U.S. Department of the Interior
NBC
National Business Center

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CUSTOMER AGREEMENTS SYSTEM

Version 2.0

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Welcome to the Customer Agreements System

Welcome to the Customer Agreements System (CAS), the U.S. Department of the Interior National Business Center's (NBC) Web-based application to create and process Inter-Agency Agreements (IAA). The CAS helps you manage all phases of the IAA process, including specifying requirements, obtaining NBC and Customer approvals, sending data to the financial management system, billing set-up, agreement administration research, and reporting. For the purpose of this document, the terms "agreement", "agreement transaction", and "agreement form" infer that they are of the Inter-Agency type.

USING THIS GUIDE

This guide describes how to use the CAS to manage the IAA process. A glossary of acronyms and terms is provided. A Quick Reference Guide, which gives step-by-step guidance on how to create an agreement, is available under the online help menu.

The Guide contains seven parts:

A. PART I - CUSTOMER AGREEMENT BASICS

This part provides an overview of the CAS, the agreement processing methodology, how to access the application, the site layout and how to search for an existing agreement.

B. PART II - CREATING AN AGREEMENT TRANSACTION

This part provides information on the role of the Creator and how to create and approve an agreement transaction to be routed for NBC approval.

C. PART III - NBC DIRECTORATE APPROVAL PROCESSING

This part provides information on the roles of the Business Line Manager and the Assistant Directors in reviewing and processing agreement transactions for NBC directorate approval prior to sending them to the Customer for approval.

D. PART IV - CUSTOMER APPROVAL

This part provides information about how Customers can review and approve their agreement and mail it back to the NBC Fiscal Support Branch (FSB) of the Budget and Finance Directorate for follow-up processing.

E. PART V - NBC FISCAL SUPPORT BRANCH

This part provides information about the role of FSB users in matching returned, Customer-approved agreements with the electronic version and how to complete the entry of Customer supplied information so that the agreement transaction can be routed to the NBC Budget Officer for approval.

F. PART VI - NBC BUDGET OFFICE

This part provides information on the role of the NBC Budget Office in reviewing and approving agreement transactions.

G. PART VII - OTHER FUNCTIONS

This part includes information on how to copy an existing agreement transaction; modify an agreement transaction, terminate an agreement transaction, print an agreement transaction; the Reports function; and estimated reimbursement (ER) and reimbursable agreement (RA) load processing considerations.

ON-LINE RESOURCES

The Help tab on the CAS menu bar can be used to obtain a user id and password, find contact information, access the Glossary, User’s Guide, Quick Reference Guide, Signature Request Form, Pricing Calculator Module, information to login or logout and report problems with the system.

PART I – CUSTOMER AGREEMENTS BASICS

This part discusses the overall Customer agreements process, which includes how to search for, create, route and approve agreement transactions within the system. These transactions document the agreement between the NBC and its Customers for product(s) and/or service(s) that will be provided during a specific time period, under specific circumstances, and at an identified price.

CHAPTER ONE - INTRODUCTION

The CAS simplifies and organizes IAA's by providing systematic control over the agreement process. Its key benefits are:

- Create new agreements either from scratch or by copying an existing agreement including the statement of work (SOW) and route list;
- Identify and/or update the person assigned to review and/or approve each agreement transaction using the route list features;
- Locate a specific agreement transaction(s) using robust search features;
- Check on the status of an agreement using status reports;
- Approve agreement transactions with the NBC e-signatures; and
- Have an historical inventory of completed agreement transactions.

Email notifications are sent to every route list route path approver and reviewer reducing the time it takes to fully review and approve an agreement transaction.

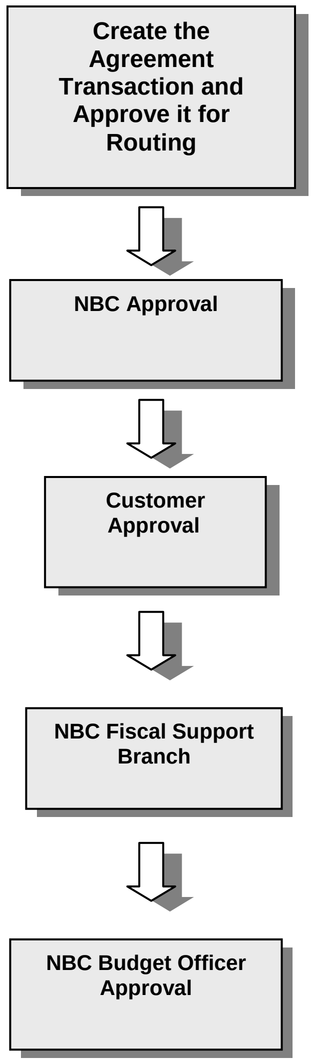
The CAS also features a sophisticated interface with the financial system to automatically establish estimated and final reimbursable documents. By linking the CAS to the financial system, the benefit of time saved by avoiding the need to re-key transactions is realized.

Other CAS features include:

- Secure, persistent session management using Secure Socket Layer (SSL) and User Authentication
- Electronic User Registration
- Automatic generation of agreement number
- Web-enabled, browser-accessible application available almost anytime from anywhere
- Agreement forms, SOW and route list preparation with data validation to ensure data integrity
- System-generated cost accounts
- Ability to email the agreements to Customers via a URL link
- Send cost accounts to payroll system for populating the Quicktime Master Account Code File
- Pricing Calculator
- What's New Section
- Audit trail, cancelled reports and status reports
- On-line help utility
- In compliance with DOI/NBC IT architecture

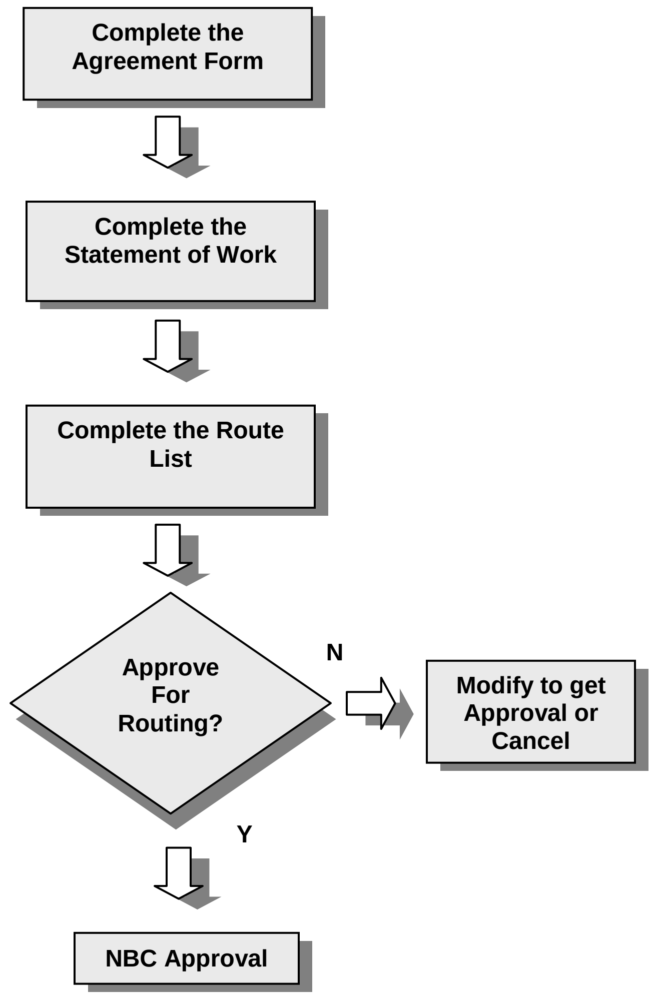
NOTE: At times, Customer organizations prefer to prepare their own IAA and provide the completed paper forms to the NBC for review and approval. ***These agreements created and approved by the Customer and the NBC outside of the system must be entered into the CAS***. An "outside" paper agreement can be scanned into the system and saved as an attachment once the information for that agreement is key-entered into the CAS using the Add a New Agreement feature. Please contact the Site Administrator for further detail on how to get 'outside' agreements entered into the application. Site Administrator contact information is located behind the Contact Us tab on the CAS home page. ***In all cases, 'outside agreement transactions' are required to be entered into the system***.

Creating and fully approving IAA transactions within the CAS involves five phases:



Throughout each phase, users can research the status of any agreement transaction by searching and generating a status report or clicking on Status on the CAS Search screen.

The process of creating and approving the agreement transaction so that it routes to each approval authority on the route list involves four phases:



A draft agreement transaction consists of an agreement form [all required fields contain valid data], a SOW [containing at least one activity and one task] and a route list [containing at least Business Line Manager and Budget Officer route paths].

Creators are users within the application who have the ability to create agreement transactions and approve them to start the NBC approval routing process. The Creator can develop an agreement transaction over a period of time or all at once. The Creator supplies and submits all of the required information on the Add a New Agreement screen and the Agreement Number wizard automatically assigns a number to the agreement transaction. From this point, the agreement transaction is identified by its corresponding agreement number and can be searched and selected for review, approval processing, and/or input of additional information.

Complete the Agreement Form: The Creator completes all of the required information on a new agreement [or edits the information contained in a copy or modification of a prior agreement], so that the agreement form information suits the need at hand.

Complete the SOW: The Creator develops the SOW for a new agreement by using the Task Manager and Activity Manager wizards [or edits the SOW information contained in a copy or modification of a prior agreement], so that the agreement transaction contains at least one task and one activity under that task and fits the need at hand.

Complete the Route List: The Creator develops the route list for the agreement transaction either by selecting one from the saved route lists, constructing a new one from scratch or retains the information contained in a copy or modification of a prior agreement. Saved route lists can be edited for the need at hand and the edited list can be saved under a different name for future ease of access.

Approve for Routing: When complete, the Creator approves the agreement transaction for routing using the Approve icon at the top of the agreement screen. An optional approval note that is viewable by other users of the application can be added.

Only a Creator can cancel his/her own draft agreement to clear it from the system if it is no longer needed. This is done using the Cancel icon at the top of the agreement screen; or by clicking on Cancel in the Options portion of the Search screen. The Cancel icon is displayed only on the Creator's screen and only if the agreement is in Draft status. Cancellation of draft agreements within the system removes the draft agreement from a Creator's list of search results and makes searching for a specific agreement more manageable.

Once an agreement transaction has been approved for routing by the Creator, it must be approved within the NBC. The table below defines the required route paths that were provided by each NBC Directorate. Exceptions to required can be granted by contacting a Site Administrator or initiating a Problem Report form.

REQUIRED ROUTE PATHS FOR EACH NBC DIRECTORATE

Directorate	Agreements with New Clients	All Other Agreements
Federal Personnel Payroll Systems and Services Information Technology Administrative Operations Aviation Management Strategic Management of Human Capital Appraisal Services	Business Line Mgr, Assistant Director, and Budget Officer	Business Line Mgr, Assistant Director and Budget Officer
Budget and Finance	Business Line Mgr, Assistant Director, and Budget Officer	Business Line Mgr and Budget Officer

ROUTE PATH APPROVAL AUTHORITY TYPES

The approval authority type consists of:

- Non-Signature Approver
- Business Line Manager
- Assistant Director
- Budget Officer

Of these four approval types, the Creator **MUST** select Business Line Manager (in the approval authority type) and, in the next box, click on the appropriate name for the Business Line Manager of this agreement. The Creator **MUST** select Budget Officer (in the approval authority type) and, in the next box, click on the appropriate name for the Budget Officer who will approve this agreement. Depending on the rules of the Creator's directorate, the Assistant Director (approval authority type) and his/her name needs to be selected. The Creator may choose to enter Non-Signature Approvers on this agreement, but is not required to do so.

> **NOTE:** Normally, the Business Line Manager approval occurs as part of the NBC approval before the agreement transaction is sent to the Customer. Budget Officer approval occurs after the approved and signed agreement is returned from the Customer and is described in the section titled, "NBC Budget Officer Processing."

> **NOTE:** A user assigned any one of the three signing privileges (Business Line Manager, Budget Officer, Assistant Director) for an agreement needs to have a signature image on file within the system. Procedures for signature images are found in the Help function. Once the user clicks the Approve icon within an agreement, his/her signature image is automatically affixed to the Agreement Form Block 13 NBC Approval Section.

Each of the Business Line Manager, Assistant Director, and Budget Officer functions can have a primary approver, an alternate approver, and a reviewer(s).

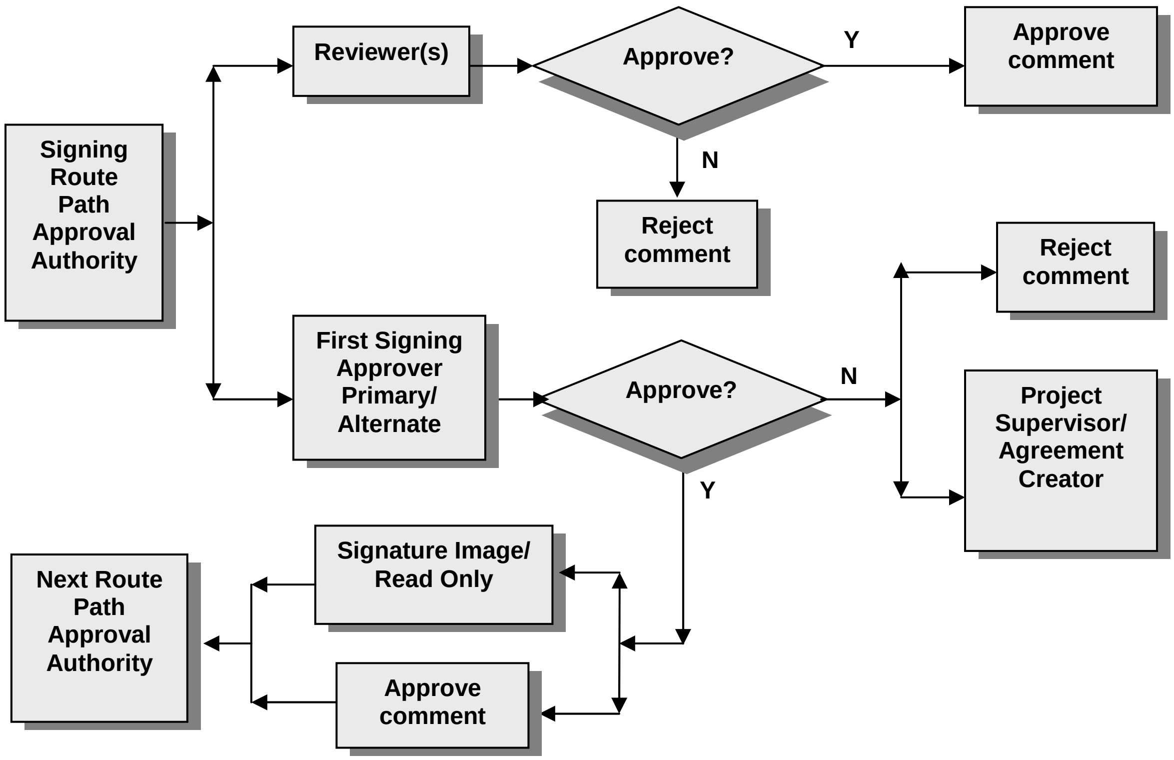
A primary approver approves the agreements for the organization. An alternate approver can 'sign for' the primary approver. There can be one primary approver and one or more alternate approvers per function (a function is Business Line Manager, Assistant Director, Budget Officer). There can be one or many reviewer(s) per function.

The Creator of an agreement can establish the route path to include a 'primary' Business Line Manager, a 'primary' Assistant Director, a 'primary' Budget Officer, and reviewer(s). A reviewer(s) can be added to the route path by anyone who is identified on the route list. Only a Site Administrator can establish the 'alternate' approver for these signers of the agreement.

Each person identified on a route list can approve or reject an agreement transaction that is currently undergoing review and approval. A reviewer approval or rejection is for informational purposes and is not binding on the approval process in the system. The "signing approvers" (Business Line Manager and Assistant Director) may reject an agreement; and if it is rejected, the agreement is returned to the Creator. Each approver and reviewer can add a note to record his/her comments about the agreement transaction.

> **NOTE:** As soon as the first signing approver [usually the Business Line Manager] approves an agreement transaction, all previously entered transaction information is frozen and becomes Read Only and the agreement is routed to the next approval authority within the route list. As soon as approved by the first approval authority, previously entered information can no longer be modified by anyone unless the agreement transaction requires Assistant Director approval and it is rejected at that level. In cases of rejection, transactions are returned to the Creator and can be subsequently edited. In these cases, all prior signed approvals are removed and the revised transaction undergoes NBC approval as described here once the Creator approves it.

Route Path Processing Within a Route List



Once a primary [or alternate] Business Line Manager approves the agreement transaction, the agreement form and SOW become Read Only and cannot be edited further even though another route path(s) on the route list may have originally had the Editable indicator box set to 'Yes'. The Business Line Manager approval binds the approving user's signature image to page 2 of the agreement form. Thereafter, only the FSB can add Customer-supplied approval information on the agreement transaction.

> **NOTE:** Business Line Manager approval or Assistant Director approval [if included on route list] triggers a process that uploads information to the financial system. This process creates an ER document in the financial system.

Whenever a primary [or alternate] signing route path approval authority rejects an agreement transaction, it is automatically sent back to the Creator for action and an e-mail notification is sent to the Creator.

The process of obtaining Customer approval of NBC originated agreement transactions involves two phases:

**Print and Mail the
NBC Approved
Agreement
Or
Send via e-mail option under the
Print option**

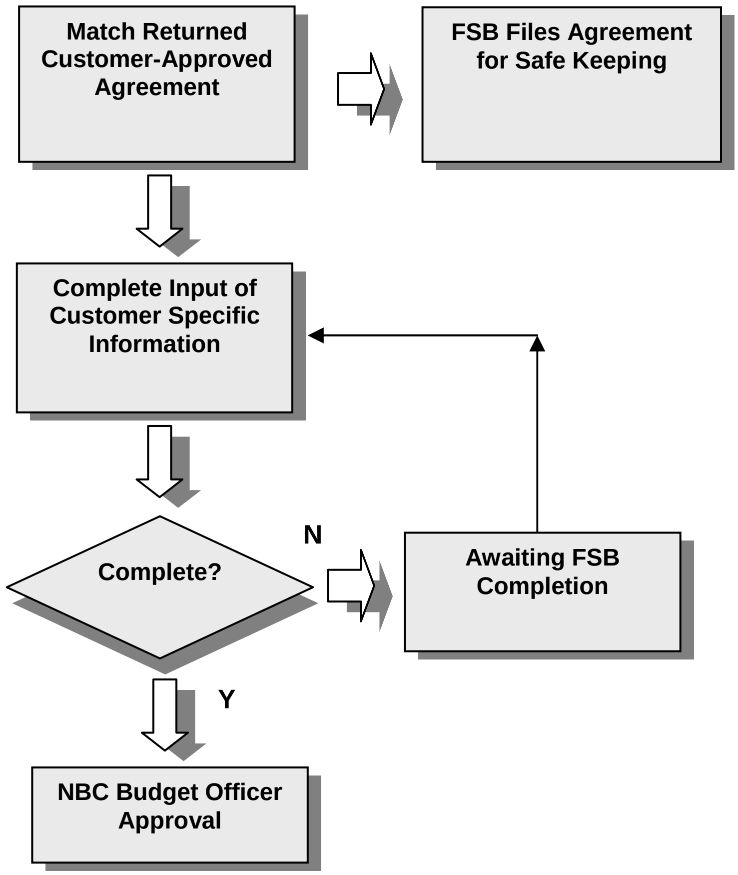
**Customer Approves & Returns to
NBC Fiscal Support Branch
7301 W. Mansfield Ave.
D2777
Denver CO 80235**

Two Options for transmitting the Cover Letter and NBC Approved Agreement to the Customer: As part of the agreement transaction print function, the Creator has the option to email the NBC-approved agreement to the Customer and/or others using a link to gain temporary access to the CAS and view, as well as print, the agreement. The other option is to print the cover letter (on NBC letterhead), Agreement form and SOW and mail or federal express this paperwork to the Customer. A sample of a proposed cover letter is available for use under the print function.

Details regarding various print options and ways to transmit the documents are found in Chapter Seventeen.

Customer Approval Processing & Mail Back to FSB: The Customer Organization reviews the NBC approved agreement, completes the requested information in items 5e, 5f, 5g and 5h on the agreement form(s), signs and dates the agreement and returns it to the FSB.

The steps involved in the FSB process of obtaining Customer approval of NBC originated agreement transactions is described below:

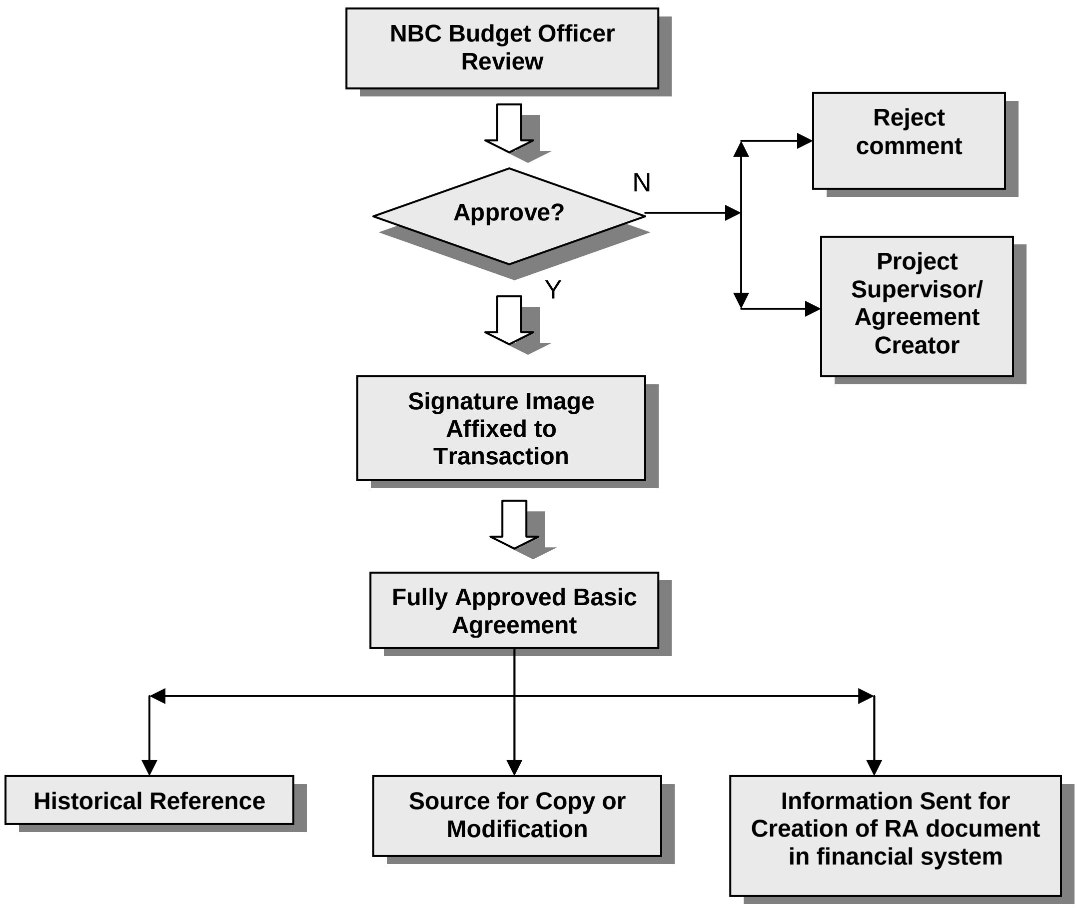


Match Returned Customer Approved Agreement: The person in the FSB with the responsibility to receive Customer-approved, hard-copy agreements logs into the CAS application and searches on the agreement number, then navigates to that matching transaction.

Complete Input of Customer Specific Information: The information the Customer entered on the hard-copy agreement form is entered into the corresponding data input boxes on the respective agreement form screens in the CAS, including the name of the person signing and the date signed.

Complete: Once all of the required information is input by the FSB user, the input box on the bottom of the last screen of the agreement form asks, “Have all of the Customer signatures been received and the agreement ready to be locked and forwarded to the Budget Officer?” Answering ‘Yes’ to this question locks the Customer information input by the FSB user and the agreement transaction routes to the NBC Budget Officer. The status of the agreement transaction remains Approved by Business Line Manager or Approved by Assistant Director throughout FSB processing. The transaction won’t route to the Budget Officer as long as the answer to this question remains ‘No’.

Once the FSB has completed the input of the information supplied by the Customer as described in the previous section, users privileged as an NBC Budget Officer [or alternate] and identified on the route list are able to approve the agreement transaction. The steps involved in the NBC Budget Officer review and approval process are described below:



When logged into the application, designated users assigned the Budget Officer privilege will review and approve or reject agreement transactions that have been routed to them.

NBC Budget Officer Review: Users assigned the Budget Officer privilege login and are taken to the Search screen which displays at the bottom of the screen the results of all agreement transactions within the system that currently have a status of “Awaiting Your Approval”.

Approve: The user with Budget Officer privilege selects the appropriate agreement transaction by clicking on the agreement number to review its contents. The NBC Budget Officer can either approve or reject the agreement transaction. If the NBC Budget Officer rejects the agreement transaction, the transaction is returned to the Creator for action.

Signature Image Affixed to Transaction: When approved by the Budget Officer, that user's signature image is placed along with his/her name and title and the current date onto the agreement form.

Fully Approved Basic Agreement: Once an agreement is approved by Budget Officer, it is a fully completed agreement. Agreements approved by the Budget Officer also serve three other important functions:

1. They are an electronically recorded, searchable historical reference archive.

2. These agreements can serve as a source transaction from which to subsequently modify the agreement or use it as a shortcut in creating a new agreement by copying the transaction into a newly assigned agreement number and edit it to suit the specific circumstances at hand.

3. Agreements in this state trigger an interface process that uploads information to the financial system. This automated process requests the previously uploaded ER document be changed to a Customer Agreement Setup Reimbursable Agreement document.

