National Aeronautics and Space Administration

Logistics Management Newsletter

FROM THE LOGISTICS MANAGEMENT DIVISION

Welcome. This newsletter is brought to you by the Logistics Management Division (LMD). Its purpose is to keep you abreast of the latest business practices and to share information about ongoing logistics management initiatives and events. It also introduces interim policy letters, which shall be incorporated in forthcoming updates of NASA Procedural Directives and Procedural Requirements.

HAPPY HOLIDAYS FROM LMD

Dr. Olivette Hooks, Director, Logistics Management Division

NASA's logisticians, season's greetings to each one of you. It's time to put the old year behind us and welcome the new. You have given of yourselves all year long. I want you to know that it was noticed and appreciated. Thank you all for your commitment, many contributions, and sacrifices for being the logistics lifeline of the Centers. I hope you have time to reflect on your work this year and be proud of what you've accomplished.

As we spend time with our families, we, the Headquarters LMD, wish

Thank you all for your commitment, many contributions, and sacrifices….

everyone quality time with friends and loved ones, creating memories and unplugging from the job. May everyone have good health and prosperity for the coming year. May your homes be safe and filled with the holiday spirit and celebration as you ring in the new year.

All the best in 2022!

IN THIS ISSUE

Happy New Year

PROPERTY MANAGEMENT AND FRAUD, WASTE, AND ABUSE

Miguel Rodriguez and Peral Hill, Program Managers

Fraud, waste, and abuse are topics worth address-ing because they hinder NASA's mission. When Government property is involved, it impacts the prop-erty life cycle and could result in property survey investigations and new acquisitions. The property man-agement community must remain vigilant to identify inconsistencies in daily inventory management activities that could lead to potential fraud, waste, or abuse of Government property at their Centers, and report it in accordance with established NASA policy directives and requirements. The following article was published in *Heads Up*, a NASA Headquarters news release, on November 23, 2021, which provides real-life examples of fraud, waste, and abuse.

HOW YOU CAN IDENTIFY, REPORT & PREVENT FRAUD TO PROTECT NASA'S MISSION

Robert Vogt, *robert.j.vogt@nasa.gov*

In recognition of November as International Fraud Awareness Month, the NASA Office of General Counsel (OGC) Acquisition Integrity Program (AIP) emphasizes the importance of protecting the agency from fraud. Please visit the link below to see actual examples of recent fraud cases that have impacted NASA directly and to see how you can identify and report potential fraud, waste, and abuse. Remember, you do NOT need to have proof to report potential fraud issues.

https://www.nasa.gov/sites/default/files/atoms/files/fraud_awareness_flyer.pdf

IDENTIFYING AND PREVENTING FRAUD

WHAT IS FRAUD?

Fraud is deception seeking to unlawfully deprive NASA of something of value or secure from NASA a benefit or consideration for which there is no entitlement. Intent is not required for some fraud types.

HOW CAN I IDENTIFY POTENTIAL FRAUD? Here are a few examples:

COST/LABOR MISCHARGING EXAMPLE:

The improper allocation of cost contracts, charging of unallowable costs directly or indirectly, charging of direct costs to indirect accounts or vice versa. This usually results in Government being overcharged.

INDICATORS
- Transfers of costs from fixed price to cost contract
- "Ghost employees" (employees that do not really exist)
- Billing for unincurred costs or unreceived deliverables
- Using material on commercial contract but charging to NASA
- Materials charged in excess of contract requirements
- Slow progress despite high billing and contract requirements
- Double-counting material costs as both direct & indirect
- Employees lack contract-specified education or experience

Research Firm pays $2.4 Million to Settle False Claims Allegations

In October 2021, a research firm agreed to pay $2,409,647 to settle allegations that it improperly requested drawdowns from NSF/NOAA grants & NASA contracts for expenses not incurred & improperly retained interest accrued on federal funds. It had inadequate internal controls, documentation & accounting procedures in place, & was unable to link drawdowns to specific award expenses.

