



Title: I, Payroll/Personnel Manual

Chapter:

Bulletin: 12-30, National Finance Center (NFC) Consolidated Help Desk (CHD)
Reminder

Date: December 7, 2012

To: Subscribers of Title I

This bulletin is being issued to remind users of the National Finance Center (NFC) Consolidated Help Desk (CHD) project.

Extended Hours of Operation

CHD hours have been extended to 6 a.m. to 6 p.m. Central Time (CT) Monday through Friday (with the exception of Federal holidays). Users should call **1-855-NFC-4GOV (1-855-632-4468)** and follow the menu options when calling the CHD.

Phase 1 Systems

The following systems are being supported by the CHD during Phase 1:

- 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)

Previous NFC Help Desks Contact Information

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 telephone numbers for PPS, *EmpowHR*, and webTA, the caller will receive a recording stating that the old number is no

N
F
C

B
U
L
L
E
T
I
N

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.

Inquiries

For questions about NFC processing, authorized Servicing Personnel Office representatives should contact the NFC Contact Center at **1-855-NFC-4GOV (1-855-632-4468)** or via the Internet using the Requester Console.



RANDY L. SPEED, Director
Government Employees Services Division

NFC CONTACT CENTER