



Title: I, Payroll/Personnel Manual

Chapter:

Bulletin: Title I, 12-20, Changes to Table Management System (TMGT) Authorized Points of Contact

Date: August 24, 2012

To: Subscribers of all Title I Publications (Payroll/Personnel)
Subscribers of all Title 3 Publications (ABCO)
Subscribers of *EmpowHR*

This bulletin is being issued to inform users that in Pay Period 20, the National Finance Center (NFC) will revise and expand the authorized points-of-contact types in the Table Management System (TMGT) Table 063, Department/Agency/Bureau Contact. The table has been expanded to include authorized contact types for *EmpowHR*, webTA Hosting Plus, and the Debt Management Improvement Plan. These new and revised authorized contact points will improve the effectiveness of the NFC Contact Center, by identifying individuals who are authorized by their Agency to seek information from the NFC Contact Center on behalf of their staff.

Agency Responsibility

It will now be the responsibility of every Agency to update and maintain authorized contact types for each of the new and revised contact types shown in Attachment 1 titled, Table Management System (TMGT) Table 063, Department/Agency/Bureau Contact Types.

Note: Any request submitted on or after October 1, 2012, to the NFC.TMGT@nfc.usda.gov email box to update TMGT Table 063 will be returned to the Agency.

To ensure that the authorized contact entries that are currently established in TMGT Table 063 are valid, Agencies are strongly encouraged to produce TMGT reports to verify the accuracy and completeness, especially on the following contact types:

- Contact Type 03, Table Management Updates
- Contact Type 06, Payroll/Personnel Inquiry Contacts by Department/Agency
- Contact Type 07, Manual Payments
- Contact Type 11, Payroll/Personnel Inquiry Contacts by Personnel Officer Identifier (POI)

N
F
C

B
U
L
L
E
T
I
N

Instructions to access the inquiry, update, and report screens in TMGT Table 063 can be found in Attachment 2 titled, Procedures to Access TMGT Table 063, Department/Agency/Bureau Contact.

Note: Agencies have the capability to add additional pages to enter numerous authorized contact entries by keying in a page number after the contact type number. For example, to add an additional page to the Contact Type 03, add the number one behind the number three. This sequence of numbers, 031, will provide Agencies with an additional page to enter contact names.

Security Access

Agencies who currently have update authority should enter the contact information for each contact type in Table 063. Agencies who require update authority must request access to the TMGT tables through their Agency's NFC security officer. The security access request should provide the following information:

- User Name
- User Identification (ID)
- Telephone Number
- Application Name (TMGT) Table 063
- User Access Request Level
 - Online add, change, and/or delete of TMGT data for Agency
 - Online inquiry for TMGT
 - Online report request of TMGT data

Procedures

The procedure manual for this application, which is available online at the NFC Web site, will be updated to include the information in this bulletin. To view and/or print this procedure, go to the *NFC Home Page* (<http://www.nfc.usda.gov>) and click the **Publications** link at the top of the page. At the Publications page's right-hand menu, click **Procedures by Acronym** or **Procedures by Title/Chapter** then search on the list provided for TMGT.

Inquiries

NFC will implement Phase 1 of the Consolidated Help Desk (CHD) Initiative, the NFC Contact Center, effective October 1, 2012. The Contact Center will provide Agencies with a single point of entry for customer inquiries via multiple channels of communication such as telephone, web, and email. The NFC Contact Center will be implemented in three phases as outlined below.

Until implementation of Phase 1 on October 1, 2012, authorized contacts with questions about this information should contact the Payroll/Personnel Call Center at **1-800-981-3026** or **1-504-426-6455**; the *EmpowHR* Help Desk at **1-888-367-6955**, **1-504-426-1670**, or email address nfcempowhr@usda.gov; or the webTA Hosting Plus Help Desk at **1-888-265-8369**,

1-504-426-6270, or email address webtahelpdesk@nfc.usda.gov. After October 1, 2012, authorized contacts for the systems listed above should telephone the NFC Contact Center at **1-855-NFC-4GOV (1-855-632-4468)** or submit a requester console inquiry.

In Phase 2, June 2013, the Administrative Billings and Collections System's (ABCO) Inquiry line and the Direct Premium Remittance System's (DPRS) Help Desk will be implemented into the NFC Contact Center. Until this date, authorized contacts with questions about this information should contact either the ABCO Inquiry line at **1-504-255-5344** or email the Agency's assigned email address at the following: Department of Homeland Security Customers: abco1hs@nfc.usda.gov, Department of Treasury Customers: abco2tr@nfc.usda.gov, Department of Agriculture Customers: abco3ag@nfc.usda.gov, or all other Agencies: abco4others@nfc.usda.gov or the DPRS Help Desk at **1-800-242-9630** or email address nfc.dprs@usda.gov.