PRODUCT SUBSTITUTION EXAMPLE:

Deliveries of goods and services that do not conform to minimum mandatory contract specifications.

INDICATORS
- Non-conforming parts
- Missing or altered labels
- Counterfeit parts
- Questionable testing claims or falsified test certificates
- Substitution of generic for brand name parts
- Substitution of foreign for domestic parts
- Unavailable supply chain part traceability documentation
- Limited access to facility

Contractor QA Employee Falsified Certs for Space Vehicle Parts

In June 2020, a contractor Quality Assurance (QA) official was convicted of Fraud Involving Space Vehicle Parts. He prepared falsified source inspection reports & certifications using forged names/stamps falsely certifying parts had met quality control standards & undergone NDT testing. He was suspended based on a criminal complaint & debarred after conviction by NASA Suspending & Debarring Official (SDO).

PROCUREMENT INTEGRITY ISSUE EXAMPLES:

Improper activities by government or contractor personnel while engaging in the procurement process.

INDICATORS
- Personal conflicts of interest: 18 U.S.C. § 208 prohibits Government employees from engaging in official duties that could affect personal financial interests (family & business)
- Sudden and unexplained increase in wealth of an employee
- Employee improperly acting beyond the scope of their duties
- Inexplicable favorable treatment of a contractor or grantee
- High value procurements not competitively bid or negotiated
- Repeated "sole source" awards without documentation

Former Senior Center Official Convicted on Personal Conflict of Interest

In February 2019, a former NASA official was convicted for violating 18 USC 208 & was debarred by the NASA SDO. The former official attempted to use an Intergovernmental Personnel Act (IPA) agreement to secure post-NASA employment for himself at a local college. He used the IPA to entice the college to provide him with a permanent position.

NASA ACQUISITION INTEGRITY PROGRAM (AIP)

Established by NASA Policy Directive 2086.1, AIP provides specialized guidance and advice regarding suspected fraud and related irregularities in the acquisition process, suspected criminal standards of conduct violations, and suspension and debarment related actions. AIP ensures that significant allegations of fraud on NASA programs and procurements/grants/cooperative agreements/funding instruments and activities are identified, investigated & prosecuted. AIP responds to Congressional inquiries and proposed Federal Acquisition Regulation rules concerning fraud related issues. For more information, visit:

https://www.nasa.gov/offices/ogc/acquisition_integrity

HOW TO REPORT FRAUD:

NASA Policy Directive 9800.1B requires NASA employees who observe crime, fraud, waste, abuse, or mismanagement to report the observation or suspicion to the OIG. NASA employees, contractors, grantees, programs, partners, and NASA funds recipients are expected to cooperate fully with the OIG and its designees. To report suspected violations, contact your local OIG office or the Hotline.

NASA OFFICE OF INSPECTOR GENERAL
1-800-424-9183 / TDD: 1-800-535-8134
https://oig.nasa.gov

CYBERSECURITY FRAUD IS A GROWING PROBLEM!! REPORT POTENTIAL CYBER-RELATED FRAUD, WASTE & ABUSE TO NASA OIG

EQUIPMENT MANAGEMENT PROGRAM

Miguel A. Rodriguez, Program Manager

We welcomed fiscal year 2022, and as we near the end of calendar year 2021, the equipment management community has started the execution of records validation to fulfill the FY22 inventory requirements. The execution of the inventory is a functional task that is progressively transitioning toward a normal stage to the extent permitted by the environment imposed by COVID-19.

> In FY21, the community answered the need to modify inventory requirements, demonstrating a high degree of commitment and proactive practices….

In FY21, the community answered the need to modify inventory requirements, demonstrating a high degree of commitment and proactive practices, which resulted in NASA attaining, once again, a clean financial audit opinion on how well NASA manages and accounts for its capital equipment. Center inventory teams with greater accessibility to their Centers completed the inventory of capital equipment and 100 percent equipment inventory validation within the timelines and benchmark for loss rate established by the Agency.

