



**NASA Headquarters Information Center
Standard Operating Procedures**

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NASA Headquarters Information Center

Standard Operating Procedures

Opening and Closing the Information Center

Purpose: To establish the responsibility and procedure for opening and closing the NASA Headquarters Information Center each business day.

Procedure: Follow these procedures daily to ensure that the Information Center opens for business on time and that the amount of cash in the safe remains accurate.

Opening

1. Unlock the Information Center door.
2. Turn on lights.
3. Turn the television on:
 - a) NASA channel
 - b) News
4. Turn on both computers and download new employee information from x.500 to network directory.
 - Click – daily start
 - Click – close
5. Copy network directory to local directory
 - Click – teledirectory icon (on desktop)
 - Click – copy network to local
 - Click – local database
 -
6. Login to the Conveyant Teledirectory
 - Type – ID
 - Type – password
 - Click – directory

7. Deactivate the voice message @ 7:30 a.m. by pressing F12 on the keyboard.
8. Open safe, remove the cash bag, verify amount of cash and checks on hand and initial balance sheet.
9. Keep \$20.00 into cash bag.
10. Lock remaining cash and checks in safe.

Closing

1. Make sure all sales are recorded in the automated "cash box register"
2. Verify amount of cash and checks on hand, initial balance sheet and ensure that total matches balance in "cash box register".
3. Put all cash, checks and cash bag in safe and lock safe.
4. Activate voice message @ 4:30 p.m. by pressing F11.
5. Close down teledirectory
 - a) click- close button
 - b) click – yes
 - c) click- exit
6. Shut down computers
 - a) click – start button
 - b) click – shut down
 - c) click – ok
7. Turn off lights and television before leaving.
8. Lock Information Center door.

NOTE: Procedures for changing the Voice Message

- call telecom 358-2700
- dial 358-0000
- password 159753
- change message

Procedures for turning on the Voice Message manually

- press line voice mail is connected to
- dial *721 (3 beeps) hang up

Procedures for turning off the Voice Message manually

- press line voice mail is connected to
- dial *731 (3 beeps) hang up



NASA Headquarters Information Center Standard Operating Procedures

Answering the Telephone

Purpose: To ensure that telephone calls are answered promptly and forwarded to the appropriate offices.

Procedure: Follow these procedures when answering any incoming phone calls to the Information Center.

1. Answer all incoming phone calls before three rings.
2. Answer calls by saying "Good morning/afternoon, NASA Information Center.
3. Use Conveyant Teledirectory, x.500, Eudora directory, NASA Hq Telephone directory or weekly update to obtain correct phone numbers of NASA employees.
4. Two ways of transferring telephone calls: through teledirectory or by the telephone.
5. When transferring a call, remain on the line to make sure that a person or voicemail picks up.
6. Announce all calls before transferring to the Administrator's suite or the office of any Associate Administrator. (*See Procedures for Transferring calls to the Administrator's Suite for further details*)
7. If necessary put a caller on hold to answer an incoming line.
8. Accept no collect calls.
9. Refer all complaints to the Information Center Manager or Team Leader.
10. Remain polite with argumentative callers or take. If possible such calls should be terminated politely or placed on hold and referred to the Information Center Manager or Team Leader. All such instances should be noted in Problem Call log.

11. In cases of harassing or threatening phone calls - see procedures provided by security. (*Bomb Threat Procedures & Procedures for Handling Harassing or Threatening Calls*). Note in Problem Call log



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Public Inquiries Received by Mail

Purpose: To establish the responsibility and procedure for handling public inquiries received by mail at the NASA Headquarters Information Center.

Procedure: Follow these procedures for public inquiries received by mail.

1. Date stamp the inquiry.
2. Make a copy of the inquiry to be kept in the Information Center files & retain for one year.
3. If possible, respond to the request.
4. If the request cannot be responded to by the Information Center, send the inquiry to the appropriate office.
5. Make a copy of the inquiry for retention in the Information Center file.



NASA Headquarters Information Center Standard Operating Procedures

Public Inquiries Received by Electronic mail

Purpose: To establish the responsibility and procedure for handling public inquiries received by email at the NASA Headquarters Information Center.

Procedure: Follow these procedures for public inquiries received by email.

1. After opening the Information Center check for emails that have come into info-center@hq.nasa.gov and periodically check for new emails that come in during the day.
2. Coordinate responses between Information Center employees.
3. Read over emails that come in and respond to those that you can using templates provided by Information Center performance monitor.
4. Forward other emails to appropriate offices for action, and send an acknowledgement to the customer, again using templates provided by performance monitor.
5. Forward emails received in a foreign language to the correspondence office for translation.
6. Action must be taken on each email that comes into info-center@hq.nasa.gov within two days.
7. If you encounter a problem responding to any emails within the two-day period, notify Information Center manager or team leader.
8. Keep copy of email and response on file for six months.



NASA Headquarters Information Center
Standard Operating Procedures

Publication Sales

Purpose: To establish the responsibility and procedure for sale of Publications at the NASA Headquarters Information Center. Note: There is no discount for NASA Employees.

