

Frequently Ask Questions

Q. My school would like to register to receive a shuttle tile. How do we get User ID to log in?

A. The school will register with a NCES (*National Center for Education Statistics*) or an IPEDS (Integrated Postsecondary Education Data System) number to obtain login, and password through the GSAXcess **NASA Space Programs - Historic Artifacts** module.

Q. How do I checkout after I have added the tile to the cart?

A. Once the shuttle tile is added to the cart, the system will automatically checkout for the user, there is no further action required by the requestor.

Q. Can I request a shuttle tile for my hometown school?

A. No, only educational institutions can request shuttle tiles through the GSAXcess **NASA Space Programs - Historic Artifacts** module.

Q. Is the cost of the tile \$1000, plus the \$23.40 shipping and handling?

A. The ONLY fee incurred by the recipient for a shuttle tile is for shipping and handling (\$23.40). For Federal property accounting purposes, we list the Original Acquisition Cost of the tile, which should not be construed as an additional charge to the recipient.

Q. I am the requestor, and I am having a hard time approving the order

A. Only the person listed during registration as the Approving Official will be able to approve the request for the tile. He or she will receive an e-mail notification to electronically approve (sign) the transaction within the module.

Q. How do I electronically sign the transfer order?

A. The approver will access the GSAXcess artifact module and approve, and confirm the order. This will electronically sign the transfer order.

To APPROVE the transfer Order, the Approving Official shall:

1. Return to the GSA Artifact Module, <http://gsaxcess.gov/NASAWel.htm>
2. Log in to the module using the ID and password previously provided by GSA. If you do not remember your ID and password contact the GSA Help desk at the link provided on the Artifact Home page, <mailto:GSAXcesshelp@gsa.gov>;
3. Select the "Menu" application in the upper red banner;
4. Under the "Approve Transfer Order" column, select "Approving Official";
5. Select the number hypertext link in the Transfer Control Number column;
6. Click "Approve" to begin the approval of the transfer order;

7. Verify the "Ship to" address to ensure it is the correct street address and/or building number. If not, overwrite the correct address into the box; and

8. Click "Confirm" to confirm the approval and all the information is correct.

Q. Do I need to e-mail my electronically signed transfer to NASA?

A. NO, once the approver has approved, and confirmed the request, the transfer order will be electronically signed and system generated sent to NASA for further processing. No other method is acceptable.

Q. I have electronically signed the transfer order, but I do not see how to pay

A. An email generated by the system, after the request has been made, will include a payment link to the shipping company.

Q. As the requester, do I need to sign the system generated attached transfer order and forward it to my approving official?

A. No, the requestor will not need to sign the transfer order; the approving official will electronically approve the transaction from the GSAXcess **NASA Space Programs Historic Artifacts** module.

Q. How long does the registration process take, before I receive my login information?

A. After registration, an email will be send instantaneously to the requestor with a login and password.