



National Finance Center CAPPS Notification

IMPORTANT INFORMATION – Closure of the Annual Pay Raise Mailbox

August 29, 2019

Reference Number: NFC-1566910740

Dear Customer:

The National Finance Center (NFC) would like to announce that effective August 30, 2019, the Annual Pay Raise mailbox will be closed. However, reference documents and guidance will remain accessible via the 2019 Annual Pay Raise webpage (https://www.nfc.usda.gov/ClientServices/HR_Payroll/PayRaise/) located on the NFC Home Page. If you have any History Correction Update Processing inquiries regarding the retroactive pay raise effort, please contact the NFC Contact Center (NCC). Subject Matter Experts will be available to assist by selecting the Personnel and EmpowHR options on the NCC telephone menu.

Assistance is available for the following topics by contacting the NCC and the Operations and Security Center (OSC):

- For payroll/personnel questions, including:
 1. Non-receipt of salary payments
 2. Unpaid employees
 3. Other payment issues
 4. Suspense error messages and corrections
 5. T&A questions

- For reporting issues, including:
 1. Reporting Center and/or Insight issues
 2. Receipt of other types of reports
 3. STARWEB and webTA (Hosting Plus) system issues
 4. Application assistance or inquiries

Please contact NCC via our ServiceNow Web portal at <https://nfcerp.servicenow.com/ess/> or by phone at 1-855-NFC-4GOV (855-632-4468).

- For technical problems, including:
 1. Remote printer (including VPS) issues
 2. System maintenance
 3. System availability problems
 4. Issues with JCL or remote data transmissions

Please contact the NFC OSC at either 1-800-767-9641 or via email at OSC.ETIX@usda.gov.

Thank You,
2019 Retroactive Pay Raise Team