In Phase 3, December 2013, the Federal Employees Health Benefits, Centralized Enrollment Clearinghouse System's (CLER) Help Desk will be implemented into the NFC Contact Center. Until this date, authorized contacts with questions about this information should contact the CLER Help Desk at **1-504-255-3270** or email address nfc.cler@usda.gov.

RANDY L. SPEED, Director
Government Employees Services Division

Attachments

N
F
C

B
U
L
L
E
T
I
N

Attachment 1 - Table Management System (TMGT) Table 063, Department/Agency/Bureau Contact Types

Contact Type	Description
01	<i>EmpowHR</i> Inquiry Contacts by Department, Agency and Personnel Officer Identifier (POI) - Lists individuals who are authorized to contact the National Finance Center (NFC) Contact Center for <i>EmpowHR</i> issues on behalf of employees. Authorized contacts are specified at the POI level. If the Department elects to provide contacts across a Department/Agency or Bureau, fill in "0000" for the POI.
03	Table Management Updates - Lists individuals authorized by the Agency to update TMGT tables.
04	webTA Inquiry Contacts by Department, Agency and POI - Lists individuals who are authorized to contact the NFC Contact Center for webTA issues on behalf of employees. Authorized contacts are specified at the POI level. If the Department elects to provide contacts across a Department/Agency or Bureau, fill in "0000" for the POI.
06	Payroll/Personnel Inquiry Contacts by Department/Agency - Lists individuals who are authorized to contact NFC for Payroll/Personnel System issues on behalf of employees within the associated Department/Agency (Bureau).
07	Manual Payments - Lists individuals who are authorized to contact NFC regarding manual pay transactions and who are also designated approval to sign Block 19, Approval, Authorized Official's Signature and Title, on the Form AD-343, Payroll Action Request. Authorized contacts are specified at the POI level. If the Department elects to provide contacts across a Department/Agency or Bureau, fill in "0000" for the POI.
08	Federal Employees Health Benefits (FEHB), Centralized Enrollment Clearinghouse System (CLER) Inquiry Contacts by POI - Lists payroll office representatives who are designated as reconciliation contacts for a particular payroll office number in CLER.
09	CLER Inquiry Contacts by Department/Agency - Lists program coordinators at the Office of Personnel Management who have global authorization for all payroll office data in CLER.
10	The Direct Premium Remittance System (DPRS) Inquiry Contacts by POI - No restrictions.
11	Payroll/Personnel Inquiry Contacts by Department, Agency and POI - Lists individuals who are authorized to contact the NFC Contact Center for Payroll/Personnel System issues on behalf of employees. Authorized contacts are specified at the POI level.

Contact Type	Description
12	Administrative Billings and Collections System (ABCO) Hold for 2 Pay Periods Contacts by POI - Lists individuals within a Department/Agency (Bureau) who are authorized to contact the ABCO inquiry or email address and submit requests to suspend the collection of a debt for 2 pay periods on behalf of employees within the associated POI. This will result in the debt being placed on hold (HO) status.
13	ABCO Hold for 2-plus Pay Periods Contacts by POI - Lists individuals who within a Department/Agency (Bureau) are authorized to contact the ABCO inquiry or email address and submit requests to suspend the collection of a debt for 2 additional pay periods on behalf of employees within the associated POI. This will result in the debt being placed on hold (HO) status.
14	ABCO Waivers Applied for/Hearings Contacts by POI - Lists individuals of an Agency who within a Department/Agency (Bureau) are authorized to contact the ABCO inquiry or email address and submit requests to suspend the collection of a debt for 5 pay periods on behalf of employees within the associated POI because (1) a waiver has been applied for or (2) a hearing has been requested by the debtor. This will result in the debt being placed on a waiver applied for (WA) status or debt being placed on a hearing (HR) status.
15	ABCO Waivers Approved Contacts by POI - Lists individuals of an Agency who within a Department/Agency (Bureau) are authorized to contact the ABCO inquiry or email address and submit an approved waiver on a debt on behalf of employees within the associated POI. This will result in the debt being placed on a waiver processed (WP) status and waived.
16	ABCO FEHB Cancellations Contacts by POI - Lists individuals of an Agency who within a Department/Agency (Bureau) are authorized to contact the ABCO inquiry or email address and submit requests to cancel a FEHB debt on behalf of employees within the associated POI. This will result in the debt being placed on a (CA) status and cancelled.
17	ABCO Adjustment Processing Section (ADJP) Cancellations Contacts by POI - Lists individuals of an Agency who within a Department/Agency (Bureau) are authorized to contact the ABCO inquiry or email address and submit requests to cancel an ADJP debt on behalf of employees within the associated POI. This will result in the debt being placed on a (CA) status and cancelled.
18	ABCO Financial Hardships Contacts by POI - Lists individuals of an Agency who within a Department/Agency (Bureau) are authorized to contact the ABCO inquiry or email address and submit requests that authorized a financial hardship debt on behalf of employees within the associated POI.
19	ABCO Inquiry for Form NFC-1100D, Notice of Intent to Offset Salary, Bills by POI - Lists individuals of an Agency who within a Department/Agency (Bureau) are authorized to contact the ABCO inquiry or email address and submit requests regarding a salary overpayment bill on behalf of employees within the associated POI.
20	ABCO Inquiry for Form NFC-937, Notice of Intent to Recover Past Due Health Benefits From Salary, Bills by POI - Lists individuals of an Agency who within a Department/Agency (Bureau) are authorized to contact the ABCO inquiry or email address and submit requests regarding a FEHB bill on behalf of employees within the associated POI.