The Logistics Management Division expresses its gratitude to the equipment management community for a job well done! Your accomplishments and frequent feedback serve to better the equipment management program.

PHYSICAL INVENTORY HACKS: AN EASY WAY TO LEARN THE HARD STUFF

By Andy Thwaites, CPPS, Windy City Chapter

Article reprinted with permission from The Property Professional*, Volume 30, Issue 3*

INTRODUCTION

Do you cringe when you hear the phrase "Physical Inventory?"

Don't feel guilty—you are not alone! Physical inventories can be intimidating, complex and expensive undertakings that often require too much of a property management team's time. But you can set yourself and your organization up for success if you have the proper guidance that includes the planning activities and execution approach needed to complete an effective physical inventory!

Physical Inventory asset management is critical to ensure that your organization is financially responsible and compliant with external governance, contractual agreements and audit regulations. It identifies issues with asset receiving and issuance, loss or theft and data and records management and drives data standardization and sound financial management practices across the organization.

I've built my career on managing complex Physical Inventory projects, bringing more than a decade of leadership experience working across all major industry verticals—from manufacturing and IT to education and healthcare. I've managed varying project scopes with inventories ranging from 500 to 250,000 assets and trained internal teams upwards of 50 people, so you can imagine I've seen quite a bit! Do I have tips to share? You bet! Industry best practices? Absolutely! I also want to share pitfalls to watch out for so that your organization can be proactive in managing around challenges that arise throughout the inventory process.

The following three phases outline a proven approach for conducting a Physical Inventory, along with those

pitfalls to watch out for, to help you proactively drive accountab[ility] within your organization.

PHASE 1:
UNDERSTANDING DATA AND INVENTORY REQUIREMENTS

Importance/Description: Understanding your data is a vital aspect of physical inventory planning that often gets overlooked.

Property professionals need to identify the items that will be tagged and cataloged during the inventory. Physical inventories are an ideal time to standardize your data. This includes standardizing catalogs (description, make, model), locations (site name, building, room, etc.) and ownership (department, custodian, user).

Standardization could be an effort that takes place before the inventory begins or during the inventory.

Challenge/Implication: It's important to identify any risks you might find during the data collection process, as it will have direct input to the project plan (sit tight, we'll get to that next). If you're not thorough and disciplined it could lead to trouble managing the scope of items and information to collect. That then leads to schedule delays and ultimately requires additional time and energy of the physical inventory team.

INVENTORY PLANNING TIPS

Keep these in mind as you plan for your inventory!

1. **Asset Data Baseline:** Before the inventory begins, establish and maintain a baseline of asset data from your system of record that includes the complete pool of assets that will be inventoried.

   a. Establishing a baseline of data for the inventory should be one of the first activities completed during the planning process. While asset

management is a day-to-day operation, it's necessary to set operational rules to govern your physical inventory before it begins.

2. **Data Clean-up Activities:** This process involves data cleansing and standardization. Whether you're using a handheld scanner or paper and pencil, you should always use the cleanest and most up-to-date data as possible. Data clean-up activities can range from eliminating inconsistencies in data points such as manufacturer, model, and description to standardizing asset location specifics. These activities work together to protect the integrity of the data both during the inventory and when it is updated in your system of record.

3. **Freeze the Baseline:** Establish a specific date to "freeze" the baseline data and communicate this to property custodians. This means ceasing procurement and transfer activities within the system of record. Reflecting accurate location and ownership information of the assets that will be part of the physical inventory is vital for inventory and reconciliation activities.

4. **Data Surplus Activity:** Encourage disposal activities prior to beginning inventory activities. Identify all surplus equipment before the inventory baseline is frozen. This step often gets overlooked and can

cause major headaches during the inventory and reconciliation. Communicate with your excess or idle equipment custodians to identify asset records that are not currently flagged as inactive or surplus within the system of record. Updating the activity status and location will help with locating the assets in the field and refine your pool of assets for inventory.

