



National Finance Center
Customer Notification

Project 660650 (30229) NFC EPIC to Mirror EmpowHR Deleted SF2809 & SF2810

October 5, 2018

Dear Customer:

The National Finance Center will make the following changes in the processing of FEHB SF2809/SF2810 documents within the Document Entry, Process, Inquiry and Correction System (EPIC) application to avoid processing errors which may result in delays in coverage.

Currently, EPIC users have the ability to modify FEHB documents that are in “Future” or “Marked for Deletion” statuses by selecting the “Activate” option.

Beginning **Pay Period 20, 2018**, the “I - Activate” option in the dropdown will be removed and only the “4 - Marked for Deletion” option will be available. If the user has to modify the SF2809/SF2810 document when in “Future” status the user must first delete the document by selecting “4 - Marked for Deletion” in the dropdown and click the update button and then enter a “New” document. For SF2809/SF2810 documents that are in “4-Marked for Deletion” status, no action is necessary. No dropdown will be available and a “New” document must be entered.

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 either 1-855-632-4468; via email to NFCcontactcenter@nfc.usda.gov or via the ServiceNow Customer Service Portal (CSP).