

GAO

GAO/IMC-94-002

Administrative Services Guide



A

Accidents and Injuries

Personnel's Employee Benefits Branch is GAO's liaison between employees who are injured on the job and the Department of Labor's Office of Workers Compensation Programs.

To Obtain Service

Report on-the-job accidents resulting in injuries to your immediate supervisor and to the Employee Benefits Branch, which stocks all necessary forms.

Contact

Employee Benefits Branch
GAO Building, Room 1061
202-512-5902

Accidents Not Involving Injuries

General Services and Controller's (GS&C) Office of Security and Safety investigates accidents that do not involve injuries, whether they occur in or outside the GAO Building, and maintains records for statistical purposes.

To Obtain Service

If involved in an accident without injuries in the GAO Building, call the Office of Security and Safety's Health and Safety Section; if involved in an accident without injuries outside the GAO Building, call your unit Health and Safety Representative.

Contact

Health and Safety Section
GAO Building, room 6252
202-512-4354

Address Changes

The National Finance Center (NFC) maintains employee addresses for the mailing of biweekly earnings statements, year-end W-2s, semi-annual Thrift Savings Plan (TSP) statements, and the annual personal statement of benefits.

To Obtain Service

Submit Form AD-349, Employee Address, to update your address. Forms are available in room 1060. Forms from regional employees may be faxed to Personnel's Automated Systems and Records Group.

Contact	Automated Systems and Records Group GAO Building, Room 1060 202-512-5811
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ADP User and Local Area Networking (LAN) Training	A variety of computer courses are available through the Training Institute.
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To Obtain Service	Contact your Training Coordinator.
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Appeals, Personnel-Related	Personnel's Employee Relations Branch informs employees of appeal rights and procedures and of situations in which GAO's administrative grievance procedure is the appropriate way to seek relief (rather than an appeal procedure). (See "Grievances", p.23.)
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To Obtain Service	Call or visit the Employee Relations Branch and ask for the specialist designated to provide service to your division or office.
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Contact	Employee Relations Branch GAO Building, Room 1061 202-512-5902
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Asbestos, PCB, Contaminants, and Other Pollutants	GS&C's Office of Security and Safety provides information and assistance on matters pertaining to asbestos, PCB, contaminants, and other pollutants in the GAO workplace.
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To Obtain Service	Call the Office of Security and Safety's Health and Safety Section.
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Contact	Health and Safety Section GAO Building, room 6252 202-512-4354
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Audiovisual Equipment Loan Pool	The Acquisition and Equipment Management Branch of OIMC's WorkGroup Systems Center lends overhead and 35-mm projectors, audiotape
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recorders, videotape players, TV monitors, video show devices, and several one-of-a-kind items to GAO employees.

To Obtain Service

Call to arrange to pick up (before 9 a.m.) and return (after 4 p.m.) the smaller items, such as overhead and 35-mm projectors and audiotape recorders. Contractor staff deliver large items to offices in the GAO Building.

Contact

KOH - Audiovisual Support
GAO Building, room 2524
202-512-3863

**Audiovisual
Production Services**

The Video Communications Branch of OIMC's Publishing and Communications Center develops, records and produces audio and video productions, reports, and special events. Also 35mm synchronized slide/tape programs.

To Obtain Service

Call the Video Communications Branch Manager for help in developing the project and establishing a schedule. Submit GAO Form 480B, Request for Video-Audio Production, available from the Video Communications Branch.

Contact

Video Communications Branch
GAO Building, room 7647
202-512-3228

Awards

Personnel's Employee Benefits Branch provides advice and assistance to management on implementing GAO's incentive awards program (including career service and special commendation awards). It also coordinates GAO's annual honor awards ceremony.

To Obtain Service

Contact your unit's administrative staff or the Employee Benefits Branch for advice and assistance on awards matters. Submit GAO form 429, "Division, Region, and Office Awards," to Employee Benefits Branch for processing of a Director's or Special Commendation Award.

A

Contact

Employee Benefits Branch
GAO Building, Room 1061
202-512-5902

B

Beneficiary, Designation of

Personnel's Employee Benefits Branch provides designation of beneficiary forms for life insurance and unpaid compensation.

To Obtain Service

Visit the Employee Benefits Branch.

Contact

Employee Benefits Branch
GAO Building, Room 1061
202-512-5902

Budget Advice and Assistance

GS&C's Office of Budget provides advice and assistance on all fiscal management matters, such as budget formulation, monitoring, and proper classification of expenditures.

To Obtain Service

Contact your assigned Budget Analyst of the Office of Budget.

Contact

Office of Budget
GAO Building, room 6743
202-512-4143

Budget Allocations, Requests for Additional

GS&C's Office of Budget acts as the secretariat for the Budget Committee on requests for increases in budget allocations.

To Obtain Service

Send a memorandum addressed to the Chair of the Budget Committee on requests for increases in budget allocations.

Contact

Office of Budget
GAO Building, room 6743

Budget Reprogramming

GS&C's Office of Budget develops financial plans for each division and office and provides assistance in managing funds during the fiscal year. This includes reprogramming allotted funds between budget object classes (BOCs) to cover unanticipated changes in expenditures.

B

To Obtain Service

To reprogram allotted funds, send the Office of Budget a memo indicating the amount of funds to be transferred from one BOC to another.

Contact

Office of Budget
GAO Building, room 6743
202-512-4143

C

Cafeteria and Snack Bar

The GAO cafeteria is open from 6:30 a.m. to 3:30 p.m. Monday through Friday, and the snack bar is open from 7:30 a.m. to 4:00 p.m. Monday through Friday. GS&C's Office of Real Property Services is the GAO liaison for both the cafeteria and snack bar.

To Obtain Service

Office of Real Property Services
GAO Building, room 1800
202-512-5868

Campaigns and Drives

Personnel's Employee Benefits Branch serves as the focal point for the Combined Federal Campaign, the U.S. Savings Bond Drive, and the GAO Blood Donor Drive. It maintains all forms associated with these programs.

