

**EPIC User Group
Action Items as of July 13, 2010**

No.	Project # / Schedule Pay Period	Subject	NFC Responsible Org (s)	Meeting Date	Agency POC	Date/Current Status
BENEFITS						
6		FERCCA Cases - can we get a status of the cases we have submitted; how many have been processed? how many are pending?	Applications Development Directives Judy Scipio			<p>7/7/10: CLOSED. Agencies requesting information should submit request with subject "FERCCA Request" to Jo Ann Landry at JoAnn.Landry@nfc.usda.gov.</p> <p>6/7/10: Based on research with the Operations area, there were a total of 1734 cases received, 1475 completed and 259 on hand to be completed.</p> <p>5/7/10: Will continue to provide quarterly reports through CAPPS until an automated solution is implemented.</p> <p>4/13/10: This will be kept open until report is more inclusive.</p> <p>3/8/10: Tracey Hoolahan (NFC) worked with Helen Young (NFC) to send the quarterly reports via Jo Ann Landry (NFC).</p> <p>2/25/09: Pending - Jody Nyers received this information and emailed it to BUG representatives on 11/25/09: ** leaving as Pending because this may never be closed as new FERCCA cases continue to be submitted.</p>
EPIC						
8		Agency - Action Item: NFC requested that the customers submit their top priorities for system/application enhancements to the EPIC User Group mailbox by March 26, 2010.	Karen Snow		All Agencies	<p>6/4/10: CLOSED. This process has been established. The NFC facilitators are following up by getting additional information.</p> <p>5/7/10: A Spreadsheet was created by the EPIC Co-Chairs to categorize and prioritize the enhancement requests submitted by the user group members. Kathy Orpin , Cynthia Simon (Co-Chairpersons), and Jo Ann Landry (NFC Chairperson) categorized and prioritized the EPIC priority list of enhancement items. There are several items that need additional information before they can be prioritized. The NFC facilitators will contact the agency's contact person (the requestor of those items) requesting the appropriate information.</p>

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9		Agency - Action Item: Each agency is requested to provide primary and alternate point of contacts to serve on the Common Government-wide Accounting Classification (CGAC) Workgroup to the EPIC User Group mailbox, EPIC@nfc.usda.gov , by Tuesday, April 27, 2010.	Jo Ann Frazier Mary Johnson		All Agencies	<p>7/7/10: CLOSED. Points of Contacts received and Workgroup has been established.</p> <p>6/30/10: Recd msg from Joe Vitale regarding CGAC. Joe is recommending this workgroup be revisited. See Joe's email.</p> <p>6/03/10: Meeting held. Facilitators for work group are working on several action items from the 5/27/10 meeting.</p> <p>5/25/10: Kick-off Meeting is scheduled for 05/27/10.</p> <p>5/07/10: On 5/4/10, CMB sent a reminder to all agencies to submit participants for the workgroup. Customer responses were received by EPIC UG. The date for the kickoff meeting is being discussed.</p> <p>4/02/10: Agencies' are requested to provide POC's by 4/05/10.</p> <p>3/09/10: Taken from EPIC UG meeting.</p>
10		Agency - Action Item: Each agency is requested to send names and contact information of subject-matter experts to participate in the Work Group. RIF Group.	JoAnn Frazier (RUG)		All Agencies	<p>7/7/10: CLOSED. Points of Contacts received and Workgroup has been established.</p> <p>6/8/10: Meeting of RIF Group was held 5/26/10.</p> <p>5/7/10: Tentative date for the kickoff meeting- May 26, 2010, from 1:00 -2:30 EST, dependent on response from the workgroup.</p> <p>4/26/10: Reminder sent to community to send responses by April 27th.</p> <p>4/2/10: Agencies' are requested to send names and contact information subject matter experts by 4/05/10.</p> <p>3/9/10: Taken from EPIC UG meeting.</p>

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15		<p>Ginny Towe, TR. asked the following two questions regarding TSP Catch-up:</p> <p>(1) The agency has a number of employees who signed up for TSP-Catch during PP26/09. They intended this to be for 2010, but did not understand the statement in the EPP system, which meant the effective date would be 12/6/09 (PP26) and that it would automatically stop at the end of PP26. The employee should have changed the pay period in EPP to PP01. The agency suggested for the text on the TSP Catch-up screen should indicate that deductions will automatically stop as of PP XX and that any elections for year XXXX must be input with effective dates of PP 01 or later. (2) The agency also had some situations where employees have input the annual amount instead of the pay period amount in EPP for regular TSP. This resulted in their entire pay check going to TSP which was not their intent. The agency suggested that text be added to the TSP screen to indicate the amount to be entered is for the pay period and not the year.</p>	Judy Scipio		Ginny Towe BPD	<p>5/7/10: CLOSED. Added on the Top Priorities List (Enhancements-No. 18).</p> <p>4/13/10: Both BPD and Smithsonian submitted this issue and recommended that the text be added to the TSP screen to indicate the amount to be entered if for the pay period and not the year have been provided to the developers in the Web Application Systems Branch for review. Dawn hopes to receive feedback within the next week or two.</p> <p>4/7/10: This issue has been provided to the appropriate organization to determine if this recommendation could be implemented now or if the agency should submit this issue as a priority for system/application enhancement to the EPIC User Group mailbox.</p>

