

National Finance Center
Retirement Processing Section
RETIREMENT PROCESSING TRANSMITTAL

Customer Agencies must submit retirement packages via ServiceNow as a scanned PDF document in the order indicated on the transmittal for the submitted package.

Authorized Servicing Personnel Officers (SPOs) with questions concerning submission of retirement packages via ServiceNow can contact us at https://nfcerp.servicenowservices.com/sp_ess/ or NFC Contact Center (NCC) at 1-855-NFC-4GOV (1-855-632-4468) Main Menu: Option 9, Military Service Deposits/ Retirement, Sub-menu Option 2, Retirement.

REQUESTOR NAME	RETIREE NAME	RETIRE SSN #	EFFECTIVE DATE OF RETIREMENT
PERSONAL EMAIL ADDRESS	ATTACHED FILE NAME (INCLUDE RETIREE NAME)		

Check case type below from block 4 and 5 located on OPM's SF-2801/SF-3107 Schedule D form.

Check Type of Retirement	Retirement Type Code	Applicable Nature of Action Code
<input type="checkbox"/> Age (Mandatory)	01	300
<input type="checkbox"/> Optional	02	302
<input type="checkbox"/> Early Optional	03	303
<input type="checkbox"/> Discontinued	04	304, 312, 356
<input type="checkbox"/> Disability	07	301
<input type="checkbox"/> Preliminary Disability	06	976
<input type="checkbox"/> MRA Plus 10 (FERS only)	02	302
<input type="checkbox"/> Death	08	350
<input type="checkbox"/> Phased	12	615
<input type="checkbox"/> Phased in Full Voluntary	13	307
<input type="checkbox"/> Phased in Full (ILIS)	14	308

PRIVACY ACT NOTICE: In compliance with the Privacy Act of 1974, the following information is provided: Solicitation of your Social Security Number (SSN) is authorized by Executive Order 9397 of November 22, 1943 and 5 U.S.C. 301. The primary purpose of requesting the SSN is to properly identify the employee. Many employees have similar names and the furnishing of the SSN will enable USDA to identify authorized users of USDA's computer systems. The information will be used by offices and employees who have a need for the information in the performance of their official duties. The information will not be disclosed outside USDA or the employing agency. Disclosure of your SSN and other information is voluntary; however, failure to provide the requested information may impede, delay or prevent further processing of this request.

National Finance Center
Retirement Processing Section
NFC/RPS CSRS/FERS Retirement Processing Instructions

For NFC to proceed with processing a retirement annuity case based on the effective date of the retirement action, receipt of all the following is required:

- Timely and complete retirement application package submitted via ServiceNow
- Timely processing of the Nature of Action (NOA)
- Timely processing of Time and Attendance (T&A) record coded final

For all timely retirement cases, the NFC metric will begin from the effective date of the retirement action. For all other retirement cases, the metric will begin with receipt of “all” of the required information above (whichever comes last). The hardcopy package will be mailed to OPM and received at their facility within 3 to 5 business days after NFC has certified and submitted the case electronically to OPM.

- For Pay Period 07 through Pay Period 23 the processing metric is 30 days from Date of Retirement.
- Pay Period 24 through Pay Period 06 the processing metric is 30 -60 days from Date of Retirement.

Please refer to OPM’s Benefits Administration Letter (BAL) 12-103 for guidance on submission of complete and accurate retirement packages.

Agencies may submit retirement documents via ServiceNow as early as two pay periods prior to the effective Date of Retirement. Verify the processing of the NOA and final T&A - IRIS 132, except for Preliminary Disability cases which do not require a final T&A.

Retirement packages received in ServiceNow will be triaged and reviewed by NFC for completeness within 3 days of receipt. Incomplete packages will be returned via ServiceNow, and the ServiceNow ticket will be canceled. NFC will provide the information required to complete the package in the Additional Comments field of the ServiceNow ticket prior to canceling the ticket. A new ServiceNow ticket will need to be submitted with the complete package.

There are certain errors or missing information that are discovered after triage once the IRR Card comes down and is reviewed. If a technician discovers additional information is needed during processing, the ServiceNow ticket will be moved to “Awaiting Information” state, a message will be sent via the additional comments field in ServiceNow requesting the missing information, and the Submitter will have 48 hours to provide the missing information before the ticket will be canceled.