To Obtain Service

Submit the appropriate form through your division or office coordinator (or directly in the case of a blood drive) to the Employee Benefits Branch. Call or visit the Branch if you need information or assistance.

Contact

Employee Benefits Branch
GAO Building, Room 1061
202-512-5902

Canteen

The canteen carries a variety of foods, drinks, and sundry items for purchase by employees.

To Obtain Service

Visit the canteen located on the 3rd floor of the main GAO Building during its operating hours of 7:30 a.m. to 4:00 p.m. daily.

Contact

Canteen
GAO Building, 3rd floor
202-789-0351

Career Resource Center

OCCD's Career Resource Center offers confidential career counseling for GAO employees; consultation services for managers; resume and SF-171 assistance; career planning and job search workshops; a computer

assisted career guidance system; a lending library of career-related books, videos, and cassettes; and a job information station.

To Obtain Service

Visit the Career Resource Center between 7:30 a.m. and 5:30 p.m. Monday to Friday to use the career library, career planning software or job information station. Contact your Training Coordinator to register for workshops. Employees and managers may make confidential career counseling or consultation appointments by phone.

Contact

Career Resource Center
GAO Building, room 3053
202-512-4122

**Carpet and Drapery
Cleaning and Repair**

GS&C's Office of Real Property Services coordinates cleaning, repair, or replacement of carpets and draperies through the Building Management Contractor.

To Obtain Service

Submit requests, in person or by fax, on GAO Form 40, "Request for Facilities Services", to the Building Management Contractor.

Contact

Building Management Contractor
GAO Building, Room 1803
202-289-7030
202-289-4857 (fax)

**Certification of GAO
Documents**

Record Management Services of OIMC's Information Services Center (ISC) is responsible for certifying all GAO documents.

To Obtain Service

Call or send documents to be certified to Records Management Services.

Contact

Records Management Services
Suite 300, Techworld
202-512-6702

Complaint Processing

The Civil Rights Office (CRO) manages GAO's Equal Opportunity Discrimination Complaint Program, which processes complaints alleging discrimination based on race, color, religion, sex, national origin, disability, age, or retaliation.

To Obtain Service

Call CRO between 8:45 a.m. to 5:30 p.m. Monday through Friday to arrange for an appointment.

Contact

Chief Complaints Counselor
GAO Building, Room 3027
202-512-6388

Computer Equipment and Services Acquisition

OIMC's WorkGroup Systems Center is responsible for providing GAO's computer equipment and services and ensuring that all requests are justifiable and that funds are available to satisfy the requests.

To Obtain Service

Submit all requests for microcomputer equipment or software to Acquisition and Contract Services on GAO Form 557, "Request for ADP Services/Equipment."

Contact

WorkGroup Systems Center
GAO Building, room 2822
202-512-8639

Computer Loaner Pool

OIMC's WorkGroup Systems Center maintains a pool of microcomputers for short-term loans (90 days or less).

To Obtain Service

Call the Hardware Hotline from 7:30 a.m. to 5:00 p.m. Monday to Friday.

Contact

Hardware Hotline
GAO Building, room 2530
202-512-5383

Computer Maintenance

Maintenance services for all GAO-owned microcomputer hardware is available to GAO headquarters offices through OIMC's WorkGroup Systems Center's maintenance contractor. The maintenance facility in the GAO Building houses an assembly and maintenance shop and parts inventory.

To Obtain Service

Call the Hardware Hotline from 7:30 a.m. to 5:00 p.m. Monday to Friday.

Contact

Hardware Hotline
GAO Building, room 2530
202-512-5383

Computer Operations Support Facility

The Computer Operations Support Facility (COSF) of OIMC's Corporate Systems Center supports GAO's administrative systems and provides other miscellaneous services. This support includes Financial Management System (FMS) operations and reports distribution, Mission and Assignment Tracking System (MATS) help desk support, database and table changes, and reports distribution, PPMRS operations and reports distribution, PC-TARE and JSS help desk support, HIS GAO electronic mail help desk support, NIH remote printer support, HIS and FMS password support, and data entry contract counter service.

To Obtain Service

Call the Computer Operations Support Facility (202 512-3043), visit the counter in room 3141 (room 2831 for NIH remote printer support) or use HIS electronic mail (mailbox: COSF.OIMC).

Contact

Computer Operations Support Facility
GAO Building, Room 3141

Telephone 202 512-3043
FAX 202 512-7673
HIS Email Account: COSF.OIMC

Computer Security

GS&C's Office of Security and Safety's Computer Section provides guidance on processing classified information on automated information systems and manages the GAO Communications Security Program, which includes secure telephone units.

To Obtain Service Call the Office of Security and Safety

Contact Computer Security Section
 GAO Building, room 6252
 202-512-4669

Consultation for Managers/Supervisors

A manager or supervisor with questions about handling a difficult situation involving an employee may consult with the Office of Counseling and Career Development's Counseling and Consultation Services counselors to evaluate the situation and identify new approaches. Workshops on communication, conflict management, identifying personality preferences, and stress management are available for work groups.

To Obtain Service Contact Counseling and Consultation Services from 8:00 a.m. to 5 p.m. Monday to Friday to arrange an appointment or consult by phone. Visit Counseling and Consultation Services in room 3047 to make an appointment or talk to a counselor.

Contact Counseling and Consultation Services
 GAO Building, room 3047
 202-512-8992

Continuing Professional Education

Eighty hours of continuing professional education (CPE) every 2 years is required for all evaluators and evaluator-related staff and their managers. Most internal and many external courses convey CPE credits; staff may also receive credits for other professional activities.

To Obtain Service For detailed information on this requirement, see GAO Order 2410.2.

Contact Consult your Training Coordinator or Human Resources Manager.

