

# ICASS

International Cooperative Administrative Support Services

# HANDBOOK



**American Embassy Madrid**

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Oct. 2002

ICASS  
COUNCIL  
MEMBERS

# ICASS COUNCIL



| NAME                      | AGENCY                          |
|---------------------------|---------------------------------|
| LLOYD FLECK, CHAIR        | FOREIGN AGRICULTURE SERVICE     |
| <b>MEMBERS</b>            |                                 |
| RANDALL BENNETT           | MSG                             |
| THOMAS BENNETT            | COMMUNICATIONS - DCSG           |
| MICHAEL BUTLER            | STATE PROG/FBO/LGP/PA           |
| THOMAS COLLETTE           | ARMY - FAO                      |
| ALFREDO CHRISTLIEB        | JUSTICE – DEA                   |
| PETER COLON               | DEFENSE - DAO                   |
| THEODORE D’ALESSIO        | INS                             |
| ALCY FRELICK              | HHS – SOCIAL SECURITY ADM (FBU) |
| MIKE GALVAN               | DOT – FAA CASLO                 |
| THEODORE HUDSON           | NAVY – WSLO                     |
| NICHOLAS KUCHOVA          | FOREIGN COMMERCIAL SERVICE      |
| JERE MEDARIS              | DEFENSE SECURITY (ODC), EUCOM   |
| EDUARDO SANCHEZ           | LEGAT                           |
| MIRIAM SANTANA            | FAA-CAAG                        |
| INGRID DE SILVESTRE       | NASA                            |
| DAVID WALKER              | ARMY – HQDA STUDENTS            |
|                           | USAF - students                 |
| <b>EX-OFFICIO MEMBERS</b> |                                 |
| DCM HEATHER HODGES        | State                           |
| CAROL URBAN               | State                           |
| LETICIA MACAPINLAC        | State                           |

# POST ICASS COUNCIL

**Reference: 6 FAH-5 H-301**

Post assumes the responsibility, and exercises the initiative to install the infrastructure and administer the system through the ICASS Council. The Council is composed of agencies' senior representatives or their designees. Locally Engaged Staff, while not allowed to be members, can be allowed to attend and participate ad hoc at the Council's discretion.

Representation on the Council as a voting member is determined using all of the following criteria:

- Senior representative or designee of an organizational entity at post;
- Recipient of a separate ICASS bill; and a
- Signatory to the Standard Charter and MOUs.

An autonomous organization administering multiple funds is entitled to only one vote.

The post council should ensure that representation on the Council reflects the ICASS policy of giving all participating agencies an equal say regardless of their numbers or monetary contributions.

Councils should assure that means are developed to consider the interests of constituent posts in the formulation of Council decisions. Constituent posts are not entitled to Council membership, although agencies at constituent posts, not represented in the Embassy, are entitled to Council membership.

All heads of U.S. Government ICASS service provider operations participate in the ICASS Council as ex-officio, non-voting members, collaborating in the Council's responsibility as a change agent at post; reshaping the workforce, streamlining systems, reducing costs, improving services and, in general, seeking innovative and better ways of conducting business. These individuals should attend all Council meetings except for sessions discussing their service performance as determined by the Chair.

As with all Mission operations, the activities of the Council fall within the Chief of Mission's authorities.

As part of the accountability and feedback process, the Council chairperson, in consultation with the Council members (voting) prepares a comprehensive assessment memorandum for each service provider commenting upon the overall performance of the supervisor and the support provided in each of the service areas.

ICASS  
ANNUAL  
CALENDAR



# ICASS ANNUAL CALENDAR



| When  | What  | Who                           | Proposed Meeting Dates                  |
|---|---|-------------------------------|---|
| October 1   | <ul style="list-style-type: none"> <li>Notification date for withdrawal from services effective the following April 1</li> <li>Date to sign subscription of services for new fiscal year</li> </ul>   | Serviced agencies             |   |
| <b>October</b>  | <ul style="list-style-type: none"> <li>Full year comparison of budget/actuals and actual workload counts</li> <li>Approval of service standards</li> </ul>  | Service providers/<br>Council | <b>October 30, 2002</b>                 |
| November<br>12 – 22<br><b>20</b><br><b>22</b>           | <ul style="list-style-type: none"> <li>Agency review of ICASS initial budget submission and agency invoices.</li> <li>Performance review with providers</li> <li>Signed invoices due to Madrid FMO</li> </ul>   | Service providers/<br>Council | <b>November 20, 2002 (if necessary)</b> |
| <b>January</b>  | Agencies billed in Washington based on initial ICASS budget submission  | RM State                      |   |
| <b>January</b>  | First Quarter comparison of budget vs. actuals  | Service providers             | <b>January 29, 2003</b>                 |
| <b>April 1</b>  | Notification of withdrawal from services effective the following October 1  | Serviced agencies             |   |
| April<br>14 – 25<br><b>23</b><br><b>23</b><br><b>25</b> | <ul style="list-style-type: none"> <li>Agency review of ICASS initial budget submission and agency invoices.</li> <li>Second Quarter comparison of budget vs. actuals</li> <li>Performance review with providers, plus written assessment</li> <li>Signed invoices due to Madrid FMO</li> </ul> | IWG/ Post<br>Council          | <b>April 23, 2003</b>                   |
| <b>May</b>  | Final bills prepared in Washington based on ICASS mid-year review   | RM State                      |   |
| <b>May 1</b>  | Effective date of static workload counts to be confirmed by agencies  | Serviced agencies             |   |
| <b>July</b>   | Third Quarter comparison of budget vs. actuals  | Service providers             |   |
| <b>August</b>   | Performance review with providers   | Council Chair                 |   |
| <b>September</b>  | Annual election of Chairman   | Council                       |   |

# SUBSCRIPTION CHART

**ICASS SUBSCRIPTION OF SERVICES – FY 2003**

**Agency Codes**

| Code           | Agency Name                   | Representative     | Code           | Agency Name                   | Representative      |
|----------------|-------------------------------|--------------------|----------------|-------------------------------|---------------------|
| <b>1150.00</b> | Defense Security (ODC)        | Jere Medaris       | <b>1942.00</b> | STATE – Security Supplemental | Randall D. Bennett  |
| <b>1235.00</b> | FAS                           | Lloyd J Fleck      | <b>1967.00</b> | Public Affairs                | Michael Butler      |
| <b>1330.00</b> | USCS                          | Nick Kuchova       | <b>2103.10</b> | ARMY – HQDA Students          | David Walker        |
| <b>1510.00</b> | Justice – (DEA)               | Alfredo Christlieb | <b>2105.20</b> | ARMY – (FAO)                  | Thomas Collette     |
| <b>1525.00</b> | Justice – (LEGAT/ FBI)        | Eduardo Sanchez    | <b>2121.10</b> | Defense – EUCOM J4-7-HN (ODC) | Jere Medaris        |
| <b>1535.00</b> | INS                           | Theodore D'Alessio | <b>5718.00</b> | USAF – Students               | Mary O'Connor       |
| <b>1711.00</b> | NAVY – (WSLO)                 | Theodore Hudson    | <b>6905.00</b> | FAA-CAAG                      | Miriam Santana      |
| <b>1711.10</b> | NAVY – Off. of Naval Research |                    | <b>6906.00</b> | TRANSPORTATION SECURITY ADM.  | Mike Galvan         |
| <b>1900.00</b> | STATE ( PROG/FBO/LGP)         | Michael Butler     | <b>7560.00</b> | HHS – Social Security A (FBU) | Alcy Frelick        |
| <b>1901.00</b> | ICASS                         | Michael Butler     | <b>8000.00</b> | NASA                          | Ingrid de Silvestre |
| <b>1931.00</b> | STATE - MSG Support           | Randall D. Bennett | <b>9705.00</b> | Defense – DAO                 | Dan Wenceslao       |

| COST CENTERS                          |           | 0910.0<br>FBIS | 1150.0<br>ODC | 1235.0<br>FAS | 1330.0<br>FCS | 1510.0<br>DEA | 1525.0<br>FBI | 1535.0<br>INS | 1706.0<br>NAVY<br>CONO | 1711.0<br>NAW<br>CAD | 1900.0<br>STATE | 1901.0<br>ICASS | 1931.0<br>MSG | 1942.0<br>SD | 1967.0<br>PA | 2103.1<br>ARMY<br>STDNT | 2105.2<br>FAO | 2121.1<br>EUCOM | 5718.0<br>USAF<br>STDNT | 6905.0<br>FAA/<br>CAAG | 6906.0<br>FAA/<br>CASLO | 7560.0<br>FBU | 8000.0<br>NASA | 9705.0<br>DAO | 9725.0<br>DCSG | 9762.0<br>DCMC |
|---------------------------------------|-----------|----------------|---------------|---------------|---------------|---------------|---------------|---------------|------------------------|----------------------|-----------------|-----------------|---------------|--------------|--------------|-------------------------|---------------|-----------------|-------------------------|------------------------|-------------------------|---------------|----------------|---------------|----------------|----------------|
| Basic Package                         | 6150      |                |               |               |               |               |               |               |                        |                      |                 |                 |               |              |              |                         |               |                 |                         |                        |                         |               |                |               |                |                |
| DTSP0 IVG<br>Lines                    | 5449      |                |               |               |               |               |               |               |                        |                      |                 |                 |               |              |              |                         |               |                 |                         |                        |                         |               |                |               |                |                |
| Infor. Mngmt.<br>Technical<br>Support | 5458      |                |               |               |               |               |               |               |                        |                      |                 |                 |               |              |              |                         |               |                 |                         |                        |                         |               |                |               |                |                |
| Health Services                       | 5624      |                |               |               |               |               |               |               |                        |                      |                 |                 |               |              |              |                         |               |                 |                         |                        |                         |               |                |               |                |                |
| Non-Res LGP                           | 5826      |                |               |               |               |               |               |               |                        |                      |                 |                 |               |              |              |                         |               |                 |                         |                        |                         |               |                |               |                |                |
| Security<br>Supplemental              | 5827      |                |               |               |               |               |               |               |                        |                      |                 |                 |               |              |              |                         |               |                 |                         |                        |                         |               |                |               |                |                |
| Vehicle<br>Inspection (NR)            | 5827-0102 |                |               |               |               |               |               |               |                        |                      |                 |                 |               |              |              |                         |               |                 |                         |                        |                         |               |                |               |                |                |
| LG Equipment<br>(R&NR)                | 5827-0103 |                |               |               |               |               |               |               |                        |                      |                 |                 |               |              |              |                         |               |                 |                         |                        |                         |               |                |               |                |                |
| Perimeter<br>Security (NR)            | 5827-0104 |                |               |               |               |               |               |               |                        |                      |                 |                 |               |              |              |                         |               |                 |                         |                        |                         |               |                |               |                |                |
| Other LGP Pos<br>(N&NR)               | 5827-0105 |                |               |               |               |               |               |               |                        |                      |                 |                 |               |              |              |                         |               |                 |                         |                        |                         |               |                |               |                |                |
| Surveillance D<br>(R&NR)              | 5827-0106 |                |               |               |               |               |               |               |                        |                      |                 |                 |               |              |              |                         |               |                 |                         |                        |                         |               |                |               |                |                |
| LG Radios &<br>Cell Phone<br>(R&NR)   | 5827-0107 |                |               |               |               |               |               |               |                        |                      |                 |                 |               |              |              |                         |               |                 |                         |                        |                         |               |                |               |                |                |
| Security Services<br>Am               | 5880      |                |               |               |               |               |               |               |                        |                      |                 |                 |               |              |              |                         |               |                 |                         |                        |                         |               |                |               |                |                |
| Security Services<br>LES              | 5880      |                |               |               |               |               |               |               |                        |                      |                 |                 |               |              |              |                         |               |                 |                         |                        |                         |               |                |               |                |                |
| Vehicle<br>Maintenance                | 6132      |                |               |               |               |               |               |               |                        |                      |                 |                 |               |              |              |                         |               |                 |                         |                        |                         |               |                |               |                |                |
| Admin. Supplies                       | 6133      |                |               |               |               |               |               |               |                        |                      |                 |                 |               |              |              |                         |               |                 |                         |                        |                         |               |                |               |                |                |
| Procurement<br>Svcs                   | 6134      |                |               |               |               |               |               |               |                        |                      |                 |                 |               |              |              |                         |               |                 |                         |                        |                         |               |                |               |                |                |
| Reproduction<br>Svcs                  | 6135      |                |               |               |               |               |               |               |                        |                      |                 |                 |               |              |              |                         |               |                 |                         |                        |                         |               |                |               |                |                |
| Shipment &<br>Customs                 | 6136      |                |               |               |               |               |               |               |                        |                      |                 |                 |               |              |              |                         |               |                 |                         |                        |                         |               |                |               |                |                |
| Direct Vehicle<br>Ops.                | 6139      |                |               |               |               |               |               |               |                        |                      |                 |                 |               |              |              |                         |               |                 |                         |                        |                         |               |                |               |                |                |
| Non-Expendable<br>Property Mngmt      | 6143      |                |               |               |               |               |               |               |                        |                      |                 |                 |               |              |              |                         |               |                 |                         |                        |                         |               |                |               |                |                |

| COST CENTERS                 |           | 0910.0<br>FBIS | 1150.0<br>ODC | 1235.0<br>FAS | 1330.0<br>FCS | 1510.0<br>DEA | 1525.0<br>FBI | 1535.0<br>INS | 1706.0<br>NAVY<br>CONO | 1711.0<br>NAW<br>CAD | 1900.0<br>STATE | 1901.0<br>ICASS | 1931.0<br>MSG | 1942.0<br>SD | 1967.0<br>PA | 2103.1<br>ARMY<br>STDNT | 2105.2<br>FAO | 2121.1<br>EUCOM | 5718.0<br>USAF<br>STDNT | 6905.0<br>FAA/<br>CAAG | 6906.0<br>FAA/<br>CASLO | 7560.0<br>FBU | 8000.0<br>NASA | 9705.0<br>DAO | 9725.0<br>DCSG | 9762.0<br>DCMC |
|------------------------------|-----------|----------------|---------------|---------------|---------------|---------------|---------------|---------------|------------------------|----------------------|-----------------|-----------------|---------------|--------------|--------------|-------------------------|---------------|-----------------|-------------------------|------------------------|-------------------------|---------------|----------------|---------------|----------------|----------------|
| Appliances                   | 6143-0002 |                |               | ☀             | ☀             | ☀             | ☀             | ☀             |                        |                      | ☀               | ☀               | ☀             | ☀            | ☀            |                         |               |                 |                         | ☀                      | ☀                       | ☀             |                | ☀             | ☀              |                |
| Furniture Pool               | 6143-0004 |                |               | ☀             | ☀             | ☀             | ☀             | ☀             |                        |                      | ☀               | ☀               | ☀             | ☀            | ☀            |                         |               |                 |                         | ☀                      | ☀                       | ☀             |                | ☀             | ☀              |                |
| Leasing Svcs                 | 6148      |                | ☀             | ☀             | ☀             | ☀             | ☀             | ☀             | ☀                      |                      | ☀               | ☀               | ☀             | ☀            | ☀            | ☀                       | ☀             |                 |                         | ☀                      | ☀                       |               |                | ☀             | ☀              |                |
| Pouching Svcs                | 6192      |                |               | ☀             | ☀             | ☀             | ☀             | ☀             |                        |                      | ☀               | ☀               | ☀             |              | ☀            |                         |               |                 |                         |                        | ☀                       | ☀             | ☀              | ☀             |                |                |
| Mail & Messenger Svcs        | 6194      |                | ☾             | ☀             | ☀             | ☀             | ☀             | ☀             | ★                      | ★                    | ☀               | ☀               | ☀             | ☀            | ☀            | ★                       | ★             | ☾               | ★                       | ☀                      | ☀                       |               | ☾              | ☀             | ☀              | ★              |
| Reception & Switchboard Svcs | 6195      |                |               | ☀             | ☀             | ☀             | ☀             | ☀             | ☀                      |                      | ☀               | ☀               | ☀             |              | ☀            | ☀                       | ☀             |                 |                         |                        | ☀                       | ☀             |                | ☀             | ☀              |                |
| Prepare FinPlans Budgets     | 6211      |                |               |               | ☀             |               |               |               |                        |                      | ☀               | ☀               | ☀             | ☀            | ☀            |                         |               |                 |                         |                        |                         |               |                | ☀             |                |                |
| Accounts & Records           | 6221      |                |               | ☀             | ☀             |               |               | ☀             |                        |                      | ☀               | ☀               | ☀             | ☀            | ☀            |                         |               |                 |                         |                        |                         | ☀             |                | ☀             |                |                |
| Payrolling Americans         | 6222      |                |               | ★             | ★             | ★             | ★             | ★             |                        |                      | ☀               | ☀               |               | ☀            | ☀            |                         |               |                 |                         | ★                      | ★                       |               | ☀              |               |                |                |
| Payrolling LES               | 6222      |                | ☀             | ☀             | ☀             | ☀             |               | ☀             |                        |                      | ☀               | ☀               | ☀             | ☀            | ☀            |                         |               |                 | ☀                       | ☀                      | ☀                       | ☀             |                | ☀             |                |                |
| Vouchering                   | 6223      | ☀              | ☾             | ☀             | ☀             | ☀             | ☀             | ☀             | ☀                      |                      | ☀               | ☀               | ☀             | ☀            | ☀            | ☀                       | ☀             | ☾               |                         | ☀                      | ☀                       | ☀             | ☾              | ☀             | ☀              | ☀              |
| Cashiering Cash Pymt         | 6224      | ☀              | ☀             | ☀             | ☀             | ☀             | ☀             | ☀             |                        |                      | ☀               | ☀               | ☀             | ☀            | ☀            |                         |               | ☀               | ☀                       | ☀                      | ☀                       | ☀             | ☀              | ☀             | ☀              | ☀              |
| Cashiering Collections       | 6224      |                | ☀             | ☀             | ☀             | ☀             | ☀             | ☀             |                        |                      | ☀               | ☀               | ☀             |              | ☀            |                         |               | ☀               |                         | ☀                      | ☀                       | ☀             | ☀              | ☀             | ☀              | ☀              |
| Cashiering Exch Trans        | 6224      |                |               | —             | ☀             | ☀             |               | —             |                        |                      | ☀               | ☀               |               | —            | ☀            |                         |               |                 |                         |                        |                         |               |                |               |                |                |
| American Personnel Svcs      | 6441      |                | ☾             | ☀             |               | ☀             | ☀             | ☾             |                        |                      | ☀               | ☀               | ☾             | ☀            | ☀            |                         |               | ☾               |                         | ☀                      | ☀                       |               | ☾              | ☾             | ☀              |                |
| Language Program             | 6441-0003 |                |               |               | ☀             |               |               |               |                        |                      | ☀               | ☀               |               |              |              |                         |               |                 |                         |                        |                         |               |                | ☀             | ☀              |                |
| CLO                          | 6443      |                | ☀             | ☀             | ☀             | ☀             | ☀             | ☀             | ★                      | ★                    | ☀               | ☀               |               | ☀            | ☀            | ★                       | ★             | ☀               | ★                       | ☀                      | ☀                       |               | ☀              | ☀             | ☀              | ☀              |
| Locally Engaged Staff Svcs   | 6451      |                | ☀             | ☀             | ☀             | ☀             |               | ☀             |                        |                      | ☀               | ☀               | ☀             | ☀            | ☀            |                         |               |                 | ☀                       | ☀                      | ☀                       | ☀             |                | ☀             |                |                |
| Travel Svcs                  | 6462      |                | ☀             | ☀             | ☀             | ☀             | ☀             | ☀             |                        |                      | ☀               | ☀               | ☀             | ☀            | ☀            |                         |               | ☀               | ☀                       | ☀                      | ☀                       | ☀             | ☀              | ☀             | ☀              | ☀              |
| GO/LTL Residential Bldg Ops  | 7810      |                |               |               |               |               |               |               |                        |                      | ☀               |                 |               |              |              |                         |               |                 |                         |                        |                         |               |                |               |                |                |
| GO/LTL Non-Res. Bldg Ops     | 7820      |                |               |               | ☀             | ☀             | ☀             | ☀             |                        |                      | ☀               | ☀               | ☀             |              | ☀            |                         |               |                 |                         |                        | ☀                       | ☀             |                | ☀             | ☀              |                |

|                          |           |  |  |   |   |   |   |   |  |  |   |   |  |   |   |  |  |  |  |   |  |   |   |   |  |
|--------------------------|-----------|--|--|---|---|---|---|---|--|--|---|---|--|---|---|--|--|--|--|---|--|---|---|---|--|
| STL Residential Bldg Ops | 7850      |  |  |   |   |   |   |   |  |  |   |   |  |   |   |  |  |  |  |   |  |   |   |   |  |
| STL Non-Res. Bldg Ops    | 7860      |  |  |  |  |  |   |  |  |  |  |   |  |  |  |  |  |  |  |   |  |   |   |   |  |
| Warehouse Space          | 7860-0001 |  |  |   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Overhead                 | 8790      |  |  |   |   |   |   |   |  |  |   |   |  |   |   |  |  |  |  |   |  |   |   |   |  |

Modification level:

Full service



Mid-level



Low level



# MEMORANDUM OF UNDERSTANDING

# PERFORMANCE STANDARDS

*Vehicle Maintenance*

**ICASS Cost Center: 6132**

**Distribution Factor: Number of official USG vehicles maintained**

| SERVICES OFFERED  | PERFORMANCE STANDARDS  |
|---|--|
| <ul style="list-style-type: none"><li><input type="checkbox"/> Preventive maintenance of vehicles is based on odometer readings and vehicle manual. General car wash, oil/ filter changes, brakes, spark plugs, suspension, steering alignment, shock absorber, tune-ups, fan belts, hose and belts</li></ul> | <ul style="list-style-type: none"><li><input type="checkbox"/> The driver assigned to the vehicle is responsible for initiating a work order based on vehicle mileage. After the work order is authorized, service is completed within two working days.</li></ul> |
| <ul style="list-style-type: none"><li><input type="checkbox"/> Routine repairs include periodic adjustment of vehicle armor, steering alignment repair, brake work, radiator and AC maintenance, replacing light fuses and windshield wipers, and unforeseen damages.</li></ul>                               | <ul style="list-style-type: none"><li><input type="checkbox"/> After a work order is authorized, service is completed within three working days. These services are performed by an outside contractor (authorized dealer's garage).</li></ul>                     |

*Vehicle Maintenance*

**ICASS Cost Center: 6132**

**Distribution Factor: Number of official USG vehicles maintained**

| SERVICES OFFERED   | PERFORMANCE STANDARDS   |
|--|---|
| <input type="checkbox"/> Emergency repairs that immobilize a vehicle, include overheated engine, dead battery, starting motor, damage to hydraulic system, and engine leaks.   | Service can be initiated verbally, with work order to follow. Service is completed on 48 hrs. This service is performed by outside contractors (authorized dealer's garage) . In-house staff (drivers) to ensure quality of service reviews the work. |
| <input type="checkbox"/> Mid-year maintenance and repairs includes in-depth engine repairs or engine rebuilding, automatic transmission work, bodywork and general paint jobs. | <input type="checkbox"/> These services are done twice a year for each vehicle. On average, the vehicle would be out of commission for a week or two weeks. These services are always performed by outside contractors (authorized dealer's garage)   |

*Procurement Services*

**ICASS Cost Center 6134**

**Distribution Factor: Number of executed procurement documents**

DISTRIBUTION FACTORS: Number of executed procurement document  
 –Modifiable only by taking into accounts the size of the acquisition, as follows:  
 -100% = Acquisitions over \$100,000  
 -60% = Acquisitions between \$2,500 and \$100,000  
 -30% = Acquisitions less than \$2,500

| SERVICES OFFERED  | PERFORMANCE STANDARDS  |
|---|--|
| <p>The basic objective of procurement office is to purchase supplies and/or services at a reasonable price, in a manner fair to all offerors, while dealing equitably with the ICASS community and complying with U.S. Government laws and regulations.</p> <p>Procurement by Contract, Purchase order, Blanket Purchase Agreement, Purchase Card, GSA requisition, Personal Services Contract, Delivery Order, or Petty Cash.</p> <p>The Procurement Unit will follow-up on the delivery of goods and services to assure the quality, price, and timeliness of the desired service or product.</p> <p>Services also include</p> <p><b>Purchase requests:</b> review procurement request to ascertain completeness, including funding and statement of work/specifications.</p> <p><b>Market research:</b> performed in order to promote full and open competition, and includes collecting information and identification of potential sources.</p> <p><b>Procurement planning:</b> Establish milestones for solicitation, evaluation, and award tasks. Identify the most appropriate type of contract.</p> <p><b>Solicitation preparation:</b> Assemble and issue Request for Quotation (RFQ), Request for Proposal (RFP) including appropriate provisions and clauses.</p> | <p>The following timeframes apply only when the required documents/information are received. :Action can only be initiated when evidence of funding is provided.</p> <ul style="list-style-type: none"> <li>- Complete procurement order request form (PR)</li> <li>- Provide detailed scope of work/specifications</li> <li>- Market research (for new requirements).</li> </ul> <p><b>Petty cash purchases</b> -2 - 4 working days of receipt of PR<br/> <b>Credit card purchases</b> – 7 - 10 working days of receipt of PR<br/> <b>GSA requisitions</b>- 7 – 10 working days of receipt of PR<br/> <b>Blanket purchase agreements</b> – 10 – 15 working days of receipt of PR<br/> <b>Delivery orders against GSA schedules</b>- 10 - 12 days of receipt of PR<br/> <b>Purchase orders (open market)</b> – 20 – 30 working days when action does not involve complicated contracts/service agreements; 30 – 40 working days which involve complicated contracts/service agreements complicated actions<br/> <b>Personal Services Contracts and modifications</b> - 7 working days of receipt of PR<br/> <b>Construction Contracts:</b>40 - 50 working days of receipt of PR to issue Request for Proposals<br/> <b>Service Contracts</b> – 30 - 40 working days of receipt of PR to issue Request for Proposals</p> <p>Note: Timeframes do not include Financial Management Office (FMO) processing time.</p> <p>During heavy workload periods, i.e. end of Fiscal Year, orders will be processed as expeditiously as possible.</p> <p>Acquisition planning should be initiated by requiring office every year upon GSO request, since it might need a solicitation and execution of a procurement action.</p> <p>For certain procurements such as the LGP and some construction projects, the solicitation process and award of the contract might take longer than six months.</p> |

**Publicize Procurement:** Commercial advertisement shall be funded by the requiring Agency.

**Amend/Cancel Solicitations**

**Process offers:** Receive quotations and proposals, determine responsiveness of offer to the terms and conditions of the solicitation.

**Technical evaluation:** Identify and request the services of technical and other personnel for proposal evaluation.

**Offeror evaluation:** Collect information on offerors to determine offeror's responsibility.

**Cost or price evaluation:** Perform cost and/or price evaluation to determine reasonableness of the proposed prices

**Negotiation:** prepare pre-negotiation memorandum identifying objectives for discussions with the offeror. Conduct oral or written discussions.

**Prepare award:** prepare simplified acquisition or contract award and all supporting documents.

**Post award:** Debriefing of unsuccessful offerors, response to vendor's protests, post-award conferences, delegate appropriate authority to Contracting Officer's representative. Other actions include:

- Ordering
- Contract modifications
- Options
- Terminations
- Claims
- Closeout

Request Value added tax (VAT) exemptions from Ministry of Foreign Affairs on construction projects: 10 working days.

*Customs & Shipping*

**ICASS Cost Center: 6136**

**Distribution Factor: Number of shipments sent and received**

| SERVICES OFFERED  | PERFORMANCE STANDARDS  |
|---|--|
| <p><input type="checkbox"/> <b>INCOMING SHIPMENTS</b></p> <p>Household Effects (HHE), Unaccompanied Air Baggage (UAB) and Personal Owned Vehicle (POV) or other official shipments processed.</p> <ul style="list-style-type: none"> <li>• Advise and assist on importation of pets.</li> <li>• Perform inspections at customs.</li> <li>• Prepare and deliver documents as necessary for approval to the Ministry of Foreign Affairs (MFA) and Customs for clearance of HHE, UAB, POV and other official shipments.</li> </ul> <p><input type="checkbox"/> Arrange for prompt delivery and unpacking of UAB and HHE to residence.</p> <p><input type="checkbox"/> Deliver POV to Embassy.</p> <p><input type="checkbox"/> Provide supporting documents for the submission of claims.</p> | <p>Documents submitted within 1 working day after receipt of passport copy and completed Check-In Process.</p> <ul style="list-style-type: none"> <li>• <u>Required documents/information:</u><br/>Title and Note Verbal to Ministry of Foreign Affairs (MFA).<br/>Request duty free permit “franquicia diplomática” for official shipment.</li> <li>• Packing list.</li> <li>• Estimated value.</li> <li>• Airway Bill number and carrier (UAB).</li> </ul> <p>Documents for MFA approval will be delivered within 2 working days after receipt of required documents.</p> <p>Note: MFA takes a minimum of 15 working days for approval.<br/>Transit time from the U.S. ports is 6 to 8 weeks.<br/>After receipt of customs clearance:</p> <ul style="list-style-type: none"> <li>• Delivery within 3 working days</li> <li>• Unpacking within 3 working days</li> </ul> <p>Delivery time is within 3 working days after customs clearance.</p> |

Customs & Shipping

ICASS Cost Center: 6136

Distribution Factor: Number of shipments sent and received

| Service Provided   | Performance Standard   |
|--|--|
| <p><b>❑ OUTGOING SHIPMENTS</b></p> <p>Household Effects (HHE), Unaccompanied Air Baggage (UAB) and Personal Owned Vehicle (POV) or other official shipments processed.</p> <ul style="list-style-type: none"><li>• Random check of Packing Companies (warehouses, vehicles and process).</li><li>• Advise on exportation of pets.</li><li>• Arrange for and schedule the pre-pack survey with the occupant and moving company.</li></ul> <p>Schedule packing and crating of HHE, UAB and official shipments.</p> <p>Arrange for prompt departure of UAB and HHE depending upon the availability of space on air and shipping lines.</p> <p>Prepare and send shipping package including shipping orders and instructions, and letters to customs and MFA.</p> | <p><u>Required documents/information:</u></p> <ul style="list-style-type: none"><li>• Copy of Travel Orders.</li><li>• Work Order with fiscal data (for official shipments).</li></ul> <p>Completed within 5 working days after receipt of required documents.</p> <p>Departure time after receipt of weights from packing company:</p> <ul style="list-style-type: none"><li>• Off-season from 3 working days</li><li>• High season from 5 working days</li></ul> <p>Completed within 2 working days after confirmation of approve schedule from the shipping company.</p> <p>After receipt of customs clearance:</p> <ul style="list-style-type: none"><li>▪ Delivery within 3 working days</li><li>▪ Unpacking within 3 working days</li></ul> <p>Delivery time is within 3 working days after customs clearance.</p> |

*Customs & Shipping*

**ICASS Cost Center: 6136**

**Distribution Factor: Number of shipments sent and received**

| Service Provided   | Performance Standard  |
|--|---|
| <p>Schedule shipping preparations</p> <p><input type="checkbox"/> Prepare and send shipping documents and telegrams to destination post</p> <p>Arrange for prompt delivery and packing of UAB and HHE to residence.</p>  | <p>Completed within 5 working days</p> <p>Completed within 5 working days after confirmation of approved schedule from the shipping company.</p>  |
| <p><b>VEHICLES:</b><br/>Importation and registration:<br/>Submit request to MFA for importation.</p> <p>Deliver plates to GSO (for GOV) and employee (for POV).</p> <p>Provide information (for POV) and assistance (for GOV) in obtaining the required liability insurance.</p> <p>Submit request to MFA for gasoline card (Only for accredited diplomats).</p> | <p><i>Required documents/information:</i></p> <ul style="list-style-type: none"> <li>• Title and Note Verbal to Ministry of Foreign Affairs.</li> <li>• Certificate of Title.</li> <li>• Valid registration card.</li> <li>• Copy or original bill of sale.</li> <li>• Passport copy.</li> <li>• Auto Liability Insurance policy.</li> <li>• Importation documents.</li> </ul> <p>Note: MFA takes a minimum of 20 working days for approval.</p> <p>Bank account and NIF number must be provided to the Customs &amp; Shipping Office in order to receive the VAT refund.</p> |

*Customs & Shipping*

**ICASS Cost Center: 6136**

**Distribution Factor: Number of shipments sent and received**

| SERVICES OFFERED  | PERFORMANCE STANDARDS   |
|---|---|
| <p>Sale or Exportation of vehicle:</p> <p>Offer information and forms regarding disposal of POV.</p> <p>Process and disposal of official vehicles by public auction.<br/>Process request to MFA for approval for sale of personal vehicle</p> <p>Cancellation of Gas card</p> | <p>Required post-sale documents/information:</p> <ul style="list-style-type: none"><li>• Buyer's ID Number</li><li>• License plates</li></ul> <p>Note: MFA takes a minimum of 20 working days for approval. Documents must go to MFA two times.</p> <p>MFA and Ministry of Finance take a minimum of forty working days to refund all VAT duties.</p> |

