

Serving Our Customers with Pride



United States Department of Agriculture • Office of the Chief Financial Officer • National Finance Center





THE NATIONAL FINANCE CENTER (NFC), located in New Orleans, Louisiana, designs, develops, and operates cost-effective financial, administrative, and management information systems and services. For over 30 years, NFC has supported the missions of USDA and its customers. NFC's customer base is comprised of more than 130 Federal organizations, representing all three branches of the Government.

Who We Service

NFC services small and large customers alike. The smallest payroll/personnel customer has only 2 accounts; the largest customer has approximately 140,000 accounts. NFC systems are specifically designed to readily accommodate the unique requirements of each customer's needs and mission.

Government That Works Better and Costs Less

Since the early 1980's, NFC has been sharing systems and information technology (IT) management expertise to reduce costs while improving services for USDA and other Government customers.

Such franchising activities are conducted through fee-for-service contracts with customers. These reimbursement agreements between NFC and its customers incorporate conversion and on-going operating costs.

NFC's franchising through fee-for-service contracts has been:

- Acknowledged by the General Accounting Office (GAO), Office of Management and Budget (OMB), and RAND Corporation as being among the most efficient and cost effective Federal administrative service centers, and
- Cited by GAO as a recommended alternative to duplicative system design and development.

By using NFC's systems and services, agencies have reduced the cost of doing the Government's business. As a result, NFC has become one of the largest franchising providers of administrative and financial services in the Federal Government.

Systems and Services for Every Need

NFC operates an integrated Payroll/Personnel System and provides all the necessary related support services for the payroll process.

NFC also operates two other payroll/personnel-related systems for the entire Federal Government which include the Office of Personnel Management (OPM), Federal Employees Health Benefits (FEHB), Centralized Enrollment Clearinghouse System (CLER), which timely and accurately reconciles payroll office and carrier FEHB records, and the Direct Premium Remittance System (DPRS), which is used for billing and collecting health insurance premiums from eligible non-Federal enrollees who elect to participate in the FEHB program.



Applying Tomorrow's Technology Today

NFC is dedicated to satisfying the expanding needs of our customers and staying current with rapidly accelerating technological advances. With today's changing environment and eGovernment initiatives, NFC plays a vital role in helping its customers accomplish their objectives and missions.

• Web-Based Applications

NFC now offers Web-based applications in place of their predecessors, which used older technologies. Some of the redesigned applications being reissued include:

- The System for Time and Attendance Reporting (STAR), which is used to prepare employee time and attendance data for processing by NFC.
- The Entry, Processing, Inquiry, and Correction System (EPIC), which is used to enter and correct payroll and personnel transactions; execute status and suspense reports; delete and restore transactions; and view future and current payroll/personnel transactions to be processed.
- The Reporting Center, which is used to create customized administrative, financial, personnel action, and workforce reports that can be saved for future use.

• Online Services

As an added service to its customers and their employees, NFC developed the Employee Personal Page (EPP), where employees can view their payroll information and other related data online. NFC expanded the EPP to include a Self-Service option. This feature places more control in the employees' hands, allowing them added flexibility to submit changes to their Residence Address, Federal and State Tax withholdings, Financial Allotments, Thrift Savings Plan Contribution amounts, and Direct Deposit information directly to NFC for processing without going through their personnel office.

• Public Key Infrastructure (PKI) Certificates

On the cutting edge of technological advances, NFC often takes the lead in Government initiatives, such as obtaining accreditation as a Certification Authority (CA) to issue Public Key Infrastructure (PKI) certificates. Today, NFC is the leader in developing and delivering PKI certificates and PKI-enabled applications as a multi-level assurance CA for Federal Agencies and their business partners. This experience gives NFC a keen understanding of eGovernment security needs and requirements.

Focus on the Customer

Here at NFC the focus is not only on utilizing the latest technology, but also on the customer. In the spirit of customer service, NFC is proud to offer many different types of support and assistance to its customers such as:

- Help Desks
- Customer Service Representatives
- Training
- State-of-the-Art Training Facility in Washington, DC
- Online User Procedure Manuals and Application Help
- User Support Groups
- Agency Site Visits
- Visits to NFC Facility
- Customer Orientations at NFC Facility
- Semi-annual Customer Briefings - conducted in Washington, DC, and in New Orleans, LA

Leading the ePayroll Initiative

It was NFC's ability to offer sophisticated systems, exceptionally efficient customer service, and proactive adaptation to customer needs that led to NFC's selection by OPM as one of four Payroll Partner (ePayroll) Providers in adherence to President George W. Bush's Management Agenda.

The ePayroll initiative resulted in the consolidation of twenty-two Federal payroll providers into two Partnerships. NFC is partnered with the Department of Interior's National Business Center (NBC) in Denver, Colorado, to design standardized, consolidated, and integrated Governmentwide Federal civilian payroll services and procedures, and better integrated payroll, human resources, and financial functions.

OPM announced the alignment of agencies with providers in March 2003. NFC is now aligned with seven new customers: Federal Energy Regulatory Commission (FERC), U.S. Department of Labor (DOL), Treasury's Office of Thrift Supervision, Justice's Federal Bureau of Investigation, Homeland Security's Coast Guard, Transportation Security Administration, and Federal Protective Service.

The Partnership between NFC and NBC establishes a single entity that will provide payroll services to approximately 50% of Federal employees.

For information regarding NFC systems and services, visit NFC's Web site at www.nfc.usda.gov or contact us at:

USDA, National Finance Center
ATTN: CS-0404
P.O. Box 60000
New Orleans, LA 70160
(504) 255-5230
(800) 981-3026
(504) 426-9732 (FAX)
customer.support@usda.gov

NFC/NBC Partnership Benefits

The Partnership maximizes value and reduces risk for customers by:

- Merging common human resources, personnel services, and business lines;
- Adopting the best practices rapidly and leveraging the strengths of each organization; and
- Enhancing continuity of operations by leveraging geographic dispersion to reduce risks associated with disruption of services in the event of equipment downtime, a natural disaster, or an act of terrorism.

NFC - Serving Our Customers with Pride