



## National Finance Center Customer Notification

# Retirements Processing Delays

December 20, 2018

The National Finance Center's Retirement Processing Section is currently experiencing a sharp increase in retirements processing cases, which is resulting in processing delays due to the heavy volume. Agencies can assist NFC to move these cases quickly through processing by ensuring that:

1. The retirement package is submitted to NFC timely.
2. Prior to submission, please review the retirement package for accuracy and content.
3. The Nature of Action (NOA) is entered prior to payroll processing for the pay period in which the employee separates.
4. The T&A for the pay period in which the employee separates is flagged as "final."

**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; or via ServiceNow Customer Service Portal (CSP).