Sealed medical documentation and medical record discs should be mailed directly to OPM before submission of the retirement package through ServiceNow. Agencies must include name, social security number, and date of birth with each case mailed to OPM. Also, include a scanned copy of secured mailing information with the ServiceNow Request. The OPM mailing address is:

OPM/ROC
Attention: Retirement Prep Section
PO Box 45
Boyers, PA 16017

Or, OPM’s physical address:

OPM/ROC
Attention: Retirement Prep Section
1137 Branchton Road
Boyers, PA 16017

Note: The NOA must be processed prior to submission of the final T&A in order to generate the Individual Retirement Record.

Include documentation of the last five years of FEHB coverage.

Include documentation of the last five years of FEGLI coverage.

The revised Form SF-2818 as of February 2012 must be used. Previous versions are not acceptable.

When submitting the Form SF-2821 form, ensure all requested information is provided.

- The salary stated in Box 10 is accurate (including locality pay, premium pay, etc.).
- All required signatures are present. Include certification by two different certifying officials on Form SF-2821 (Section 16 can be left blank for certification at NFC).

OPM requires all Military Service Deposits to be paid prior to effective date of retirement. Any Military Service Deposits paid after the effective date of retirement must be approved by OPM and a copy of the OPM Waiver Letter must be included in the package submitted to NFC for processing. All Military Service Deposits need to be submitted to the Military Deposits Reconciliation Section (MDRS) via ServiceNow. Military Service Deposits included in retirement packages will not be processed and canceled in ServiceNow.

All Final Disability packages must be submitted to NFC via ServiceNow.

Arrange forms in order specified by OPM's BAL 12-103, Attachment C.

(See <http://www.opm.gov/retire/pubs/bals/bal12.asp>.)

Attach completed CSRS/FERS Document Transmittal Sheet

Ensure that the retirement package submission includes all necessary signatures. NFC will update the Closed Notes field with Register Number, Sequence, and Date after processing the retirement cases.

ServiceNow Tips

Enter the email address of the person responsible for providing and receiving information regarding the processing of this case. Enter Retiree Name, Department, Agency, and Date of Separation in the Short Description field. Select corresponding pay period and year from drop down prompt. Please ensure that all applications attached to the ServiceNow request are combined files, and not attached as individual documents. Do not password protect attached documents in ServiceNow. Each ServiceNow request submitted to the Retirement Processing Catalogue is auto-encrypted.

Hours of Operations

The hours of operations for the Retirement Processing Section (RPS) are Monday through Friday from 7:30 a.m. to 4:00 p.m. Central Standard Time (CST).

- Telephone number: 855-632-4468
 - Select Option 9 for Military Service Deposit/Retirement
 - Select Option 2 for Retirement/Separation

Customer Inquiries

Customers are requested to use the ServiceNow Request Additional Comments field to request the status of retirement and military deposit cases and inquiries. NFC will get these notifications daily. In turn, NFC will provide a response in the Additional Comments field per the ticket. The Agency Requestor and Delegate(s) will receive notifications and should review the ServiceNow request for the update and/or additional action requested.

Each Agency should check the ServiceNow request for updates for up to 30 days following submission prior to utilizing the NCC escalation process.

Escalation Process

You must have a ServiceNow Request number to enter the escalation process.

When an Agency has an issue or concern that has not been met within 30 days of submitting a ticket, the Agency may escalate the unresolved issue to NCC by emailing the Escalation Mailbox (NCCEscalation@usda.gov).

RETIREMENT PROCESSING TRANSMITTAL

CSRS/FERS DOCUMENT TRANSMITTAL SHEET FOR AGE (MANDATORY), OPTIONAL, EARLY OPTION, AND DISCONTINUED SERVICE

ORDER OF DOCUMENT SUBMISSION TO NFC/OPM

Check appropriate blocks for each form submitted.

