer: General Data**

Customer: 122610

FIBERTEK, INC.

HERNDON



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4. Administrative date shows ID number of creator.

The screenshot shows a software window titled "Administrative Data". It is divided into two main sections: "Control" and "Entry".

**Control Section:**

- Account group: ZCOM Non-Federal
- One-time account

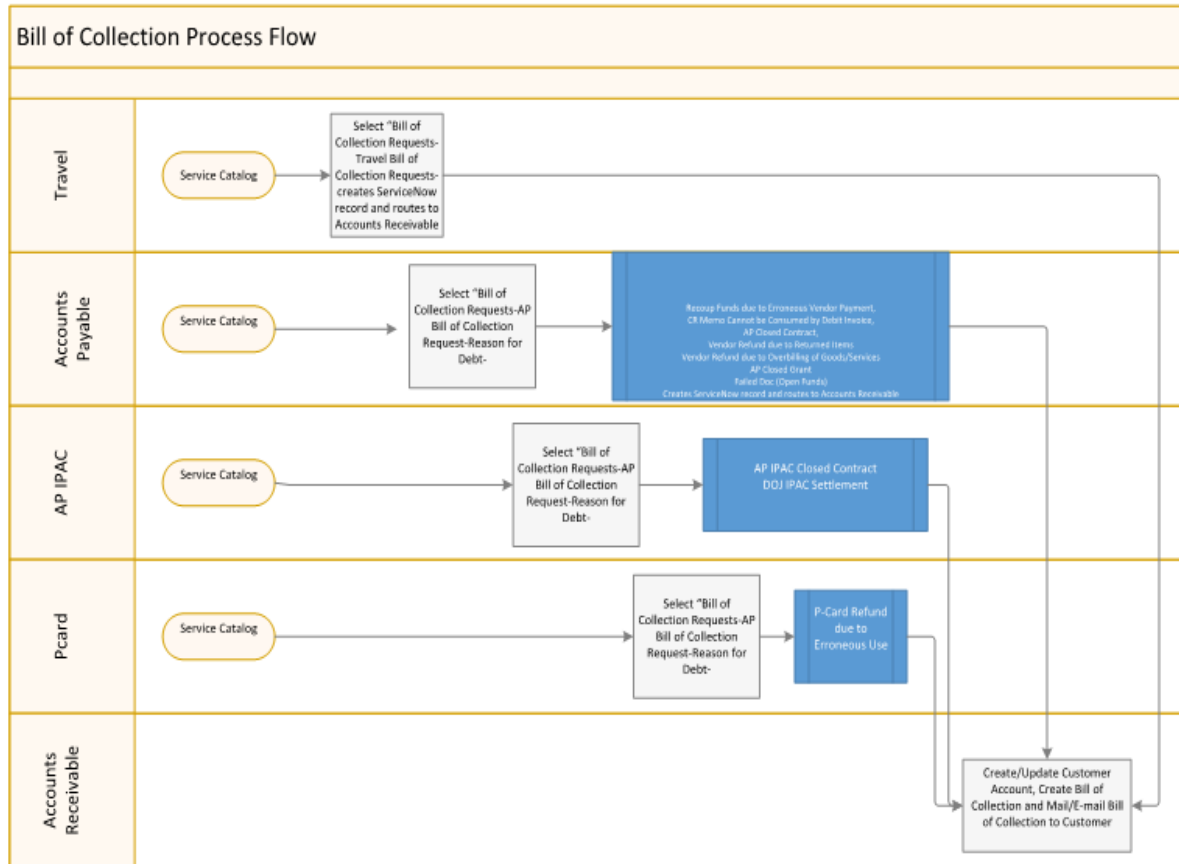
**Entry Section:**

Area	Created by	Date
General data	NS000294	06/12/2018
Company code	NS000294	06/12/2018

A green checkmark icon is visible in the bottom right corner of the window.

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## APPENDIX P – BILL OF COLLECTION PROCESS WORKFLOW



Responsible Office: Accounts Receivable  
 Subject: Accounts Receivable – Non-Reimbursable – Establishment of Receivables

