

NATIONAL FINANCE CENTER'S

Good News Czar



Internal Revenue Service (IRS) representatives recently visited with NFC personnel to congratulate them on improving services. During the visit, managers from the IRS Payroll and Personnel Systems Branch commented on the many significant improvements that were made by NFC personnel and the reduction in NFC service issues that had plagued the IRS for many years. IRS representatives indicated they were extremely pleased with the scheduled release process, the establishment of the Systems Requirement Branch and the dedicated staff to discuss requirements on pending software changes, the timely resolution on software problem reports, and the constant communication on pending issues from their dedicated customer service representative.



To show appreciation for a job well done Michele Nelson, Director, Payroll/Personnel Systems baked and transported over 700 + cookies for NFC personnel to say "THANK YOU"!