

## National Finance Center's (NFC) Customer Board Meeting

Tuesday, July 14, 2020

9:00 a.m.-11:00 a.m. eastern standard time (EST)

### Roll Call

#### NFC Participants

Anita Adkins, NFC  
Anthony Priola, NFC  
Trudy Sandefer, NFC  
Dawn Hughes-Morris, NFC  
Sharon Cannon, NFC  
Renee Pellissier, NFC  
Debby Tatum, NFC  
Wardell Jones, NFC  
Adrienne Fourcade, NFC  
Chris Cutitto, NFC  
Cherie Landry, NFC  
Alisa Wells, NFC  
Tracey Hoolahan, NFC  
Eileen Hamblen, NFC  
Ed Dozier, NFC  
Jim Morrissey, NFC  
Lisette Lopez, NFC  
Jeffery Stewart, NFC  
Michael Schleifstein, NFC  
Vincent Lacombe, NFC  
Sandie Mikell, NFC  
Emily Sandefer, NFC  
Wendy Banks, NFC  
Michael Campbell, NFC  
Tiffany Ward, NFC

#### Agency Participants

Amalia Karambellas, Peace Corps  
Bryan Knowes, USDA  
Delores Edwards, CNS  
Derika Ferdinand Walker, NEH  
Eunice Meade, GAO  
L'Tanya Sesker, DOL  
LaRell Faulkner, DOL  
Manoj Pillai, USAID  
Marlo Blue, NEH  
Matthew Roper, DOJ  
Mia Lawrence, NEH  
Michelle Emmons, CNS  
Paige Jones, Smithsonian  
Raven Andrews, USAID  
Robert Short, CFTC  
Stephanie Forster, Treasury  
Stephanie Harris, Peace Corps  
Takeisha Bowens, AOC  
Tanisha Gordon, AOC  
Terry Cook, DOJ  
Thresa Thompson, Treasury  
Traci Orange, DOL  
Trisha Christian, SBA  
Vanessa Prout, DNFSB  
Veronica McCray, DNFSB

## **Opening Comments**

### **Business Process Improvements**

NFC has maximized telework since early spring. We have shifted several business processes to help support Agencies' missions, including multiple customer notifications and adapting our applications for the COVID-19 Families First Act. We worked to automate the suspense processes for Time and Attendance. As we move forward, we have shifted to an online and automated process for Retirement and Military Service Deposits. This new process is currently in the development phase. NFC has adapted to Web-based training solutions.

### **NFC Continuity of Operations Plan (COOP)—Sharon Cannon**

#### **NFC Response to COVID-19 (Coronavirus)**

NFC has been responding to the global pandemic. In March 2020, we successfully transitioned to telework without disruption. We have put into place safety measures for those who must go into the office, to ensure it remains clean and safe. More than 99% of NFC's workforce is teleworking. We have adapted our business processes for efficiency for employees and the Agencies we service.

#### **Hurricane Season**

On June 1, 2020, Hurricane Season began with Tropical Storm Cristobal. A small team at NFC deployed to our Alternate Work Site (AWS) in north Louisiana. Fortunately, it was a very moderate storm and there was no disruption to NFC operations. We are taking measures to prepare the AWS in case it needs to be used again during this Hurricane season.

## **Customer Experience**

### **Communications—Dawn Hughes-Morris**

NFC is always striving to improve communication with our Customers. We have streamlined our customer notification (CN) distribution, to ensure the bulk of our communications are sent on Wednesdays. We have also developed an annual listing of

key communications that are sent out each year. This annual listing is available on the NFC Home page.

NFC has recently developed a digital communications strategy, which is currently in the editing phase. We have outlined the communications we send out to the customer and identified who the audience is for each notice. In June 2020, NFC incorporated a larger news area on our Employee Personal Page (EPP) to be able to reach out to employees with critical information and reminders.

A survey will be created in the next few weeks to hear what the customer would like to know from us, as their payroll provider. NFC is still working on a series called “Did You Know” that will show availabilities Agencies may not have known about. NFC is determined to get notices out as far in advance as possible, so that Agencies can make the necessary changes they need.