*Direct Vehicle Operation Services*

**ICASS Cost Center: 6139**

**Distribution Factor: Amount of miles driven**

Cannot be modified

| SERVICES OFFERED   | PERFORMANCE STANDARDS   |
|--|---|
| <input type="checkbox"/> Regular motor pool services                                     | <input type="checkbox"/> These services are available twenty-four hours a day, with a motor pool request (Work Order), giving advance notification of twenty-four hours.<br><input type="checkbox"/> Confirmation of requests for next day or future dates will be provided by COB on day of request. |
| <input type="checkbox"/> Unscheduled motor pool services (less than 24 hours in advance) | <input type="checkbox"/> These services can be obtained verbally with GSO approval, but a Work Order must still be submitted for work count.<br><input type="checkbox"/> Accounts for 50 percent of all motor pool requests.  |

*Direct Vehicle Operation Services*

**ICASS Cost Center: 6139**

**Distribution Factor: Amount of miles driven**

Cannot be modified

| SERVICES OFFERED  | PERFORMANCE STANDARDS   |
|---|---|
| <input type="checkbox"/> Gas Control  | <input type="checkbox"/> This service is available only for GOV's subject to duty-free gasoline card program. Monthly controls are established on each vehicle.   |
| <input type="checkbox"/> Hand-delivery of correspondence  | <input type="checkbox"/> This service is requested via Work Order. All urgent correspondence delivered to the motor pool before 9:30 a.m. will be delivered the same day.<br><input type="checkbox"/> Regular correspondence delivered to the motor pool will be delivered within two working days of receipt in the motor pool. This service uses one vehicle/daily. |
| <input type="checkbox"/> Airport transportation and regular expediting of employees, embassy staff and families | <input type="checkbox"/> Advance notification. Driver will assist with the custom formalities at airport, should they arise.  |

*Direct Vehicle Operation Services*

**ICASS Cost Center: 6139**

**Distribution Factor: Amount of miles driven**

Cannot be modified

| SERVICES OFFERED   | PERFORMANCE STANDARDS  |
|--|--|
| <input type="checkbox"/> Expediting services and transportation requirements for VIP support | <input type="checkbox"/> Available twenty-four hours with advance notification to GSO.<br><input type="checkbox"/> Requesting office must provide specific written requirements.<br><input type="checkbox"/> Must provide fiscal data in order to charge all costs back to delegation or to the supporting agency. |
| <input type="checkbox"/> APO mail service vehicle  | <input type="checkbox"/> This service is provided twice a day. On a weekly basis, it consumes twenty five hours of labor and one vehicle.  |

*Direct Vehicle Operation Services*

**ICASS Cost Center: 6139**

**Distribution Factor: Amount of miles driven**

Cannot be modified

| SERVICES OFFERED   | PERFORMANCE STANDARDS   |
|--|---|
| <ul style="list-style-type: none"><li><input type="checkbox"/> Motor pool provides actual usage workload counts and overtime</li></ul> | <ul style="list-style-type: none"><li><input type="checkbox"/> The motor pool dispatcher provides B&amp;F quarterly reports on charges for each agency. Workload counts for regular services and overtime charges for each agency. A separate accounting of motor pool services incurred by congressional/VIP visits is provided. Motor pool provides actual usage workload counts and overtime after each visit.</li><li><input type="checkbox"/> Charges for unofficial usage of motor pool services and bills at the end of the month are also maintained.</li></ul> |

## Leasing services

Distribution Factor: Number of Leases Maintained  
**Modifiable by Workload**

| SERVICES OFFERED   | PERFORMANCE STANDARDS  |
|--|--|
| □ <b>LQA (Living Quarters Allowance)</b>   | <ul style="list-style-type: none"><li>□ Upon request by the employee, GSO-Housing will provide information on available housing units on record and a draft of the Embassy standard LQA lease format.</li><li>□ GSO-Housing is responsible for measuring the unit/s selected by the employee in accordance with 6 FAM 720 and for requesting a Maintenance inspection report. Advice on lease terms is also provided to the employee upon request.</li></ul> |
| <b>FULL SERVICE</b>  |  |
| <ul style="list-style-type: none"><li>□ Full member of the housing pool. Apartment search for new employees. This service is only offered to members of IAHB pooled housing program.</li></ul> | <ul style="list-style-type: none"><li>□ After written notification to GSO of employee arrival, a residence will be located within twenty-five to thirty-five working days.</li><li>□ During low season, a residence will be located within twenty working days, subject to real estate market conditions.</li></ul>  |

## Leasing services

### Distribution Factor: Number of Leases Maintained Modifiable by Workload

| Service Provided   | Performance Standard  |
|--|---|
| <ul style="list-style-type: none"><li>□ Lease negotiation with landlords and preparation and signing of lease contracts.</li></ul> | <ul style="list-style-type: none"><li>□ This part of the housing process will be completed within twenty-five working days. It requires pre-housing inspections, preparation of lease waivers (if required) and waiting for responses, housing board tour and approval, preparation of lease and submitting lease contracts to B&amp;F for obligation.</li></ul>  |
| <ul style="list-style-type: none"><li>□ Apartment upgrades, make-ready.</li></ul>  | <ul style="list-style-type: none"><li>□ After assigning an officer to an apartment or a house, the time required to prepare an apartment for occupancy varies between ten to thirty working days. The amount of time depends on whether the unit is already part of the housing pool or will become part of it.</li></ul>   |
| <ul style="list-style-type: none"><li>□ Maintain periodic contacts with owners.</li></ul>  | <ul style="list-style-type: none"><li>□ On routine maintenance work orders, the Landlord will be notified within 3 working days from date work order is received, and a response will be required within 7 working days from notification date.</li><li>□ On emergency work orders, (i.e. serious water leaking) the Landlord will be notified and action take within 8 working hours from date work order is received, and an immediate action response will be requested.</li></ul> |

## Leasing services

### Distribution Factor: Number of Leases Maintained Modifiable by Workload

| Service Provided   | Performance Standard   |
|--|--|
| <ul style="list-style-type: none"><li>□ Check out inspections.</li></ul> | <ul style="list-style-type: none"><li>□ Check out inspection should be made between two to five working days before departure of the occupant</li></ul>  |
| <ul style="list-style-type: none"><li>□ Lease renewals.</li></ul>        | <ul style="list-style-type: none"><li>□ Prepare and submit amendments to B&amp;F for obligation. Send lease renewals to Landlord for signature. Lease renewals are completed within ten working days.</li></ul>  |
| <ul style="list-style-type: none"><li>□ Termination of leases.</li></ul> | <ul style="list-style-type: none"><li>□ Prepare termination letters and documents. The letters of termination should be sent between twenty to forty working days before the termination.</li><li>□ The houses should be inspected before the appointment with the landlord is made.</li><li>□ An appointment should be made with the landlord to terminate the lease. Set of signed documents must be submitted to B&amp;F along with refund of security deposit.</li></ul> |

## *Leasing services*

### Distribution Factor: Number of Leases Maintained **Modifiable by Workload**

| SERVICES OFFERED  | PERFORMANCE STANDARDS   |
|---|---|
| <ul style="list-style-type: none"><li>□ Functional leases of CONSULAR AGENCIES AND WAREHOUSE (in Madrid)</li></ul>  | <ul style="list-style-type: none"><li>□ Find and select non-residential properties. After written notification to GSO, unit will be located within between twenty-five to thirty-five working days.</li><li>□ Requests VAT exemption when applicable from the MFA (Ministry of Foreign Affairs)</li></ul> |
| <ul style="list-style-type: none"><li>□ Provide residential communications support when Telefónica is the contractor to members of IAHB pooled housing program.</li></ul> | <ul style="list-style-type: none"><li>□ Requests are sent to Telefónica within five working days.</li></ul>   |
| <ul style="list-style-type: none"><li>□ Update Real Property Application (RPA)</li></ul>  | <ul style="list-style-type: none"><li>□ This update should be made periodically.</li></ul>  |
| <ul style="list-style-type: none"><li>□ Edit and update Housing Manual.</li></ul>   | <ul style="list-style-type: none"><li>□ This update should be made once a year.</li></ul>   |
| <ul style="list-style-type: none"><li>□ Market survey.</li></ul>  | <ul style="list-style-type: none"><li>□ The market survey should be accomplished once a year.</li></ul>   |



**ACCOUNTS AND RECORDS**  
**ICASS Cost Center 6221**

**Distribution Factor: Number of strip code related to obligations/commitments**  
 established for a period of one year

| SERVICES OFFERED   | PERFORMANCE STANDARDS   |
|--|---|
| <p><b>Modification Allowed:</b></p> <p><b>0.6 Mid-level service</b></p> <p>Agency personnel prepare all obligations with fiscal data for input. Agency personnel also prepare all obligation adjustments. The FMO staff will record obligation documents on RFMS. No manual reporting or accounting analysis will be prepared by the FMO. If requested, the FMO will provide a report or adjustment to a serviced agency.</p>  |   |
| <p>Record advice of allotments received for serviced agencies.</p> <p><i>Note: Agencies are responsible and will ensure that the FMO receives all advice of allotments on a timely basis. Each agency establishes its own internal control procedures to ensure that all funds and obligations are correctly recorded and legal.</i></p> <p>Maintain official accounting records for Department of State allotments and officially allotted funds of agency serviced by FMO. This service includes ensuring that these records are adequate for management information and budget purposes within the constraints of RFMS system available to FMO.</p> <p>Assign standard fiscal data to purchase requisitions, purchase orders, contracts and telegrams that have been properly prepared, authorized, and for which funds are available. If sufficient training or guidance on an agency's fiscal data cannot be provided, the agency will be responsible for assigning the fiscal data to the obligation documents.</p> <p><i>Note: The allottee serviced agency head, or his designee, will ensure that all obligation requests and documents are</i></p> | <p>The Financial Management Office (FMO) will record advice of allotment on agencies' RFMS allotment accounting records within three (3) days of receipt of the advice of allotment. FMO will perform overall fund control reconciliation on a quarterly basis to ensure that obligations recorded do not exceed funding authorized or available.</p> <p>Establish obligations or notify requester of insufficient funding within three (3) working days of the purchase orders appearing in AESOP. Enter recurring obligations on a quarterly basis into RFMS at the beginning of each quarter. Make routine, minor allotment accounting and obligation adjustments as required.</p> |

*legal and in conformity with all applicable federal and agency regulations.*

*Serviced agency is responsible for ensuring that all travel advances maintained on the allotment accounting system are monitored and collected on a timely basis.*

*Any request for quarterly recurring obligations by an agency must be certified as legal and valid by the allottee or that agency's fund control officer. Copies of obligating documents will be made by the agency before submitting to FMO or are received directly from the procurement office. FMO will not provide copies of obligation documents unless serviced agency cannot obtain them from source.*

Provide monthly accounting reports generated by the RPFMS system.

*Note: Serviced agency is responsible for regularly reviewing its allotment accounting records to ensure that any significant adjustments to correct funding or obligation amounts are made.*

If agencies request, FMO will provide FMC 60's and FMC62' to all serviced agencies within seven (7) working days after month end.

Review status of obligations report with serviced agency accounting or administrative personnel quarterly.

DAYROLLING

**ICASS Cost Center 6222**

**Distribution Factor: Number of direct-hire Americans and LES payrolled**

| SERVICES OFFERED   | PERFORMANCE STANDARDS  |
|--|--|
| <b>Submit and review time and attendance reports<br/>Training of 24 timekeepers with their respective back-ups</b>   | <b>Submit time and attendance cables on a biweekly basis to the payroll center Charleston Financial Service Center (CFSC) no later than COB of Thursdays every two weeks by FTP line.</b>  |
| Balance the payroll for overtime and comp time.  | EFT payments are made per CFSC schedule on a biweekly basis. Final termination checks are received from CFSC on time for payday.   |
| Distribute and copy payroll material such as earning and leave statements, savings bonds, expenditure reports, comprehensive reports, W-2 and payroll checks.  | Deliver all of these materials on Wednesdays of the pay week.  |
| Prepare payroll adjustment cables, including Exec. Appt., allotments, allowances, initiation of U.S. savings, danger pay, employee and employer's health deduction and contribution, direct deposit of salary, and miscellaneous payroll information. All of this information is manually processed. | <b>Send FSN adjustment cable to the payroll center by COB on Thursdays the week previous to the pay week.</b><br><b>Send U.S. adjustment cable to the payroll center by COB on Thursdays of the week previous to the pay-week.</b>                 |
| Process and report advances of pay and charge' pay.  | This documentation is prepared as soon as it arrives to the payroll desk.  |
| Provide assistance and support to U.S. and FSN employees on payroll-related problems.  | Report problem to Charleston Financial Service Center on the same day that the problem is reported to FMO. Follow up every pay period until the problem is resolved. Depending on the solution, the problem should be solved the same week or day. |
| Deal with Lloyd's Bank on EFT payment questions.   | This is taken care of as soon as a request is received.  |

# VOUCHERING

## ICASS Cost Center 6223

**Distribution Factor: Number of vouchers processed in 12 months period (modifiable)**

| <b>Modification Allowed:</b>  |  |
|---|--|
| <b>0.6 Mid-level Service</b>  |  |
| Agencies prepare the vouchers, and submit the complete, approved vouchers to the Financial Management Office for certification and data entry to WinDATEL RFMS. |  |
| <b>0.3 Low-level service</b>  |  |
| Agencies provide fund cites to be charged in a combined payment voucher, e.g., payment for utility bills.   |  |
| Non-Travel Voucher preparation and processing for payment (also filing and answering inquiries from vendors)  | <p>Urgent cash payment vouchers (in red folders) will be processed on the same day received.</p> <p>Routine vouchers will be audited (making sure the vouchers are legal, proper and correct), certified, and processed for cash payment or transmitted to CFSC within 5 working days, provided that no relevant required authorization and information is missing. Check or EFT is usually received from CFSC within 7 working days of receipt of payment files. For incomplete vouchers, FMO will contact the appropriate agency within one day of receipt of the vouchers to obtain any additional information.</p> <p>For payments on duplicate invoices –</p> <p style="padding-left: 40px;">Full service agencies subscribing to Accounts and Records - the FMO must certify that internal control procedures have been established to avoid duplicate payment.</p> <p style="padding-left: 40px;">Full service and 0.6 service agencies not subscribing to Accounts and Records – the agency and the FMO share the responsibility for certifying that internal control procedures are in place to avoid duplicate payment.</p> <p style="padding-left: 40px;">0.3 service agencies - the agencies must certify that internal control procedures have been established to avoid duplicate payment.</p> |

|  |  |
|--|--|
|  | <p>Prompt Payment Act requires payments within 30 calendar days following receipt of a proper invoice. It is FMO internal policy to process invoices for payment within 20 calendar days of receipt unless there is a problem with the invoice.</p> <p>FMO staff will enter vouchers prepared by serviced agencies to CFSC by WinDATEL RFMS within 5 working days, given that the payment (voucher) complies with the standards of correctness, legality, and completeness.</p> <p><i>(The FMO will not be held accountable to meet the 5-day processing time in those instances where Agency representatives cause delays in returning to FMO staff those vouchers that have been forwarded for approval and signature.)</i></p> <p>The FMO will submit official VAT refund claims quarterly to the Spanish Ministry of Foreign Affairs, as follows:</p> <ul style="list-style-type: none"> <li>• Personal claims - first week of the month following each quarterly period</li> <li>• Official claims - first week of the second month following each quarterly period.</li> </ul> |
| <p><b>Travel voucher preparation and processing for payment (also filing, answering inquiries from vendors, assisting mission employees with travel reimbursement voucher preparation)</b></p> | <p><b>Travel advances:</b></p> <p>All travel advances requests will be processed within 3 working days of receipt of the properly executed request. Agencies or travelers need to inform FMO at least one week in advance of cash payment requirements, and at least two weeks in advance of check or EFT payment requirement.</p> <p>Simple Travel Voucher:</p> <p>Routine 3-5 day travel vouchers requiring routine audit, (provided that the traveler signs it promptly after being notified) will be certified and processed for payment (input into WinDATEL) and sent to CFSC within 5 working days of receipt of a complete, signed, and fully supported claim.</p> <p><b>Extended or Transfer Travel Vouchers:</b></p>   |

|  |   |
|--|---|
|  | <p>Any travel voucher requiring more audit work or complicated calculations will be audited, certified and processed for payment (input into WinDATEL) and sent to CFSC within 15 working days of receipt of a complete, signed, and fully supported claim.</p> |
|--|---|

# CASHIERING AND DISBURSING

## ICASS Cost Center 6224

Modifiable by workload

**Distribution Factor: Number of petty cash payments and collections by Class B Cashier**

| <p><b>COLLECTIONS</b><br/>Receive all type of collections:</p> <ul style="list-style-type: none"><li>• General Refund</li><li>• Consular Fees</li><li>• MRV</li><li>• SDA</li><li>• Travel Reimbursement</li></ul> | <p>Issue OF-158s General Receipt for all official collections upon receipt of funds.</p> <p>Receive deposit slips from Lloyd's Bank for machine-readable visa fees collected, and prepare collection documents.</p> <p>Receive consular fees on daily basis. Sign the Consular Fees reports, and prepare the OF 158. Consular Officer receives the copy at the same time. Process OF 158in FMS.</p> |
|--|---|
| <p><b>Debit Voucher</b><br/>This is part of the collections process and accommodation exchange.</p>  | <p>Recover funds from debit vouchers after Charleston's advice. Assist Lloyd's Bank recover funds from checks returned by the banks in US.</p>  |
| <p><b>Accommodation Exchange</b><br/><br/>Cashier provides accommodation exchange and reverse accommodation exchange for CODEL and VIP visits. FMO or the Administrative Officer must approve special cases.</p>   | <p>Perform accommodation exchange or reverse accommodation exchange when CODEL and VIP visits require the service. Cashier follows security rules like request official transportation; security armed bodyguards and safety area to work at the place assigned by the control officer.</p>   |
| <p><b>Deposit Slips</b><br/><br/>Deposit local currency to the USDO's account and US dollars to a Treasury General Account.</p>  | <p>Deposit LC, and submit the USD deposits to CFSC.</p>   |

|   |  |
|---|--|
| <p><b>Cash Payments</b><br/>Process cash payments based on certified vouchers and sub-vouchers; pay emergency, medical, dietary, temporary assistance loans, non-incarcerated loans.</p>  | <p>Pay vendors for small purchases of goods and services as soon as vouchers are received from the Certifying Officer. Pay employees for reimbursements for authorized expenditures or travel advances for official trips and representation. Pay apartment administrative fees to cover gas services, repairs made to apartments or to the building, petty cash to sub-cashiers, and ORE payments as vouchers are presented for payment.</p> <p>The Admin Officer must approve emergency cash payments.</p> |
| <p><b>Interim Advances</b><br/>Issue and clear interim cash advances to employees for the execution of cash procurements.</p>   | <p>Issue various advances as authorized. Examples include:</p> <ul style="list-style-type: none"> <li>• Advances to cover expenditures.</li> <li>• Advance to cover 4<sup>th</sup> of July expenditures and Christmas decorations for the building.</li> </ul> <p>Send reminders to the employees when advances are not cleared within the 24 hours except when particular cases have been approved to be clear after certain period of time.</p>  |
| <p><b>Sub-cashier Advances</b><br/>Provide technical guidance, training and advances to local sub-cashiers</p>  | <p>Keep records of all sub-cashiers' accounts on separate files and ensure that all the reconciliation are submitted on monthly basis.<br/><i>Note: As per FMO instructions, the cashier won't release a replenishment voucher if sub-cashier supervisor does not perform an un-announced quarterly verification.</i></p>  |
| <p><b>Record keeping and Safekeeping</b><br/>Responsible for the processing of all official cashier transactions; control, safekeeping and maintenance of cashier documents and records; processing of all cashier vouchers; and performing the necessary paperwork including monthly cashier verifications to ensure that U.S Government funds are properly safeguarded.</p> | <p>Transmit vouchers, collections and accommodation exchange to CFSC.<br/>Keep records of all the cashier transactions.<br/>Safeguard funds in a locked safe equipped with a combination lock.<br/>The alternate cashier's funds in a separate compartment with a combination lock.<br/>Ensure availability of funds and submit cashier replenishment requests as needed.</p>  |

*Travel Services*  
**ICASS Cost Center: 6462**

| <input type="checkbox"/> | <input type="checkbox"/> |
|--------------------------|--------------------------|
|                          | <input type="checkbox"/> |
|                          | <input type="checkbox"/> |

*Travel Services*  
ICASS Cost Center: 6462

|                          | submission to B&F for payment.<br><input type="checkbox"/>   |
|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/><br><br><br><br><br><br><br><input type="checkbox"/>   |
| <input type="checkbox"/> | <input type="checkbox"/><br><input type="checkbox"/><br><input type="checkbox"/><br><input type="checkbox"/><br><input type="checkbox"/><br><br><input type="checkbox"/><br><input type="checkbox"/><br><input type="checkbox"/><br><input type="checkbox"/><br><br><input type="checkbox"/> |

*GO/LTL Residential Building Operations*

**ICASS COST CENTER 7810**

Distribution Factor:

|  |   |
|--|---|
| <ul style="list-style-type: none"> <li>▪ <b>Make-ready:</b> painting, cleaning and security upgrades as instructed by the Regional Security Officer (RSO), a service check of all building systems, electrical circuits, fixtures, appliances, and the repair of any damage.</li> <li>▪ <b>Routine maintenance:</b></li> <li>▪ <b>Preventive maintenance:</b></li> <li>▪ <b>Emergency maintenance:</b> Emergency repairs will be provided as soon as possible upon notification of the problem. Service provider will ensure that temporary repairs are made to eliminate the life threatening/potential property damage situation, however further repairs may be required and will be scheduled during the regular GSO work week.</li> </ul> | <ul style="list-style-type: none"> <li>▪ Service, repair and restore building structures and major building systems, plumbing systems, heating, A/C etc.</li> <li>▪ Routine maintenance and repair work within 5 working days from date work order is received.</li> <li>▪ Perform preventive maintenance of building infrastructure as per schedule</li> <li>▪ Emergency work orders, (i.e. serious water leaking) will be handled within 8 working hours from date work order is received.</li> <li>▪ Request approval and funding from OBO for special projects on residential buildings.</li> <li>▪ Coordinate execution of special projects.</li> <li>▪ Report to OBO on execution and expenditures on special projects.</li> <li>▪ Prepare PASS/WOW quarterly reports.</li> <li>▪ Keep daily record of work orders.</li> <li>▪</li> </ul> |
| <p><b>GO/LTL Non-Residential Building Operations (7820)</b></p> <ul style="list-style-type: none"> <li>▪ Services include space planning and utilization, custodial services, emergency and routine maintenance</li> <li>▪ <b>Office Moves:</b> Covers the cost of post personnel that assist with planning, design and utilization for all GO/LTL office building facilities as well as contractor</li> </ul>   | <ul style="list-style-type: none"> <li>▪ Service, repair and restore building structures and major building systems, plumbing systems, heating, A/C, etc. Custodial services scheduled as per contract.</li> </ul>  |

*oversight for any renovation projects that do not justify assignment of an on-site OBO project director. Any requested building modifications (moving partitions, opening doorways, installation of security doors, etc.) not included in a scheduled building renovation project will be done by contract and paid directly by the requesting office/agency. The requesting agency must provide with their request a complete description of all their requirements as well as evidence, acceptable to the post Financial Management Office, that funds are available to cover the probably cost of the project and approved by OBO/Post Facility Manager.*

- ***Routine Maintenance:*** *This includes the cost of post personnel to provide maintenance and repair of heating (including boilers), air conditioning, electrical, generator, plumbing and ventilation systems; labor to provide for routine painting, plumbing, carpentry, carpet replacement, and other related services.*
- ***Emergency Maintenance:*** *Covers cost of post personnel to provide emergency maintenance. Emergency maintenance relates to problems that, if not resolved, will threaten the life or property of the occupant.*

- *Perform preventive maintenance of building infrastructure. Minor maintenance and repair work will be addressed within 5 working days from date work order is received.*
- *Emergency work orders, (i.e. serious water leaking) will be handled within 8 working hours from date work order is received, or after hours if funds are available for overtime.*
- *Agencies requesting any improvements will pay all costs associated with labor, overtime and materials.*
- *Coordinate execution of special projects.*
- *Report to OBO on execution and expenditures on special projects.*
- *Prepare reports to B&F on space distribution by agencies.*
- *Prepare PASS/WOW quarterly reports.*
- *Keep daily record of work orders.*

***STL Residential Building Operations (7850)***

- ***Make-ready:*** *painting, cleaning and security upgrades as instructed by the Regional Security Officer (RSO). A service check of all building systems, electrical circuits, fixtures, smoke detectors and landlord furnished appliances.*

- *Make-ready of residences, new leases and existing leases between occupants. Once lease is signed or current resident departs, the residence will be prepared for occupancy within 15 workdays. Only pool appliances including air conditioners will be installed/removed and maintained (cost center 6144).*

|  |  |
|--|--|
| <ul style="list-style-type: none"> <li>▪ <b>Routine Maintenance:</b> Preliminary investigation to determine responsibility of maintenance/repair issues between the Government and the landlord. Service provider will negotiate with landlords to perform necessary repairs to STL quarters. Any repairs/renovations requested by occupying agency that the landlord will not fund but agrees to, must be done at the agency's expense. Service provider is not responsible for landlord decisions/actions. Grounds maintenance are the responsibility of the occupant unless the property exceeds the space guidelines established in 6 FAM. Trash collection, where it is the responsibility of the U.S. Government, will be performed within schedule.</li> <li>▪ <b>Emergency Maintenance:</b> Emergency maintenance relates to problems that, if not resolved, will threaten the life of the occupant or will render the housing unit uninhabitable (fire, life safety, potential property damage). This includes serious interior water leaks, or severe electrical problems. Emergency repairs will be provided as soon as possible upon notification of the problem. Service provider will ensure that temporary repairs are made to eliminate the life/property-threatening situation. Service provider will notify the landlord on the next business day of the need to make permanent repairs and will follow up with the landlord until the situation is resolved.</li> </ul> | <ul style="list-style-type: none"> <li>▪ Receive work orders for all maintenance and repair. Minor maintenance and repair that is the responsibility of the USG will be addressed within 5 workdays from receipt of a work order. Requests for maintenance and repair that are landlord responsibility will be forwarded to GSO Housing for resolution within 2 workdays.</li> <li>▪ Emergency service work. Action will be taken on work orders involving emergency maintenance (fire, life safety, flooding) within 8 hours. After-hours response will be limited to elimination of the emergency. To ensure that all conditions are properly resolved, requestors should submit a work order the next workday.</li> </ul> |
| <p><b>STL Non-Residential Building Operations (7860)</b></p> <ul style="list-style-type: none"> <li>▪ Service includes space planning and utilization, custodial services and maintenance contract oversight.</li> <li>▪ <b>Routine Maintenance:</b> This is governed by the terms of the lease, which takes precedence over everything. Where the lease requires the landlord to carry out</li> </ul>   | <ul style="list-style-type: none"> <li>▪ Provide Contracting Officer Representative (COR) oversight for custodial contracts and other maintenance and repair contracts. Ensure compliance and verify payments.</li> <li>▪ Receive work orders for all maintenance and repair. Minor maintenance and repair for those systems installed by the USG (UPS, lights, air conditioning, security doors) within 5 working days.</li> </ul>  |

*routine maintenance, service provider will forward repair requests to the landlord and will follow up with the landlord until the issue is resolved.*

- ***Emergency Maintenance:*** *Emergency maintenance relates to problems, which, if not resolved, will threaten the life or property of the occupant.*

*Requests for maintenance and repair that are landlord responsibility will be forwarded to GSO Housing for resolution within 2 workdays, one day for emergencies.*

- *Emergency work orders, (i.e. serious water leaking) will be handled within 8 working hours from date work order is received, or after hours if funds are available for overtime.*

# INVOICES

Insert copies of ICASS invoices.

# REPORTS

# FINANCIAL REPORTS (6 FAH)

The ICASS software system can generate a wide variety of both standard and special reports on **projected costs** and **obligations** for use by decision makers in serviced agencies. The ICASS software system includes a list of available reports. The reports icon appears along with the regular ICASS icon, under Program Manager. Reports can be customized to provide special reports in a shortened format. (While reports can be reduced in scope, they cannot be increased or changed.) Users interested in any special or *ad hoc* reports should talk to the administrative or financial officer for the desired information.

## Financial Reports Required for Council Review

Reports required for the Council for initial budget approval are:

- (1) Budget Summary (Locked). Printed from Budget Summary Worksheet.
  - (2) Budget by Cost Center and Agency by Post;
  - (3) Invoice Details by Agency;
  - (4) Invoice Detail by Cost Center and Agency;
  - (5) Budget Summary by Cost Center; and
  - (6) Summary of Cost Center Data Entry by Percentage Assigned. Printed from Cost Center Worksheet.
- b. The report required for Council quarterly budget review is:
- Budget Compared to Quarterly Actuals (Q\_Actuals) by Cost Center and Agency.
  - c. Other reports as requested by the Council or individual agencies.

## Reports Descriptions

### Reference Table Reports

- a. **Agency List.** This report lists all agencies loaded into the software. It provides the official billing address and agency code used by State when invoicing the individual agencies. It also identifies those agencies that are activated for use by your specific post for data entry. The agency report is extremely long since there are over 500 agencies and addresses listed.
- b. **Cost Center List.** The cost center list reports all of the cost centers and cost pools currently being used by the system. Along with the codes and descriptions, the report also shows what distribution factor (workload count) is to be used for each.
- c. **SubObject List.** This report lists all of the sub objects available in the system.
- d. **Cost Center and Sub Cost Center Report for Obligations.** This report lists the information needed to strip code for each cost center, sub cost center, and cost pool being used by the current plan.

## Budget Reports

- a. Budget reports allow the user to see details of post's original and target budgets. For each of the following budget reports the user must choose whether to view budget data from either the original or target budgets.
- b. **Budget Detail.** This reports the entire budget entered in detail. It shows how each budget record is distributed to the different cost centers and objects. It is primarily intended to assist in locating errors in data entry. Available funds adjustments are included in the target budget version of this report.
- c. **Budget Summary by Cost Center & Cost Pool.** This report summarizes the budget by function code and cost pool. All budget records entered without cost pool codes are apportioned to the cost centers as described below. Dollar amounts for budget records with cost pool codes assigned are summed under the assigned cost pool. Available funds adjustments are included in the target budget version of this report.
- d. **Budget Summary by Cost Center.** Budget summary by cost center is used to show the distribution of the budget to all cost centers. Available funds adjustments are included in the target budget version of this report.
- e. **Budget Summary by Object.** This report summarizes the budget by sub object only. Available funds adjustments are included in the target budget version of this report.
- f. **Budget Summary by Cost Center and Object.** This report summarizes by cost center and sub object. Available funds adjustments are included in the target budget version of this report.
- g. **Summary of Sub-Object Worksheet Data Entry.** This report lists each position in rows and each activated sub object at post in columns, with the budgeted dollar amounts in the cells. **This report can only be printed from the sub object Worksheet.**
- h. **Summary of Cost Center Worksheet Data Entry by Percentages Assigned.** This report provides the percentage of provider employees time by cost center. It lists each position in rows and each activated cost center at post in columns, with the budgeted percentages in the cells. **This report can only be printed from the cost center worksheet.**
- i. **Summary of Cost Center Worksheet Data Entry in Dollars.** This report lists each position in rows and each activated cost center at post in columns, with the budgeted dollar amounts in the cells. **This report can only be printed from the cost center worksheet.**
- j. **Summary of Field Budget Data Entry.** This report prints a copy of all of the information entered into the field budget worksheet. This report can only be printed from the field budget worksheet.

## Actuals Reports

- a. Actuals reports allow the user to review data downloaded from the FSC 60 and data entered in the actuals program.
- b. **Actuals Summary by Cost Center.** Summarizes actuals by cost center for all quarters.
- c. **Actuals Summary by Cost Center and Object.** Summarizes actuals by both cost center and object for all quarters.
- d. **Actuals Summary by Object.** Summarizes actuals by object only, for all quarters.

e. **Import Errors Summary.** Once you run Load FSC 60 actuals, if any records aren't copied because of an error, then they will be listed here with a summary.

f. **Summary of Actuals Data Entry by Quarter.** Gives a total of actuals without distributing cost pools to cost centers. **This report can only be printed from the distribution factors program.**

### **Budget Compared to Actuals Reports**

a. **Budget vs Actuals by Cost Center.** Used to monitor the percentage of budget that is being spent each quarter. This report compares, side by side, the budget for each cost center along with the YTD actuals for the same cost center. It also calculates a percentage of usage.

b. **Budget Compared to Actuals by Cost Center and Object.** Allows you to compare budget costs and actual costs in the same way as the above report, as well as by object.

c. **Budget Compared to Actuals by Object.** Compares budget and actuals by object only.

### **Reports Distributed to Agencies**

a. **Budget vs Actuals by Cost Center and Agency.** Reports budget and YTD actuals figures side by side. It calculates each agency's share of the services provided and calculates a unit cost for each cost center. Unit costs for the budget can be compared to the unit cost calculated for the Actuals.

b. **Budget Summary by Cost Center and Agency.** Calculates each agency's share of the budgeted services provided, and calculates a unit cost for each one. Excluded items will be separated from their budgeted cost centers in a separate column.

c. **Invoice by Agency.** Invoicing is done from Budgets only. Actuals are not involved with any part of invoicing. Invoice reports are primarily grids, with rows representing cost centers and columns representing groups of objects. Print the sub objects report to see which objects are summed into which columns on the Invoice. Before invoices are generated, the budget being used is apportioned to the cost centers.