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16		<p>Jeanne Hillock (SI) - Employee TSP Election Taken at 100% via NFC EPP – Issue: The agency had an employee who erroneously elected to contribute 100% for his TSP via WEB EPP. The employee’s intention was to elect 10%. Thus, the employee has not received a paycheck since PP 01. The agency asked if an edit/statement can be added to prevent this error from happening in the future?</p> <p>Jean Hillock also requested that this issue be put on the agenda for the next EPIC (EPP portion) Workgroup?</p>	Jo Ann Frazier		Jeanne Hillock (SI)	<p>5/7/10: CLOSED. Added to the Top Priorities List - (Enhancements-No. 19).</p> <p>4/13/10: Employees may also be confused between entering the pay period instead of the annual amount. This may be resolved by a cosmetic change to adjust the wording on the screen. This issue may also need to be placed on the Top Priorities list. Given to the developers in the Web Application Systems Branch for review. Dawn hopes to receive feedback within the next week or two.</p> <p>4/7/10: This issue has been provided to the appropriate organization to determine if this recommendation could be implemented now or if the agency should submit this issue as priority for system/application enhancements to the EPIC User Group mailbox.</p>
17		<p>Health Savings Accounts (HSA’s) - The agency asked if a system can be created to check on eligible health plan codes and automatically stop an HSA deduction? Errors are occurring because an employee does not have a full understanding of the differences between a HSA and a FSA and have mistakenly used the EPP/ESS enrollment option.</p>	Judy Scipio		Carol Phillips USDA/DA	<p>6/4/10: CLOSED. Added on the Top Priorities List - (Enhancements -No. 20).</p> <p>5/10/10: Provided response to NIST stating that this issue has been placed on the Top Priorities List.</p> <p>5/7/10: This issue has been elevated to the development staff due to implications involving pre-tax issues.</p> <p>4/13/10: USDA and Treasury submitted this issue to NFC regarding a HSA was entered through EPP, and the screen stated that the employee has not enrolled in one on the HSA’s. This issue may require a front-end edit to stop the HAS from being processed. It has occurred in the past because the HSA may involve the employee’s spouse. The HSA issue to be placed on the Top Priorities List and it requires further review in order to be resolved.</p> <p>4/7/10: CMB will discuss the Health Savings Account issue with the Tax and Benefits Processing Branch.</p>

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18		<p>Jennifer Johnson (TR/IRS) - Child Care or Alimony Deduction actions – The agency sent in a proposal: A change in EPIC on the Family Support fields would streamline the EPIC process for the SPB. This would require a change to the payroll actions screen in EPIC, 195-Child Care or Alimony Deduction. The tables exist under 110 in TIMIS showing each state’s EFT bank account number and routing number. Also, all of these EFT accounts are checking accounts.</p> <p>Currently, three items have to be entered in EPIC by the specialist: 1) Dropdown box: Checking or Savings (has to be selected); 2) Bank Account Number (has to be typed in);and 3) Bank Routing Number (has to be typed in).</p> <p>Proposed changes are: New data field (drop down box) for the two letter state abbreviation which will auto-populate the bank account number and bank routing number from the tables already included in TIMIS. This would eliminate any errors in mis-keying account/routing numbers, and stop the unnecessary selection of checking/savings for the family support EFT deductions.</p>	Judy Scipio		Jennifer Johnson, TR/IRS	<p>5/7/10: CLOSED. Added on the Top Priority List (Enhancements-No. 21).</p> <p>4/13/10: Jennifer Johnson (TR) would like an enhancement for Child Care/Alimony actions in EPIC fields that would streamline the EPIC process for the Special Processing Branch (SPB). Jennifer also stated that this option could be considered as an enhancement regarding EFT, Routing and Account numbers to be built into Table 110, where you would enter the recipient for the deduction and the employee’s EFT information will appear. This proposal will be added to the Top Priority list.</p> <p>4/5/10: Researching issue.</p>