### **Customer Engagement Experience 2020—Dawn Hughes- Morris**

The 2020 Customer Engagement Experience (CEE) is postponed until 2021, due to social distancing protocols in place with COVID-19. CEE is a one-of-a-kind training conference. It provides a great opportunity to learn about the latest in payroll services and what lies ahead. CEE also allows participants to network with NFC leaders and industry experts.

NFC has begun preparing for the 2021 session. The theme for the 2021 CEE is “Charting the Course,” and will be held in June 2021. Dependent on protocols in place during that time, CEE will either take place in downtown New Orleans, LA, or virtually. We are asking our customers to join us in 2021 to discuss the modernization efforts and what lies ahead in the realm of shared services.

Live demonstrations will be a part of the CEE, both NFC-developed and NFC-hosted systems such as ServiceNow, Time and Attendance (T&A) reporting solutions including Insight, CULP reports, and Reporting Center, as well as EmpowHR and EPIC demonstrations.

We are looking at the best practices of how to hold a virtual conference. If CEE is held virtually, NFC will create a Web site where participants would be able to join sessions. Sessions will be a mix of livestream and virtual meeting spaces.

The learning tracks this year will be comprised of mini concurrent sessions, which will allow you to customize your learning track. The course will be designed for executives, senior level professionals, and advanced front-line Federal business professionals. Several sessions created to fit all your needs, with each offering geared towards learning and collaboration at specific levels of experience and knowledge. You will be able to download the application on desktop, tablet, or phone.

2021 will also see the return of the “gamification” which will allow participants to collaborate, socialize, and win prizes.

## **Training Solutions and New Initiatives— Wardell Jones**

### **Virtual Training Classes**

NFC is making the effort to adjust in how we provide services considering the social distancing limitations. We have worked to have more online, virtual, courses now that we are in the social distancing framework.

Virtual Classes will be the same as the in-person class; however, it will utilize Adobe Connect. These classes will still be instructor-led, and participants will still be able to get the same training materials that were originally provided in person.

### **On-demand, Self-Paced Courses**

NFC customers will be able to go to NFC University online and find pre-recorded online courses. These courses are self-paced and can be watched at the customer’s pace and time. NFC is continuing to make courses available. Self-paced courses will not have an instructor for assistance.

### **Streamline Training Request Process**

Currently there is a fair amount of paperwork customers must submit to request training. We have adapted so that training requests can now be entered through ServiceNow

and monitored by the Agency.

### **ServiceNow—Renee Pellissier**

NFC continues our investment in transforming and streamlining our Customer Service offerings. We are currently working on the Customer Service Management module. This will provide the functionality for external facing portal views that were demonstrated at CEE. Views are targeted for go-live the first quarter of FY 21. At this time, we will have the Executive Dashboards for External Departments and Agencies at the appropriate level. This solution will provide a view of the many services offerings provided by NFC. New dashboards for Servicing Personnel Officers and/or Benefits Processing Officers at the appropriate Personnel Office Level.

#### Recent Accomplishments:

Strengthen security posture: On June 20, 2020, we migrated to a FedRamp High environment. Migration provided a new URL and an update of Agencies' white-listed sites. There is a 30-day redirect from the old URL to the new one, which will expire July 30, 2020. A CN was issued on June 18<sup>th</sup>, showing both URLs.

Reminder that the Madrid version has been updated, training documents are in the ServiceNow news feed.

As we move forward, we will go from Madrid to Orlando in mid-August. New automated end-to-end Training Request functionality to request NFC training. ServiceNow training videos will also be coming to NFC University.

#### What's Next?

Demand Management will provide the ability to submit System Change Requests (SCRs) electronically without the need to send a document to an email, targeted for beginning of FY-21. With that you will be able to track in ServiceNow and have a transparent view of where the SCR is in the internal NFC process as well as progress made.

ServiceNow recommends that users use a modern browser rather than Internet Explorer. This will alleviate some issues users are having.

Paige Jones, Smithsonian: Can this information be provided?