Contact Type	Description
21	ABCO Inquiry for Form NFC-631, Bill for Collection, Bills by POI - Lists individuals of an Agency who within a Department/Agency (Bureau) are authorized to contact the ABCO inquiry or email address and submit requests regarding a bill on behalf of separated employees within the associated POI.
22	ABCO Global Inquiry Contacts by Department/Agency - Lists individuals of an Agency who within a Department/Agency (Bureau) are authorized to modify any of the other ABCO Contact Types.
23	Claims FEHB Debt Contacts - Lists individuals of an Agency who within a Department/Agency (Bureau) are authorized to contact the Claims inquiry or email address and submit requests regarding a FEHB bill on behalf of employees within the associated POI.
24	Claims All Debts Other Than FEHB Contacts - Lists individuals of an Agency who within a Department/Agency (Bureau) are authorized to contact the Claims inquiry or email address and submit requests regarding a salary overpayment bill on behalf of employees within the associated POI.
25	Claims Hold Contacts - Lists individuals within a Department/Agency (Bureau) who are authorized to contact the Claims inquiry or email address and submit requests to suspend the collection of a debt on behalf of employees within the associated POI. This will result in the debt being placed on hold (HO) status.
26	Claims Cancellations Contacts - Lists individuals of an Agency who within a Department/Agency (Bureau) are authorized to contact the Claims inquiry or email address and submit a request to cancel a debt on behalf of employees within the associated POI. This will result in the debt being placed on a (CA) status and cancelled.
27	Claims Waivers Contacts - Lists individuals of an Agency who within a Department/Agency (Bureau) are authorized to contact the Claims inquiry or email address and submit a waiver applied for or an approved waiver on a debt on behalf of employees within the associated POI. This will result in the debt being placed on a (WA) status for a waiver applied for or (WP) status for an approved waiver.
28	Claims Write-Offs - Lists individuals of an Agency who within a Department/Agency (Bureau) are authorized to contact the Claims inquiry or email address and submit a request to write-off a debt on behalf of employees within the associated POI. This will result in the debt being written-off (WO) and charged to the Agency, placed on a (WO) status and the balance adjusted to zero.
29	Claims Financial Hardships - Lists individuals of an Agency who within a Department/Agency (Bureau) are authorized to contact the Claims inquiry or email address and submit requests that authorize a financial hardship on a debt on behalf of employees within the associated POI.
30	Claims Global Inquiry Contacts by Department/Agency - Lists individuals of an Agency who within a Department/Agency (Bureau) are authorized to modify any of the other Claims Contact Types.

Attachment 2 - Procedures to Access TMGT Table 063, Department/Agency/Bureau Contact

To access this system, you must:

1. Sign on to the National Finance Center (NFC) Mainframe. The NFC Mainframe Warning screen is displayed. See Figure 1 below.

```

DATE: Current Date                                     Current Time M
***** W A R N I N G *****
*
* You are accessing a U.S. Government information system, which
* includes (1) this computer, (2) this computer network, (3) all
* computers connected to this network, and (4) all devices and
* storage media attached to this network or to a computer on this
* network. This information system is provided for U.S. Government
* authorized use only.
*
* Unauthorized or improper use of this system may result in
* disciplinary action, as well as civil and criminal penalties.
*
* By using this information system, you understand and
* consent to the following:
*
*                               W A R N I N G
*****
Please hit enter to continue
  