# ICASS COST CENTERS



# ICASS COST CENTERS



This report describes the services provided in each cost center (*as provided in 6 FAH but modified to reflect actual services available in Madrid*), the costs incurred, the workload counts per 6 FAH, the workload distribution, and actual invoice amounts for each agency included in the FY 2003 midyear ICASS budget submission.

This serves as a tool for analyzing each cost center. The ICASS management staff and serviced agency representatives should review the description of services being provided, the costs included in each cost center, and the workload distribution.

# ICASS COST CENTERS

## 6150 - Basic Package

**Description.** Included in these services are:

- Diplomatic accreditation to the host government;
- Licenses and special permits;
- Maintenance of the Emergency Evacuation Plan;
- Reciprocity issues with host government:
- Car import, spousal employment, VAT reimbursement;
- Check-in/check-out procedures and follow up, including ID cards, accounts receivable, payable,
- Newcomer and TDY'er materials:
- Phone books, welcome kits;
- Maintenance of post reports;
- Determination of exchange rates;
- Local bank account establishment, coordination and maintenance;
- International school accreditation surveys;
- International school grant management
- Cost of living surveys:
- For COLA, per diem rates;
- Negotiated hotel rates;
- Support of employee association and commissary boards; and,
- Support structure for VIP visits.

| Sub-Object Code                 | Description         | Amount           |
|---------------------------------|---------------------|------------------|
| 11-1200                         | Salaries & Benefits | \$181,210        |
| 2156                            | Field Travel        | 9,410            |
| 2300                            | Rent & Utilities    | 26,191           |
| 2500                            | Services            | 1,258            |
| 2600                            | Supplies            | 3,486            |
| 3100                            | Household Furniture | 42,650           |
| <b>Washington/Reg. Expenses</b> |                     | 106,017          |
| <b>TOTAL</b>                    |                     | <b>\$370,223</b> |

**Costs.** Charges for the Basic Package should be a minimal part (e.g., 3% to 6%) of the total ICASS budget at post and thus do not require separate service standards. The costs are calculated on the percentage of time spent by the service provider in furnishing the above services. These costs include salary, benefits, and related support costs.

# ICASS COST CENTERS

## Basic Package

**How to Count.** Number of direct hire U.S. citizen and others as described in 6 FAH-5 H-405.2 *Treatment of Distinctive Costs*. Mandatory but modifiable.

| Agency                           | Distribution | %     | Amount   |
|----------------------------------|--------------|-------|----------|
| 1150 – DSAA                      | 3.0          | 2.9%  | \$15,355 |
| 1235 - FAS                       | 2.0          | 1.9%  | 10,236   |
| 1330 - USFCS                     | 3.0          | 2.9%  | 15,355   |
| 1510 – Justice DEA               | 6.0          | 5.8%  | 30,709   |
| 1525 – Justice FBI               | 3.0          | 2.9%  | 15,355   |
| 1535 – Justice INS               | 2.0          | 1.9%  | 10,236   |
| 1706 – Navy – Chief of Naval Ops | 0.3          | 0.3%  | 1,535    |
| 1711 – Navy - NAWCP              | 0.6          | 0.5%  | 3,071    |
| 1711.1 – Navy - NAWCL            | 0.3          | 0.3%  | 1,535    |
| 1900 - State                     | 44.0         | 42.4% | 225,202  |
| 1931 – State MSG                 | 9.0          | 8.6%  | 46,064   |
| 1942 – State DS                  | 1.0          | 0.9%  | 5,118    |
| 1967 - PD                        | 7.0          | 6.8%  | 35,828   |
| 2103.1 – ARMY-HQDA. DCSPER. ST   | 0.3          | 0.3%  | 1,535    |

| Agency                   | Distribution  | %           | Amount           |
|--------------------------|---------------|-------------|------------------|
| 2105.2 – ARMY HQDA DCOPS | 0.3           | 0.3%        | 1,535            |
| 2112.1 – ARMY TRADOC     | 0.3           | 0.3%        | 1,535            |
| 2121.1 – ARMY EUCOM      | 3.0           | 2.9%        | 15,355           |
| 2800 - SSA               | 0             | 0           | 0                |
| 5718 – USAF Students     | 0.3           | 0.3%        | 1,535            |
| 5734 – USAF FTC          | 0.3           | 0.3%        | 1,535            |
| 6905 – CAAG              | 0.75          | 0.7%        | 3,839            |
| 6906 – TSA               | 1.0           | 0.9%        | 5,118            |
| 8000 - NASA              | 0.6           | 0.5%        | 3,071            |
| 9705 - DIA               | 11.0          | 10.6%       | 56,300           |
| 9725 - DCSG              | 4.0           | 3.8%        | 20,473           |
| 9767 – DLA - DESC        | 0.6           | 0.5%        | 3,071            |
| <b>TOTAL</b>             | <b>103.65</b> | <b>100%</b> | <b>\$530,504</b> |

# ICASS COST CENTERS

## 5458 - Information Management Technical Support

**Description.** Installation of hardware/software, training or assistance in obtaining training in hardware/software usage, installation and maintenance of e-mail, system backup, system security (logons and virus protection) management, maintenance of uninterruptible power supplies, customer assistance, and recommendations for system or equipment requirements/ replacements/ upgrades.

**Costs.** Generally includes locally engaged staff (LES), U.S. citizen direct hire unclassified system managers, and regional support personnel servicing computers/ADP equipment (if they are not program funded); a portion of salary and benefit costs of U.S. citizen employees who may be supervising the operation and any travel, training and furniture/equipment related to computer/systems support.

| Sub-Object Code                 | Description         | Amount           |
|---------------------------------|---------------------|------------------|
| 11-1200                         | Salaries & Benefits | \$355,915        |
| 2156                            | Field Travel        | 420              |
| 2300                            | Rent & Utilities    | 5,250            |
| 2500                            | Services            | 883              |
| 2600                            | Supplies            | 28,397           |
| 3100                            | Household Furniture | 35,706           |
| <b>Washington/Reg. Expenses</b> |                     | 20,594           |
| <b>TOTAL</b>                    |                     | <b>\$447,165</b> |

[**Note:** the costs of regional personnel are budgeted at their "home" post.] Only system support hardware is included in these costs. Other ICASS hardware and software should be charged to the appropriate Cost Center, e.g., Financial Management computers to Financial Management Cost Center.

# ICASS COST CENTERS

## Information Management Technical Support

**How to Count.** The number of devices. Includes CPUs (one counted CPU includes its monitor, keyboard, mouse, CD-ROM drive, and internal/external devices specific to the CPU), servers, printers, scanners, and all like devices.

| Agency                              | Distribution | %     | Amount  |
|-------------------------------------|--------------|-------|---------|
| 1150 – DSAA                         |              |       |         |
| 1235 - FAS                          |              |       |         |
| 1330 - USFCS                        |              |       |         |
| 1510 – Justice DEA                  | 13.80        | 2.2%  | \$9,269 |
| 1525 – Justice FBI                  | 3.68         | 0.6%  | 2,472   |
| 1535 – Justice INS                  | 9.48         | 1.5%  | 6,367   |
| 1706 – Navy –<br>Chief of Naval Ops |              |       |         |
| 1711 – Navy -<br>NAWCP              |              |       |         |
| 1711.1 – Navy -<br>NAWCL            |              |       |         |
| 1900 - State                        | 383.00       | 60.8% | 257,252 |
| 1931 – State MSG                    | 10.80        | 1.7%  | 7,254   |
| 1942 – DS                           | 11.80        | 1.9%  | 7,926   |
| 1967 - PD                           | 168.85       | 26.8% | 113,413 |
| 2103.1 – ARMY-<br>HQDA. DCSPER. ST  |              |       |         |

| Agency                      | Distribution  | %           | Amount           |
|-----------------------------|---------------|-------------|------------------|
| 2105.2 – ARMY HQDA<br>DCOPS |               |             |                  |
| 2112.1 – ARMY<br>TRADOC     |               |             |                  |
| 2121.1 – ARMY EUCOM         |               |             |                  |
| 2800 - SSA                  | 11.50         | 1.8%        | 7,724            |
| 5718 – USAF Students        |               |             |                  |
| 5734 – USAF FTC             |               |             |                  |
| 6905 – CAAG                 |               |             |                  |
| 6906 – TSA                  | 6.00          | 1.0%        | 4,030            |
| 8000 - NASA                 |               |             |                  |
| 9705 - DIA                  | 11.00         | 1.7%        | 7,388            |
| 9725 - DCSG                 |               |             |                  |
| 9767 – DLA - DESC           |               |             |                  |
| <b>TOTAL</b>                | <b>629.91</b> | <b>100%</b> | <b>\$423,096</b> |

# ICASS COST CENTERS

## 5624 - Health Services

**Description.** Post has a staffed health unit. Services include staffing and operation of the health room, first aid, immunizations, dispensary, evacuation determination and assistance, medical reports and analysis, and coordination with local health facilities/personnel to identify, evaluate, recommend, and make arrangements with local medical resources. The medical personnel also identify and advise mission personnel on local health hazards and infectious diseases.

| Sub-Object Code                 | Description         | Amount           |
|---------------------------------|---------------------|------------------|
| 11-1200                         | Salaries & Benefits | \$107,716        |
| 2156                            | Field Travel        | 210              |
| 2300                            | Rent & Utilities    | 3,209            |
| 2500                            | Services            | 79,233           |
| 2600                            | Supplies            | 17,008           |
| 3100                            | Household Furniture | 0                |
| <b>Washington/Reg. Expenses</b> |                     | 11,937           |
| <b>TOTAL</b>                    |                     | <b>\$219,313</b> |

**Costs.** Includes salary and benefits or contract costs for all health personnel and receptionist in the Health Unit, all vaccines, post-procured medical supplies, equipment and furniture for the health unit, and some travel and training for medical personnel. (The costs of the RMO are currently budgeted only at their "home" post.) In addition, a central Washington, D.C. medical support cost factor (Central Washington Cost Factor) for each user at post is provided each year for inclusion in post's budget. This cost is not considered under this cost center and is separately identified under the central medical factor. See Central Washington Cost Factors in section 6 FAH-5 H-405.3 .

# ICASS COST CENTERS

## Health Services

**How to Count.** Authorized users include all direct hire U.S. citizen employees and family members included on sponsors' assignment orders, whether physically residing full time at post or not.

| Agency                              | Distribution | %     | Amount   | Agency                      | Distribution  | %           | Amount           |
|-------------------------------------|--------------|-------|----------|-----------------------------|---------------|-------------|------------------|
| 1150 – DSAA                         | 18.00        | 6.5%  | \$22,118 | 2105.2 – ARMY HQDA<br>DCOPS | 1.00          | 0.4%        | 1,229            |
| 1235 - FAS                          | 3.00         | 1.1%  | 3,686    | 2112.1 – ARMY<br>TRADOC     | 2.00          | 0.7%        | 2,458            |
| 1330 - USFCS                        | 5.00         | 1.8%  | 6,144    | 2121.1 – ARMY EUCOM         | 22.00         | 7.9%        | 27,033           |
| 1510 – Justice DEA                  | 11.00        | 4%    | 13,516   | 2800 - SSA                  |               |             |                  |
| 1525 – Justice FBI                  | 8.00         | 2.9%  | 9,830    | 5718 – USAF Students        | 1.00          | 0.4%        | 1,229            |
| 1535 – Justice INS                  | 2.00         | 0.7%  | 2,458    | 5734 – USAF FTC             | 1.00          | 0.4%        | 1,229            |
| 1706 – Navy –<br>Chief of Naval Ops | 5.00         | 1.8%  | 6,144    | 6905 – CAAG                 | 1.75          | 0.6%        | 2,150            |
| 1711 – Navy -<br>NAWCP              | 5.00         | 1.8%  | 6,144    | 6906 – TSA                  | 1.00          | 0.4%        | 1,229            |
| 1711.1 – Navy -<br>NAWCL            | 1.00         | 0.4%  | 1,229    | 8000 - NASA                 | 1.00          | 0.4%        | 1,229            |
| 1900 - State                        | 104.20       | 37.5% | 128,036  | 9705 - DIA                  | 37.00         | 13.3%       | 45,464           |
| 1931 – State MSG                    | 11.00        | 4%    | 13,516   | 9725 - DCSG                 | 13.00         | 4.7%        | 15,974           |
| 1942 – State DS                     | 4.00         | 1.4%  | 4,915    | 9767 – DLA - DESC           | 4.00          | 1.4%        | 4,915            |
| 1967 - PD                           | 15.00        | 5.4%  | 18,431   | <b>TOTAL</b>                | <b>277.95</b> | <b>100%</b> | <b>\$341,532</b> |
| 2103.1 – ARMY-<br>HQDA. DCSPER. ST  | 1.00         | 0.4%  | 1,229    |                             |               |             |                  |

# ICASS COST CENTERS

## 5826 - Non-Residential Local Guard Program

**Description.** This includes guard services for the Chancery, the International Business Center, the warehouse, and the Consulate General in Barcelona. Under the operational control of the Regional Security Office, services include management of a local guard contracts.

Guard services include verification of personnel entering the Chancery, annex and any other non-residential guarded buildings, prescreening of visitors' baggage and physical checks. Also checks of incoming mail via metal detectors, exterior patrols of the chancery and annex buildings or compound, warehouses and other designated buildings, and chemical – biological pre-screening of packages and letters.

**Costs.** Includes LES security contract payments, security supplies, equipment and equipment maintenance costs associated with non-residential buildings **which are shared by State and other agency or ICASS personnel.** The Regional Security Officer (RSO) and equipment funded by the Diplomatic Security Appropriation are not budgeted here.

| Sub-Object Code | Description                            | Amount             |
|-----------------|--|--------------------|
| 2554            | Contr. Security Guards – Segur Iberico | \$1,344,800        |
| 2163            | Other Travel – Taxis, etc.             | 376                |
| 2201            | Transport Govt. Property               | 4,000              |
| 2322            | Telephone Tolls                        | 3,706              |
| 2589            | Other Contr. Services NOC              | 3,533              |
| 2621            | Reference Materials                    | 256                |
| 2699            | Medical & Misc. Supplies               | 8,846              |
| <b>TOTAL</b>    |  | <b>\$1,365,517</b> |

# ICASS COST CENTERS

## Non-Residential Local Guard Program

The Marine Guard contingent is a part of the State program organization receiving services and therefore is not an ICASS service provider. Costs associated with the residential guard program are not part of ICASS.

**How to Count.** Net square feet occupied. This means that costs will be distributed based on the square feet of offices, conference rooms, theaters, workshops, warehouses, etc. occupied by an agency. Unassigned office/program space in the chancery or other A/OBO-managed (GO/LTL) space will be charged to State program. This methodology will distribute common space proportionally to agencies sharing non-residential properties with State program offices.

| Agency                      | Distribution  | %            | Amount           |
|-----------------------------|---------------|--------------|------------------|
| 1235 - FAS                  | 146.4         | 3.9%         | \$38,592         |
| 1330 - USFCS                | 365.8         | 9.7%         | 96,428           |
| 1510 – Justice<br>DEA       | 94.0          | 2.5%         | 24,779           |
| 1525 – Justice FBI          | 61.0          | 1.6%         | 16,080           |
| 1535 – Justice<br>INS       | 50.0          | 1.3%         | 13,180           |
| 1900 - State                | 1947.0        | 51.5%        | 513,247          |
| 1931 – State MSG<br>Support | 83.0          | 2.2%         | 21,880           |
| 1942 – State DS.            | 105.0         | 2.8%         | 27,679           |
| 1967 - PD                   | 455.6         | 12%          | 120,100          |
| 2800 - SSA                  | 77.0          | 2%           | 20,298           |
| 6906.00 – DOT<br>FAA        | 46.0          | 1.2%         | 12,126           |
| 9705.0 - DIA                | 289.0         | 7.6%         | 76,183           |
| 9725.0 - DCSG               | 63.0          | 1.7%         | 16,607           |
|                             | <b>3782.8</b> | <b>100.0</b> | <b>\$997,181</b> |

# ICASS COST CENTERS

## 5880 - Security Services

**Description.** LES employees working in the security office perform a number of tasks that benefit all agencies at post. They include:

- Foreign Service National background investigations;
- Accident and security incident assistance;
- Special investigations (e.g., employee theft investigations);
- Security assistance (e.g., liaison with host country security and police officials);
- Review and recommend security enhancements for offices and residences;
- Issuance of embassy access cards;
- Official requests for photographs;
- Official requests for fingerprints;
- Maintenance of residential security files;
- Informal translations

| Sub-Object Code              | Description          | Amount           |
|------------------------------|----------------------|------------------|
| VARIOUS                      | UTILITIES/RENT       | \$4,670          |
| VARIOUS                      | FSN SECURITY INVEST. | 225,797          |
| VARIOUS                      | WAE                  | 26,241           |
| 2699                         | MISC SUPPLIES        | 3,486            |
| Washington/Regional Expenses |                      | 13,116           |
| <b>TOTAL</b>                 |                      | <b>\$263,310</b> |

**Costs.** Generally includes salary, benefits, training, security supplies, equipment and equipment maintenance costs associated with LES employees. For ICASS LITE posts, especially those with no U.S. citizen Security Officer, duties may be performed by an LES in the Personnel function and costs budgeted accordingly. Additionally, other U.S. citizen ICASS officers who spend a portion of their time performing security services could allocate a percentage of their time to that function. The cost of direct hire RSO personnel are not included under ICASS.

# ICASS COST CENTERS

## SECURITY SERVICES

**How to Count.** The number of authorized LES and direct hire U.S. citizen employees.

| Agency                           | Distribution | %     | Amount  |
|----------------------------------|--------------|-------|---------|
| 1150 – DSAA                      | 6.00         | 2.5%  | \$7,787 |
| 1235 - FAS                       | 7.00         | 2.9%  | 9,085   |
| 1330 - USFCS                     | 19.00        | 7.8%  | 24,659  |
| 1510 – Justice DEA               | 4.00         | 1.6%  | 5,191   |
| 1525 – Justice FBI               | 3.00         | 1.2%  | 3,893   |
| 1535 – Justice INS               | 3.00         | 1.2%  | 3,893   |
| 1706 – Navy – Chief of Naval Ops | 1.00         | 0.4%  | 1,298   |
| 1711 – Navy - NAWCP              | 2.00         | 0.8%  | 2,596   |
| 1711.1 – Navy - NAWCL            | 1.00         | 0.4%  | 1,298   |
| 1900 - State                     | 90.00        | 37%   | 116,804 |
| 1931 – State MSG                 | 13.00        | 5.3%  | 16,872  |
| 1942 – State Sec. Supplemental   | 1.00         | 8.2%  | 25,957  |
| 1967 - PD                        | 29.00        | 11.9% | 37,637  |
| 2103.1 – ARMY-HQDA. DCSPER. ST   | 1.00         | 0.4%  | 1,298   |

| Agency                   | Distribution  | %           | Amount           |
|--------------------------|---------------|-------------|------------------|
| 2105.2 – ARMY HQDA DCOPS | 1.00          | 0.4%        | 1,298            |
| 2112.1 – ARMY TRADOC     | 1.00          | 0.4%        | 1,298            |
| 2121.1 – ARMY EUCOM      | 11.00         | 4.5%        | 14,276           |
| 2800 - SSA               | 5.00          | 2.1%        | 6,489            |
| 5718 – USAF Students     | 1.00          | 0.4%        | 1,298            |
| 5734 – USAF FTC          | 1.00          | 0.4%        | 1,298            |
| 6905 – CAAG              | 1.25          | 0.5%        | 1,622            |
| 6906 – TSA               | 2.00          | 0.8%        | 2,596            |
| 8000 - NASA              | 1.00          | 0.4%        | 1,298            |
| 9705 - DIA               | 15.00         | 6.2%        | 19,467           |
| 9725 - DCSG              | 4.00          | 1.6%        | 5,191            |
| 9767 – DLA - DESC        | 1.00          | 0.4%        | 1,298            |
| <b>TOTAL</b>             | <b>243.25</b> | <b>100%</b> | <b>\$315,696</b> |

# ICASS COST CENTERS

## 6443 - Community Liaison Office

**Description.** Provides an integrating function at post and may include: providing welcome and orientation materials, including pre-arrival information, assigning sponsors and organizing a formal orientation program. May include organizing cultural activities, trips, seminars and sports events. Community liaison is maintained with host country organizations and business and mission communities. Family member employment opportunities are identified both inside and outside of the mission and employment information is provided to families. Education liaison is maintained with schools at post and information is provided on school options at other posts and on return to the USA. Information management includes maintaining a resource center accessible to the community and contributing to the post newsletter. Counseling and referral support provided during crises, by identifying community resources and referring clients appropriately. Security liaison includes working with the RSO in areas of contingency planning and serving on the Emergency Action Committee.

| Sub-Object Code                 | Description          | Amount          |
|---------------------------------|----------------------|-----------------|
| 11-1200                         | Salaries & Benefits  | \$66,300        |
| 2156                            | Field Travel         | 210             |
| 2300                            | Utilities/Rent       | 3,208           |
| 2500                            | Services             | 1,633           |
| 2600                            | Materials & Supplies | 3,639           |
| <b>Washington/Reg. Expenses</b> |                      | 11,937          |
| <b>TOTAL</b>                    |                      | <b>\$87,220</b> |

**Costs.** Generally includes salary, benefits, furniture, equipment, and any operating expenses of CLO.

# ICASS COST CENTERS

## Community Liaison Office

**How to Count.** The number of serviced U.S. citizen employees (including dependents), Third Country Nationals (TCNs), and U.S. Contractors. This is mandatory but modifiable.

| Agency                           | Distribution | %     | Amount  |
|----------------------------------|--------------|-------|---------|
| 1150 – DSAA                      | 18.00        | 6.7%  | \$9,069 |
| 1235 - FAS                       | 3.00         | 1.1%  | 1,512   |
| 1330 - USFCS                     | 3.50         | 1.3%  | 1,763   |
| 1510 – Justice DEA               | 11.00        | 4.1%  | 5,542   |
| 1525 – Justice FBI               | 8.00         | 3.0%  | 4,031   |
| 1535 – Justice INS               | 2.00         | 0.7%  | 1,008   |
| 1706 – Navy – Chief of Naval Ops | 1.50         | 0.6%  | 756     |
| 1711 – Navy - NAWCP              | 1.50         | 0.6%  | 756     |
| 1711.1 – Navy - NAWCL            | 0.30         | 0.1%  | 151     |
| 1900 - State                     | 105.60       | 39.6% | 53,205  |
| 1931 – State MSG                 | 11.00        | 4.1%  | 5,542   |
| 1942 – State DS                  | 4.00         | 1.5%  | 2,015   |
| 1967 - PD                        | 15.00        | 5.6%  | 7,558   |
| 2103.1 – ARMY-HQDA. DCSPER. ST   | 0.30         | 0.1%  | 151     |

| Agency                   | Distribution  | %           | Amount         |
|--------------------------|---------------|-------------|----------------|
| 2105.2 – ARMY HQDA DCOPS | 0.30          | 0.1%        | 151            |
| 2112.1 – ARMY TRADOC     | 0.60          | 0.2%        | 302            |
| 2121.1 – ARMY EUCOM      | 22.00         | 8.2%        | 11,084         |
| 2800 - SSA               |               |             |                |
| 5718 – USAF Students     | 0.30          | 0.1%        | 151            |
| 5734 – USAF FTC          | 0.30          | 0.1%        | 151            |
| 6905 – CAAG              | 1.75          | 0.7%        | 882            |
| 6906 – TSA               | 2.00          | 0.7%        | 1008           |
| 8000 - NASA              | 1.00          | 0.4%        | 504            |
| 9705 - DIA               | 37.00         | 13.9%       | 18,642         |
| 9725 - DCSG              | 13.00         | 4.9%        | 6,550          |
| 9767 – DLA - DESC        | 4.00          | 1.5%        | 2,015          |
| <b>TOTAL</b>             | <b>266.95</b> | <b>100%</b> | <b>134,499</b> |

# ICASS COST CENTERS

## 6132 - Vehicle Maintenance

**Description.** Maintenance and repair of official vehicles and maintaining related vehicle records and reports. Includes the scheduling and performance of routine maintenance. Does not include major overhauls, accident repairs or any specialized maintenance that may be unique to a particular make or model of car and that requires specialized training, tools or equipment. These are the responsibility of the individual agency or are direct charged.

| Sub-Object Code | Description         | Amount          |
|-----------------|---------------------|-----------------|
| 11-1200         | Salaries & Benefits | \$15,772        |
| <b>Total</b>    |                     | <b>\$15,772</b> |

**Costs.** Generally includes the salary and benefits or contract costs for mechanics and garage personnel, garage rent and utilities if STL property, tools and equipment for making repairs and incidental parts and supplies, e.g. oil and lubricants. However, parts or supplies specific to a particular repair or maintenance job should be directly charged to the agency owning the vehicle. The only exception should be parts and supplies for repairing and maintaining ICASS vehicles; they should be budgeted and charged against ICASS (for redistribution to other agencies).

# ICASS COST CENTERS

**Vehicle Maintenance** **How to Count.** The total number of official U.S. Government vehicles maintained.

| Agency                           | Distribution | %     | Amount  |
|----------------------------------|--------------|-------|---------|
| 1150 – DSAA                      |              |       |         |
| 1235 - FAS                       |              |       |         |
| 1330 - USFCS                     |              |       |         |
| 1510 – Justice DEA               |              |       |         |
| 1525 – Justice FBI               |              |       |         |
| 1535 – Justice INS               | 3            | 20.0% | \$2,468 |
| 1706 – Navy – Chief of Naval Ops |              |       |         |
| 1711 – Navy - NAWCP              |              |       |         |
| 1711.1 – Navy - NAWCL            |              |       |         |
| 1900 - State                     | 8            | 53.4% | 6,581   |
| 1931 – State MSG                 | 2            | 13.3% | 1,645   |
| 1942 – State DS                  | 2            | 13.3% | 1,645   |
| 1967 - PD                        |              |       |         |
| 2103.1 – ARMY-HQDA. DCSPER. ST   |              |       |         |

| Agency                   | Distribution | %           | Amount          |
|--------------------------|--------------|-------------|-----------------|
| 2105.2 – ARMY HQDA DCOPS |              |             |                 |
| 2112.1 – ARMY TRADOC     |              |             |                 |
| 2121.1 – ARMY EUCOM      |              |             |                 |
| 2800 - SSA               |              |             |                 |
| 5718 – USAF Students     |              |             |                 |
| 5734 – USAF FTC          |              |             |                 |
| 6905 – CAAG              |              |             |                 |
| 6906 – TSA               |              |             |                 |
| 8000 - NASA              |              |             |                 |
| 9705 - DIA               |              |             |                 |
| 9725 - DCSG              |              |             |                 |
| 9767 – DLA - DESC        |              |             |                 |
| <b>TOTAL</b>             | <b>15</b>    | <b>100%</b> | <b>\$12,339</b> |

# ICASS COST CENTERS

## 6133 - Administrative Supply Services

**Description.** The requisitioning, inventory control, issuance, record keeping, and warehousing of administrative supplies and accountable forms.

**Costs.** Generally includes the salary and benefits of personnel involved in requisitioning, stocking, inventorying and issuing administrative supplies and their furniture, equipment, and related transportation. Costs of supplies should be included, however, items not generally required by all agencies at post must be paid for directly by the requesting agency, including related transportation costs. Costs also include that portion of total ICASS Warehouse costs related to administrative supplies. See also Optional Warehouse Cost Pool (in 6 FAH-5 H-900 ) for additional cost distribution information.

| Sub-Object Code                 | Description          | Amount           |
|---------------------------------|----------------------|------------------|
| 11-1200                         | Salaries & Benefits  | \$100,297        |
| 2156                            | Field Travel         | 4,460            |
| 2200                            | Transportation       | 11,250           |
| 2300                            | Utilities            | 342              |
| 2600                            | Materials & Supplies | 56,075           |
| <b>Washington/Reg. Expenses</b> |                      | 12,169           |
| <b>Total</b>                    |                      | <b>\$184,593</b> |

# ICASS COST CENTERS

## Administrative Supply Services

**How to Count.** The dollar value of all supplies issued to an agency.

| Agency                              | Distribution | %     | Amount  |
|-------------------------------------|--------------|-------|---------|
| 1150 – DSAA                         |              |       |         |
| 1235 - FAS                          |              |       |         |
| 1330 - USFCS                        |              |       |         |
| 1510 – Justice DEA                  | 1,488.23     | 2.8%  | \$4,782 |
| 1525 – Justice FBI                  | 1,318.00     | 2.5%  | 4,235   |
| 1535 – Justice INS                  | 1,121.86     | 2.1%  | 3,604   |
| 1706 – Navy –<br>Chief of Naval Ops |              |       |         |
| 1711 – Navy -<br>NAWCP              |              |       |         |
| 1711.1 – Navy -<br>NAWCL            |              |       |         |
| 1900 - State                        | 36,733.18    | 69.4% | 118,021 |
| 1931 – State MSG                    | 1,317.01     | 2.5%  | 4,231   |
| 1942 – State DS                     | 803.17       | 1.5%  | 2,581   |
| 1967 - PD                           | 6,342.81     | 12.0% | 20,379  |
| 2103.1 – ARMY-<br>HQDA. DCSPER. ST  |              |       |         |

| Agency                      | Distribution     | %           | Amount           |
|-----------------------------|------------------|-------------|------------------|
| 2105.2 – ARMY<br>HQDA DCOPS |                  |             |                  |
| 2112.1 – ARMY<br>TRADOC     |                  |             |                  |
| 2121.1 – ARMY<br>EUCOM      |                  |             |                  |
| 2800 - SSA                  | 545.55           | 1.0%        | 1,753            |
| 5718 – USAF<br>Students     |                  |             |                  |
| 5734 – USAF FTC             |                  |             |                  |
| 6905 – CAAG                 | 196.58           | 0.4%        | 632              |
| 6906 – TSA                  | 447.22           | 0.8%        | 1,437            |
| 8000 - NASA                 |                  |             |                  |
| 9705 - DIA                  | 1,586.32         | 3.0%        | 5,097            |
| 9725 - DCSG                 | 980.21           | 1.9%        | 3,149            |
| 9767 – DLA - DESC           | 50.00            | 0.1%        | 161              |
| <b>TOTAL</b>                | <b>52,930.14</b> | <b>100%</b> | <b>\$170,061</b> |

# ICASS COST CENTERS

## 6134 - Procurement Services

**Description.** Procurement by contract, Personal Service Contract, purchase order, requisition, petty cash or other standard means of the goods and services necessary for agencies at post to conduct their mission. This includes identifying vendors, writing specifications, negotiations, and documentation consistent with U.S. Government and agency regulations.