Renee: Yes, we can provide this information.

### **Retirement and Military Deposits—Chris Cutittio**

Retirement processes are manual, paper-based, and the Office of Personnel Management has always required original signatures on retirement documents. OPM has released Benefits Administrative Letter (BAL) 20-102, dated May 26, 2020, announcing that they will begin to accept scanned signatures and electronic retirement package submissions via a secure OPM portal. This has allowed NFC to utilize ServiceNow as the repository for Agencies to submit retirement packages to NFC, eliminating the need for paper mail. Although the BAL states that these automated process changes are temporary, NFC's management is already in discussions to ensure this automated process will be permanent.

This new functionality is one more process improvement in a series of improvements that will provide the visibility and transparency into the status of customer request and inquiries. The new service catalogues became available on June 1, 2020, and authorized Agency representatives have been successfully utilizing NFC's ServiceNow self-service portal to create service requests for Retirement and Military Service Deposits. Through Pay Period (PP) 12, Agencies have submitted over 400 Retirement Packages and 650 Military Service Deposit Packages via ServiceNow.

Along with eliminating the need to mail packages, NFC has partnered with pay.gov to eliminate the need for employees to mail checks to NFC to make full or partial military service deposit payments. Employees now complete a Military Service Deposit Payment Authorization Form, which they submit with their package. We are also working with pay.gov to create a template in which employees will be able to make payments directly in pay.gov.

We are currently in a 60-day transition period, ending July 31, 2020, and will be transitioning away from accepting customer inquiries received via individual NFC email accounts, as well as Retirement Processing Section (RPS) and Military Deposit

Reconciliation Section (MDRS) mailboxes. **Beginning August 01, 2020**, inquiries received via email boxes (i.e., RPS.usda.gov and MDRS.usda.gov) will be returned.

In order to submit an inquiry request via ServiceNow, Benefit Processing Officers (BPO) and Service Personnel Officers (SPO) are required to be established as an authorized contact type 06 or 11 on Table Management (TMGT) Table 63. Agency representatives will also be required to be established as an authorized contact on TMGT Table 63 in order to contact an RPS or MDRS representative through the NFC Contact Center (NCC).

Agencies are encouraged to verify their contacts in TMGT Table 63 are valid and current.

In addition, NFC is asking that the BPOs and SPOs within your organization begin sending announcements on future training sessions, work groups, and important retirement information via our email subscription service. If you haven't done so already, please send a consolidated spreadsheet to [Client.Management@usda.gov](mailto:Client.Management@usda.gov) containing the names and email addresses for the BPOs and SPOs.

NFC is currently offering training work groups for our SPOs and BPOs in July. A CN was released on July 2, 2020, announcing four Retirement/Military Service Deposit training work groups. In these work groups, we discuss the operational procedure changes beginning August 1, 2020, which is the end of our 60-day transition. Our first session was held on July 10, 2020. Our next three sessions are scheduled for July 15, 16, and 17<sup>th</sup>. Any SPO or BPO who was not able to attend the first session is welcome to attend one of our three remaining sessions. If interested, please refer to the CN as it contains the registration URLs for each session.

If you have any questions or need assistance with Retirement Processing in ServiceNow, please submit a request via the Retirement or Military Service Deposit Catalogues in ServiceNow and we will be glad to assist you.

## **User Group Restructuring — Wardell Jones**

User Groups are a good opportunity to discuss with our customers key things and events that are going on at NFC. NFC is going to be combining user groups to make them more useful. The first combination will be the Reports and Insight User Groups. This will allow more discussion and debate during the report's user group. NFC will also be utilizing Adobe Connect for these sessions going forward. This will give customer the quality they deserve with the social distancing guidelines.

NFC will also turn to a more forum format, rather than just an agenda provided from NFC. This will allow customers to engage and share information across the customer community. One such way this will be successful is with discussions on community projects. With a forum-based meeting, projects that an Agency believes are Agency-specific may turn out to be something that other Agencies need as well, and requirements can be discussed. Going forward, NFC will speak on community projects during user groups to give Agencies the time to weigh in on the requirements.