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19		The Charter for the User Group has been provided to all members.	Judy Scipio		All Agencies	<p>9/23/10: Adoption of the charter will be added to the agenda for the next meeting.</p> <p>7/7/10: Charter has been sent to User Group and is being reviewed by NFC.</p> <p>5/7/10: The EPIC UG Facilitators will review the charter and provide comments to NFC Chairperson. The NFC Chairperson will review with CMB Branch Chief to finalize document and discuss changes in next UG meeting. Once finalized, the final version will be posted to the NFC Home Page.</p> <p>4/26/10: Reminder sent to community to send responses by April 27th.</p> <p>4/26/10: Reminder sent to community to send responses by April 27th.</p> <p>4/13/10: The Charter for the User Group has been provided to all members. They are asked to send comments in by April 27, 2010.</p> <p>3/9/10: Each agency is requested to send comments on the Charters to the respective UG box by March 19, 2010.</p>
20		Request for assistance on Military Spousal Relief Act	Judy Scipio		Patti Cook	<p>6/9/10: CLOSED. Patti responded that she was satisfied with the information that was provided by Brian.</p> <p>5/7/10: Awaiting a response from Patti.</p> <p>4/5/10: Patti was not on the reply that Brian sent back to EmpowHR UG. Brian's response was forwarded to Patti to inquire if this info is helpful.</p> <p>3/12/10: DHS submitted the question to Brian and a response was provided.</p> <p>3/10/10: Patti's request for assistance on how to process withholding docs for state tax of permanent residency in order to implement the Military Spousal Relief Act was submitted to the EPIC and EmpowHR UG mailbox on March 10, 2010. EPIC User Group has acknowledged Patti's request and waiting on feedback.</p>

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21		Unless the performance and override code are updated, IRS is requesting EPIC CLIENT to remain available. EPIC WEB response time is causing major processing issues. Additionally, EPIC WEB should be updated to include the same override code that is available in CLIENT.	Judy Scipio		Jennifer Johnson, TR/IRS	<p>6/4/10: CLOSED. Added to the Top Priorities List - (System Performance-No. 4).</p> <p>4/17/10: Developers provided with customer feedback. Several customers reported slow EPIC Client/EPIC Web responses.</p> <p>4/13/10: Slow EPIC Client/Versus EPIC WEB. Dawn Hughes Morris to present to EPIC Web Group.</p>
22		<p>1. For transferring employees, why does NFC change the TSP Eligibility Date to the new appointment date? It would be beneficial to agencies (BPD) if the TSP Eligibility Date remained what was originally set by the prior servicing HR Office. This would allow agencies to spot check the TSP history for potential errors. Errors that might have caused an employee to not start receiving TSP agency automatic 1% and matching (if applicable) contributions when he/she was eligible.</p> <p>2. Request for access to NFC's Military Deposit Retirement Record Cards (IRR): It would be beneficial to agencies to have access to NFC's Military Deposit Retirement Record Cards (IRR). When an employee transfers to another agency also serviced by NFC, the Personnel History IRIS Screens are available for viewing, but not the IRR's for post-56 military deposits that were paid at the other agency. For the current agency, being able to verify NFC IRR information directly would be helpful, quicker, and easier, saving time and effort by not having to query NFC or OPM. Viewing these IRR's would also help identify any errors which could be corrected pre-retirement.</p>	Karen Snow		Cynthia Myers (BPD)	<p>6/4/10: CLOSED. Added to the Top Priorities List - (System Problems- No. 7).</p> <p>5/7/10: Question No. 1 will be added to the Top Priorities List.</p> <p>5/7/10: CLOSED. Question No. 2 - CMB conferred with ABCO Section as it relates to the agency having access to an employee's IRR, there is no hard lined system available to NFC's military deposits.</p> <p>4/13/10: Request was made to add these two topics to the EPIC UG Agenda.</p>