**Costs.** Generally includes the salary and benefits and related costs of personnel performing or supervising the procurement function including their furniture, equipment, and related transportation.

| Sub-Object Code                 | Description         | Amount           |
|---------------------------------|---------------------|------------------|
| 11-1200                         | Salaries & Benefits | \$167,966        |
| 2156                            | Field Travel        | 520              |
| 2300                            | Utilities & Rent    | 4,766            |
| 2500                            | Services            | 1,633            |
| <b>Washington/Reg. Expenses</b> |                     | 41,653           |
| <b>TOTAL</b>                    |                     | <b>\$216,538</b> |

# ICASS COST CENTERS

## Procurement Services

**How to Count.** The number of executed procurement documents. Executed procurement documents include: purchase orders, contracts, petty cash purchases, personal service contracts, requisitions and all other standard means of procuring goods and/or services. Can be modified.

| Agency                           | Distribution | %     | Amount  |
|----------------------------------|--------------|-------|---------|
| 0910 - FBIS                      | 2.40         | 0.5%  | \$1,175 |
| 1150 - DSAA                      | 1.56         | 0.3%  | 764     |
| 1235 - FAS                       | 4.20         | 0.9%  | 2,057   |
| 1330 - USFCS                     | 30.60        | 6.4%  | 14,988  |
| 1510 - Justice DEA               | 6.30         | 1.3%  | 3,086   |
| 1525 - Justice FBI               | 5.40         | 1.1%  | 2,645   |
| 1535 - Justice INS               | 8.10         | 1.7%  | 3,967   |
| 1706 - Navy - Chief of Naval Ops |              |       |         |
| 1711 - Navy - NAWCP              |              |       |         |
| 1711.1 - Navy - NAWCL            |              |       |         |
| 1900 - State                     | 350.20       | 73.1% | 171,525 |
| 1931 - State MSG                 | 11.70        | 2.4%  | 5,731   |
| 1942 - DS                        | 1.80         | 0.4%  | 882     |
| 1967 - PD                        | 41.20        | 8.6%  | 20,179  |
| 2103.1 - ARMY-HQDA, DCSPER, ST   |              |       |         |

| Agency                   | Distribution  | %           | Amount           |
|--------------------------|---------------|-------------|------------------|
| 2105.2 - ARMY HQDA DCOPS |               |             |                  |
| 2112.1 - ARMY TRADOC     |               |             |                  |
| 2121.1 - ARMY EUCOM      |               |             |                  |
| 2800 - SSA               | 3.60          | 0.8%        | 1,763            |
| 5718 - USAF Students     |               |             |                  |
| 5734 - USAF FTC          |               |             |                  |
| 6905 - CAAG              | 5.40          | 1.1%        | 2,645            |
| 6906 - TSA               | 0.60          | 0.1%        | 294              |
| 8000 - NASA              |               |             |                  |
| 9705 - DIA               | 3.60          | 0.8%        | 1,763            |
| 9725 - DCSG              | 2.10          | 0.4%        | 1,029            |
| 9767 - DLA - DESC        | 0.60          | 0.1%        | 294              |
| <b>TOTAL</b>             | <b>708.76</b> | <b>100%</b> | <b>\$234,787</b> |

# ICASS COST CENTERS

## 6135 - Reproduction Services

**Description.** Providing printing and reproduction services through a central facility to ICASS member agencies.

**Costs.** Generally includes salary, benefits and related costs, furniture and equipment replacement as required, if easily identifiable as being for use by the reproduction unit. Equipment maintenance, paper, toner, etc. is budgeted to this cost center.

| Sub-Object Code | Description         | Amount          |
|-----------------|---------------------|-----------------|
| 11-1200         | Salaries & Benefits | \$87,624        |
| 2500            | Services            | 1,633           |
| <b>TOTAL</b>    |                     | <b>\$89,257</b> |

# ICASS COST CENTERS

## Reproduction Services

**How to Count.** The total number of copies printed or reproduced.

| Agency                              | Distribution | %     | Amount |
|-------------------------------------|--------------|-------|--------|
| 1150 – DSAA                         |              |       |        |
| 1235 - FAS                          | 5,790        | 0.3%  | \$338  |
| 1330 - USFCS                        |              |       |        |
| 1510 – Justice DEA                  | 862          |       | 50     |
| 1525 – Justice FBI                  |              |       |        |
| 1535 – Justice INS                  | 11,564       | 0.6%  | 676    |
| 1706 – Navy –<br>Chief of Naval Ops |              |       |        |
| 1711 – Navy -<br>NAWCP              |              |       |        |
| 1711.1 – Navy -<br>NAWCL            |              |       |        |
| 1900 - State                        | 644,518      | 33.1% | 37,651 |
| 1931 – State MSG                    | 227          |       | 13     |
| 1942 – DS                           |              |       |        |
| 1967 - PD                           | 1,257,552    | 64.6% | 73,462 |
| 2103.1 – ARMY-<br>HQDA. DCSPER. ST  |              |       |        |

| Agency                      | Distribution     | %           | Amount         |
|-----------------------------|------------------|-------------|----------------|
| 2105.2 – ARMY<br>HQDA DCOPS |                  |             |                |
| 2112.1 – ARMY<br>TRADOC     |                  |             |                |
| 2121.1 – ARMY<br>EUCOM      |                  |             |                |
| 2800 - SSA                  | 23,219           | 1.2%        | 1,356          |
| 5718 – USAF<br>Students     |                  |             |                |
| 5734 – USAF FTC             |                  |             |                |
| 6905 – CAAG                 |                  |             |                |
| 6906 – TSA                  | 4,152            | 0.2%        | 243            |
| 8000 - NASA                 |                  |             |                |
| 9705 - DIA                  |                  |             |                |
| 9725 - DCSG                 |                  |             |                |
| 9767 – DLA - DESC           |                  |             |                |
| <b>TOTAL</b>                | <b>1,947,892</b> | <b>100%</b> | <b>113,789</b> |

# ICASS COST CENTERS

## 6136 - Shipment & Customs Services

**Description.** Arranging for the packing and crating, forwarding, customs clearance (including negotiations with host government officials) for incoming and outgoing shipments. Services may be provided by in-house personnel and/or by commercial provider, as appropriate.

**Costs.** Generally includes salary, benefits, replacement furniture, equipment and related transportation and contract costs to have a commercial provider in place.

| Sub-Object Code                 | Description         | Amount           |
|---------------------------------|---------------------|------------------|
| 11-1200                         | Salaries & Benefits | \$92,329         |
| 2156                            | Field Travel        | 3,110            |
| 2300                            | Utilities & Rent    | 3,893            |
| 2500                            | Services            | 1,633            |
| 2600                            | Supplies            | 153              |
| <b>Washington/Reg. Expenses</b> |                     | 36,274           |
| <b>TOTAL</b>                    |                     | <b>\$137,392</b> |

# ICASS COST CENTERS

## Shipment & Customs Services

**How to Count.** The total number of shipments sent and received.

| Agency                           | Distribution | %     | Amount  |
|----------------------------------|--------------|-------|---------|
| 1150 – DSAA                      | 19.00        | 3.0%  | \$4,716 |
| 1235 - FAS                       | 25.00        | 3.9%  | 6,205   |
| 1330 - USFCS                     | 40.00        | 6.3%  | 9,928   |
| 1510 – Justice DEA               | 54.00        | 8.4%  | 13,403  |
| 1525 – Justice FBI               | 17.00        | 2.7%  | 4,220   |
| 1535 – Justice INS               | 5.00         | 0.8%  | 1,241   |
| 1706 – Navy – Chief of Naval Ops |              |       |         |
| 1711 – Navy - NAWCP              |              |       |         |
| 1711.1 – Navy - NAWCL            |              |       |         |
| 1900 - State                     | 226.00       | 35.4% | 56,095  |
| 1931 – State MSG                 | 50.00        | 7.9%  | 12,410  |
| 1942 – DS                        | 30.00        | 4.7%  | 7,446   |
| 1967 - PD                        |              |       |         |
| 2103.1 – ARMY-HQDA. DCSPER. ST   |              |       |         |

| Agency                   | Distribution  | %           | Amount           |
|--------------------------|---------------|-------------|------------------|
| 2105.2 – ARMY HQDA DCOPS |               |             |                  |
| 2112.1 – ARMY TRADOC     | 1.00          | 0.2%        | 248              |
| 2121.1 – ARMY EUCOM      | 83.00         | 13.0%       | 20,601           |
| 2800 - SSA               |               |             |                  |
| 5718 – USAF Students     |               |             |                  |
| 5734 – USAF FTC          |               |             |                  |
| 6905 – CAAG              | 5.25          | 0.8%        | 1,303            |
| 6906 – TSA               | 5.00          | 0.8%        | 1,241            |
| 8000 - NASA              |               | 0.3%        | 514              |
| 9705 - DIA               | 58.00         | 9.0%        | 14,396           |
| 9725 - DCSG              | 16.00         | 2.5%        | 3,971            |
| 9767 – DLA - DESC        | 2.00          | 0.3%        | 496              |
| <b>TOTAL</b>             | <b>636.25</b> | <b>100%</b> | <b>\$157,922</b> |

# ICASS COST CENTERS

## 6139 - Direct Vehicle Operations

**Description.** Operation of a central motor pool for the purpose of transporting personnel for official business, to include dispatching and garaging of ICASS vehicles and maintaining the required reports and records.

**Costs.** Generally includes salary, benefits or contract costs for drivers and dispatchers, vehicle operating expenses (gas and oil), maintenance, parts and related transportation, and the costs for garage space and any related furniture, equipment, and transportation.

| Sub-Object Code | Description                 | Amount           |
|-----------------|-----------------------------|------------------|
| 11-1200         | Salaries & Benefits         | \$230,095        |
| 2156            | Field Travel                | 300              |
| 2500            | Services                    | 14,424           |
| 2600            | Auto Fuels & Misc. Supplies | 21,486           |
| <b>TOTAL</b>    |                             | <b>\$266,305</b> |

# ICASS COST CENTERS

## Direct Vehicle Operations

**How to Count.** The total amount of miles driven. These statistics should be obtained from daily trip logs maintained on each vehicle.

| Agency                           | Distribution | %     | Amount  |
|----------------------------------|--------------|-------|---------|
| 1150 – DSAA                      |              |       |         |
| 1235 - FAS                       |              |       |         |
| 1330 - USFCS                     | 32.0         |       | \$71    |
| 1510 – Justice DEA               | 72.0         | 0.1%  | 161     |
| 1525 – Justice FBI               |              |       |         |
| 1535 – Justice INS               |              |       |         |
| 1706 – Navy – Chief of Naval Ops |              |       |         |
| 1711 – Navy - NAWCP              |              |       |         |
| 1711.1 – Navy - NAWCL            |              |       |         |
| 1900 - State                     | 62,611.0     | 66.6% | 139,775 |
| 1931 – State MSG                 | 11,621.0     | 12.4% | 25,943  |
| 1942 – State DS                  | 8,418.5      | 8.9%  | 18,794  |
| 1967 - PD                        | 10,532.0     | 11.2% | 23,512  |
| 2103.1 – ARMY-HQDA. DCSPER. ST   |              |       |         |

| Agency                   | Distribution    | %           | Amount           |
|--------------------------|-----------------|-------------|------------------|
| 2105.2 – ARMY HQDA DCOPS |                 |             |                  |
| 2112.1 – ARMY TRADOC     |                 |             |                  |
| 2121.1 – ARMY EUCOM      |                 |             |                  |
| 2800 - SSA               |                 |             |                  |
| 5718 – USAF Students     |                 |             |                  |
| 5734 – USAF FTC          |                 |             |                  |
| 6905 – CAAG              |                 |             |                  |
| 6906 – TSA               |                 |             |                  |
| 8000 - NASA              |                 |             |                  |
| 9705 - DIA               | 892.0           | 0.9%        | 1,991            |
| 9725 - DCSG              | 31.0            |             | 69               |
| 9767 – DLA - DESC        |                 |             |                  |
| <b>TOTAL</b>             | <b>94,209.5</b> | <b>100%</b> | <b>\$210,317</b> |

# ICASS COST CENTERS

## 6143 - Non-Expendable Property Management

**Description.** Includes requisitioning, inventory control, warehousing, and delivery of non-expendable furniture and equipment, and property disposal. This includes office/residential furniture, equipment and appliances or other non-expendable items.

**Costs.** Includes the salary, furniture, equipment and related delivery costs, and benefits of personnel ordering, stocking, inventorying, and issuing non-expendable property. The cost of the non-expendable item(s) and shipping is charged to the ordering agency.

| Sub-Object Code                 | Description         | Amount           |
|---------------------------------|---------------------|------------------|
| 11-1200                         | Salaries & Benefits | \$155,688        |
| 2156                            | Field Travel        | 15,250           |
| 2300                            | Utilities           | 3,133            |
| 2500                            | Services            | 4,883            |
| 3122                            | Office Furnishings  | 2,760            |
| <b>Washington/Reg. Expenses</b> |                     | 14,742           |
| <b>TOTAL</b>                    |                     | <b>\$196,456</b> |

# ICASS COST CENTERS

## Non-Expendable Property Management

**How to Count.** The number of items inventoried.

| Agency                           | Distribution | %     | Amount  |
|----------------------------------|--------------|-------|---------|
| 1150 – DSAA                      |              |       |         |
| 1235 - FAS                       | 50.0         | 0.6%  | \$1,472 |
| 1330 - USFCS                     | 75.0         | 0.9%  | 2,208   |
| 1510 – Justice DEA               | 100.0        | 1.2%  | 2,944   |
| 1525 – Justice FBI               | 63.0         | 0.7%  | 1,855   |
| 1535 – Justice INS               | 16.0         | 0.2%  | 471     |
| 1706 – Navy – Chief of Naval Ops |              |       |         |
| 1711 – Navy - NAWCP              |              |       |         |
| 1711.1 – Navy - NAWCL            |              |       |         |
| 1900 - State                     | 6,896.0      | 80.0% | 203,052 |
| 1931 – State MSG                 | 401.0        | 4.7%  | 11,807  |
| 1942 –State DS                   | 104.0        | 1.2%  | 3,062   |
| 1967 - PD                        | 444.0        | 5.2%  | 13,074  |
| 2103.1 – ARMY-HQDA. DCSPER. ST   |              |       |         |

| Agency                   | Distribution   | %           | Amount           |
|--------------------------|----------------|-------------|------------------|
| 2105.2 – ARMY HQDA DCOPS |                |             |                  |
| 2112.1 – ARMY TRADOC     |                |             |                  |
| 2121.1 – ARMY EUCOM      |                |             |                  |
| 2800 - SSA               | 16.0           | 0.2%        | 471              |
| 5718 – USAF Students     |                |             |                  |
| 5734 – USAF FTC          |                |             |                  |
| 6905 – CAAG              | 17.5           | 0.2%        | 515              |
| 6906 – TSA               | 41.0           | 0.5%        | 1,207            |
| 8000 - NASA              |                |             |                  |
| 9705 - DIA               | 269.0          | 3.1%        | 7,921            |
| 9725 - DCSG              | 123.0          | 1.4%        | 3,622            |
| 9767 – DLA - DESC        |                |             |                  |
| <b>TOTAL</b>             | <b>8,615.5</b> | <b>100%</b> | <b>\$253,683</b> |

# ICASS COST CENTERS

## 6148 - Leasing Services

**Description.** All phases of the leasing process for residential, office, warehouse or other space as required by requesting agency. Includes locating properties, assessing their structural integrity and the condition of systems such as electrical, plumbing, etc., evaluating to ensure that their size meets requirements and/or is within the regulations, negotiating lease conditions and rates with the landlord and initiating a lease or lease renewal according to U.S. Government regulations and host country law. May require seeking legal assistance in cases of dispute. Also includes assistance with utility and telephone companies for connections and termination of services.

**Costs.** Generally includes salary, benefits and related costs of personnel involved, to include their replacement furniture, equipment and related transportation.

| Sub-Object Code                 | Description         | Amount           |
|---------------------------------|---------------------|------------------|
| 11-1200                         | Salaries & Benefits | \$125,714        |
| 2156                            | Field Travel        | 4,100            |
| 2300                            | Utilities           | 172              |
| 2500                            | Services            | 1,633            |
| 2621                            | Reference Materials | 256              |
| <b>Washington/Reg. Expenses</b> |                     | 6,084            |
| <b>TOTAL</b>                    |                     | <b>\$137,959</b> |

# ICASS COST CENTERS

## Leasing Services

**How to Count.** The number of leases maintained. Can be modified.

| Agency                           | Distribution | %     | Amount  |
|----------------------------------|--------------|-------|---------|
| 1150 – DSAA                      | 1.00         | 1.1%  | \$2,341 |
| 1235 - FAS                       | 3.00         | 3.4%  | 7,022   |
| 1330 - USFCS                     | 3.00         | 3.4%  | 7,022   |
| 1510 – Justice DEA               | 6.00         | 6.6%  | 14,043  |
| 1525 – Justice FBI               | 4.00         | 4.5%  | 9,362   |
| 1535 – Justice INS               | 1.00         | 1.1%  | 2,341   |
| 1706 – Navy – Chief of Naval Ops | 1.00         | 1.1%  | 2,341   |
| 1711 – Navy - NAWCP              |              |       |         |
| 1711.1 – Navy - NAWCL            |              |       |         |
| 1900 - State                     | 45.00        | 50%   | 105,325 |
| 1931 – State MSG                 | 3.00         | 3%    | 7,022   |
| 1942 – State DS                  | 1.00         | 2.2%  | 4,642   |
| 1967 - PD                        | 9.50         | 10.5% | 22,049  |
| 2103.1 – ARMY-HQDA. DCSPER. ST   | 1.00         | 1.1%  | 2,341   |

| Agency                   | Distribution | %           | Amount           |
|--------------------------|--------------|-------------|------------------|
| 2105.2 – ARMY HQDA DCOPS | 1.00         | 1.1%        | 2,341            |
| 2112.1 – ARMY TRADOC     |              |             |                  |
| 2121.1 – ARMY EUCOM      |              |             |                  |
| 2800 - SSA               |              |             |                  |
| 5718 – USAF Students     |              |             |                  |
| 5734 – USAF FTC          |              |             |                  |
| 6905 – CAAG              | 0.75         | 0.8%        | 1,755            |
| 6906 – TSA               | 1.00         | 1.1%        | 2,341            |
| 8000 - NASA              |              |             |                  |
| 9705 - DIA               | 4.00         | 4.5%        | 9,362            |
| 9725 - DCSG              | 4.00         | 4.5%        | 9,362            |
| 9767 – DLA - DESC        |              |             |                  |
| <b>TOTAL</b>             | <b>89.25</b> | <b>100%</b> | <b>\$208,894</b> |

# ICASS COST CENTERS

## 6462 - Travel Services

**Description.** May include preparation of travel orders, issuance of GTRs, assistance in arrival and departure, reservation requests, ticket purchases, hotel accommodations, itinerary, and assistance in obtaining visas.

**Costs.** Generally includes salary, benefits and related costs of personnel involved, to include their replacement furniture, equipment and related transportation.

| Sub-Object Code | Description         | Amount           |
|-----------------|---------------------|------------------|
| 11-1200         | Salaries & Benefits | \$39,725         |
| 2156            | Field Travel        | 1,750            |
| 2500            | Services            | 80,583           |
| <b>TOTAL</b>    |                     | <b>\$122,057</b> |

# ICASS COST CENTERS

## Travel Services

**How to Count.** The number of travelers assisted. Can be modified.

| Agency                              | Distribution | %     | Amount  |
|-------------------------------------|--------------|-------|---------|
| 1150 – DSAA                         | 22.8         | 2.7%  | \$4,792 |
| 1235 - FAS                          | 32.0         | 3.9%  | 6,725   |
| 1330 - USFCS                        | 48.0         | 5.8%  | 10,087  |
| 1510 – Justice DEA                  | 54.0         | 6.5%  | 11,348  |
| 1525 – Justice FBI                  | 16.0         | 1.9%  | 3,362   |
| 1535 – Justice INS                  | 19.0         | 2.3%  | 3,993   |
| 1706 – Navy –<br>Chief of Naval Ops |              |       |         |
| 1711 – Navy -<br>NAWCP              |              |       |         |
| 1711.1 – Navy -<br>NAWCL            |              |       |         |
| 1900 - State                        | 480.0        | 57.9% | 100,874 |
| 1931 – State MSG                    | 25.0         | 3.0%  | 5,254   |
| 1942 – State DS                     |              |       |         |
| 1967 - PD                           | 60.0         | 7.2%  | 12,609  |
| 2103.1 – ARMY-<br>HQDA. DCSPER. ST  |              |       |         |

| Agency                      | Distribution | %           | Amount           |
|-----------------------------|--------------|-------------|------------------|
| 2105.2 – ARMY HQDA<br>DCOPS | 1.0          | 0.1%        | 210              |
| 2112.1 – ARMY<br>TRADOC     | 3.0          | 0.4%        | 630              |
| 2121.1 – ARMY EUCOM         | 4.2          | 0.5%        | 883              |
| 2800 - SSA                  | 5.0          | 0.6%        | 1,051            |
| 5718 – USAF Students        |              |             |                  |
| 5734 – USAF FTC             |              |             |                  |
| 6905 – CAAG                 | 2.0          | 0.2%        | 420              |
| 6906 – TSA                  | 6.0          | 0.7%        | 1,261            |
| 8000 - NASA                 | 9.0          | 1.1%        | 1,891            |
| 9705 - DIA                  | 42.0         | 5.1%        | 8,826            |
| 9725 - DCSG                 |              |             |                  |
| 9767 – DLA - DESC           | 1.0          | 0.1%        | 210              |
| <b>TOTAL</b>                | <b>830.0</b> | <b>100%</b> | <b>\$174,427</b> |

# ICASS COST CENTERS

## 6192 - Pouching Services

**Description.** Receipt and distribution of incoming pouch materials and preparation and forwarding of outgoing pouches, both classified and unclassified, and maintenance of related records. Includes distribution of incoming/outgoing material where applicable.

**Costs.** Generally includes any LES working on mail and pouch handling and a portion of any U.S. citizen employees' costs working in this area (if they are not program funded.) Typically, direct hire U.S. citizen employees are program funded. Any travel, training, furniture, equipment and transportation costs associated with mail and pouch. Transportation costs for special pouches which include material for a single agency are direct charged to that agency and, therefore, are not included in the ICASS budget. However, the weight of the pouches is included in the count if the pouches are prepared by ICASS personnel.

| Sub-Object Code | Description         | Amount          |
|-----------------|---------------------|-----------------|
| 11-1200         | Salaries & Benefits | \$36,245        |
| 2222            | Unaccompanied Pouch | 27,053          |
| <b>TOTAL</b>    |                     | <b>\$63,298</b> |

# ICASS COST CENTERS

## Pouching Services

**How to Count.** The total weight of pouches sent (count 1 week per month). Can be modified.

| Agency                              | Distribution | %     | Amount |
|-------------------------------------|--------------|-------|--------|
| 1150 – DSAA                         | 3.0          |       | \$33   |
| 1235 - FAS                          | 3.0          |       | 33     |
| 1330 - USFCS                        | 620.0        | 13.9% | 6,882  |
| 1510 – Justice DEA                  | 81.0         | 1.8%  | 899    |
| 1525 – Justice FBI                  | 17.0         | 0.4%  | 189    |
| 1535 – Justice INS                  | 105.0        | 2.4%  | 1,166  |
| 1706 – Navy –<br>Chief of Naval Ops |              |       |        |
| 1711 – Navy -<br>NAWCP              |              |       |        |
| 1711.1 – Navy -<br>NAWCL            |              |       |        |
| 1900 - State                        | 1,838.0      | 41.3% | 20,403 |
| 1931 – State MSG                    | 120.0        | 2.7%  | 1,332  |
| 1942 – DS                           |              |       |        |
| 1967 - PD                           | 1,203.0      | 27.0% | 13,354 |
| 2103.1 – ARMY-<br>HQDA. DCSPER. ST  | 33.0         | 0.7%  | 366    |

| Agency                      | Distribution   | %           | Amount          |
|-----------------------------|----------------|-------------|-----------------|
| 2105.2 – ARMY HQDA<br>DCOPS | 17.0           | 0.4%        | 189             |
| 2112.1 – ARMY<br>TRADOC     |                |             |                 |
| 2121.1 – ARMY EUCOM         | 6.0            | 0.1%        | 67              |
| 2800 - SSA                  | 201.0          | 4.5%        | 2,231           |
| 5718 – USAF Students        | 20.0           | 0.4%        | 222             |
| 5734 – USAF FTC             |                |             |                 |
| 6905 – CAAG                 |                |             |                 |
| 6906 – TSA                  | 10.0           | 0.2%        | 111             |
| 8000 - NASA                 | 4.0            |             | 44              |
| 9705 - DIA                  | 174.0          | 3.9%        | 1,931           |
| 9725 - DCSG                 |                |             |                 |
| 9767 – DLA - DESC           |                |             |                 |
| <b>TOTAL</b>                | <b>4,455.0</b> | <b>100%</b> | <b>\$49,452</b> |

# ICASS COST CENTERS

## 6194 - Mail & Messenger Services

**Description.** Mail sorting, routing and pickup/delivery from local and APO sources. This includes receipt of registered and express delivery shipments. Also includes arranging transportation of mail to and from the airport in coordination with local customs and airline personnel.

**Costs.** Generally includes any LES working on mail handling and a portion of any U.S. citizen employees' costs working in this area (if they are not program funded.) APO/FPO is currently a DoD-provided service outside the ICASS system and thus is not an ICASS cost. However, mission-provided support costs such as space, office equipment, and local hire mailroom personnel necessary to the APO service may be charged to Mail and Messenger service, as appropriate or Information Management for ICASS Lite posts.

| Sub-Object Code | Description                      | Amount           |
|-----------------|----------------------------------|------------------|
| 11-1200         | Salaries & Benefits              | \$118,708        |
| 2589            | Other Contractual Services - NOC | 883              |
| <b>TOTAL</b>    |                                  | <b>\$119,591</b> |

# ICASS COST CENTERS

## Mail & Messenger Services

**How to Count.** The number of direct hire U.S. citizen employees. Can be modified.

| Agency                           | Distribution | %     | Amount  |
|----------------------------------|--------------|-------|---------|
| 1150 – DSAA                      | 3.00         | 2.8%  | \$5,117 |
| 1235 - FAS                       | 2.00         | 1.8%  | 3,411   |
| 1330 - USFCS                     | 3.00         | 2.8%  | 5,117   |
| 1510 – Justice DEA               | 6.00         | 5.5%  | 10,234  |
| 1525 – Justice FBI               | 3.00         | 2.8%  | 5,117   |
| 1535 – Justice INS               | 2.00         | 1.8%  | 3,411   |
| 1706 – Navy – Chief of Naval Ops | 0.30         | 0.3%  | 512     |
| 1711 – Navy - NAWCP              | 0.60         | 0.6%  | 1,023   |
| 1711.1 – Navy - NAWCL            | 0.30         | 0.3%  | 512     |
| 1900 - State                     | 44.00        | 40.6% | 75,053  |
| 1931 – State MSG                 | 9.00         | 8.3%  | 15,352  |
| 1942 – State DS                  | 1.00         | 0.9%  | 1,706   |
| 1967 - PD                        | 7.00         | 6.5%  | 11,940  |
| 2103.1 – ARMY-HQDA. DCSPER. ST   | 0.30         | 0.3%  | 512     |

| Agency                   | Distribution  | %           | Amount           |
|--------------------------|---------------|-------------|------------------|
| 2105.2 – ARMY HQDA DCOPS | 0.30          | 0.3%        | 512              |
| 2112.1 – ARMY TRADOC     | 0.30          | 0.3%        | 512              |
| 2121.1 – ARMY EUCOM      | 3.00          | 2.8%        | 5,117            |
| 2800 - SSA               | 4.00          | 3.7%        | 6,823            |
| 5718 – USAF Students     | 0.30          | 0.3%        | 512              |
| 5734 – USAF FTC          | 1.00          | 0.9%        | 1,706            |
| 6905 – CAAG              | 0.75          | 0.7%        | 1,279            |
| 6906 – TSA               | 1.00          | 0.9%        | 1,706            |
| 8000 - NASA              | 0.60          | 0.6%        | 1,023            |
| 9705 - DIA               | 11.00         | 10.2%       | 18,763           |
| 9725 – DCSG              | 4.00          | 3.7%        | 6,823            |
| 9767 – DLA - DESC        | 0.60          | 0.6%        | 1,023            |
| <b>TOTAL</b>             | <b>108.35</b> | <b>100%</b> | <b>\$184,816</b> |

# ICASS COST CENTERS

## 6195 - Reception & Switchboard Services

**Description.** Switchboard services include answering/directing telephone calls within the Chancery, servicing instruments connected to the switchboard and relocating/installing of instruments, circuits and systems. Reception services include greeting/announcing visitors, and, where appropriate, issuing visitor passes.

**Costs.** Generally includes salary, benefits and related costs of personnel involved. Special phone features or faxes and special equipment or upgrades are directly charged to the requesting agency.

| Sub-Object Code | Description                 | Amount           |
|-----------------|-----------------------------|------------------|
| 11-1200         | Salaries & Benefits         | \$210,912        |
| 2321            | Tel Equip Install & Service | 49,300           |
| 2500            | Services                    | 2,383            |
| 2699            | Misc. Supplies              | 3,486            |
| 3122            | Office Furnishings          | 900              |
| <b>TOTAL</b>    |                             | <b>\$266,981</b> |

# ICASS COST CENTERS

## Reception & Switchboard Services

**How to Count.** The number of telephones connected to the central switchboard and direct line connections.

| Agency                           | Distribution | %     | Amount  |
|----------------------------------|--------------|-------|---------|
| 1150 – DSAA                      |              |       |         |
| 1235 - FAS                       | 9.0          | 2.6%  | \$8,833 |
| 1330 - USFCS                     | 10.8         | 3.0%  | 10,600  |
| 1510 – Justice DEA               | 7.0          | 2.0%  | 6,870   |
| 1525 – Justice FBI               | 4.0          | 1.2%  | 3,926   |
| 1535 – Justice INS               | 5.0          | 1.5%  | 4,907   |
| 1706 – Navy – Chief of Naval Ops | 1.0          | 0.3%  | 981     |
| 1711 – Navy - NAWCP              |              |       |         |
| 1711.1 – Navy - NAWCL            |              |       |         |
| 1900 - State                     | 231.0        | 67.0% | 226,712 |
| 1931 – State MSG                 | 5.0          | 1.5%  | 4,907   |
| 1942 – State DS                  |              |       |         |
| 1967 - PD                        | 40.0         | 11.6% | 39,257  |
| 2103.1 – ARMY-HQDA. DCSPER. ST   |              |       |         |

| Agency                   | Distribution | %           | Amount           |
|--------------------------|--------------|-------------|------------------|
| 2105.2 – ARMY HQDA DCOPS |              |             |                  |
| 2112.1 – ARMY TRADOC     |              |             |                  |
| 2121.1 – ARMY EUCOM      |              |             |                  |
| 2800 - SSA               | 5.0          | 1.5%        | 4,907            |
| 5718 – USAF Students     |              |             |                  |
| 5734 – USAF FTC          |              |             |                  |
| 6905 – CAAG              |              |             |                  |
| 6906 – TSA               | 2.0          | 0.6%        | 1,963            |
| 8000 - NASA              |              |             |                  |
| 9705 - DIA               | 21.0         | 6.1%        | 20,610           |
| 9725 - DCSG              | 3.0          | 0.9%        | 2,944            |
| 9767 – DLA - DESC        |              |             |                  |
| <b>TOTAL</b>             | <b>343.8</b> | <b>100%</b> | <b>\$337,417</b> |

# ICASS COST CENTERS

## 6211 - Budgeting & Financial Plans

**Description.** Preparation of budgets or budget preparation assistance and any related financial analyses, such as impact of wage or price increases or the effect of currency exchange rate changes. Also may include the reporting on special budget items such as representation funding or overtime. Preparation of the ICASS budget should be budgeted and charged against ICASS (for redistribution to other agencies.) Also includes related recurring reports and reporting on wage and price trends.

**Costs.** Generally includes costs of staff working in this function, and any travel, training, furniture, equipment and related transportation costs associated with these services.

| Sub-Object Code                 | Description         | Amount           |
|---------------------------------|---------------------|------------------|
| 11-1200                         | Salaries & Benefits | \$70,265         |
| 2156                            | Field Travel        | 6,510            |
| 2300                            | Utilities & Rent    | 13,426           |
| 2500                            | Services            | 375              |
| 2621                            | Reference Materials | 102              |
| 3122                            | Office Furnishings  | 10,568           |
| <b>Washington/Reg. Expenses</b> |                     | 47,737           |
| <b>TOTAL</b>                    |                     | <b>\$148,983</b> |

# ICASS COST CENTERS

## Budgeting & Financial Plans

**How to Count.** The sum of time spent preparing financial plans.

| Agency                           | Distribution | %   | Amount   |
|----------------------------------|--------------|-----|----------|
| 1150 – DSAA                      |              |     |          |
| 1235 - FAS                       |              |     |          |
| 1330 - USFCS                     |              |     |          |
| 1510 – Justice DEA               |              |     |          |
| 1525 – Justice FBI               |              |     |          |
| 1535 – Justice INS               |              |     |          |
| 1706 – Navy – Chief of Naval Ops |              |     |          |
| 1711 – Navy - NAWCP              |              |     |          |
| 1711.1 – Navy - NAWCL            |              |     |          |
| 1900 - State                     | 33           | 58% | \$76,753 |
| 1931 – State MSG                 | 6            | 11% | 13,955   |
| 1942 – State Sec. Supplemental   | 6            | 11% | 13,955   |
| 1967 - PD                        | 5            | 9%  | 11,629   |
| 2103.1 – ARMY-HQDA. DCSPER. ST   |              |     |          |

| Agency                   | Distribution | %           | Amount           |
|--------------------------|--------------|-------------|------------------|
| 2105.2 – ARMY HQDA DCOPS |              |             |                  |
| 2112.1 – ARMY TRADOC     |              |             |                  |
| 2121.1 – ARMY EUCOM      |              |             |                  |
| 2800 - SSA               |              |             |                  |
| 5718 – USAF Students     |              |             |                  |
| 5734 – USAF FTC          |              |             |                  |
| 6905 – CAAG              |              |             |                  |
| 6906 – TSA               |              |             |                  |
| 8000 - NASA              |              |             |                  |
| 9705 - DIA               | 6            | 11%         | 13,955           |
| 9725 - DCSG              |              |             |                  |
| 9767 – DLA - DESC        |              |             |                  |
| <b>TOTAL</b>             | <b>56</b>    | <b>100%</b> | <b>\$130,247</b> |

# ICASS COST CENTERS

## 6221 - Accounts & Records

**Description.** Maintenance of automated and/or manual accounts and records to ensure that data is consistent with appropriation law and the agency's accounting structure; that obligations do not exceed authorizations and are substantiated with the appropriate supporting documentation; that amounts therein are legal obligations of the agency; and that the data will facilitate good management and budget preparation. Also includes providing accounting reports to serviced agencies.