5. **Identify Asset Inventory Pool:** Identify the assets that will be tagged or cataloged during the inventory. This step can be taken simultaneously as you establish the baseline. Clearly identify what property will be inventoried. You could be performing an inventory on capital assets, sensitive items or contract assets or performing an inventory by asset type. This process will feed directly into the next phase of creating the Inventory Plan.

6. **Identify Collection Data:** Identify the type of data that will be collected in the field. Again, this will be driven by your organization's requirements…it's why your organization is performing a physical inventory.

   a. The level of data collected in the field during an inventory directly effects the inventory schedules. For contract inventories, you may only be required to collect a barcode or unique identifier for verification, however other inventories may require a

collection of reference data fields that requires more time and effort to capture. Keep this in mind when putting together the inventory plan and schedule.

PHASE 2: INVENTORY PLAN DEVELOPMENT AND EXECUTION

Importance/Description: Think of the inventory plan as your roadmap to success. It helps you align internally on priorities and scope and fosters clear communication throughout the inventory.

Challenge #1/Implication: It is important to ensure all internal stakeholders are aware of the plan before the inventory begins! Lack of communication leads to misinformed staff, people unwilling to cooperate or even worse, people who don't understand the value of the effort.

The Importance of Planning:
A REAL-WORLD EXAMPLE

In the healthcare industry, I worked on an inventory with a major hospital network. The communication plan and timeline of activities were not properly established, and there were numerous initial misunderstandings between departments. IT and Biomed staff did not accurately inform doctors and nurses of the inventory activities which then resulted in schedule delays and inventory inefficiencies.

Challenge #2/Implication: The physical inventory plan also outlines the steps needed to get to the finish line. Scope creep is a common issue for teams that do not develop a complete inventory plan. Without a set plan that includes the scope of planned items for inventory, the process can quickly grow over time (tagging, data collections, locations) and will lead to a longer schedule and increased costs.

INVENTORY PLAN AND EXECUTION TIPS

When creating and maintaining an inventory plan consider the below questions:

1. **Inventory Scope**

   ▪ What type of property will be tagged? What locations?

   ▪ Clarify the objective of the physical inventory and align on the anticipated outcome.

2. **Inventory Schedule**

   ▪ How will you schedule, measure, and control your project?

   ▪ Establish start and completion dates along with inventory milestones.

3. **Inventory Method**

   ▪ How will you conduct the inventory and what are your methods of data collection?

   ▪ Identify the method of inventory that best suits your requirements. An inventory can be performed using handheld scanners, paper and pencil or inventory by exception.

4. Staffing Plan

- How do you identify the team members needed to conduct the inventory?

- Be mindful of conflict of interest so consider personnel who are not directly accountable for the property. It is vital that team members understand the details of the inventory plan and what is expected of them.

5. Communication Strategy

- Have you defined your communication levels and expectations?

- The communication strategy specifies communications requirements and how they will be addressed through the inventory. It describes what communications will be provided, to whom, in what format, and how often. A concrete escalation plan should be in place in case any issues arise. If any changes to the inventory occur all stakeholders must be notified.

6. Execution Strategy

- How will the inventory progress?

- When conducting the inventory be sure to provide instruction through the inventory plan to key stakeholders involved. Establish reporting elements and have a consistent inventory flow (i.e. building completed from top to bottom, crossing off or highlighting rooms on layouts). Document any locked doors or any sensitive areas where the inventory could not be performed.

PHASE 3: RECONCILIATION AND REPORTING

Importance/Description:
Reconciliation can be the most important phase of the inventory, and often involves many layers of communication to ensure movement of property is accurately updated in the system of record.

Challenge/Implication:
Organizational alignment is extremely important during the reconciliation process. Exception and overages lists will be distributed to property custodians for further review, and it is key to have their cooperation and assistance on locating assets that were not identified during the inventory. Also, the benefit of proper reporting will not only keep the inventory schedule on track, but also keep key stakeholders up to speed on progress.