Copy Centers

The Copy Centers of OIMC's Publishing and Communications Center are open from 7 a.m. to 5:30 p.m., offer self-service and staff photo-copying. Customers may leave lengthy photocopying jobs for Copy Center staff to handle. The centers are self-service during the hours of 7 a.m. to 8 a.m., and 4:45 p.m. to 5:30 p.m.

To Obtain Service

Submit GAO Form 347 available from the Copy Centers or the Supply Center) along with your original document to either Copy Center (rm. 1429 or rm. 6510) in the box marked "Incoming." Be sure to follow the instructions on the form. (Copy Center staff will not duplicate copyrighted material without written authorization from the copyright holder.) If you want more than 50 copies, take the job to the Customer Service Desk (rm. 1021) of the Publishing and Communications Center.

The sixth floor Copy Center has a copier designated for the reproduction of classified material.

Contact

First Floor Copy Center
GAO Building, room 1429
202-512-8755

Sixth Floor Copy Center
GAO Building, room 6510
202-512-5268

Counseling for Employees

The Counseling and Consultation Services staff of OCCD offers confidential counseling to employees dealing with a broad range of personal and job-related concerns. In addition, a professional staff is available to provide workshops on such topics as conflict management, stress wellness and communication skills.

To Obtain Service

Call or visit the Office of Counseling and Career Development from 8:00 a.m. to 5:00 p.m. Monday to Friday to arrange an appointment, consult by phone, or arrange a workshop or other services.

Contact

Counseling and Consultation Services
GAO Building, room 3047
202-512-8992

Credentials and Building Access Cards

GS&C's Office of Security and Safety provides GAO credentials and building access cards.

To Obtain Service GAO employees located in the Washington, DC, metropolitan area should hand carry a copy of SF 50, "Notification of Personnel Action," or SF 52, "Request for Personnel Action," to the Office of Security and Safety. Employees in the regions should submit GAO Form 540, "Identification Card Request"; GAO Form 372, "Signature Card"; and a full-face picture with a blue background trimmed to no smaller than 2" x 2" to the Office of Security and Safety.

Contact Office of Security and Safety
GAO Building, room 6252
202-512-8120

Credit Union The United States Senate Federal Credit Union provides banking services to all GAO employees.

To Obtain Service The Credit Union located in room 6512 is open from 8:30 a.m. to 4:00 p.m. daily. An automated teller machine (ATM) is located on the third floor of the GAO Building across from the cafeteria for after hours banking needs.

Contact Manager
GAO Building, room 6512
202-289-1770

Crime Prevention GS&C's Office of Security and Safety's Physical Security and Investigations Branch is responsible for GAO's crime prevention program, which includes prevention awareness training.

To Obtain Service Call the Physical Security and Investigations Branch.

Contact Physical Security and Investigations Branch
GAO Building, room 6252
202-512-8115

D

Data Communications

The Data Communications Group of OIMC's Workgroup Systems Center manages and provides information on GAO's local- and wide-area data communications needs, including data communications plans, policies, procedures, and network design.

To Obtain Service

Call the Workgroup Systems Center.

Contact

WorkGroup Systems Center
GAO Building, room 2840
202-512-2735

Disciplinary and Adverse Actions

Personnel's Employee Relations Branch provides advice and guidance to management staff who are considering adverse actions, such as suspensions, demotions (reductions in grade or band), or removals involving permanent employees who have completed their probationary periods or disciplinary actions, such as warnings and reprimands. It also informs employees about adverse action procedures and due process rights.

To Obtain Service

Call or visit the Employee Relations Branch and ask for the specialist designated to provide service to your division, office or region.

Contact

Employee Relations Branch
GAO Building, Room 1061
202-512-5902

Distribution—Audit Reports

The Distribution Center of OIMC's Information Services Center prepares reports for distribution according to the instructions that division staff provide on GAO Forms 115R, 115U, and 115-1. (If divisions want to hand carry reports to the requester, they can so indicate.) Messengers in the Mail Center deliver copies of reports to the Hill, to GAO staff at audit sites in the offices of executive branch agencies, and to agency officials.

To Obtain Service

Prepare signature package with nonbasic transmittal documents and GAO Forms 115R, 115U, and 115-1 (available in divisions and the Supply Center) and take them to the Distribution Center in room 1012 on or before the

day a report goes to your Customer Service Representative (room 1021) for printing. Reports are distributed once division writer-editors approve a sample printed copy of the report provided by PCC staff.

Contact

Distribution Center
GAO Building, room 1012
202-512-5894

**Distribution—
Nonaudit Publications**

The Distribution Center of OIMC's Information Services Center processes requests to distribute GAO special publications and internal documents, and the Publishing and Communications Center's Mail Center distributes the materials.

To Obtain Service

Obtain GAO Form 312 from the Supply Center or from your Customer Service Representative, (use the "Distribution Other Than Reports portion). The GAO Form 312 is forwarded to the Distribution Center along with the job with instructions on what codes are to be used for distribution and where extra copies are to be sent. Occasionally, the Distribution Center receives special labels that are prepared by the divisions. The Distribution Manager or the appropriate Customer Service Representative can assist with the preparation of special labels.

Contact

Distribution Center
GAO Building, room 1012
202-512-5894

Customer Service
GAO Building, room 1021
202-512-9272

E

Employment Verification

People conducting financial credit checks, background security investigations, and the like may request verification of GAO employment information from Personnel. Personnel will release such information as long as it is specific to the request, nonsensitive, and within the public domain.

To Obtain Service

Direct requests to Personnel's Automated Systems and Records Group.

Contact

Automated Systems and Records Group
GAO Building, Room 1060
202-512-5811

Extermination

GS&C's Office of Real Property Services provides for the extermination of insects and rodents through the Building Management Contractor.

To Obtain Service

Call the Building Management Contractor for service in the GAO Building.
Call the Office of Real Property Services to report recurring problems.

