

# 6 Federal Government Notification of Change

## Overview

Notification of Change (NOC) is used to change and/or correct account information for Federal government transactions processed through the Automated Clearing House (ACH). Although the Federal government basically follows NACHA Operating Rules for NOCs, some of the data requirements for Federal government NOCs are not the same as those for commercial NOCs. The procedures contained in this chapter apply only to Federal government NOCs.

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## A. Introduction to Notification of Change

Notification of Change (NOC) is a method used by a financial institution to notify a Federal agency to correct or change account information in an entry the Federal agency processed through the ACH. Refer to the NACHA Operating Rules for formats and instructions.



**Note:** ENRs should not be used in place of NOCs to correct account information, unless the recipient is initiating a new Direct Deposit authorization or changing financial institutions.

### When to use NOCs

NOCs are used for Federal government (both civilian and military) payments that are made on a recurring basis. Examples are:

#### *Benefit Payments*

- Department of Veterans Affairs
- Office of Personnel Management
- Railroad Retirement Board
- Social Security Administration
- Supplemental Security Income

#### *Other Payment Types*

- Federal salary
- *TreasuryDirect*
- Vendor and miscellaneous

### When NOT to use NOCs

#### To change

#### Recipient must

Title/ownership of account Interest of the recipient or beneficiary in the account From one financial institution to another Account information for one-time payments (e.g., IRS Electronic Tax Refunds)	]	Complete a new enrollment (ENR)
Name of recipient (e.g. following marriage)	. . .	Contact the Federal agency that authorized the payment.

## Processing Timeframes

Generally, NOCs will be processed for the next ACH transaction. (Due to operational limitations, it may take two payment cycles for some NOCs to be processed.)

## What to do if an agency does not respond to an NOC within two payment cycles

- Verify that the NOC was properly formatted. Make sure that the NOC contained the correct original RDFI routing number.
- If the NOC was correctly formatted, contact your FMS Regional Financial Center (RFC). See Contact information below. The RFC will work with the agency for resolution.
- Make sure that rejected NOCs are acknowledged and resolved. (See below)

Questions? Contact the nearest FMS Regional Financial Center (RFC):

Austin .....	(512) 342-7300
Kansas City .....	(816) 414-2100
Philadelphia .....	(215) 516-8015
San Francisco .....	(510) 594-7300

## Change Reason Codes

The Federal government's disbursing systems is only able to process the following six authorized NOC/Change codes: C01, C02, C03, C05, C06 and C07. The Federal agencies will not process any others.

The following table shows when to use the Change Reason Codes.

Change Reason Code	Change Reason	When to Use
C01	Incorrect Account Number	Correct data entry errors in the account information.  Issue a new number to an existing account. Modify the account numbering system (e.g., to drop a branch code).
C02	Incorrect Routing Number (RTN)	Accommodate a merger or system consolidation.  Change the RTN to the preferred RTN for the financial institution.

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*When to use the Change Reason Codes (continued)*

<b>Change Reason Code</b>	<b>Change Reason</b>	<b>When to Use</b>
C03	Incorrect RTN and Incorrect Account Number	Accommodate a merger or system consolidation.
C05	Incorrect Transaction Code	Change from checking to savings or savings to checking.
C06	Incorrect Account Number and Incorrect Transaction Code	Correct a data entry error in the account information, and change from checking to a savings or savings to checking.  Issue a new account number and transaction code.
C07	Incorrect RTN, Incorrect Account Number and Incorrect Transaction Code	Accommodate a merger or system consolidation.



**Note:** The only Transaction Codes recognized by the Federal government for NOCs are:

<b><u>For checking (demand)</u></b>	<b><u>For savings</u></b>	<b><u>For General Ledger</u></b>
22 (credit)	32 (credit)	42 (credit)
27 (debit)	37 (debit)	

### Claim Number Structure

Federal agencies have special structures for their claim numbers (Individual ID number). The claim number is important to identifying the payment recipient whose payment information must be changed.

Accurate formatting of the claim number is critical for processing changes. Note that pattern differences exist between Federal agencies. These claim numbers must include all spaces, hyphens, prefixes, suffixes, alphanumeric characters, and trailing or leading zeros that accompanied the original payment information.

## Claim Number Structure Table

The following table represents correct claim number structures used in formatting NOCs.

Agency	Claim Number Structure	Example
Social Security Administration	99999999XX	123456789C1
	99999999X	123456789A
	999999999	123456789
Office of Personnel Management	Xb9999999bXb	F_1234567_W_
	Xb9999999b9b	A_1234567_0_
Department of Veterans Affairs	99999999b99b99	162306890_10_01
	99999999b99b99	12345678_00_06
Railroad Retirement Board Retirement/Annuity	XXX99999999b9b	WCA123456789_7_
	Xbb999999b9b9b	A_123456_1_
	XXbZZZZZ9b9b9b	WD_000006_8_
	bbb999999999	_123456789
Department of Labor	99999999XXbXXb	123456789LW_MB_

**Key:** X = alphanumeric, 9 = numeric, b = blank, Z = zero filled, \_ = space

## B. Other Change Methods

Financial institutions not using NOCs may continue to submit:

- corrected Direct Deposit Sign-Up Forms (SF 1199As) to Federal agencies, or
- letters to Federal agencies requesting changes

## Financial Institution Actions

The table below contains instructions for financial institutions not using NOCs.

