National Finance Center
Customer Notification

Administrative Billings and Collections System - Further Enhancements to the ServiceNow Customer Service Portal

June 28, 2019
Reference Number: NFC-1556804951

Dear Customers:

The National Finance Center (NFC) is pleased to announce that there will be additional enhancements made to the ServiceNow Customer Service Portal (CSP) from its original introduction on June 8, 2018. The following pages present the new menu choices for the Administrative Billings and Collections System (ABCO), Collections and Claims areas, and list various types of service requests the Agency can select.

This enhancement allows authorized Agency personnel to directly input a service request ticket into the ServiceNow CSP. When entering the request for service directly, Agency personnel must enter all the applicable ticket information. This will shorten the time for completion and resolution of customer requests. Agency personnel should assure they are choosing the appropriate area (e.g., ABCO, Collections or Claims) and are selecting the appropriate action required.

Agencies should submit only one debtor on each service request. Tickets received with multiple debtors will be returned to the Agency for proper submission. For tracking purposes, it is critical that each service request contain only one debtor's information.

Requests entered directly via the ServiceNow CSP can be monitored from the time the ticket is entered thus aiding the Agency in tracking the ticket through resolution. Agency personnel have the opportunity to update the ticket as conditions change or add information as needed.

Use of the CSP enhances security by ensuring that only Agency-authorized personnel can submit requests to NFC. To enter a request for service you must be an Authorized Agency Representative that is listed in Table Management Table 063 Contact Types 12 through 30. Those contact types are authorized to request actions related to ABCO/Claims. If access is required to the ServiceNow CSP, please contact your Agency Security Officer.

The CSP is accessed via the ServiceNow Web site at the following link: https://nfcerp.service-now.com and is available to authorized Agency personnel 24 hours a day, 7 days a week. Additional information about ways to contact the National Finance Center Contact Center may also be found via the NFC Contact Us page at the following link: https://www.nfc.usda.gov/contact/index.php.

Instructions on how to access and enter the request for service directly into the ServiceNow CSP are available below.

Upon logging into the ServiceNow CSP (Customer View):

Step 1
Select the **"Request Items/Services"** option to submit a request. This will bring the customer to the Service Catalog, where the Debt Management – ABCO, Collections, and Claims option will be visible (see step 2).

Remember if you have requests for multiple debtors you will have to submit multiple requests. Each request should be for an individual debtor. **Do not select "Report Issue"** to submit a request.

Step 2
Select the "**Debt Management - ABCO, Collections, and Claims**" option. The ABCO, Collections or Claims screen (see Step 3) will be displayed.
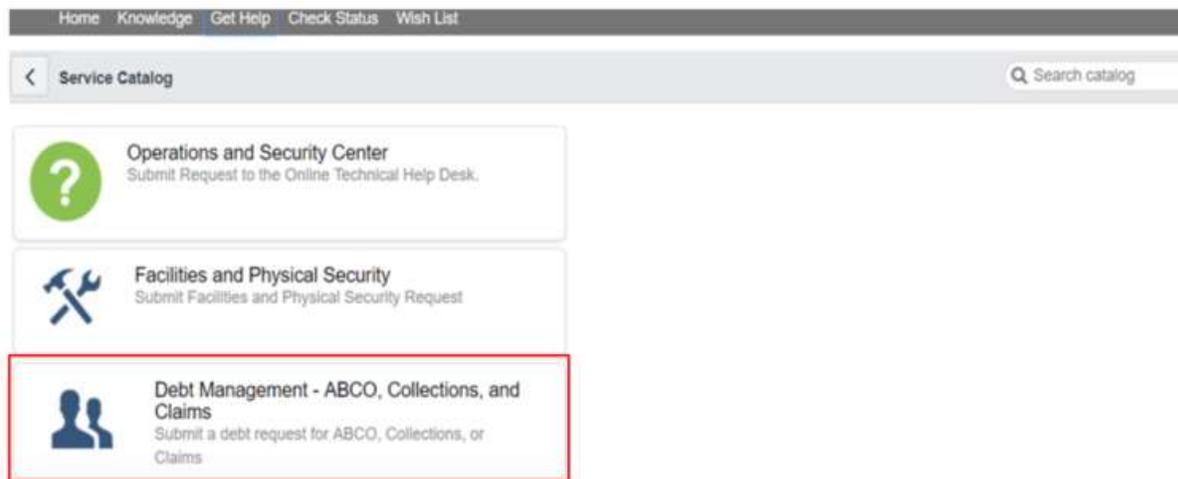
Step 3
Select the type of request needed whether **ABCO**, **Collections**, or **Claims**.
Again, this will route the request to the section that will process the request. It is
very important to make the appropriate selection to prevent delays in
processing the request. This will bring the customer to the Items screen (see
Step 4).