Contact

Building Management Contractor
GAO Building, room 1803
202-512-7617

Office of Real Property Services
GAO Building, room 1800
202-512-5868

F

Fax Machines

The Copy Centers (located in rms.1429 and 6510) of OIMC's Publishing and Communications Center provide two fax machines. The Copy Centers hours are from 7 a.m. to 5:30 p.m., and Copy Center staff are available to assist customers.

To Obtain Service

Take your document to be sent by fax to one of the Copy Centers. You must know the telephone number of the fax machine you are transmitting to. To receive something by fax, you must tell the sender the correct phone number: the phone number of the first floor machine is 202-512-5410; the phone number of the sixth floor machine is 202-512-5939. Copy Center staff will call the customer when a fax arrives. Customers can pick up faxes in the Copy Center box marked "FAX."

Contact

First Floor Copy Center
GAO Building, room 1429
202-512-8755

Sixth Floor Copy Center
GAO Building, room 6510
202-512-5268

Files Maintenance and Disposition

Records Management Services of OIMC's ISC provides assistance in setting up filing systems in divisions and offices. ISC staff also provide training for GAO's clerical and administrative staff in setting up GAO's standardized filing system.

To Obtain Service

Contact your division or office Records Liaison Officer.

Contact

Records Management Services
Suite 300, Techworld
202-512-6709

Financial Disclosure

OIG's ethics counselors provide guidance to GAO employees who must file annual financial disclosure statements. Personnel's Employee Relations Branch provides information on filing requirements and other procedural or administrative matters.

To Obtain Service Contact the appropriate unit as listed below.

Contact For guidance on completing financial disclosure statements—
OGC's Legal Services Division
GAO Building, Room 7862
202-512-8404

For administrative matters—
Employee Relations Branch
GAO Building, Room 1061
202-512-5902

**Financial
Management Systems
(FMS) Assistance**

GS&C's Office of Financial Management provides technical and consultative services to FMS users, including assistance in identifying functional problems, evaluating automated reports, and developing operational procedures.

To Obtain Service Call the Automated Financial Systems Branch Manger to report functional problems with financial software.

Contact Automated Financial Systems Branch
GAO Building, room 6737
202-512-3276

Fingerprinting

GS&C's Office of Security and Safety's Personnel Security Section provides fingerprinting services for GAO employees in the Washington, DC metropolitan area.

To Obtain Service Consult the schedule on the front of the personnel security investigative paperwork packages. If a package is not available, call the Office of Security and Safety for help.

Contact Personnel Security Section
GAO Building, room 6252
202-512-8795

Fire Safety

GS&C's Office of Security and Safety's Health and Safety Section provides information on and initiates corrective fire safety actions.

To Obtain Service

To report a fire or request emergency assistance, call your building or local fire emergency number. To report a fire hazard or get non-emergency assistance, contact your Health and Safety Representative or the Health and Safety Section.

Contact

In the GAO Building—

Health and Safety Section
GAO Building, room 6252
202-512-HELP (202-512-4357) or 202-512-4354

Outside the GAO Building—

Consult your local directory for phone numbers.

Forms (GAO), Printing

OIMC's Information Services Center designs and approves the printing of GAO forms and controls and assigns GAO form identification numbers.

To Obtain Service

Submit a draft of a new or revised form along with GAO Form 465, "Request for a New or Revised Form," through your division or office Forms Liaison Officer to ISC.

Contact

GAO Forms Officer
ISC
Rm. 6430
202-512-8392

Furniture and Equipment, Requests for

GS&C's Office of Property Management is responsible for acquiring, receiving, issuing, disposing of, and recording the use of all GAO furniture and equipment.

To Obtain Service	Submit GAO Form 31, "Procurement Request," to the Office of Property Management. Include a complete description of the furniture or equipment required.
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Contact	Office of Property Management GAO Building, room 3118 202-512-3619
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Furniture Repairs	GS&C's Office of Real Property Services coordinates furniture repairs through the Building Management Contractor.
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To Obtain Service	Submit requests, in person or by fax, on GAO Form 40, "Request for Facilities Services", to the Building Management Contractor.
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Contact	Building Management Contractor GAO Building, room 1803 202-289-7030 202-289-4857 (fax)
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G

GAO Directives (Orders, Notices, and Changes)

Records Management Services of OIMC's ISC administers the GAO Operations Manual System, which is composed of GAO orders and notices (collectively known as GAO directives).

To Obtain Service

Submit GAO Form 382, "Operations Manual Clearance Record," through your Operations Manual Liaison. Include a hard copy of the directive along with the file on a floppy disk

Contact

Records Management Services
Suite 300, Techworld
202-512-6702

GAO Employees Association (GAOEA) Store

The store, operated by the GAO Employees Association, carries a variety of items and services. The store is open to everyone; however, employees who are members of the association are eligible for discount tickets for events and places.

To Obtain Service

To purchase items or inquire about joining GAOEA, go to the store located in room 3538, from 11:30 a.m. to 1:00 p.m. daily. Or call the association president at 202-512-9367.

Contact

GAOEA Store
GAO Building, room 3538
202-512-5070

GAO Fitness and Athletic Association (GFAA)/GAO Fitness Center

The GAO Fitness and Athletic Association provides GAO employees the opportunity to exercise throughout the work day. Exercise equipment, classes, and lockerrooms are available.

To Obtain Service

Stop by the Fitness Center located in B-140 between 6:00 a.m. and 7:00 p.m. daily to get information or call 202-512-9890.

Contact

GFAA/GAO Fitness Center
GAO Building, room B-140
202-512-9890 or

GFAA President
Judy Pagano
GAO Building, room 1826
202-512-4951

GAO Locator

The GAO Locator, a service of OIMC's Corporate Systems Center, provides a single point of contact for inquiries concerning a particular GAO organization, function, or employee.

To Obtain Service

Call the GAO Locator on 202-512-3000 from 8 a.m. to 5 p.m., Monday to Friday. The Locator will transfer your call to the appropriate point or provide dialing instructions.

