

Government Employees Services Division Escalation Process

This process covers escalation of issues related to the following activity:

- Debt Management under the Administrative Billings and Collections (ABCO) and ABCO Claims System;
- Employee Personal Page (EPP) access and use;
- Payroll and personnel action processing under *EmpowHR* and the Payroll/Personnel System (PPS);
- Reports generation using Payroll/Personnel Report Generator System (CULPRPT), and the Remote Forms Queuing System (RFQS); and
- Time and Attendance processing under System for Time and Attendance Reporting (STAR) Web and webTA.

The primary National Finance Center (NFC) contact for technical and security issues is the Operations and Security Center (OSC). OSC also serves as the help desk for FOCUS reporting issues. FOCUS inquires are referred to Client Management Branch by OSC for research. [Click here](#) for information on the services OSC provides and ways to contact them.

Employee to Servicing Personnel Office for Payroll/Personnel Issues

In most cases the employee who has a payroll or personnel issue should first seek assistance from his Servicing Personnel Office (SPO). The primary issues with payroll/personnel and time and attendance utilization involve the accurate establishment of employee records generated most often by the SPO. Thus the SPO is the Level 1 support for CULPRT, *EmpowHR*, EPP, PPS, RFQS, STAR Web, and webTA. Employees who contact NFC about issues in those areas are directed back to their SPO for assistance. If the SPO cannot resolve the issue, authorized SPO representatives should contact the NFC Contact Center for assistance. [Click here](#) for information on the services the NFC Contact Center provides and how to contact them.

Servicing Debt Management Issues

Debt management issues should be directed to the ABCO or Claims help desk. In some cases for debt management issues, it is appropriate for the employee to contact the help desk directly. [Click here](#) for information on how to contact the ABCO and Claims help desks.

Servicing Personnel Office to the National Finance Center Contact Center

- The NFC Contact Center offers Level 2 help desks for SPO staff. The NFC Contact Center staff assists with transaction processing and with more difficult cases, and resolves issues preventing accurate and timely employee payment.

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- Any SPO staff may also contact the NFC Contact Center or ABCO Operations Supervisor at any point to elevate his/her issue if they believe their service experience is unsatisfactory.
- Any SPO supervisor may also elevate the issue directly to the NFC Contact Center or ABCO Claims Branch Chief.

Help Desks Supervisors or Functional Branch Chief

When a Level 2 staff member believes that he/she cannot resolve the issue or answer the question within prescribed timeframes, he/she elevates the issue or question to his/her supervisor or the Functional Branch Supervisor (i.e., in the instance of a warm hand-off to the Retirement Section or the Debt Management Services Section). Either supervisor may assign an analyst to address the issue or may handle the issue him/herself.

- After the Level 2 staff member has elevated the issue internally, the SPO staff may also contact the Help Desk Supervisor or Functional Branch Supervisor at any point in time.
- Any SPO supervisor may also elevate the issue to the Help Desk Branch Chief or the Functional Branch Chief.
- The SPO Supervisor and Help Desk Supervisor can elevate this to the Functional Branch Chief. If this is unsatisfactory, it may be elevated to the Associate Director over the Functional area, with a courtesy copy to the Customer Service Representative.

Servicing Personnel Office to Customer Service Representative

- NFC also has designated Customer Service Representatives (CSR) assigned to each Department/Agency to assist with especially difficult issues and to serve as advocates for the customer. They are the next level of escalation.
- Any SPO supervisor may also contact the Client Management Branch (CMB) Chief at any point to elevate his/her issue if they are dissatisfied with their CSR.

Client Management Branch to Client Management Branch Chief

- Should the Customer Service Representative believe they cannot satisfactorily address the issue, they will elevate the issue through their supervisory chain.
- In extremely rare instances, the CMB Chief will elevate issues to the Associate Director.

Last Resort

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- If after these steps have been followed and the customer is still dissatisfied, the SPO supervisor should call or fax the Associate Director of the respective Directorate. [See the attachment.](#)
- From there, the issue is moved up the line by the Associate Director to the Director of the Government Employees Services Division (GESD).

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NFC Contact Center (Payroll/Personnel System, EmpowHR, EPP and webTA Inquiries)		
Operations Section Supervisor Clara Roques	504.426.1436	Clara.Roques@nfc.usda.gov
Branch Chief Michael Campbell	504.426.1412	Michael.Campbell@nfc.usda.gov
ABCO and Claims Help Desks - Debt Management Services Branch (DMSB)		
ABCO		
Billings Supervisor – Unit 1 CV06 and CV07 Barbara Barrios	504.426.1357 Fax: 303.205.3178	Barbara.Barrios@nfc.usda.gov
Billings Supervisor – Unit 3 CV05 and CV08 Arlin Johnson	504.426.1444 Fax: 303.274.3617	Arlin.Johnson@nfc.usda.gov
Collections Supervisor – Unit 2 Belinda Meyer	504.426.1364 Fax: 303.205.3119	Belinda.Meyer@nfc.usda.gov
ABCO Section Supervisor Chad Yanez	504.426.1420 Fax: 303.205.3215	Chad.Yanez@nfc.usda.gov
Claims Section Supervisor Gail Stewart	504.426.1388	Gail.Stewart@nfc.usda.gov
DMSB Branch Chief Nancy Pierce	504.426.1027 Fax: 303.205.3037	Nancy.Pierce@nfc.usda.gov
Client Management Branch (CMB)		
Executive Agencies		
Mary Johnson	504.426.1174	Executive.Team@usda.gov
Department of Justice		
Dawn Landry	504.426.1040	DOJ.Team@usda.gov

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Department of Homeland Security		
Dawn Landry	504.426.1040	DHS.Team@usda.gov
Legislative Agencies		
Mary Johnson	504.426.1174	Legislative.Team@usda.gov
Selective Agencies		
Debi Dewar	504.426.1160	Selective.Team@usda.gov">Selective.Team@usda.gov
Department of Treasury		
Tracey Hoolahan	504.426.1092	Treasury.Team@usda.gov
United States Department of Agriculture Agencies		
Wendy Banks	504.426.1066	USDA.Team@usda.gov
CMB Branch Chief		
Renee Pellissier	504.426.1151	Renee.Pellisier@nfc.usda.gov
Payroll/Personnel Operations Directorate (NFC Contact Center)		
Dawn Hughes-Morris	504.426.1002	Dawn.Hughes-Morris@nfc.usda.gov
Client Services Directorate (CMB)		
Anita Fincher	504.426.1151	Anita.Fincher@nfc.usda.gov
Government Insurance and Collections Directorate (ABCO and Claims Help Desks)		
Anthony Priola	504.426.1292	Tony.Priola@nfc.usda.gov
Government Employees Services Division Director (Last Resort)		
Randy Speed	504. 426.0406	Randy.Speed@nfc.usda.gov