Home   Knowledge   Get Help   Check Status   Wish List

Debt Management - ABCO, Collections, and Claims

Submit a debt request for ABCO, Collections, or Claims

Related Categories

ABCO
Submit an ABCO Request

Claims
Submit a Claims Request

Collections
Submit a Collections Request

Service Portal powered by ServiceNow

Step 4
Find the Item for which the request is being submitted from the Items listed. ABCO,
Collections or Claims each have their own Items as shown in the examples below.
Once the Item for the request is located, select the Item and it will auto populate to the
request. This will bring the customer to the About the Submitter screen (see Step 5).

Home   Knowledge   Get Help   Check Status   Wish List

ABCO

Submit an ABCO Request

Example

◀◀ ◀   1   to 20 of 22   ▶   ▶▶

Items

☐ Address Update

☐ Bankruptcy

☐ Bill not Established

If needed there are more
ITEMS (Choices) to select by
moving forward in the
window.

☐ Cancellation - (CA) ADJP Partial/Full - AD 3041 Required

☐ Cancellation - (FE) FEHB

☐ Cancellation - FEHB - Partial

☐ Copy of Bill/Debt Notice

Collections

Submit a Collections Request

1 to 20 of 22

Items

☐ Address Update

☐ Bill Adjustment Military Refund

☐ Bill Adjustment Re-Application of Collection

☐ Cancel 91 Collection Receivable Record

☐ Collection Status of ABCO Debt - Process Lock Box Collection

☐ Collection Status of ABCO Debt - Process Pay.Gov Collection

☐ Collection Status of ABCO Debt - Process Live Check Collection

☐ Collection Status of ABCO Debt - Research

Example

If needed there are more ITEMS (Choices) to select by moving forward in the window.

Claims

Submit a Claims Request

1 to 20 of 43

Items

☐ Address Update

☐ Bankruptcy - Discharge

☐ Bankruptcy - Dismissal

☐ Bankruptcy - Initial Letter

☐ Bill Adjustment

☐ CSNG IPAC

☐ Cancellation - (CA) ADJP - AD 3041 Required

Example

If needed there are more ITEMS (Choices) to select by moving forward in the window.

Step 5
Complete all fields below and press "Submit." The request screen will be displayed
(see Step 6).

About the Submitter

Name

John Doe

Title

Organization

USDA-Department of Agriculture

Agency

OCFO-Office of the Chief Financial Officer

Email Address

FederalEmployee@USA.com

Phone Number

1234567890

Debtor Information

* First Name

Debtor's First Name

* Debtor Organization

DoE - Department of Education

Middle Initial

Debtor's Middle Initial

* Debtor Agency

H.R. Dept.

* Last Name

Debtor's Last Name

* Debtor POI

1234

Bill Number

123456789

* Additional Information

Additional Information. Provide as much information/details as possible regarding the action you are requesting DMSB to process.

Submit

Step 6

Add any "Additional Comments" and **verify the information** being submitted for the request and press "**Save or Update**."

NOTE: To expedite the processing of the request, attach an encrypted document containing the debtor's social security number.

On this screen the submitter will see the Activities: 1 field. This field displays what action was taken and the date it occurred. The activity number will increase as actions in the life cycle of the request move toward resolution.

After selecting "Save," processing the request is complete. Remember, Agencies should submit only **one debtor** on each service request. Tickets received with multiple debtors will be returned to the agency for proper submission. For tracking purposes it is critical that each service request contain only **one debtor's** information.