## **Regulatory/OPM Initiatives—Cherie Landry**

Project 42599, Paid Sick Leave Legislation, Phase 1 – PP07, 2020; Phase 2 – TBD

- Phase 1 to implement the new transaction descriptors for the new sick leave available under the FFRCA was implemented in PP07.
- Phase 2 is being researched and includes determining the requirements for computing the Department of Labor (DOL) FLSA formula and 6-month average as required per this legislation. Once the methodology for doing so is determined, we will research what is required related to adjustments for previous payments. It is anticipated that the research and definition of these requirements will take some time. We are targeting the middle of August to have a draft document for internal review.

Project 42731, OPM Waiver of the Premium Pay Limit COVID19 – PP12, 2020

NFC implemented system changes with two new Transaction Descriptor (TD) values for COVID-19-related premium pay worked under these authorities. The new TD values are

88 for “COVID-19 waiver,” and 89 for “COVID-19 waiver FEMA-funded.” The new TDs are available in STARWeb, Paycheck8, and the NFC-hosted versions of webTA 3.8 in Pay Period 12, 2020, with other NFC-hosted versions of webTA 4.2 available in Pay Period 13, 2020. A CAPPs notification and CN were issued on July 1, 2020.

Project 42842, CARES Act Legislation for Student Loan Non-Taxable – PP 12, 2020 SPPS was modified to allow user to process Non-Taxable Student Loan payment per the CARES Act. The Non-Taxable Student Loan amount cannot exceed \$5,250 per year, and can be processed any time from March 27, 2020, through December 31, 2020. Currently, student loan payments are processed as taxable in SPPS Web. Users can continue to process student loan payments as taxable but will need to keep track of both taxable and nontaxable amounts to ensure they do not exceed the maximum amount allowed per calendar year. Nontaxable and taxable student loan payments must be processed as separate payments and cannot be combined.

Project 38925, Implementing Daily Submission of FEHB Electronic Enrollment Transactions – PP 15, 2020

- Effective PP 15, 2020, NFC will start sending electronic SF2809 and SF2810 Federal Employees Health Benefits (FEHB) enrollment transaction files to the FEHB Data-Hub daily (Monday through Friday) instead of weekly in order to comply with OPM’s BAL 19-201.

Project 41472, Paid Parental Leave for Federal Employees – PP20, 2020 (October 1st) On December 20, 2019, the National Defense Authorization Act (NDAA) was signed into law. The Act provides up to 12 weeks of Paid Parental Leave (PPL) in connection with the birth, adoption, or foster care placement of a child for employees covered by Family and Medical Leave Act (FMLA) provisions. Draft requirements are being developed while awaiting the final regulations and technical guidance from OPM. In accordance with the timeline, NFC is planning to implement the system modifications for this project in PP 20, 2020.

- NFC has held internal meetings to determine the most appropriate mechanism to address this new leave. Our initial thoughts are to add a prefix to the sick leave transaction code 62
- Draft requirements being developed using this methodology as we wait for OPM to finalize proposed regulations and technical guidance

Project 37458, TSP (Thrift Savings Plan) Auto Enrollment from 3% to 5% – PP 20, 2020 (October 1st)

Effective October 2020, the Federal Retirement Thrift Investment Board (FRTIB), the Agency that administers the TSP, will increase the automatic enrollment percentage from 3% to 5% of pay for all new hires participants who are automatically enrolled in the TSP on or after October 1, 2020. System modifications will allow new hires or rehires to contribute 5% instead of the current 3%. A date check will be used to ensure that only employees hired or rehired on or after October 1, 2020, will be enrolled at the new 5% contribution rate. These changes will be effective as of PP 20, 2020.

Project 43150, BAL 20-304 Changes to Agency Contributions for FERS, FERS-RAE and FERS-FRAE Beginning in Fiscal Year 2021 – PP 21, 2020

Effective Pay Period 21, 2020, the percentage of Agency contribution rates for FERS, FERS-Revised Annuity Employees (FERS-RAE), and FERS-Further Revised Annuity Employees (FERS-FRAE) will increase as detailed in OPM's BAL 19-305. No action on the part of the employee or the personnel office is necessary.