**Costs.** Generally includes costs of staff working in this function, and any travel, training, furniture, equipment and related transportation costs associated with these services.

| Sub-Object Code                 | Description         | Amount           |
|---------------------------------|---------------------|------------------|
| 11-1200                         | Salaries & Benefits | \$117,467        |
| 2156                            | Field Travel        | 7,570            |
| 2300                            | Utilities & Rent    | 5,606            |
| 2621                            | Reference Materials | 1,633            |
| 3122                            | Office Furnishings  | 10,568           |
| <b>Washington/Reg. Expenses</b> |                     | 18,253           |
| <b>TOTAL</b>                    |                     | <b>\$161,097</b> |

# ICASS COST CENTERS

## Accounts & Records

**How to Count.** The number of obligations established by the accounts and records. Can be modified.

| Agency                           | Distribution | %     | Amount   |
|----------------------------------|--------------|-------|----------|
| 1150 – DSAA                      |              |       |          |
| 1235 - FAS                       | 365          | 6.3%  | \$13,119 |
| 1330 - USFCS                     | 750          | 12.9% | 26,957   |
| 1510 – Justice DEA               |              |       |          |
| 1525 – Justice FBI               |              |       |          |
| 1535 – Justice INS               | 237          | 4.0%  | 8,519    |
| 1706 – Navy – Chief of Naval Ops |              |       |          |
| 1711 – Navy - NAWCP              |              |       |          |
| 1711.1 – Navy - NAWCL            |              |       |          |
| 1900 - State                     | 2653         | 45.6% | 95,357   |
| 1931 – State MSG                 | 254          | 4.4%  | 9,130    |
| 1942 – State DS                  | 242          | 4.2%  | 8,698    |
| 1967 - PD                        | 800          | 13.8% | 28,755   |
| 2103.1 – ARMY-HQDA. DCSPER. ST   |              |       |          |

| Agency                   | Distribution | %           | Amount           |
|--------------------------|--------------|-------------|------------------|
| 2105.2 – ARMY HQDA DCOPS |              |             |                  |
| 2112.1 – ARMY TRADOC     |              |             |                  |
| 2121.1 – ARMY EUCOM      |              |             |                  |
| 2800 - SSA               | 55           | 0.9%        | 1,977            |
| 5718 – USAF Students     |              |             |                  |
| 5734 – USAF FTC          |              |             |                  |
| 6905 – CAAG              |              |             |                  |
| 6906 – TSA               |              |             |                  |
| 8000 - NASA              |              |             |                  |
| 9705 - DIA               | 460          | 7.9%        | 16,534           |
| 9725 - DCSG              |              |             |                  |
| 9767 – DLA - DESC        |              |             |                  |
| <b>TOTAL</b>             | <b>5,816</b> | <b>100%</b> | <b>\$209,046</b> |

# ICASS COST CENTERS

## 6222 - Payrolling

**Description.** Time and Attendance reporting and maintenance of pay, benefit, leave, allowance, and tax records for U.S. citizen employees, Foreign Service nationals (FSNs), Personal Service Agreement/Contract (PSA/PSCs), and other locally engaged staff (LES). Includes coordination with and making scheduled periodic payments for LES retirement/ insurance plans to the host government. Also includes following up on lost payroll checks and reconciling payroll problems with the payment center.

**Costs.** Generally includes costs of staff working in this function, and any travel, training, furniture, equipment and related transportation costs associated with these services.

| Sub-Object Code                 | Description         | Amount          |
|---------------------------------|---------------------|-----------------|
| 11-1200                         | Salaries & Benefits | \$27,688        |
| 2156                            | Field Travel        | 2,140           |
| 2300                            | Utilities & Rent    | 3,738           |
| <b>Washington/Reg. Expenses</b> |                     | 12,169          |
| <b>TOTAL</b>                    |                     | <b>\$45,735</b> |

# ICASS COST CENTERS

## Payrolling

**How to Count.** The number of direct hire U.S. citizen employees and LES payrolled. Can be modified.

| Agency                           | Distribution | %     | Amount |
|----------------------------------|--------------|-------|--------|
| 1150 – DSAA                      | 1.00         | 0.6%  | \$257  |
| 1235 - FAS                       | 5.60         | 3.0%  | 1,440  |
| 1330 - USFCS                     | 15.90        | 9.0%  | 4,088  |
| 1510 – Justice DEA               | 1.80         | 1.0%  | 463    |
| 1525 – Justice FBI               | 0.30         |       | 77     |
| 1535 – Justice INS               | 1.00         | 0.7%  | 334    |
| 1706 – Navy – Chief of Naval Ops |              |       |        |
| 1711 – Navy - NAWCP              |              |       |        |
| 1711.1 – Navy - NAWCL            |              |       |        |
| 1900 - State                     | 81.00        | 46.0% | 20,825 |
| 1931 – State MSG                 | 4.00         | 2.3%  | 1,028  |
| 1942 – DS                        | 24.00        | 12.0% | 5,399  |
| 1967 - PD                        | 27.00        | 15.0% | 6,942  |
| 2103.1 – ARMY-HQDA. DCSPER. ST   | 6.00         |       |        |

| Agency                   | Distribution  | %           | Amount        |
|--------------------------|---------------|-------------|---------------|
| 2105.2 – ARMY HQDA DCOPS |               |             |               |
| 2112.1 – ARMY TRADOC     |               |             |               |
| 2121.1 – ARMY EUCOM      | 6.00          | 3.4%        | 1543          |
| 2800 - SSA               | 5.00          | 3.0%        | 1,286         |
| 5718 – USAF Students     |               |             |               |
| 5734 – USAF FTC          |               |             |               |
| 6905 – CAAG              | 0.73          |             | 186           |
| 6906 – TSA               | 2.00          | 1.0%        | 514           |
| 8000 - NASA              | 1.00          | 0.6%        | 257           |
| 9705 - DIA               | 4.00          | 2.3%        | 1,028         |
| 9725 - DCSG              |               |             |               |
| 9767 – DLA - DESC        |               |             |               |
| <b>TOTAL</b>             | <b>177.63</b> | <b>100%</b> | <b>45,668</b> |

# ICASS COST CENTERS

## 6223 - Vouchering

**Description.** Voucher preparation; audit for completeness, accuracy, adequacy of documentation, and legality, and certification; and submission for payment (via DATEL or other method). Also includes insuring controls exist to preclude duplicate payments and working with the disbursing center and vendors to achieve timely payments and tracking of lost or missing payments; maintaining control over certified original documents/vouchers for the specified period; retiring records in accordance with records management requirements; and providing assistance in preparing travel vouchers.

**Costs.** Generally includes costs of staff working in this function, and any travel, training, furniture, equipment and related transportation costs associated with these services.

| Sub-Object Code                 | Description         | Amount           |
|---------------------------------|---------------------|------------------|
| 11-1200                         | Salaries & Benefits | \$168,432        |
| 2156                            | Field Travel        | 9,240            |
| 2300                            | Utilities & Rent    | 7,475            |
| 3122                            | Office Furnishings  | 10,568           |
| <b>Washington/Reg. Expenses</b> |                     | 24,337           |
| <b>TOTAL</b>                    |                     | <b>\$220,052</b> |

# ICASS COST CENTERS

**How to Count.** The number of vouchers processed. Vouchers citing multiple strip codes from the same agency count as one item for that agency. Vouchers citing multiple strip codes from various agencies are counted as one item for each agency whose funds are cited. Can be modified.

## Vouchering Services

| Agency                           | Distribution | %     | Amount  |
|----------------------------------|--------------|-------|---------|
| 0910.0 - FBIS                    | 10.0         |       | \$414   |
| 1150 - DSAA                      | 234.6        | 3.4%  | 9,718   |
| 1235 - FAS                       | 275.0        | 4.0%  | 11,392  |
| 1330 - USFCS                     | 487.0        | 7.1%  | 20,174  |
| 1510 - Justice DEA               | 170.0        | 2.5%  | 7,042   |
| 1525 - Justice FBI               | 108.0        | 1.6%  | 4,474   |
| 1535 - Justice INS               | 164.0        | 2.4%  | 6,794   |
| 1706 - Navy - Chief of Naval Ops | 3.0          |       | 124     |
| 1711 - Navy - NAWCP              |              |       |         |
| 1900 - State                     | 3491.0       | 51.0% | 144,613 |
| 1931 - State MSG                 | 275.0        | 4.0%  | 11,392  |
| 1942 - DS                        | 168.0        | 2.5%  | 6,959   |
| 1967 - PD                        | 625.0        | 9.2%  | 25,890  |
| 2103.1 - ARMY-HQDA. DCSPER. ST   |              |       |         |

| Agency                   | Distribution   | %           | Amount           |
|--------------------------|----------------|-------------|------------------|
| 2105.2 - ARMY HQDA DCOPS | 7.0            |             | 290              |
| 2112.1 - ARMY TRADOC     | 2.0            |             | 83               |
| 2121.1 - ARMY EUCOM      | 115.8          | 1.7%        | 4,797            |
| 2800 - SSA               | 132.0          | 1.9%        | 5,468            |
| 5718 - USAF Students     |                |             |                  |
| 5734 - USAF FTC          |                |             |                  |
| 6905 - CAAG              | 24.0           | 0.4%        | 994              |
| 6906 - TSA               | 40.0           | 0.6%        | 1,657            |
| 8000 - NASA              | 15.6           |             | 646              |
| 9705 - DIA               | 406.0          | 6.0%        | 16,818           |
| 9725 - DCSG              | 61.0           | 1.0%        | 2,527            |
| 9767 - DLA - DESC        | 12.0           |             | 497              |
| <b>TOTAL</b>             | <b>6,826.0</b> | <b>100%</b> | <b>\$282,763</b> |

# ICASS COST CENTERS

## 6224 - Cashiering

**Description.** Petty cash advances and reimbursements, accommodation exchange, reverse accommodation exchange, collections and cash payment vouchers. Processing receipts from the sale of official government property.

**Costs.** Generally includes costs of staff working in this function, and any travel, training, furniture, equipment and related transportation costs associated with these services.

| Sub-Object Code                 | Description         | Amount           |
|---------------------------------|---------------------|------------------|
| 11-1200                         | Salaries & Benefits | \$78,755         |
| 2156                            | Field Travel        | 2,730            |
| 2300                            | Utilities & Rent    | 5,606            |
| 3122                            | Office Furnishings  | 10,568           |
| <b>Washington/Reg. Expenses</b> |                     | 18,253           |
| <b>TOTAL</b>                    |                     | <b>\$115,912</b> |

# ICASS COST CENTERS

## Cashiering Services

**How to Count.** The number of petty cash payments, accommodation exchange transactions, and collections by cashiering.

| Agency                              | Distribution | %     | Amount  |
|-------------------------------------|--------------|-------|---------|
| 0910.0 - FBIS                       | 3.0          |       | \$119   |
| 1150 - DSAA                         | 3.0          |       | 119     |
| 1235 - FAS                          | 56.0         | 1.5%  | 2,229   |
| 1330 - USFCS                        | 371.0        | 9.9%  | 14,766  |
| 1510 - Justice DEA                  | 5.0          |       | 199     |
| 1525 - Justice FBI                  | 6.0          |       | 239     |
| 1535 - Justice INS                  | 181.0        | 4.8%  | 7,204   |
| 1706 - Navy -<br>Chief of Naval Ops |              |       |         |
| 1711 - Navy -<br>NAWCP              |              |       |         |
| 1900 - State                        | 2,513.0      | 67.0% | 100,020 |
| 1931 - State MSG                    | 17.0         | 0.5%  | 677     |
| 1942 - State DS                     | 3.0          |       | 119     |
| 1967 - PD                           | 372.0        | 10.0% | 14,806  |
| 2103.1 - ARMY-<br>HQDA. DCSPER. ST  |              |       |         |

| Agency                      | Distribution   | %           | Amount           |
|-----------------------------|----------------|-------------|------------------|
| 2105.2 - ARMY HQDA<br>DCOPS | 1.0            |             | 40               |
| 2112.1 - ARMY<br>TRADOC     |                |             |                  |
| 2121.1 - ARMY EUCOM         | 36.0           | 1.0%        | 1,433            |
| 2800 - SSA                  | 38.0           | 1.0%        | 1,512            |
| 5734 - USAF FTC             |                |             |                  |
| 6905 - CAAG                 | 8.5            |             | 338              |
| 6906 - TSA                  | 5.0            |             | 199              |
| 8000 - NASA                 |                |             |                  |
| 9705 - DIA                  | 104.0          | 2.8%        | 4,139            |
| 9725 - DCSG                 | 5.0            |             | 239              |
| 9767 - DLA - DESC           | 1.0            |             | 239              |
| <b>TOTAL</b>                | <b>3,734.5</b> | <b>100%</b> | <b>\$148,636</b> |

# ICASS COST CENTERS

## 6441 - American Personnel Services

**Description.** Processing documentation for changes to health and life insurance selection, thrift savings plan and other allotments, home of record, and retirement processing (whether through the relevant open season, updating of family status or other). Also includes employee counseling, handling grievances, development of staffing patterns and position schedules, and related reports and files. May also include administering the post language program, and mission awards program.

**Costs.** Generally includes costs of staff working in Personnel, and any travel, training, furniture, equipment, and related transportation costs associated with these services.

| Sub-Object Code                 | Description                      | Amount           |
|---------------------------------|----------------------------------|------------------|
| 11-1200                         | Salaries & Benefits              | \$81,506         |
| 2156                            | Field Travel                     | 4,820            |
| 2300                            | Utilities & Rent                 | 15,867           |
| 2589                            | Other Contractual Services - NOC | 883              |
| <b>Washington/Reg. Expenses</b> |                                  | 60,379           |
| <b>TOTAL</b>                    |                                  | <b>\$163,455</b> |

# ICASS COST CENTERS

## American Personnel Services

**How to Count.** Number of direct hire U.S. citizen employees. Can be modified.

| Agency                           | Distribution | %     | Amount  |
|----------------------------------|--------------|-------|---------|
| 1150 – DSAA                      | 1.50         | 2.0%  | \$4,806 |
| 1235 - FAS                       | 0.60         | 1.0%  | 1,922   |
| 1330 - USFCS                     | 0.90         | 1.0%  | 2,884   |
| 1510 – Justice DEA               | 1.80         | 2.0%  | 5,767   |
| 1525 – Justice FBI               | 0.90         | 1.0%  | 2,884   |
| 1535 – Justice INS               | 0.60         | 1.0%  | 1,922   |
| 1706 – Navy – Chief of Naval Ops |              |       |         |
| 1711 – Navy - NAWCP              |              |       |         |
| 1711.1 – Navy - NAWCL            |              |       |         |
| 1900 - State                     | 44.00        | 59.0% | 140,976 |
| 1931 – State MSG                 | 9.00         | 12.0% | 28,836  |
| 1942 – State DS                  | 1.00         | 1.0%  | 3,204   |
| 1967 - PD                        | 7.00         | 9.0%  | 22,428  |
| 2103.1 – ARMY-HQDA. DCSPER. ST   |              |       |         |

| Agency                   | Distribution | %           | Amount           |
|--------------------------|--------------|-------------|------------------|
| 2105.2 – ARMY HQDA DCOPS |              |             |                  |
| 2112.1 – ARMY TRADOC     |              |             |                  |
| 2121.1 – ARMY EUCOM      | 1.50         | 2.0%        | 4,806            |
| 2800 - SSA               |              |             |                  |
| 5718 – USAF Students     |              |             |                  |
| 5734 – USAF FTC          |              |             |                  |
| 6905 – CAAG              | 0.23         | 0.3%        | 721              |
| 6906 – TSA               | 0.30         | 0.4%        | 961              |
| 8000 - NASA              | 0.30         | 0.4%        | 961              |
| 9705 - DIA               | 3.30         | 4.0%        | 10,573           |
| 9725 - DCSG              | 1.20         | 2.0%        | 3,845            |
| 9767 – DLA - DESC        | 0.30         | 0.4%        | 961              |
| <b>TOTAL</b>             | <b>74.43</b> | <b>100%</b> | <b>\$238,457</b> |

# ICASS COST CENTERS

## 6441-0003 Language Program

**Description.** The Human Resources Office administers the language program. Post has a Spanish language instructor, and contracts with an English language instructor.

**Costs.** Generally includes costs of staff working in Personnel and contractual services.

| Sub-Object Code | Description                      | Amount          |
|-----------------|----------------------------------|-----------------|
| 11-1200         | Salaries & Benefits              | \$31,217        |
| 2589            | Other Contractual Services - NOC | 16,240          |
| <b>TOTAL</b>    |                                  | <b>\$47,457</b> |

# ICASS COST CENTERS

## Language Program

## How to Count.

| Agency                              | Distribution | %   | Amount  |
|-------------------------------------|--------------|-----|---------|
| 1150 – DSAA                         |              |     |         |
| 1235 - FAS                          |              |     |         |
| 1330 - USFCS                        |              |     |         |
| 1510 – Justice DEA                  | 1.00         | 7%  | \$4,795 |
| 1525 – Justice FBI                  |              |     |         |
| 1535 – Justice INS                  |              |     |         |
| 1706 – Navy –<br>Chief of Naval Ops |              |     |         |
| 1711 – Navy -<br>NAWCP              |              |     |         |
| 1711.1 – Navy -<br>NAWCL            |              |     |         |
| 1900 - State                        | 8.00         | 57% | 38,363  |
| 1931 – State MSG                    |              |     |         |
| 1942 – DS                           |              |     |         |
| 1967 - PD                           | 1.00         | 7%  | 4,795   |
| 2103.1 – ARMY-<br>HQDA. DCSPER. ST  |              |     |         |

| Agency                      | Distribution | %           | Amount          |
|-----------------------------|--------------|-------------|-----------------|
| 2105.2 – ARMY HQDA<br>DCOPS |              |             |                 |
| 2112.1 – ARMY<br>TRADOC     |              |             |                 |
| 2121.1 – ARMY EUCOM         |              |             |                 |
| 2800 - SSA                  |              |             |                 |
| 5718 – USAF Students        |              |             |                 |
| 5734 – USAF FTC             |              |             |                 |
| 6905 – CAAG                 |              |             |                 |
| 6906 – TSA                  |              |             |                 |
| 8000 - NASA                 |              |             |                 |
| 9705 - DIA                  | 3.00         | 21%         | 14,386          |
| 9725 - DCSG                 | 1.00         | 7%          | 4,795           |
| 9767 – DLA - DESC           |              |             |                 |
| <b>TOTAL</b>                | <b>14.00</b> | <b>100%</b> | <b>\$67,134</b> |

# ICASS COST CENTERS

## 6451 - Locally Engaged Staff Services

**Description.** Maintaining a current local compensation plan at post through wage and benefit surveys or other analyses and ensuring that the plan is up-to-date with local labor law. Also includes providing advice on classifying positions. The function includes some or all aspects of recruitment i.e. job announcements, evaluation of applicants, interviewing, selection, and salary determination. Also includes management of the performance evaluation process, the awards program, and the PIT program. At some posts may include career guidance, counseling, workers compensation programs, employee orientation, and guidance on local labor laws. Liaison with host country labor officials. Assistance with payroll problems may be included here or under Financial Management Services. Identification (ID) cards may be included here or under LES security.

**Costs.** Generally includes costs of staff working in Personnel, and any travel, training, furniture, equipment, and related transportation costs associated with these services.

| Sub-Object Code                 | Description                      | Amount           |
|---------------------------------|----------------------------------|------------------|
| 11-1200                         | Salaries & Benefits              | \$141,190        |
| 2156                            | Field Travel                     | 8,520            |
| 2300                            | Utilities & Rent                 | 19,017           |
| 2589                            | Other Contractual Services - NOC | 2,650            |
| <b>Washington/Reg. Expenses</b> |                                  | 72,548           |
| <b>TOTAL</b>                    |                                  | <b>\$243,925</b> |

# ICASS COST CENTERS

## LES STAFF SERVICES

**How to Count.** Number of LES receiving service. Can be modified.

| Agency                              | Distribution | %   | Amount  |
|-------------------------------------|--------------|-----|---------|
| 1150 – DSAA                         | 1.00         | 1%  | \$1,646 |
| 1235 - FAS                          | 5.00         | 4%  | 8,229   |
| 1330 - USFCS                        | 15.00        | 11% | 24,686  |
| 1510 – Justice DEA                  | 1.00         | 1%  | 1,646   |
| 1525 – Justice FBI                  |              |     |         |
| 1535 – Justice INS                  | 2.00         | 2%  | 3,291   |
| 1706 – Navy –<br>Chief of Naval Ops |              |     |         |
| 1711 – Navy -<br>NAWCP              |              |     |         |
| 1711.1 – Navy -<br>NAWCL            |              |     |         |
| 1900 - State                        | 46.00        | 34% | 75,704  |
| 1931 – State MSG                    | 4.00         | 3%  | 6,583   |
| 1942 – State DS                     | 21.00        | 16% | 34,560  |
| 1967 - PD                           | 22.00        | 16% | 36,206  |
| 2103.1 – ARMY-<br>HQDA. DCSPER. ST  |              |     |         |

| Agency                      | Distribution  | %           | Amount           |
|-----------------------------|---------------|-------------|------------------|
| 2105.2 – ARMY HQDA<br>DCOPS |               |             |                  |
| 2112.1 – ARMY<br>TRADOC     |               |             |                  |
| 2121.1 – ARMY EUCOM         | 6.00          | 4%          | 9,874            |
| 2800 - SSA                  | 5.00          | 4%          | 8,229            |
| 5718 – USAF Students        |               |             |                  |
| 5734 – USAF FTC             |               |             |                  |
| 6905 – CAAG                 | 0.50          |             | 823              |
| 6906 – TSA                  | 1.00          | 1%          | 1,646            |
| 8000 - NASA                 |               |             |                  |
| 9705 - DIA                  | 4.00          | 3%          | 6,583            |
| 9725 - DCSG                 |               |             |                  |
| 9767 – DLA - DESC           |               |             |                  |
| <b>TOTAL</b>                | <b>133.50</b> | <b>100%</b> | <b>\$219,706</b> |

# ICASS COST CENTERS

## 7810 - GO/LTL RESIDENTIAL BLDG. OPS

**DESCRIPTION.** This covers the maintenance of the government-owned residential buildings, including the Ambassador's residence and the Deputy Chief of Mission's residence.

**COSTS.** Includes administrative and maintenance staff salaries and benefits, utilities, and allocation of Washington/regional expenses.

| Sub-Object Code                 | Description         | Amount           |
|---------------------------------|---------------------|------------------|
| 11-1200                         | Salaries & Benefits | \$105,957        |
| 2156                            | Field Travel        | 210              |
| 2300                            | Utilities           | 4,548            |
| <b>Washington/Reg. Expenses</b> |                     | 21,300           |
| <b>TOTAL</b>                    |                     | <b>\$132,015</b> |

# ICASS COST CENTERS

## GO/LTL RES. BLDG OPS

How to Count. Square feet occupied

| Agency                              | Distribution | %    | Amount    |
|-------------------------------------|--------------|------|-----------|
| 1150 – DSAA                         |              |      |           |
| 1235 - FAS                          |              |      |           |
| 1330 - USFCS                        |              |      |           |
| 1510 – Justice DEA                  |              |      |           |
| 1525 – Justice FBI                  |              |      |           |
| 1535 – Justice INS                  |              |      |           |
| 1706 – Navy –<br>Chief of Naval Ops |              |      |           |
| 1711 – Navy -<br>NAWCP              |              |      |           |
| 1711.1 – Navy -<br>NAWCL            |              |      |           |
| 1900 - State                        | 3,297        | 100% | \$210,630 |
| 1931 – State MSG                    |              |      |           |
| 1942 – State Sec.<br>Supplemental   |              |      |           |
| 1967 - PD                           |              |      |           |
| 2103.1 – ARMY-<br>HQDA. DCSPER. ST  |              |      |           |

| Agency                      | Distribution | %           | Amount           |
|-----------------------------|--------------|-------------|------------------|
| 2105.2 – ARMY HQDA<br>DCOPS |              |             |                  |
| 2112.1 – ARMY<br>TRADOC     |              |             |                  |
| 2121.1 – ARMY EUCOM         |              |             |                  |
| 2800 - SSA                  |              |             |                  |
| 5718 – USAF Students        |              |             |                  |
| 5734 – USAF FTC             |              |             |                  |
| 6905 – CAAG                 |              |             |                  |
| 6906 – TSA                  |              |             |                  |
| 8000 - NASA                 |              |             |                  |
| 9705 - DIA                  |              |             |                  |
| 9725 - DCSG                 |              |             |                  |
| 9767 – DLA - DESC           |              |             |                  |
| <b>TOTAL</b>                | <b>3,297</b> | <b>100%</b> | <b>\$210,630</b> |

# ICASS COST CENTERS

## 7820 - GO/LTL NON-RESIDENTIAL BLDG. OPS

### **GO/LTL Non-residential Building Operations.**

Includes space planning and utilization, custodial and grounds services, and elevator and routine air conditioner maintenance services. This includes ensuring adequate utilities, such as garbage removal, heating and air-conditioning, are available to the extent possible. Also involves working with Overseas Buildings Operations (A/OBO) to ensure special maintenance and repair projects are funded and occur as required.

Includes normal between occupant fix-up, preparation for new arrivals, and moving furniture/furnishings or equipment as appropriate. Agencies requesting services in excess of commonly provided levels, for example, special between occupant fix-up, more frequent cleaning, or minor structural changes, will be charged directly for the additional cost. For instance, making a minor office change (removing a non-load-bearing wall after approval by A/OBO) will be charged to the requesting agency for the initial change and for restoration to the original condition upon vacating the space.

| Sub-Object Code                 | Description           | Amount             |
|---------------------------------|-----------------------|--------------------|
| 11-1200                         | Salaries & Benefits   | \$462,373          |
| 2156                            | Field Travel          | 210                |
| 2300                            | Utilities & Rent      | 186,780            |
| 2500                            | Services              | 291,813            |
| 2600                            | Space Heat + Supplies | 37,117             |
| 3122                            | Office Furnishings    | 2,340              |
| <b>Washington/Reg. Expenses</b> |                       | 27,384             |
| <b>TOTAL</b>                    |                       | <b>\$1,008,017</b> |

# ICASS COST CENTERS

## GO/LTL NON-RES. BLDG OPS

How to Count. Square feet occupied

| Agency                              | Distribution | %   | Amount   |
|-------------------------------------|--------------|-----|----------|
| 1150 – DSAA                         |              |     |          |
| 1235 - FAS                          |              |     |          |
| 1330 - USFCS                        | 145.00       | 4%  | \$27,619 |
| 1510 – Justice DEA                  | 94.00        | 3%  | 17,905   |
| 1525 – Justice FBI                  | 61.00        | 2%  | 11,619   |
| 1535 – Justice INS                  | 50.00        | 1%  | 9,524    |
| 1706 – Navy –<br>Chief of Naval Ops |              |     |          |
| 1711 – Navy -<br>NAWCP              |              |     |          |
| 1711.1 – Navy -<br>NAWCL            |              |     |          |
| 1900 - State                        | 2,074.00     | 62% | 395,050  |
| 1931 – State MSG                    | 73.00        | 2%  | 13,905   |
| 1942 – State DS                     |              |     |          |
| 1967 - PD                           | 404.00       | 12% | 76,953   |
| 2103.1 – ARMY-<br>HQDA. DCSPER. ST  |              |     |          |

| Agency                      | Distribution    | %           | Amount           |
|-----------------------------|-----------------|-------------|------------------|
| 2105.2 – ARMY HQDA<br>DCOPS |                 |             |                  |
| 2112.1 – ARMY<br>TRADOC     |                 |             |                  |
| 2121.1 – ARMY EUCOM         |                 |             |                  |
| 2800 - SSA                  | 77.00           | 2%          | 14,667           |
| 5718 – USAF Students        |                 |             |                  |
| 5734 – USAF FTC             |                 |             |                  |
| 6905 – CAAG                 |                 |             |                  |
| 6906 – TSA                  | 46.00           | 1%          | 8,762            |
| 8000 - NASA                 |                 |             |                  |
| 9705 - DIA                  | 289.00          | 9%          | 55,048           |
| 9725 - DCSG                 | 63.00           | 2%          | 12,000           |
| 9767 – DLA - DESC           |                 |             |                  |
| <b>TOTAL</b>                | <b>3,376.00</b> | <b>100%</b> | <b>\$643,052</b> |

# ICASS COST CENTERS

## 7850 - STL Residential Bldg. Ops

### **STL Residential Building Operations.**

Involves working with the landlord to ensure reasonable and necessary repairs are made properly and on time and/or performing minor repairs with contractors or in-house staff as appropriate. Includes routine between occupant fix-up, preparation for new arrivals, moving furniture/furnishings or appliances to and from the residences as appropriate, and ensuring adequate utilities, including garbage removal, heating and air conditioning, are available to the extent possible. Landlord responsibilities vary from post to post (both in practice and according to local law) and it may be necessary to adjust the kinds of services provided by the mission based on local experience.

| Sub-Object Code                 | Description         | Amount           |
|---------------------------------|---------------------|------------------|
| 11-1200                         | Salaries & Benefits | \$212,410        |
| 2300                            | Utilities & Rent    | 2,565            |
| 2699                            | Misc. Supplies      | 3,486            |
| <b>Washington/Reg. Expenses</b> |                     | 12,169           |
|                                 |                     | <b>\$230,630</b> |

# ICASS COST CENTERS

## STL Residential Building Ops

How to Count. Square feet occupied.

| Agency                              | Distribution | %   | Amount  |
|-------------------------------------|--------------|-----|---------|
| 1150 – DSAA                         | 205.00       | 2%  | \$6,994 |
| 1235 - FAS                          | 318.00       | 3%  | 10,849  |
| 1330 - USFCS                        | 422.00       | 4%  | 14,398  |
| 1510 – Justice DEA                  | 810.00       | 8%  | 27,635  |
| 1525 – Justice FBI                  | 461.00       | 5%  | 15,728  |
| 1535 – Justice INS                  | 97.00        | 1%  | 3,309   |
| 1706 – Navy –<br>Chief of Naval Ops |              |     |         |
| 1711 – Navy -<br>NAWCP              |              |     |         |
| 1711.1 – Navy -<br>NAWCL            |              |     |         |
| 1900 - State                        | 4,801.00     | 48% | 163,798 |
| 1931 – State MSG                    | 490.00       | 5%  | 16,718  |
| 1942 – State DS                     | 174.00       | 2%  | 5,936   |
| 1967 - PD                           | 936.50       | 9%  | 31,951  |
| 2103.1 – ARMY-<br>HQDA. DCSPER. ST  |              |     |         |

| Agency                      | Distribution     | %           | Amount           |
|-----------------------------|------------------|-------------|------------------|
| 2105.2 – ARMY<br>HQDA DCOPS |                  |             |                  |
| 2112.1 – ARMY<br>TRADOC     |                  |             |                  |
| 2121.1 – ARMY<br>EUCOM      |                  |             |                  |
| 2800 - SSA                  |                  |             |                  |
| 5718 – USAF<br>Students     |                  |             |                  |
| 5734 – USAF FTC             |                  |             |                  |
| 6905 – CAAG                 | 122.75           | 1%          | 4,188            |
| 6906 – TSA                  | 95.00            | 1%          | 3,241            |
| 8000 - NASA                 |                  |             |                  |
| 9705 - DIA                  | 497.00           | 5%          | 16,956           |
| 9725 - DCSG                 | 571.00           | 6%          | 19,481           |
| 9767 – DLA - DESC           |                  |             |                  |
| <b>TOTAL</b>                | <b>10,002.50</b> | <b>100%</b> | <b>\$341,182</b> |

# ICASS COST CENTERS

## 7860 - STL Non-residential Building Operations

### **STL Non-residential Building Operations.**

Working with the landlord to provide basic services to the tenant(s) including adequate utilities, garbage removal, heating, and air conditioning. Includes ensuring that the building infrastructure and grounds are properly maintained, custodial services are provided, and necessary repairs are made either through contractors or in-house staff. Includes normal between occupant fix-up, preparation for new arrivals, moving furniture/furnishings or equipment as appropriate.