The Importance of Reconciliation:
A REAL-WORLD EXAMPLE

Within the manufacturing industry, I managed a project for one of the top domestic automakers who committed to periodic physical inventories and reconciliations. Over time, and with a proven reconciliation plan that is now a critical part of their financial business planning, the company established a 95% reconciliation rate.

The Importance of Reconciliation:
A REAL-WORLD EXAMPLE

I lead a project in the IT industry managing the physical inventories of IT Data Centers. The company's commitment to physical inventory asset management was significant, as they performed a physical inventory annually for 5 years. Each year the inventory and reconciliation became more efficient and took less time and fewer resources to complete. Establishing an inventory reconciliation process, and then following that process, will make future inventories more efficient.

RECONCILIATION TIPS

1. Ensure the schedule includes an adequate amount of time to complete reconciliation activities.

2. Clearly communicate expectations and set timeframes and deadlines for property custodians and managers regarding their reconciliation duties and deadlines.

3. Schedule and monitor the time needed for property custodians and managers to review exceptions and overages lists.

4. Schedule revisits with property custodians to areas to locate missed assets. Document why assets were not located during the initial inventory to incorporate into future inventory planning.

5. As you now know, communication to stakeholders

during inventory is a vital step. Established inventory reports illustrate inventory progress and help determine the level of effort for the reconciliation. I know through my experiences that a well-developed inventory report distributed regularly through-out the inventory process can shorten the process itself just by keeping stakeholders engaged and eliminating basic questions.

6. Develop requirements for this report during the planning stages and include it in the approved inventory plan. Report requirements should answer the who, what, when, where, and how about the inventory.

7. Create a standard reconciliation report that illustrates real-time inventory numbers along with the percentages of both exceptions and overages.

AND FINALLY...KEEP THESE TIPS IN MIND!

- Look at physical inventory as a **challenge that can be conquered** with proper understanding, planning, and execution.

- **Document** your proven inventory reconciliation approach and make it a part of your organization's asset management processes and procedures.

- Be **proactive**, not reactive! Keep these tips top-of-mind and figure out what your organization needs to do to achieve long-term

fiduciary responsibility. Utilize technology as often as possible to ensure efficiencies and remember there are resources to help!

ABOUT THE AUTHOR

Christopher (Andy) Thwaites, CPPS, PMP, is Project Lead at Sunflower Systems. He provides physical inventory management solutions and expertise to a variety of clients in both the public and private sectors and across industries including education, information technology and healthcare. Andy is active in the NPMA Windy City Chapter and holds a Bachelor of Arts degree in Marketing from Ferris State University.

This article is a reprint from NPMA *The Property Professional*, Volume 30, Issue 3, 06/2018. NPMA is the largest association for asset property management professionals who are responsible for the effective and efficient management of equipment, materials, and other moveable and durable assets for their organization. Established in 1970, NPMA has members throughout the U.S., in Canada and overseas. NPMA serves as a center of excellence, education, and evolution for the profession. Recognized as world-class professionals, members benefit from the finest products, programs, and services that promote professional development. Learn more at *www.npma.org*

# CANCELLATION INSTRUCTIONS: NASA FORM 598

Wayne Cragwell, LMI Logistics Support

The following instructions are included in this edition to provide clarity to the cancellation of an NF598 when "in process." In this instance, the cancellation can only be accomplished if you fulfill the Property Custodian (PC) or SEMO responsibilities and determine it is necessary to cancel an "in-process" NF598. The cancellation of an NF598 is essentially a two-step process. The first step is performed by the PC, SEMO, or designee, and the second step is performed by the individual receiving the cancellation task notification (note this can be the PC or SEMO if the form is in their queue for processing). The following process should be followed:

Step 1

1. Go to the NF598 Search Page: *https://forms.nasa.gov/lc/libs/ws/index.html?processName=NF_AgencyForms-NF598%2FProcesses%2FNF598Search*

2. If you know the applicable tracking number, skip to number 5.

3. Use the **Search for Tracking Numbers** to find the tracking number for the form in question.

   a. Enter the submitter e-mail, survey number, or ECN/NSN/DSN.

   b. Click **Run Search** to pull a list of all submitted forms that match that criterion for your Center.

   c. If you can't find the form you are looking for, check to ensure that there are no additional spaces and/or typos.