Contact

GAO Locator
GAO Building, room B-100
202-512-3000

**Government
Transportation
Requests**

GS&C's Office of Property Management accounts for and controls all U.S. government transportation requests (GTRS) required by agency staff and issues them to staff.

To Obtain Service

Submit a memo and empty GTR book covers (if applicable) to the Office of Property Management.

Contact

Office of Property Management
GAO Building, room 3118
202-512-3619

Graphic Design and Production Services

The Design, Composition, and Photography Section of OIMC's Publishing and Communications Center provides graphic design and production services, such as creating charts and graphs to support audit and other publications as well as special event promotions, exhibits, and conferences. Graphics services are also available through contractors.

To Obtain Service

Submit GAO Form 312 (available at the Customer Service Desk.) The Design, Composition, and Photography Section also has staff available to consult with customers about their graphic needs.

Contact

Customer Service
GAO Building, room 1021
202-512-9272

Graphics—self-service Software

The Technology Support staff of OIMC's Publishing and Communications Center develops graphics software for use in audit reports. These packages include InstantChart, TextFrame, U.S. Map Program, Badge Maker, and QUEST.

To Obtain Service

InstantChart, TextFrame, and QUEST disks are available in the Publications and Communications Service Center in room 1021. The other packages may be used at the Center, which also has laser printers. Center staff are available to assist customers, who may also consult their technical assistance groups.

Contact

Publications and Communications Service Center
GAO Building, room 1021
202-512-9272

Grievances

Personnel's Employee Relations Branch provides information about GAO's administrative grievance procedure (see GAO Order 2771.1) as well as on appeal procedures and other avenues for seeking relief. It also provides advice and guidance to management about handling grievances.

To Obtain Service

Call or visit the Employee Relations Branch and ask for the specialist designated to provide service to your division, office or region.

Contact

Employee Relations Branch
GAO Building, Room 1061
202-512-5902

H

Health and Safety Complaints/Hazard

GS&C's Office of Security and Safety's Health and Safety Section investigates employee complaints associated with health and safety issues and conducts periodic inspections to identify safety hazards and initiate corrective action. Upon request, employee complaints are treated as confidential. The Office of Security and Safety also evaluates concerns and initiates corrective actions associated with indoor air quality, smoking, soot dumps, and similar issues.

To Obtain Service

Direct complaints to your unit Health and Safety Representative or the Health and Safety Section.

Contact

Health and Safety Section
GAO Building, room 6252
202-512-4354

Health Benefits

Personnel's Employee Benefits Branch assists employees with Federal Employees Health Benefit Program matters. It also serves as the focal point for the annual open season. Personnel's Automated Systems and Records Group provides and processes enrollment forms.

To Obtain Service

Call or visit the Employee Benefits Branch. To obtain forms, visit the Automated Systems and Records Group. To enroll or change health benefits enrollment, submit Standard Form 2809, "Health Benefits Enrollment," to the Automated Systems and Records Group.

Contact

For assistance—
Employee Benefits Branch
GAO Building, Room 1061
202-512-5902

For forms—
Automated Systems and Records Group
GAO Building, Room 1060
202-512-5811

**Hotline,
Microcomputers and
Other Hardware
Support**

The hardware hotline staff of OIMC's WorkGroup Systems Center are available to answer questions on and resolve problems with GAO's standard microcomputers and peripheral equipment.

To Obtain Service

Call the hotline from 7:30 a.m. to 5:00 p.m. Monday to Friday.

Contact

Hardware Hotline
GAO Building, room 2530
202-512-5383

**Hotline, Software
Support**

The software hotline staff of OIMC's WorkGroup Systems Center are available to answer questions on and resolve problems with GAO's standard microcomputer software packages.

To Obtain Service

Call the hotline from 7:30 a.m. to 5:00 p.m. Monday to Friday.

Contact

Software Hotline

GAO Building, room 2440
202-512-3745

I

Information Security

GS&C's Office of Security and Safety's Information and Personnel Security Branch provides guidance and assistance on handling accounting for, safeguarding, transmitting, marking, and destroying national security information, North American Treaty Organization and Department of Energy information, and unclassified sensitive documents. It also monitors security vault access and security violation inquiries and conducts security inspections.

To Obtain Service

Call the Office of Security and Safety

Contact

Information and Personnel Security Branch
GAO Building, room 6252
202-512-8116

Interlibrary Loans

Materials not in OIMC's Information Services Center's library collections that are needed for official use by GAO staff in the Washington, DC metropolitan area may be borrowed from other libraries.

To Obtain Service

Requests to borrow items through interlibrary loan can be made at either the Law or Technical Library reference desks. Requests can be made by telephoning or visiting either Library.

Contact

Reference Desk
Law Library
GAO Building, room 7056
202-512-2582

Reference Desk
Technical Library
GAO Building, room 7016
202-512-5150

Interlibrary Loan Staff
GAO Building, room 7016
202-512-5128

Investigations

GS&C's Office of Security and Safety's Physical Security and Investigations Branch conducts inquiries into administrative and criminal violations of GAO regulations or federal statutes and special-purpose investigations to support security clearances and liaison with federal and state law enforcement agencies.

To Obtain Service

Call the Office of Security and Safety's Physical Security and Investigations Branch.

Contact

Physical Security and Investigations Branch
GAO Building, room 6252
202-512-5474

J

Janitorial or Building Maintenance Services

GS&C's Office of Real Property Services provides janitorial services, such as sweeping, dusting, emptying waste baskets, and stocking rest rooms with paper supplies. It also maintains building utilities, such as temperature control, ceiling light replacement, electrical needs, plumbing, and other building operations.

To Obtain Service

Direct your request for service in the GAO Building to the Building Management Contractor. Report recurring problems to the Office of Real Property Services.

