



## National Finance Center Government Employees Services Division Escalation and Special Handling Process

At the National Finance Center (NFC), we strive for excellent customer service, which includes providing accurate information in a timely manner. The NFC Contact Center (NCC) responds to inquiries related to NFC's Payroll Personnel Systems consisting of numerous applications: webTA, EmpowHR, SPPS, ABCO, ABCO Claims, DPRS, TIPS and Reporting systems. Understanding that our customers occasionally encounter scenarios that require Special Handling or Escalation, we have defined processes to provide additional assistance. Those processes are:

- **Special Handling**
  - Customers with a sensitive issue may request *Special Handling* upon initial contact with the NCC. Typically, the issue is of a critical nature and may be time-sensitive. Examples of such issues may include:
    - Time & Attendance transmission problems during payroll week
    - Settlement Cases
    - Unavailability of NFC systems
    - Issues impacting employee pay
    - Impact to a significant number of employees/customers
  - Upon receipt, the NCC will provide an incident number and notify an internal group to maintain the highest level of issue visibility.
  - NCC will coordinate resolution or immediately transfer to the functional area responsible for resolution. In either case, the issue will be handled expediently with open communication between NFC and the Customer.
  - Customers may also escalate issues to, James Morrissey, NCC Branch Chief; Adrienne Riviere, Associate Director, Payroll/Personnel Operations Directorate (POD); or the Associate Director over the Functional Area responsible for the Issue (*See attached Escalation Points of Contact Table*).
- **NCC Escalation of Unresolved Issue**
  - When a customer has an issue or concerns that have not been met in a timely manner, the customer may escalate the unresolved issue within NCC by:
    - Emailing James Morrissey, NCC Branch Chief or Adrienne Riviere, Associate Director of POD
    - Emailing the NCC Escalation Mailbox ([NCCEscalation@nfc.usda.gov](mailto:NCCEscalation@nfc.usda.gov))
- **Client Management Branch (CMB) Escalation of Unresolved Issues**
  - At any time in the issue resolution process, customers have the option to exit the NCC arena and escalate an issue to their dedicated Customer Service Representative by:
    - Contacting your Customer Service Representative:
      - [Executive.Team@usda.gov](mailto:Executive.Team@usda.gov)
      - [DOJ.Team@usda.gov](mailto:DOJ.Team@usda.gov)
      - [DHS.Team@usda.gov](mailto:DHS.Team@usda.gov)
      - [Legislative.Team@usda.gov](mailto:Legislative.Team@usda.gov)
      - [Selective.Team@usda.gov](mailto>Selective.Team@usda.gov)
      - [Treasury.Team@usda.gov](mailto:Treasury.Team@usda.gov)
      - [USDA.Team@usda.gov](mailto:USDA.Team@usda.gov)
    - Customers may also escalate issues to Tracey Hoolahan, CMB Chief or Wardell Jones, Associate Director of Client Services.
- **Escalation for Retirement Issues**
  - When a customer has an issue or concern with a Retirement case that requires escalation, the customer may escalate through CMB or contact Dawn Hughes-Morris, Acting Associate Director of Payroll Accounting.

Please note, for issues other than Retirement, a Remedy Incident must be submitted by an authorized SPO representative (listed in TMGT Table 063, Department/Agency/Bureau Contact) prior to initiating Special Handling or Escalation. If you have not opened a ServiceNow Ticket for your inquiry, please contact the NCC at 1-855-652-4468 or via ServiceNow.

## Escalation Points of Contact

Email Address	Responsible Management Official
<a href="mailto:NCCEscalation@nfc.usda.gov">NCCEscalation@nfc.usda.gov</a>	James Morrissey, NCC Branch Chief

### Client Services Directorate, Client Management Branch (CMB)

Email Address	Responsible Management Official
<a href="mailto:Executive.Team@usda.gov">Executive.Team@usda.gov</a>	Raquel Ferguson Sheri Riemer
<a href="mailto:DOJ.Team@usda.gov">DOJ.Team@usda.gov</a>	Mary Lillie Darleen Aucoin
<a href="mailto:DHS.Team@usda.gov">DHS.Team@usda.gov</a>	Dawn Landry Emily Sandefer
<a href="mailto:Legislative.Team@usda.gov">Legislative.Team@usda.gov</a>	Randolph Macabitas
<a href="mailto&gt;Selective.Team@usda.gov">Selective.Team@usda.gov</a>	Debi Dewar Vincent LaCombe Raquel Ferguson
<a href="mailto:Treasury.Team@usda.gov">Treasury.Team@usda.gov</a>	Tiffany Ward Terry Peoples
<a href="mailto:USDA.Team@usda.gov">USDA.Team@usda.gov</a>	Wendy Banks Renette Dyson
<a href="mailto:Tracey.Hoolahan@nfc.usda.gov">Tracey.Hoolahan@nfc.usda.gov</a>	Tracey Hoolahan, CMB Branch Chief

### Client Services Directorate

Email Address	Responsible Management Official
<a href="mailto:Wardell.Jones@nfc.usda.gov">Wardell.Jones@nfc.usda.gov</a>	Wardell Jones, Associate Director

### Government Insurance and Collections Directorate

Email Address	Responsible Management Official
<a href="mailto:Alisa.Wells@nfc.usda.gov">Alisa.Wells@nfc.usda.gov</a>	Alisa Wells, Acting Associate Director

### Payroll/Personnel Operations Directorate

Email Address	Responsible Management Official
<a href="mailto:Adrienne.Riviere@nfc.usda.gov">Adrienne.Riviere@nfc.usda.gov</a>	Adrienne Riviere, Associate Director

### Payroll Accounting Directorate Payroll Accounting & Retirement Operations

Email Address	Responsible Management Official
<a href="mailto:Dawn.Hughes-Morris@nfc.usda.gov">Dawn.Hughes-Morris@nfc.usda.gov</a>	Dawn Hughes-Morris, Acting Associate Director