

## 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 Web-based Time and Attendance (webTA), GovTA, EmpowHR, ABCO, ABCO Claims, and the Special Payroll Processing System (SPPS).

The Government Insurance Services Branch (GISB) Help Desk responds to inquiries related to the Direct Premium Remittance System (DPRS) and Tribal Insurance Processing System (TIPS).

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 Edward Dozier, Acting Branch Chief, NFC Contact Center; Renee Pellissier, Acting Director, Government Employees Services Division (GESD); or the Associate Director over the functional area responsible for the issue (see Escalation Points of Contact Table).

## NCC Escalation of Unresolved Issues

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 Edward Dozier, Acting Branch Chief, NFC Contact Center or Renee Pellissier, Acting Director, Government Employees Services Division (GESD).
- 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 utilizing the Customer Service Module (CSM) in ServiceNow to submit your request. These requests will be identified as Cases for responding and tracking purposes. Please use the links below.

- For Federated Users – <https://nfcbsm.servicenowservices.com/>
- For Non-Federated Users –
  - Customer Service Management Portal View (Designated CMB POC)
    - <https://nfcbsm.servicenowservices.com/csm>
  - Current Service Portal View (all other users)
    - [https://nfcbsm.servicenowservices.com/sp\\_ess](https://nfcbsm.servicenowservices.com/sp_ess)

For Insurance escalations (CLER, DPRS, and TIPS), please contact the Customer Service Liaison at [gisb.escalations@usda.gov](mailto:gisb.escalations@usda.gov).

Customers may also escalate issues to Rick Culotta, 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 with the ServiceNow

ticket number 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>	Edward Dozier, Acting Branch Chief

## Client Management Branch (CMB)

Email Address	Responsible Management Official
<a href="mailto:NCCEscalation@usda.gov">NCCEscalation@usda.gov</a>	Client Management Branch Liaisons
For Federated Users – <a href="https://nfcbsm.servicenowservices.com/">https://nfcbsm.servicenowservices.com/</a>  For Non-Federated Users – Customer Service Management Portal View (Designated CMB POC) <a href="https://nfcbsm.servicenowservices.com/csm">https://nfcbsm.servicenowservices.com/csm</a>  Current Service Portal View (all other users) <a href="https://nfcbsm.servicenowservices.com/sp_ess">https://nfcbsm.servicenowservices.com/sp_ess</a>	CSM Portal for Client Management Branch

## Client Services Directorate

Email Address	Responsible Management Official
<a href="mailto:Tracey.Hoolahan@usda.gov">Tracey.Hoolahan@usda.gov</a>	Tracey Hoolahan, Associate Director

## Government Insurance and Collections Directorate

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

## Payroll/Personnel Operations Directorate

Email Address	Responsible Management Official
<a href="mailto:Renee.Pellissier@usda.gov">Renee.Pellissier@usda.gov</a>	Renee Pellissier, Acting GESD Director
<a href="mailto:Edward.Dozier@usda.gov">Edward.Dozier@usda.gov</a>	Edward Dozier, Branch Chief

## Payroll Accounting Directorate

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