

## DELAYED PAYMENTS AT NFC

### **For Administrative payment issues or problems**

A point of contact list at NFC has been established. Headquarters, Area Office and Location staff should use the attached contact list for any non-critical payment matters. NFC will do their best to keep these offices staffed and available to work agency issues.

**Please note: This notice is not intended to preclude routine payment processes.**

### **For Critical non-travel or travel related payment issues or problems**

Agency points of contact will work with NFC to resolve critical Agency travel or non-travel related payment issues. Divisions, Area offices or Locations that are experiencing a **critical** or otherwise severe payment issue that could result in termination of utility services, significant impact to an employee or other detrimental payment issue should contact:

For critical non-travel problem or payment issue, please contact Cheryl Kersey, FFIS Operations Branch, on 301-504-1295 or email at [CKersey@ars.usda.gov](mailto:CKersey@ars.usda.gov). Please provide Cheryl with the pertinent information, such as vendor code, purchase order number #, amount of payment, type of payment and due date.

For critical travel problem(s) or payment issues, contact Diane Eggert, Travel and Relocations Services Branch, on 301-504-1260. Please provide Diane with the authorization number, traveler name, traveler SSN, dates of travel, and an explanation of the problem. Please send this information to Diane at [DEggert@ars.usda.gov](mailto:DEggert@ars.usda.gov).

E-mails to either Diane or Cheryl should cite the critical nature of the payment and include CRITICAL PAYMENT in the subject line of the E-mail.

## Who to Contact for Assistance

### **Travel Inquiry**

1-800-421-0323 or

504-255-4878

FAX: 504-426-9741

Email: [nfc.trvl@nfc.usda.gov](mailto:nfc.trvl@nfc.usda.gov)

Monday through Friday, 7:00 a.m. to 3:30 p.m. CST

- **Non-receipt of travel checks or vendor checks (TRAN and GVTS),**
- **Requests for travel advance and voucher information**

**Key Personnel:** Edward Spears, Travel Transportation Section Head: 504-426-5255

Esther Howard, Supervisor: 504-426-5423

Elveen Robinson, Program Analyst: 504-426-5259

Gayle Richardson, Program Analyst: 504-426-5258

### **Purchase Order Inquiry**

1-800-421-0323 or

504-255-4724

FAX: 504-426-9744

Email: [apb.ias@nfc.usda.gov](mailto:apb.ias@nfc.usda.gov)

Monday through Friday, 7:00 a.m. to 3:30 p.m. CST

- **Purchase order and vendor invoice status**
- **IAS Invoices**

**Key Personnel:** Jane Cosse, Supervisor 504-426-5217

Karen Frederickson, Program Analyst: 504-426-5260

Fay Wilson, Program Analyst: 504-426-5143

Mark Androff, Program Analyst: 504-426-5204

### **General Inquiry**

1-800-421-0323 or

504-255-5370

FAX: 504-426-9745

Monday through Friday, 7:00 a.m. to 3:30 p.m. CST

Email: [nfc.misc@nfc.usda.gov](mailto:nfc.misc@nfc.usda.gov)

- **Questions about other Administrative Payments (e.g., telephones, utilities, Misc. Pay., Training, etc.)**
- **Requests for general information on payments, processing, and suspense issues**

**Key Personnel:** Grace Reed, Miscellaneous Payments Section Head: 504-426-5331

Susan Rushon, Supervisor: 504-426-5332

Laurie Roy, Program Analyst: 504-426-5233

Angelique Dyer, Program Analyst: 504.426.5234

**Customer Liaison and Training**

504-426-5471

FAX: 504-426-9782

Monday through Friday, 7:00 a.m. to 3:30 p.m. CST

Email: [customer.training@usda.gov](mailto:customer.training@usda.gov)

- **Training Requests**
- **Agency/Site Visits**
- **System Support (FAADS, TUMS, CPAIS, PROP)**

**Operations Control Center**

215-216-1735

7 days a week, 24 hours a day

FAX: 504-426-9728

- **Password problems (Except password problems for the Employee Personal Page)**
- **Problems with remote printers**
- **Computer system downtime**
- **VPs printer problems, JCL, or remote data transmissions after 5:30 p.m. CST**