CHAPTER TWO – GETTING STARTED

This chapter introduces the CAS and explains how to begin. The chapter describes:

- The CAS Site Layout
- Accessing the CAS Application
- The CAS Search Screen
- Changing Passwords

The CAS site layout contains a non-secure area that consists of:

Non-secure area
Navigation Bar Choices

- Home
- Contact Us
- Help
- Login

With the exception of the Login screen, these areas provide information about the CAS. Each of these areas can be accessed using either the navigational bar near the top of the screen or the footer links located at each screen bottom. The secure area of the application can be accessed by logging into the CAS.

The CAS can be launched on a workstation from a Web browser.

To Login to the CAS:

1. Open the Web browser and type the CAS URL http://ec21.nbc.gov/customeragreement.html.

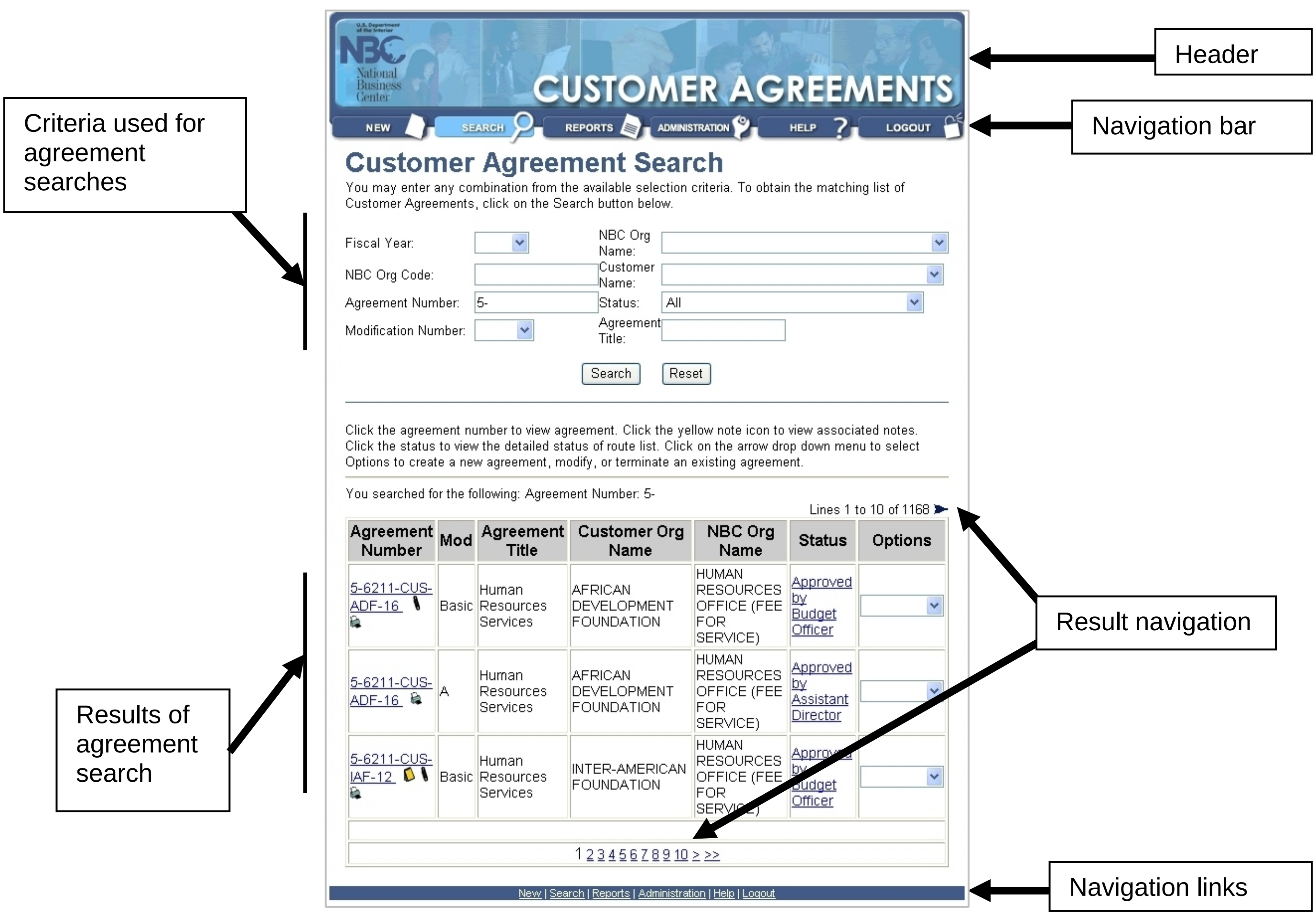
2. Click on the Login tab. The Login screen opens.
3. In the UserID box, type your National Business Center assigned email address; for example, user_s_name@nbc.gov. Click on the “Contact Us” tab to reach a Site Administrator if you have questions.
4. In the Password box, type in the password assigned to you by the Site Administrator.
5. Click the Login button directly below the password box or press Enter. The CAS opens and displays the Search screen and at the bottom the list of any/all agreement transactions that met the user’s initial search criteria are queued up and awaiting the user’s review.

6. To exit the CAS, click the Logout tab located on the navigation bar in the upper-right side of the screen.

When the user logs into the system, the CAS Search screen opens. A default agreement search will be run as part of the Login process and the results obtained vary depending on the assigned user privilege(s).

The Search screen is divided into three main areas:

1. **Navigation:** The application Header and Navigation Bar at the top of the screen and the Navigation Links at the bottom of the screen remain constant on every screen within the application. Using the Navigation Bar or Navigation Links, a user can access other areas of the application including: New [to create a new agreement from scratch]; Search [to search for any agreement within the application]; Reports [to generate specific standard agreement reports]; Administration [to maintain your own password]; Help [to obtain additional information about how to create and process agreements within the application]; and Logout [to exit the secure side of the application].



2. **Search Criteria:** The criteria [that can be used individually or in combination with one another to search for an existing agreement(s)] appear in the top portion of the screen. See previous page [Criteria used for agreement searches]. Use the different criteria to submit searches and further refine and narrow the list of matching agreement search results until you locate the existing agreement. Use a % sign as part of the agreement number to locate all agreements under a particular org code, for example, 4-6640-%. Use the % sign in place of the org number to search for all agreements for a particular client, for example, 4-%-USG. The % sign is used as a wild card.

> **NOTE:** The search tool is an important feature that permits you to locate the agreement(s) you need to work with.

3. **Results:** The agreement transactions, sorted in agreement number order appear in the lower portion of the screen. The first 10 matching results are displayed. Matches beyond the first 10 can be navigated to using either the arrow head(s) at the top right-hand side of the matching result area or the numbered result page links that appear centered near the screen bottom. A maximum of ten results per screen displays regardless of how many total agreements matched the submitted search criteria. See previous page [Result navigation and Results of agreement search].

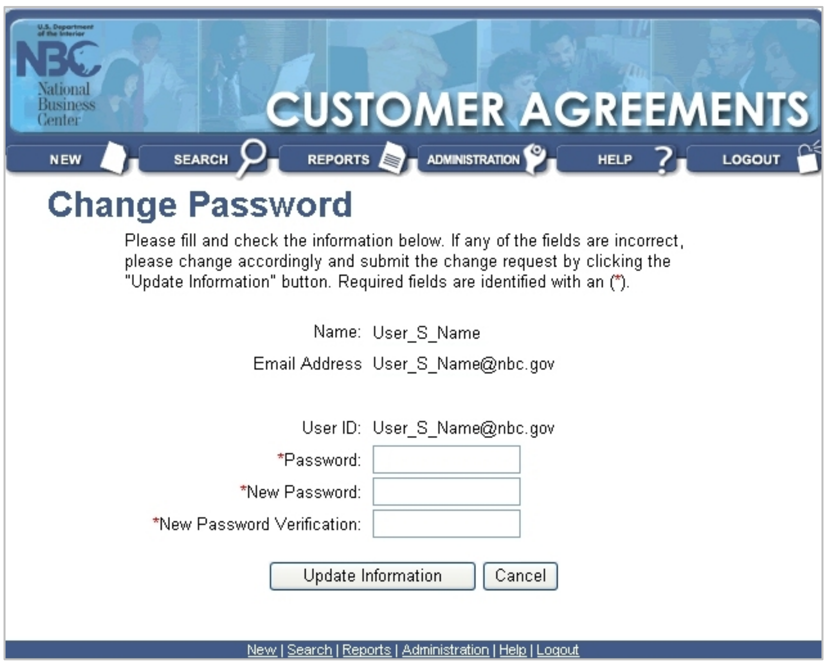
CHANGING PASSWORDS

Users can change their own password for starting the Customer Agreements application.

NOTE: The Site Administrator can change, override, and deactivate a user's password. Click on "Contact Us" for Site Administrator's contact information if you need assistance with your password.

To change a password:

1. On either the header Navigation Bar or footer Navigation Links, click the Administration tab and choose Change Password. The Change Password screen opens.



2. In the Password box, type your old password.

3. In the New Password box, type your new password. It must be at least 8 characters long and must contain at least one upper case character, one number and one special character equal to !@#$%^*].

4. In the New Password Verification box, retype your new password.

5. Click the Update Information button to complete your password change.

PART II – CREATING AN AGREEMENT TRANSACTION

An agreement transaction must be created and approved within the CAS before it can be routed for NBC approval. The process of creating a valid agreement transaction includes completing all the required agreement form and SOW information, completing a route list using either a previously saved list or creating a new one, and approving the draft agreement transaction for routing. A description of each of these steps is described in this Part.

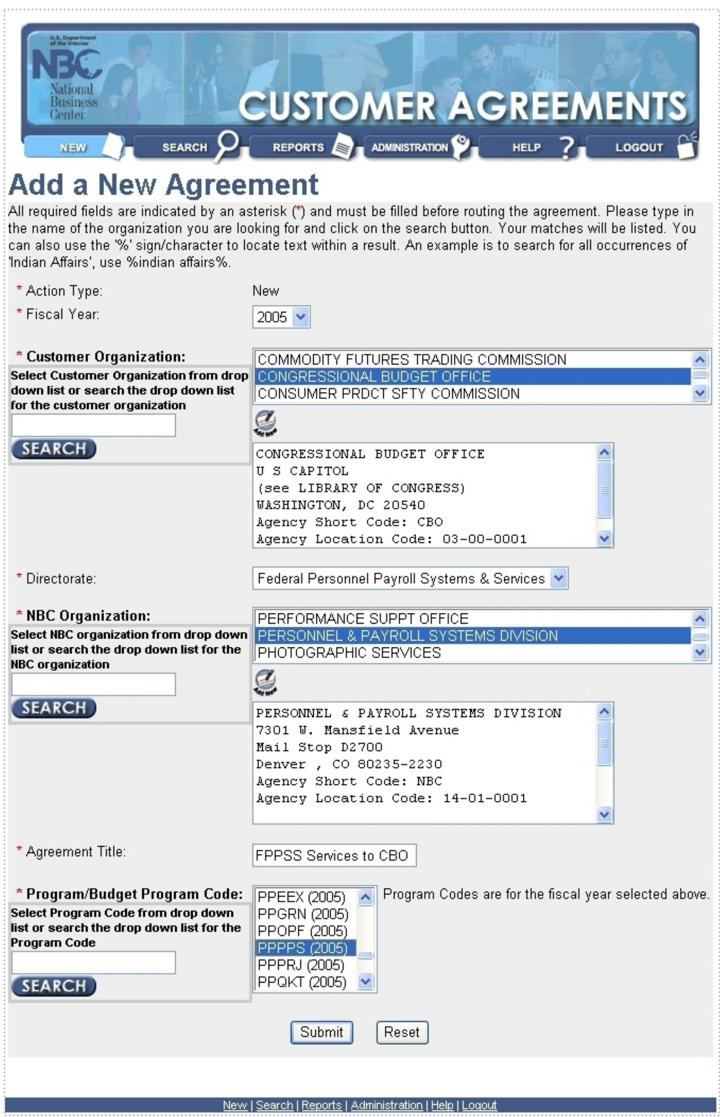
CHAPTER THREE – CREATING AN AGREEMENT TRANSACTION

This chapter explains the process of creating and modifying a new agreement. The components involved in this process include:

- Agreement Form
- SOW
    - Task Manager
    - Activity Manager
        - Pricing Calculator
- Route List

The Creator, in consultation with the Customer, determines the level and type of NBC support required to formulate a new agreement with a new Customer or for an on-going agreement with an existing Customer. The Creator coordinates with other business lines anticipating they will be involved in providing resources as part of the agreement and identifies the information needed to formulate the SOW information, for example: Data Center for telecommunications support, database support, etc.

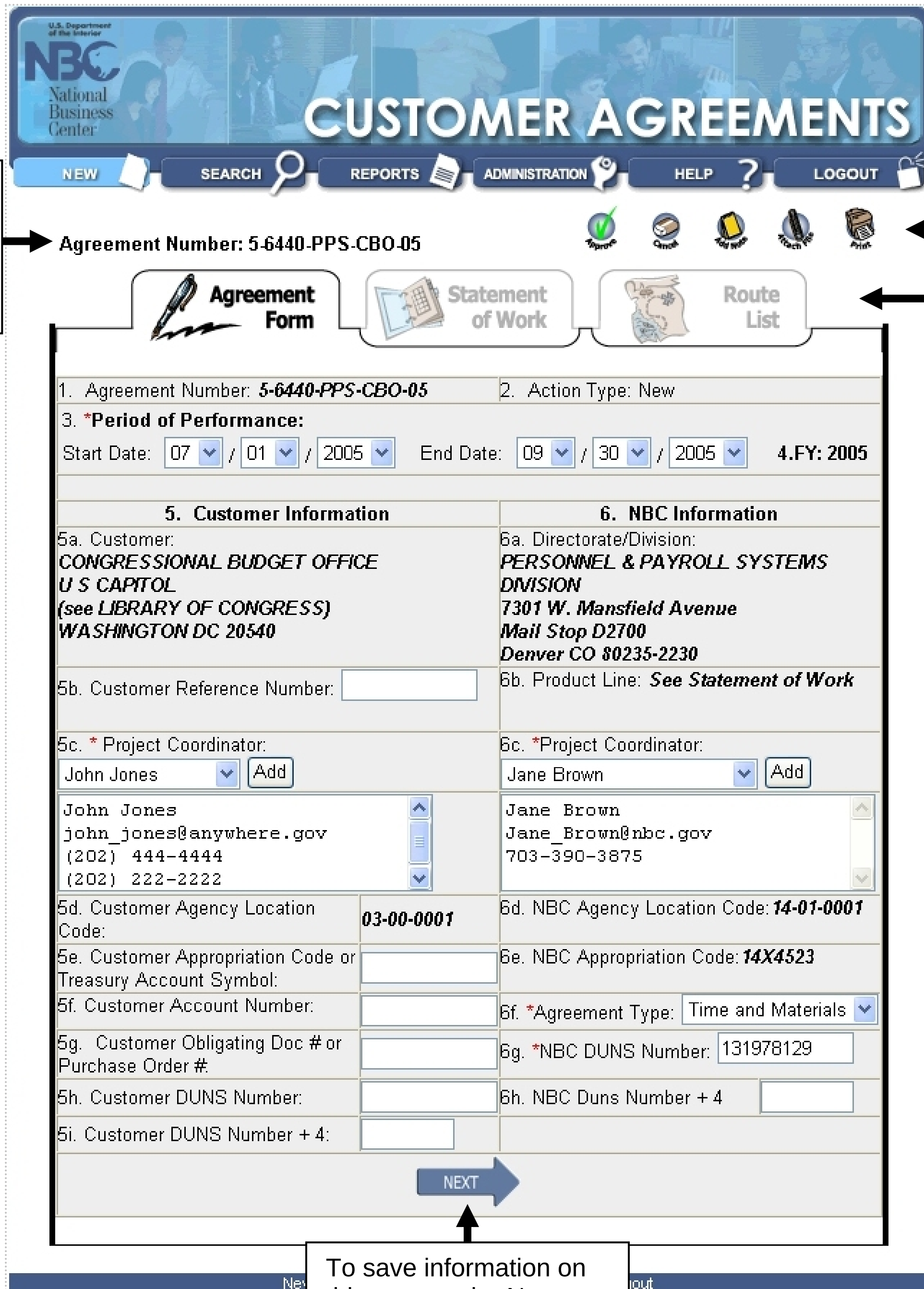
Add a New Agreement: Using the information gathered for the agreement, the Creator logs into the CAS and clicks on the New tab. The Add a New Agreement screen opens. After the Creator completes the information on this screen and clicks the Submit button a unique agreement number is automatically generated by the system based on the data entered. **Caution: Once the Submit button is clicked the choices made on the Add a New Agreement screen cannot be changed by the Creator. Contact the Site Administrator if a change is required.**



Contact your Site Administrator to add a Customer who is not on the list.

The Agreement Form: Once the Submit button is clicked, the agreement form will appear. Based on data entered on the Add a New Agreement screen, the agreement number as well as Customer and NBC information will display.

Unique agreement number generated by the system



Icons are linked to such functions as Approve, Cancel, Print, etc.

Agreement transaction navigation tabs

To save information on this screen, the Next arrow must be clicked.

The Creator will enter information on the agreement form and the SOW. Navigate between the agreement form and the SOW by clicking on the corresponding tab.

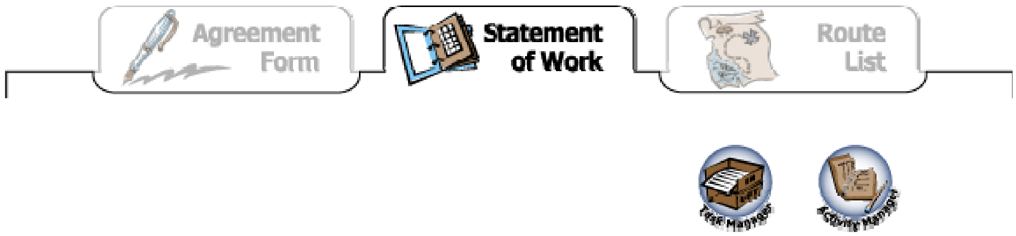
The Creator can partially complete the agreement form, SOW, or route list with the intention of completing the remaining information later.

NOTE: Required information fields are indicated by a red asterisk (*).

The Creator, at a minimum, must complete all of the required information on the agreement form, the SOW and establish a route list before the Creator can approve it and route it to the next approver identified on the route list.

NOTE: The partially completed agreement form is saved by clicking on the Next arrow for that screen prior to logging out or navigating to another area of the application. Later, the Creator can search and recall the partially completed Draft agreement and input the remaining information to make the agreement transaction complete and ready to route.

NOTE: Some of the information entered on both the Add a New Agreement screen and the SOW flows to corresponding sections of the agreement form. As a result, several of the agreement form entries cannot be entered or edited directly on the agreement form and must be entered or edited in the SOW such as Task, Fund, Activity code, NBC Account Numbers, Budget Program Code, units of measure and dollars.



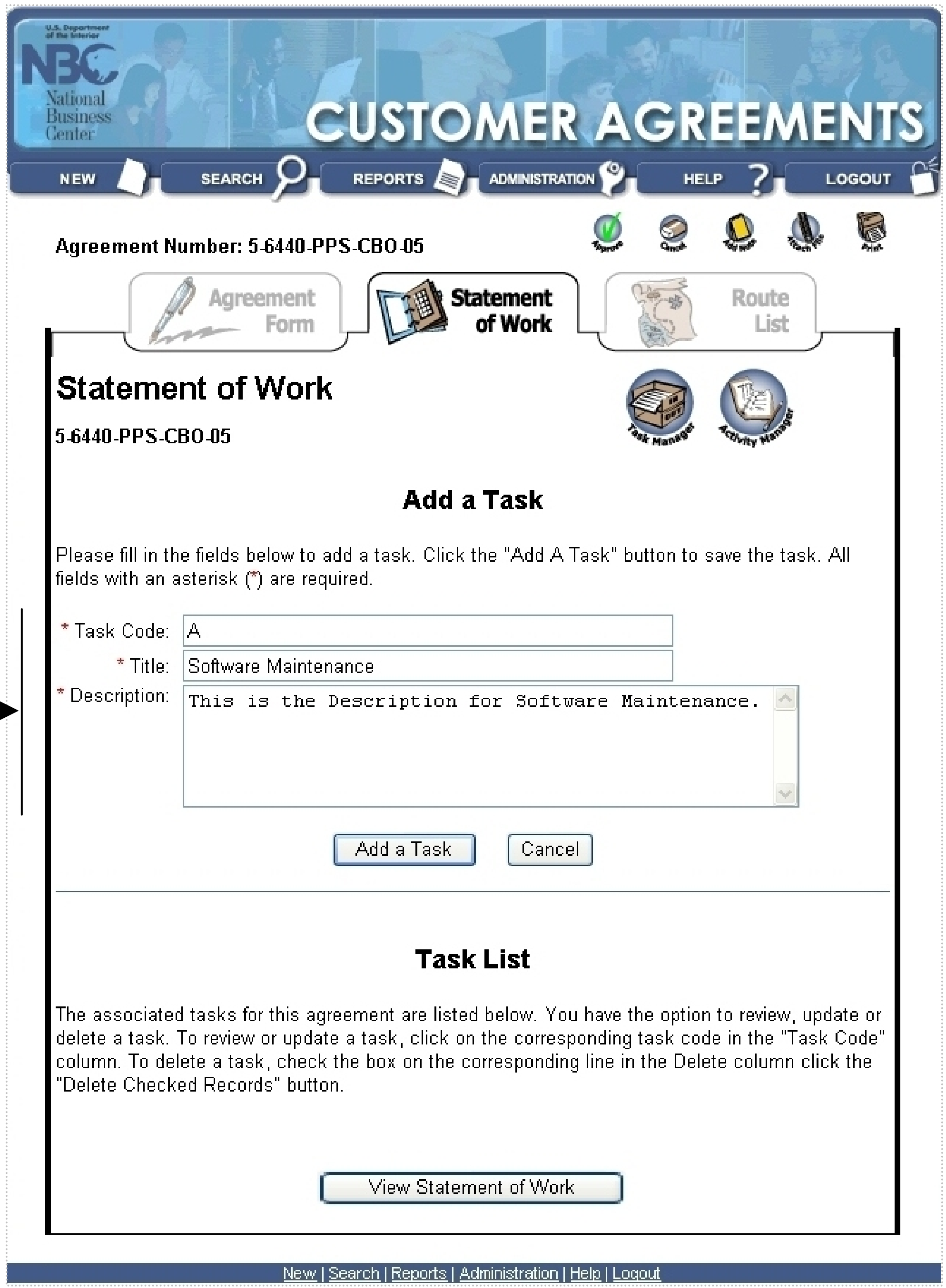
To create a SOW for the agreement transaction, the Creator must complete the task and activity structure of the SOW by clicking on the Task Manager and Activity Manager icons for the new or on-going agreement and filling in at least the minimum required information. A task must exist in the system before a subordinate activity can be entered.

NOTE: Every new or copied agreement transaction must include a valid SOW before it can be successfully approved for routing. A SOW is constructed in a structured hierarchy consisting of tasks that are superior and activities that are subordinate and support each task. In other words, a task must exist in the system before an activity can be created. A valid SOW contains at least one task with at least one supporting activity that further sub-divides and describes each task. Tasks and activities each have required fields that must be filled in for the SOW to be valid.

ADD A TASK

Clicking on the Task Manager icon within the SOW of an editable agreement displays the following screen and enables the Creator to add a task(s):

User-supplied alphabetic Task Code, Title and Description

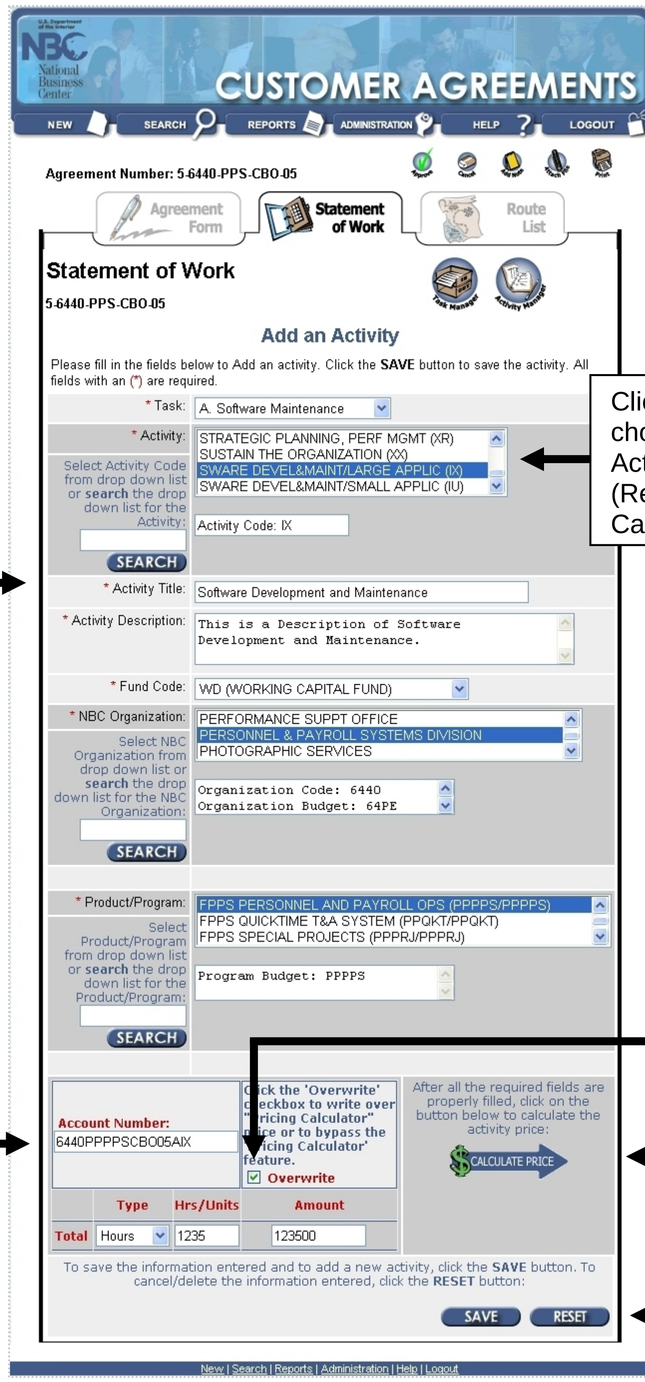


Clicking on an existing task code within the task list displays the following screen and enables the agreement Creator to edit information for that specific task:

UPDATE A TASK

Clicking on the Activity Manager icon within the SOW of an editable agreement displays the following screen and enables the agreement Creator to add an activity to a specific task. **An optional Pricing Calculator feature is available in the Activity Manager for use in calculating the activity price for FY 05 and beyond.** When all required fields and cost information have been entered for the activity, clicking the Save button enters the information into the CAS database.