	Cover sheet notifying OPM of HB changes at retirement
	Documents for HB changes at retirement, unprocessed current open season 79-9 & copy of ID cards
	Purple checklist (if applicable)
	Cover sheet for special retirement type (NGT, Law Enforcement, Firefighter, ATC, etc.)
	2806, 3100, 2806-1, 3101, computer printout IRR, High 78 – Individual Retirement Record (do NOT punch holes through the data, punch right side)
	2806, 3100 – post 56 military deposit IRR (only the military deposit IRR, not worksheets/application)
	2801-1, 3107-1 – Summary of Service
	RTR, RTR detail, FAA 3300; certification of service: ATC, LEO/FF, Postal Inspector, CBPO 535; ATC retirement SF-50
	2801 Schedule D, 3107 Schedule D – Agency checklist
	2809 & 2810, including Employee Express HB printout, computer printout, HB memo
	2821, 56, 2820 – Agency Certification of Life Insurance
	2818 – Continuation of Life Insurance Coverage election
	2817, 2822, 53, 55, RI 76-27, FE2004, 176, 176T, SF-50 in lieu of SF 2817 – LI election
	2819 – Notice of Conversion Privilege
	2823, 54 – FEGLI Designation of Beneficiary
	2808, 3102 – Retirement System Designation of Beneficiary
	Any other Designation of Beneficiary
	2801, 3107 – Application for Retirement (always have this form)
	RI 38-124, RI 38-122, RI 38-145 – Voluntary Contributions Election, Alternative Annuity Roll Over Election, NAF Election
	2801, 3107 – Schedule ABC
	1515 – Military Service Deposit Election
	2801-2, 3107-2, 1538, notary form – Survivor Election, Former Spouse Survivor Election
	1555, 3109, 3110 – FERS Election form; Former Spouse’s Consent to FERS Election
	1510 – Certification of Agency Offer of Position and Required Documentation
	DD-214, Military Discharge paperwork
	Waiver of Military Pay
	SF-50, PS-50 – Notification of Personnel Action, SF-52 – Request for Personnel Action
	OPM Form 1514 Service Credit Payments for Post 56 Military Service
	2803, 3108 – Deposit Application or Military Deposit Application/worksheets
	2802, 3106 – Refund Application
	2804 – Voluntary Contributions Application
	2805 – Government Debt
	All other forms and papers (retirement estimate, marriage certificate, other papers/forms)
	FERCCA information – erroneous retirement coverage papers
	Court Order (divorce decree, etc.)
	W-4 – place State on top of Federal
	Direct Deposit form or EFT form (remove carbons)

Please include the OPM Authority Number if the case is an Early Optional, NOA 303.

DETAILS

EMPLOYEE NAME:		EFFECTIVE DATE:
PERSONNEL CONTACT:	AGENCY/ POI:	PHONE #:
REMARKS:		

National Finance Center
Retirement Processing Section
RETIREMENT PROCESSING TRANSMITTAL

**CSRS/FERS DOCUMENT TRANSMITTAL SHEET
FOR FINAL DISABILITY RETIREMENT**

ORDER OF DOCUMENT SUBMISSION TO NFC

Check appropriate blocks for each form submitted.

OPM Approval Letter
SF-2809, Health Benefits Registration Form(s)
SF-2810, Notice(s) of Change in Health Benefits Enrollment *SF-2810 transferring enrollment to OPM is no longer required.
SF-2817, Life Insurance Election Form(s)
SF-176T, Life Insurance Election Form(s)
SF-176, Life Insurance Election Form(s)
SF-2818, Continuation of Life Insurance Coverage
SF-2819, Notice of Conversion Privilege (Life Insurance)
SF-2821, Agency Certification of Life Insurance Coverage
SF-2822, Request for Life Insurance
SF-2823, Designation of Beneficiary (Life Insurance)
SF-54, Designation of Beneficiary (Life Insurance)
SF-1199A, Direct Deposit Sign-Up Form OR EFT Election Letter
DD-214, Military Discharge or Equivalent (If Applicable)
Military Pay Waiver Letter (If Applicable)
SF-2803 (CSRS)/SF-3108 (FERS), Application to Make Deposit or Redeposit (If Applicable)
OPM Form 1515, Military Service Deposit Election (If Applicable)
Annuity Estimate
W-4
W-4P
SF-2801, Schedule D (CSRS)/SF-3107 Schedule D (FERS), Agency Checklist of Immediate Retirement Procedures.

