



**NASA Headquarters Exchange Council  
Policies and Procedures  
May 31, 2002**

**Introduction**

These Policies and Procedures shall govern the NASA Headquarters Exchange Council (Exchange Council) in accordance with NASA Policy Directive (NPD) 9050.6F. Changes to the NPD shall take precedence over these Policies and Procedures. In addition, these Policies and Procedures may be modified by the NASA Headquarters Exchange Council and must be approved by the Director for Headquarters Operations or his/her designee.

The Headquarters Exchange Council is chartered by the Director for Headquarters Operations and is an instrumentality of the United States. As such, it is entitled to all the privileges, rights, and immunities of a government instrumentality. The Exchange Council is empowered to operate under the terms of the NASA Policy Directive (NPD) 9050.6F.

The Council's mission: "The NASA Headquarters Exchange Council will initiate and promote activities that contribute to the quality of life, welfare, and morale of NASA Headquarters personnel."

All income from Exchange Council revenue-generating activities shall be available for expenses of the Exchange Council. Any surplus funds shall be held in a reserve and shall be used solely for Exchange Council expenses. Budgets and expenditures of funds shall require the approval of two-thirds of the voting members of the Exchange Council.

**Establishment, Organization and Meetings**

The Exchange Council shall report to the Director for Headquarters Operations or designee. The Exchange Council Chairperson shall prepare a summary of each year's activities and a plan for the upcoming Fiscal Year and forward them to the Director for Headquarters Operations and senior management annually.

Exchange Council Membership

The Exchange Council shall be composed at all times of not less than five (5) members who shall be appointed by the Director for Headquarters Operations or designee. The Exchange Council identifies potential members and votes to approve membership prior to requesting Director for Headquarters Operations appointment. The Exchange Council, by majority vote, shall determine the upper limit of membership to the Exchange Council. The Director for Headquarters Operations shall further designate, from the Exchange Council appointees, one (1) member to act as Chairperson of the Exchange Council, one (1) person to serve as Treasurer, one (1) person to serve as Secretary, and one (1) member to serve as Exchange Council Operations Manager. The

Exchange Council may appoint assistants (e.g. Assistant Treasurer, Assistant Operations Manager, etc.) where necessary and to accomplish succession planning. All Exchange Council members shall be federal civil service employees, and they shall have voting privileges.

An Exchange Council member shall serve a two (2) year term. A member may serve more than one term. Notification of an Exchange Council member's appointment shall be given to the appointee and the appointee's relevant line management. The appointment and associated responsibilities should be included in the Exchange Council member's annual performance plan.

To resign, a member shall submit a written notification of resignation to the Chairperson at least 30 days prior to the date of resignation. This will allow the Director for Headquarters Operations, or designee, in conjunction with the Exchange Council, to appoint a replacement member to the Exchange Council.

### Meetings

The Exchange Council shall convene regular bi-weekly meetings to conduct normal business activities. The Council may meet regularly at other frequencies based upon the amount of business that needs to be conducted. Special meetings may be held at any time.

### Meeting Agenda

The Chairperson or designee will prepare an agenda for each meeting. Agendas for each regularly scheduled meeting shall normally be drafted at the previous Exchange Council meeting. At least quarterly, a review of the Exchange Council finances should be undertaken by the Exchange Council. A Treasurer's report with Exchange Council membership discussion is sufficient. The Exchange Council will make decisions based upon the Treasurer's reports.

At least quarterly, an Operations Manager's report shall be given to assist the Exchange Council in providing oversight and guidance to the Operations Manager.

### Conduct of Meetings

Meetings shall be chaired by the Chairperson or his/her designee. Exchange Council members who are unable to attend a meeting shall notify the Chair in advance of the meeting if possible. Attendance by people other than Exchange Council members must be approved in advance by the Chair.

## **Authorized Business Operations**

Subject to the approval of the Director for Headquarters Operations, or designee, the Exchange Council may engage in any or all of the business operations identified in NPD 9050.6F. The Exchange Council may sell goods or services so long as the Exchange Council does not unduly compete with local merchants.

In order for the Exchange Council to perform its business operations, it is authorized to enter into contractual agreements, in accordance with the guidelines set forth in NPD 9050.6F, and to hire its own non-appropriated fund employees.

### Operation of the Exchange Store

The Store is owned and operated by the Exchange Council for the benefit of the employees of NASA Headquarters. The Exchange Store is primarily for NASA Headquarters employees, but is also open to NASA employees, their families, and visitors to the Headquarters building. The purpose of the Exchange Store is two-fold. First, it provides NASA-related items and items of interest to NASA Headquarters personnel and visitors. Secondly, it generates revenue, which in turn allows the Exchange Council to offer social events such as the annual NASA picnic, the crab feast, and the coffee/donut socials provided throughout the year.