ADD AN ACTIVITY



Click or scroll to choose one of the Activities (Reporting Category/ABCM

The Activity Title and Description become prefilled based upon the activity selection from above. This information can be manually changed by typing over existing text.

Use of the Pricing Calculator is optional.

To **bypass** the Pricing Calculator, click inside the Overwrite checkbox.

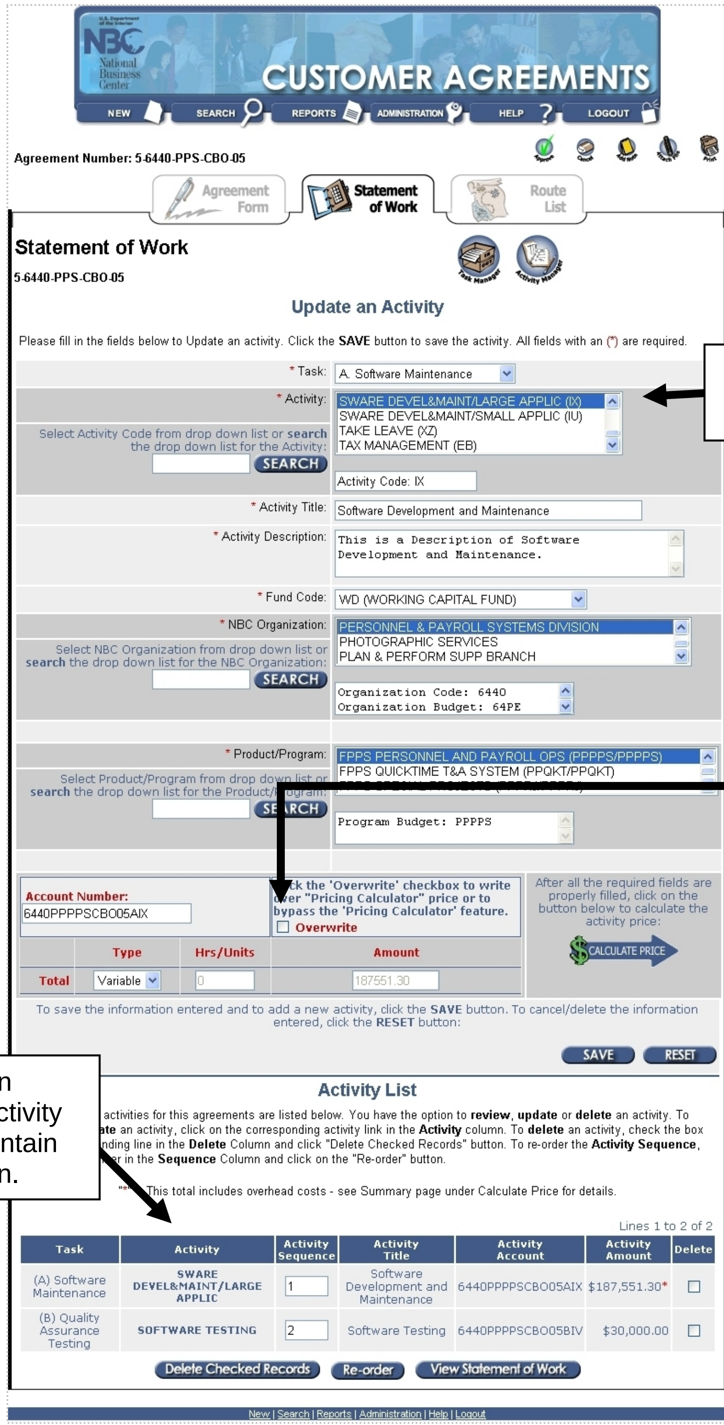
To **access** the Pricing Calculator, click on the Calculate Price button.

Account Number is generated based on the information entered on this screen.

Reset will cancel/delete the entered data.

Update an Activity

To update an activity, click on the SOW tab of an editable agreement. Next, click on the Activity Manager icon within the SOW screen. This will display the Update an Activity screen. Scroll down to view the Activity List which shows every activity for each task within that SOW. Select the activity to be edited by clicking the name in the activity column.



Activity being edited.

Use of the Pricing Calculator is optional.

To **bypass** the Pricing Calculator, click inside the Overwrite checkbox.

To **access** the Pricing Calculator, click on the Calculate Price button.

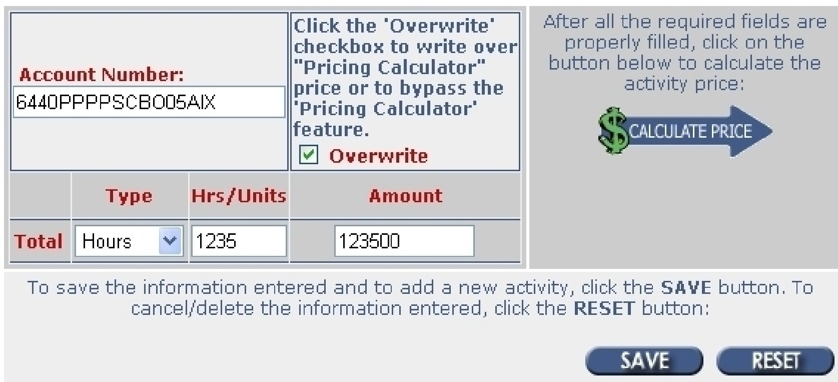
Click on an existing Activity link to maintain information.

Activity maintenance navigation area.

PRICING CALCULATOR

The Pricing Calculator resides within the Activity Manager and enables the Creator to estimate the direct labor hours and amounts (Federal Labor, On-Site Contractor Labor, Contractor/Other) and all other direct non-labor costs, such as travel, supplies and materials, etc. (Fixed Cost, Miscellaneous Cost) to accomplish each activity. In addition, the annual NBC-published Add-on Percent for Tier 1 and Tier 2 indirect costs are applied to the direct costs to derive the total amount for the activity. This becomes the estimated funding for each activity supporting the agreement.

Bypassing the Pricing Calculator is possible. To bypass, the Creator must click the Overwrite box, select the Type of cost from the dropdown box, enter information determined by the Creator for Hrs/Units and/or Amount and then click the Save button.

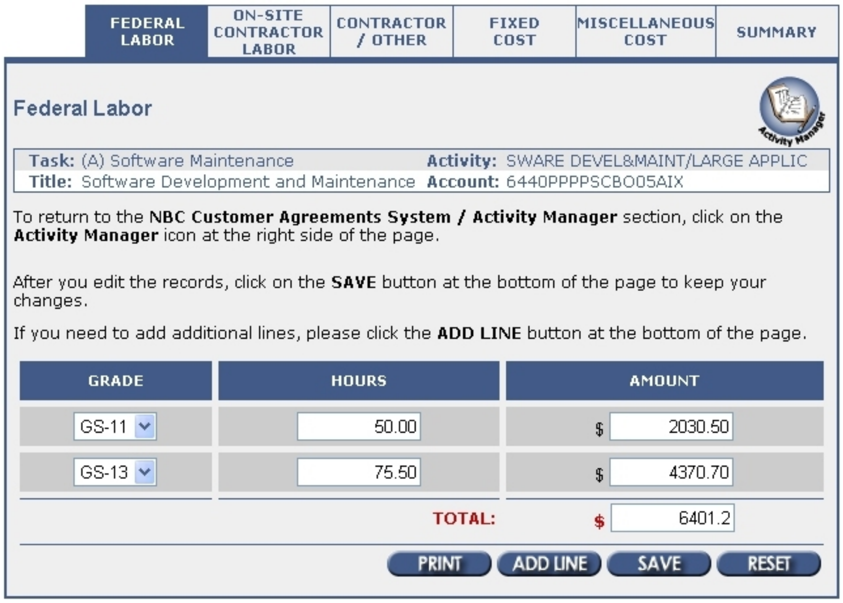


To use the Pricing Calculator, the Creator must click on the 

Calculate Price icon. All required information must be entered for the activity before the Pricing Calculator can be accessed. The screen below shows the components that complete the Pricing Calculator. Any component can be displayed by clicking on the appropriate tab: Federal Labor, On-Site Contractor Labor, Contractor/Other, Fixed Cost, Miscellaneous Cost or Summary. Other important tips while in the Pricing Calculator include:

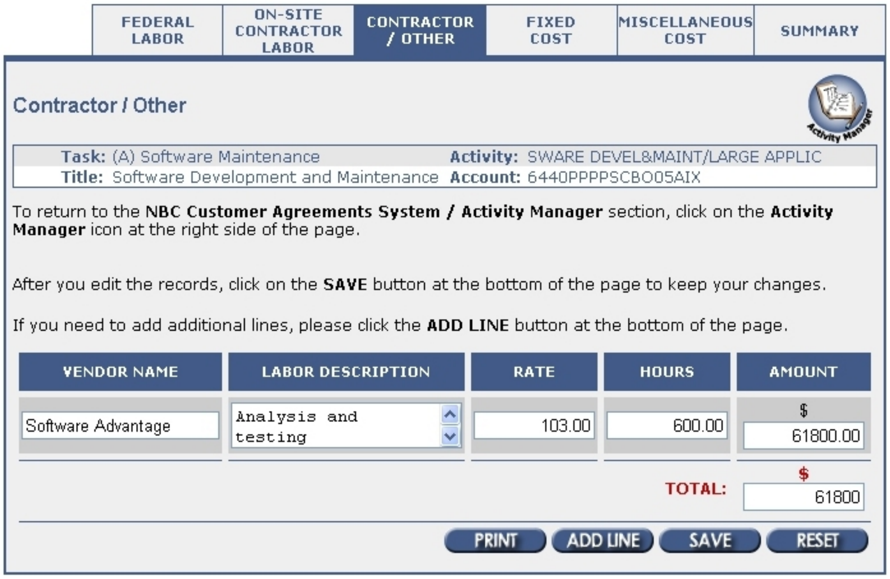
- The Add Line button in each component, except for Summary, allows for additional data entry as needed.
- To save the data, click on the Save button **before** proceeding to another component or leaving the Pricing Calculator module.
- To leave the Pricing Calculator and return to the Activity Manager screen, click on the Activity Manager icon located at the upper right side within any of the components.

The **Federal Labor** component calculates the Federal labor cost. For each person who will perform work under this agreement, the Creator needs only to select the grade from the drop-down box (i.e., GS-13), enter the number of hours in the Hours field, and tab to or click in the Amount field or click the Save button to initiate the calculation. The hourly rate is usually based on the mid-range step of the grade.



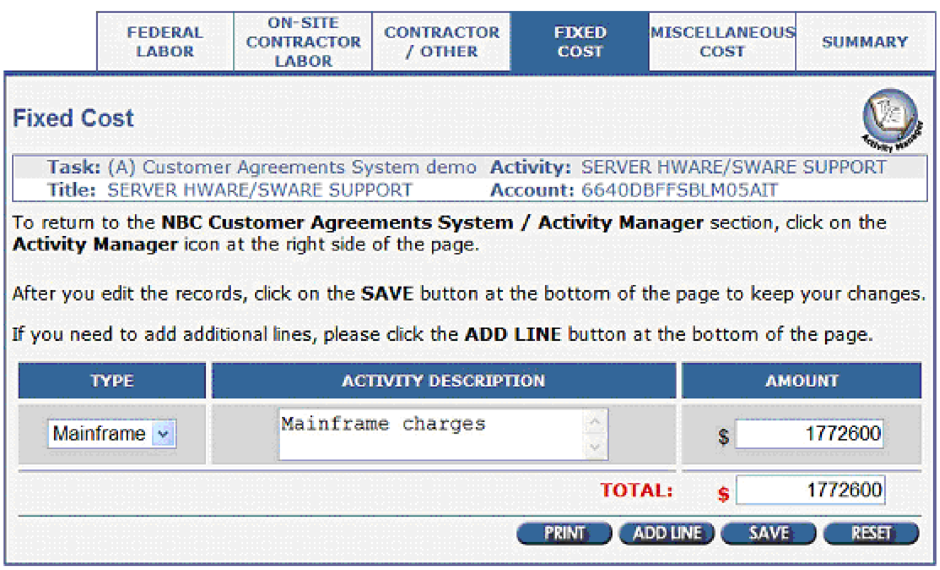
The **On-Site Contractor Labor** component accepts on-site vendor information and calculates the labor cost. The Creator must enter the vendor name, labor description, rate and hours and tab to or click in the Amount field or click the Save button to initiate the calculation.

The **Contractor/Other** component provides for other than On-Site contractor information to be entered. The same procedures for the On-Site Contractor Labor component apply.

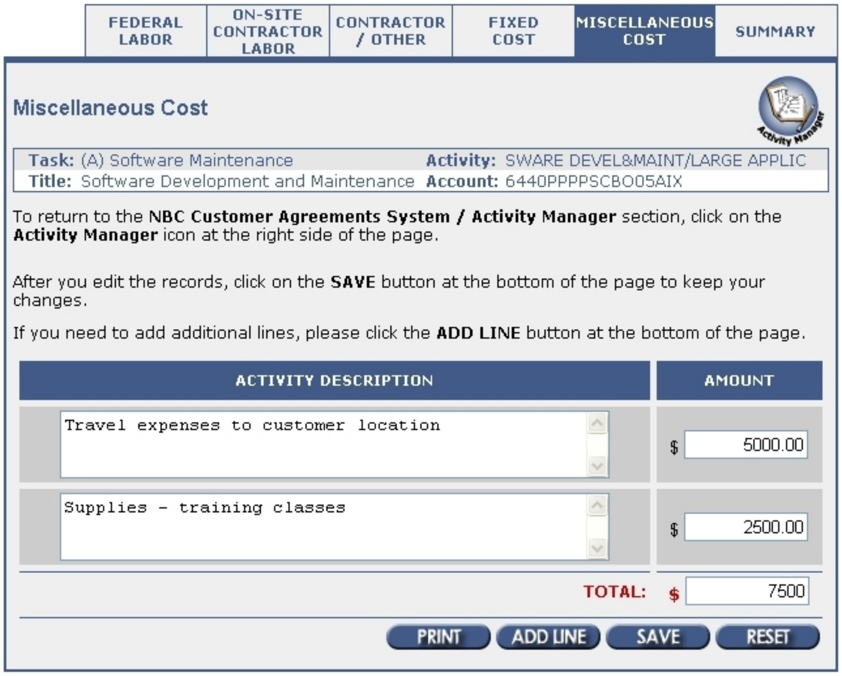


The **Fixed Cost** component provides for fixed cost types (with predetermined costs) to be selected from the Type dropdown box. After selecting the Type, the Activity Description and Amount will be generated for the Type of fixed costs selected. The Creator has the option to overwrite the generated values. Fixed costs are predetermined for specific Customer organizations only.

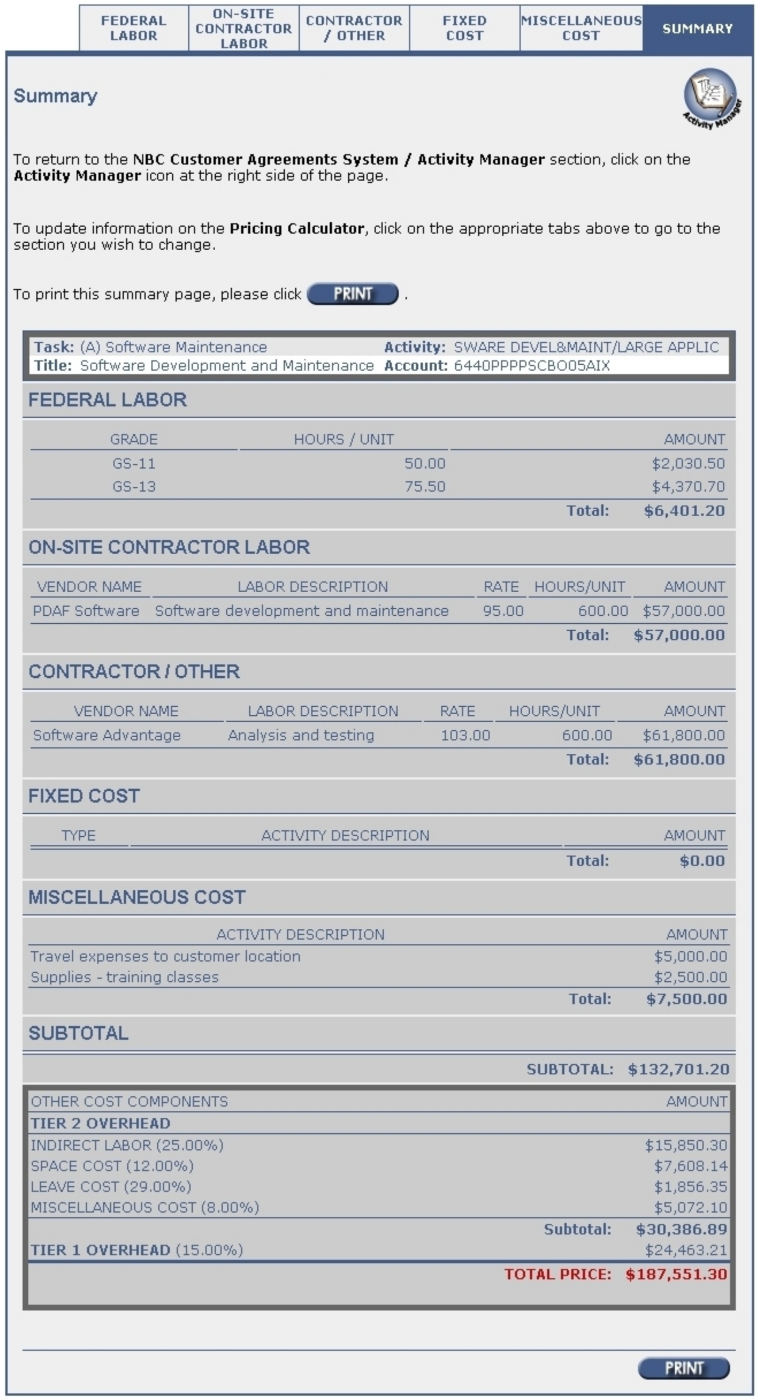
NOTE: If the Creator is working in an agreement that does not use one of these specific Customers, the following message will appear on the Fixed Cost screen: *"There are no fixed costs available for this agreement. Fixed costs are calculated for specific Customer organizations. Contact a Site Administrator if you believe that fixed costs should be calculated for this Customer."*



The **Miscellaneous Cost** component allows the Creator to include any descriptions and costs for miscellaneous activity as needed. After the Activity Description and Amount are entered, the sum is calculated when the Creator tabs to or clicks in the Total field or clicks the Save button.



The **Summary** component presents a summary of all costs entered by task and activity (includes Tier 2 Overhead and Tier 1 Overhead).



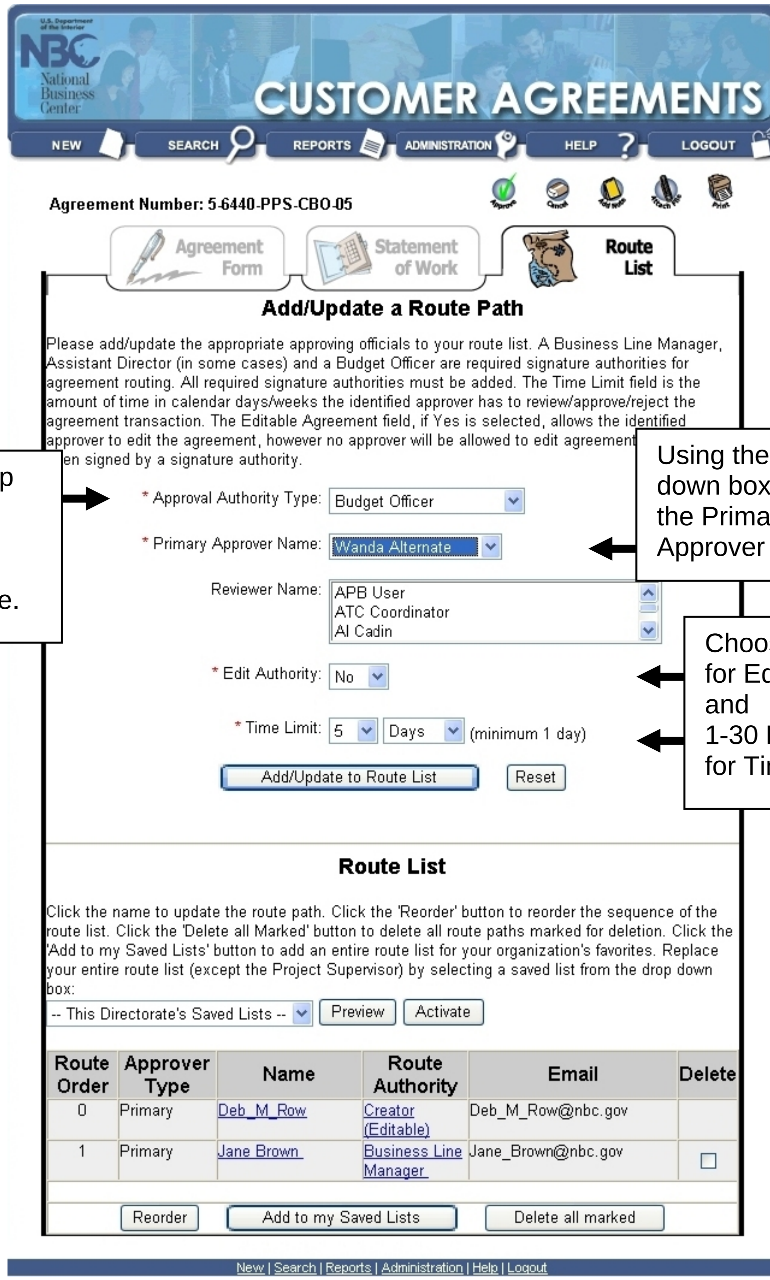
NOTE: To return to the Activity Manager section, click on the Activity Manager icon at the top, right side of the screen while in any of the Pricing Calculator components.

CREATING A NEW ROUTE LIST

Using the drop down box, choose the Approval Authority Type.

Using the drop down box, choose the Primary Approver Name.

Choose Yes or No for Edit Authority and 1-30 Days/Weeks for Time Limit.



The completed SOW and agreement form constitute a routable transaction whose status is identified as Draft. Draft transactions can only be routed once a route list is constructed that contains appropriate approval authority route paths. For instructions on how to accelerate the creation and editing of route paths within a route list, please see the section titled "Using A Previously Saved List" on the following pages.

To create individual route paths, the Creator accesses the Route List tab and from the Add/Update a Route Path section:

1. Develops the first entry for the route list by choosing the approval authority type from the drop down box.

2. Identifies a route path for each required approval authority. The first approval authority is selected along with the name of the required primary approver.

3. Assigns each route path approval authority. The approval authority levels that can be assigned are shown at the table on the following page.

4. Selects, if desired, single or multiple reviewer(s) for each approval authority from the reviewer scrollable list box. Multiple reviewer(s) name selections are made by highlighting the first alternate and then moving the cursor within the scrollable list box to the next person's name to be selected and highlighting that using the ctrl key and left mouse button. Name ranges are selected using the shift key and left mouse button.

5. Selects whether or not to permit the selected route path approval authority to edit the agreement transaction as part of their approval and/or review. The edit default is 'No'. To permit editing of the agreement transaction, the user editing the route list must select 'Yes'.

NOTE: Once the Business Line Manager approves an agreement transaction, it becomes Read Only. Subsequent route path approval authorities are unable to edit information previously recorded in the transaction even if their corresponding 'Editable' choice was selected as 'Yes'.

6. Selects a required time limit that the identified approval authority has to either approve or reject the agreement transaction. The time limit selection is identified in either days or weeks and can be from 1 to 30. The minimum time limit an approval authority has to approve or reject an agreement transaction is 1 day.

7. Clicks on "Submit" and the selections made for each route path approval authority are added to the route list.

8. Each approval authority can update an approver assignment within a route list during approval routing. The user designated with an approval authority for the agreement transaction uses the Add/Update a Route Path function within the route list tab [in conjunction with the delete function in the route list] to add/update and/or delete route path information from a route list.

<table>
<tr><td>(1)</td><td>(2)</td><td>(3)</td><td>(4)</td><td>(5)</td></tr>
<tr><th>Approval Authority Level</th><th>Is this Approval Authority Level Required on the Agreement?</th><th>Primary Approver Name</th><th>Alternate Approver Name. May have one or many Alternate Approvers</th><th>Reviewer(s) Name. May have one or many Reviewers.</th></tr>
<tr><td>Non-Signature Approver</td><td>No</td><td rowspan="4">Required, if Column 2 is ‘Yes’</td><td rowspan="4">Not required on the agreement.</td><td rowspan="4">Not required on the agreement.</td></tr>
<tr><td>Business Line Manager</td><td>Yes</td></tr>
<tr><td>Assistant Director</td><td>Yes, if the head of the directorate has stated that he/she wishes to be included on the agreements.</td></tr>
<tr><td>Budget Officer</td><td>Yes</td></tr>
</table>

The Creator of an agreement can establish the route path to include a:

- ‘Primary’ Non-Signature Approver
- ‘Primary’ Business Line Manager
- ‘Primary’ Assistant Director
- ‘Primary’ Budget Officer
- Reviewer(s)

NOTE: Only a Site Administrator can establish the ‘alternate’ approver(s) for the signers of the agreement.

The **Primary Non-Signature Approver** can be used as a formal review to ensure the agreement is structured, priced, and resourced properly. The Primary Non-Signature Approver has to either approve or reject the transaction before it can route to the next approval authority.

The **Primary Approver** is selected from a scrollable list box selection of all named approvers and is the name of the person who usually approves the agreements for the organization.

The **Alternate Approver(s)** is the name of the person(s) who can ‘sign for’ the Primary Approver. If an ‘Alternate’ Approver(s) has been assigned by the Site Administrator to a person who is a Business Line Manager, Assistant Director, Budget Officer, then the alternate(s) name(s) will automatically be part of the route path list.