Project 39891, TSP Spillover Method for Catch-Up Contributions – PP 26, 2020

The FRTIB, the Agency that administers the TSP, will switch to the “spillover” method for catch-up contributions beginning in the first pay period of tax year 2021. This change will apply to all active civilian and uniformed services members turning age 50 or older. It will simplify the catch-up program for both participants and Agencies.

- Agencies with their own 401K catch-up plans have the autonomy to implement later.

## **NFC IT Transition Updates**

At the last Customer Board, we were gearing up for NFC's Data Center Migration to Kansas City. We are happy to report that that has been accomplished as of April 25, 2020. Two full test weekends took place in the beginning of April with the customer. Over 120 VPN connections were set up. NFC has closed out the Lakewood, Colorado site as of mid-June. This was a part of the President Management Initiative. The Data Center Migration Web site is still up (<https://www.nfc.usda.gov/dcmigration/>) with some Frequently Asked Questions, and a link to all of the customer notifications that have been sent out regarding the data center migration.

## **Remote Printing Initiatives**

Social distancing has forced us to maximize telework, and with this NFC is working on different ways of reporting and output for customers. We are trying to come up with as much digital aspects as possible. These are still in development phases. First, Control+D enhancements have been trying to suppress reports. NFC is also trying to find a Web-based way for reports online. This will allow users to filter by recipients and users. These reports will be able to be downloaded and printed selectively (by page or all).

We are doing a proof of concept to a Remote Print Manager. We have tested a version of this. The benefit of this is it allows for the migration of reports to the forms that will allow the data merge of mainframe reports to a searchable PDF. This eliminates the need for customer to be in the office to get reports. Hope to have this up and operational by the next Customer Board (October 2020).

## **Government Employee Services Division (GESD) Technical Services**

### **T&A Solutions—Renee Pellissier**

#### **Paycheck8:**

The authority to operate with the new FedRamp Certification was issued on July 8, 2020. It has gone to Government Services Administration (GSA) for final review and certification. There are several Agencies going to Paycheck8, including the Internal

Revenue Service (IRS), Department of Justice Headquarters (DOJ HQ), and Merit Systems Protection Board (MSPB).

**webTA:**

In May 2020, Kronos stated the end of life engineering support for the 3.8 version. This date will be March 31, 2021, Kronos will no longer be providing support, bug fixes, or security updates. With that said, NFC is working to get customers upgraded to version 5.0. NFC has shifted gears to get Agencies ready and testing for quality assurance. SBA is scheduled for implementation. Many customers have requested demonstrations for version 5.0 as well as Paycheck8 before moving forward. To expedite the process, Kronos will most likely implement several Agencies at a time.

End of engineering support has not been issued to 4.2 at this time. Kronos is not readily accepting new changes in 4.2. They are still doing security patching and bug fixes.

**Employment Verification and Unemployment Compensation for Federal Employees – Renee Pellissier**

Remind customers of the upcoming expiration of Employment Verification contract. NFC maintains a connection with Equifax, which allows a connection to the vendor without financial assistance from the Government. To continue with this, NFC requires each Agency to submit a Software Change Request (SCR) to begin, continue, or discontinue the transition of data to Equifax.

The United States Department of Agriculture (USDA) does not have a new contract in place for unemployment compensation. All Agencies needing this service should have it in place at the start of fiscal year (FY) 2021. Anyone needing information from Equifax may email their point of contact (POC), Matthew Bluth, at [Matthew.Bluth@equifax.com](mailto:Matthew.Bluth@equifax.com).

Paige Jones- EV: Should our employees be using it like a TALX process? Not quite sure how the process works, what kind of instructions should we be providing to our employees?

Renee: Normally the lender submits this information. Need verification or clarity from Equifax of what the process is – Action Item.