Type of Payment	Fewer than 100 payments, SUBMIT corrected photocopies of SF 1199As or letters to:	More than 100 payments, CONTACT
<b>Air Force</b>		
Active Duty Reserve Air National Guard	Defense Finance and Accounting Service Building 444/JMS 6760 E. Irvington Place Denver, CO 80279-3000	(303) 676-4323
Active Duty Allotments		(303) 676-7213
<b>Army</b>		
Active Duty Reserve Active Duty Allotments	DFAS-Indianapolis Center 8899 E. 56th Street Indianapolis, IN 46249-2801	(888) 332-7411

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***Instructions for financial institutions not using NOCs (continued)***

<b>Type of Payment</b>	<b>Fewer than 100 payments, SUBMIT corrected photocopies of SF 1199As or letters to:</b>	<b>More than 100 payments, CONTACT</b>
<b>Bureau of the Public Debt</b>		
Federal Housing Administration Debenture Payments	Bureau of the Public Debt Special Investments Branch P.O. Box 396 Parkersburg, WV 26106-0396	(304) 480-5299
<i>TreasuryDirect</i>	Bureau of the Public Debt Customer Assistance Branch P.O. Box 426 Parkersburg, WV 26102-0426	(800) 722-2678
<b>Note:</b> <i>Financial institutions should submit systemwide changes to TreasuryDirect with the understanding that they agree to pay the Treasury and security owners for any losses resulting from errors made by the institution. (31 CFR Part 370.12)</i>		
Savings Bonds	Federal Reserve Bank of Pittsburgh P.O. Box 299 Pittsburgh, PA 15230-0299	(800) 322-1909
State and Local Government Series Securities Payments	Bureau of the Public Debt Special Investments Branch P.O. Box 396 Parkersburg, WV 26106-0396	(304) 480-5299
United States Mortgage Guaranty Insurance Company Tax and Loss Bonds Payments	Parkersburg, WV 26106-0396	

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**Instructions for financial institutions not using NOCs (continued)**

Type of Payment	Fewer than 100 payments, SUBMIT corrected photocopies of SF 1199As or letters to:	More than 100 payments, CONTACT
<b>Coast Guard</b>		
Active Duty	Commanding Officer (Code PS) US Coast Guard Pay and Personnel Center 444 SE Quincy Street Topeka, KS 66683-3591	(785) 339-3506
Reserves	Commanding Officer (Code RES) US Coast Guard Pay and Personnel Center 444 SE Quincy Street Topeka, KS 66683-3591	(785) 339-3506
Retired	Commanding Officer (Code RPD) US Coast Guard Pay and Personnel Center 444 SE Quincy Street Topeka, KS 66683-3591	(785) 339-3416
<b>Department of Veterans Affairs</b>		
Veterans Compensation, Pension or Education (MGIB)	VA Regional Office that maintains the veteran's records	(877) 838-2778
Veterans Life Insurance		(215) 842-2000 ext. 14270
Federal Salary and Allotment payments (including payments by the military to civilian employees)(FED SALARY)	Federal employing agency authorizing the payment (address where original SF 1199As were mailed). If address is unknown, contact recipient/member.	
<b>Marine Corps</b>		
Active Duty/Reserve Active Duty Allotments	DFAS - Kansas City Center 1500 E. 95th Street Kansas City, MO 64197-0001	(888) 332-7411

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**Instructions for financial institutions not using NOCs (continued)**

<b>Type of Payment</b>	<b>Fewer than 100 payments, SUBMIT corrected photocopies of SF 1199As or letters to:</b>	<b>More than 100 payments, CONTACT</b>
<b>Navy</b>		
Active Duty Reserve	DFAS - Cleveland Center/JFECA 1240 East Ninth Street Cleveland, OH 44199-2055	(216) 522-5855
Retirement Pay Army, Air Force, Navy, and Marine Corps	DFAS - Cleveland Center Retired Pay Operations P.O. Box 99191 Cleveland, OH 44199-1126	(800) 321-1080 fax: (800) 469-6559 Washington, DC Metro area ONLY: (202) 606-0500
<b>Office of Personnel Management</b>		
Civil Service Retirement (Annuity) (CIVIL SERVE)	Office of Personnel Management Retirement Operations Center P.O. Box 45 Boyers, PA 16017	(888) 767-6738 fax: (724) 794-6633
<b>Railroad Retirement Board</b>		
Railroad Retirement (RR RET)	Railroad Retirement Board Direct Deposit Coordinator 844 North Rush Street Chicago, IL 60611	(312) 751-4704

**C. Refused Notification of Change**

Refused NOC is an automated method used by a Federal agency to notify the originating depository financial institution that the NOC information initiated cannot be processed.

**Federal Agencies Using Refused NOCs**

The Social Security Administration (SSA), the Railroad Retirement Board (RRB), and the Office of Personnel Management (OPM) are the only Federal agencies processing Refused NOCs at this time.

**Processing Timeframes**

NOCs that cannot be processed are usually refused to the financial institution before the next payment is submitted.

**Refused NOC Codes**

There are six refused NOC codes authorized for Federal government ACH entries: **C64, C65, C66, C67, C68, C69.**



The table below shows the refused NOC code and the reason why the original NOC was refused.

<b>Code</b>	<b>Reason</b>
C64	Incorrect individual identification
C65	Incorrectly formatted corrected data
C66	Incorrect discretionary data
C67	Routing Number not from original Entry Detail Record
C68	DFI Account Number not from original Entry Detail Record
C69	Incorrect Transaction Code