



Title: I, Payroll/Personnel Manual

Chapter:

Bulletin: 12-24, Consolidated Help Desk Project

Date: September 28, 2012

To: Subscribers of Title I

This bulletin is being issued to announce Phase 1 of the National Finance Center's (NFC) Consolidated Help Desk (CHD) project with the establishment of the NFC Contact Center. CHD will improve the quality of customer service and eliminate waste and redundancy by consolidating customer inquiry support for all Government Employees Services Division (GESD) help desks.

Phase 1

Phase 1 of CHD will be effective October 1, 2012, providing help for the following NFC systems:

- Employee Personal Page (EPP)
- *EmpowHR*
- Payroll/Personnel System (PPS)
- Reporting Center
- Payroll/Personnel Report Generator System (CULPRPT)
- Remote Forms Queuing System (RFQS)
- Web-based System for Time and Attendance Reporting (STAR Web)
- webTA Hosting Plus Agencies
- Tribal Insurance Processing System (TIPS)

Future Phases

The remainder of the CHD project will be implemented over a 2-year period. Until the full implementation is complete, Agencies should continue using the current help desk phone numbers for the systems listed below for future phases. Once the CHD project is complete, the following systems will be serviced by the NFC Contact Center:

- Administrative Billings and Collections System (ABCO) and ABCO Claims

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- Direct Premium Remittance System (DPRS)
- Federal Employees Health Benefits Centralized Enrollment Clearinghouse System (CLER)
- Quasi help desk support for Wage and Tax Statement (W-2), Retirement, and Thrift Savings Plan (TSP)

Authorized Points of Contact

Only authorized points of contact (POC) can contact the NFC Contact Center. Authorized POCs are listed on Table Management System (TMGT) Table 063, Department/Agency/Bureau Contact, in the Contact Type field. Enhancements were made in TMGT effective with the processing of Pay Period 20, 2012, (October 1, 2012). The following Contact Types are used to identify authorized POCs:

- Contact Type 01 for *EmpowHR*
- Contact Type 04 for webTA
- Contact Types 06 and 11 for Payroll/Personnel System (PPS)

Note: Authorized *EmpowHR* and PPS POCs may also make inquiries regarding EPP.

Current Telephone Numbers, Email Addresses, and Faxes

All current toll-free telephone numbers for PPS, *EmpowHR*, and webTA help desks will be answered by the NFC Contact Center staff through December 2012. As of January 2013, when a caller attempts to call one of the old help desk phone numbers for PPS, *EmpowHR*, and webTA, the caller will receive a recording stating that the old number is no longer in service. The caller will then be given the new telephone number. As of February 2013, all previous telephone numbers for PPS, *EmpowHR*, and webTA will no longer be available.

Emails sent to *Empowhr@nfc.usda.gov* and *webTA.helpdesk@nfc.usd.gov* will continue to be answered through December 2012. After this date, *NFCContactCenter@nfc.usda.gov* must be used.

Faxes may continue to be sent for *EmpowHR* use at **303-205-3175** and webTA at **303-205-3936**.

Hours of Operation/Contact Information

Effective Pay Period 21, 2012 (October, 2012), the hours of operation for the NFC Contact Center will expand to 6 a.m. to 6 p.m. central time Monday through Friday with the exception of Federal holidays. Authorized POCs may reach the NFC Contact Center in the following ways:

- Telephone - **1-855-NFC-4GOV (1-855-632-4468)** and follow the menu options.
- Web - Submit incidents via the Internet using the Requester Console User Identification (ID). Servicing Personnel Office (SPO) authorized contacts may submit incidents 24x7 except for scheduled maintenance periods.

Note: Web users should only include personally identifiable information (PII) in encrypted, password protected fields.

For hours of operation and contact information on all other GESD Help Desks, please see the attachment to this bulletin.

Employee Personal Page (EPP)

As of October 1, 2012, employees will no longer contact the Operations and Security Center for assistance in restoring EPP access. For more information on new EPP features, please refer to Title I, Bulletin 12-22, Enhancements to the Employee Personal Page (EPP), dated September 24, 2012.

National Finance Center Web site

The NFC Web site is being modified to update the contact information for the NFC Contact Center and GESD Help Desks on the Contact Us page. A new section, **Resources**, is being added to the bottom of each NFC Contact Center page to include hyperlinks to related bulletins and customer notifications, as well as to provide more in-depth information on that particular topic of interest.

High Alert Notices Established

High Alert communication notices have been established to ensure system application availability or performance issues are differentiated from informational customer notifications.