4. Alternatively, to pull a quick report of all the forms in the system, click the **Run Report** button.

   a. After you click the button, please wait 5 minutes to receive the report from the system via e-mail.

   b. The report contains the basic metadata for forms in the system and should help you find your tracking number(s).

5. Enter the Tracking Number in the **Tracking Number Search** field and click the **Find Form** button.
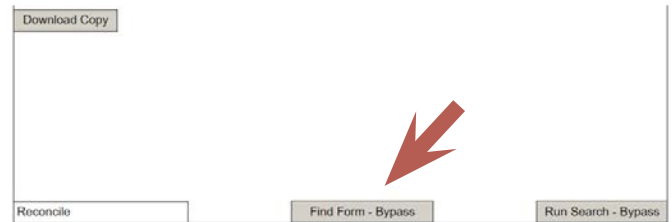
6. If found, the form's Status, Reviewers, and Current Reviewer should all be listed.

   a. If not found, the form may have been submitted by a different Center.

7. If you have permissions to Cancel the form, you should see additional buttons beyond the normal Download Form button.

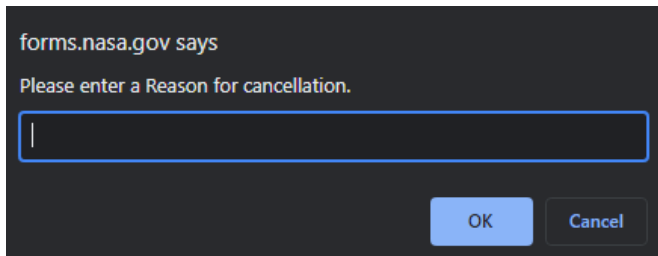8. To begin the cancellation process, click the **Cancel Form** button.

9. In the initial pop up, you must enter **"Yes" (note that the "Y" is capitalized)** and then click **OK** in order to cancel the form.
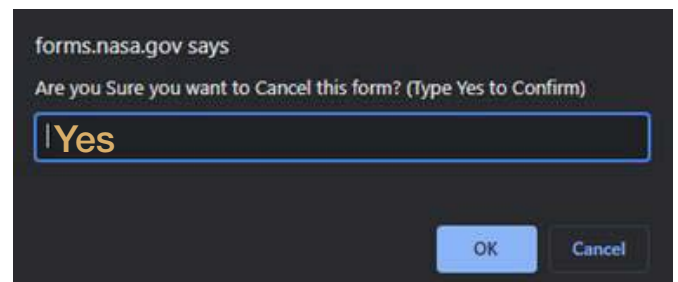

10. After you respond with the "Yes" (note that it is case-sensitive), you will be prompted to enter the comments/reason for cancellation.

➤ Cancellation instructions continued

11. The cancellation comments will show up in the Cancel/Reconcile comments at the bottom of the form. Once your comments have been entered, click **OK**.

12. To finish this part of the cancellation step, you will need to click the blue **Submit** button.
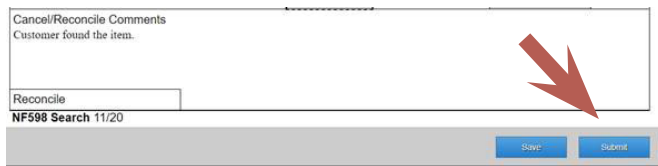
From the PC or SEMO's perspective, the work is done at this point unless the form is in their queue for action (they received a task notification to cancel the Form).

Step 2

Finalizing the cancellation process: The person in whose queue the form ended up must open the form and click any of the blue buttons other than Save. The system can't programmatically remove the item from someone's queue without a server admin manually reassigning it at this time.

