

Update on NFC Operations

Subject: Update #8 -- Status of NFC Operations

NFC Status Update - Monday, September 5, 2005, 1 p.m., CDT

Recovery and restoration efforts of Governmentwide services are proceeding as planned.

Customers who use dedicated circuits to connect to NFC and do not have a dedicated circuit to our Philadelphia site should contact the Operations Control Center.

Customers with secured VPN connections from New Orleans have been reestablished. All secured VPNs have been reestablished. Those using Alcatel gateways are being addressed individually and we expect they will have connectivity shortly. Each circuit will need to be tested by the customer IT department.

The following is the current projected schedule for resuming critical operations:

Operations Control Center: The OCC is available. The phone number is (215) 216-1735.

Pay Period 17, 2005 PPS Processing Schedule click here <PP_Processing_Schedule.htm>.

Payroll/Personnel Systems Availability:

Customer online work:

PINQ, IRIS, and EPIC for CV 5, 6, 7 and 8 - AVAILABLE

STAR - AVAILABLE

SPPS - Client version (only) - AVAILABLE (SPPS-Web is not currently available - customers can download the SPPS client from the NFC Download Center.

TINQ - AVAILABLE

Customer Batch:

T&A Transmission: - AVAILABLE

Culprit & Focus: - AVAILABLE

FESI: - AVAILABLE Depending on Customer connectivity

Post-Bear Reporting: Post-Bear reports must be run by the customer as FOCUS reports and the specific pay period must be specified (WE ASK THAT FOCUS REPORTING BE LIMITED FOR THE TIME BEING TO ESSENTIAL REPORTS ONLY).

Employee Personal Page (EPP): Is available but posting of PP 16 salary (paid and forwarded to bank accounts last weekend) will be available Wednesday.

Earnings and Leave Statements for PP16: Will not be mailed at this time. A determination of eventual mailing will be made at a later date. Once the EPP is updated with this data, the 440,000 EPP users can avail themselves of the print capability if a hard copy is required. HR offices can use the client version of EARN to provide hardcopy statements to employees that require a hardcopy and who do not have EPP access.

EmpowHR: Online currently operational but no transmit capability to PPS until Monday afternoon.

Reporting Center: Is currently available; not all information will be available immediately.

Payroll/Personnel Help Desk Services: Limited help desk support is now available. We currently have limited telephone line availability. As additional telephone lines become available, service capacity will increase. In the meantime, we are developing a rotating schedule to provide expanded service hours (8 a.m. - 8 p.m. CDT). Customer should use the following contact numbers:

o Customer Support (800) 981-3026

o P/P Help Desk (800) 421-0323

o Claims (800) 428-8515

o ABCO (800) 255-5295

o P/P Fax numbers are (972) 623-1020, 1012, 1013

Payroll Accounting to Agencies: This process will be brought online following resumption of full system operations.

Payment Re-certifications: Operations should resume by Monday afternoon.

Employee Debt Collections: PP16 accomplished. Anticipated to be operational prior to pay for PP17.

P.O. Box Mail: The USPS is in the process of re-routing mail to our alternate Worksite. Our customers require no address change.

CLER: Operational status under evaluation.

DPRS: AVAILABLE - Customer Service number for DPRS & CLER is (800) 242-9630.

MATS: Operational status under evaluation.

TSP: Operations have been turned over to the Federal Retirement Thrift Investment Board and participants should call the (877) 968-3778. As a high-priority service area, a schedule for resumed operations is now being developed.

NFC Home Page: The NFC home page is available. However, not all links and supporting files will be immediately available.

We are focusing all of our efforts on getting back to our normal service levels. We appreciate the patience of our customers and partners during this very challenging time. As we have more information to share regarding operations or other news, we will update this message.