Resolution Categories

The NFC Contact Center will provide customers with information on the nature of their inquiries. The NFC Contact Center will categorize why our customers contact NFC. After an incident is resolved, it will be categorized with the nature of the contact using pre-established resolution categories (i.e., training need, information only, Agency fix, system error). Reporting will be provided to Committee for Agriculture Payroll/Personnel Systems (CAPPS) representatives on a quarterly basis. The reports which will be available in 2013 will list the number of contacts by category.

Software Problem and Issue Report Processes Refined

Currently, GESD has two similar processes for tracking and reporting system functionality problems: System Problem Reports (SPR) and Issue Reports (IR). The SPR process handles issues related to all of GESD's lines of business except EmpowHR and the IR process handles issues related to EmpowHR. GESD has finalized an initiative to provide a single process for reporting and tracking problems related to GESD applications. Starting October 1, 2012, GESD will streamline the two problem resolution processes and will use a single nomenclature for tracking and reporting on system problems.

These two existing processes are being merged to provide uniformity and to simplify the problem resolution process. The major changes are:

- Problems for all business lines will be referred to as Incident Reports (IR). The SPR acronym will become obsolete.
- Reports will be modified to reflect the single nomenclature and other elements of this new process.
- All GESD Fiscal Year metrics will be reviewed to ensure they support the new process.

Extended Time Until an Incident Closes

NFC has extended the time frame from when the NFC Contact Center proposes a resolution of an incident to when the incident automatically closes. As of July 31, 2012, incidents resolved by the Payroll/Personnel Call Center remain in the *Resolved* status before being moved to the *Closed* status for 10 business days rather than 3 business days. This change allows customers who do not agree with the resolution more time to contact NFC with the incident number and the reason for the challenge of the resolution. This extended timeframe is available for any incident established by the Payroll/Personnel Call Center, and as of October 1, 2012, for inquiries established by the NFC Contact Center.

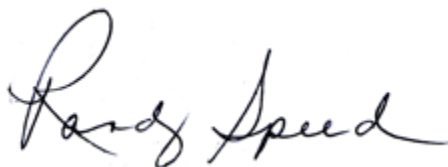
Challenges are reviewed, and the customer is communicated with via telephone or email. Once an incident moves to the *Closed* status, neither the customer nor the NFC Contact Center can reopen it. A future enhancement will allow the customer to click a link on the *Resolved* email to challenge a resolution. Additional information will be issued about this functionality during the first quarter of fiscal year 2013.

Escalation Procedure

Changes have been made to the Escalation Procedure. Click here to view the updates. (https://www.nfc.usda.gov/Customer_Support/EscalationProcess.pdf).

Inquiries

As a reminder, starting October 1, 2012, only authorized Servicing Personnel Offices can contact the NFC Contact Center at 1-855-NFC-4GOV (1-855-632-4468) or via the Remedy Requester Console.



RANDY L. SPEED, Director
Government Employees Services Division

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Contact Information for other GESD Help Desks

System	Telephone/Fax Number	Email Address	Hours of Operation
ABCO	Telephone 1-800-255-5295 1-504-255-5344 Fax 1-888-212-0528 (ABCO Inquiry) 1-888-212-6343 (ABCO Collections)	Department of Homeland Security <i>abco1hs@nfc.usda.gov</i> Department of Treasury <i>abco2tr@nfc.usda.gov</i> Department of Agriculture Customers <i>abco3ag@nfc.usda.gov</i> All Other Agencies <i>abco4others@nfc.usda.gov</i>	8 a.m. to 4 p.m. CT Monday to Friday (except for Federal Holidays)
ABCO/Claims	Telephone 1-800-428-8515 Fax 1-888-212-0895	<i>claims@nfc.usda.gov</i>	8 a.m. to 4 p.m. CT Monday to Friday (except for Federal Holidays)
Benefits Processing Section (For HR Office Use Only) Federal Employees Health Benefits (FEHB) International Organization (IO) Thrift Savings Plan (TSP) Liaison		<i>nfcfehb@nfc.usda.gov</i> <i>nfciio@nfc.usda.gov</i> <i>nfctsp@nfc.usda.gov</i>	8 a.m. to 4 p.m. CT Monday to Friday (except for Federal Holidays)
Federal Erroneous Retirement Coverage Corrections Act (FERCCA) (For HR Office Use Only)		<i>fercca.group@nfc.usda.gov</i>	8 a.m. to 4 p.m. CT Monday to Friday
Military Deposit	Telephone 1-504-426-4000 1-855-675-2282 Fax	<i>mdrs@nfc.usda.gov</i>	8 a.m. to 4 p.m. CT Monday to Friday (except for Federal Holidays)

System	Telephone/Fax Number	Email Address	Hours of Operation
	1-504-426-9795		
Retirement Record Inquiry	Telephone 1-877-207-8137 1-504-426-1623		8 a.m. to 4 p.m. CT Monday to Friday (except for Federal Holidays)