Contact

Building Management Contractor
GAO Building, room 1803
202-512-7617

Office of Real Property Services
GAO Building, room 1800
202-512-5868

JSS Hotline

The OIMC's Computer Operations Support Facility (COSF) staff provide troubleshooting assistance to the Job Start Software (JSS) users. COSF staff answer questions on system installation, operation, hardware and software, data entry, reports, and utilities.

To Obtain Service

Call the COSF Staff from 8 a.m. to 5 p.m., EST, Monday to Friday.

Contact

Computer Operations Support Facility
GAO Building, room 3141
202-512-3043

L

Laborer Services

Through a contract laborer force, GS&C's Office of Property Management provides laborer services for locations throughout the Washington, DC, metropolitan area. These services include moving and delivering furniture and equipment, as well as setting up for agency functions.

To Obtain Service

Submit GAO Form 376, "Requisition for Warehousing and Moving Services," to the Supply, Receiving, and Warehousing Branch of the Office of Property Management.

Contact

Supply, Receiving, and Warehousing Branch
GAO Building, room 3118
202-512-8681

Landscaping and Plant Maintenance

GS&C's Office of Real Property Services maintains the lawn, trees, and plants at the GAO Building.

To Obtain Service

Call the Building Management Contractor for service in the GAO Building, Techworld, One Mass. Avenue, 111 Mass. Avenue, and UCP II. Call the Office of Real Property Services to report recurring problems.

Contact

Building Management Contractor
GAO Building, room 1803
202-512-7617

Office of Real Property Services
GAO Building, room 1800
202-512-5868

Leave

Personnel's Employee Relations Branch informs employees and provides advice and guidance to management about leave policy, except for the leave-sharing program. Information on leave-sharing and time and attendance is the responsibility of Personnel's Automated Systems and Records Group.

To Obtain Service

Contact the appropriate unit as listed below.

Contact

For leave policy issues—
Employee Relations Branch
GAO Building, Room 1061
202-512-5902

For time and attendance and leave-sharing issues—
Automated systems and Records Group
GAO Building, Room 1060
202-512-5811

Leave Error Reports

Leave error reports are generated by the automated payroll/personnel system at the National Finance Center (NFC), located in New Orleans and operated by the U.S. Department of Agriculture. T&A contacts review discrepancies; make corrections; and, if necessary request changes to the data base.

To Obtain Service

Direct your request to your timekeeper or your unit's designated T&A contact, who contacts Personnel Automated Systems and Records Group if NFC must be notified.

Contacts

Automated Systems and Records Group
GAO Building, Room 1060
202-512-5811

Libraries (Law and Technical)

GAO staff may borrow most materials from the collections of the Law Library and the Technical Library of OIMC's Information Services Center. Selected materials, such as reference books and CD-ROMs do not circulate. Materials required for official use that are not in the library collections may be borrowed from another library through an interlibrary loan. (See "Interlibrary Loans.") Microfiche and microfilm may be read or printed on reader-printers available in both libraries. Photocopying machines are also available.

To Obtain Service

The Information Services Center's on-line catalog provides information about the materials in the library collections. It also provides information on the location and availability of library materials. GAO Library Periodicals lists journals and newspapers in the collections. Reference librarians and

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other library staff are available during library hours to respond to inquiries and to check out library materials.

Contact

Law Library
GAO Building, room 7056
202-512-2585

Technical Library
GAO Building, room 7016
202-512-5180

Life Insurance

Personnel's Employee Benefits Branch assists employees with Federal Employees' Group Life Insurance (FEGLI) matters. Personnel's Automated Systems and Records Group provides and processes FEGLI forms.

To Obtain Service

For assistance, call or visit the Employee Benefits Branch. To obtain forms, visit the Automated Systems and Records Group and submit completed forms to this group.

Contact

For assistance—
Employee Benefits Branch
GAO Building, Room 1061
202-512-5902

For forms
Automated Systems and Records Group
GAO Building, Room 1060
202-512-5811

**Local Area
Networking**

The Data Communications Staff (DCS) of OIMC's Workgroup Systems Center (WSC) provides limited support to networked GAO organizations. This support includes assistance with the installation of LAN hardware and software, including LAN file servers, printers, etc. The DCS staff also provides guidance on system policy, standards, and network security.

To Obtain Service

Call the Workgroup Systems Center staff.

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Contact

Workgroup Systems Center
GAO Building, rm. 2840
202-512-2735

**Lock and Key Service
(Routine) in the GAO
Building**

GS&C's Office of Real Property Services provides lock and key service within the GAO Building including installing and removing lock sets and tumblers, duplicating keys, repairing defective lock sets, and opening doors and cabinets when keys are lost.

To Obtain Service

Submit requests for installation and removal of locks, in person or by fax, on GAO Form 40, "Request for Facilities Services", to the Building Management Contractor. Other lock related service requests can be arranged by calling the Building Management Contractor. Call the Office of Real Property Services to report recurring problems.

Contact

Building Management Contractor
GAO Building, Room 1803
202-289-7030
202-289-4857 (fax)

Office of Real Property Services
GAO Building, room 1800
202-512-5868

Locksmith Services

GS&C's Office of Security and Safety's Physical Security and Investigations Branch and Ogden Government Services provide locksmith services for employees in the GAO Building, including replacing keys, opening locks, repairing security containers, and changing security container combinations.

To Obtain Service

Call the Office of Security and Safety or Ogden Government Services.

Contact

For security container repairs, emergency access, and combination changes—

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Physical Security and Investigations Branch
GAO Building, room 6252
202-512-8115

For all other locksmith services in the GAO Building—

Ogden Government Services
GAO Building, room 1801
202-512-7617

M

Mail and Messenger Services

The Mail Center of OIMC's Publishing and Communications Center sends and delivers official mail for agency offices and staff. Mail is picked up and delivered within the GAO Building between 9:30 a.m. and 3:30 p.m. Messengers in the Center deliver copies of audit reports to the Hill, to GAO staff at audit sites in the offices of executive branch agencies, and to agency officials. Courier services are also available for same-day delivery of other items.