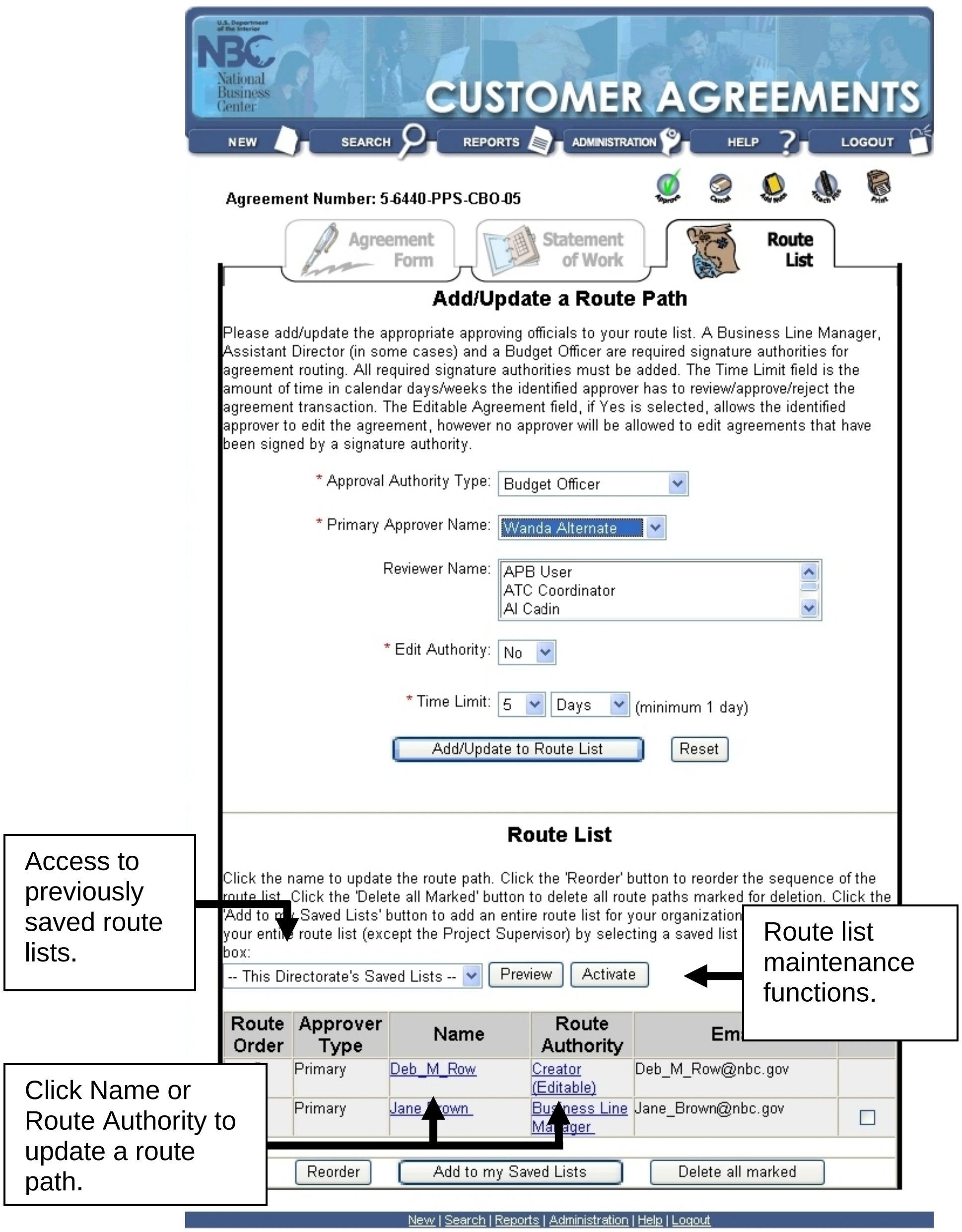
The **Reviewer(s)** is the name of the person(s) who can be part of the route path. See Reviewer in the Glossary for functions a reviewer can carry out.

NOTE: All identified alternate approvers and reviewers are sent an email notification once an agreement transaction reaches their approval authority route path. The notification identifies an agreement in the application that requires review or approval. Reviewers can 'vote' to approve or reject a transaction within an approval authority. However, a reviewer's approval or rejection is "for information-only" to that approval authority and does not prevent the primary or alternate approval authority from approving or rejecting the agreement transaction. Once the primary or alternate (if designated) approver for that route path approves or rejects the agreement transaction, any/all other approvers and/or reviewers for that approval authority lose their ability to approve or reject the agreement for that route path. From that point on, that agreement transaction is removed from the 'Awaiting Review' status queue of that approver, as well as any other alternates and reviewers tied to that approver.

NOTE: Email notifications are sent to each route path approver and reviewer. The email notification is sent sequentially, after the previous approver has approved the agreement.

Using a Previously Saved Route List

1. The quickest way to construct a route list is to click on the route list tab and then review and select one of the saved lists from 'This Directorate's Saved Lists' scroll box. Then click on the 'Preview' button.

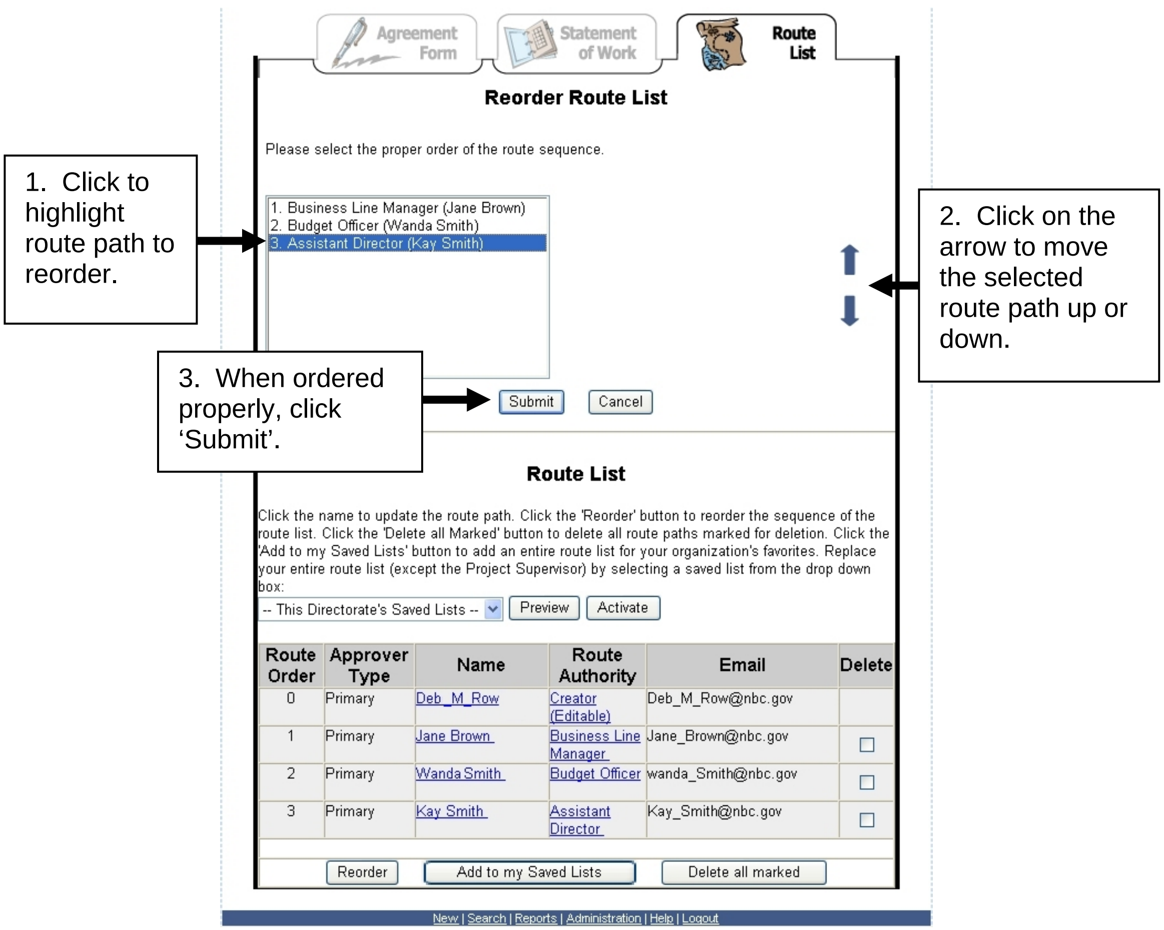


2. The Creator determines if a previously saved route list meets his/her needs and if so, selects it by clicking on the 'Replace' button. This action fully replaces/establishes the route list with the route paths contained in the selected directorate saved list.

3. The Creator can modify a selected route path within a saved list by using the 'Add/Update a Route Path' to enter an additional route path(s) to that list and/or can delete selected entries from that list.

4. Once the route list is complete, it can be added to 'This Directorate's Saved Lists' by clicking on the 'Add to My Saved Lists' button. A pop-up box requires that a name be assigned for the particular route list being saved. The name assigned by the user adding it should be one that is meaningful to all directorate users that will be using it. If the name of the saved list is already being used, a pop-up window appears asking if the user wants to update that list. If 'Yes' is selected, the existing list is updated with the newly input name. If 'No' is selected, the user is taken back to the previous screen without any change being made to the saved lists.

5. If the order of the revised route list is not sequenced properly after the changes are made, the 'Reorder' button is used to navigate to a function that permits the route paths within the route list to be reordered.



NOTE: Every approval authority is added to the route list using the Add/Update a Route Path function. The exception to this rule is the Creator creating the agreement whose identity is automatically entered as the first entry on the route list. The Creator of an agreement cannot be deleted from the route list and always has edit privilege for the transaction prior to routing. Collectively, all of the individual route paths comprise the route list for every agreement transaction.

APPROVE FOR NBC ROUTING

Once all of the required information is entered into the agreement transaction and a route list is attached, the agreement transaction must be approved so that it can be released for NBC Routing and approval. The Creator must approve the transaction for it to route to the next approval authority identified in the route list. The Creator accomplishes this approval by clicking on the Approve icon that appears in the top right-hand corner of any of the agreement form, SOW or route path/list screens. Clicking on the Approve icon approves the draft agreement transaction, sends an email notification to the first primary approval authority approver(s) [and any identified alternates and/or reviewers] and changes the status of the transaction to Awaiting Review.

The Creator of an agreement is the only functional user able to cancel his/her agreement other than the Site Administrator. This is accomplished either by clicking on the Cancel icon adjacent to the Approve icon of an agreement whose status is draft or choosing the Cancel choice from the scrollable list box from the Options column on the Search screen. When a transaction is cancelled, its corresponding status becomes cancelled.

A draft agreement transaction that is routed must be rejected for return to the Creator if an approval authority finds it unacceptable. Once returned to the Creator and prior to Budget Officer approval, the Creator can choose either to correct or approve the transaction to be routed again or can cancel it. When cancelled, agreement transactions are flagged within the system and remain in a 'Read Only' state. Using the Reports tab, users can search and access the Cancelled Agreement(s) Report for the purpose of reviewing the information contained in a cancelled agreement transaction.

PART III – NBC DIRECTORATE APPROVAL PROCESSING

Once an agreement transaction is approved for routing by the Creator, it should be approved within the NBC before being printed and mailed to the Customer Organization for approval. This NBC approval involves a multi-phased review and approval process. The Directorate creating the agreement governs NBC approval processing. Some examples of NBC approval processes are:

1. The Directorate head may require both Business Line Manager and Assistant Director approval for agreements with new Customers.

2. The Directorate head may require both Business Line Manager and Assistant Director approval for on-going agreements with existing Customers whose revenue estimates differ by +/- 10 percent from the previous period and/or involve additional staff resources than the prior IAA.

3. The Directorate head may allow only Business Line Manager approval for agreements that carryover from one period of performance to another and there are no major changes in the services being provided.

4. The Directorate head may allow only Business Line Manager approval for all agreements within his/her organization.

5. The route path approval authorities that can be included in a route list are: Non-Signature Approver; Business Line Manager; Assistant Director and Budget Officer. After NBC approval processing, the Creator is notified via email and sends the agreement to the Customer for processing (approval and signature). Once the agreement is approved by the Customer and returned to the FSB, it undergoes processing and is then routed to the Budget Officer for approval.

CHAPTER FOUR – NON-SIGNATURE APPROVER PROCESSING

The Non-Signature Approver is an **optional** approval authority route path that may be included on an agreement transaction route list. The Non-Signature Approver can be inserted anywhere and any number of times, in a route list in between the Creator and the Budget Officer.

The Non-Signature Approver receives a notification email and clicks on the application hyperlink to navigate to the agreement transaction that is pending action by that Non-Signature Approver. If a reviewer is identified in the route path for the Non-Signature Approver, the reviewer will also receive an email notification that he/she should review the agreement transaction.

> Note: The reviewer's approval or rejection is "for information only" and has no impact on the continuation of the approval process for the transaction.

The Non-Signature Approver category was designed to, among other things, permit those so identified to review, comment and edit [if the status is prior to Approved by Business Line Manager] the agreement transaction to ensure it is structured, priced and resourced properly. The primary Non-Signature Approver [or alternate if identified] has to either approve or reject the agreement transaction before it can route to the next approval authority in the route list.

If the Creator selected the edit feature for the Non-Signature Approver in the route path and the status of the transaction is prior to "Approved by Business Line Manager", then the Non-Signature Approver [or alternate] can edit and approve, reject or take no action within the time limit for that route path.

If the Non-Signature Approver [or alternate]:

- **edits** the transaction, he/she can use the 'Add a Note' feature  to enter a comment that is made a part of the transaction and can be subsequently viewed by other users.

- **approves** the transaction within the time limit by selecting the Approve icon, the transaction is routed to the next primary approval authority identified in the route list; and an email notification is sent to that user. If the Non-Signature Approver [or alternate] approves the transaction, he/she can add a note that is made a part of the transaction that can be subsequently viewed by other users.

- **rejects** the transaction within the time period by selecting the Reject icon, he/she should add a note describing the reason(s) for rejection that is viewable by other users; further route list review/approval processing is suspended; the transaction is routed back to the Creator for action; the status of the transaction becomes 'rejected' and an email notification is sent to the Creator.

- **takes no action** within the specified time limit for this route path approval, then the Creator and Non-Signature Approver [primary and any identified alternate(s)] are notified via email that the approver has exceeded the approval time limit. Based on this notification, action should then be taken by the Creator and Non-Signature Approver to resolve any Non-Signature Approver concerns so that approval or rejection can occur [routing the transaction to the next approval authority or back to the Creator].

Once the transaction achieves a status of ‘Approved by Non-Signature Approver’, it is routed to the next approver on the route list.

CHAPTER FIVE – BUSINESS LINE MANAGER APPROVER PROCESSING

The Business Line Manager is a **required** approval authority route path that must be included on an agreement transaction route list.

The Business Line Manager receives the notification email and clicks on the system hyperlink to navigate to the agreement number that is pending action by that Business Line Manager.   If a reviewer is identified in the route path for the Business Line Manager, the reviewer will also receive an email notification that he/she should review the agreement transaction.

> Note: The reviewer's approval or rejection is "for information only" and has no impact on the continuation of the approval process for the transaction.

The Business Line Manager category was designed to, among other things, permit those so identified to review, comment, and edit [if the status is prior to Approved by Business Line Manager] the agreement transaction to ensure it is structured, priced, and resourced properly. The primary Business Line Manager [or alternate if identified] has to either approve or reject the agreement transaction before it can route to the next approval authority in the route list.

If the Creator selected the edit feature for that Business Line Manager in the route path, then that Business Line Manager [or alternate] can edit and approve, reject or take no action within the time limit identified for that route path.

If the Business Line Manager [or alternate]:

- **edits** the transaction, he/she can use the 'Add a Note' feature to enter a comment that is made a part of the transaction and can be subsequently viewed by other users.

- **approves** the transaction within the time limit by selecting the Approve icon, that Business Line Manager's e-signature image is applied to block 13b1 of the agreement form along with his/her name, title and the current date. The status of the transaction is updated from 'Awaiting Review' to 'Approved by Business Line Manager'.

  If an Assistant Director route path **is included** in the route list, then the transaction is routed to the primary and alternate [if identified] Assistant Director, and an email notification is sent to that Assistant Director. The ER document is created once the Assistant Director approves the transaction.

  If an Assistant Director route path **is not included** in the route list, the Business Line Manager's approval automatically triggers a request to create an ER document in the financial system through the ERLoad process.

As soon as the Business Line Manager and Assistant Director (if included in the route list) approve the transaction, the agreement form and SOW become 'READ ONLY' except for the input of block 13a1 and 13a2 [Customer approval information] that may have been entered by the Creator while in draft, as well as fields the FSB will input once the agreement transaction is approved and returned by the Customer.

- **rejects** the transaction within the time limit by selecting the Reject icon, he/she should add a note explaining the reason(s) for rejection that is viewable by other users; further route list review/approval processing is suspended; the transaction is routed back to the Creator for action; the status of the transaction becomes 'rejected' and an email notification is sent to the Creator.

- **takes no action** within the specified time limit for this route path approval, then the Creator and Business Line Manager [primary and any identified alternates] are notified via email that the approver has exceeded the approval time limit. Based on this notification, action should then be taken by the Creator and Business Line Manager to resolve any Business Line Manager concerns so that approval or rejection can occur [routing the transaction to the next approval authority or back to the Creator].

Once the transaction achieves a status of 'Approved by Business Line Manager', it is routed to the next approver on the route list. The Business Line Manager also has the option of editing the route list and can route the transaction to a Non-Signature Approver, prior to the Assistant Director or Budget Officer. If there is no 'next approver', the transaction is ready for Customer signature and an email notification is sent to the Creator.

CHAPTER SIX –ASSISTANT DIRECTOR APPROVER PROCESSING

The Assistant Director is an **optional or required** approval authority route path (depending on the Directorate's procedures) that may be included on an agreement transaction route list.

The Assistant Director receives the email notification and clicks on the application hyperlink to navigate to the agreement that is pending action by that Assistant Director. If a reviewer is identified in the route path for the Assistant Director, the reviewer will also receive an email notification that he/she should review the agreement transaction.

> Note: The reviewer's approval or rejection is "for information only" and has no impact on the continuation of the approval process for the transaction.

The Assistant Director category was designed to, among other things, permit those so identified to review, comment, and edit [if the status is prior to Approved by Assistant Director] the agreement transaction to ensure it is structured, priced, and resourced properly. The primary Assistant Director [or alternate if identified] has to either approve or reject the agreement transaction before it can route to the next approval authority in the route list.

The Assistant Director [or alternate] can edit and approve, reject or take no action within the time limit identified for that route path.

If the Assistant Director [or alternate]:

- **edits** the transaction, he/she can use the 'Add a Note' feature to enter a comment that is made a part of the transaction and can be subsequently viewed by other users.

- **approves** the transaction within the time limit by selecting the Approve icon, that Assistant Director's e-signature image is applied to block 13b1 of the agreement form along with his/her name, title and the current date. The status of the transaction is updated from 'Approved by Business Line Manager' to 'Approved by Assistant Director'.

  If an Assistant Director route path **is included** in the route list, then the transaction is routed to the primary and alternate [if identified] Assistant Director, and an email notification is sent to that Assistant Director. The ER document is created once the Assistant Director approves the transaction.

  If an Assistant Director route path **is not included** in the route list, the Business Line Manager's approval automatically triggers a request to create an ER document in the financial system through the ERLoad process.

As soon as the Business Line Manager and Assistant Director (if included in the route list) approve the transaction, the agreement form and SOW become 'READ ONLY' except for the input of block 13a1 and 13a2 [Customer approval information] that may have been entered by the Creator while in draft, as well as fields the FSB will input once the agreement transaction is approved and returned by the Customer.

- **rejects** the transaction within the time limit by selecting the Reject icon, he/she should enter a note describing the reason(s) for rejection that is viewable by other users; further route list review/approval processing is suspended; the transaction is routed back to the Creator for action; the status of the transaction becomes 'rejected' and an email notification is sent to the Creator.

- **takes no action** within the specified time limit for this route path approval, then the Creator and Assistant Director [primary and any identified alternates] are notified via email that the approver has exceeded the approval time limit. Based on this notification, action should then be taken by the Creator and Assistant Director to resolve any Assistant Director concerns so that approval or rejection can occur [routing the transaction to the next approval authority or back to the Creator].

Once the transaction achieves a status of 'Approved by Assistant Director', it is routed to the Creator for sending to the Customer. The Assistant Director also has the option of editing the route list and can route the transaction to a Non-Signature Approver prior to the Budget Officer.

CHAPTER SEVEN – INPUT OF ER SETUP DOCUMENT INTO THE FINANCIAL SYSTEM

When the Project Coordinator releases/approves the agreement transaction, a PROJ (project) record and a SPRJ (sub-project) record are sent for upload to the financial system tables. At the same time, account code records are sent to the Quicktime Time & Attendance (T&A) system for upload to the Master T&A file.

Once the Assistant Director or Business Line Manager [if Assistant Director approval is not required] approves the agreement transaction, summarized information about the agreement is sent for input into the financial system via the ERLoad process [ER record]. As soon as this information is sent to the financial system, the status of the agreement transaction within the application is updated to “Sent ER to FFS”. This electronic interface with the financial system [ERLoad] creates the ER document CAHT and CALT entries with a corresponding ER number containing an asterisk (*) in the transaction number of the document number for that agreement. Agreements in the financial system are uniquely identified through a 14-character alphanumeric document number construct consisting of the 2 digit document identifier [ER] followed by the 1 digit sector code [N=NBC] and an 11 digit transaction number. The financial system document number and the agreement number should be used in conjunction with the financial system reporting database to reference information about the status of the transaction in the financial system. The FSB will assure all ER records loaded into the financial system SUSF [Suspense File] are successfully accepted.

The financial system will not distribute costs or generate billings for ER’s until converted to the financial system RA documents. Budget Office, Creators and other NBC officials can choose to view all NBC ER’s and RA’s on-line using the financial system CAHT/CALT inquiry tables. In addition, status reports for estimated (ER) and approved (RA) reimbursable agreements can be generated from the financial system reporting database using the CAHT/CALT tables.

An ER agreement report is available under the Reports tab in CAS [see Chapter Eighteen – Reports].

CHAPTER EIGHT – FOLLOW-UP PROCESSING BY THE CREATOR

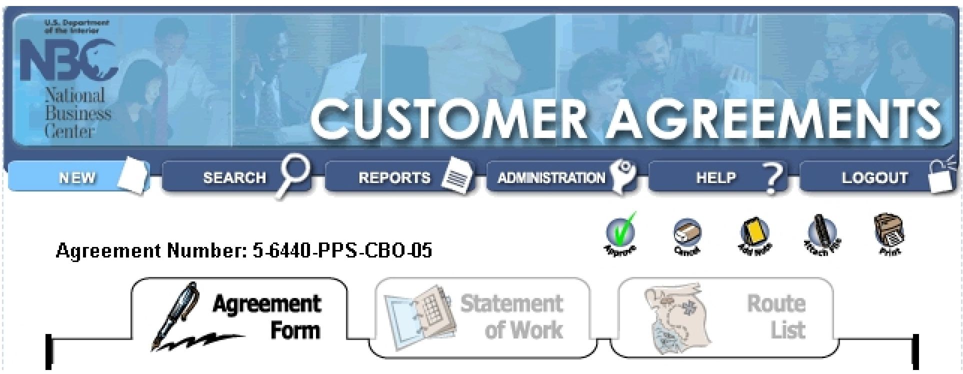
After approval by the Business Line Manager and the Assistant Director, [if applicable], the Creator is notified via email that the agreement has completed NBC directorate approval process. The Creator selects the agreement transaction that has achieved a status of "Approved by Assistant Director" or "Approved by Business Line Manager" [if the Assistant Director approval route path is not in the route list]. The Creator has the option of emailing these documents along with a cover letter to the Customer and/or others via the enhanced print screen in the CAS, or the Creator may decide to print two copies of the agreement and SOW, along with a copy of the cover letter. [See Chapter Seventeen, "Print an Agreement".] Then the Creator inserts the signed cover letter, the two page agreement form, SOW, and a return envelope addressed to National Business Center, Fiscal Support Branch, 7301 W. Mansfield Avenue, MS-D2777, Denver, CO 80235-2230 into a federal express or regular envelope. The Creator sends this parcel to the Customer for review and approval.

The NBC cover letter directs the Customer to sign both copies. The Customer is instructed to. retain one signed copy of the agreement transaction for their files and return the other signed copy to the NBC. The cover letter also instructs the Customer to complete the Customer Appropriation Code (5e) Customer Account Number (5f) and Customer Obligating Doc # (5g) fields, Customer DUNS # (5h), (DUNS # plus 4) (5i) and verify the information in item 5(d) (Customer Agency Location Code) on the agreement form.

