



HR Services Fact Sheet

For NAD Employees

USDA - National Finance Center

13800 Old Gentilly Road

New Orleans, LA 70129

WWW.NFC.USDA.GOV

Group Mailbox: NAD.HRMAILBOX@nfc.usda.gov

HR Support Center: 1-855-227-8131

HR Services Fact Sheet for NAD Employees

NFC Human Resources at OCFO New Orleans is dedicated to providing quality customer service to NAD employees. This Fact Sheet is a guide to the actions and inquiries that can be resolved through the Employee Personal Page, your NAD supervisor, the HR NFC Support Center, or the NFC Contact Center. Please direct your actions and inquiries to the recommended source so we can provide you with the best service possible.

Use the **Employee Personal Page** (WWW.NFC.USDA.GOV/EPPS) to:

Take Action to:

- Change residence address
- Enter life events (add spouse, children, etc.)
- Update ERI code, gender or disability status
- Update a direct deposit form
- Calculate available leave
- Start/change/stop a financial allotment
- Change Thrift Savings Plan (TSP) contributions
- Start Thrift Savings Plan (TSP) ROTH contributions
- Enter W-4 filing status
- Enter a state tax request
- Elect health insurance during open enrollment
- Change/cancel health insurance (*Note: Only one change is allowed during Open Season, otherwise contact NAD mailbox—see below*)

Access Information about:

- Veteran status and preference
- Employment verification
- Financial disclosures (OGE-278)
- Earnings and leave statements
- Flex spending accounts
- W-2 statement
- Benefits statements
- Health Savings Account enrollment
- Life insurance enrollment

Email the NAD Mailbox (NAD.HRMAILBOX@NFC.USDA.GOV) or Call the HR Support Center at 1-855-227-8131 to:

Take Action to:

- Edit an Electronic Official Personnel File (eOPF)
- Submit supporting documentation for a life event
- Change health insurance information outside of open season
- Submit a beneficiary form

**If you cannot access your eOPF-Lisa Cunningham has access to all NAD employees' eOPF and can provide documents.

Inquire about:

- Pay discrepancies
- T&A discrepancies
- Retirement estimates
- Annuity Award letters
- Voluntary Leave Transfer Program (VLTP)
- Within Grade Increases (WGI) eligibility dates
- Status of changes submitted through EPP
- Recruitments status
- AgLearn and eAuthentication

Contact Lisa Cunningham, HRM Specialist email: LISA.CUNNINGHAM@NAD.USDA.GOV phone: (703) 305-1158

Request Personnel Actions such as:

- Name change
- Leave without pay
- Promotions
- Resignations
- Temporary Appointment/Reassignment

Inquire about:

- Awards
- Performance Management

Call the **NFC Customer Contact Center (1-855-632-4468)** to get assistance with resetting your EPP password. Note, employees must be successfully enrolled in EPP with a government employee email address in order to reset their password thru NCC. Note, the NCC is available from M – F, 6:00 a.m. – 6:00 p.m., CST.

Call the **HR Support Center (1-855-227-8131)** to get assistance with enrolling in EPP, troubleshooting EPP access issues (except password resets), and / or asking questions about the information posted in EPP. Note, the HR Support Center is available M – F, 7:30 a.m. – 5:00 p.m. CST.