To Obtain Service

Mail Center hours are from 7:30 a.m. to 5 p.m. Monday to Friday. Take mail for regional offices to the Mail Center by 11:45 a.m. or 3:00 p.m.. Mark such mail "Pouch" to help the Center staff sort the regional mail. (See Mail Guidance for GAO Employees for detailed mailing information.) Bring items for same-day courier delivery to the Mail Center (rm. 1012 by 2:30 p.m.)

Contact

Mail Center
GAO Building, room 1012
202-512-5893

MATS Hotline

The OIMC's Computer Operations Support Facility (COSF) staff provide troubleshooting assistance to MATS users. COSF staff answer questions on system operation, hardware and software, data entry, access, and security.

To Obtain Service

Call the COSF Staff from 8 a.m. to 5 p.m., Monday to Friday.

Contact

Computer Operations Support Facility
GAO Building, room 3141
202-512-3043

MATS Reports and Data Requests

OIMC's Corporate Systems Center provides information on MATS policy and procedures, maintains the MATS Users' Manual, and responds to unit-specific needs for MATS information (for example, reports, data base administration/enhancement/changes, use of MATS data for analyses, and so on).

To Obtain Service

Call the Corporate Systems Center.

M

Contact Corporate Systems Center
Techworld, Suite 300
202-512-8680

Maxiflex The GAO Maxiflex Program allows employees flexibility in arranging their work schedules. Personnel's Employee Relations Branch informs employees about the program and provides advice and guidance to management on program application issues.

To Obtain Service Call or visit the Employee Relations Branch.

Contact Employee Relations Branch
GAO Building, Room 1061
202-512-5902

Mediation CRO manages GAO's Mediation Program, which facilitates problem solving and conflict resolution between willing parties on any dispute with or without allegations of discrimination.

To Obtain Service Call CRO from 8:45 a.m. to 5:30 p.m. Monday through Friday to arrange for an appointment.

Contact Mediation Program Manager
GAO Building, Room 3027
202-512-6388

Medical Help The GAO Health Unit offers medical attention to all employees located in the Washington Metropolitan area.

To Obtain Service Report to the GAO Health Unit.

Contact GAO Health Unit
GAO Building, room 1455
202-512-HELP (for emergencies) or 202-512-5486 or 202-512-5487

Medical Records

Personnel's Automated Systems and Records Group maintains medical folders for GAO employees whose employment requires a medical evaluation.

To Obtain Service

Schedule an appointment to view your medical folder by contacting Personnel's Automated Systems and Records Group. You must present your GAO identification card before reviewing your folder.

Contact

Automated Systems and Records Group
GAO Building, Room 1060
202-512-5811

N

Notary Public

GAO provides notary public service to its employees.

To Obtain Service

Please call in advance to see if the notary is available or call to make an appointment.

Contact

Geraldine Howard
GAO Building, room 7016
202-512-8376
Hours: 10:00 a.m. to 12 noon daily

Deborah York
820 First St, N.E., room 654
202-512-7455

O

Outside Employment

GAO employees are required to obtain prior approval if they wish to engage in outside employment. OGC's ethics counselors provide guidance on conflict-of-interest issues. Personnel's Employee Relations Branch provides information on procedures for seeking outside employment approval.

To Obtain Service

To request permission to work outside GAO, submit GAO Form 256 "Request for Permission to Engage in Outside Employment," through your supervisor to your division, office director or regional manager. For guidance or information, contact the appropriate unit as listed below.

Contact

For conflict-of-interest issues—
OGC's Legal Services Division
GAO Building, Room 7862
202-512-8404

For procedural issues—
Personnel's Employee Relations Branch
GAO Building, Room 1061
202-512-5902

P

Parking Permits

GS&C's Office of Security and Safety's Parking Administrator manages the GAO parking program, which includes issuing permanent, temporary, and visitor parking permits for the GAO Building, as well as handling appeals for parking citations or permit revocations or denials pertaining to the GAO Building garage. The Administrator provides information on parking permits for the GAO Building and counsels unit parking administrators on parking policies and procedures.

To Obtain Service

Call or visit the GAO Parking Administrator.

Contact

GAO Parking Administrator
GAO Building, room 6252
202-512-5399

Passport Photos

The Design, Composition and Photography Section of OIMC's Publishing and Communications Center takes passport, visas, and certified public accountant photos on a walk-in basis (without appointment) at designated hours.

To Obtain Service

Go to room 1512 to get photos taken on Tuesdays and Thursdays from 9:00 a.m. to 11:30 a.m.

Contact

Design, Composition, and Photography Section
GAO Building, room 1512
202-512-3728

Paychecks

GAO contracts with USDA's National Finance Center (NFC) for personnel and payroll services. Personnel's Automated Systems and Records Group serves as the focal point with NFC in resolving payroll processing problems.

To Obtain Service

For questions relating to missing paychecks or associated payroll deductions, contact Personnel's Automated Systems and Records Group.