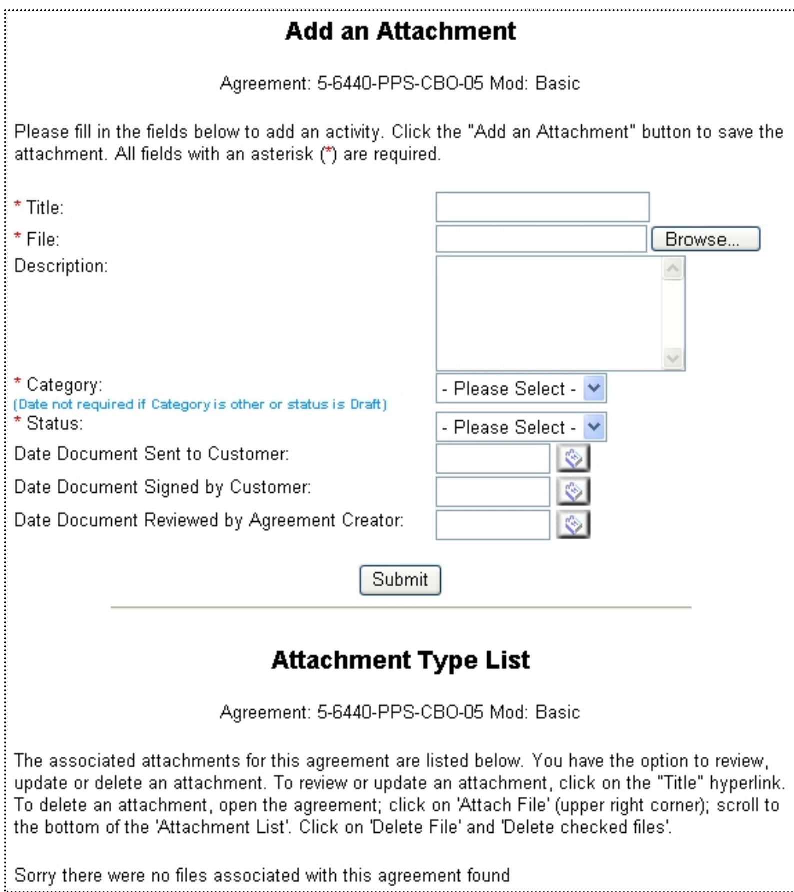
The NBC Project Coordinator should keep in contact with the Customer Project Coordinator to obtain approval status within the Customer's organization and resolve any issues that may be delaying the Customer's approval of the agreement. Appropriate action follow-up by the NBC Project Coordinator may include having to contact a Site Administrator and request he/she reject that specific agreement. After the agreement is rejected, it is routed back to its Creator and is fully editable so that it can be revised and approved for routing. The Creator should complete a note and attach it to the revised agreement explaining why the agreement needed to be revised and then request NBC and Customer re-approval. Alternately, the Creator may cancel the agreement if it is no longer necessary.

CHAPTER NINE – ATTACHING DOCUMENTS TO THE IAA

Additional documents, if required, should be attached to the agreement before it is sent to the Customer. These documents include a Service Level Agreement (SLA), Security Services Agreement (SSA), and Interconnect Security Agreement (ISA), and/or Rules of Behavior (ROB). The electronic files containing SLA, SSA, ISA and/or ROBs can be attached to the agreement in the CAS by clicking on the Attach File icon on the upper right of the agreement form.



Displayed below is the “Add an Attachment” feature in CAS.



Add an Attachment

Agreement: 5-6440-PPS-CBO-05 Mod: Basic

Please fill in the fields below to add an activity. Click the "Add an Attachment" button to save the attachment. All fields with an asterisk (*) are required.

* Title:
* File: Browse...
Description:
* Category: - Please Select -
(Date not required if Category is other or status is Draft)
* Status: - Please Select -
Date Document Sent to Customer:
Date Document Signed by Customer:
Date Document Reviewed by Agreement Creator:

Submit

Attachment Type List

Agreement: 5-6440-PPS-CBO-05 Mod: Basic

The associated attachments for this agreement are listed below. You have the option to review, update or delete an attachment. To review or update an attachment, click on the "Title" hyperlink. To delete an attachment, open the agreement; click on 'Attach File' (upper right corner); scroll to the bottom of the 'Attachment List'. Click on 'Delete File' and 'Delete checked files'.

Sorry there were no files associated with this agreement found

PART IV – CUSTOMER APPROVAL

Once received, the Customer is asked to review and approve the agreement by completing the required fields, signing it and returning it to the NBC for subsequent processing by the FSB. This Part describes Customer approval processing of the agreement.

CHAPTER TEN – CUSTOMER APPROVAL PROCESSING

The Customer Project Coordinator receives the agreement transaction from the NBC Project Coordinator and coordinates its review and approval within the Customer organization. If the Customer approves the agreement, a representative(s) will complete the applicable information on page 1 of the agreement form and sign the block 13a approval signature(s) on page 2. The page 1 agreement form information that the Customer must complete includes: Customer Appropriation Code/Treasury Account Symbol, Customer Obligating Document Number/Purchase Order Number, and Customer Account Number and Customer DUNS Number. The Customer returns the approved and signed paper agreement to the FSB for follow-up processing.

The NBC Project Coordinator should keep in contact with the Customer Project Coordinator to obtain approval status within the Customer's organization and resolve any issues that may be delaying the Customer's approval of the agreement. Appropriate action follow-up by the NBC Project Coordinator may include having to contact a Site Administrator and request he/she reject that specific agreement. After the agreement is rejected, it is routed back to its Creator and is fully editable so that it can be revised and approved for routing. The Creator should complete a note and attach it to the revised agreement explaining why the agreement needed to be revised and then request NBC and Customer re-approval. Alternately, the Creator may cancel the agreement if it is no longer necessary.

Once received from the Customer, the user with privileges to update the agreement will log into the CAS and enter the information provided by the Customer along with the date the agreement was signed/approved by the Customer. This Part describes FSB processing of the agreement.

CHAPTER ELEVEN – NBC FISCAL SUPPORT BRANCH PROCESSING

Upon receipt of an agreement signed by the Customer and the NBC, the designated FSB employee(s) is required to log into the CAS, search for the matching agreement, and using the Customer and NBC-approved agreement as the source of information, enter the Customer supplied approval information. The CAS will update the status for that agreement to 'Customer Approved'. Entry of information includes the Customer's Treasury Account Symbol/Customer Appropriation [Required], Customer Account Number [Optional], Purchase Order/Obligating Document Number [Required] and Customer DUNS Number [Optional].

Also, the Finance employee scans in the signature page of the agreement and saves it in an Adobe Acrobat formatted file. Using the Attach File feature, the .pdf file is attached to the corresponding agreement. Anyone subsequently reviewing agreements within the system can see the digital image of the signature page of the signed agreement. A Site Administrator can be contacted to assist with the scanning of original agreements and attaching them to specific agreement transactions within the CAS. Once this processing is complete, the FSB files the approved paper agreement in an off-line archive.

After the assigned Finance employee logs into the system, inputs the Customer information into the agreement, attaches the scanned file of the signature page, an email is sent to the next approval authority on the route list. This is usually the NBC Budget Officer but could also be a Non-Signature Approver.

PART VI – NBC BUDGET OFFICE

The users privileged as NBC Budget Officer users can login to the CAS and enter approvals for funding authority. This part describes the NBC Budget Office processing of the agreement.

CHAPTER TWELVE – NBC BUDGET OFFICE PROCESSING

The Budget Analyst logs into the system, reviews the agreement and approves the transaction by selecting the ‘Approve’ icon, at which point the Budget Analyst’s e-signature image is applied to block 13c of the agreement form along with his/her Name, Title and the current date. The status of the agreement is updated to ‘Fully Approved’. This step triggers a request to approve the corresponding ER document in the financial system and convert it into an RA document through the RALoad process. Once the agreement is fully approved, an email notification is sent to the Creator.

PART VII – OTHER FUNCTIONS

The first six chapters in this Part provide instructions for functions not addressed elsewhere in this document. These functions are:

- Copy
- Modify
- Terminate
- Cancel
- Print
- Reports

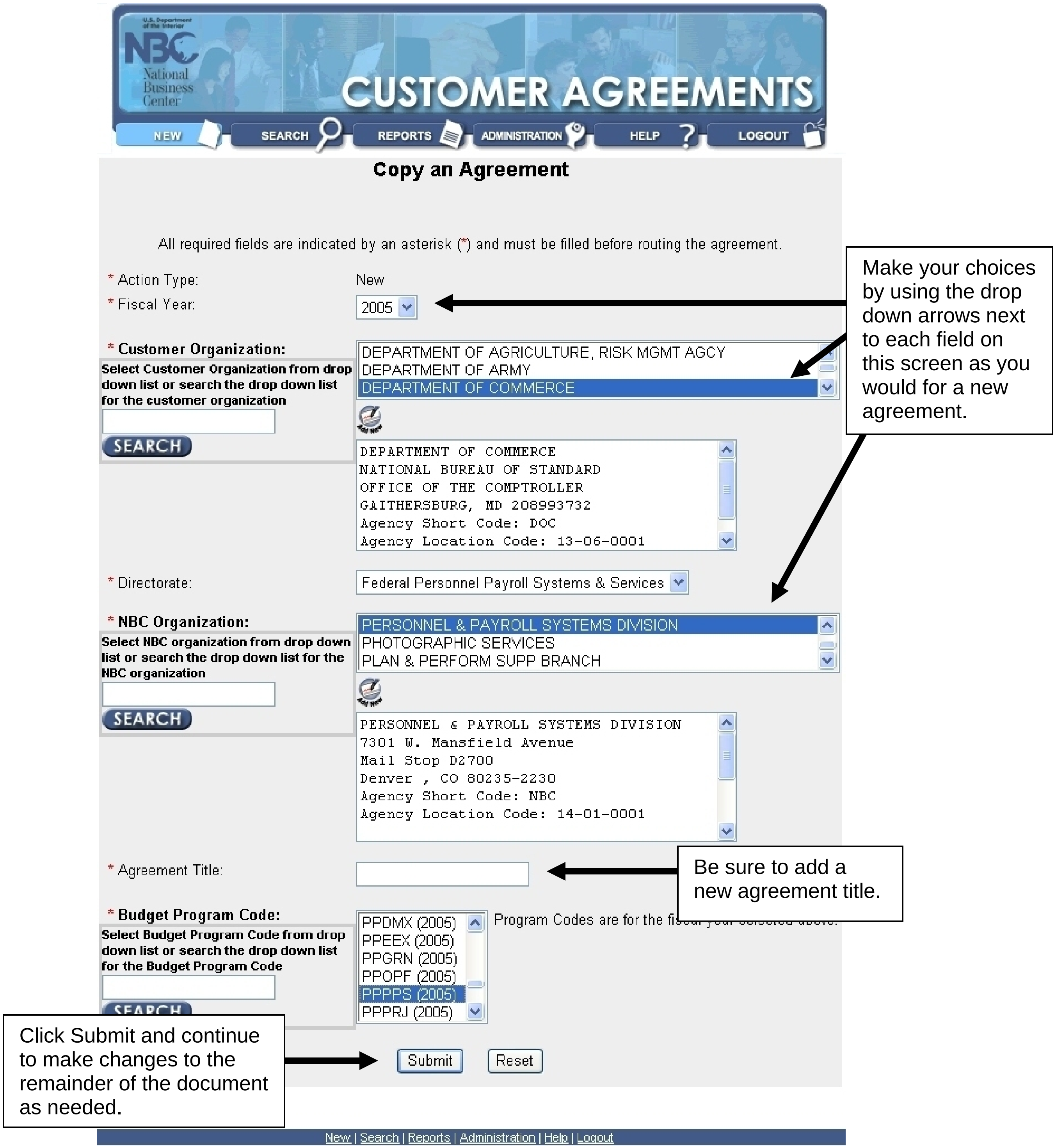
The next three chapters explain:

- Agreement status that can be assigned during a processing cycle
- User privileges
- ER and RALoad and financial system exception processing

CHAPTER THIRTEEN – COPY AN AGREEMENT

An agreement Creator can greatly reduce the time it takes to originate an agreement transaction by using the Copy option that is accessible on the Search Results screen, Options column.

The first step, shown below, is to search and find an existing agreement transaction that is similar to the agreement desired. Once the agreement to be copied is identified, click on the drop down arrow under the Options column. The Options column includes a “Copy” choice that, when selected, creates a draft, editable copy of the agreement as shown on the following page.

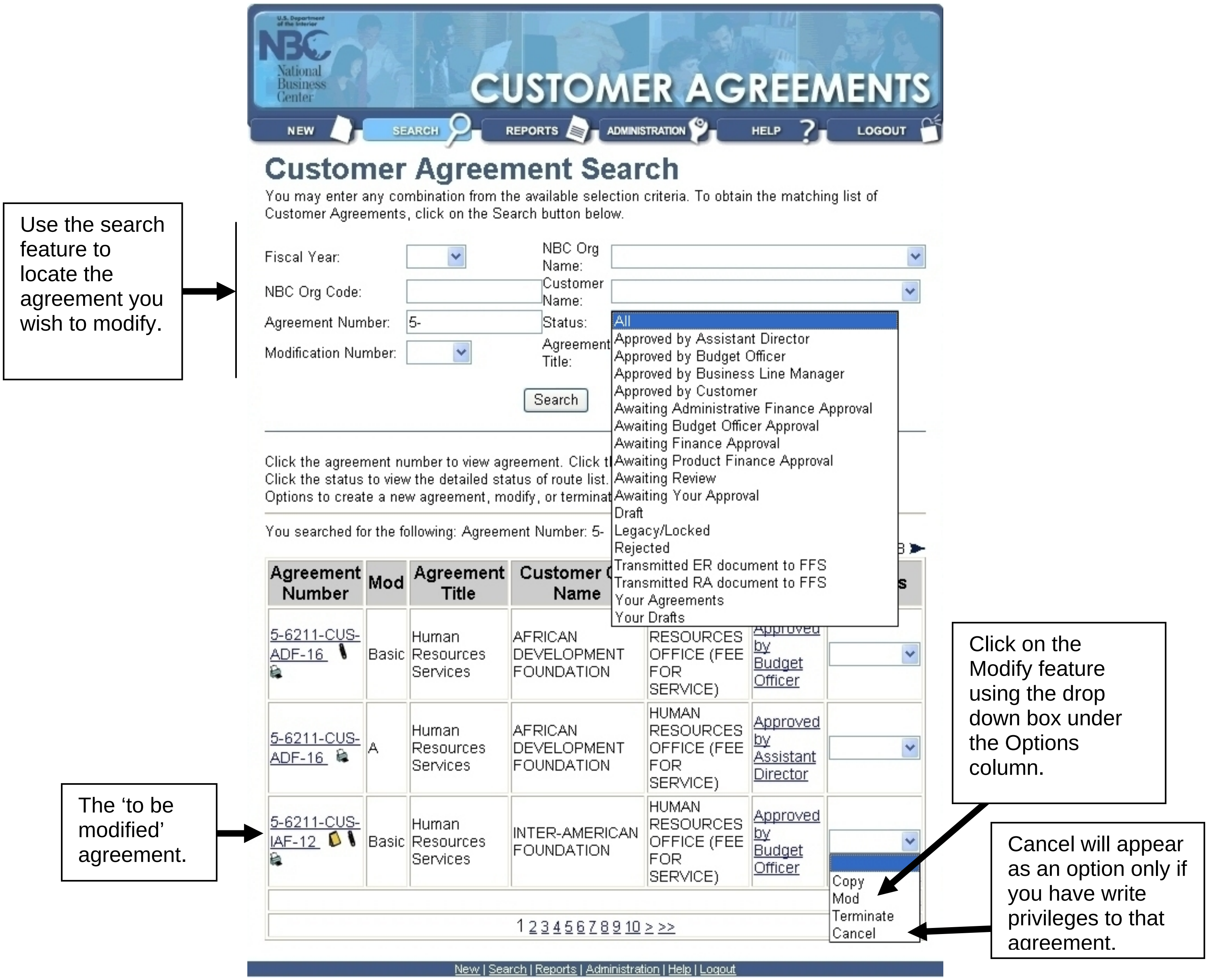


Once the Creator 'submits' the information on this screen, the system automatically assigns a unique agreement number to the copied agreement. The resulting agreement is in draft status and can be edited by the Project Supervisor/Creator.

CHAPTER FOURTEEN – MODIFY AN AGREEMENT

When an existing, fully-approved agreement [through Budget Officer] needs to be modified as the result of a change to the agreement's cost, period of performance, tasking, or some other material reason, it should be accomplished through the Modify option that is accessible on the Search Results screen, Options column.

The first step, shown below, is to search and find the agreement that needs to be modified, either the existing, fully approved, basic agreement [previously unmodified] or the last fully approved modification to the agreement. Once the agreement to be modified is identified, click on the drop down arrow under the Options column. The Options column includes a "Mod" choice that, when selected, creates a draft, editable copy of the agreement that can be modified as shown on the following page.



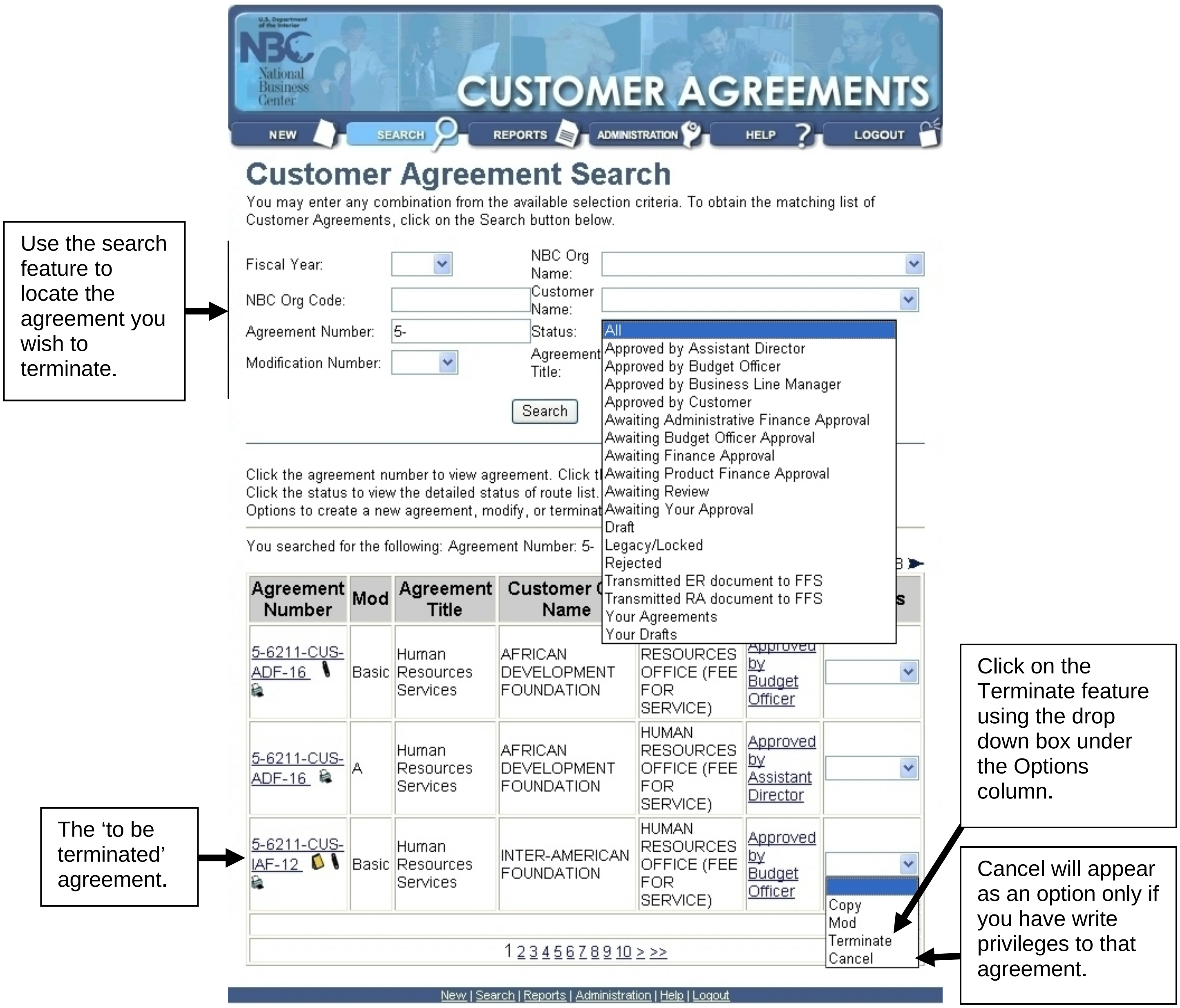
Once the Project Supervisor/Creator 'submits' the modified information for this agreement, the system appends a one-character alphabetic letter to the Basic agreement or appends the next available one-character alphabetic letter if previous modifications exist. The resulting modified agreement is in draft status, can be searched [found within the system] and can be edited by the Project Supervisor/Creator.

Refer to Part II, Chapter 3 – Creating an Agreement Transaction, for the specifics on how to add information on the agreement form, SOW and route path.

CHAPTER FIFTEEN – TERMINATE AN AGREEMENT

When an existing, fully-approved agreement [through Budget Officer] needs to be terminated by the parties, it should be accomplished through the Terminate option that is accessible on the Search Results screen, Options column.

The first step, shown below, is to search and find the agreement that needs to be terminated, either the existing, fully-approved, basic agreement [previously unmodified] or the last, fully-approved modification to the agreement. Once the agreement to be terminated is identified, click on the drop down arrow under the Options column. The Options column includes a "Terminate" choice that, when selected, creates a draft, editable copy of the agreement that can be terminated as shown on the following page.



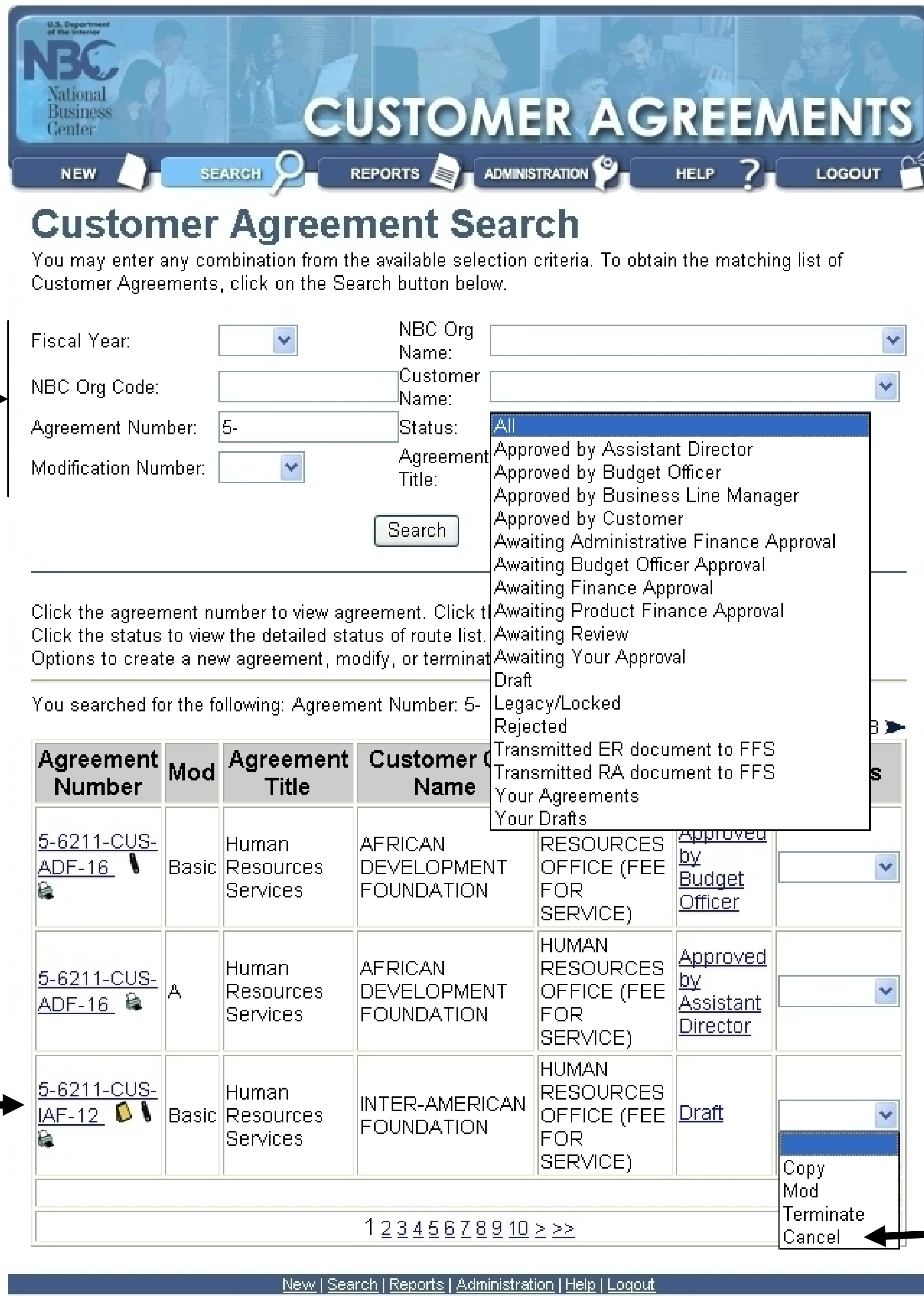
When the Project Supervisor/Creator 'submits' the information for this termination, the system appends a one-character alphabetic letter to the Basic agreement or appends the next available one-character alphabetic letter if previous modifications exist. The resulting terminated (modified) agreement is in draft status, can be searched [found within the system] and can be edited by the Project Supervisor/Creator.

The agreement to be terminated must go through the route path/list and the Customer signature is required. The Termination zeros out the dollar amount on each task that is listed on the agreement. The ER/RA documents are submitted with negative money amounts so that the monetary amounts are reversed in the financial system. If there are commitments, obligations, and/or expenditures on a terminated agreement, the FSB staff will need to adjust the funding on the agreement in order to collect those costs.

CHAPTER SIXTEEN – CANCEL AN AGREEMENT

The Creator of an agreement is the only functional user able to cancel his/her agreement other than Site Administrator. This is accomplished either by clicking on the Cancel icon located next to the Approve icon of an agreement whose status is Draft or by choosing the Cancel choice from the scrollable list box from the Options column on the Search screen.