Procedure: Follow these procedures for all publication sales, history photocopies or other miscellaneous transactions.

1. Accept the exact amount in the form of a check, money order or cash, for sale of publications. The Information Center cannot accept credit cards, Travelers Checks or Purchase Orders.
2. For each purchase, fill out a receipt to the purchaser. It should include the title of the purchased item, the total price and the name of the purchaser. The accompanying stub should also note the document number, number of copies, indicate cash or check and total purchase price.
 - Give receipt to customer.
 - Retain the receipt stub for use later in reconciling the cash bag.
 - If an in-person customer fills out a NASA mailing label, we may mail the prepaid items to the customer.
3. For checks received in the mail, place the check in the cash bag and the letter in the office file cabinet.
 - Return the item purchased along with a receipt.
 - If a mail order is received for an out-of-stock item, and the item can not be ordered, return the check or money order.
 - If the item can be ordered from the warehouse, hold the check until you are able to complete the request.
4. When money is brought in from the History office for photocopies make out a receipt for accounting purposes.
5. Assure that appropriate prices are charged for all publications sold in the center, according to this schedule:

- Special Publications are priced as marked. Prices are determined from History Office web page. If they are for personal use they must buy them from the center.
 - There is no charge to customers for sales tax or postage.
 - NASA Congressional Budget Books - prices set by code B.
 - Headquarters directories are \$5.00. The price is set by the government printing office. After the new directory has gone to print, old issues may be given away for free.
 - Center directories are sold for \$1.25.
6. Assure that all sales are cash, check or money order. Do not accept any purchase orders or travelers checks. If one is received by mail, return it.



NASA Headquarters Information Center
Standard Operating Procedures

Cash bag, Safekeeping and Reconciliation

Purpose: To establish the responsibility and procedure for the safekeeping and reconciliation of the cash bag in the NASA Headquarters Information Center.

Procedure: Follow these procedures for handling the cash bag, safe and reconciling the Information Center records.

1. Balance cash and checks when opening and closing the Information Center.
2. Cash in excess of \$20.00 should be kept locked in safe.
3. Remaining \$20.00 is kept in cash bag in the safe.
4. At the end of each day total the cash and compare the sum with the total of receipts from all transactions (automated Cashbox Register).
5. Every Monday morning prepare Form 466, Public Documents Collection Voucher. Include all cash and checks in excess of \$20.00. Make copy of Voucher for files.
6. Turn voucher, cash and checks in each Monday morning to room 4S59. Address Envelope:
Goddard Space Flight Center
NASA Headquarters Accounting Branch
Mail Code 159
Attn: Carol
7. Old receipt books are retained for one year.
8. Additional receipt books should be obtained from the Supervisor.



NASA Headquarters Information Center
Standard Operating Procedures

Ordering supplies

Purpose: To establish the responsibility and procedure for ordering supplies to be used at the NASA Headquarters Information Center.

Procedure: Follow these procedures for ordering supplies.

1. Determine need for supplies.
2. Locate item in catalog and appropriate stock number in the Cross Reference List.
3. Complete and submit Form GSFC 20.7 to appropriate IC manager or team leader for approval.
4. Deliver signed GSFC 20.7 to supply office room 1O41.
5. Submit top copy of GSFC 20.7.
6. Retain bottom copy for files.



NASA Headquarters Information Center

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Bomb Threat Response

Purpose: To establish the responsibility and procedure for responding to bomb threats received in the NASA Headquarters Information Center.

Procedure: Follow these procedures in the case of any bomb threat received in the Information Center.

Staff Member Receiving Telephoned Bomb Threat

1. Follow procedures received from Security.
2. Take out list of questions and obtain as much information as possible

Staff Member Receiving Bomb Threat by Mail

1. Report the threat immediately to Security, 358-1616, making sure to include your own name and phone number.
2. Retain the letter containing the threat until Security collects it.

Staff Member Noticing Suspicious Package

1. Do not touch the package or attempt to move it in any way.
2. Immediately report the package to Security at 358-1616, making sure to include the location and description of the package and your name and phone number.

All Staff Members Upon Order of Evacuation

1. Quickly scan your own area or space for suspicious or strange packages or objects. If any are noted, immediately report them Security at 358-1616.
2. Leave the building as directed by Security and remain outside until given permission to re-enter.



NASA Headquarters Information Center
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Fire Evacuation

Purpose: To establish the responsibility and procedure for responding to a fire alarm inside NASA Headquarters Building.

Procedure: Follow these procedures in the event of evacuation because of fire.

1. Turn off computer monitors, television, and printer.
2. Make sure that the Information Center door is locked.



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Reporting of Downed Teledesk/Conveyant Equipment

Purpose: To establish the responsibility and procedure for the repair and servicing for the Conveyant/Teledesk system located in the Information Center.

Procedure: Follow these procedures for reporting downed computer, Teledesk or Conveyant equipment.

1. Upon recognition of a problem, call and report the problem to the NASA help desk 202-358-HELP option #1. Or email a brief statement of the problem to service@hq.nasa.gov. Advise them that it is an emergency situation.
2. Call and report the situation and action taken to IC Manager and Team Leader.



