

## Escalation and Special Handling Process

At the National Finance Center (NFC), we strive for excellent customer service, which includes providing accurate information in a timely manner. The NFC Contact Center (NCC) responds to inquiries related to NFC's Payroll Personnel Systems consisting of numerous applications such as webTA, EmpowHR, SPPS, ABCO, ABCO Claims, DPRS, TIPS, and Reporting systems. Understanding that our customers occasionally encounter scenarios that require special handling or escalation, we have defined processes to provide additional assistance. Those processes are:

### **Special Handling**

Customers with a sensitive issue may request special handling upon initial contact with the NCC. Typically, the issue is of a critical nature and may be time sensitive. Examples of such issues may include:

- Time & Attendance transmission problems during payroll week
- Settlement Cases
- Unavailability of NFC systems
- Issues impacting employee pay
- Impact to a significant number of employees/customers

Upon receipt, the NCC will provide an incident number and notify an internal group to maintain the highest level of issue visibility. NCC will coordinate resolution or immediately transfer to the functional area responsible for resolution. In either case, the issue will be handled expediently with open communication between NFC and the customer.

Customers may also escalate issues to David Mattio, Acting Branch Chief, NFC Contact Center; Wardell Jones, Associate Director, Payroll Operations Directorate; or the Associate Director over the functional area responsible for the issue (see Escalation Points of Contact Table).

## NCC Escalation of Unresolved Issue

When a customer has an issue or concern that has not been met in a timely manner, the customer may escalate the unresolved issue within NCC by:

- Emailing David Mattio, Acting Branch Chief, NFC Contact Center or Wardell Jones, Associate Director, Payroll Operations Directorate.
- Emailing the NCC Escalation Mailbox ([NCCEscalation@usda.gov](mailto:NCCEscalation@usda.gov))

## Client Management Branch (CMB) Escalation of Unresolved Issues

At any time in the issue resolution process, customers have the option to exit the NCC arena and escalate an issue to their dedicated Customer Service Liaison by emailing their respective team:

- [DHS.Team@usda.gov](mailto:DHS.Team@usda.gov)
  - [DOJ.Team@usda.gov](mailto:DOJ.Team@usda.gov)
  - [Executive.Team@usda.gov](mailto:Executive.Team@usda.gov)
  - [Legislative.Team@usda.gov](mailto:Legislative.Team@usda.gov)
  - [Selective.Team@usda.gov](mailto>Selective.Team@usda.gov)
  - [Treasury.Team@usda.gov](mailto:Treasury.Team@usda.gov)
  - [USDA.Team@usda.gov](mailto:USDA.Team@usda.gov)
- Customers may also escalate issues to Tracey Hoolahan, Branch Chief, Client Management Branch.

## Government Insurance and Collections Directorate (GICD)

When a customer has an issue or concern with Debt Management related to ABCO, ABCO Claims, or Collections that has not been met in a timely manner, the customer may escalate the unresolved issue to:

- Chad Yanez, Chief, Debt Management Services Branch, [chad.yanez@usda.gov](mailto:chad.yanez@usda.gov)
- Alisa Wells, Associate Director, GICD, [alisa.wells@usda.gov](mailto:alisa.wells@usda.gov)

When a customer has an issue or concern with Temporary Continuation of Coverage (TCC) Direct Premium Remittance System (DPRS) or Tribal Insurance Processing System (TIPS) that has not been met in a timely manner, the customer may escalate the unresolved issue to Alisa Wells, Associate Director, GICD, [alisa.wells@usda.gov](mailto:alisa.wells@usda.gov).

## Escalation for Retirement Issues

When a customer has an issue or concern with a retirement case that requires escalation, the customer may escalate through the mailboxes below:

- Retirement - [ocfo-nfc-retm-escalations@usda.gov](mailto:ocfo-nfc-retm-escalations@usda.gov)
- Military Service Deposits - [mdrsmgrs@usda.gov](mailto:mdrsmgrs@usda.gov)

During peak season, Pay Period (PP) 24 – PP 06, Agencies should check the ServiceNow (SN) updates for up to 60 days from the effective date of retirement prior to submitting an escalation. During non-peak processing season, PP 07 – PP 23, Agencies should check the SN updates for up to 30 days from the date of retirement prior to submitting an escalation.

For special handling or escalations, NFC's Retirement Processing Section (RPS) and Military Deposit Reconciliation Section (MDRS) will accept customer inquiries only through ServiceNow from authorized representatives or Service Personnel and Benefits Processing Officers (SPO and BPO), who are identified as Department/Agency/Bureau contact types 06 and 11 on Table Management (TMGT) Table 063. SPOs and BPOs should contact NCC at 1-855-632-4468 or the ServiceNow Customer Service Portal at:

- Federated ServiceNow users: <https://nfcerp.servicenowservices.com>
- Non-Federated ServiceNow users: [https://nfcerp.servicenowservices.com/sp\\_ess](https://nfcerp.servicenowservices.com/sp_ess)

## Escalation Points of Contact Table

The following table is provided to assist customers with directing their escalation request to the appropriate management official within NFC.

### NFC Contact Center (NCC)

Email Address	Responsible Management Official
<a href="mailto:NCCEscalation@usda.gov">NCCEscalation@usda.gov</a>	David Mattio, Acting Branch Chief, NFC Contact Center

### Client Management Branch (CMB)

Email Address	Responsible Management Official
<a href="mailto:DHS.Team@usda.gov">DHS.Team@usda.gov</a>	Tiffany Ward

<b>Email Address</b>	<b>Responsible Management Official</b>
<a href="mailto:DOJ.Team@usda.gov">DOJ.Team@usda.gov</a>	Terry Peoples and Sydney Beaumont
<a href="mailto:Executive.Team@usda.gov">Executive.Team@usda.gov</a>	Debi Dewar and Sheri Riemer
<a href="mailto:Legislative.Team@usda.gov">Legislative.Team@usda.gov</a>	Kendra Williams and Robin Lewis
<a href="mailto&gt;Selective.Team@usda.gov">Selective.Team@usda.gov</a>	Sasha Flores and Tracey Hills
<a href="mailto:Treasury.Team@usda.gov">Treasury.Team@usda.gov</a>	Dawn Landry and Lisa Monnier
<a href="mailto:USDA.Team@usda.gov">USDA.Team@usda.gov</a>	Raquel Ferguson and Renette Dyson
<a href="mailto:Tracey.Hoolahan@usda.gov">Tracey.Hoolahan@usda.gov</a>	Tracey Hoolahan, CMB Chief

### **Client Services Directorate**

<b>Email Address</b>	<b>Responsible Management Official</b>
<a href="mailto:tracey.hoolahan@usda.gov">tracey.hoolahan@usda.gov</a>	Tracey Hoolahan, CMB Chief

### **Government Insurance and Collections Directorate**

<b>Email Address</b>	<b>Responsible Management Official</b>
<a href="mailto:alisa.wells@usda.gov">alisa.wells@usda.gov</a>	Alisa Wells, Associate Director

### **Payroll/Personnel Operations Directorate**

<b>Email Address</b>	<b>Responsible Management Official</b>
<a href="mailto:wardell.jones@usda.gov">wardell.jones@usda.gov</a>	Wardell Jones, Associate Director

### **Payroll Accounting Directorate Payroll Accounting & Retirement Operations**

<b>Email Address</b>	<b>Responsible Management Official</b>
<a href="mailto:chris.cutitto@usda.gov">chris.cutitto@usda.gov</a>	Chris Cutitto, Associate Director