Agencies requesting services in excess of commonly provided levels, for example, special between occupant fix-up, more frequent cleaning, or minor structural changes, will be charged directly for the additional cost. For instance, making a minor office change (removing a non-load-bearing wall) will be charged to the requesting agency for the initial change and for restoration to the original condition upon vacating the space.

| Sub-Object Code                 | Description              | Amount          |
|---------------------------------|--------------------------|-----------------|
| 11-1200                         | Salaries & Benefits      | \$71,891        |
| 2156                            | Field Travel             | 310             |
| 2300                            | Utilities & Rent         | 4,436           |
| 2569                            | Other Contr. Person. NOC | 375             |
| 2699                            | Misc. Supplies           | 3,486           |
| <b>Washington/Reg. Expenses</b> |                          | <b>14,742</b>   |
| <b>TOTAL</b>                    |                          | <b>\$95,240</b> |

# ICASS COST CENTERS

## STL Non-Residential Building Ops

How to Count. Square feet occupied.

| Agency                           | Distribution | %   | Amount   |
|----------------------------------|--------------|-----|----------|
| 1150 – DSAA                      |              |     |          |
| 1235 - FAS                       | 254.00       | 20% | \$29,980 |
| 1330 - USFCS                     | 368.00       | 28% | 43,435   |
| 1510 – Justice DEA               | 20.00        | 2%  | 2,361    |
| 1525 – Justice FBI               |              |     |          |
| 1535 – Justice INS               | 20.00        | 2%  | 2,361    |
| 1706 – Navy – Chief of Naval Ops |              |     |          |
| 1711 – Navy - NAWCP              |              |     |          |
| 1711.1 – Navy - NAWCL            |              |     |          |
| 1900 - State                     | 420.00       | 32% | 49,573   |
| 1931 – State MSG                 |              |     |          |
| 1942 – DS                        | 105.00       | 8%  | 12,393   |
| 1967 - PD                        | 106.00       | 8%  | 12,511   |
| 2103.1 – ARMY-HQDA. DCSPER. ST   |              |     |          |

| Agency                   | Distribution | %           | Amount           |
|--------------------------|--------------|-------------|------------------|
| 2105.2 – ARMY HQDA DCOPS |              |             |                  |
| 2112.1 – ARMY TRADOC     |              |             |                  |
| 2121.1 – ARMY EUCOM      |              |             |                  |
| 2800 - SSA               |              |             |                  |
| 5718 – USAF Students     |              |             |                  |
| 5734 – USAF FTC          |              |             |                  |
| 6905 – CAAG              |              |             |                  |
| 6906 – TSA               |              |             |                  |
| 8000 - NASA              |              |             |                  |
| 9705 - DIA               |              |             |                  |
| 9725 - DCSG              |              |             |                  |
| 9767 – DLA - DESC        |              |             |                  |
| <b>TOTAL</b>             |              | <b>100%</b> | <b>\$152,614</b> |

# ICASS COST CENTERS

## 7860-0001 Warehouse Space

**DESCRIPTION.** Post has a short-term leased warehouse for storage purposes.

**COSTS.** Includes warehouse rent, utilities, salaries and benefits of warehouse staff, warehouse maintenance, and travel expenses.

| Sub-Object Code | Description         | Amount           |
|-----------------|---------------------|------------------|
| 11-1200         | Salaries & Benefits | \$38,201         |
| 2156            | Field Travel        | 2,000            |
| 2300            | Utilities & Rent    | 69,525           |
| 2552            | Serv. Facility Ops  | 740              |
| <b>TOTAL</b>    |                     | <b>\$110,465</b> |

# ICASS COST CENTERS

## Warehouse Space

**How to Count.** Square feet occupied.

| Agency                           | Distribution | %   | Amount  |
|----------------------------------|--------------|-----|---------|
| 1150 – DSAA                      |              |     |         |
| 1235 - FAS                       |              |     |         |
| 1330 - USFCS                     |              |     |         |
| 1510 – Justice DEA               | 16.00        | 3%  | \$1,893 |
| 1525 – Justice FBI               | 15.57        | 3%  | 1,842   |
| 1535 – Justice INS               | 16.00        | 3%  | 1,893   |
| 1706 – Navy – Chief of Naval Ops |              |     |         |
| 1711 – Navy - NAWCP              |              |     |         |
| 1711.1 – Navy - NAWCL            |              |     |         |
| 1900 - State                     | 233.57       | 47% | 27,633  |
| 1931 – State MSG                 |              |     |         |
| 1942 – State DS                  | 25.00        | 5%  | 2,958   |
| 1967 - PD                        | 78.00        | 16% | 9,228   |
| 2103.1 – ARMY-HQDA. DCSPER. ST   |              |     |         |

| Agency                   | Distribution  | %   | Amount          |
|--------------------------|---------------|-----|-----------------|
| 2105.2 – ARMY HQDA DCOPS |               |     |                 |
| 2112.1 – ARMY TRADOC     |               |     |                 |
| 2121.1 – ARMY EUCOM      |               |     |                 |
| 2800 - SSA               |               |     |                 |
| 5718 – USAF Students     |               |     |                 |
| 5734 – USAF FTC          |               |     |                 |
| 6905 – CAAG              |               |     |                 |
| 6906 – TSA               | 15.57         | 3%  | 1,842           |
| 8000 - NASA              |               |     |                 |
| 9705 - DIA               | 31.14         | 6%  | 3,684           |
| 9725 - DCSG              | 62.29         | 13% | 7,369           |
| 9767 – DLA - DESC        |               |     |                 |
| <b>TOTAL</b>             | <b>493.14</b> |     | <b>\$58,342</b> |

# WHAT IS ICASS?

Reference: 6 FAH

# WHAT IS ICASS?

## WHAT IS ICASS?

The International Cooperative Administrative Support Services (ICASS) system is the principal means by which the U.S. Government provides and shares the cost of common administrative support at its more than 200 diplomatic and consular posts overseas. In the spirit of the Government Performance and Results Act and the National Performance Review, the ICASS system seeks to provide quality services at the lowest cost, while attempting to ensure that each agency bears the cost of its presence overseas. ICASS, through which 255 agencies and offices received bills for shared services totaling more than \$680 million in Fiscal Year 1999, is a break-even system; the charge to the customer agencies equals the cost of service inputs. The ICASS program was the recipient of the Vice President's Hammer Award in 1996 for reinvention in government.

### *ICASS Services*

A full range of administrative services is available through the ICASS program. These include motor pool operations and vehicle maintenance, travel services, reproduction services, mail and messenger services, information management, reception and telephone system services, purchasing and contracting, personnel management, cashiering, vouchering, accounting, budget preparation, non-residential security guard services, and building operations.

### *Signing up for Service*

ICASS is, for the most part, a **voluntary** system. Each agency selects which services it would like to receive via the ICASS system and may obtain services from non-ICASS sources or provide the services for itself

Two ICASS services are mandatory for all agencies at post. The first is called the Basic Package, which is a cluster of functions that the Department of State performs for all agencies operating in a country. These include obtaining driver's licenses and other documentation from the host government, maintaining the post's Emergency Action Plan, hardship differential report, retail price schedule, and other reports, and similar actions that are either required by virtue of association with the post or benefit all employees. The other mandatory service is the community liaison function, which benefits the post community as a whole. Community Liaison Offices send out welcome packets to newly assigned employees, coordinate orientation programs for newly arrived employees and their family members, arrange community activities and participation in cultural events, and act as a sounding board for employees with regard to living and working conditions at post.

Agencies subscribe to ICASS services by signing a **Memorandum of Understanding (MOU)** with the service provider. The post-specific MOU and its attachments describe the services offered by the service provider and the performance standards for each service. There is also an **ICASS Charter** that establishes the ICASS system at post and describes the basic operating procedures.

## *The ICASS Cast*

The ICASS system is established at post under the authority of the **Chief of Mission**. The Chief of Mission is responsible for ensuring that the post has a functioning ICASS Council and that the relationship between the Council and service provider(s) is constructive such that ICASS services are delivered fairly and effectively. In the event that an ICASS Council cannot resolve a dispute with the service provider or between agencies on the Council, the Chief of Mission must make a ruling to resolve the dispute.

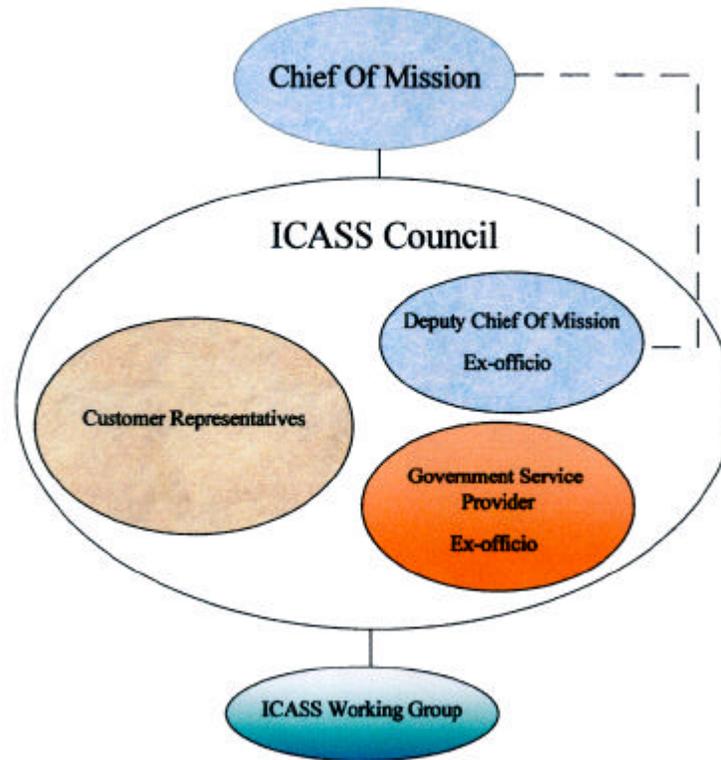
The post **ICASS Council** is comprised of the heads of any agency or office which receives its own ICASS invoice. The Council sets shared service priorities, selects service providers, approves the post's ICASS budget, approves all new ICASS support positions, develops service standards collaboratively with the service provider, and annually assesses the performance of all service providers at post. Some post ICASS Councils establish an **ICASS Working Group** to research ICASS issues and develop proposals for improving ICASS services.

The **service provider** is responsible for delivering services in accordance with the MOU. There may be different service providers for different ICASS services at post, and a service provider need not be an agency of the U.S. Government. As of the third year of full ICASS operations, however, the Department of State, with over 15,000 ICASS employees overseas, remains the principal, and most often only, service provider at our diplomatic and consular posts around the world. The head of a U.S. Government service provider - the **Administrative Counselor**, in the case of the Department of State -sits on the ICASS Council as an ex-officio member. The post's **Deputy Chief of Mission**, the Ambassador's alter ego, also sits on the Council as a non-voting member.

ICASS is a system for delivering shared services at overseas posts. It is supported in Washington by the **ICASS Executive Board**, composed of thirteen senior representatives of cabinet level agencies and chaired by the Assistant Secretary of State for Administration. The Board, which meets at least twice a year, is the highest level policy making body in the ICASS system and the final court of appeals for ICASS disputes.

The Washington-based **ICASS Working Group**, which reports to the Board, is composed of representatives of any U.S. Government agency or program that receives its own ICASS invoice. The Working Group meets biweekly to address ICASS policies and practices, and its meetings are open to members and non-members.

The **ICASS Service Center** serves as the Secretariat to both the ICASS Executive Board and the ICASS Working Group. An interagency staffed and funded office within the Department of State's Bureau of Financial Management and Policy, the Center works with many other offices throughout the Department of State and other participating agencies to facilitate the effective operation of the ICASS system. With a staff of fourteen fulltime employees, it coordinates the ICASS budget process and develops and maintains the software on which the ICASS budget and cost distribution system is based. It also provides policy guidance, practical information, orientation materials and technical advice to those operating ICASS programs overseas.



### *ICASS Principles*

Administered by the U.S. Department of State, ICASS is a truly interagency endeavor. Representatives from customer agencies on post ICASS Councils and on the Washington-based ICASS Executive Board and ICASS Working Group work together to ensure the integrity of the system's operating principles.

**Local Empowerment** Post ICASS Councils make decisions as to service priorities, service budgets and how services are to be obtained.

**Equity** All agencies are charged for service according to use, based on workload factors that vary by service.

**Transparency** A new budget and cost distribution software system makes it possible to explain to customers how their invoices are developed, the extent of their use by service, and the unit cost of the service consumed.

Department of State administrative personnel currently provide most ICASS services, the ICASS Council can select other U.S. Government agencies or commercial firms to provide services if those providers can demonstrate a competitive advantage.

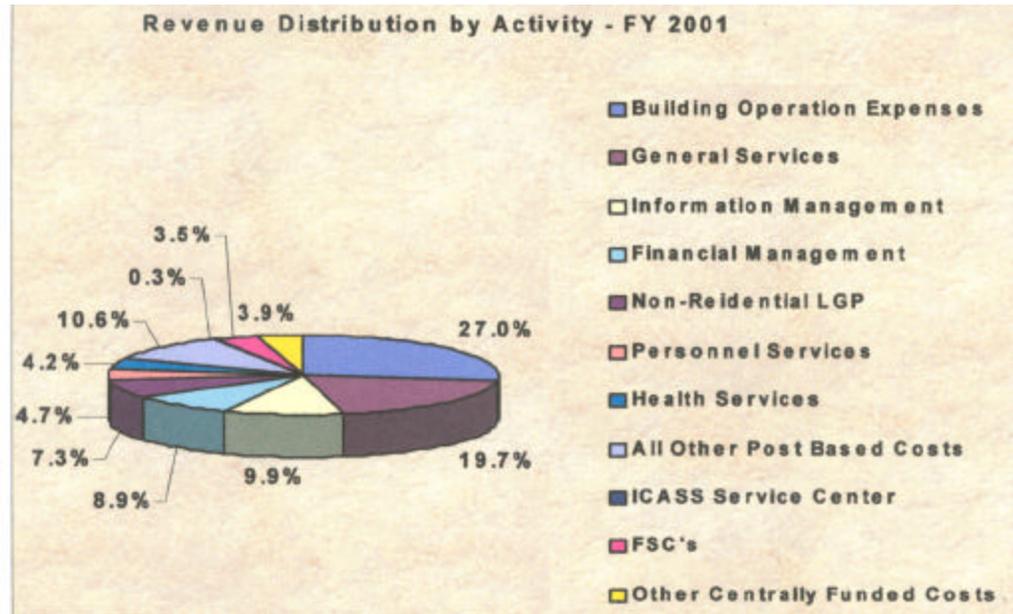
**Customer Focus** Customers, through their post ICASS Councils, express their preferences for service and their assessment of the services delivered. Councils and service providers collaborate in developing performance standards for each service offered.

### *Distributing ICASS Costs*

The costs of shared administrative support are distributed to cost centers representing the services being offered. The ICASS system takes into account the differences between large posts and small. Large posts and most medium-sized posts distribute costs to 32 different ICASS cost centers. Smaller posts generally use a system called ICASS Lite, which distributes the cost of the same services to 16 cost centers for ease of administration.

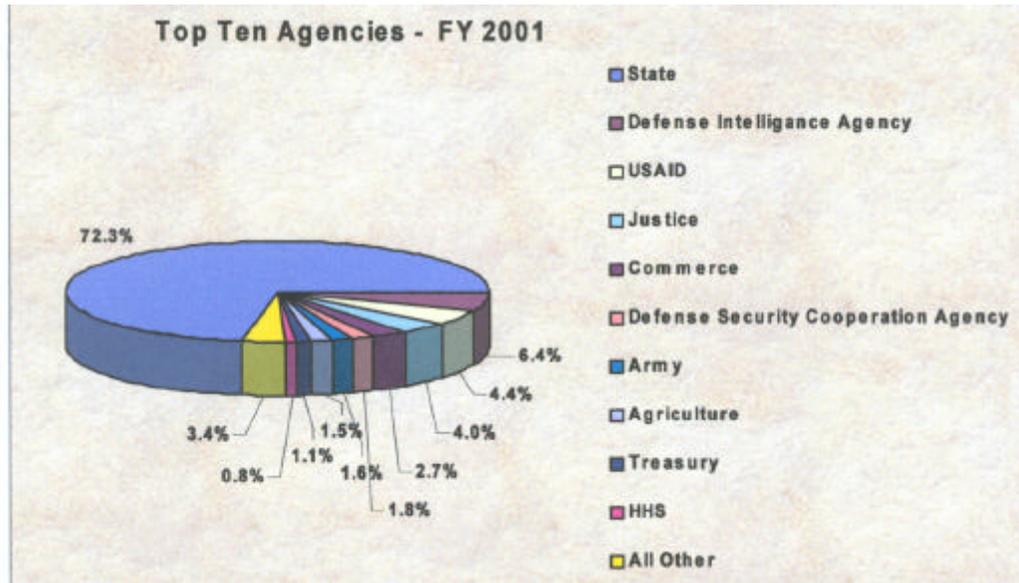
The factor for determining agencies' use of services varies by cost center. For some services, actual transactions (e.g., number of vouchers processed) are the basis for determining use. For others, use is calculated by allocating a percentage of the cost based on head count, number of square meters of office space occupied, number of computer peripherals serviced or a similar factor. In some cases, an agency may perform portions of a service itself and not require the full range of functions offered by the ICASS service provider for that service. In such cases, the ICASS Council may agree to modify the agency's usage or workload count for that service either to 33 or 66 % of full service. Not all ICASS services are modifiable.

When the initial budget for the fiscal year is prepared at each diplomatic mission, the post utilizes each agency's actual use of services in the prior year, or projects usage for new subscriptions. The expenses for each service are then divided by the total number of units used to establish a unit cost. The unit cost is then multiplied by the number of units used by agency to determine each agency's cost for that service. To this figure is added a proportional share of the cost of administrative overhead and the cost of services consumed by ICASS administrative personnel to arrive at each agency's invoice for services at that post. Agency heads at post sign their invoices at the time that the post's ICASS Council approves the budget.



### *Paying for ICASS Services*

Washington consolidates posts' ICASS invoices and adds the costs of Washington ICASS programs which are not post-specific, such as the salaries and operating costs for the ICASS Service Center, the Office of Medical Programs and the Office of Overseas Schools. The ICASS Service Center sends an initial invoice representing 80 % of the estimated annual bill to ICASS customer agencies each March. A second and final invoice, adjusted on the basis of a mid-year budget review, is sent to each customer agency in August.



### *The ICASS Working Capital Fund*

Unlike many U.S. Government programs, which operate on the basis of single-year appropriations or funding, the ICASS system uses a no-year Working Capital Fund. ICASS funds not spent at the end of the fiscal year are rolled over for use by post in the next fiscal year. This is a significant advantage because it allows posts to spend their funds for shared support more in accordance with their needs, without the fear of losing what is not spent by the end of the fiscal year.

### *ICASS and Innovation*

The ICASS system's more flexible Working Capital Fund, its ability to track costs more precisely by service, and its explicit partnership between customer and service provider encourage posts to examine how they are providing ICASS services and to make changes to improve the quality, cost and timeliness of service delivery. Sharing best practices, optimizing the use of information technology and identifying business processes that might be automated, extending additional administrative authorities to posts, and exploring alternate staffing options for overseas operations are some of the ways those involved in the ICASS system are striving to provide and obtain quality services at the lowest cost.

### *For More Information*

More information about the ICASS program can be obtained by visiting the ICASS websites on the Internet ([www.icass.com](http://www.icass.com)) and the Department of State's Intranet (<http://205.128.25.153/>). The websites include information on the one-day and four-day ICASS courses offered by the Foreign Service Institute.

To receive a copy of the ICASS programs Annual Financial Report, please contact the ICASS Service Center on (202) 663-3200.

# ICASS BUDGET & COST DISTRIB. METHODOLOGY

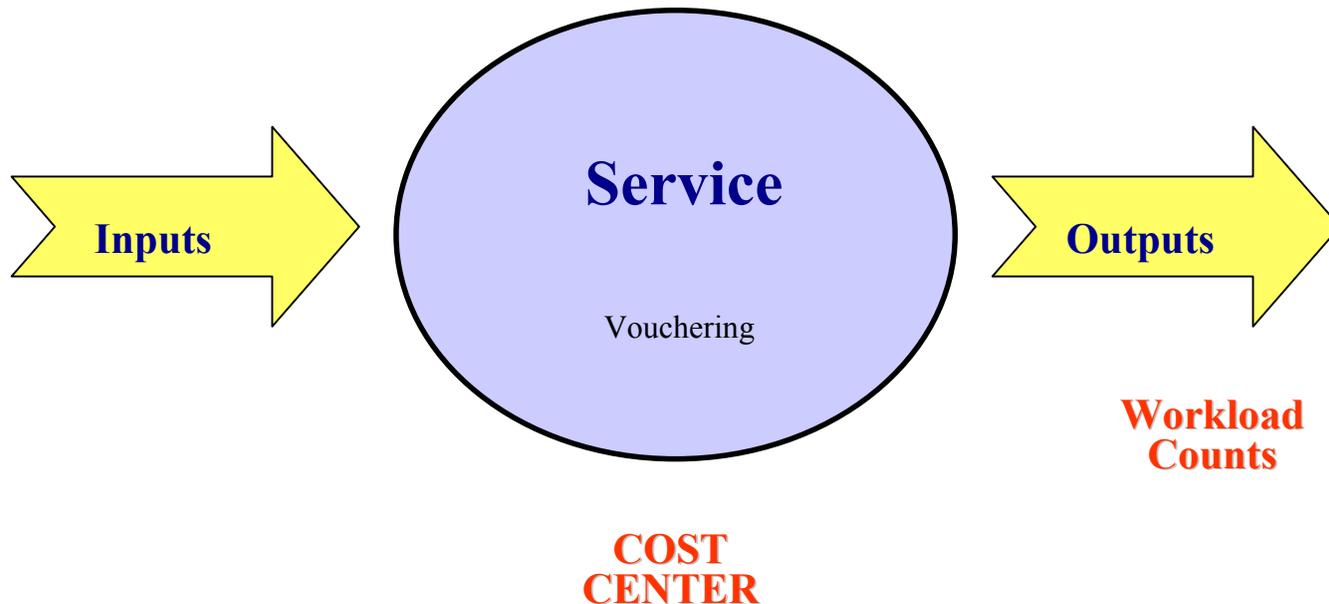
REFERENCE: 6 FAH

# ICASS BUDGET AND COST DISTRIBUTION METHODOLOGY

It is important that everyone at post understand the budgeting process for ICASS. This section walks you through the process of distributing costs to the individual agencies.

## ICASS BUDGET & COST DISTRIBUTION METHODOLOGY

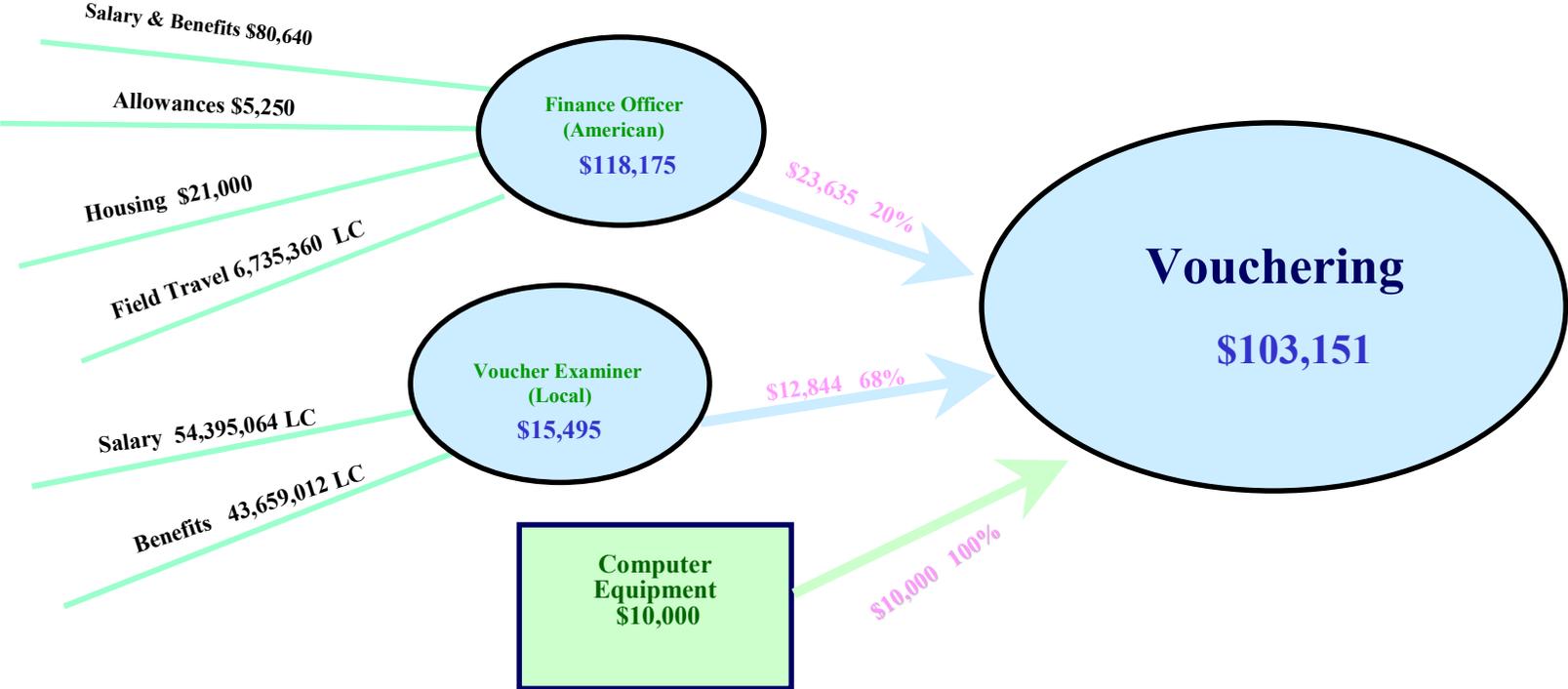
1. The ICASS Budget & Cost Distribution software is used to create a budget, which estimates the cost of providing administrative support to the agencies at post. The budget is developed at the beginning of the fiscal year. Projected costs are then distributed to all agencies at post based on the services to which they subscribe and each agency's level of service consumption. Since all agencies must at least subscribe to the Basic Package and CLO services, all will to some degree share in the cost of ICASS.



2. The first step in the budget development is to enter the costs for inputs. This includes personnel costs directly related to a position, e.g., salaries & benefits and post assignment travel, and other costs associated with the incumbent, e.g., rent & utilities for an officer's residence, living quarters allowance (LQA), temporary quarters subsistence allowance (TQSA), education allowance for family members, R & R cost, conference travel and field travel, etc. From this information the ICASS software develops a cost for each ICASS position. In addition to Personnel costs, non-personnel costs or Other Budget Item costs are entered. These cost include furniture & equipment, depreciation, supplies, cash awards, building operating expenses (BOE) for shared non-residential buildings and telephone charges. Estimates are entered by sub-object code.

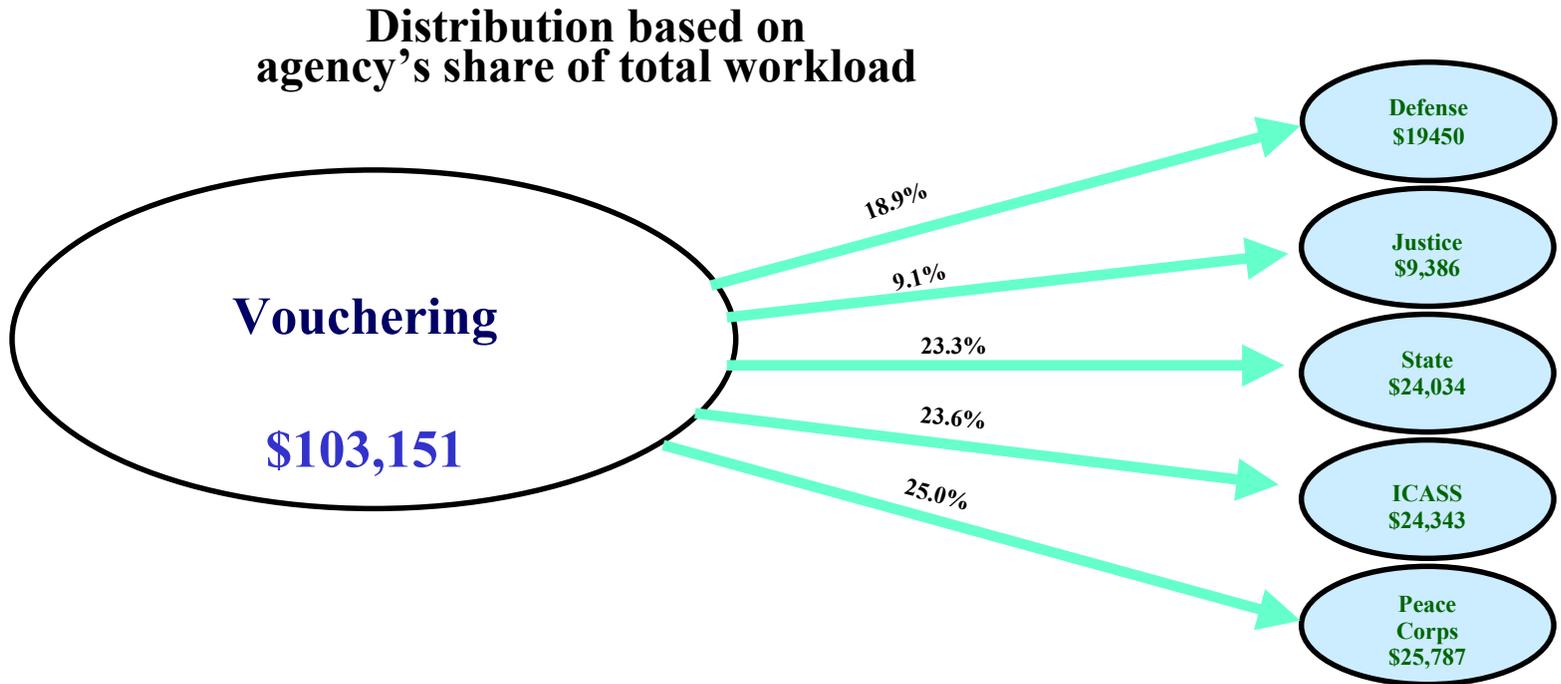
3. Once all cost have been entered they must be spread or allocated to cost centers. ICASS Standard has 32 cost centers while ICASS Lite has 16. Position costs are allocated to cost centers based on each employee's estimate of the percentage of time spent working in a particular cost center. A similar allocating of Other Budget Item costs is done based on an estimate of how the item will be used.

**INPUTS**



3. The allocation of costs enables the software to calculate a total cost for each cost center or activity, e.g., Vouchering or CLO Services. This total cost for each cost center is then distributed to the subscribers (users) of the output of the activity based on an estimated workload count for the subscriber. Workload counts, depending on the cost center, may be based on a head count (capitation) or actual workload e.g., # vouchers processed, # miles driven, etc. Some workload counts may be modified if an agency does not utilize the full range of a service. Modifications can only be made downward by multiplying the estimated count by either .3 or .6. The ICASS Council must approve all modifications.

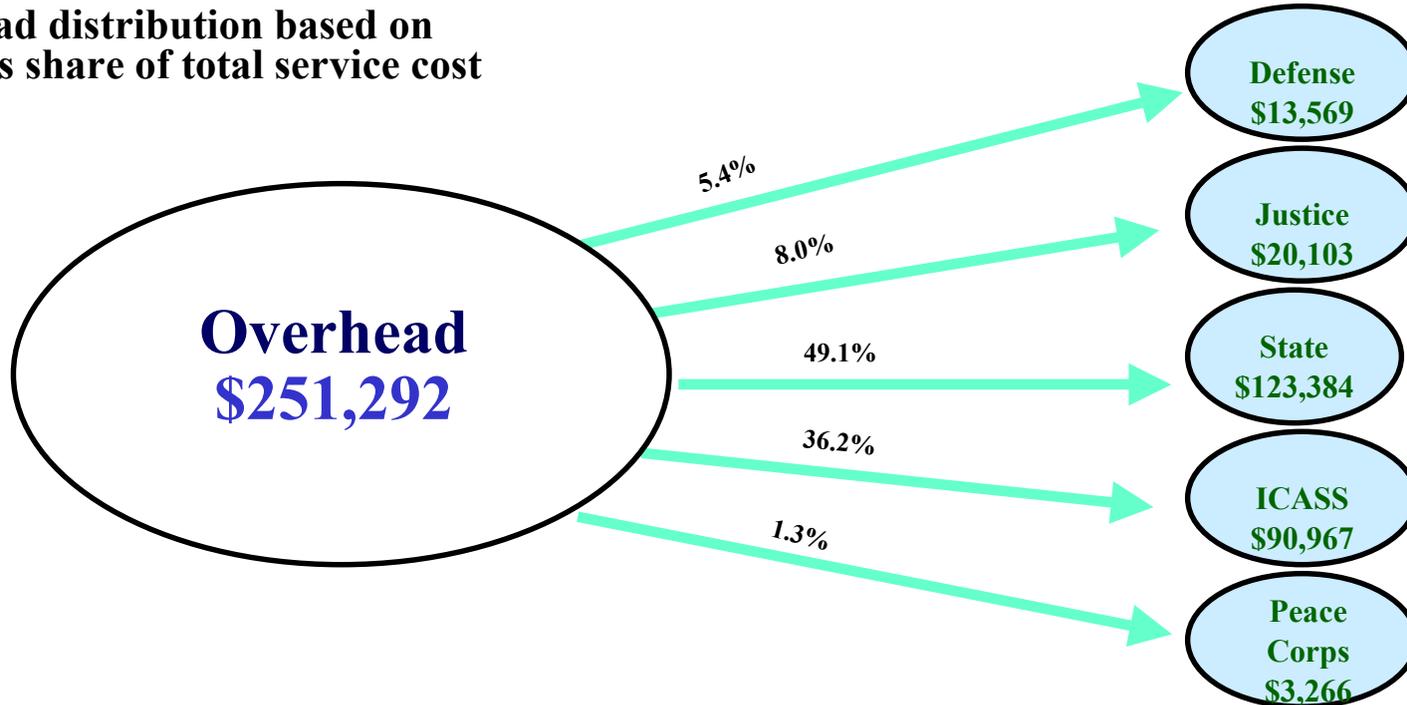
4. Agencies share in the cost of an activity based on their workload count as a percent of the total workload for the cost center for all subscribers. Once all cost center totals have been distributed to the subscribing agencies, each agency's total service cost is determined by adding the agency's share of all cost centers in which it participates. In addition to the agencies, a total service cost is determined for ICASS.



6. The next step is to distribute the Overhead cost center to all of the agencies and ICASS. The Overhead cost center is used when costs cannot be easily allocated to a specific cost center or are so small that the marginal benefit of trying to allocate them does not warrant the effort. Overhead is distributed to agencies based on each agency's service cost as a percentage of the total service cost for all of the agencies (including ICASS).