The Exchange Council has oversight responsibility for the Store and has delegated and empowered the Operations Manager and the Assistant Operations Manager to manage the Store on a daily basis. The Exchange Council may make decisions on Store matters.

The Store Manager, who is a non-appropriated fund employee of the Exchange Council, actually operates the store in consultation with the Operations Manager and the Assistant Operations Manager. The Store Manager is responsible for the day-to-day operation of the Exchange Store and reports to the Operations Manager.

The NASA Headquarters Exchange Store's aim is to attempt to satisfy the Exchange Council's customers in the provision of merchandise and services. Customer surveys, both informal and formal, will be conducted to meet this objective.

The NASA Headquarters Exchange Store carries a variety of NASA related items, including patches, glasses and mugs, key chains, and clothing. Photograph developing is offered, as well as small items such as cards and wrapping paper.

## **Duties And Responsibilities Of Officers**

### Chairperson

1. Implement the policies set forth in these Policies and Procedures.
2. Submit an annual report on Exchange Council activities to the Director for Headquarters Operations, including plans for the year. Submit a copy of the annual report to the Office of Management Systems and Facilities and the Office of Financial Management at NASA Headquarters.
3. Notify the Office of Management Systems and Facilities at NASA Headquarters of significant changes to Exchange Council policies, organizational structure, scope of activity,

rules, or business practices that have been approved by the Director for Headquarters Operations, or designee, prior to their implementation.

4. Preside over Exchange Council meetings.
5. Cast the deciding vote in the event of a tie.
6. Appoint all standing and special committees of the Exchange Council.
7. Present the annual budget to the Exchange Council.
8. Establish new offices on the Exchange Council, as circumstances warrant.
9. Recommend to the Director for Headquarters Operations, or designee, for his/her determination, removal of a member of the Exchange Council for failure to participate in activities and meetings, or for representation of the Exchange Council and/or the Center in an inappropriate manner.
10. Represent the Exchange Council in all NASA Exchange Council-related activities.

#### Operations Manager

1. Manage the day-to-day business operations and activities of the Exchange Store as set forth in NPD 9050.6F, involving appropriated and non-appropriated funds.
2. Hire, supervise, and terminate Exchange Store non-appropriated fund employees.
3. Brief the Exchange Council on activities quarterly and solicit assistance in store operations when necessary.
4. Safeguard property, equipment, and supplies owned by the Exchange Store.
5. Prepare information and documentation in response to audits and/or inspections.

#### Assistant Operations Manager

1. Assist the Operations Manager in the day-to-day business operations and activities of the Exchange Store as set forth in NPD 9050.6F, involving appropriated and non-appropriated funds.
2. Assist the Operations Manager in all of his/her duties and acts as the Operations Manager in his/her absence.

### Secretary

1. Take notes at each Exchange Council meeting, and prepare draft minutes for Exchange Council members' comments. Make appropriate corrections thereto and send out the final version of the minutes to each Exchange Council member.
2. Maintain all Exchange Council meeting agendas, minutes, and any handouts from meetings.
3. Maintain an accurate record of all incomplete action items.
4. Prepare appointment letters for new and continuing Exchange Council members for approval and signature by the Director for Headquarters Operations or designee.

### Treasurer

1. Manage all financial activities for the Exchange Council, which include, but are not limited to, the following:
  - a. Keep itemized records of all receipts and expenditures.
  - b. Deposit cash funds in a local bank or credit union insured by the Federal Deposit Insurance Corporation (FDIC). The deposit in any one account shall not exceed the amount covered by the FDIC.
  - c. Assure that all bills are paid for Exchange Council activities. Budgeted requests for funds do not need further approval of the Exchange Council. Non-budgeted requests for funds require the approval of the Exchange Council before they can be paid.
  - d. Assure that all checks are issued with 2 authorized signatures.
2. Prepare quarterly financial reports for the Exchange Council.
3. Work with an outside financial auditor to assure accurate and timely financial audit reports.
4. Provide copies of the annual financial audit report to the Exchange Council and to the Center CFO.
5. Meet with the Exchange Council Chairperson and Exchange Council Operations Manager on a regular basis to keep them informed of current business operations and activities.

### Assistant Treasurer

1. Assume the duties of the Treasurer in his/her absence.
2. Assume responsibility for miscellaneous projects, as requested by the Treasurer.
3. Provide general assistance to the Treasurer, as requested.

