

Table 063 Contacts

Table 063 in the Tables Management System (TMGT) contains the names of Agency personnel who may contact the National Finance Center (NFC) about payroll/personnel related matters. The names of Agency personnel signing any written documentation are contained in Table 063 by personnel office identifier (POI). If an individual making an inquiry is not contained in Table 063, no information is released. Multiple authorized individuals may be entered for each contact type as space allows. Contact type entries are limited to 360 characters for each contact type.

Contact Types

01- EmpowHR Inquiry Contacts by Department, Agency, and POI

Lists individuals who are authorized to contact the NFC Contact Center (NCC) for EmpowHR, related issues on behalf of employees. Authorized contacts are specified at the POI level. If the Department elects to provide contacts across a Department/Agency or Bureau, fill in "0000" for the POI.

02 – Recertification

Lists individuals of an Agency who can authorize NFC personnel to process recertified payments

03 - Table Management Updates

Lists individuals authorized by the Agency to update TMGT tables.

04 - webTA Inquiry Contacts by Department, Agency, and POI

Lists individuals who are authorized to contact NCC for webTA- related issues on behalf of employees. Authorized contacts are specified at the POI level. If the Department elects to provide contacts across a Department/Agency or Bureau, fill in "0000" for the POI.

06 - Payroll/Personnel Inquiry Contacts by Department/Agency

Lists individuals at the Servicing Personnel Office (SPO) and/or the Benefits Processing Officer (BPO) who are authorized to contact NFC for Payroll/Personnel System issues on behalf of employees within the associated Department/Agency (Bureau).

07 - Manual Payments

Lists individuals who are authorized to contact NCC regarding manual pay transactions and who are also approved to sign Block 19, Approval, Authorized Official's Signature and Title, on Form AD-343, Payroll Action Request. Authorized contacts are specified at the POI level. If the Department elects to provide contacts across a Department/Agency or Bureau, fill in "0000" for the POI.

08 - Federal Employees Health Benefits (FEHB), Centralized Enrollment Clearinghouse System (CLER) Inquiry Contacts by POI

Lists payroll office representatives who are designated as reconciliation contacts for a particular payroll office number in CLER.

09- CLER Inquiry Contacts by Department/Agency

Lists program coordinators at the Office of Personnel Management (OPM) who have global authorization for all payroll office data in CLER.

10 - The Direct Premium Remittance System (DPRS) Inquiry Contacts by POI

No restrictions.

11 - Payroll/Personnel Inquiry Contacts by Department, Agency, and POI

Lists individuals at the SPO and/or the BPO who are authorized to contact NCC for Payroll/Personnel System issues on behalf of employees. Authorized contacts are specified at the POI level.

12 - Administrative Billings and Collections System (ABCO) Hold for 2 Pay Periods Contacts by POI

Lists individuals within a Department/Agency (Bureau) who are authorized to contact NCC for ABCO inquiries and requests which are submitted/received through ServiceNow to suspend the collection of a debt for 2 pay periods on behalf of employees within the associated POI. This will result in the debt being placed on a hold (HO) status.

13 - ABCO Hold for 2-plus Pay Periods Contacts by POI

Lists individuals who within a Department/Agency (Bureau) are authorized to contact NCC for ABCO inquiries and requests which are submitted/received through ServiceNow to suspend the collection of a debt for 2 additional pay periods on behalf of employees within the associated POI. This will result in the debt being placed on a hold (HO) status.

14 - ABCO Waivers Applied for/Hearings Contacts by POI

Lists individuals of an Agency who within a Department/Agency (Bureau) are authorized to contact NCC for ABCO inquiries and requests which are submitted/received through ServiceNow to suspend the collection of a debt for 5 pay periods on behalf of employees within the associated POI because (1) a waiver has been applied for or (2) a hearing has been requested by the debtor. This will result in the debt being placed on a waiver applied for (WA) status or the debt being placed on a hearing (HR) status.

15 - ABCO Waivers Approved Contacts by POI

Lists individuals of an Agency who within a Department/Agency (Bureau) are authorized to contact NCC for ABCO inquiries and requests which are submitted/received through ServiceNow to submit an approved waiver on a debt on behalf of employees within the associated POI. This will result in the debt being placed on a waiver processed (WP) status and waived.

16 - ABCO FEHB Cancellations Contacts by POI

Lists individuals of an Agency who within a Department/Agency (Bureau) are authorized to contact NCC for ABCO inquiries and requests which are submitted/received through ServiceNow to cancel a FEHB debt on behalf of employees within the associated POI. This will result in the debt being placed on a Canceled (CA) status and cancelled.