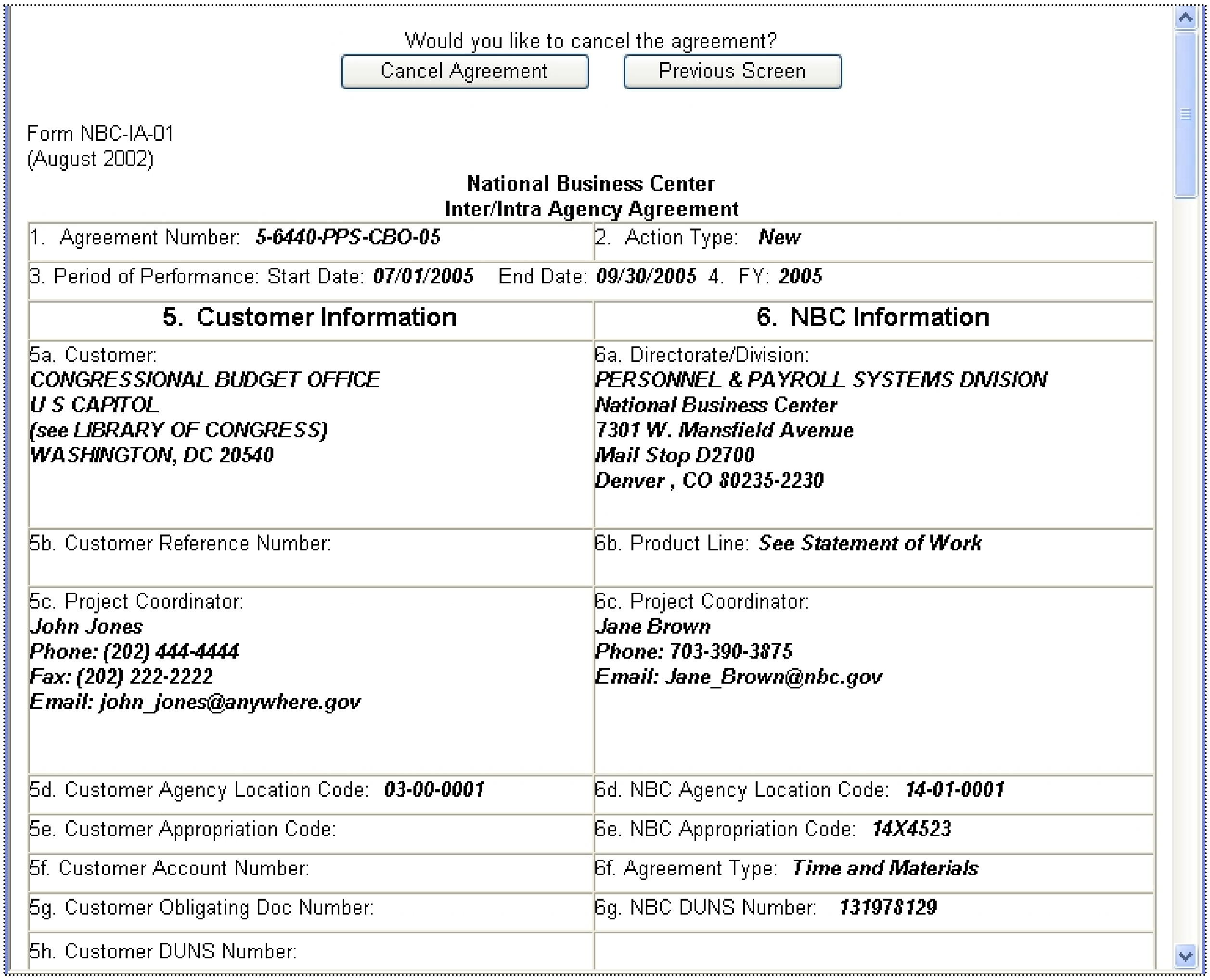
Use the search feature to locate the agreement you wish to cancel.



The 'to be cancelled' agreement.

Click on the Cancel feature using the drop down box under the Options column.

You are asked to confirm the request to cancel an agreement.



Would you like to cancel the agreement?

Cancel Agreement | Previous Screen

Form NBC-IA-01
(August 2002)

National Business Center
Inter/Intra Agency Agreement

1. Agreement Number: ***5-6440-PPS-CBO-05***	2. Action Type: ***New***
3. Period of Performance: Start Date: ***07/01/2005*** End Date: ***09/30/2005***	4. FY: ***2005***
5. Customer Information	**6. NBC Information**
5a. Customer: ***CONGRESSIONAL BUDGET OFFICE*** ***U S CAPITOL*** ***(see LIBRARY OF CONGRESS)*** ***WASHINGTON, DC 20540***	6a. Directorate/Division: ***PERSONNEL & PAYROLL SYSTEMS DIVISION*** ***National Business Center*** ***7301 W. Mansfield Avenue*** ***Mail Stop D2700*** ***Denver , CO 80235-2230***
5b. Customer Reference Number:	6b. Product Line: ***See Statement of Work***
5c. Project Coordinator: ***John Jones*** ***Phone: (202) 444-4444*** ***Fax: (202) 222-2222*** ***Email: john_jones@anywhere.gov***	6c. Project Coordinator: ***Jane Brown*** ***Phone: 703-390-3875*** ***Email: Jane_Brown@nbc.gov***
5d. Customer Agency Location Code: ***03-00-0001***	6d. NBC Agency Location Code: ***14-01-0001***
5e. Customer Appropriation Code:	6e. NBC Appropriation Code: ***14X4523***
5f. Customer Account Number:	6f. Agreement Type: ***Time and Materials***
5g. Customer Obligating Doc Number:	6g. NBC DUNS Number: ***131978129***
5h. Customer DUNS Number:	

The cancelled agreement is removed from the agreements which appear when a search is performed using status “your drafts.” The cancelled agreement does appear on a Cancelled Agreements Report.

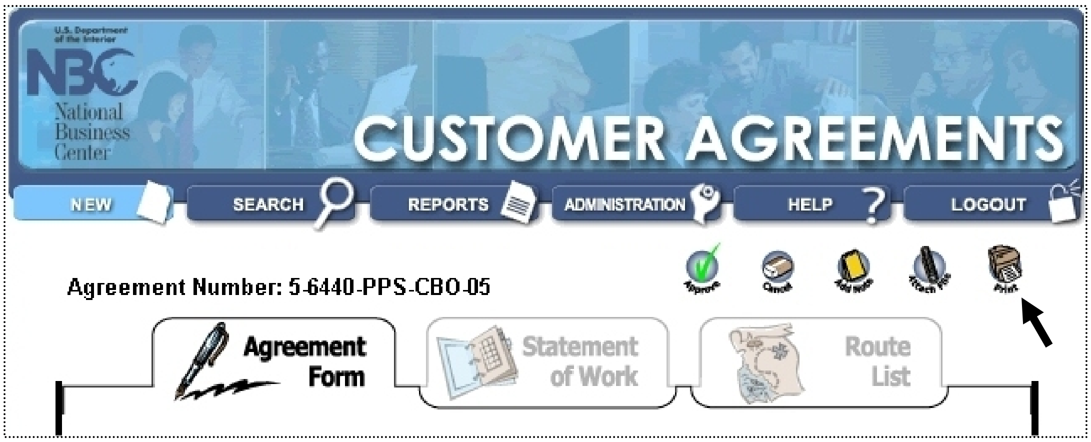
CHAPTER SEVENTEEN – PRINT AN AGREEMENT

There are three ways to print an agreement transaction:

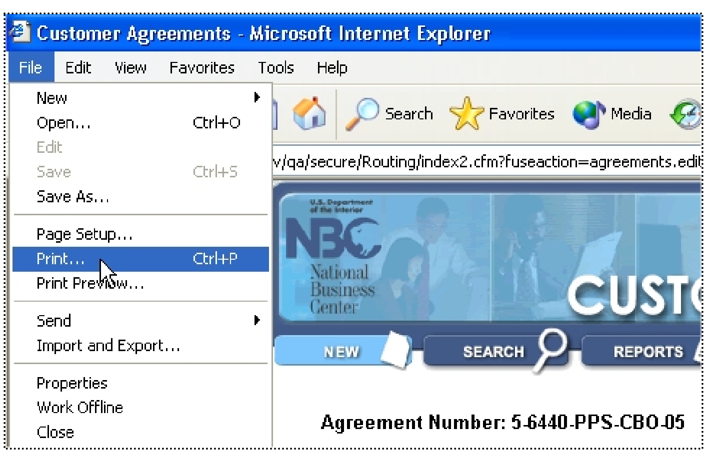
1. On the Search screen, there is a printer icon by the agreement number. Click on the printer icon and the print option screen on the following page will appear.

Agreement Number	Mod	Agreement Title	Customer Org Name	NBC Org Name	Status	Options
5-6440-PPS-CBO-05	Basic	FPPSS Services to CBO	CONGRESSIONAL BUDGET OFFICE	PERSONNEL & PAYROLL SYSTEMS DIVISION	Draft	

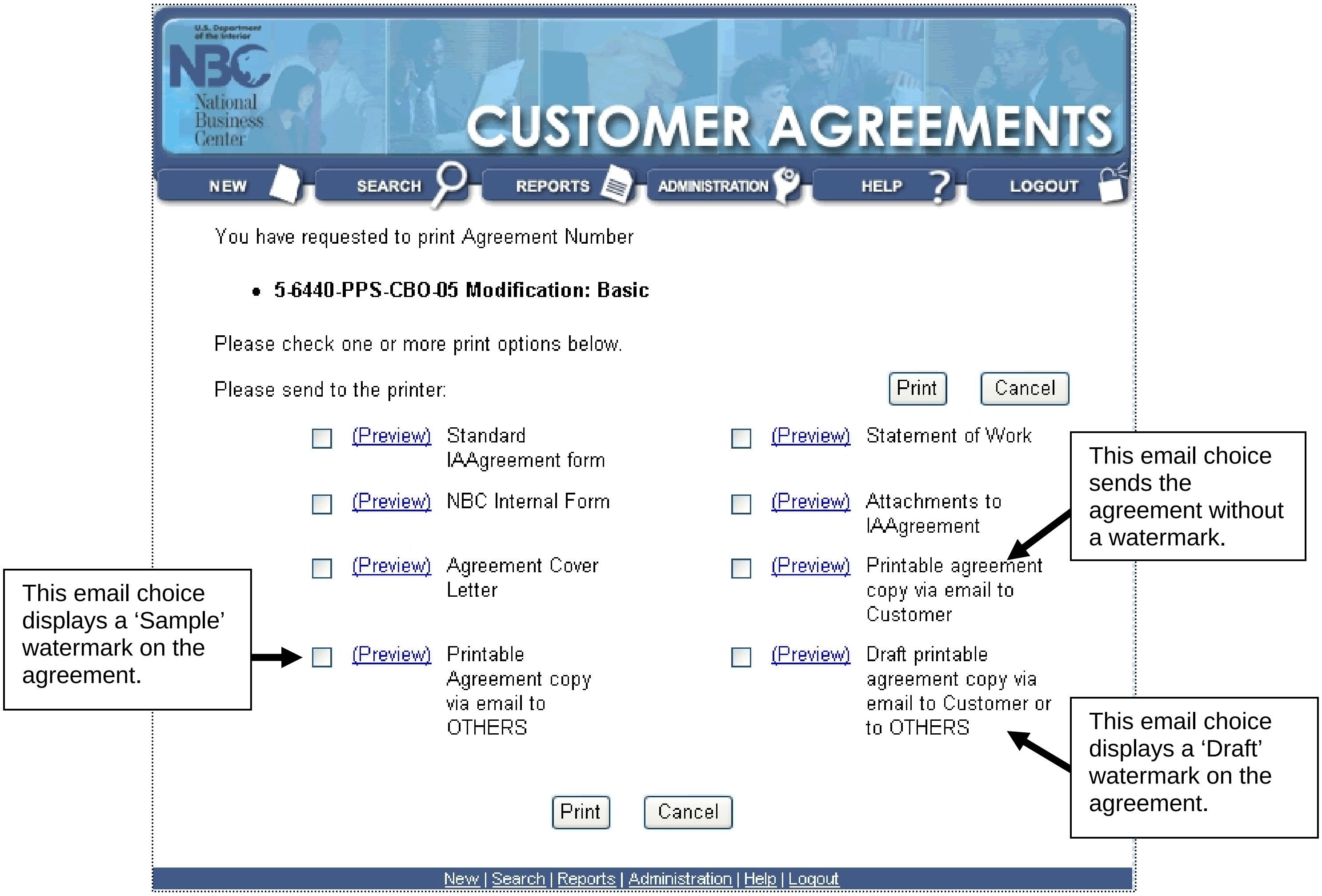
2. Within the agreement itself, click on the Print icon and the print option screen will appear.



3. On the Internet Explorer menu bar under the File menu, select 'print'. This method of printing will only print what is displayed on the screen you are viewing



Each choice on the print option screen has a preview feature. The check boxes are used to choose the sections of the agreement to be printed. The agreement can be emailed to the Customer or other parties.



The print feature "Agreement Cover Letter" can be used by Project Coordinators to mail the agreement form to the Customer for signature. Additionally, this cover letter requests some specific information that is required by the accounting system.

Note: To remove the page numbering and internet address on each page when printing the IAA, select FILE > PAGE SETUP in the Internet Explorer menu bar and remove any characters showing in the header and footer fields.

Reports available within the system are accessible through the Reports tab. When activated, the following screen is displayed. To view a report, click on its name.

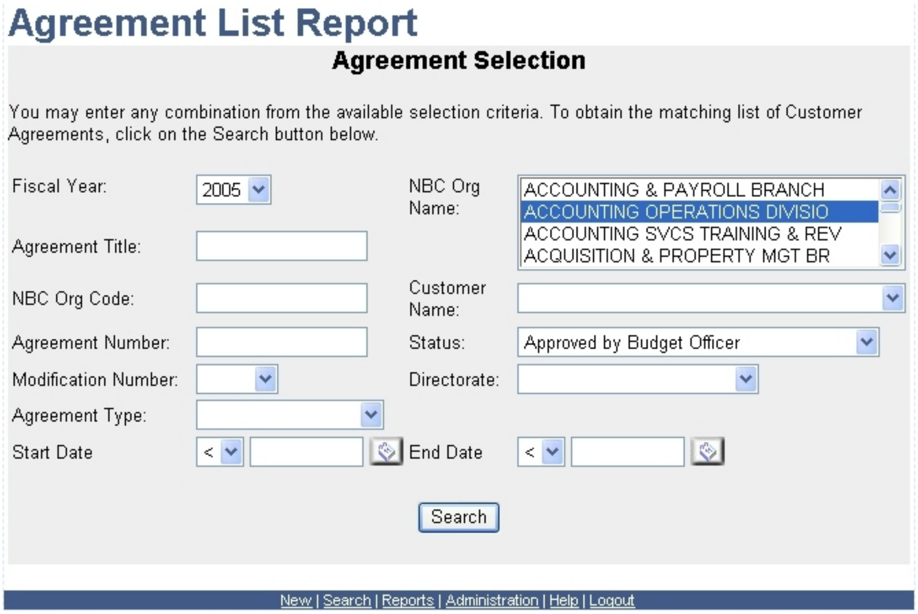
Reports

Please click the name of the report that you wish to view

Report Name	Report Description
Agreement List	Search for NBC's Organization and retrieve Agreement Totals, Status, ER and RA report sent dates.
Attachment List	Attachment List Report
Audit Report	Audit Trail by Agreement
Customer 3-character id	Customer 3-character id
Cancelled Agreement Report	Cancelled Agreements Report
Customer Address Search	Search for NBC's Organization and pull up active agreements and organization address for the customer
EIS Report	Displays signed agreements by NBC for FY 04
EIS Report 2005	Displays signed agreements by NBC for FY 05
ER Agreement Report	All agreements that are or have been sent to FFS as ER documents and have not been sent up as RA documents
Legacy Agreement Report	Legacy Agreements Report
Problem Report	Problem Agreements Report
Status Report	Route Path and Approval Status Of Agreement

New | Search | Reports | Administration | Help | Logout

One Report example is the Agreement List. Selection criteria can be entered in any of the choices shown on the screen, or any combination of these choices, as demonstrated below.



Agreement List Report

Agreement Selection

You may enter any combination from the available selection criteria. To obtain the matching list of Customer Agreements, click on the Search button below.

Fiscal Year: 2005

NBC Org Name: ACCOUNTING & PAYROLL BRANCH / ACCOUNTING OPERATIONS DIVISIO / ACCOUNTING SVCS TRAINING & REV / ACQUISITION & PROPERTY MGT BR

Agreement Title:

NBC Org Code:

Customer Name:

Agreement Number:

Status: Approved by Budget Officer

Modification Number:

Directorate:

Agreement Type:

Start Date <

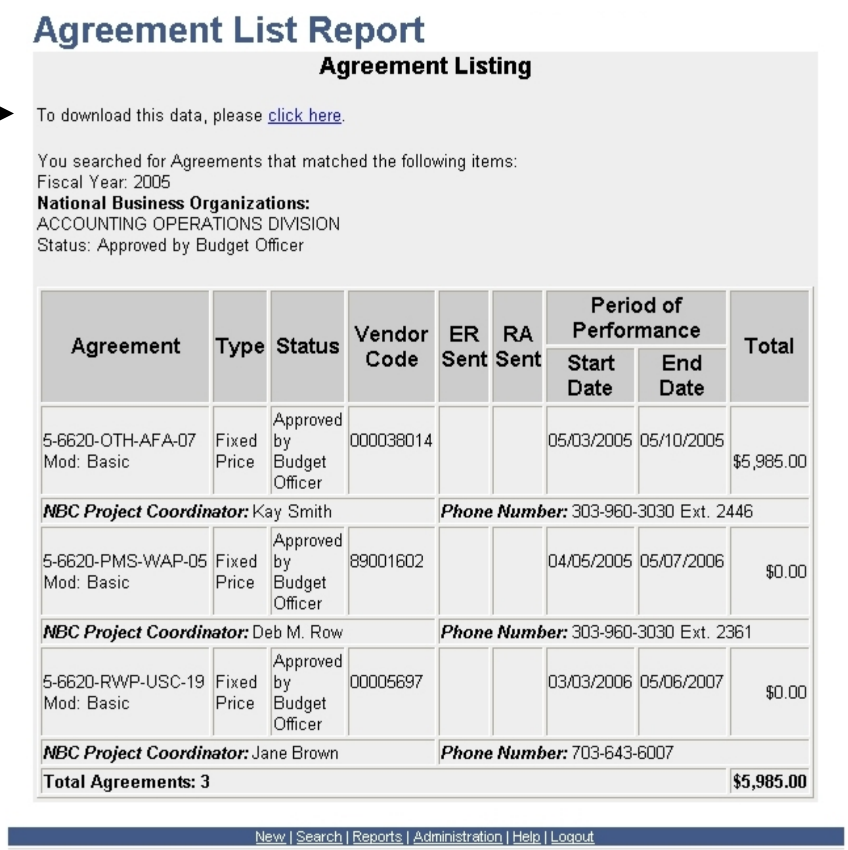
End Date <

Search

New | Search | Reports | Administration | Help | Logout

Once information is input and the Search button is clicked, results are displayed. This agreement listing is the result of searching for all 2005 agreements within the Accounting Operations Division that have been approved by the Budget Officer.

Click this link to download the list in an excel spreadsheet.



Agreement List Report

Agreement Listing

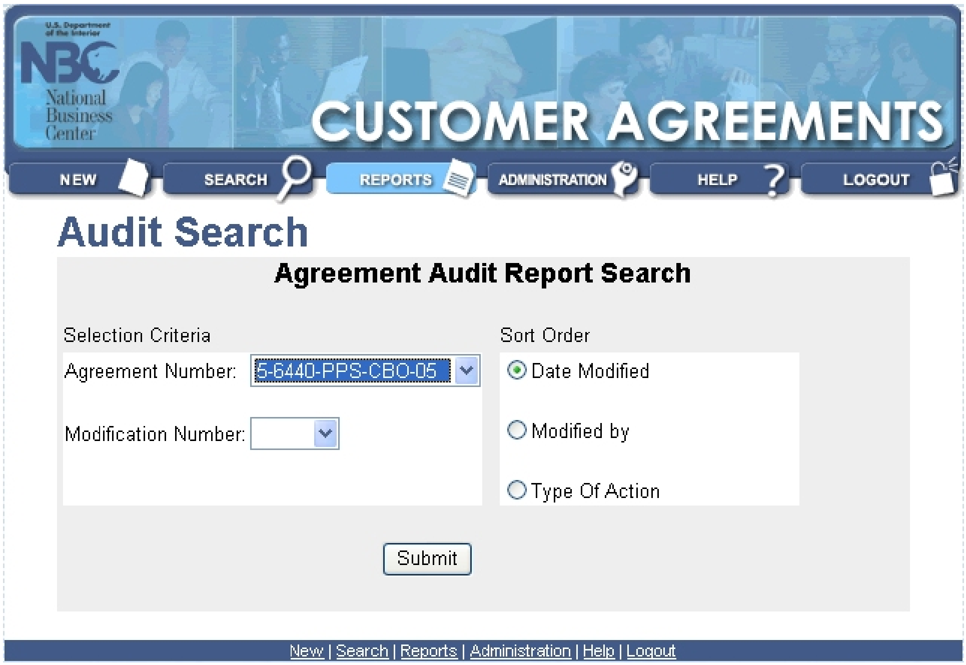
To download this data, please click here.

You searched for Agreements that matched the following items:
Fiscal Year: 2005
National Business Organizations:
ACCOUNTING OPERATIONS DIVISION
Status: Approved by Budget Officer

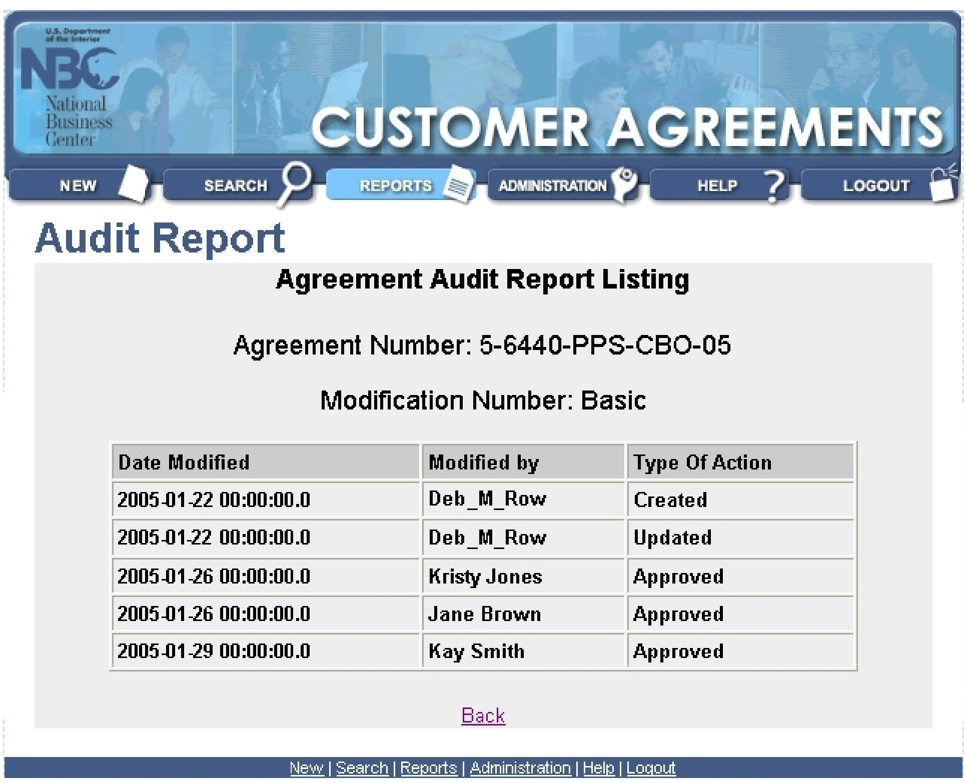
Agreement	Type	Status	Vendor Code	ER Sent	RA Sent	Period of Performance		Total
						Start Date	End Date	
5-6620-OTH-AFA-07 Mod: Basic	Fixed Price	Approved by Budget Officer	000038014			05/03/2005	05/10/2005	$5,985.00
NBC Project Coordinator: Kay Smith				***Phone Number:*** 303-960-3030 Ext. 2446				
5-6620-PMS-WAP-05 Mod: Basic	Fixed Price	Approved by Budget Officer	89001602			04/05/2005	05/07/2006	$0.00
NBC Project Coordinator: Deb M. Row				***Phone Number:*** 303-960-3030 Ext. 2361				
5-6620-RWP-USC-19 Mod: Basic	Fixed Price	Approved by Budget Officer	00005697			03/03/2006	05/06/2007	$0.00
NBC Project Coordinator: Jane Brown				***Phone Number:*** 703-643-6007				
Total Agreements: 3								**$5,985.00**

New | Search | Reports | Administration | Help | Logout

The purpose of the Audit Report is to check the status of an agreement. The Audit Report screen requires input of selection criteria as displayed below.



Once information is input and the Submit button is checked, results are displayed.



Date Modified	Modified by	Type Of Action
2005-01-22 00:00:00.0	Deb_M_Row	Created
2005-01-22 00:00:00.0	Deb_M_Row	Updated
2005-01-26 00:00:00.0	Kristy Jones	Approved
2005-01-26 00:00:00.0	Jane Brown	Approved
2005-01-29 00:00:00.0	Kay Smith	Approved

CHAPTER NINETEEN – AGREEMENT STATUS

The universe of statuses an agreement can be assigned during its processing lifecycle are listed here and each corresponding definition appears in Appendix B:

- All
- Approved by Assistant Director
- Approved by Budget Officer
- Approved by Business Lines Manager
- Approved by Customer
- Awaiting Budget Officer Approval
- Awaiting Finance Approval
- Awaiting Review
- Awaiting Your Approval
- Draft
- Legacy/Locked
- Rejected
- Transmitted ER document to FFS
- Transmitted RA document to FFS
- Your Agreements
- Your Drafts

CHAPTER TWENTY – USER PRIVILEGES

The universe of privileges a user can be assigned to process agreement transactions within the CAS are listed here and each corresponding definition appears in Appendix B:

- Assistant Director
- Budget Officer
- Business Line Manager
- Finance (Washington)
- Finance (Denver)
- Project Supervisor (also known as Creator)
- Site Administrator

Chapter Twenty-One – ER and RALoad and Financial System Exception Processing

Job Control Language and programs have been developed and tested to support the ER and RALoad programs' automated interface requirements. These jobs are executed as part of the nightly cycle processing and are monitored on a daily basis to confirm each job completes normally. When one of these jobs abnormally terminates, someone from the financial support staff will contact the Site Administrator and a corrective action plan will be agreed upon and implemented as needs dictate.

Appendix A – Preparing Attachments for the IAA

Guidelines for the preparation of Service Level Agreements (SLA), Security Services Agreements (SSA), Rules of Behavior (ROB) and Interconnect Security Agreements (IA) can be found in the CAS HELP function.

In the HELP function, refer to: **Steps to Preparation of SLA-SSA-ROB-ISA July 18 2005**.

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z

- A -

A 1080 BILL – A FFS term, Equals 'H' – The FFS User's guide describes this as: "This is a bill for those federal agencies not able to participate in a direct funds transfer."

