

**USDA
OFFICE OF THE CHIEF FINANCIAL OFFICER
CONTROLLER OPERATIONS DIVISION**

Customer Fact Sheet for Business Continuity

Hurricane Season June 1 – November 30

This fact sheet is designed to provide up-to-date information on our operations, employees, and facilities to our USDA customers when a declared or anticipated disaster may disrupt Controller Operations Division (COD) processes at the National Finance Center facilities in New Orleans, Louisiana. COD will implement a phased deployment strategy that will allow our employees to relocate to our Alternate Work Site facilities while continuing to provide customer service. Our goal is to position employees and continue operations in a manner that is transparent to our customers.

Alternate Work Site Locations

Grand Prairie, Texas: Administrative Payments Branch
IPAC Control Branch

Smyrna, Georgia: Accounting Processing Branch
Cash Reconciliation Branch
Customer Liaison and Training Branch
Financial Reporting Branch
Property Reconciliation Branch

Hours of Operation

Grand Prairie, Texas: 7:45 a.m. – 4:00 p.m. CST
Smyrna, Georgia: 7:45 a.m. – 4:00 p.m. EST

Inquiries

Customer Service Inquiry Line (including Travel and Transportation, TELE, UTVN, IAS, 1099, and IPAC) 800-421-0323
VEND 504-426-5377

Fax or E-mail Inquiries

Travel and Transportation	Fax	888-652-6973
	E-mail	nfc.trvl@usda.gov
Miscellaneous Payments (TELE/ UTVN)	Fax	888-652-6948
	E-mail	nfc.misc@usda.gov
Integrated Acquisition System (IAS)	Fax	888-742-7066
	E-mail	ias.inq@usda.gov
1099	Fax	888-762-9037
	E-mail	1099helpdesk@usda.gov
VEND	Fax	888-762-9034
Information Technology Services	Fax	303-274-3625
Administrative Payments Certification	Fax	303-274-3435

System Document Submission (vendor invoices/bills, travel vouchers, etc.)

For travel-related processing, please continue to send mail to P.O. Box 60000, New Orleans, LA 70160-0001 or fax to: 888-652-6973, until notified to do otherwise.

Telephone, utility, and IAS invoices are to be sent to Rural Development as follows:

Telephone Invoices:

Fax: 314-457-5705
 USDA, Telephone Invoices
 P O BOX 66509
 St. Louis, MO 63166

Utility Invoices:

Fax: 314-457-5705
 USDA, Utilities Invoices
 P O BOX 66500
 St. Louis, MO 63166

IAS Invoices:

Departmental Administration and Staff Offices (DASO) (ASCR, OC, OCR, OES, OGC, NAD, OBPA, OCE and HL)	Fax	888-796-0536
	Mail	DASO P.O. Box 775521 St. Louis, MO 63177
Departmental Administration (DA)	Fax	888-796-0537
	Mail	DA P.O. Box 78244 St. Louis, MO 63178
Office of the Chief Financial Officer (OCFO)	Fax	888-796-0538
	Mail	OCFO P.O. Box 78821 St. Louis, MO 63178
Office of the Chief Information Officer (OCIO)	Fax	888-796-0539
	Mail	OCIO P.O. Box 78882 St. Louis, MO 63178
Agricultural Marketing Service (AMS)	Fax	888-796-0541
	Mail	AMS P.O. Box 78463 St. Louis, MO 63178
Agricultural Research Service (ARS)	Fax	888-796-0542
	Mail	ARS P.O. Box 771111 St. Louis, MO 63177
Animal and Plant Health Inspection Service (APHIS)	Fax	888-796-0543
	Mail	APHIS P.O. Box 78385 St. Louis, MO 63178
Cooperative State Research, Education and Extension Service (CREES)	Fax	888-796-0544
	Mail	CREES P.O. Box 78425 St. Louis, MO 63178
Economic Research Service (ERS)	Fax	888-796-0545
	Mail	ERS P.O. Box 78005 St. Louis, MO 63178

Farm Service Agency (FSA)	Fax	888-796-0547
	Mail	FSA P.O. Box 78426 St. Louis, MO 63178
Food and Nutrition Service (FNS)	Fax	877-380-8515
	Mail	FNS P.O. Box 771945 St. Louis, MO 63177
Food Safety and Inspection Service (FSIS)	Fax	877-380-8517
	Mail	FSIS P.O. Box 771661 St. Louis, MO 63177
Foreign Agricultural Service (FAS)	Fax	877-380-8520
	Mail	FAS P.O. Box 775312 St. Louis, MO 63177
Forest Service (FS)	Fax	877-380-8527
	Mail	FS P.O. Box 66527 St. Louis, MO 63166
Grain Inspection, Packers and Stockyards Administration (GIPSA)	Fax	877-380-8528
	Mail	GIPSA P.O. Box 771855 St. Louis, MO 63177
National Agricultural Statistics Service (NASS)	Fax	877-380-8529
	Mail	NASS P.O. Box 771673 St. Louis, MO 63177
Natural Resource Conservation Service (NRCS)	Fax	877-380-8534
	Mail	NRCS P.O. Box 771691 St. Louis, MO 63177
Office of Inspector General (OIG)	Fax	877-380-8535
	Mail	OIG P.O. Box 771725 St. Louis, MO 63177
Risk Management Agency (RMA)	Fax	877-380-8536
	Mail	RMA P.O. Box 771186 St. Louis, MO 63177
Rural Development (RD)	Fax	877-813-1404
	Mail	RD P.O. Box 771876 St. Louis, MO 63177

As of April 2009