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Retrieval of Publications from the NASA Warehouse

Purpose: To establish the responsibility and procedure for retrieval of published NASA materials (publications, lithographs and posters) from the NASA warehouse.

Procedure:

Ordering History Publications

1. Call the History Office at 358-0087 for small orders or urgent requests.
2. For regular orders fill out a NHQ 236, go to History Office for approval signature and fax the form to GSFC at (301) 286-0348.

Ordering Posters and Lithographs from the GSFC Warehouse

1. Determine stock number for publications to be ordered.
 - Check the list provided by GSFC Warehouse.
 - Look at the number printed on the publication.
2. If the publication is owned by a specific code, then obtain permission from that code to order the publication.
3. Fill out a NHQ FORM 236.
4. Get appropriate signature from History Office
5. Fax the completed form 236 to GSFC at (301) 286-0348.



NASA Headquarters Information Center Standard Operating Procedures

Maintenance of Information Center Inventory

Purpose: To establish the responsibility and procedure for the maintenance of publications, lithographs, posters and brochures in the Headquarters Information Center.

Procedure: Follow these procedures for maintaining the Information Center inventory.

1. Maintain a daily record of visitors, postal mail, electronic mail, inner-office mail, etc.
2. Perform a monthly inventory of all publications.
3. Order publications as needed.
4. Ensure that shelves are stocked with giveaways, brochures and posters.
5. Order the appropriate publications from the warehouse, CASI, and the History Office.
 - NASA Form 2 is used to order from CASI.
 - The Historical publications can be requested from the History Office.
 - The giveaways, posters and handouts are ordered from the warehouse or obtained from the Publications Division:
400 Virginia Avenue
suite 110
Washington, DC 20546
(202) 554-4380
6. Maintain a listing of what materials were ordered and received as well as pricing information.
7. Ensure that appropriate materials are stamped with the Information Center address and shelved in a timely manner.
8. Ensure that pricing information is available upon request.



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Monthly Report Requirements

Purpose: To establish the responsibility and procedures for producing monthly productivity reports due by the third working day of the month.

Procedure: Follow these procedures for preparing monthly performance reports.

1. Prepare monthly report of mail/email processed, packages sent and received, and number of publications sold.
2. Prepare list of monthly history copies sales.
3. Report any problems that may hamper Information Center performance.
4. Prepare a monthly Inventory of all History Publications in stock in the Information Center.
5. Forward reports to the IC manager by the 3rd day of each month.



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**Maintenance of Telephone Numbers for NASA Centers and other
Frequently Used Numbers**

Purpose: To establish the responsibility and procedure for the maintenance of information numbers for NASA field centers.

Procedure Follow these procedures for maintaining accurate telephone numbers in the Information Center.

1. Ensure that the information numbers for NASA field centers are correctly listed in Information Center records.
 - Periodically call each number listed to verify accuracy.
2. Ensure that numbers for NASA Headquarters services and functions are listed correctly in the information center records
 - Upon receipt of new Headquarters telephone directory check numbers listed under Support Services.
 - Make sure numbers listed in the Information Center match those in telephone directory.
3. Verify the accuracy of all other telephone numbers making appropriate changes.

NASA Headquarters Information Center
Frequently use Telephone Numbers

Phone Numbers

Purpose: To establish the responsibility and procedure when asked for frequently use phone numbers.

Procedure: Follow this listening when a phone number is requested.

Goddard Space Flight Center	(301) 286-2000
Human Resources	(202) 358-1269
Pier Review Services	(202) 479-9030
Public Affairs	(202) 358-1898
Lobby Coffee Shop	(202) 488-7479
Upcoming Launches	(321) 867-4636
NASA's Job Vacancy	(202) 358-0341
Intellicenter	(877) 447-4968
NASA Library	(202) 358-0168
NASA Newsroom	(202) 358-1600
Grand Deli Café	(202) 554-8826
Columbia Café	(202) 358-1815
Publications	(202) 554-4380
Supplies	(202) 358-0148
Shipping & Receiving	(202) 358-0542
History Office	(202) 358-0087
Facilities/Move Services	(202) 358-0233
Mailroom	(202) 358-0199

Security West/East Lobby	(202) 358-0541/0544
Exchange Store	(202) 358-0162
Mail Center	(202) 358-0235
Health Unit	(202) 358-2600
Fitness Center	(202) 358-0140
Colonial Parking	(202) 358-2415



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Vending Machine Refunds

Purpose: To establish the responsibility and procedure for the maintenance of SUNDUN Vending Machine Refunds

Procedure: Follow these procedures for maintaining vending machine refunds

When employees come into the Information Center requesting a refund:

1. Inquire if they were purchasing a soda or snack
2. Have them fill out a BLUE refund slip for the snack refunds
3. Have them fill out a YELLOW refund slip for soda refunds
4. Give them the exact amount of the requested refund
5. Put the slip in the refund box located in the SAFE

Fridays:

1. Return all filled out slips to Vending machine coordinator
2. That person will give the refunded money back in change

Important Numbers:

Custom Vending (snack machines)
(301) 419-2266

SUNDUN Vending (soda machines)
(301) 937-2731