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23		Issue related to the FEDVIP codes used. It appears that the JG1 and JG2 are health benefit plan codes. Are the FEDVIP codes assigned by OPM, and used federal-wide? Or are they codes NFC established? Issue reported:	Judy Scipio			5/7/10: CLOSED. Added to the Top Priorities List (Enhancements-No. 17). Kathy Orpin provided some research information regarding this issue. Based on her findings, she is recommending that NFC create a project to establish a unique data element for the FEDVIP plans and to develop specific codes to take the place of the JF1 and JG1 codes they are now using. 4/13/10: Issue submitted by TR thru EPIC UG mailbox.
24		Becky Konz at (BPD) - Topic : The Agency Office Address is updating to the NFC System before the employees' AD-349 Change of Address. When the FEHB Carrier information is received first, this causes a privacy act violation. It has been reported to FEHB Section at NFC and to the programmers per Becky Konz (BPD); however, a solution was given but the problem still exists.	Karen Snow		Becky Konz	6/4/10: CLOSED. Added to Top Priorities List - Enhancements No. 5. 5/12/10: CMB contacted Becky Konz (BPD) and Ginny Towe (BPD) - advised that this issue will be placed on the Top Priorities List and a NFC GESD Request will be submitted by the agency. 5/7/10: Issue being researched. 4/13/10: Issue submitted by TR thru EPIC UG mailbox.
25		In pay period 7 and pay period 8, we were trying to complete a HCUP for an employee, to add a promotion effective 8/30/2009. The HCUP was added by Rose, the IRS processor, in EPIC WEB. The HCUP went into SINQ in pay period 7 for the 007 on the 894 action eff 1/2009. Rose called NFC and received tracking number 00033664. NFC was "looking into it" from April 12. I suggested to Rose to delete the package and redo in EPIC Client to see if it would apply and it has. We often receive 007 messages in the new EPIC web, and when done in EPIC client, they apply.	Karen Snow		Jennifer Johnson, TR/IRS	5/10/10: CLOSED. SPR 00033664. On 4/22/10 Agency deleted HCUP package and reprocessed, package applied appropriately. Agency provided this information on NFC on 4/22/10. 4/22/10: Issue submitted by TR thru EPIC UG Mailbox.

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26		We are attempting to update several instructional program codes due to the fact that they are listed as "obsolete" on the current CPDF error report. When we try to release the action, the following error message occurs. We feel that the edit is addressing the opposite of what is valid. Levels 4,7,8,9,11 and 12 do not require the instructional program. However, Level 13 requires the instructional program.	Jo Ann Frazier		Pamela Fowler-BPD	<p>7/6/10: CLOSED. Treasury (BPD) was advised to submit a Project Request via GESDREQUEST.</p> <p>5/25/10: Researching to determine the level of error NFC vs CPDF.</p> <p>5/12/10: CMB is still researching this issue.</p> <p>5/7/10: CMB provided a statement regarding the Education Instruction Program 4/21/10. Research pending.</p> <p>4/20/10: Issue submitted by TR thru EPIC UG Mailbox.</p>
29		When loading history using EPIC WEB we are receiving the error message(Load History Failed. Problem Opening the file. This issue was addressed at the Customer Forum.	Judy Scipio		Andrew J. Eldred-DHS	<p>7/2/10: CLOSED. The agency was advised to contact the NFC Payroll/Personnel Call Center.</p> <p>6/30/10: The developers are awaiting a response from Security.</p> <p>6/9/10: Per the developers, Security is checking into the issue.</p> <p>6/4/10: At this time, this is not an EPIC issue, but rather Security, therefore no fix/project number has been established. Awaiting further information from developers.</p> <p>5/7/10: Per developers, issue to be resolved with the PP10, 2010 Releases.</p> <p>4/27/10: A screen print of the problem that the user reported at the Customer Forum with the History load in EPIC Web was sent to EPIC UG mailbox. Sent to developers.</p>
30		It was reported by Donna Rush, TR), who was trying to complete a HCUP on Mr. Wright, correcting 2 actions so that the SON is 3316 at the request of Counsel, employee placed in incorrect SON. The package was processed in EPIC Web and still will not save. The Change in work schedule will not save giving an error message that " a not to exceed date is needed ", the CWS does not have a nte date, but it must be reading the not to exceed date on the action before. Attaching screens form the package with the error, I will leave at incomplete to show you.	Judy Scipio		Jennifer Johnson, TR/IRS	<p>6/30/10: CLOSED. Per Donna Rush, of IRS, the agency tried to fix the submitting office number in EPIC/WEB with a HCUP package. It did not work, so she deleted it and re-entered into EPIC/Client. The issue has now been resolved. But, the problem still lies with the difference in error messages between the two system.</p>

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31		The National Endowment for the Humanities is having a problem with Spot Awards over \$500. This was first reported to the Help Desk as an SCR in April of this year; then Mary Johnson suggested I request an SPR. All our Spot Award over \$500 automatically go into suspense, and NFC programmers are going "through the back door" to make them apply in IRIS.	Jo Ann Frazier		Alice Parks, NEH	7/15/10: Received inquiry in EPIC UG mailbox. 7/19/10: I spoke to Alice. She stated that the problem still exist; everytime a spot award is done, it goes in to suspense in EPIC. She gave to active Remedy Ticket numbers (53326 and 59092). I advised her that we will do some research and call her back.