The user getting the task notification will be capable of completing the cancellation process if the form has been canceled.

They will get a pop-up message on opening the request indicating that the Form is canceled and that they need to click one of the blue buttons in the lower right-hand corner (Submit, Reject, Reviewer Specific response button).

Once the reviewer completes the cancellation process, they should get a cancellation e-mail from the system. The Form is now canceled.

INTER-CENTER LOANS VS. INTER-CENTER TRANSFERS

Wayne Cragwell, LMI Logistics Support

The processing and recording (in SAP) to loan NASA's equipment differs from the transfer of NASA equipment from one NASA Center to another. The execution of a loan represents the temporary custody and control of the item by the NASA organization accepting the loan. Equipment loans are documented on NASA Form (NF) 893 (Loan of NASA Equipment) governed by NPR 4200.1. Moreover, the execution of a loan fulfills a specific purpose that satisfies a NASA mission requirement; it is intended for a finite period, and the "owner" Center retains accountability for the equipment in SAP/Property, Plant and Equipment system (PP&E).

When processing a loan, it's important for stakeholders to process the loan transaction in SAP/PP&E without **changing the Business Area owner of the item**. The appropriate change in SAP/PP&E is the **Location and Maintenance Plant**. Contrary to the processing of a loan transaction in SAP, when equipment is permanently transferred from one NASA Center to another, also known as an "In-Transit" transaction, the owner organization must document the transfer on NF894, Property Accountability Transfer Form. The proper processing of the transfer action changes the ownership, or Business Area, as well as the Location and Maintenance Plant. Property control, accountability, and responsibility shift to the receiving Center upon acceptance of the transfer transaction in SAP.

MAIL MANAGEMENT PROGRAM

Miguel A. Rodriguez, Program Manager

Kudos: White Sands Test Facility (WSTF) Mail Center Personnel Effectively Executed Suspicious Mail Protocols

The Logistics Management Division recognizes WSTF mail personnel's immediate and accurate reaction to follow established protocols upon identification of a suspicious package.

On October 26, 2021, the WSTF Mail Center identified a suspicious mail package during the screening and x-ray for mail retrieved from the local USPS post office. The mail center attendant noticed that the package appeared to be over-taped and inconsistent with normal packaging; moreover, the scanned images revealed suspicious characteristics, such as wiring and blunt objects (see Figure 1). The mail attendant immediately alerted the Office of Protective Services and his supervisor; he secured the mail center before exiting the facility. Upon arrival, representatives from the Office of Protective Services evacuated the facility and joined efforts with the WSTF Ordnance Office to assess the package utilizing photos and x-ray images obtained from the mail center. After further review, they determined that the package was not harmful—the package was opened, and its contents revealed a head lamp assembly with batteries and wiring. Although the package was determined to be non-harmful, the mail attendant's immediate reaction and adherence to established protocols confirmed that WSTF mail security procedures were effectively executed to safeguard personnel and property. Great work!

Figure 1. X-ray images of the suspicious package received at WSTF.

NEW LOGISTICS SUPPORT FOR THE LOGISTICS MANAGEMENT DIVISION

Miguel A. Rodriguez

The Logistics Management Division (LMD) welcomes Christopher Ainsworth as a new team member providing logistics support from the Logistics Management Institute (LMI).

Chris joins LMD with over 10 years of Federal market experience supporting the U.S. Department of State's (DOS's) global supply chain and U.S. Customs and Border Protection's (CBP) surveillance operations. He developed accountability performance tools to determine gaps in equipment management procedures and oversaw Federal regulation compliance with property management programs both domestically and overseas. His interests include learning more about the cosmos, hiking with his three young children, and immersing himself in the many cultures of humanity. Welcome!

Christopher Ainsworth

CONTACT US

Your involvement, understanding, and feedback are essential to making the Logistics Management Program a success. Please send us your questions or stories to share by calling or e-mailing:

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