



## National Finance Center CAPPS Notification

# NFC History Correction Process – Pay Adjustment Assistance Command Center

Date: April 10, 2019

Reference Number: NFC-1554900876

The National Finance Center (NFC) would like to advise our customers that we have established a temporary Command Center specifically to handle questions regarding History Correction Package (HCUP) Processing in support of the 894 Pay Adjustment actions. The Command Center will be operational on Wednesday, April 10, 2019, which coincides with the first date Agencies will begin processing of their HCUP actions. We expect Agencies who have opted-out of NFC's point forward option to begin processing as early as April 10, 2019; however, Agencies that have opted-in to NFC's point forward option will begin processing on or after April 22, 2019. The hours of operation will be 7:30 a.m. – 4:00 p.m. Central Standard Time (CST), Monday through Friday. We are extending this opportunity to provide targeted customer service for this year's retro-active pay raise project due to 1) the uniqueness of processing history correction actions retro-actively and 2) to ensure all NFC customers' pay adjustments are processed successfully.

We have established a new telephone line which will be directed to our staff of subject matter experts in HCUP processing. The new telephone number established for this specialized command center is: 504-426-8070.

Agencies can also send in ServiceNow requests via the self-service portal:

<https://nfcerp.service-now.com/ess>. When utilizing this option please follow these step-by-step instructions:

1. From the self-service portal select "Report Issue" to submit an Incident ticket to NCC.
2. From the Create incident form in the Summary field, click the magnifying glass to open a pop-up window of summary options.

3. Choose “RETRO –ACTIVE HCUP PACKAGE PROCESSING INQUIRY” from the list.
4. Then enter a detailed description of your issue into the “Details” field.

NFC’S subject matter experts will be actively engaged to assist our customers with expedited service. Our goal is to answer all calls and provide first call resolution. Any complex issues requiring research or testing may take up to 24 hours for us to follow up with you.

We thank you for the opportunity to handle your payroll processing!