### Store Manger (Non-appropriated fund)

Manage all day-to-day sales operations and quality control of the Exchange Store, which include, but are not limited to, the following:

1. Communicate regularly with Treasurer, Operations Manager and Assistant Operations Manager, and provide weekly report of all sales transactions, and bi-weekly report of vendor orders, outstanding receipts and planned orders. Assure that any sales to employees of the Exchange Store are done by the other store employee(s) or overseen by a council member.
2. Be able to use computer (MS Word, Excel) to efficiently manage the Store and report to the Exchange Council.
3. Schedule massage sessions and prepare a weekly Massage Therapy Report; reconcile monthly film development invoices; obtain credit for unused cards; ensure that seasonal cards are credited as soon as possible; and maintain balloon helium tanks.
4. Reconcile monthly film development invoices.
5. Locate and establish agreements with store suppliers (provide products for sale). Perform market research to assure that the best price and quality merchandise is placed in the store.
6. Manage the scheduling and ensure the “set-up” of Lobby Vendors, and Special Activities (i.e., Kings Dominion, Six Flags, Picnic, Pecan sale, etc.).
7. Oversee a wall-to-wall physical count of all Exchange Store-related inventory annually at each fiscal year-end, and resolve discrepancies between the physical count results and the Exchange Store inventory records.
8. Ensure that gift shop receipts record the accurate date of each sales transaction (manually or electronically).
9. Ensure that cash is always kept and locked in cash register or safe. When cash transactions are required for a purchase, appropriate control procedures must be followed.
10. Ensure that appropriate training of staff regarding formal policies and procedures of the Exchange Store, and of day-to-day responsibilities, to ensure continuity of operations in the absence of the Store Manager.
11. Provide first-rate customer service by continuously providing a timely, courteous, and professional approach in improving the reputation of the Store and its relationship with store customers.
12. Use delegated purchasing authority for \$1,000 or less. May be changed by Operations Manager depending on funding availability.

13. Assume responsibility for determining the needs of customers thereby increasing sales, profits and satisfying customer needs.
14. Assume responsibility for improving the advertising of store merchandise and ensure that store merchandise is neat and stocked appropriately.
15. Anticipate customer wants and needs, and promote ideas for new activities and suggestions to improve store operations.
16. Safeguard property, equipment, and supplies owned by the Exchange Store.
17. Provide information and documentation for responses in support of audits and inspections.
18. Participate in Exchange Council meetings and retreats when appropriate.

### **Exchange Council-Sponsored Activities/Clubs**

#### Criteria for Club Recognition

The Exchange Council may support clubs in order to contribute to the efficiency, welfare, and morale of Headquarters employees. A club must meet the following criteria to be considered for recognition as an element of the Exchange Council:

1. The club must be a non-profit organization of athletic, educational, recreational, or social nature. The Exchange Council shall not recognize fraternal, professional, or religious organizations as clubs.
2. Membership in the club shall be available only to NASA Headquarters personnel (all civil service employees and NASA contractors).
3. The by-laws or policies of the club shall not discriminate against any member or potential member because of race, color, religion, national origin, marital status, age, non-disqualifying disability, gender, or sexual preference.

#### Policies for Exchange Council-Sponsored Clubs

A club, which has been accepted for Exchange Council sponsorship, shall comply with the following policies:

1. After the Exchange Council has accepted a club for sponsorship, the club shall thereafter be governed by the Exchange Council and, like the Exchange Council itself, shall be a government instrumentality, with the associated privileges, rights, and immunities.
2. A club, which is sponsored by the Exchange Council, may be required to submit financial data, membership lists, equipment inventories, and other data when deemed necessary by the

Exchange Council. Financial records and meeting minutes of a club may be subject to audit by the Exchange Council or its agents.

3. Ultimate ownership for all property and equipment of an Exchange Council-sponsored club shall reside with the Exchange Council.
4. No club member or dependent of a club member may receive compensation for his/her services to the club.
5. Sponsored clubs may be allowed to use Exchange Council facilities.
6. Each member of a club shall present a written release and "hold harmless" agreement to the Exchange Council, releasing the Exchange Council from any and all liability for any loss, injury or damage arising out of any event or activity of the club or any of its members.
7. The Exchange Council may withdraw recognition of a club at any time, with or without cause.

#### Financial Support for Exchange Council-Sponsored Clubs

1. An Exchange Council sponsored club may be eligible for financial assistance from the Exchange Council. Financial assistance will be considered on a case-by-case basis.
2. Any club requesting financial assistance from the Exchange Council shall collect reasonable dues from its members.
3. Clubs shall present their financial assistance requests to the Exchange Council two (2) months prior to the end of each fiscal year, along with a current equipment inventory and a current membership list.
4. Prior approval for financial assistance is required before clubs, for which Exchange Council reimbursement is anticipated, purchase any equipment.

#### Financial Support for Miscellaneous Exchange Council-Sponsored Groups

1. Groups, which are composed of employees whose activities cannot be defined as clubs, may receive financial support from the Exchange Council.
2. A contingency fund shall be budgeted each year by the Exchange Council to cover the needs of these groups, including, but not limited to, the replacement of picnic tables and recreational equipment not covered elsewhere in the budget.
3. In all cases, requests for financial assistance from these groups shall be considered on a case-by-case basis and final approval shall be determined solely by the Exchange Council. If the Exchange Council determines that assistance is warranted, it will be based on availability of contingency funds in the budget.