A 1081 BILL – A FFS term, Equals 'J' – The FFS User's guide describes this as: "This is a bill for those federal agencies that can participate in direct funds transfers."

ACCOUNT NUMBER – 17-digit number generated by CAS based on the 4-digit org code, 5-digit program code, 3-letter client identifier, single letter task, 2-digit sequential identifier and activity (2 letter). For example, 6640BSFFSBIA09AIJ.

ACTION TYPE – Agreement Form, Block 2, required - The type of agreement transaction. Action Type can be New or Mod (Modification) and valid mod types are either sequential starting with the letter A or a termination mod. This value is defaulted either from the Add a New Agreement screen or by selecting the mod or terminate option from the Option select box on the Search screen results area. Mods or termination mods can only be created from a fully approved basic agreement or the most recently fully approved modification (approved by the Budget Officer).

ACTIVITY – The highest level within a task in the SOW. Each agreement transaction is required to have a SOW with at least one task and one activity within that task in order to be valid.

ACTIVITY ACCOUNT – Cost account number associated or assigned to an activity.

ACTIVITY CODE – An FFS term. A two-character code used to identify a valid activity. Multiple codes can point to a single activity type. The activity code will populate based on the activity selected.

ACTIVITY DESCRIPTION – A meaningful description that a user creates and assigns to each activity within a task in the SOW.

ACTIVITY LIST – listing of all activities that have been created in a particular agreement. This list is used to modify existing activities.

ACTIVITY MANAGER - A wizard within the SOW accessible via an icon that enables creation and update of each activity within a task.

ACTIVITY NUMBER – A numeric assignment to each activity in a task. The first activity within the task should have an Activity Code number of ‘1’. The second activity within the task should have an Activity Code number of ‘2’, and so on and so forth for all remaining Activities within the task.

ACTIVITY TITLE – A meaningful title that a user creates and assigns to each activity within a task in the SOW.

ADD A NEW AGREEMENT – The screen under the “New” tab in CAS that allows the Creator to input required information to start creating a new agreement. Also known as the “Wizard Screen”.

ADD A TASK – The screen under the SOW features in CAS. It enables a user to create a new task(s) for the SOW or to update an existing task(s).

ADD AN ACTIVITY – A function that is accessible from within an agreement’s SOW tab accessible through the Activity Manager icon. This function enables a user to create a new activity or update an already existing activity(s) within a task in the SOW.

ADD AN ATTACHMENT – Feature used to attach a file(s) to accompany and be associated with a specific agreement, i.e., Buyer’s IA, SLA, SSA, ISA, ROB or scanned signature page(s) of these and other documents.

ADD NOTE – An icon and a feature within an agreement transaction or as part of approving a transaction [approve, cancel, reject] that enables the user to record a Note containing a comment(s) that is indexed and becomes part of the agreement transaction. An attached note can be printed using Control “P”.

ADMINISTRATION – One of many Navigation links within the application – Once accessed, takes the user to the system administration features. Access to features varies and depends on the privilege(s) each UserID is assigned.

ADMINISTRATIVE OPERATIONS – An NBC Directorate. A directorate choice contained in the scrollable list box on the Add a New Agreement page.

ADVANCE FLAG – NBC Internal Form, Billing Data Block 3, optional – Valid list box selections are either ‘Yes’ or ‘No’. The FFS User’s Guide describes what to enter as: “This field is used to determine whether or not a bill should be generated for this reimbursable agreement when the billable amount exceeds the advance amount. A value of N will allow a bill to be generated when the billable amount exceeds the advance amount. Enter Y if you wish to limit the billable amount to the advance amount.” The FFS User’s Guide coverage describes this as an optional field with default values as: “If the Reference Agreement Number is entered, this code is inferred from that document. Otherwise, FFS defaults to N.”

ADVANCE UPDATE MAX – NBC Internal Form, Billing Data Block 3, optional – Valid list box selections are either ‘Yes’ or ‘No’. The FFS User’s Guide describes what to enter as: “This field determines whether or not an advance against the Customer agreement will increase the maximum funding amount. Enter Y if an advance against the Customer agreement must increase the advance amount and the maximum funding amount in the Customer agreement-related tables. A value of N will allow advances to increase only the advance amount in the Customer agreement tables. This field must be N for revenue agreements. If the document action is A, use this field only if you wish to replace the value entered in the reference Customer Agreement Estimate Setup Document (ER).” The FFS User’s Guide coverage describes this field as optional and the default values as: “If the Reference Agreement Number is entered, this code is inferred from that document. Otherwise, FFS defaults to N.”

AGENCY ABBREVIATION – A 3-Character field used to identify a government agency. The value is maintained by users with Site Administrator privilege. Can be viewed by users via the Customer organization on the ‘Add a New Agreement Screen’.

AGENCY LOCATION CODE – Agreement Form blocks 5d and 6d, 10 numeric characters including dashes (required information) – Comprised of the Federal Information Processing Standard (FIPS) 95 code [for the NBC enter 14-01] along with a unique 4-digit organizational numerical assignment [-0001]. A unique number assigned by the Department of the Treasury to federal agencies for processing Intra-Governmental Payment and Collection (IPAC) transactions.

AGREEMENT FORM – Part of the agreement transaction. Consists of the 2 page Agreement Form, which is mailed to the Customer, and the one page NBC Internal Form, which should not be mailed to the Customer.

AGREEMENT NUMBER – Agreement Form, Block 1 – A required, automatically generated, unique number assigned to each agreement transaction within the application. It consists of a 1 digit Fiscal Year followed by a 4 character Organization Code followed by the last 3 characters of the selected Program Code, followed by a 3-letter client identifier, and a two-digit sequence identifier and a 1 character modification letter, if applicable. Example 5-6640-FFS-BIA-45. (Basic BIA agreement)

AGREEMENT REVENUE SOURCE CODE – NBC Internal Form Block 3 Billing Data, optional FFS User’s Guide describes what to enter as: “Enter the revenue source code and sub-revenue source code that identify this revenue agreement. The revenue source code must be valid on the FFS Revenue Source Table (RSRC) and the Sub-revenue source code must be valid on the Sub-revenue Source Table (SREV). The sub-revenue source should be entered only if the sub-revenue option on the RSRC is Y. This field must be coded on a Modify action and must match the original entry agreement Revenue Source/Sub-revenue source.” FFS User’s Guide coverage describes requirements as: “Required for revenue agreements. Otherwise, must be blank.”

AGREEMENT TITLE – A meaningful title that the Creator inputs on the Add a New Agreement page when creating, copying, modifying or terminating an agreement. This field is searchable on the Search screen and appears as a column when agreement search results are returned.

AGREEMENT TRANSACTION – For the purposes of the Customer Agreements application, is an IAA consisting of the agreement form [2 page agreement form and 1 page NBC Internal Form], SOW, and route list. A fully approved agreement transaction represents the terms and conditions, cost and period of performance under which the NBC will provide good(s) and/or service(s) to the identified Customer.

AGREEMENT TYPE – Fixed Price, Time and Materials or Variable (combination of fixed and T&M).

ALL – When used as an agreement transaction status search criterion all of the agreements in the system. Should always be used in conjunction with at least one other search criterion to limit the number of results a search generates.

ALTERNATE APPROVER – The name of the person assigned to be an alternate approval authority for the primary approver for a specific route path within the route list of a specific agreement transaction.

AMOUNT – (from SOW) The dollar amount field within each activity in a SOW. The summarized dollar amount for each task is displayed on the agreement form.

ANNUALLY – By the year. A valid value within the Bill Cycle field used to identify how frequently a Customer will be billed for product(s) and/or service(s) provided under the agreement.

APPLICATION – See also Customer Agreements System (CAS) - The CAS used to formulate, process, archive, search and report on IAA's between NBC Directorates and their Customers.

APPRAISAL SERVICES - An NBC Directorate. A directorate choice contained in the scrollable list box on the Add a New Agreement page.

APPROVAL AUTHORITY – The level of approval(s) a user is assigned within the route path function. The levels of approval are: Creator; Business Line Manager [Primary - required, Reviewer - optional]; Assistant Director [Primary – required for most directorates, Reviewer - optional)]; Non-Signature Approver [Primary required, Reviewer – optional]; and Budget Officer [Primary - required, Reviewer - optional].

APPROVE – An icon and a feature within an agreement transaction. It permits users privileged as Creators, Non-Signature Approvers, Business Line Mangers, Assistant Directors and Budget Officer to approve agreement transactions during their different processing stages.

APPROVED BY ASSISTANT DIRECTOR – An agreement status that identifies the transaction as approved by the Primary Assistant Director [or his/her alternate if specified on the route path]. When used as an agreement transaction status search criterion, selects agreements that are in this state.

APPROVED BY BUDGET OFFICER – An agreement Status that identifies the transaction as approved by the Primary Budget Officer [or his/her alternate if specified on the route path]. When used as an agreement transaction status search criterion, selects agreements that are in this state. This status means "fully approved."

APPROVED BY BUSINESS LINE MANAGER - An agreement Status that identifies the transaction as approved by the Primary Business Line Manager [or his/her alternate if specified on the route path]. When used as an agreement transaction status search criterion, selects agreements that are in this state.

APPROVED BY CUSTOMER – An agreement Status that identifies the transaction as approved by the Customer. This approval occurs once the FSB inputs the Customer added information from the mailed back agreement and answers 'Yes' to permit the transaction to be locked and routed to the Budget Officer for approval. When used as an agreement transaction status search criterion, selects agreements that are in this state.

ASSISTANT DIRECTOR – Within the CAS it is a user privilege assigned to the Associate/Assistant Directors at NBC. Alternate approvers for Assistant Directors are optional and are set up in CAS by the Site Administrators. Permits users assigned the Assistant Director privilege, who have a signature image on file and who approve an agreement transaction as an Assistant Director, to have the application automatically apply his/her signature image to the Agreement Form page 2 NBC Approval block.

ATTACH FILE – See also Add an Attachment. Feature used to add a file to accompany and be associated with a specific agreement. Used by the Creator of an agreement to attach SLA, SSA, ISA, ROB or any other documents related to the agreement. Used by Finance user to attach scanned signature pages of these documents as well as the signature page of the IAA when the Customer returns the signed agreement.

AUTHORITY – Agreement Form Block 9 – required field (up to 100 alphanumeric characters) for fill-in if other is checked. The statutory authority that permits the agreement transaction. It can be the Economy Act, 31 USC 1535, the Working Capital Fund 43 USC 1467, 1468 and/or Other which requires the user to fill-in the authorizing legislation citation.

AVIATION MANAGEMENT - An NBC Directorate. A directorate choice contained in the scrollable list box on the Add a New Agreement page.

AWAITING BUDGET OFFICER APPROVAL – An agreement transaction within the application that has been approved by the Business Line Manager, Assistant Director (if required), and the

Customer but hasn't yet been approved by the Budget Officer. When used as an agreement transaction status search criterion, selects agreements that are in this state.

AWAITING FINANCE APPROVAL – An agreement transaction status, when used as an agreement transaction status search, the system selects agreements that are in this state.

AWAITING REVIEW – An agreement transaction within the application that has been approved by the Creator, but hasn't yet been approved by the Business Line Manager [or if specified on the route list, a non-signature approval authority if that route path is identified before the Business Line manager]. Once approved by the Business Line Manager, the status of the agreement transaction becomes approved by the Business Line Manager. When used as an agreement transaction status search criterion, selects agreements that are in this state.

AWAITING YOUR APPROVAL – An agreement transaction status, when used as an agreement transaction status search, the system selects agreements that are in this state. These agreements that have been routed to you for approval.

- B -

BASIC – A reference to an unmodified agreement transaction. Also, 'Basic' is a searchable value in the Modification Number box on the Search screen and a displayed Search result column value under the Mod column.

BILL AGREEMENT AMT % – NBC Internal Form, Billing Data Block 3, optional – Valid list box selections are either 'Yes' or 'No' or blank. If 'Yes', the percentage amount needs to be input. The FFS User's Guide describes what to enter as: "Enter Y if this agreement is to be billed based on the amount of the agreement rather than the amount of the distributed costs. Enter N if this agreement should be billed based on the amount of distributed costs. If Y, the percent of the agreement amount to be billed must be entered." i.e., Annual – 100.00%, Quarterly – 25.00% and Monthly – 8.33% This is an optional field in FFS and it defaults to N if it is unfilled in the application.

BILL CYCLE – NBC Internal Form Block 3 Billing Data, optional – Valid selections are monthly (M), quarterly (Q), semi-annually (S), annually (A), and end-of-job only (E). FFS User's Guide coverage describes requirements and default values as: "Required for all Bill Types other than M (manual) or N (not billed), unless a Reference Number is entered. Otherwise, not allowed. If a Reference Agreement Number is entered, this code is inferred from that document. Otherwise, no default value."

BILL DOCUMENT TYPE – NBC Internal Form, Billing Data Block 3, optional – Valid selections are either 'Billing Document Type 1' or 'Billing Document Type 2'. The FFS User's Guide describes what to enter as: "Enter the document type to be placed in Billing documents created by the Automatic Bill Generation program.” The FFS User’s Guide identifies this field as optional with no default value.

BILL END DATE – NBC Internal Form, Billing Data Block 3, optional – Valid selections are for month, day and year. The date Customer billings are scheduled to end.

BILL OBLIGATIONS – NBC Internal Form, Billing Data Block 3, optional – Valid selections are either ‘Yes’ or ‘No’. The FFS User’s Guide describes what to enter as: “Enter Y if this agreement is to be billed based on the amount of the distributed obligations in addition to project charges, expenditures, and burden. Enter N if this agreement is to be billed based on the amount of distributed project charges, expenditures, and burden only.” This is an optional field in FFS and it defaults to N if it is unfilled in the application.

BILL PRINT FLAG – NBC Internal Form, Billing Data Block 3, optional – Valid selections are either ‘Bill Print Flag 1’ or ‘Bill Print Flag 2’. The FFS User’s Guide describes what to enter as: “Enter the print flag to be placed in Billing documents created by the Automatic Bill Generation program.” The FFS User’s Guide identifies this field as optional with no default value.

BILL START DATE – NBC Internal Form, Billing Data Block 3, optional. The date Customer billings are scheduled to start. Enter the date in which you wish to begin generating bills to the Customer (MMDDYY). The FFS User’s Guide identifies this field as optional with a default value as: “If the Reference Agreement Number is entered, this code is inferred from that document. Otherwise, defaults to N."

BILL TEXT TYPE – NBC Internal Form, Billing Data Block 3, optional – Valid selections are either ‘Bill Text Type 1’ or ‘Bill Text Type 2’. The FFS User’s Guide describes what to enter as: “Enter the text type to be placed in Billing documents created by the Automatic Bill Generation program.” The FFS User’s Guide identifies this field as optional with no default value.

BILL TYPE – NBC Internal Form, Billing Data Block 3, required – Valid list box selections are: External Bill (E); A 1080 Bill (H); Internal Bill (I); A 1081 Bill (J); Manual Bill (M); No Bills (N); OPAC/IPAC Automatic Bill (O); OPAC/IPAC Interface Bill (Z). See the corresponding Bill Type for its definition. The FFS User’s Guide coverage describes requirements and default values as: “Required unless a Reference Agreement Number is entered. If a Reference Agreement Number is entered, this code is inferred from that document. Otherwise, no default value.”

BILLING PROVISIONS – Agreement Form Block 11 – Identifies how the Customer will be billed, the format of the bill and the identity of the NBC IPAC contact person if IPAC is the selected Bill Format. User must select from the drop-down box or user must enter free form text, but not both.

BUDGET AND FINANCE – An NBC Directorate. A directorate choice contained in the scrollable list box on the Add a New Agreement page.

BUDGET OFFICER – Within the CAS it is a user privilege assigned the NBC Budget Officer. Alternate approvers are optional. This is a required signing route path approval authority on every agreement. Permits users assigned the Budget Officer privilege, who have a signature image on file and who approve an agreement transaction, to apply their signature image to the Agreement Form page 2 NBC Budget Officer block.

BUDGET PROGRAM CODE – Program code associated with the work being performed, i.e, BSFFS – Business Systems – Federal Financial System.

BURDEN RATE – Also Default Burden Rate – NBC Internal form, Billing Data Block 3, optional field. The FFS User's Guide describes what to enter as: "Enter the default burden rate that should be applied to all obligations and expenditures. The rate should be entered as a percentage with three decimal places. The default burden rate here will be the default for all Budget Fiscal Year Project/Customer/Agreement Table (FPCA) records entered against this agreement line." The FFS User's Guide identifies this field as optional and defaults to the value entered in the document header. For FY 05, NBC isn't using a burden rate in the WD fund.

BUSINESS LINE MANAGER – Within the CAS it is a user privilege assigned to the Business Line Managers under the various Directorates at NBC. A required signing route path approval authority on every agreement. Alternate approvers are optional. Permits users assigned the Business Line Manager privilege, who have a signature image on file and who approve an agreement transaction as a Business Line Manager, to have the application automatically apply his/her signature image to the Agreement Form page 2 NBC Approval block.

- C -

CAHT – A table in the FFS containing Customer agreement header information.

CALT – A table in the FFS containing Customer agreement line information.

CANCEL – An icon and a feature only available within a draft agreement transaction. It permits users privileged as Creators that created a specific agreement to cancel it. This action removes the agreement from their search results. The Draft agreement can be navigated to by using the Reports tab, Cancelled Agreements Report.

CAS – See Customer Agreements System.

COLLECTION UPDATE MAX – NBC Internal Form, Block 3 Billing Data, optional – Valid list box selections are either 'Yes' or 'No'. The FFS User's Guide describes what to enter as: "Enter a Y if a collection against the revenue agreement should increase the collection amount and the maximum funding amount on the revenue agreement-related tables as well as the maximum billable amount on the Budget Fiscal Year Project/ Customer/Agreement Table (FPCA). Enter a C if a collection against the revenue agreement should increase the collection amount and the maximum funding amount on the Customer agreement-related tables but not the maximum billable amount on the Budget Fiscal Year Project/Customer/Agreement Table (FPCA). A value of N will allow collections to increase only the collection amount on the Customer agreement tables. This field must be N for non-revenue agreements.

COPY – See also Modification – Refers to the ability of a user privileged as a Creator to copy the contents of one agreement transaction into another agreement transaction. The copied transaction is automatically assigned a new agreement number and is in a fully editable state. This feature can be used as a short cut in constructing similar or year-to-year agreements for the same Customer. The feature to copy another agreement transaction is accessible from a specific agreement, from the Options column drop down box in the search results portion of the Search screen.

COSTING METHOD – NBC Internal Form, Billing Data Block 3, required – Valid list box selections are either 'No Burden' or 'Cost Plus Burden'. The FFS User's Guide describes what to enter as: "D if this Customer agreement will not apply any burden amounts to obligations, expenditures or project charges. P if this is a cost plus Customer agreement. For cost plus agreements, burden (or overhead) charges will be applied to all obligations and expenditures (both direct expenditures and those recorded by the project charge document)." The FFS User's Guide describes requirements and default values as: "Required unless a Reference Agreement Number is entered. If a Reference Agreement Number is entered, this code is inferred from that document. Otherwise, no default value." D is the correct choice for FY 05 WD agreements.

COVER LETTER – CAS generates a cover letter based on the information entered on the agreement (block 5a – Customer name and address, 5c, Customer project coordinator, 6a – NBC organization name and address where the signed agreement should be returned and 5c – NBC project coordinator name and phone number). The system generates a signature on the cover letter if the NBC project coordinator has an signature image on file; otherwise it has to be signed outside the system. The system-generated cover letter can be accessed and printed by clicking on the print icon at the top of agreement form. The cover letter is used to transmit the agreement form, and SOW to the Customer for approval. It contains a paragraph requesting the Customer complete blocks 5e, 5f, 5g and 5h on the agreement form.

CREATOR – Also see Project Supervisor. This term is used interchangeably in this document with Project Supervisor and Project Coordinator. Within CAS it is a user privilege assigned to the Project Supervisor.

CUSTOMER 1 APPROVAL DATE – The date the Customer 1 Name approver signed the paper agreement form. This information is input into the agreement by the FSB once the Customer approved/signed paper agreement is returned to the NBC.

CUSTOMER 1 NAME – The printed name of the first Customer employee that signed the paper agreement form in Block 13. This information is input into the agreement by the FSB once the Customer approved/signed paper agreement is returned to the NBC.

CUSTOMER 1 TITLE – The printed title of the first Customer employee that signed the paper agreement form in Block 13. This information is input into the agreement by the FSB once the Customer approved/signed paper agreement is returned to the NBC.

CUSTOMER 2 APPROVAL DATE – The date the Customer 2 Name approver signed the paper agreement form. This information is input into the agreement by the FSB once the Customer approved/signed paper agreement is returned to the NBC.

CUSTOMER 2 NAME – The printed name of the second Customer employee that signed the paper agreement form in Block 13. This information is input into the agreement by the FSB once the Customer approved/signed paper agreement is returned to the NBC.

CUSTOMER 2 TITLE – The printed title of the second Customer employee that signed the paper agreement form in Block 13. This information is input into the agreement by the FSB once the Customer approved/signed paper agreement is returned to the NBC.

CUSTOMER ACCOUNT NUMBER – Agreement Form Block 5f. The number the Customer provides during the Customer approval process. It is input by the FSB from Customer supplied information provided when the agreement is mailed back to the NBC, unless that information was provided to the Project Supervisor at the time the agreement was created. If provided, this number is the one the Customer will use to reference this agreement in whatever system they will use to track this agreement.

CUSTOMER AGENCY LOCATION CODE – Agreement Form Block 5d – required field (up to 10 numeric characters including dashes) - Comprised of the Federal Information Processing Standard (FIPS) 95 code along with a unique 4 digit organizational numerical assignment . A unique number assigned by the Department of the treasury to federal agencies for processing Intra-Governmental Payment and Collection (IPAC) transactions.

CUSTOMER AGREEMENT ESTIMATE SETUP DOCUMENT – ER – A specific project cost accounting document type [transaction] in the FFS. This document is used to enter agreement amounts for reimbursable, non-reimbursable and direct agreements that are expected but are not yet part of a formal Customer agreement.

CUSTOMER AGREEMENT SETUP DOCUMENT – RA – A specific project cost accounting document type [transaction] in the FFS. This document is used to: enter Customer agreements; approve previously entered Customer Agreement Estimate Setup documents (ERs); and establish a record for all Customer agreements including reimbursable, non-reimbursable, revenue, and direct agreements.

CUSTOMER AGREEMENTS SYSTEM (CAS) – See also Application. The System used to formulate, process, archive, search and report on IAA's between NBC Directorates and their Customers.

CUSTOMER APPROPRIATION CODE – See also Treasury Account Symbol – required field (10 alphanumeric characters) - Agreement Form Block 5e. The funding appropriation provided by the Customer.

CUSTOMER DUNS NUMBER – Agreement Form Block 5h. - A 9-digit location specific code assigned to Customer organizations by Dun & Bradstreet, Inc. Customers may have several assigned Data Universal Numbering System (DUNS) numbers.

CUSTOMER INFORMATION – Agreement Form Block 5 – Identifies the Customer organization, location and other pertinent information that will be used by the NBC during performance of the IAA. Consists of Customer Organization (5a), Customer Reference Number (5b), Customer Project Coordinator (5c), Customer Agency Location Code (5d), Customer Appropriation Code/Treasury Account Symbol (5e), Customer Account Number (5f), Customer Obligating Doc./Purchase Order Form 5(g), and Customer DUNS Number (5h).

CUSTOMER NUMBER – See also Vendor Code – NBC Internal Form Block 2, Required – The code entered by the FFS user that references the Customer that is party to the agreement transaction. If an FFS Vendor Code hasn't yet been assigned for that Customer, the Project Supervisor [agreement Creator] must send a request to the FSB to set one up. Once established, the FSB should contact the requesting Creator to enable him/her to complete the agreement in the application so that it can be approved.

CUSTOMER OBLIGATING DOCUMENT – Also Purchase Order Form – required field (up to 30 alphanumeric characters) - Agreement Form Block 5g. The Customer's own document number.

CUSTOMER ORGANIZATION – Also Customer Org Name – required field (4 lines, up to 200 alphanumeric characters) - Agreement Form Block 5a - The organization the NBC directorate is agreeing to provide services to. The Customer Organization is identified on the Search screen, Agreement Number Wizard, agreement form page 1 and cover letter.

CUSTOMER PROJECT COORDINATOR – required field (4 lines up to 100 alphanumeric characters) - Agreement Form Block 5c - The person assigned the responsibility to coordinate the receipt of the good(s) and/or service(s) being provided by the NBC. Within the application, each/every Customer Project Coordinator is identified and linked to a specific Customer Organization.

CUSTOMER REFERENCE NUMBER – optional field (30 alphanumeric characters) - Agreement Form Block 5b - The number the Customer provides during the Customer approval process. It is input by the FSB from Customer supplied information provided when the agreement is mailed back to the NBC, unless that information was provided to the Project Supervisor at the time the agreement was created. If provided, this number is the one the Customer will use to reference this agreement in whatever system they will use to track this agreement. Examples of how Ft. Huachuca assigns this number are: 1) A Customer DARPA order would have a unique number assigned, i.e., L38900 for the basic agreement transaction, and subsequent changes would be recorded as L38901 for amendment 1; 2) An interagency agreement from the Office of the Assistant Secretary of Defense for Reserve Affairs (OASDRA) is assigned a project number of RA-2110X, the Customer Reference Number is entered as RA2110.

- D -

DESCRIPTION – Agreement Form Block 7 – Entries from the SOW, tasks and activities, flow into this area once input via the SOW Task Manager and Activity Manager wizards. Also a field within the SOW for both tasks and activities. A meaningful characterization and definition of the task or activity being described.

DIRECTORATE – Required selection on Add a New Agreement screen and Agreement Form Block 6a. Established NBC Organizational sub-divisions within the application. They are listed as Administrative Operations, Appraisal Services, Aviation Management, Budget and Finance, Director's Office, Federal Personnel Payroll Systems and Services, Information Technology, and Strategic Management of Human Capital.

DIRECTOR'S OFFICE – An NBC Directorate. A directorate choice contained in the scrollable list box on the Add a New Agreement page.

DIVISION – Established NBC Organizational Units.