17 - ABCO Adjustment Processing Section (ADJP) Cancellations Contacts by POI

Lists individuals of an Agency who within a Department/Agency (Bureau) are authorized to contact NCC for ABCO inquiries and requests which are submitted/received through ServiceNow to cancel an ADJP debt on behalf of employees within the associated POI. This will result in the debt being placed on a Canceled (CA) status and cancelled.

18 - ABCO Financial Hardships Contacts by POI

Lists individuals of an Agency who within a Department/Agency (Bureau) are authorized to contact NCC for ABCO inquiries and requests are submitted/received through ServiceNow to authorize a financial hardship debt on behalf of employees within the associated POI.

19 - ABCO Inquiry for Form NFC-1100D, Notice of Intent to Offset Salary, Bills by POI

Lists individuals of an Agency who within a Department/Agency (Bureau) are authorized to contact NCC for ABCO inquiries and requests which are submitted/received through ServiceNow regarding a salary overpayment bill on behalf of employees within the associated POI.

20 - ABCO Inquiry for Form NFC-937, Notice of Intent to Recover Past Due Health Benefits from Salary, Bills by POI

Lists individuals of an Agency who within a Department/Agency (Bureau) are authorized to contact NCC for ABCO inquiries and requests which are submitted/received through ServiceNow a FEHB bill on behalf of employees within the associated POI.

21 - ABCO Inquiry for Form NFC-631, Bill for Collection, Bills by POI

Lists individuals of an Agency who within a Department/Agency (Bureau) are authorized to contact NCC for ABCO inquiries and requests which are submitted/received through ServiceNow regarding a bill on behalf of separated employees within the associated POI.

22 - ABCO Global Inquiry Contacts by Department/Agency

Lists individuals of an Agency who within a Department/Agency (Bureau) are authorized to contact NCC for ABCO inquiries and requests which are submitted/received through ServiceNow who are authorized to modify any of the other ABCO Contact Types.

23 - Claims FEHB Debt Contacts

Lists individuals of an Agency who within a Department/Agency (Bureau) are authorized to contact NCC concerning a claims inquiry regarding a FEHB bill on behalf of employees within the associated POI.

24 - Claims All Debts Other Than FEHB Contacts

Lists individuals of an Agency who within a Department/Agency (Bureau) are authorized to contact NCC concerning a claims inquiry regarding a salary overpayment bill on behalf of employees within the associated POI.

25 - Claims Hold Contacts

Lists individuals within a Department/Agency (Bureau) who are authorized to contact NCC concerning a claims inquiry regarding the suspension of the collection of a debt on behalf of employees within the associated POI. This will result in the debt being placed on hold (HO) status.

26 - Claims Cancellations Contacts

Lists individuals of an Agency who within a Department/Agency (Bureau) are authorized to contact NCC concerning a claims request to cancel a debt on behalf of employees within the associated POI. This will result in the debt being placed on a (CA) status and canceled.

27 - Claims Waivers Contacts

Lists individuals of an Agency who within a Department/Agency (Bureau) are authorized to contact NCC concerning a claims inquiry and submission of a waiver applied for or an approved waiver on a debt on behalf of employees within the associated POI. This will result in the debt being placed on a (WA) status for a waiver applied for or (WP) status for an approved waiver.

28 - Claims Write-Offs

Lists individuals of an Agency who within a Department/Agency (Bureau) are authorized to contact NCC concerning a claims inquiry for submission of a request to write-off a debt on behalf of employees within the associated POI. This will result in the debt being written-off (WO) and charged to the Agency, placed on a (WO) status and the balance adjusted to zero.

29 - Claims Financial Hardships

Lists individuals of an Agency who within a Department/Agency (Bureau) are authorized to contact NCC concerning a claims inquiry about a financial hardship on a debt on behalf of employees within the associated POI.

30 - Claims Global Inquiry Contacts by Department/Agency

Lists individuals of an Agency who within a Department/Agency/(Bureau) are authorized to modify any of the other Claims Contact Types.

31 – Insight

Lists individuals of an Agency who within a Department/Agency (Bureau) are authorized to contact NCC to inquire about Insight Enterprise Reporting.

32 – Accounting Inquiry Contact

List individuals of an Agency who within a Department/Agency (Bureau) are authorized to contact NCC for accounting issues on behalf of employees.

How to Update Table 063

Agency representatives with update authority can enter the Department/Agency/Bureau contact information in TMGT. Agency representatives desiring update authority to Table 063 may contact their Agency's Security Officer.

Agencies that do not have representatives with update authority, may request update authority via ServiceNow. Agencies should be sure to attach a copy of the appropriate contact screen print that contains the data to be added to Table 063.

To ensure that all change requests are officially authorized, NFC will only process a request from an authorized Agency representative. Please ensure that each request includes the following: Department/Agency name, designated representative name, email address, phone number and the pre-filled screen print attachment.

References

[TMGT Procedures](#)