

Who To Talk To At KFC



Ethan Cole

Financial Services and Support Branch

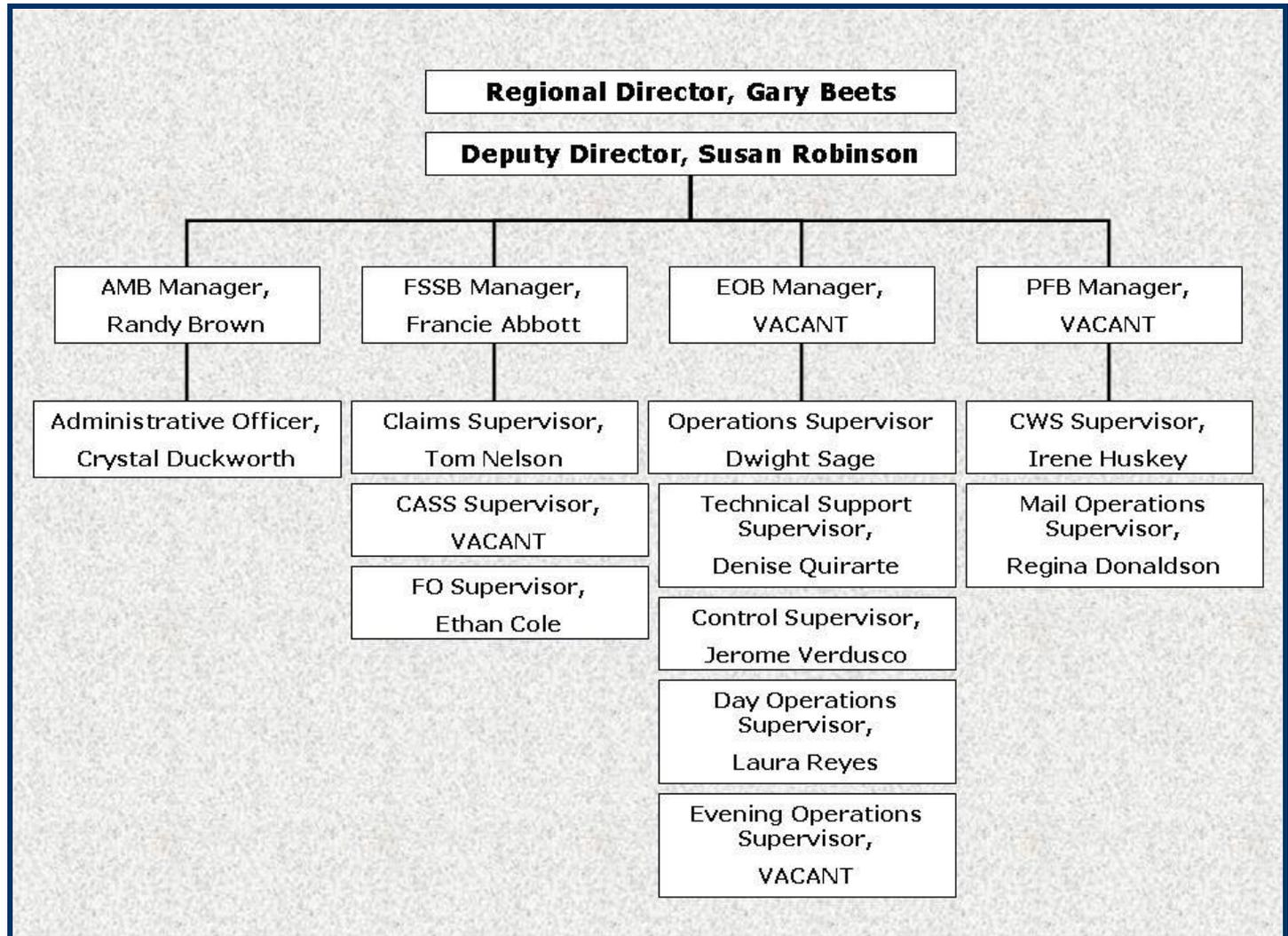


Kansas City Financial Center (KFC)





Kansas City Financial Center Management





Executive Branch (EXEC)





Administrative Management Branch (AMB)





Administrative Management Branch (AMB)

- **Human Resources**
- **Purchasing**
- **Security**
- **Check Vault**
- **Accounting**
 - **Customer Service Helpdesk
(816) 414-2100**



Financial Services and Support Branch (FSSB)



Customer Assistance and Staff Support (CASS)

- **Program Management Project Unit**
- **Customer Service Helpdesk Unit
(816) 414-2100**



Program Management Project Unit (PMP)

- **Program Analysis**
- **Customer Advisory Board (CAB)**
- **Information Technology**
- **Training**





Customer Service Helpdesk Unit (Helpdesk)

- **Customer Service Line**
(816) 414-2100
Hours: 7:30 a.m. - 4:00 p.m.
- **Returned Payment Requests/Recall (R06)**
- **Unidentified Remittances**





Financial Operations (FO)

- **Foreign Payments**
- **Pre-Authorized Debits (PAD)**
- **Reimbursable Services (DOED)**
- **Automated Standard Application for Payments (ASAP)**





Claims

- **Teletrace Unit**
- **Claims Unit**



Teletrace Unit

- **Research Claims of Non-Receipt (SSA, SSI)**





Claims Unit

- **Returned Checks**
- **Internet Cancellations**
- **Notifications of Change (NOCs)**





Electronic Operations Branch (EOB)



Technical Support Section

- **SPS Support Staff**
- **Programming Staff**



SPS Support Staff

- **SPS Helpdesk**
(816) 414-2340
Hours: 6:00 a.m. – 5:00 p.m.





SPS Support Staff

- **SPS Helpdesk Support to users**
- **Administrative functions for the SPS system/users**
- **SPS Testing**
 - **New functionality under development**
 - **Production system following system work or new releases**
- **User support for required forms**
 - **Head of Agency designation, 210, 2958, etc**
- **Digital Signature Storage Verification (DSSV) system administrative activities**



Programming Staff





Programming Staff

- **Telecommunications support and testing**
- **Payment file formats and requirements**
- **Payment file testing**
- **Development and maintenance of applications**
- **Production support**
- **IT support for new initiatives (PAM, Prince, etc)**



EOB Operations Section

- **Payment Control**
- **Day Shift Operations**
- **Evening Shift Operations**





Payment Control

For payment issues/concerns, please contact:

- **Payment Control Supervisor**
Jerome Verdusco
(816) 414-2308

- **Lead Payment Control Technician**
Kim Williams
(816) 414-2309

- **EOB Operations Supervisor**
Dwight Sage
(816) 414-2302



Payment Facilities Branch (PFB)

- **Check Wrapping Section**
- **Mail Operations**



Check Wrapping Section (CWS)

- **Check Enclosing**
- **Check Wrapping**





Mail Operations

- **Check Processing – Special Handling**
- **Pre-Sort/Mail Dispatch**
- **Incoming/Outgoing Mail**



Check Processing – Special Handling

- **Jennifer McGee**
(816) 414-2221
- **Betsy Novotny**
(816) 414-2207
- **Inas Scott** (not pictured)
(816) 414-2218
- **FAX**
(816) 414-2217





Pre-Sort/Mail Dispatch





Incoming/Outgoing Mail





Questions?