## **EmpowHR 9.2 Project - Renee Pellissier**

The 9.2 project is an upgrade and a redesign for the current 9.0 customers. It is the last design of the PeopleSoft Human Capital Product. NFC is currently building out the core for 9.2. This will incorporate what is needed for our customers. We have seven sprints that are being worked concurrently. We are also working on the testing and IT testing. Sprint 6 has just moved from analysis and into development. Sprint 7 is still in the analysis phase.

NFC is working with Oracle through their ticket managing system and trying to get changes that are community-wide in the core product. Should Oracle agree, those updates come to NFC through the PeopleSoft Upgrade Manager (PUM). These enhancements come at a quarterly basis. EmpowHR 9.2 will also allow the option of selective adoption. NFC plans to select the relevant functions to adopt by developing a strategy and a governance for assessing those delivered features with customers through Working Groups. We are also developing our training and procedural documentation for when we begin working with the customer.

In terms of timelines, for DOJ, we are looking at a go-live period for May 2021, with testing done in March and April. The Department of Human Services (DHS) will be implementing phase 2 in November or December 2021. USDA will be the 3<sup>rd</sup> phase, set for June 2022. All the other Federal Agencies will follow in early December 2022.

## **Multi-Factor Authentication – Debby Tatum**

In December 2011, USDA issued a departmental regulation that described Multi-Factor Authentication using PIV card credentials and mandated that USDA employees and contractors have a PIV card issued. Many other Federal departments have adopted the same protocols and have established PIV credentials for their employees and contractors. NFC has PIV enabled many of our applications through our partnership with ICAMS. However, since the issuance of a PIV card is not fully adopted, NFC has pursued other forms of multi-factor authentication. This will allow NFC to strengthen our security for users using NFC applications. In order to meet the required multi-factor

mandate, NFC has recommended the use of an application generated one-time use passcode as a second-factor methodology for non-PIV users.

NFC envisions that for each login to the applications, the one-time passcode will be generated and delivered via email message to the user's official Government email address. The user will be required to enter the code before successfully logging in to the application. NFC is currently awaiting feedback and discussion from the T&A vendors regarding alternatives for the vendor-provided software WebTA and Paycheck8.

For our current development efforts: EmpowHR, Reporting Center, and Secure All are in the analysis and design phase. NFC is targeting the end of the year for implementation. The insurance applications are also in analysis and design phase.

### **GESD Operational Services**

#### **Undeliverable Mail—Wardell Jones**

This has come to our attention because of the COVID-19 pandemic. NFC has been receiving a large amount of mail to the facility. Because NFC is maximizing telework, we do not have as many people in the mailroom to sort mail daily. Most of the mail NFC is receiving is undeliverable.

NFC is taking on an initiative to look at the volume of mail being returned and come up with a solution to minimize that amount. We are working on a communications plan in respect to the different categories of undeliverable mail. The first category is mail that go to HR offices with incorrect Agency addresses. We will work with customers to ensure that Agency addresses are listed correctly on our tables. The second-largest category has to do with employees who have invalid addresses. There are a variety of forms that are sent to the employee directly, so when there is an incorrect address in the PPS system it is returned. The problem with undeliverable employee mail is that at times the only way for NFC to reroute to the Agency or individual is to open the mail to get more information. This can cause issues with Personally Identifiable Information (PII), and NFC is looking for a way to avoid that at all costs. For this campaign we will be reaching out to employees via EPP and to their Agency to remind them that if they move, they need to update their current mailing address. Moving forward, our plan is to

begin adding an Agency code as a part of the address so that we can forward mail without having to open it beforehand.

### **Administrative Billings and Collections (ABCO)—Alisa Wells**

In the debt management area, NFC is continuing to improve NFC's debt management services. One initiative we are focusing on is NFC 631 Demand Notice for Payment Separated Employees. NFC is looking for ways to provide these notices electronically. This will allow for the prompt notice for agencies to tell employees that their address needs to be accurate and current on the PPS system. Electronic copies of the notices will reduce bulk mail to the Agency and undeliverable mail to NFC. NFC is analyzing the requirements to determine a path forward. Notice to the customer will be provided as development begins requirements. These electronic notices will help aid the Agency when notices are missing. NFC and or the Agency would be able to get the reports from an electronic repository.

