



National Finance Center Customer Notification

Date of Notification: April 19, 2013

Subject: New Written Inquiries Procedure Effective April 22, 2013 (Reminder)

Database/Customer(s) Affected: All

Dear Customer:

This Customer Notification is to advise agencies of an upcoming change in the procedure for written inquiries submitted to the Payroll Processing Branch. Written inquiries include, but are not limited to, requests for payroll listings and reprints of Form SF-1150, Leave Data Transfer.

Effective April 22, 2013, agencies will be required to submit written inquiry requests through Remedy Requester Console. This process change will allow NFC to accurately monitor and track all written inquiries. To transition, the Payroll Processing Branch will continue to receive and process written inquiry requests submitted using SPPS-Web through Sunday, April 21, 2013. Agencies should take this transition time to obtain Remedy Requester Console access for employees who need to submit written inquiries. To request access, the authorized agency contact must:

- Submit the access request to the NFC Contact Center for processing. The request should contain your name, agency name, telephone number, and email address and must be submitted to NFCcontactcenter@nfc.usda.gov.
- The NFC Contact Center will verify that the individual making the request has been authorized by their agency to make inquiries to NFC and is listed for their respective agency on TMGT Table 063, Contact Type "01", EmpowHR Inquiry Contact or Contact Type "06", Payroll/Personnel Inquiry Contact.
- Once verification is complete, the request will be processed and a return email will be sent confirming access.

Please note: **Requestor licenses are limited to four per POI. Keep in mind that those agencies providing services in a shared service model may have 4 per POI they service.**

"Tip of the Week"

NFC has revised and expanded the authorized points of contact types in the Table Management System Table 063, Department/Agency/Bureau Contact. The expansion includes authorized contact types for EmpowHR, webTA Hosting Plus, and the Debt Management Improvement Plan. For complete details see NFC Bulletin Title 1, 12-26, dated October 4, 2012.

Effective April 22, 2013, the Written Inquiry option will be removed from Special Payroll Processing System (SPPS-Web) and a Remedy Requester Console entry will be used for written inquiry requests. These requests will be processed by the NFC Contact Center. NFC recommends immediate submission of access requests so agencies will not experience any delays once the new process begins.

Federal employees with questions concerning this notification should contact their Servicing Personnel Office. Authorized agency representatives with questions concerning this notification should contact NFC's Contact Center at NFCcontactcenter@nfc.usda.gov.

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