```

Figure 1: NFC Mainframe Warning Screen

2. Press **Enter** to display the NFC Banner screen. See Figure 2 below.

```

=====
== Current Date          SNX32783          T30N3022          PF1=HELP ==
=====
==          NN      NN          FFFFFFFF          CCCCCCCC ==
==         NNN     NN          FFFFFFFF          CCCCCCCC ==
==        NNNN    NN          FF              CCC       ==
==       NN NN NN  FFFFFFFF          CCC       ==
==      NN  NNNN  FFFFFFFF          CCC       ==
==     NN   NNN   FF              CCCCCCCC ==
==    NN    NN   FF              CCCCCCCC ==
=====
==                   National Finance Center                   ==
==  ----- Office of the Chief Financial Officer -----  ==
==  ----- United States Department of Agriculture -----  ==
==                   For Authorized Use Only                   ==
== ENTER USER ID =          PASSWORD =          NEW PASSWORD? N ==
==                                     (Y or N) ==
== ENTER APPLICATION NAME =          OR PRESS ENTER FOR MENU ==
=====
  
```

Figure 2: NFC Banner Screen

3. Complete the fields as described below.

Field	Description/Instruction
Enter User ID	Type your assigned user identification (ID) (e.g., NF0999). Press Tab .

Field	Description/Instruction
Password	Type your password. (Your password is not displayed on the screen.) Press Tab .
New Password	The system generates "N". If you are not changing your password, press Tab . If you are changing your password, complete the steps for changing your password as described in the Table Management System's (TMGT) procedures under the topic Changing Your Password.
Enter Application Name	Type the application's acronym TMGT and press Enter to go directly to that system.

- Press PF8 to scroll forward through the TMGT table numbers to locate TMGT Table 063, Department/Agency/Bureau Contact. See Figure 3 below.

```

TM00010          UNITED STATES DEPARTMENT OF AGRICULTURE          Current Date
                   OFFICE OF THE CHIEF FINANCIAL OFFICER          PAGE: 000007
                   NATIONAL FINANCE CENTER

TABLE MANAGEMENT SYSTEM - (I)NQUIRY, (U)PDATE, (R)EPORT, (D)OCUMENTATION

      NUMBER      DESCRIPTION
      -----
      061         NATURE OF ACTION CONVERSION
      062         3 DIGIT NATURE OF ACTION
      063         DEPARTMENT/AGENCY/BUREAU CONTACT
      064         SUBOBJECT CLASS CONVERSION
      065         DEFAULT APPROPRIATION CONVERSION
      066         NON-DEDUCTION REASON CODES AND DESCRIPTIONS
      067         TAX ENTITIES REPORT FREQUENCIES
      068         NFC PAY PERIOD CUTOFF FOR TAX REPORTS
      069         FOREST SERVICE FISCAL YEAR ALPHA CODE
      070         FOREST SERVICE MEAL RATE

                ENTER FUNCTION AND TABLE NUMBER          AND PRESS ENTER
                   FOR AUTHORIZED USE ONLY

CLEAR = EXIT   PF5 = HELP   PF7 = BACKWARD   PF8 = FORWARD   ENTER = PROCESS
  
```

Figure 3: Table Management System screen

- Enter the applicable function listed below to complete the desired task:

Step	Description
Type I063	To Inquire the current contact entries.
Type U063	To Update the contact entries.
Type R063	To Create a report to display the current contact entries. See Figure 4 below.


```
TM063R0          TABLE MANAGEMENT REPORTS TABLE 063          Current Date
                  DEPARTMENT/AGENCY/BUREAU CONTACT

ENTER DATA FOR REPORT REQUESTED:

FROM  DEPT-CODE:      AGENCY/BUREAU:      POI:      *CONTACT-TYPE:
TO    DEPT-CODE:      AGENCY/BUREAU:      POI:      *CONTACT-TYPE:

      SELECT TYPE OF REPORT:

          PRINT ACTIVE
          PRINT HISTORY
          PRINT ALL

VIEW REPORT BEFORE PRINTING?  N  (DEFAULT IS N)

ROUTING INFORMATION: NAME                      REMOTE ID

                                ENTER DATA AND PRESS "ENTER" TO PROCESS
CLEAR=EXIT      PF1=MAIN      PF2=063 DOCH      PF4=063 INQY      PF6=REFRESH
                                ENTER=PROCESS
```

Figure 4: Table Management Reports Table 063 screen