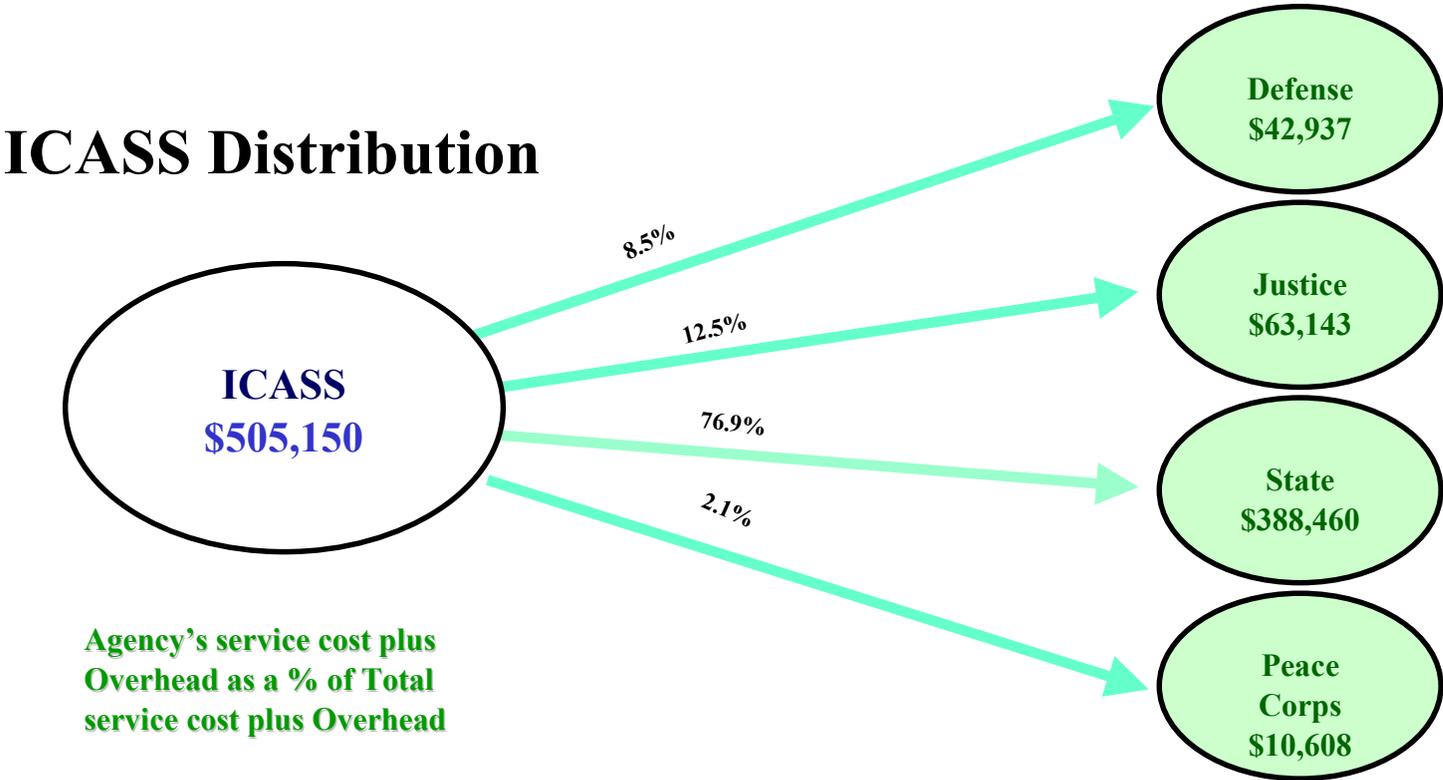
7. Before that is done, though, *Excluded* items, are first subtracted from each agency's service cost as well as the total service cost. *Excluded* items include rents & utilities for shared non-residential properties, rents & utilities for the residences of ICASS direct hire Americans, rents & utilities for shared residential complexes, DTS-PO IVG line charges, Furniture Pool costs and Security Supplemental costs. These items are excluded because they would result in agencies' distribution of Overhead (and later the ICASS cost) being disproportionately large in relation to the value added by the service provider for the excluded items. The items are therefore deducted or "excluded" from the Overhead distribution calculation. "Excluded" items include those under the following sub-object codes: 2361, 2363, 2364, 2365, 2366, 2372, 2377 and 2654.

### Overhead distribution based on agency's share of total service cost



8. At this point the software has calculated a service cost and Overhead cost for each agency including ICASS. ICASS has been treated like an agency in order that all subscribers can see the cost of the services consumed by the ICASS or the Admin section. ICASS, though, has no funding, and is funded by the agencies through the working capital fund. The cost of ICASS must then be distributed to each of the agencies. This is done based on each service cost plus Overhead cost (less the Excluded items) as a percentage of the total service cost and Overhead for all agencies.

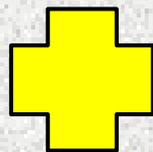
9. Once the ICASS cost has been distributed to the agencies, the *Excluded* amount is added back into each agency's total . This amount, i.e., service cost plus Overhead plus ICASS distribution plus Excluded, is the invoiced amount for each agency.



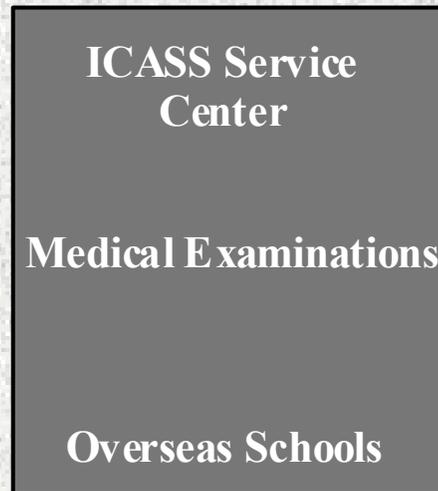


# Billing the Agencies in Washington

Post Invoices



Washington Costs



ICASS COST CENTERS  
AND BUDGET  
DISTRIBUTION  
FACTORS STANDARD

# ICASS COST CENTERS AND BUDGET DISTRIBUTION FACTORS

## STANDARD (02/07/01)

| COST CENTER   | FUNCTION CODE | WORKLOAD FACTOR  | WORKLOAD TYPE & COUNT PERIOD | OFFICE RESPON SIBLE | MODIFIABLE |
|---|---------------|--|------------------------------|---------------------|------------|
| <b>BASIC PACKAGE</b>  | 6150          | Number of DH U.S. citizen employees  | Static as of 5/1             | FMC                 | YES        |
| <b>COMMUNITY LIAISON</b>  | 6443          | Number of Serviced U.S. citizen employees (including dependents), TCNs, and U.S. Contractors (5) | Static as of 5/1             | CLO                 | YES        |
| <b>COMPUTER SERVICES</b>  | 5590          | Number of Devices Serviced (1)   | Static as of 5/1             | ISC                 | NO         |
| <b>HEALTH SERVICES</b>  | 5624          | Number of Authorized Users (2)   | Static as of 5/1             | MED                 | YES        |
| <b>NON-RESIDENTIAL LOCAL GUARD PROGRAM</b>                              | 5826          | Net Square Meters Occupied   | Static as of 5/1             | RSO                 | NO         |
| <b>NON-RESIDENTIAL LOCAL GUARD SERVICE – Supplemental (State)</b>       | 5827          | Net Square Meters Occupied (6)   | Static as of 5/1             | RSO                 | NO         |
| <b>SECURITY SERVICES</b>  | 5880          | Number of DH U.S. citizen employees and LES  | Static as of 5/1             | RSO                 | YES        |
| <b>GENERAL SERVICES</b>   |               |  |                              |                     |            |
| <b>Vehicle Maintenance</b>  | 6132          | Number of Vehicles Maintained  | Static as of 5/1             | GSO                 | NO         |
| <b>Administrative Supplies Services</b>                                 | 6133          | Dollar Value of Supplies Issued  | Cumulative, 5/1—4/30         | GSO                 | NO         |
| <b>Procurement Services</b>   | 6134          | Number of Executed Procurement Documents (3)   | Cumulative, 5/1—4/30         | GSO                 | YES        |
| <b>Reproduction Services</b>  | 6135          | Number of Copies Printed/Reproduced  | Cumulative, 5/1—4/30         | GSO                 | NO         |
| <b>Shipment &amp; Customs Services</b>                                  | 6136          | Number of Shipments Sent/Received  | Cumulative, 5/1—4/30         | GSO                 | NO         |
| <b>Direct Vehicle Operations</b>  | 6139          | Number of Miles Driven   | Cumulative, 5/1—4/30         | GSO                 | NO         |
| <b>Non-Expendable Property Mgt.</b>                                     | 6143          | Number of Items Inventoried  | Static as of 5/1             | GSO                 | NO         |
| <b>Leasing Services</b>   | 6148          | Number of Leases Maintained  | Static as of 5/1             | GSO                 | YES        |
| <b>Travel Services</b>  | 6462          | Number of Travelers Serviced   | Cumulative, 5/1—4/30         | GSO                 | YES        |
| <b>INFORMATION MANAGEMENT</b>   |               |  |                              |                     |            |
| <b>Pouching Services</b>  | 6192          | Weight of Pouches Sent   | Cumulative, 5/1—4/30         | IPC                 | YES        |
| <b>Mail and Messenger Services</b>                                      | 6194          | Number of DH U.S. citizen employees (and LES if no DH)   | Static, as of 5/1            | IPC                 | YES        |
| <b>Reception &amp; Switchboard Services</b>                             | 6195          | Number of Instruments Serviced (Switchboard and Direct Lines)                                    | Static as of 5/1             | IPC                 | NO         |
| <b>Diplomatic Telecommunications Service – Program Office – (DTSP0)</b> | 6197          | Number of Instruments Serviced by IVG lines (Office and Residences)                              | Static as of 5/1             | IPC                 | YES        |

## Continuation—

| <b>FINANCIAL MANAGEMENT SERVICES</b>            |      |  |                          |     |     |
|---|------|--|--------------------------|-----|-----|
| <b>Prepare FinPlans &amp; Budgets</b>           | 6211 | Per Cent of Time Spent Budgeting   | Cumulative, 5/1—<br>4/30 | FMC | NO  |
| <b>Accounts and Records</b>                     | 6221 | Number of Obligations (12-month FY Count)                                    | Cumulative, 5/1—<br>4/30 | FMC | YES |
| <b>Payrolling</b>                               | 6222 | Number of DH U.S. citizen employees and LES Payrolled                        | Static as of 5/1         | FMC | YES |
| <b>Vouchering</b>                               | 6223 | Number of Vouchers Processed (12-month FY Count) (4)                         | Cumulative, 5/1—<br>4/30 | FMC | YES |
| <b>Cashiering</b>                               | 6224 | Number of Vouchers Paid, Accommodation Exchange Transactions and Collections | Cumulative, 5/1—<br>4/30 | FMC | NO  |
| <b>PERSONNEL SERVICES</b>                       |      |  |                          |     |     |
| <b>U.S. citizen employee Personnel Services</b> | 6441 | Number of DH U.S. citizen employees  | Static as of 5/1         | PER | YES |
| <b>Locally Engaged Staff Services</b>           | 6451 | Number of LES Serviced   | Static as of 5/1         | PER | YES |
| <b>BUILDING OPERATIONS</b>                      |      |  |                          |     |     |
| <b>GO/LTL Residential Bldg. Operations</b>      | 7810 | Net Square Meters Occupied   | Static as of 5/1         | GSO | NO  |
| <b>GO/LTL Non-Residential Bldg. Ops.</b>        | 7820 | Net Square Meters Occupied   | Static as of 5/1         | GSO | NO  |
| <b>STL Residential Building Operations</b>      | 7850 | Net Square Meters Occupied   | Static as of 5/1         | GSO | NO  |
| <b>STL Non-Residential Bldg. Ops.</b>           | 7860 | Net Square Meters Occupied   | Static as of 5/1         | GSO | NO  |
| <b>OVERHEAD</b>                                 | 8790 | Indirect Motor & Items Difficult to Distribute to Specific Cost Centers      |                          |     |     |
| <b>NON-ICASS DUAL POSITION DUTIES</b>           | --   | No Distribution. Charged 100% to State                                       | --                       | --  |     |

### Notes:

- (1) Devices include CPUs (this includes monitors, keyboards, mouse and other internal/external devices specific to the CPU), servers, printers, scanners, etc.
- (2) "Authorized users" is defined as: All Direct Hire (DH) U.S. citizen employees and family members included on the sponsor's assignment orders, whether physically residing full time at post or not. Also included are TCNs, Contract personnel and any other personnel approved by the Ambassador to receive services. Does not include one-time emergency and/or first-aid services provided to Foreign Service Nationals (FSNs) and other Locally Engaged Staff (LES).
- (3) Executed procurement documents include Purchase Orders, Contracts, Petty Cash Purchases, Personal Service Contracts, requisitions and other standard means of procuring goods and/or services.
- (4) Vouchers processed citing multiple strip codes from the same agency are counted as one item for that agency. Vouchers processed citing multiple strip codes from various agencies are counted as a separate item for each agency whose funds are cited.
- (5) The distribution factors used for CLO services (U.S. citizen employees, Third Country Nationals (TCNs) and Contractors) can be modified using the ICASS software. U.S. citizen employees serviced include dependents.
- (6) The distribution factor for the NR-LGP Security Supplemental is square meters and the factors will be distributed to agencies, but the software program allocates all costs in the 5827 cost center to State through FY 2001.

# ICASS COST CENTERS AND BUDGET DISTRIBUTION FACTORS

LITE(02/07/01)

| Cost Center   | Function Code | Workload Factor   | Workload Type & Count Period | Office Responsible | Modifiable |
|---|---------------|---|------------------------------|--------------------|------------|
| BASIC PACKAGE   | 6150          | No. of DH U.S. citizen employees                                    | Static as of 5/1             | FMC                | YES        |
| COMPUTER SERVICES   | 5590          | No. Devices Serviced (1)  | Static as of 5/1             | ISC                | NO         |
| HEALTH SERVICES   | 5624          | No. Authorized Users (2)  | Static as of 5/1             | MED                | YES        |
| LOCAL GUARD PROGRAM   | 5826          | Net Square Meters Occupied  | Static as of 5/1             | RSO                | NO         |
| NON-RESIDENTIAL LOCAL GUARD SERVICE – Supplemental (State)      | 5827          | Net Square Meters Occupied (3)                                      | Static as of 5/1             | RSO                | NO         |
| GENERAL SERVICES  | 6145          | No. U.S. citizen employees Serviced Plus LES Serviced times .2 (4)  | Static as of 5/1             | GSO                | YES        |
| INFORMATION MANAGEMENT  | 6196          | No. of DH U.S. citizen employees (and LES if no DH)                 | Static as of 5/1             | IPC                | YES        |
| DIPLOMATIC TELECOMMUNICATIONS SERVICE – PROGRAM OFFICE (DTS-PO) | 6197          | Number of Instruments Serviced by IVG lines (Office and Residences) | Static as of 5/1             | IPC                | YES        |
| FINANCIAL MANAGEMENT SERVICES                                   | 6225          | Number of vouchers processed (5)                                    | Cumulative, 5/1—4/30         | FMC                | YES        |
| COMMUNITY LIAISON   | 6443          | No. Serviced U.S. citizen employees, TCNs & Contractors (6)         | Static as of 5/1             | CLO                | YES        |
| PERSONNEL SERVICES  | 6445          | No. of DH U.S. citizen employees and LES Serviced                   | Static as of 5/1             | PER                | YES        |
| GO/LTL Residential Bldg. Operations                             | 7810          | Net Square Meters Occupied  | Static as of 5/1             | GSO                | NO         |
| GO/LTL Non-Residential Bldg. Operations.                        | 7820          | Net Square Meters Occupied  | Static as of 5/1             | GSO                | NO         |
| STL Residential Building Operations                             | 7850          | Net Square Meters Occupied  | Static as of 5/1             | GSO                | NO         |
| STL Non-Residential Bldg. Operations.                           | 7860          | Net Square Meters Occupied  | Static as of 5/1             | GSO                | NO         |
| OVERHEAD  | 8790          | No Distribution.  | Static as of 5/1             | GSO                | NO         |
| NON-ICASS DUAL POSITION DUTIES                                  | --            | No Distribution. Charged 100% to State                              | --                           | --                 | --         |

**Note:**

- (1) Devices include CPUs (monitors, keyboards, mouse and other internal/external devices specific to the CPU), servers, printers, scanners, etc.

- (2) "Authorized user" is defined as: All Direct Hire U.S. citizen employees and family members included on the sponsor's assignment orders, whether physically residing full time at post or not. Also included are Third Country Nationals (TCNs), Contract personnel and any other personnel approved by the Ambassador to receive services. Does not include emergency/first-aid services provided to Foreign Service National (FSN) and other Locally Engaged Staff (LES).
- (3) The distribution factor for the NR-LGP Security Supplemental is square meters and the factors will be distributed to agencies, but the software program allocates all costs in the 5827 cost center to State.
- (4) FSNs are included if services are received. Modification factor is applied against the sum of the number of U.S. citizen employees plus .2 times FSN count. Modification factor x (No. U.S. citizen employees plus (+) .2 FSNs). Distribution factor can be modified. Example of an agency receiving a modification of .6 for both U.S. citizen employees serviced and LES serviced would be calculated as follows: Assume 6 U.S. citizen employees and 13 LES serviced.  $(6) + \{(13 \times 0.2) \times (0.6)\} = 5.16$ .
- (5) Vouchers processed citing multiple strip codes from the same agency are counted as one item for that agency. Vouchers (payments) citing multiple strip codes from various agencies are counted as one item for each agency whose funds are cited.
- (6) U.S. citizen employees, TCNs, and Contractors can be separately modified by category using the ICASS modification factors. U.S. citizen employees serviced could include dependents. LES include all locally hired staff including U.S. citizen employees.

## 6 FAH-5 H-405 COST DISTRIBUTION METHODS

(TL:ICASS-2; 04-01-1998)

(Applies to participating ICASS agencies)

a. There are four cost distribution methods (see 6 FAH-5 H-405 Exhibit H-405 ):

- (1) **Straight capitation:** An agency is charged for services provided based on head count (e.g., the number of U.S. citizen employees at post). This is the simplest, most straightforward method.
- (2) **Modified capitation:** In this version of capitation, an agency population can be “weighted” using the following standard distribution levels.

1 = full service

.6 = mid level

.3 = low level

- (3) **Workload:** Costs are distributed based on workload factors—square feet, miles driven, vouchers processed, etc. All the workload factors are accumulated in the course of daily work for accountability as well as for cost distribution.
- (4) **Modified workload:** This is the workload method described above but with the flexibility to reduce actual workload statistics to reflect partial usage—much like is done with modified capitation in adjusting headcounts to compensate for clear inequities.

1 = full service

.6 = mid level

.3 = low level

b. In cases where a modification is permitted, as described in the cost distribution tables, the level of service for each agency when less than full must be agreed upon by post’s Council, because a decrease in one agency’s cost increases other agencies’ costs

c. Based on experience, changes will be considered in the percentage factors to permit greater flexibility in modifying capitation/workload factors.

# EXPLAINING ICASS SERVICE WITHDRAWALS

## STATE 125 710: EXPLAINING ICASS WITHDRAWALS

1.SUMMARY: THE ICASS EXECUTIVE BOARD (IEB) HAS REAFFIRMED AN AGENCY'S RIGHT TO WITHDRAW FROM NON-MANDATORY ICASS SERVICES AND HAS REACHED CONSENSUS WITH REGARD TO AN AGENCY'S OBLIGATION TO PROVIDE AN EXPLANATION TO OTHER ICASS COUNCIL MEMBERS WHEN WITHDRAWING FROM AN ICASS SERVICE. STOPPING SHORT OF A FORMAL COST-BENEFIT ANALYSIS, THE AGENCY'S EXPLANATION SHOULD ADDRESS THE PRINCIPAL REASON FOR WITHDRAWING FROM THE SERVICE, WHERE THE AGENCY WILL OBTAIN THE SERVICE, WHETHER THE AGENCY HAS FOUND SERVICE SOURCE THAT THE ICASS COUNCIL SHOULD CONSIDER FOR ALL MEMBER AGENCIES, AND WHAT COST SAVINGS THE AGENCY HOPES TO ACHIEVE. END SUMMARY.

2.AT ITS SEMI-ANNUAL MEETING ON JUNE 7, THE IEB REAFFIRMED THAT AGENCIES HAVE THE RIGHT TO WITHDRAW FROM NON-MANDATORY ICASS SERVICES WITH PROPER NOTIFICATION. THE ONLY MANDATORY ICASS SERVICES ARE THE BASIC PACKAGE AND THOSE DELIVERED BY THE COMMUNITY LIAISON OFFICE. IN ORDER TO BE GOOD STEWARDS OF THE PUBLIC TRUST, IEB MEMBERS ALSO AGREED THAT IT WAS IMPORTANT TO HAVE A CLEAR UNDERSTANDING AS TO WHY AN AGENCY IS WITHDRAWING FROM SERVICE. THE PURPOSE OF REQUESTING A CLEAR EXPLANATION FROM WITHDRAWING AGENCY IS NOT TO USE THAT INFORMATION AS STICK TO KEEP THE AGENCY FROM WITHDRAWING, BUT TO GAUGE THE QUALITY AND EFFICIENCY OF THE SERVICE BEING DELIVERED AND TO ENSURE THAT, IF AN AGENCY HAS DISCOVERED A BETTER MOUSETRAP, THE ICASS COUNCIL HAS THE BENEFIT OF THAT KNOWLEDGE TO SHARE WITH ALL MEMBER AGENCIES.

3.THE IEB AGREED THAT, IN EXPLAINING ITS REASONS FOR WITHDRAWING FROM A SERVICE, AN AGENCY NEED NOT PREPARE COST-BENEFIT "WORTHY OF AN MBA." AT THE SAME TIME, IEB MEMBERS AGREED THAT THE DATA PROVIDED IN THE SERVICE WITHDRAWAL MODULE OF THE ICASS SOFTWARE WERE NOT SUFFICIENTLY INFORMATIVE. AN AGENCY'S EXPLANATION OF ITS WITHDRAWAL FROM SERVICE SHOULD COVER:

- THE REASON THE AGENCY IS WITHDRAWING FROM THE SERVICE. IN THIS RESPECT, IT IS IMPORTANT THAT THE AGENCY BE AS STRAIGHTFORWARD AS POSSIBLE. IF THE AGENCY IS WITHDRAWING BECAUSE IT IS UNHAPPY WITH THE QUALITY OF THE SERVICE, IT SHOULD STATE THAT FACT IN ITS WITHDRAWAL MEMORANDUM. CITING SOME OTHER REASON SO AS NOT TO BRUISE ANY EGOS MIGHT BE CONSIDERATE, BUT IT IS NOT CONSTRUCTIVE. TAKING A SHOT AT THE QUALITY OF A SERVICE WHEN IN FACT THERE IS ANOTHER REASON WHY THE AGENCY IS WITHDRAWING WOULD LIKEWISE BE UNHELPFUL.

- WHERE THE AGENCY INTENDS TO OBTAIN THE SERVICE FROM WHICH IT IS WITHDRAWING. IT IS ESPECIALLY IMPORTANT FOR THE ICASS COUNCIL TO HAVE A CLEAR UNDERSTANDING OF THE WITHDRAWING AGENCY'S NEW SOURCE OF SERVICE TO ASCERTAIN WHETHER IT MIGHT YIELD ECONOMIES THAT WOULD BE BENEFICIAL TO ALL AGENCIES AT POST.

- WHAT, IF ANY, COST SAVINGS THE WITHDRAWING AGENCY HOPES TO ACHIEVE BY WITHDRAWING. AGAIN, ALTHOUGH THE IEB MEMBERS AGREED THAT A FORMAL COST-BENEFIT ANALYSIS EXCEEDED THE REQUIREMENT IN THIS CASE, AN AGENCY'S WITHDRAWAL MEMORANDUM SHOULD REFLECT ITS LOGIC WITH REGARD TO COST IMPLICATIONS.

4.WHILE AGREEING WITH THE OBLIGATION OF WITHDRAWING AGENCIES TO PROVIDE A GENERAL EXPLANATION OF THEIR ACTIONS, SOME IEB REPRESENTATIVES OFFERED REASONS WHY WITHDRAWING SOMETIMES MADE SENSE. THESE INCLUDED CENTRALIZATION OF SERVICES IN THE U.S. (ACKNOWLEDGED BY THE IEB RHAIR AS "GET OUT OF JAIL FREE" CARD), REGIONALIZATION, AND CASES IN WHICH AN AGENCY DID NOT USE THE SERVICE FROM WHICH IT WAS WITHDRAWING AT ALL. ONE IEB MEMBER NOTED THAT SOMETIMES ONE MOUSETRAP DOESN'T FIT ALL SIZES, AND IT IS MORE EFFICIENT FOR AN AGENCY TO MAKE ITS OWN ARRANGEMENTS. THE IEB CHAIR EMPHASIZED THAT THE EXCHANGE OF INFORMATION ABOUT SERVICE WITHDRAWALS WAS NOT INTENDED TO BE PUNITIVE. HE ADVISED HIS COLLEAGUES, HOWEVER, THAT HE WOULD CONTACT THEM AS APPROPRIATE IN CASES WHERE THE INFORMATION INDICATED THAT AN AGENCY WOULD PAY MORE AS A RESULT OF WITHDRAWING FROM SERVICE, AND THERE WAS NO EXPLANATION OFFERED AS TO WHY THAT MADE SENSE.

5.FINALLY, ONE IEB MEMBER QUESTIONED WHETHER SIX MONTHS WAS AN ADEQUATE NOTICE PERIOD FOR SERVICE WITHDRAWALS. DID IT GIVE THE SERVICE PROVIDER ENOUGH TIME TO ADJUST STAFFING AND OTHER RESOURCE LEVELS TO MINIMIZE THE IMPACT ON AGENCIES REMAINING IN THE SERVICE? THE IEB CHAIR ASKED THE ICASS WORKING GROUP (IWG) AND ICASS SERVICE CENTER (ISC) TO ASSESS THE ADEQUACY OF THE SIX-MONTH NOTICE PERIOD. IF POST ICASS COUNCILS OR SERVICE PROVIDERS HAVE ANY INSIGHTS OR INFORMATION TO SHARE IN REGARD TO THE NOTICE PERIOD, WE ENCOURAGE YOU TO SEND THEM TO THE ISC FOR THE IWG'S CONSIDERATION.

ALBRIGHT

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# DESCRIPTION OF COST CENTERS

## COST CENTERS DESCRIPTION

With the exception of the Basic Package Services, services listed in each category below are illustrative. The listed services will be helpful in preparing the Memoranda of Understanding for the various service centers. At some posts, certain services may not exist. For example, services related to an International or American school may not be provided if there is no school at post. Additionally, some items listed under Personnel Services below may be done at some posts in the GSO or B&F Service Centers. Post's MOU would be prepared accordingly.

### BASIC PACKAGE SERVICES

a. Whether or not agencies sign on for an ICASS provided service, they benefit from the support structure of the primary service provider, the Department of State's Administrative Section at post, in at least two ways and thus should pay a basic amount on a per capita basis. First, the official, diplomatic status of the Mission and its administrative support structure are there to handle the problems of any agency employee for which no official agreement exists. Much like fire or police departments the Mission is there to assist on an as-needed basis and is the *de facto* service provider. Secondly, there are a number of specific services the Mission provides from which U.S. Government employees benefit whether or not they sign on for any of the standard services. **The items in the Basic Package, listed below, are standard, and not to be changed. If a service listed therein is not provided at post, that should be taken into consideration in determining the time service providers at post spend on Basic Package services.**

b. **Description.** Included in these services, depending on the post, are:

Diplomatic accreditation to the host government

Licenses and special permits

Maintenance of the Emergency Evacuation Plan

Reciprocity issues with host government:

Car import, spousal employment, VAT reimbursement

Check-in/check-out procedures and follow up:

Including ID cards, accounts receivable, payable

Newcomer and TDYer materials:

Phone books, welcome kits

Maintenance of post reports

Determination of exchange rates

Local bank account establishment, coordination and maintenance

International school accreditation surveys

International school grant management

International school Suspense Deposit Abroad accounting and voucher processing

Cost of living surveys:

For COLA, per diem rates  
Negotiated hotel rates  
Support of employee recreation association and commissary boards  
Support structure for VIP visits.

c. **Costs.** Charges for the Basic Package should be a minimal part (e.g., 3% to 6%) of the total ICASS budget at post and thus do not require separate service standards. The costs are calculated on the percentage of time spent by the service provider in furnishing the above services. These costs include salary, benefits, and related support costs.

d. **How to Count.** Number of direct hire U.S. citizen and others as described in 6 FAH-5 H-405.2 *Treatment of Distinctive Costs*. Mandatory but modifiable. The Council can make a determination that modified capitation be used for a particular agency to capture more equitably the limited usage of services under the Basic Package. Generally, there should not be a need to modify the Basic Package distribution factor. However, there may be unique circumstances at post that warrant modified capitation. For example, the significant presence of a military group, under the authority of the COM, that requires little, if any, administrative support from ICASS.

### COMMUNITY LIAISON OFFICE (CLO)

a. **Description.** Provides an integrating function at post and may include: providing welcome and orientation materials, including pre-arrival information, assigning sponsors and organizing a formal orientation program. May include organizing cultural activities, trips, seminars and sports events. Community liaison is maintained with host country organizations and business and mission communities. Family member employment opportunities are identified both inside and outside of the mission and employment information is provided to families. Education liaison is maintained with schools at post and information is provided on school options at other posts and on return to the USA. Information management includes maintaining a resource center accessible to the community and contributing to the post newsletter. Counseling and referral support provided during crises, by identifying community resources and referring clients appropriately. Security liaison includes working with the RSO in areas of contingency planning and serving on the Emergency Action Committee.

b. **Costs.** Generally includes salary, benefits, furniture, equipment, and any operating expenses of CLO.

c. **How to Count.** The number of serviced U.S. citizen employees (including dependents), Third Country Nationals (TCNs), and U.S. Contractors. **This is mandatory but modifiable**

### COMPUTER SERVICES

a. **Description.** Installation of hardware/software, training or assistance in obtaining training in hardware/software usage, installation and maintenance of e-mail, system backup, system security (logons and virus protection) management, maintenance of uninterruptible power supplies, customer assistance, and recommendations for system or equipment requirements/replacements/upgrades.

b. **Costs.** Generally includes locally engaged staff (LES), U.S. citizen direct hire unclassified system managers, and regional support personnel servicing computers/ADP equipment (if they are not program funded); a portion of salary and benefit costs of U.S. citizen employees who may be supervising the operation and any travel, training and furniture/equipment related to computer/systems support. [**Note:** the costs of regional personnel are budgeted at their "home" post.] Only system support hardware is included in these costs. Other ICASS hardware and software should be charged to the appropriate Cost Center, e.g., Financial Management computers to Financial Management Cost Center.

c. **How to Count.** The number of devices. Includes CPUs (one counted CPU includes its monitor, keyboard, mouse, CD-ROM drive, and internal/external devices specific to the CPU), servers, printers, scanners, and all like devices.

### HEALTH SERVICES

a. **Description.** Services depend on the post and what outside services are available. Some posts will work in coordination with a local or military hospital, some will have a regional medical staff, some will have a staffed health unit, and some will rely on regional support and/or local facilities. Services could include staffing and operation of the health room, first aid, immunizations, dispensary, evacuation determination and assistance, medical reports and analysis, and coordination with local health facilities/personnel to identify, evaluate, recommend, and make arrangements with local medical resources. The medical personnel also identify and advise mission personnel on local health hazards and infectious diseases. An ICASS Council may seek to change the nature of services available.

b. **Costs.** Generally includes salary and benefits or contract costs for all health personnel including Regional Medical Officers (RMO), nurse practitioners, nurses, medical technologists, medical assistants and secretaries, all vaccines, post-procured medical supplies, equipment and furniture for the health unit, and some travel and training for medical personnel. (The costs of the RMO are currently budgeted only at their "home" post.) In addition, a central Washington, D.C. medical support cost factor (Central Washington Cost Factor) for each user at post is provided each year for inclusion in post's budget. This cost is not considered under this cost center and is separately identified under the central medical factor. See Central Washington Cost Factors in section 6 FAH-5 H-405.3 .

c. **How to Count.** Authorized users include all direct hire U.S. citizen employees and family members included on sponsors' assignment orders, whether physically residing full time at post or not. Also included are third-country nationals (TCNs) if they receive full services comparable to other direct hire U.S. citizen employees, contract personnel and any other personnel approved by the Ambassador to receive services. This does not include emergency/first aid service normally provided to locally engaged staff (LES) during working hours. The Central Washington Cost Factor applies only to direct hire U.S. citizen employees and their families.