A CAPPs notification was sent out April 23, 2020, regarding delinquency jobs and NFC's transition away from processing the delinquency jobs. This process was suspended in March. At this time NFC is evaluating and accessing when we will resume the delinquency job process. NFC will reach out as a part of the work group to determine the impact on the Agency of restarting these jobs. Communications will be sent out in the next couple of weeks.

### **Settlement Agreements/ Checklist—Adrienne Fourcade**

Process improvements are chosen by assessment with the customer. Customers have trouble getting through the settlement process in a timely and accurate way. NFC has developed a checklist for the customer. We have circulated this checklist to members of the community asking for feedback prior to implementation. A notice will be sent out when the checklist is available for use.

NFC has also initiated a project in the SPPS Web system. This project will allow Agencies to add attachments to their SPPS requests. This will make it easier to keep the source documents attached to settlement cases.



## **Financial Management Services Paper Checks—Dawn Hughes-Morris**

NFC on behalf of our customer partners at the Department of Treasury, Bureau of Fiscal Services (BFS), we would like to take this time to remind our customers that the debt collection improvement act of 1996 requires that all non-tax Federal payments be made electronically. We are asking customers to review procedures around paper salary checks and urge your employees to sign up for direct deposit.

Client Management Branch (CMB) representatives will be providing Agencies with a list of which employees are still receiving paper checks.

## **Planning for FY2021—Adrienne Fourcade and Sharon Cannon**

Reminder that NFC no longer prorates accounting across fiscal years. Therefore, in PP 20 of this year, we want to make sure that customers are using FY20 accounting from September 27-30, and FY21 accounting from October 1-10.

Update to MASC accounting criteria: all accounting for MASC validation should now be sent to the NFC GESD Request mailbox. A revised CN will be coming out with a form to include with MASC changes. These forms should be sent to

[NFC.GESGrequest@usda.gov](mailto:NFC.GESGrequest@usda.gov) with a CC to [PSCRS@USDA.gov](mailto:PSCRS@USDA.gov).

## **FY21 Service Level Agreements (SLA) and Budget/Interagency (IA) Agreements**

The period to review and adopt the FY21 budget is complete, and the rates for NFC's services are set. NFC is projecting modest increases for Payroll Personnel Services, EmpowHR, and WebTA, and a decrease for Paycheck8. There has been some growth in Paycheck8 which has resulted in the decrease for those services.

Estimates are customized for each of our customers, so final costs for each Agency will be included in the Interagency Agreement (IAA). IAA's will be sent out to the Agencies no later than August 14, 2020. We ask that Agencies review, sign, and return the documents by September 14, 2020. NFC is available between the two dates to discuss the budget with customers or do a closer review of the IAA that was presented. Once

the signed documents are returned, we will begin billing on October 1, 2020, using the new FY21 rates.

### **New Pay—Wardell Jones**

NFC remains actively engaged with GSA and the New Pay team for the President Management Agenda project. Meetings are currently held biweekly between various teams involved in the project. COVID-19 has had a large impact on discussion topics. We have discussed the leave guidance provided by OPM and how we can implement those regulations across the shared service providers in a standard format. Additionally, there was discussion on “Harmonized Domain Values.” This is an attempt from the New Pay team to come up with standards across the shared service providers with respect to the various codes and configurations that we use within our payroll systems. This will provide consistency when New Pay is adopted, making the migration easier from the current system and codes to the new system.

Questions have been asked about manual payments, to try get an understanding of when and how they are issued. And most recently, meetings have addressed the next phase of New Pay which concerns work schedule relief management project, which is still in the preliminary phases.

### **Question & Answer Session—Anita Adkins**

No questions we asked during this time.

### **Closing Comments—Anita Adkins**

We asked Customer Board attendees to provide feedback and topics they would like discussed at future Customer Board meetings. Any questions should be sent to your CMB representative.

### **Adjourn**

### **Future Customer Board Meeting:**

October 7, 2020, 9:00 a.m.–11:00 a.m. (EST)