DRAFT – A numbered agreement transaction within the application that hasn't yet been approved by the Creator. It may or may not yet have all of the required information necessary to actually approve it. Once approved by the Creator, the status of the agreement transaction becomes Awaiting Review. When used as an agreement transaction Status criterion, selects agreements that are in this state.

DUNS – Data Universal Numbering System.

DUNS NUMBER – See Customer DUNS Number or NBC DUNS Number.

- E -

EDITABLE – See also 'Read Only' – an agreement transaction state. An agreement transaction can be in an editable state or a read only state. An editable transaction achieves a read only state as soon as it is approved by the first route path approver on the route list.

EDITABLE AGREEMENT – An identified route path option. If 'No' is selected, the agreement transaction cannot be edited by anyone in that route path. If 'Yes' is selected the agreement transaction can be edited by anyone in that route path up until the time a primary approver [or, if identified, alternate(s)] actually approves the transaction.

Notes: The exceptions to this rule are:
1. That as soon as the primary [or alternate] Business Line Manager approves the agreement transaction, it becomes 'Read Only' and no further editing of information already input into the transaction is editable, and
2. An agreement transactions' route list remains editable throughout the approval cycle and FSB privileged users can input the additional Customer provided information.

END DATE – Agreement Form, Block 3 - Used in completing and part of the Period of Performance. Identifies the date that good(s) and/or services provided by the NBC to the Customer are to stop being rendered unless a Modification to extend the Period of Performance of the agreement is approved or a new Basic agreement is approved to pick-up where the prior End Date was reached.

END OF JOB ONLY – At the completion of the agreement. A valid value within the Bill Cycle field used to identify how frequently a Customer will be billed for product(s) and/or service(s) provided under the agreement.

ER – See Estimated Reimbursement.

ERLOAD – A scheduled procedure that identifies all of the agreement transactions in the application that have become approved by Business Line Manager [since the last time the procedure ran], and uploads selected and specific information from each one to enable the FFS to create an ER document within that system.

ESTIMATED REIMBURSEMENT (ER) – A specific document type [transaction] in FFS.

EXTERNAL BILL – An FFS term, equals 'E' – the FFS User's Guide describes it as: "This bill is for a Customer outside the federal government."

- F -

FEDERAL FINANCIAL SYSTEM (FFS) – Accounting System used to record ER and RA documents that have been processed through CAS.

FEDERAL PERSONNEL PAYROLL SYSTEMS AND SERVICES – An NBC Directorate. A Directorate choice contained in the scrollable list box on the Add a New Agreement Page.

FFS – See Federal Financial System.

FINANCE (DENVER) - Within the CAS it is an organization-specific user privilege assigned to the person responsible for entering information provided by the Customer when a signed agreement is returned by the Customer. This person also scans in the agreement page with the Customer's signature, enters the signer's name, title, date signed, and locks the agreement; resulting in a notification to the budget office that the Customer has signed the agreement. Persons assigned Finance privilege receive a daily email notifying them of the uploads to the financial system. They also monitor ER/RA uploads from CAS to the financial system and resolve any rejects on the SUSF table.

FINANCE OFFICE – Within CAS it is the user privilege that is responsible to input the customer-supplied information from the paper copy of the Customer-returned documents.

FINANCE (WASHINGTON) - Within the CAS it is an organization-specific user privilege assigned to the person responsible for entering information provided by the Customer when a signed agreement is returned by the Customer. This person also scans in the agreement page with the Customer's signature, enters the signer's name, title, date signed, and locks the agreement; resulting in a notification to the budget office that the Customer has signed the agreement. Persons assigned Finance privilege receive a daily email notifying them of the uploads to the financial system. They also monitor ER/RA uploads from CAS to the financial system and resolve any rejects on the SUSF table.

FIPS 95 – Codes for the identification of federal and federally-assisted organizations. 1400 is the Department of the Interior. See also NBC Agency Location Code.

FIPS – Federal Information Processing Standard.

FISCAL SUPPORT BRANCH – An organization in the Budget and Finance Directorate. This branch is responsible for billing and collection of revenue.

FISCAL YEAR – Abbreviated FY, Agreement Form Block 4, Required - The U.S. Government fiscal year runs from October 1 of any given year through September 30 of the following year. Used to identify the year in which the agreement transaction originated and as an element in the automatically generated agreement number. Entered as CCYY.

FIXED PRICE AGREEMENT – The type of agreement used when a fair and reasonable fixed price can be established at the outset. The Customer pays the negotiated amount regardless of the provider's incurred cost. This agreement type is preferred to all others because it encourages the provider to manage his costs. Fixed price agreements are collected for the full amount of the agreement and are not based on actual expenses. Fixed price agreements may be collected monthly, quarterly, or annually using a fixed percentage of the total.

FOR NBC INTERNAL USE ONLY – Agreement Form Block 13c, required field – The location on the agreement form where the Budget Officer signature is applied when the agreement is approved by the Budget Officer.

FSB – See Fiscal Support Branch.

FUND – NBC Internal Form, Billing Data Block 3, required – Valid selections are WD – Working Capital Fund (WCF), WH – Working Capital Fund (CTPMT), WQ – Working Capital Fund (Ft. H.), WR – WCF – Charge Card Rebate. The FFS User's Manual describes what to enter as: "Enter the code of the fund that is to be used to post all journal entries associated with this agreement line. If the Customer Type entered is direct, then the Fund entered must have a Direct RA Allowed Indicator of Y or R in the Project Options – Fund table (PFND)." The FFS User's Guide identifies this field as optional with no default value.

FY – Fiscal Year.

- G -

- H -

HELP – Help is a navigation tab and link within the application that when activated, provides users with information on what something is or how something is accomplished within the application. Allows access to Login, Contact List, User ID and password, User's Guide, Quick Reference Guide, Signature Form Request, Report Problems, Glossary, IAA Procedures and Policy Manual, Pricing Calculator User Instructions and Logout.

HOURS – See Units.

- I -

IAA – See Inter-Agency Agreement.

INFORMATION TECHNOLOGY – An NBC Directorate. – A Directorate choice contained in the scrollable list box on the 'Add a New Agreement' screen.

INTER-AGENCY AGREEMENT (IAA) – See Agreement Transaction.

INTERNAL BILL – A FFS term, Equals 'I' – The FFS User's guide describes this as: "This bill is for a Customer that is accounted for in the FFS installation. Instead of generating a bill (BD document), the billing program will generate an IV transaction to perform the specified billing action. The IV may represent either an internal cost transfer, a cost to the buyer and revenue to the seller, or a cost to the buyer and a reimbursement to the seller."

INTERNAL BILL OPTION – NBC Internal Form, Billing Data Block 3, optional – Valid list box selections are 'Pro-rate' and 'Assign Charge Amounts'. The FFS User's Guide describes what to enter in this field as: “This field is used only when the Bill Type indicates an internal Customer (Bill Type I). Enter P in this field if the bill generation program should pro-rate amounts across the Customer accounting distribution lines stored in the Customer Accounting Distribution Table (CADT) based upon the relative maximum amount indicated in each Customer accounting distribution line. Enter L in this field if the bill generation program should assign charge amounts to the CADT lines on the basis of the order in which they appear in CADT (line number sequence). If the document action is A, use this field only if you wish to replace the value entered in the reference Customer Agreement Estimate Setup Document (ER).” The FFS User’s Guide describes requirement and default values as: “Optional. This field can only be entered when the Bill Type indicates an internal Customer. (Bill Type I). If a Reference Agreement Number is entered, this code is inferred from that document. Otherwise, defaults to the value stored in the Project Options Table (PRJO).

INTERCONNECT SECURITY AGREEMENT (ISA) - is generally an agreement between the IT Directorate and each non-DOI client’s IT organization. The ISA provides documentation to support the connectivity of the NBC and the client’s networks in order to provide the system users with access to NBC-based applications. The ISA should normally be a ‘one-to-many relationship, where a single client (such as Federal Trade Commission) would have a single ISA but may have several SLA’s and SSA’s. The ISA is executed between NBC IT and the client IT organization; however, the NBC project coordinator is responsible to coordinate its preparation and execution.

IPAC – Intra Payment and Collections System - Department of the Treasury’s replacement for OPAC.

IPAC AUTOMATIC BILL - An FFS term equals ‘O’. The FFS User’s guide describes this as: “The Automatic Bill Generation program will produce a Cash Receipt Document (CA) appropriate for OPAC billing.”

IPAC INTERFACE BILL - An FFS term, equals ‘Z’ – The FFS User’s guide describes this as: “The Automatic Bill Generation program will produce a Billing Document (DB) with a Document Type of I.”

ISA – See Interconnect Security Agreement.

- J -

- K -

KIND OF AGREEMENT – A two-character field within the application. It is used to identify the kind of agreement each agreement is. Agreements having an IA within the agreement number signify they are IAA’s.

- L -

LEGACY/LOCKED – A prior or current year agreement transaction prepared and approved outside of the application and input using this process. When used as an agreement transaction status search criterion, selects agreements that are in this state.

LOGIN – A navigational label as well as a function within the application that permits NBC employees possessing a valid UserID and Password combination to navigate into the secure side of the Application.

LOGOUT – A navigational label as well as a function within the application that permits users of the Application to exit its secure side.

- M -

MANUAL BILL – A FFS term, Equals ‘M’ – The FFS User’s guide describes this as: “The Automatic Bill Generation program will create SVs to liquidate advances for this Customer agreement, but no bills will be generated. Bills may be entered manually and those bills will post to the appropriate Project Cost tables.

MODIFICATION (MOD) – See also Copy, New and Terminate – Refers to an agreement transaction that changes the terms, conditions, cost and/or Period of Performance of an approved Basic, or the most recent, approved modification, agreement transaction. The feature to create a modification is accessible from a specific agreement, from the Options column drop down box in the search results portion of the Search screen. Modifications are allowed only after the agreement has been approved through the Budget Office level.

MODIFICATION AMOUNT – The dollar amount of a modification.

MODIFICATION NUMBER – A 1-character alphabetic letter assigned to each Modification processed against the basic agreement transaction. The first modification against a Basic agreement is A, the second is B and so forth. Modification numbers are automatically generated by the application and modification agreement transactions can only be created if the Basic, or the most recent modification prior to this one, is a status of Approved by Budget Officer. Also, Modification Number is a searchable field on the Search screen and a displayed Search result column value under the Mod column.

MONTHLY – By the month. A valid value within the Bill Cycle field used to identify how frequently a Customer will be billed for product(s) and/or service(s) provided under the agreement.

- N -

NATIONAL BUSINESS CENTER (NBC) – The NBC is a component of the Department of the Interior and serves as a franchise for administrative systems for budget, procurement and contracts, personnel management, finance and accounting, and other general administrative services.

NBC – See National Business Center.

NBC ACCOUNT NUMBERS – Agreement Form, Internal Form Block 1 – Account Numbers are drawn from the SOW and displayed in this area of the agreement form.

NBC AGENCY LOCATION CODE (ALC) – Agreement Form Block 6d. – is 14-01-0001 – Comprised of the Federal Information Processing Standard (FIPS) 95 code [14-01] along with a unique 4 digit organizational numerical assignment [-0001]. ALC is a unique number assigned by the Department of the Treasury to federal agencies for processing Intra Payment and Collections (IPAC) transactions.

NBC AGREEMENT TYPE – Agreement Form Block 6f. Used to identify whether this agreement for funding purposes will be based on a 'fixed price,' 'time and materials' or 'variable' basis.

NBC APPROPRIATION CODE – Agreement Form Block 6e.

NBC DUNS NUMBER – Agreement Form Block 6g. – A 9-digit location specific code assigned to various NBC Organizations by Dun & Bradstreet, Inc. The NBC has several assigned Data Universal Numbering System (DUNS) numbers.

NBC INFORMATION – Agreement Form Block 6 – Identifies the NBC Organization, location and other pertinent information that will take the lead in performing the IAA. Consists of NBC Organization [Directorate/Division] (6a), NBC Product Line (6b), NBC Project Coordinator (6c), NBC Agency Location Code (6d), NBC Appropriation Code (6e), NBC Agreement Type (6f), NBC DUNS Number (6g).

NBC ORGANIZATION – also NBC Org Name – The specific organization that is either taking the lead in negotiating the agreement on behalf of the NBC and/or will provide the majority of the activities and tasks. The NBC Organization is identified on the Search screen, Agreement Number Wizard, agreement form screen 1 and cover letter.

NBC PRODUCT LINE – Agreement Form Block 6b.

NBC PROJECT COORDINATOR – Agreement Form 6c – The person assigned the responsibility to coordinate the delivery of the good(s) and/or service(s) to the Customer. Within the application, each/every NBC Project Coordinator is identified and linked to a specific NBC

Organization. The NBC Project Coordinator may or may not be the person that creates [Creator] the agreement.

NBC ROUTING APPROVAL – The period of time after an agreement transaction is approved by the Creator and before it is returned to the Creator for mail out to the Customer for approval. It includes the Business Line Manager review and approval route path processing and may include the Assistant Director review and approval route path processing. It also encompasses any/all optional non-signature route path reviews and approvals within this period that can be included in the route list. It also includes the ERLoad process.

NEW – A navigational tab or link in the application that when activated permits users privileged as Creators to create or add a new agreement to the application. Also, is the initial agreement with this product line for this Customer. See also Modification and termination.

NO BILL – A FFS term, Equals ‘N’ – The FFS User’s guide describes this as: “The Automatic Bill Generation program will not produce bills for this Customer agreement and this Customer agreement number will not be allowed in any billing or bill reimbursement transaction (this includes BD, CR, JV, SV, PV, DD, and NC).”

NON-SIGNATURE – A route path approval authority can either be non-signature or signing. There is only one non-signing route path approval authority and it is identified as ‘non-signature’. It is used in lieu of or in addition to the other signing route path approving authorities contained in a route list. It can be used as a formal review in cases that require the primary [or alternate] to approve an agreement before it can move to the next approving authority on the route list.

NOTE – A comment that a user creates and that is attached to a specific agreement within the application. Agreement transactions having at least one note have an icon visual cue that appears in the agreement number column on the Search Results part of the Search screen.

- O -

OPTIONS – Accessible from the drop down list of each/every agreement number displayed in the Search results part of the Search screen. Options for each agreement vary depending on whether a user created an agreement or not. Choices include Copy, Mod, Terminate and Cancel.

ORGANIZATION CODE – 4-digit code that identifies the particular NBC organization list of each/every agreement number displayed in the Search results part of the Search screen. Options for each agreement vary depending

ORIGINAL AMOUNT – the dollar amount on the original basic agreement.

OTHER TERMS AND CONDITIONS/MISCELLANEOUS – Agreement Form Block 12 – Information the Creator determines is appropriate to include for this Customer can enter it here.

- P -

PASSWORD – Used in conjunction with a UserID to permit a user to access the secure side of the Customer Agreements application. Passwords are initially assigned by the Site Administrator and subsequently maintained by each individual and/or users assigned Site Administrator privilege.

PERIOD OF PERFORMANCE – Agreement Form, Block 3, required – The Start Date and End Date during which good(s) and/or service(s) under this agreement can be rendered to the Customer. Dates when the support will begin and date when the support will end. Enter as MMDDCCYY.

PRICING CALCULATOR – An optional feature that has been added in the CAS for use in calculating the agreement totals for FY 05 and beyond. Using the pricing calculator assists the Creator in estimating federal labor, contractor costs, fixed costs, miscellaneous costs. Tier 1 and Tier 2 overhead costs are also added when this feature is used.

PRIMARY APPROVER – The name of the person assigned to be the primary approver for a specific route path within the route list of a specific agreement transaction.

PRINT – An icon and a feature within the application used to print a copy of the agreement in its present state. The print feature prints a paper copy of the different parts of the agreement transaction, consisting of the agreement form including the NBC Internal Form and the SOW. The user should always check their browser's Print settings and adjust them as required to ensure the agreement prints out in the best manner possible.

PRIVILEGES – Are assigned to each UserID and permit each/every user to perform certain functions within the application. The universe of privilege assignments that can be made by the Site Administrator include: Site Administrator; Assistant Director; Business Line Manager; Project Supervisor; Finance Washington; Finance Denver; and Budget Officer.

PRODUCT LINE –Agreement Form Block 6b, 10 alphanumeric characters, required – The name/acronym of the NBC Product/Business line. Also a subdivision of the business Lines as identified by the Indirect Cost Team.

PROGRAM/BUDGET PROGRAM CODE - drop down on the 'Add a New Agreement' screen – defines the NBC program the work comes under, i.e., BSFFS (Business Systems Federal Financial Systems), ITLAN (Information Technology Local Area Network).

PROJECT COORDINATOR – See also Creator and Project Supervisor. Agreement Form Blocks 5c and 6c, 4 lines 100 characters, required. The Customer and/or NBC coordinator for the agreement. In most cases it is the NBC person creating the agreement transaction.

PROJECT SUPERVISOR – See also Creator and Project Coordinator. Within the CAS it is a user privilege assigned to the author or Creator of an agreement transaction. This person can create, approve, modify, cancel or terminate agreements he/she has created.

PURCHASE ORDER FORM – Also Customer Obligating Document – Agreement Form Block 5g.

PURPOSE OF AGREEMENT – Agreement Form Block 8 – 2000 alphanumeric characters, required field - A general narrative statement defining the terms and conditions of the agreement between the Customer and the NBC. A description of what the agreement is supposed to accomplish. The purpose of the agreement is summary in content while the statement of work is detailed.

- Q -

- R -

RA – See Reimbursable Agreement.

RALOAD – A scheduled procedure that identifies all of the agreement transactions in the application that have become approved by Budget Officer [since the last time the procedure ran], and uploads selected and specific information from each/every one to enable the FFS to create an RA Document within that system.

READ ONLY – See also editable. An agreement transaction state. An agreement transaction can be in an editable state or a read only state. An editable transaction achieves a read only state as soon as it is approved by the first route path approver on the route list.

REIMBURSABLE – Payment is expected for expenses associated with delivering product(s) and/or rendering service(s) under the agreement.

REIMBURSABLE AGREEMENT (RA) – Customer Agreement Setup Document - A specific document [transaction] in FFS that contains many fields of data.

REJECTED – Primary [and alternate] route path approving authorities on a route list can either approve or reject an agreement transaction. If any route path approval authority rejects an agreement, it is returned to the Creator for action. When used as an agreement transaction status search criterion, selects agreements that are in this state.

REPORTS – A navigational tab accessible from within the Login portion of the application. Permits users to select and generate reports about specific agreement transactions.

REQUIRED – Denoted by a single red asterisk [*] adjacent to field input boxes. A value or piece of information that must be input in order for an agreement transaction to be able to be routed for approval processing.

REVENUE – monies collected and paid in exchange for product(s) delivered and or service (s) rendered under an agreement.

REVIEWER – Route Path Identity – Is one or more than one person identified by name that can review the agreement transaction for a specific route path approval authority. They can either approve or reject the agreement transaction and that approval or rejection is for informational purposes only. A reviewer can provide a comment in the form of a Note that is attached to the transaction and can be accessed by other users.

ROB – See Rules of Behavior.

ROUTABLE TRANSACTION – All required fields on the agreement form and SOW are valid/complete. The agreement transaction's status is Draft. The PLM has neither completed the route list nor approved the transaction.

ROUTE LIST – A list of individual route path approvers and reviewer(s) [optional] assigned to approve [and review] the agreement.

ROUTE PATH – A named individual(s) identified to approve and review [optional] the agreement for the assigned approval authority.

ROUTING – The process of identifying the specific route path approvers and reviewer(s) [optional] assigned to approve [and review] the agreement.

RULES OF BEHAVIOR (ROB) - is a document that the NBC is required to provide to all NBC clients who are users of computer systems and applications hosted and managed by the NBC. This document should be made available to users before granting access to NBC-managed application systems. The client Data Custodian will be requested to acknowledge receipt, by signature, of the NBC ROB document. The NBC project coordinator is responsible to ensure its preparation, coordination and execution.

- S -

SEARCH – A navigation tab and link within the application that when selected takes a user to the Search screen. Here various criteria can be mixed and matched and queries submitted to locate the agreement transaction a user wants.

SECURITY SERVICES AGREEMENT (SSA) – documents NBC and client Information Technology security roles, responsibilities, requirements, and expectations. The SSA will address NBC-managed computer systems or applications, computer and information technology services, security-related activities, and information sensitivity.

SERVICE LEVEL AGREEMENT (SLA) – A document that establishes mutually agreed upon service levels, monitoring methods, and organizational responsibilities. The purpose is to provide both buyer and seller with a clear understanding of the services to be provided, the responsibilities of each party, and, in particular, the performance measures defining the standards for delivery of the service.

SIGNING ROUTE PATH – An implied feature that permits named people/UserID's to have specific approving authority to have their signature image affixed to an agreement when/if they approve it. There are three signing route path approval authorities. They are identified as Business Line Manager, Assistant Director and Budget Officer.

SITE ADMINISTRATOR – Selected NBC employee(s) familiar with how to use the Customer Agreements application, the IAA process and related NBC procedures and policy that have the Site Administrator privilege. Site Administrators register users in the application; assign and maintain user privileges; train users how to use the application to do what they need to do; answer questions during production use of the application; add/update reference table information within the application, (e.g. Customer and NBC Organization information); reject an agreement transaction when an agreement Creator requests it; and contact the CAS Help Desk with unresolved difficulties experienced during operational use of the application as well as enhancement requests.

SLA – See Service Level Agreement

SOW – See Statement of Work.

SSA – See Security Services Agreement.

START DATE – Agreement Form, Block 3 – Used in completing and part of the Period of Performance. Identifies the date that good(s) and/or services provided by the NBC to the Customer are to begin.

STATEMENT OF WORK – To be valid, contains at least one identified and described activity and one identified and described task that supports that activity. May contain multiple Activities and/or tasks. Used to describe the work that will be performed and the corresponding costs that will be incurred. Is a required element that needs to be completed before the Creator can approve the agreement transaction for NBC Routing Approval.

STATUS – The state of an agreement transaction at any given point in time. Valid statuses, in approved processing order include: All; Draft; Awaiting Review; Approved by Business Line Manager; Approved by Assistant Director; Transmitted ER Document to FFS; Approved by Budget Officer; Transmitted RA Document to FFS. Other statuses include: Approved by

Customer; Rejected; Awaiting Your Approval; Awaiting Finance Approval;; Awaiting Budget Officer Approval; Legacy/Locked; Your Drafts and Your Agreements.

STRATEGIC MANAGEMENT OF HUMAN CAPITAL - An NBC Directorate. A directorate choice contained in the scrollable list box on the Add a New Agreement screen.

- T -

TASK – a heading on the SOW that describes the work to be performed.

TASK CODE – An alphabetic letter assignment to each task in a SOW. The first task within the SOW should have a Task Code letter of ‘A’. The second task within the SOW should have a Task Code letter of ‘B’, and so forth for all remaining tasks within the SOW.

TASK LIST – Listing of all the tasks that have been setup for this agreement to describe the work to be done. This appears at the bottom of both the ‘Add a Task’ and “Update a Task’ screens. This is where the Creator goes to make any changes.

TASK MANAGER – A wizard within the SOW accessible via an icon that enables creation and update of each/every task within an SOW.

TERMINATE – One of a series of drop down box options selectable from the Options column on the results part of the Search screen. It permits the user to create a termination modification for the specific corresponding agreement number selected after the agreement has been through the Budget Officer level (fully approved). See also new and modification.

TERMINATION PROVISIONS – Agreement Form Block 10 – Identifies the terms to follow to terminate the agreement transaction prior to the end performance date. A scrollable list box provides a list of pre-defined selections.

THIS DIRECTORATE’S SAVED LISTS – Saved route lists containing specific route path approvers and any optional reviewers that are routinely used to approve agreement transactions within an organization. Selecting a saved list to associate to an agreement transaction is a quicker way to construct a route list. Saved lists also have the added advantage of being editable to enable route paths to be added, deleted and/or edited and subsequently saved for future re-use.

TIME AND MATERIALS AGREEMENTS – The type of agreements used when it is not possible to estimate accurately the extent or duration of the work or to anticipate costs with any reasonable degree of confidence. The amount billed or collected is based on the actual expenses incurred during the billing period but not to exceed the estimated agreement total. If it is anticipated that costs will exceed the estimated agreement total, then renegotiations should take place with the customer. Time and materials agreements may be collected monthly, quarterly, or annually based on actual expenses.

TIME LIMIT – Number of days given to a reviewer or approver to review/approve the agreement. The time limit selection is identified in either days or weeks and can be from 1 to 30. The minimum time limit an approval authority has to approve or reject an agreement transaction is 1 day

TITLE – Within the SOW – Describes in a meaningful way what a task or activity is.

TRANSMITTED ER DOCUMENT TO FFS – An agreement transaction within the application that is approved by the Primary Business Line Manager [or his/her alternate if specified on the route path] or approved by Assistant Director, if included on the route path, that is selected for ERLoad processing. When used as an agreement transaction status search criterion, selects agreements that are in this state.

TRANSMITTED RA DOCUMENT TO FFS – An agreement transaction within the application that is approved by the primary Budget Officer [or his/her alternate if specified on the route path] that is selected for RALoad processing. When used as an agreement transaction status search criterion, selects agreements that are in this state.

TREASURY ACCOUNT SYMBOL – Also Customer Appropriation Code.

- U -

UNITS – See also Hours.

URL – Uniform Resource Locator. The method used to address documents in the World Wide Web, an address that supports a hyperlink, the global address of documents and other resources on the Web.

USERID – Is a user's NBC assigned email address. Used in conjunction with a password to access the secure side of the Customer Agreements application.

- V -

VENDOR CODE – See also Customer Number – NBC Internal Form Block 2, Required – The code entered by the FFS user to reference the Customer that is party to the agreement transaction. If an FFS Vendor Code hasn't yet been assigned for that Customer, the Project Supervisor [agreement Creator] must send a request to the FSB to set one up. Once established, the FSB should contact the requesting Creator to enable him/her to complete the agreement in the application so that it can be approved.

- W -

- X -

- Y -

YOUR AGREEMENTS – Used to identify the agreements you have created, approved, or are awaiting your review/approval/action. When used as an agreement transaction status search criterion, selects your agreements that are in this state.

YOUR DRAFTS – An agreement transaction status that when used to search will list your agreements that are still in a draft format.

- Z -