### NON-RESIDENTIAL LOCAL GUARD PROGRAM

a. **Description.** Generally pertains only to buildings or compounds which State shares with other agencies or ICASS offices. However, solely occupied offices may be included at the option of the agency. Under the operational control of the Regional or Post Security Office, services include either contract management of a local guard contract or the employment, management, training and equipping of stationary guards at non-residential facilities, including warehouses. Guard services may include verification of personnel entering the Chancery, annex and any other non-residential guarded buildings,

prescreening of visitors' baggage and physical checks. Also checks of incoming mail via metal detectors, exterior patrols of the chancery and annex buildings or compound, warehouses and other designated buildings.

b. **Costs.** Generally includes LES security staff salary, benefits, training, security supplies, equipment and equipment maintenance costs associated with non-residential buildings **which are shared by State and other agency or ICASS personnel**. The Regional Security Officer (RSO) and equipment funded by the Diplomatic Security Appropriation are not budgeted here. The Marine Guard contingent is a part of the State program organization receiving services and therefore is not an ICASS service provider. Refer to "Accounting for Marine Security Guard Costs Under ICASS" for additional guidance. Costs associated with the residential guard program are not part of ICASS.

c. **How to Count.** Net square feet occupied. This means that costs will be distributed based on the square feet of offices, conference rooms, theaters, workshops, warehouses, etc. occupied by an agency. Unassigned office/program space in the chancery or other A/FBO-managed (GO/LTL) space will be charged to State program. This methodology will distribute common space proportionally to agencies sharing non-residential properties with State program offices.

### LES SECURITY SERVICES

a. **Description.** LES employees working in the security office perform a number of tasks that benefit all agencies at post. They include:

- Foreign Service National background investigations;
- Accident and security incident assistance;
- Special investigations (e.g., employee theft investigations);
- Security assistance (e.g., liaison with host country security and police officials);
- Review and recommend security enhancements for offices and residences;
- Issuance of embassy access cards;
- Official requests for photographs;
- Official requests for fingerprints;
- Maintenance of residential security files;
- Informal translations;

b. **Costs.** Generally includes salary, benefits, training, security supplies, equipment and equipment maintenance costs associated with LES employees. For ICASS LITE posts, especially those with no U.S. citizen Security Officer, duties may be performed by an LES in the Personnel function and costs budgeted accordingly. Additionally, other U.S. citizen ICASS officers who spend a portion of their time performing security services could allocate a percentage of their time to that function. The cost of direct hire RSO personnel are not included under ICASS.

c. **How to Count.** The number of authorized LES and direct hire U.S. citizen employees.

## GENERAL SERVICES

In the standard software, there are 9 cost centers under General Services described below:

### VEHICLE MAINTENANCE

a. **Description.** Maintenance and repair of official vehicles and maintaining related vehicle records and reports. Includes the scheduling and performance of routine maintenance. Does not include major overhauls, accident repairs or any specialized maintenance that may be unique to a particular make or model of car and that requires specialized training, tools or equipment. These are the responsibility of the individual agency or are direct charged.

b. **Costs.** Generally includes the salary and benefits or contract costs for mechanics and garage personnel, garage rent and utilities if STL property, tools and equipment for making repairs and incidental parts and supplies, e.g. oil and lubricants. However, parts or supplies specific to a particular repair or maintenance job should be directly charged to the agency owning the vehicle. The only exception should be parts and supplies for repairing and maintaining ICASS vehicles; they should be budgeted and charged against ICASS (for redistribution to other agencies).

c. **How to Count.** The total number of official U.S. Government vehicles maintained.

### ADMINISTRATIVE SUPPLY

a. **Description.** The requisitioning, inventory control, issuance, record keeping, and warehousing of administrative supplies and accountable forms.

b. **Costs.** Generally includes the salary and benefits of personnel involved in requisitioning, stocking, inventorying and issuing administrative supplies and their furniture, equipment, and related transportation. Costs of supplies should be included, however, items not generally required by all agencies at post must be paid for directly by the requesting agency, including related transportation costs. Costs also include that portion of total ICASS Warehouse costs related to administrative supplies. See also Optional Warehouse Cost Pool (in 6 FAH-5 H-900 ) for additional cost distribution information.

c. **How to Count.** The dollar value of all supplies issued to an agency.

### PROCUREMENT

a. **Description.** Procurement by contract, Personal Service Contract, purchase order, requisition, petty cash or other standard means of the goods and services necessary for agencies at post to conduct their mission. This includes identifying vendors, writing specifications, negotiations, and documentation consistent with U.S. Government and agency regulations.

b. **Costs.** Generally includes the salary and benefits and related costs of personnel performing or supervising the procurement function including their furniture, equipment, and related transportation.

c. **How to Count.** The number of executed procurement documents. Executed procurement documents include: purchase orders, contracts, petty cash purchases, personal service contracts, requisitions and all other standard means of procuring goods and/or services. Can be modified.

## REPRODUCTION

- a. **Description.** Providing printing and reproduction services through a central facility to ICASS member agencies.
- b. **Costs.** Generally includes salary, benefits and related costs, furniture and equipment replacement as required, if easily identifiable as being for use by the reproduction unit. Equipment maintenance, paper, toner, etc. is budgeted to this cost center.
- c. **How to Count.** The total number of copies printed or reproduced. These totals can be obtained from data reflected on the request for reproduction services received from the requesting agency during the reporting period.

## SHIPPING AND CUSTOMS

- a. **Description.** Arranging for the packing and crating, forwarding, customs clearance (including negotiations with host government officials) for incoming and outgoing shipments. Services may be provided by in-house personnel and/or by commercial provider, as appropriate.
- b. **Costs.** Generally includes salary, benefits, replacement furniture, equipment and related transportation and contract costs to have a commercial provider in place.
- c. **How to Count.** The total number of shipments sent and received. Post should devise appropriate tracking procedures to ensure accurate counts are obtained.

## DIRECT VEHICLE OPERATIONS

- a. **Description.** Operation of a central motor pool for the purpose of transporting personnel for official business, to include dispatching and garaging of ICASS vehicles and maintaining the required reports and records.
- b. **Costs.** Generally includes salary, benefits or contract costs for drivers and dispatchers, vehicle operating expenses (gas and oil), maintenance, parts and related transportation, and the costs for garage space and any related furniture, equipment, and transportation.
- c. **How to Count.** The total amount of miles driven. These statistics should be obtained from daily trip logs maintained on each vehicle.

## NON-EXPENDABLE PROPERTY MANAGEMENT

- a. **Description.** Generally includes requisitioning, inventory control, warehousing, and delivery of non-expendable furniture and equipment, and property disposal. This includes office/residential furniture, equipment and appliances or other non-expendable items.
- b. **Costs.** Generally includes the salary, furniture, equipment and related delivery costs, and benefits of personnel ordering, stocking, inventorying, and issuing non-expendable property. The cost of the non-expendable item(s) and shipping is charged to the ordering agency. See also optional Warehouse Cost Pool, (in 6 FAH-5 H-900 ) for additional cost distribution information.
- c. **How to Count.** The number of items inventoried.

## LEASING

a. **Description.** All phases of the leasing process for residential, office, warehouse or other space as required by requesting agency. Includes locating properties, assessing their structural integrity and the condition of systems such as electrical, plumbing, etc., evaluating to ensure that their size meets requirements and/or is within the regulations, negotiating lease conditions and rates with the landlord and initiating a lease or lease renewal according to U.S. Government regulations and host country law. May require seeking legal assistance in cases of dispute. Also includes assistance with utility and telephone companies for connections and termination of services.

b. **Costs.** Generally includes salary, benefits and related costs of personnel involved, to include their replacement furniture, equipment and related transportation.

b. **How to Count.** The number of leases maintained. Can be modified.

## TRAVEL SERVICES

a. **Description.** May include preparation of travel orders, issuance of GTRs, assistance in arrival and departure, reservation requests, ticket purchases, hotel accommodations, itinerary, and assistance in obtaining visas.

b. **Costs.** Generally includes salary, benefits and related costs of personnel involved, to include their replacement furniture, equipment and related transportation.

c. **How to Count.** The number of travelers assisted. Can be modified.

## INFORMATION MANAGEMENT

### POUCHING

a. **Description.** Receipt and distribution of incoming pouch materials, and preparation and forwarding of outgoing pouches, both classified and unclassified, and maintenance of related records. Includes distribution of incoming/outgoing material where applicable.

b. **Costs.** Generally includes any LES working on mail and pouch handling and a portion of any U.S. citizen employees' costs working in this area (if they are not program funded.) Typically, direct hire U.S. citizen employees are program funded. Any travel, training, furniture, equipment and transportation costs associated with mail and pouch. Transportation costs for special pouches which include material for a single agency are direct charged to that agency and, therefore, are not included in the ICASS budget. However, the weight of the pouches is included in the count if the pouches are prepared by ICASS personnel.

c. **How to Count.** The total weight of pouches sent (count 1 week per month). Can be modified.

### MAIL AND MESSENGER

a. **Description.** Mail sorting, routing and pickup/delivery from local and APO sources. This includes receipt of registered and express delivery shipments. Also includes arranging transportation of mail to and from the airport in coordination with local

b. **Costs.** Generally includes any LES working on mail handling and a portion of any U.S. citizen employees' costs working in this area (if they are not program funded.) APO/FPO is currently a DoD-provided service outside the ICASS system and thus is not an ICASS cost. However, mission-provided support costs such as space, office equipment, and local hire mailroom personnel necessary to the APO service may be charged to Mail and Messenger service, as appropriate or Information Management for ICASS Lite posts.

c. **How to Count.** The number of direct hire U.S. citizen employees. If an agency is only represented by LES staff at post, the Council can determine an appropriate count to reflect services received. Can be modified.

### RECEPTION AND SWITCHBOARD

a. **Description.** Switchboard services include answering/directing telephone calls within the Chancery, servicing instruments connected to the switchboard and relocating/installing of instruments, circuits and systems. Reception services include greeting/announcing visitors, and, where appropriate, issuing visitor passes.

b. **Costs.** Generally includes salary, benefits and related costs of personnel involved. Special phone features or faxes and special equipment or upgrades are directly charged to the requesting agency.

c. **How to Count.** The number of telephones connected to the central switchboard and direct line connections.

### FINANCIAL MANAGEMENT SERVICES

In the ICASS Standard software there are five cost centers.

#### BUDGETS AND FINANCIAL PLANS

a. **Description.** Preparation of budgets or budget preparation assistance and any related financial analyses, such as impact of wage or price increases or the effect of currency exchange rate changes. Also may include the reporting on special budget items such as representation funding or overtime. Preparation of the ICASS budget should be budgeted and charged against ICASS (for redistribution to other agencies.) Also includes related recurring reports and reporting on wage and price trends.

b. **Costs.** Generally includes costs of staff working in this function, and any travel, training, furniture, equipment and related transportation costs associated with these services.

**Note:** The costs of regional personnel are generally budgeted at their "home" post.

c. **How to Count.** The sum of time spent preparing financial plans.

#### ACCOUNTS AND RECORDS

a. **Description.** Maintenance of automated and/or manual accounts and records to ensure that data is consistent with appropriation law and the agency's accounting structure; that obligations do not exceed authorizations and are substantiated with the appropriate supporting documentation; that amounts therein are legal obligations of the agency; and that the data will facilitate good management and budget preparation. Also includes providing accounting reports to serviced agencies.

b. **Costs.** Generally includes costs of staff working in this function, and any travel, training, furniture, equipment and related transportation costs associated with these services.

**Note:** The costs of regional personnel are generally budgeted at their "home" post.

c. **How to Count.** The number of obligations established by the accounts and records. Can be modified.

### *PAYROLLING*

a. **Description.** Time and Attendance reporting and maintenance of pay, benefit, leave, allowance, and tax records for U.S. citizen employees, Foreign Service nationals (FSNs), Personal Service Agreement/Contract (PSA/PSCs), and other locally engaged staff (LES). Includes coordination with and making scheduled periodic payments for LES retirement/insurance plans to the host government. Also includes following up on lost payroll checks and reconciling payroll problems with the payment center.

b. **Costs.** Generally includes costs of staff working in this function, and any travel, training, furniture, equipment and related transportation costs associated with these services.

**Note:** The costs of regional personnel are generally budgeted at their "home" post.

c. **How to Count.** The number of direct hire U.S. citizen employees and LES payrolled. Can be modified.

### *VOUCHERING*

a. **Description.** Voucher preparation; audit for completeness, accuracy, adequacy of documentation, and legality, and certification; and submission for payment (via DATEL or other method). Also includes insuring controls exist to preclude duplicate payments and working with the disbursing center and vendors to achieve timely payments and tracking of lost or missing payments; maintaining control over certified original documents/vouchers for the specified period; retiring records in accordance with records management requirements; and providing assistance in preparing travel vouchers.

b. **Costs.** Generally includes costs of staff working in this function, and any travel, training, furniture, equipment and related transportation costs associated with these services.

**NOTE:** The costs of regional personnel are generally budgeted at their "home" post.

c. **How to Count.** The number of voucher strip codes. Can be modified.

### *CASHIERING*

a. **Description.** Petty cash advances and reimbursements, accommodation exchange, reverse accommodation exchange, collections and cash payment vouchers. Processing receipts from the sale of official government property.

b. **Costs.** Generally includes costs of staff working in this function, and any travel, training, furniture, equipment and related transportation costs associated with these services.

**Note:** The costs of regional personnel are generally budgeted at their "home" post.

c. **How to Count.** The number of petty cash payments, accommodation exchange transactions, and collections by cashiering.

## PERSONNEL SERVICES

There are two cost centers.

### U.S. CITIZEN EMPLOYEE PERSONNEL SERVICES

a. **Description.** Processing documentation for changes to health and life insurance selection, thrift savings plan and other allotments, home of record, and retirement processing (whether through the relevant open season, updating of family status or other). Also includes employee counseling, handling grievances, development of staffing patterns and position schedules, and related reports and files. May also include administering the post language program, and mission awards program.

b. **Costs.** Generally includes costs of staff working in Personnel, and any travel, training, furniture, equipment, and related transportation costs associated with these services.

**Note:** The costs of regional personnel are budgeted at their "home" post.

c. **How to Count.** Number of direct hire U.S. citizen employees. Can be modified.

### LOCALLY ENGAGED STAFF PERSONNEL SERVICES

a. **Description.** Maintaining a current local compensation plan at post through wage and benefit surveys or other analyses and ensuring that the plan is up-to-date with local labor law. Also includes providing advice on classifying positions. The function includes some or all aspects of recruitment i.e. job announcements, evaluation of applicants, interviewing, selection, and salary determination. Also includes management of the performance evaluation process, the awards program, and the PIT program. At some posts may include career guidance, counseling, workers compensation programs, employee orientation, and guidance on local labor laws. Liaison with host country labor officials. Assistance with payroll problems may be included here or under Financial Management Services. Identification (ID) cards may be included here or under LES security.

b. **Costs.** Generally includes costs of staff working in Personnel, and any travel, training, furniture, equipment, and related transportation costs associated with these services.

**Note:** The costs of regional personnel are budgeted at their "home" post.

c. **How to Count.** Number of LES receiving service. Can be modified.

### BUILDING OPERATING EXPENSES

Under ICASS, the occupying agency's responsibility for the costs associated with the occupancy of U.S. Government-owned/long term leased (GO/LTL) property has changed significantly bringing the agency's responsibilities more in line with those now assigned for STL properties.

## (A) Costs

a. Occupying agencies are responsible for their share of building operating expenses (BOE) costs for GO/LTL office/functional and residential properties to include: wages, benefits, travel and training of the building operating force (e.g., carpenters, gardeners, electricians, and painters but excluding American Facilities Maintenance personnel funded by A/FBO); the costs of related tools and transportation; custodial services (e.g., janitors, char force, window washers, building engineers, and furnace persons); service contracts for building equipment such as heating plants, elevators, and air conditioning systems; operating fuel; utilities; janitorial supplies and trash collection; municipal assessments and taxes (when exemptions cannot be obtained); and fire or comprehensive insurance on buildings and grounds (when required by local law).

c. Where costs can be attributed specifically to an agency, direct charging is still the preferred method of billing. Otherwise, BOE costs for GO/LTL and STL office/functional and residential properties will be charged through ICASS using the appropriate cost center and distribution factor. ICASS does not change the Department of State's role as the single real property manager (SRPM) for non-military U.S. Government-held property abroad nor does it alter existing authorities and responsibilities of other agencies for real property management, e.g., USAID. The regulations and procedures for designated housing (Ambassador, Deputy Chief of Mission, Consul General when Principal Officer, U.S. Representative to a U.N. Agency abroad when Principal Officer, and Marine Security Guards) remain in force.

### BOE VERSUS M&R FOR GO/LTL PROPERTIES

a. It is important to distinguish between the Budget Operating Expense (BOE), which is an ICASS/occupant cost, and maintenance and repair (M&R) costs which are the responsibility of the Department of State for GO/LTL property and equate to a landlord expense for STL property. **(Note: USAID is responsible for M&R costs associated with USAID-owned property.)** The BOE services provided and the service standards for STL residential properties should approximate those provided GO/LTL residences, excluding designated housing. M&R expenses are solely funded by the Department of State's Office of Foreign Buildings (A/FBO) appropriation and divided into two categories: Routine and Special.

b. Routine M&R provides for the preservation of GO/LTL property in such condition that it can be effectively used for its intended purpose. Basically, these would be actions that a good landlord would take to keep the property in an acceptable condition as part of his responsibilities to the tenant and to preserve his overall investment in the property. These would include services and/or materials for items of a recurring nature, such as painting (generally exterior), weather stripping, termite repairs, etc. (This does not extend to housekeeping chores such as cleaning, changing light bulbs, cleaning or repairing drapes, carpeting and furniture, maintenance contracts for custodial services, etc. that would be charged more appropriately to BOE funds.) M&R funds would also be used for services and/or materials used for items of a minor nature such as repairs of broken water pipes, replacement (as opposed to repair) of broken/inoperable bathroom/kitchen fixtures such as a toilet or sink, or repairs to a building system such as heating, central air conditioning, and mechanical systems. Bulk M&R supplies such as paint, lumber, plumbing supplies, electrical wire, etc. destined for these uses in GO/LTL properties should be charged to M&R.

c. Special M&R projects are designed to restore a GO/LTL building to a fully functioning condition. These projects can include the repair and/or replacement of building systems and structures such as roof replacement; electrical rewiring; replacement of plumbing/sewer systems; the modernization of bathrooms and kitchens; replacing (but not upgrading) major parts of a building such as elevators, central heating, or air conditioning plant; or the re-paving of a driveway.

d. The costs of periodic and seasonal care of lawns, swimming pools, gardens, walks, driveways, and grounds for office buildings and common-use areas of residential apartment buildings, whether GO/LTL or STL, are the responsibility of the occupying agencies and should be charged to BOE through ICASS. Major landscaping costs normally funded by a landlord, e.g., planting or removing trees, renewing lawns, repairing sprinkler systems, etc., for GO/LTL properties should be charged to M&R. The employee still remains personally responsible for certain costs as defined in 6 FAM 700.

## **BOE COST CENTERS**

### **GO/LTL RESIDENTIAL BUILDING OPERATIONS**

Includes routine BOE maintenance (e.g. leaky faucets, air conditioner repair, appliance repair), preventive maintenance services, between occupant fix-up, preparation for new arrivals, moving furniture/furnishings or appliances to and from the residences as appropriate, and ensuring adequate utilities, including garbage removal, heating and air-conditioning, are available. BOE costs for multi-unit residences can be distributed to the occupants through ICASS using square feet occupied while certain BOE costs for single residential units can be direct charged. **Personnel assigned specifically to a residence, e.g., the Ambassador's gardener, or exclusively performing M&R work should be considered as a Program cost or direct charge.** Landlord-type responsibilities will be funded by M&R as authorized and approved by A/FBO.

### **GO/LTL NON-RESIDENTIAL BUILDING OPERATIONS**

Includes space planning and utilization, custodial and grounds services, and elevator and routine air conditioner maintenance services. This includes ensuring adequate utilities, such as garbage removal, heating and air-conditioning, are available to the extent possible. Also involves working with Foreign Buildings Operations (A/FBO) to ensure special maintenance and repair projects are funded and occur as required. Includes normal between occupant fix-up, preparation for new arrivals, and moving furniture/furnishings or equipment as appropriate. Agencies requesting services in excess of commonly provided levels, for example, special between occupant fix-up, more frequent cleaning, or minor structural changes, will be charged directly for the additional cost. For instance, making a minor office change (removing a non-load-bearing wall after approval by A/FBO) will be charged to the requesting agency for the initial change and for restoration to the original condition upon vacating the space.

### **STL RESIDENTIAL BUILDING OPERATIONS**

Involves working with the landlord to ensure reasonable and necessary repairs are made properly and on time and/or performing minor repairs with contractors or in-house staff as appropriate. Includes routine between occupant fix-up, preparation for new arrivals, moving furniture/furnishings or appliances to and from the residences as appropriate, and ensuring adequate utilities, including garbage removal, heating and air conditioning, are available to the extent possible. Landlord responsibilities vary from post to post (both in practice and according to local law) and it may be necessary to adjust the kinds of services provided by the mission based on local experience.

### **STL NON-RESIDENTIAL BUILDING OPERATIONS**

Working with the landlord to provide basic services to the tenant(s) including adequate utilities, garbage removal, heating, and air conditioning. Includes ensuring that the building infrastructure and grounds are properly maintained, custodial services are

provided, and necessary repairs are made either through contractors or in-house staff. Includes normal between occupant fix-up, preparation for new arrivals, moving furniture/furnishings or equipment as appropriate. Agencies requesting services in excess of commonly provided levels, for example, special between occupant fix-up, more frequent cleaning, or minor structural changes, will be charged directly for the additional cost. For instance, making a minor office change (removing a non-load-bearing wall) will be charged to the requesting agency for the initial change and for restoration to the original condition upon vacating the space.

- d. **How to Count.** The distribution of costs for all BOE cost centers is based on square feet occupied. For stand-alone residences, square feet is utilized as the distribution factor. For residence compounds and non-residential shared property, the concept of net square feet occupied is utilized. This means the costs of an entire building or compound will be spread to each occupying agency in proportion to the net square feet of office, functional, and workshop space that they occupy. Consequently, all agencies will share in the cost of grounds maintenance and the support costs of common and functional space such as hallways, lobbies, furnace room and other such common areas. Conference rooms, theaters, and workshops that are under the exclusive control of an agency will be included in their net square feet occupied to determine their share of BOE. Warehouse BOE costs are based on square feet occupied. Unassigned office and functional space is charged to State program, since the State Department is the SRPM.

### OVERHEAD (MISCELLANEOUS COSTS)

- a. **Description.** The goal of this Cost Center is to reflect only those costs that are not easily spread to other specific Cost Centers and/or are of minimal value compared to the effort and expense to spread the cost(s) precisely. The total overhead costs generally should not exceed 5% of the total ICASS budget. This Cost Center includes such things as indirect motor pool operations, ICASS gratuities, bulk order supplies, ICASS postage, P. O. Box rental and ICASS telephone tolls, contractual services NOC (not otherwise classified), ICASS office machine maintenance and miscellaneous transportation NOC.

**NOTE:** All transportation expenses associated with procurement actions must be charged to the Cost Center cited in the procurement action obligation.

- b. **Costs.** Indirect Motor Pool operations are defined as the costs of operating the ICASS vehicles for various administrative tasks such as pouch pick-up and delivery, water trucks, and general housekeeping chores. Indirect Motor Pool costs are appropriately charged to the Overhead Cost Center, where these Motor Pool resources are clearly used to support other Cost Centers, e.g., Customs and Shipping and BOE costs associated with maintenance of property. Posts may utilize the new Motor Pool Cost Pool capability in the ICASS software 4.0 release to distribute Indirect Motor Pool costs directly to other Cost Centers as appropriate.

- c. **Distribution Factors.** The cost is spread by the system based on each agency's percentage of net cost of all services.
- d. **How to Count.** There is not count.

# SIGNIFICANT ISSUES

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## NON-ICASS DUAL POSITIONS

a. **Description.** This is intended for use by ICASS service providers (State Post Administrative, Budget and Finance, Personnel, and General Services Officer) whose positions are **officially designated** as dual function positions and one of the functions is "program" in nature. For example, an administrative officer at a small post might be officially expected to perform consular functions 50% of the time. In this instance, an assignment of 50% of his time would be made to the non-ICASS Dual Positions cost center.

b. **Costs.** There is no distribution.

c. **How to Count.** Charged proportionally to State Department's program and to ICASS.

## TREATMENT OF DISTINCTIVE COSTS

### TDY COSTS

Post costs may include Temporary Duty Personnel (TDY) support charges. For short-term TDYers from agencies represented at post, workload statistics will be included in the sponsoring agency counts kept by each cost center. Accommodation exchange transactions, provided by the cashiering cost center, and travel services (includes preparation of travel orders, assistance in arrival and departures, ticket purchases and hotel accommodations) by the travel services cost center, are common services required by short-term TDYers. For TDYers from other agencies not at post, the ICASS Council determines whether and how the count is recorded. For TDYers at post for longer periods, the Council may charge for the entire range of services provided by all cost centers and determine the method for assessing charges using standard workload factors.

### REGIONAL COSTS

The costs of individual regional support personnel (RMOs, Regional B&F/PER officers, etc.) should be budgeted for and charged entirely to their "home" post.

### OVERSEAS SCHOOLS COSTS

Commencing in Fiscal Year 1998, the costs of school grants and technical assistance in support of our diplomatic missions abroad are included under ICASS. These costs will be assessed in Washington, D.C. headquarters based on each agency's percentage of the global U.S. Government student population at the supported schools. An annual telegram from the State Department's Office of Overseas Schools (A/OS) will request that posts provide the requisite student data for compilation at Washington, D.C. headquarters. The Chair of the ICASS Working Group, ICASS Service Center (FMP/ICASS) Director, and five representatives from the supported agencies will serve on the Overseas School Policy Committee (OSPC). The Committee meets annually to review and approve the budget for the grant and assistance program and to provide policy guidance and

direction to the overseas schools program. The State Department's Assistant Secretary for Administration (A) serves as the chairperson for the Committee.

### *CONSTITUENT POST COSTS*

ICASS is a comprehensive program that encompasses the costs and services throughout the host country. Agencies located at a constituent post but not at the Embassy are still entitled to representation on the ICASS Council. At some of the largest constituent posts with a substantial administrative infrastructure, Councils may find it useful to tailor ICASS to meet the unique needs and conditions at the post, e.g., developing service standards specific to the constituent post, providing for at post oversight/feedback to complement the Council's role, and soliciting the constituent post's views on countrywide policies that affect their operations. The ICASS cost distribution software now has, as an option, the capability to capture major costs by constituent posts using the sub cost center features. Given the workload involved, this option was developed for use at only the largest missions abroad.

### *APO/FPO COSTS*

At the present time, APO/FPO is outside the ICASS system as far as being a Department of Defense- (DoD) provided service. However, mission-provided support costs, usually specified in a memorandum of agreement or interagency support agreement with military postal authorities, should be distributed to the serviced agencies through ICASS. These costs could include space, office equipment, and local hire mailroom personnel. In order to spread these costs to all agencies at post, the overhead cost center might be used, contingent upon the approval of the Post ICASS Council.

### *CONGRESSIONAL DELEGATION (CODEL) AND VIP VISITS*

a. Costs associated with visiting VIPs should be funded, to the extent possible, by the visiting delegation. Posts should obtain fiscal data from a visiting delegation prior to a visit. This fiscal data may be used to rent or procure agreed upon items or services in support of the visit. Unbudgeted ICASS support costs for such things as supplies drawn from the warehouse, fuel for vehicle support costs, and overtime incurred by ICASS service providers, should be charged from the ICASS allotment to the agency fiscal data provided. ICASS salary and allowance costs, which are budgeted and funded by serviced agencies, including State, for service during normal working hours cannot be billed to a visiting delegation.

b. For Presidential, Vice Presidential, or Secretary of State (SECSTATE) visits, funding must be requested/provided in the State Department's program allotment. Reimbursable costs incurred by ICASS in support of these visits, for such things as overtime and ICASS supplies issued, are then charged to the program allotment. Other costs are direct charged to the program allotment. The normal after-visit, actual-expense reporting should be completed and, based on the report, funding provided in the program allotment may be adjusted.

### *FULBRIGHTERS*

a. The extent of ICASS administrative services received by Fulbrighters will vary from post to post. These individuals do not fall under the authority of the COM. Most missions provide no services, other than support during an evacuation. Even though missions are not required to provide services, some missions do authorize the use of pouch/APO, medical facility, or cashier, etc., based on local conditions.

b. ICASS services provided to Fulbrighters at the option of the mission should be charged to the applicable USIS workcount. A Basic Package charge is generally not applicable, although Councils may consider a modified charge for extensive service demands.

### *OLMSTED SCHOLARS*

Department of Defense personnel participating in the Olmsted Scholar Program come under the authority of the Chief of Mission. They may receive limited support services from the Mission that can be charged to the program. Based on discussions with DoD, the Interagency Working Group has approved a specific policy on charging personnel participating in this program. Namely, Olmsted scholars will be counted as modified capitation and workload at the .3 level for any cost centers where they receive services (regardless of whether the cost centers are modifiable or not.) As mandatory cost centers, Basic Package and CLO will be charged. Charges should be assessed against the agency code for the military students by branch of service contained in the cost distribution software.

### *INTERNS*

Occasionally, agencies may sponsor personnel at posts abroad who are classified as interns. In many cases, such personnel have security clearances and perform official duties, but they are unpaid and often must pay their way to post and find their own accommodations. Usually, interns are assigned at post for several months only. The sponsoring agency will be responsible for the costs of any ICASS support services for interns; however, post councils should weigh the costs involved against the program benefit with the objective of encouraging such programs. Generally interns should **not** be charged Basic Package and CLO costs.

### *FBO PROJECT DIRECTORS*

For the purpose of ICASS, A/FBO Project Directors and other related project personnel are treated as a separate agency. The A/FBO project supervisor will receive a separate ICASS invoice, be required to sign the Charter and MOU and be entitled to a seat on the ICASS Council. Conversely, A/FBO facilities maintenance personnel will be treated as State program personnel and none of their associated costs will be included under ICASS.

### *MARINE SECURITY GUARD (MSG)*

a. The Marine Security Guard (MSG) program is an ICASS customer but not a service provider. For informational purposes only, the MSG Program will be recorded as a separate agency for services they receive under ICASS. MSG detachment personnel will not be counted as part of the State program complement. **Because the State Department Regional Bureaus will continue to fund the MSG ICASS costs, the MSG Detachment will not be entitled to a seat on the post ICASS Council.**

b. To accommodate the recording of ICASS costs incurred to support MSG personnel, a separate agency code of 1931.0 "Marine Security Guards" has been established and is included in the cost distribution software. As applicable, posts should activate the MSG recording code and input the appropriate workload statistics in the ICASS software. All known and projected MSG support requirements must be included in the annual ICASS budget forecast. Posts should establish procedures for

capturing the work load count for the various Cost Centers as they would for any other agency. A comprehensive review of services actually provided should be made to ensure that all costs are accounted for under ICASS.

c. The costs that can be directly identified to the MSG Detachment such as residential utilities and F&F will continue to be included and funded in the Diplomatic Security budget.

### *DTS-PO*

DTS-PO is a separate interagency initiative totally unconnected to ICASS (see 1 FAM 220 ). The DTS-PO network as it gradually expands around the world will provide reduced cost voice and message telecommunications service between posts and the U.S. Access to the network is provided through a service called International Voice Gateway that is virtually identical to any other telephone company providing international service. Typically, the DTS-PO network ends at the gateway in the Embassy. For agencies outside the Embassy compound, connections are made via a local leased line through the Embassy PBX and onto the DTS-PO network without going through the Embassy switchboard. Initial installation charge plus costs for any necessary repairs or upgrades related to the local line itself are appropriate but separate from ICASS. The payment method for A/DTS-PO services is also separate from ICASS.

### *LOCALLY ENGAGED STAFF (LES) SEVERANCE*

a. In FY 98 and FY 99, the Department of State will continue to be responsible for all prior year liability for the costs associated with the severance of former program and CORE personnel. The other agencies would share in the costs of former DAS personnel, as was the case under FAAS.

b. In Fiscal Year 2000 participating agencies will assume full responsibility for severance costs which will be distributed in accordance with ICASS methodology. More detailed information on severance costs is provided in the ICASS Financial Procedures ( 6 FAH-5 H-800 ).

### *TANDEM COUPLE*

a. Assignment orders and inter-agency housing board policy are the guidelines in determining the distribution of ICASS service provider housing costs in the case of a tandem couple. For example, following 6 FAM 726.3 , when members of a tandem couple are employed by different agencies (and one of the partners is an ICASS service provider), all costs, including rent, BOE, preparation for occupancy, etc. are to be shared evenly between the two agencies concerned. In this case, half of these costs would be distributed under ICASS. The same would prevail in the case of a tandem couple where one partner is an ICASS service provider and the other, a State program officer.

b. All other allowances paid at post, e.g., education allowance, education travel, post allowance, etc., will “follow the orders.” That is, if the allowances are charged on orders to the ICASS service provider, then those expenses will be spread under ICASS.

## CONTRACTORS

a. Generally, contractors do not have benefit packages at the level of direct hire personnel. USAID's off-shore hire PSCs are an exception. The distinction that an agency chooses to make between its direct hire and contract personnel should be maintained for ICASS purposes at the direction of the agency.

b. Agencies must provide the Council with clear guidance on the services and levels of service that their contractors can be provided through ICASS. In many cases, the PSC contracts themselves will detail the benefits/services to which the PSCs are entitled. The Council, agency and service provider should ensure that the services and levels of service being charged through the ICASS budget process are equal to the services and levels received by that agency's contractors.