In order to expedite the processing of Final Disability cases, please input NOA 301 effective the last day of the pay period in which the OPM Approval Letter is received in your office.

Forward documents to NFC.

Do not submit final disability documents directly to OPM.

DETAILS

EMPLOYEE NAME		
EFFECTIVE DATE	EFFECTIVE PAY PERIOD	
PERSONNEL CONTACT	PHONE NUMBER	
DATE MAILED	AGENCY NUMBER	POI
REMARKS		

National Finance Center
Retirement Processing Section
RETIREMENT PROCESSING TRANSMITTAL

**CSRS/FERS DOCUMENT TRANSMITTAL SHEET
FOR PRELIMINARY DISABILITY RETIREMENT**

ORDER OF DOCUMENT SUBMISSION TO NFC

Check appropriate blocks for each form submitted.

	SF-2801 (CSRS) SF-3107 (FERS), Application for Immediate Retirement
	SF-2801/SF-3107, Schedule A, B, and C
	SF-2801-1/SF-3107-1, Certified Summary of Federal Service
	SF-2801-3/SF-3107-3, Election of Former Spouse Annuity or Combination Current/Former Spouse Annuity
	SF-2801-2/SF-3107-2, Spouse's Notification of Survivor Election
	SF-3112A, Applicant's Statement of Disability
	SF-3112B, Supervisor's Statement of Disability
	SF-3112C, Physician's Statement of Disability
	Medical Documents
	SF-3112D, Agency Certification of Reassignment and Accommodation Efforts
	SF-3112E, Disability Retirement Application Checklist
	Position Description
	OWCP Award Letter (If Applicable)
	SF-1199A, Direct Deposit Sign-Up Form OR EFT Election Letter
	SF-2801, Schedule D (CSRS)/SF-3107 Schedule D (FERS), Agency Checklist of Immediate Retirement Procedures.

In order to expedite the processing of Preliminary Disability Cases, please input NOA 976 effective the last day of the pay period in which the application and supporting documents are received in your office.

Forward document to NFC only after the NOA 976 applies to the database.

DETAILS

EMPLOYEE NAME		
EFFECTIVE DATE	EFFECTIVE PAY PERIOD	
PERSONNEL CONTACT	PHONE NUMBER	
DATE MAILED	AGENCY NUMBER	POI

REMARKS

National Finance Center
Retirement Processing Section
RETIREMENT PROCESSING TRANSMITTAL

**CSRS/FERS DOCUMENT TRANSMITTAL SHEET
DEATH IN SERVICE**

ORDER OF DOCUMENT SUBMISSION TO NFC

Check appropriate blocks for each form submitted.

	SF-2800 (CSRS) SF-3104 (FERS), Application for Death Benefits
	SF-2800A (CSRS) SF-3104B (FERS), Documentation and Elections in Support of Application for Death Benefits when Deceased was an Employee at the Time of Death
	SF-2809, Health Benefits Registration Form(s)
	SF-2810, Notice(s) of Change in Health Benefits Enrollment *SF-2810 transferring enrollment to OPM is no longer required.
<p>Do not send FEGLI forms to NFC for a death case. Send FEGLI forms to:</p> <p>OFEGLI P.O. Box 6080 Scranton, PA 18505-6080</p>	
	Original, Certified Death Certificate
	SF-1199A, Direct Deposit Sign-Up Form OR EFT Election Letter
	DD-214, Military Discharge or Equivalent (If Applicable)
	Military Pay Waiver Letter (If Applicable)
	SF-2803 (CSRS)/SF-3108 (FERS), Application to Make Deposit or Redeposit (If Applicable)
	OPM Form 1515, Military Service Deposit Election (If Applicable)
	Annuity Estimate
	W-4
	W-4P
	SF-2801, Schedule D (CSRS)/SF-3107 Schedule D (FERS), Agency Checklist of Immediate Retirement Procedures.

DETAILS

EMPLOYEE NAME		
EFFECTIVE DATE	EFFECTIVE PAY PERIOD	
PERSONNEL CONTACT	PHONE NUMBER	
DATE MAILED	AGENCY NUMBER	POI

REMARKS