Contact	Automated Systems and Records Group GAO Building, Room 1060 202-512-5811
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Performance Appraisal	Personnel's Performance, Pay and Benefits Policy Branch provides information on GAO-wide performance appraisal procedures and policies.
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To Obtain Service	Call the Performance, Pay and Benefits Policy Branch.
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Contact	Policy and Program Development Group Performance, Pay and Benefits Policy Branch GAO Building, Room 1060 512-5949
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Performance-Based Actions	Personnel's Employee Relations Branch provides advice and guidance to management about performance-based actions (removals from GAO employment, demotions, and reassignments) and on less severe performance deficiencies. It also informs employees concerning performance-based action procedures and due process rights.
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To Obtain Service	Call or visit the Employee Relations Branch and ask for the specialist designated to provide service to your division, office or region.
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Contact	Employee Relations Branch GAO Building, Room 1061 202-512-5902
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Permanent Change-Of-Station Moves	GS&C's Office of Financial Management processes, provides policy guidance for, and adjudicates damage and tort claims for change-of-station moves.
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To Obtain Service	Submit GAO Form 188, "Request for Travel Order," to the Assistant Comptroller General for Operations; once approved, this form is sent to the Office of Financial Management's Travel and Transportation Branch for processing.
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Contact	Travel and Transportation Branch GAO Building, room 6737 202-512-3742
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Personnel Folders	Personnel's Automated Systems and Records Group maintains official personnel folders (OPF) for all GAO employees containing all official personnel actions and other pertinent information.
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To Obtain Service	Make an appointment to review your OPF by calling Personnel's Automated Systems and Records Group; you must present a valid government identification pass when reviewing your folder.
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Contacts	Automated Systems and Records Group GAO Building, Room 1060 202-512-5811
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Personnel Security	GS&C's Office of Security and Safety's Personnel Security Section initiates personnel security investigations, maintains liaisons with other federal agencies concerning security clearances, provides security information for completing various clearance forms, and grants security clearances.
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To Obtain Service	Call the Personnel Security Section.
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Contact	Personnel Security Section GAO Building, room 6252 202-512-4682
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Personnel Services to Employees and Managers	Personnel provides advice to employees and managers on qualification analysis of experience, classification requirements for positions, and information required for special programs such as the overseas program, annual assessment, lateral reassignment program, and SES recruitment.
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To Obtain Services	Go to Personnel's Central Operations and Special Programs Group to discuss special program areas, classification issues, and/or qualification matters.
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Contact Central Operations and Special Programs Group
GAO Building, Room 1052
202-512-6185

Photography The Design, Composition, and Photography Section of OIMC's Publishing and Communications Center provides photography for audit and other publications, as well as for exhibits, slide shows, special events, and passports (see "Passport photos"). The Unit also makes prints from black-and-white 35mm, 120mm, and 4-X 5-inch negatives.

To Obtain Service Submit GAO Form 246 or 145 (available in rm. 1021 and call to schedule an appointment at least 5 workdays before you need service. Service requested after 3 p.m. will be dated the next workday. To get approval for using color photos, submit a memorandum from the issue area director in charge of the request to the Director, Publishing and Communications Center.

Contact Design, Composition and Photography Section
GAO Building, Room 1512
202-512-3728

Political Activity Personnel's Employee Relations Branch provides informal guidance to employees regarding permissible and prohibited political activities. Employees seeking formal advisory opinions should contact the General Counsel of the GAO Personnel Appeals Board.

To Obtain Service Contact the appropriate unit as listed below.

Contact For informal guidance—
Employee Relations Branch
GAO Building, Room 1061
202-512-5902

For advisory opinions—
General Counsel of the GAO Personnel Appeals Board
Union Center Plaza II

820 First Street, Room 830
202-512-1663

Printing—Audit/ Nonaudit Reports

The Reproduction Section of OIMC's Publishing and Communications Center provides printing services for GAO reports/publications, some of which are printed in-house; the rest are contracted out.

To Obtain Service

Submit GAO Form 312 to your Customer Service Representative. Request cover preparation for covers of nontypeset publications in advance. To request priority printing, provide a memorandum to that effect signed by a division ACG or director for P&R.

Contact

Customer Service
GAO Building, room 1021
202-512-9272

Procurement of Services and Supplies

GS&C's Office of Acquisition Management purchases supplies and services from vendors to support GAO headquarters and regional offices.

To Obtain Service

Submit GAO Form 31, "Procurement Request," through appropriate unit management to the Office of Acquisition Management; include a description of the items or services required.

Contact

For procurements of less than \$25,000—

Purchasing Branch, Office of Acquisition Management
Room 6854
202-512-3550

For procurements of more than \$25,000—

Contracting Branch, Office of Acquisition Management
room 6852
202-512-5102

Publications Procurement

OIMC's Information Services Center purchases all publications for GAO, including books, journals, microfilms, videotapes, CD-ROM products, training materials, and audio cassettes. The Center procures research materials for the libraries and for GAO divisions and offices.

To Obtain Service

Submit GAO Form 31, "Procurement Request," with as much information as possible about the item requested, to the Library Systems Support unit of the Information Services Center. (General instructions on completing GAO Form 31 are found in GAO Order 0650.1, "Library and Research Services.")

Contact

Manager, Library Systems Support
Information Services Center, OIMC
GAO Building, room 6430
202-512-5755

Publishing and Communications Customer Service

Submit requests for most of OIMC's Publishing and Communications Center services to Customer Service, room 1021. Customer Service staff are available to help customers determine their requirements and fill out requisitions. They forward work to appropriate PCC branches and call customers when their work is finished.

To Obtain Service

Go to Customer Service in room 1021 or call the number below.

Contact

Customer Service
GAO Building, room 1021
202-512-9272

Q

Qualifications Standards

A qualification standard is a statement of job requirements, including the experience, education, knowledge, skills, and abilities needed for each occupational series. A standard describes typical work performed in the various occupations and any special requirements, such as physical ability.

To Obtain Services

Go to Personnel's Central Operations and Special Programs Group to view a copy of current qualifications standards, and/or have your qualifications reviewed.

Contact

Central Operations and Special Programs Group
GAO Building, Room 1052
202-512-6185

R

Records Destruction, Storage, and Retrieval

Records Management Services of OIMC's ISC is responsible for storing and retrieving GAO's records, arranging for the destruction of file materials, and setting guidelines and policy for these activities.

To Obtain Service

Call Records Management Services. (All GAO records must be retired or disposed of according to GAO Order 0413.1 Supplement, "GAO Comprehensive Records Schedule.")

Contact

Records Management Services
Suite 300, Techworld
202-512-6712

Recruitment

GAO's Office of Recruitment provides service to management, including producing vacancy announcements, recruitment assistance, paid advertisements for position vacancies, and application handling and tracking. These services are offered for all external hires with the exception of the Senior Executive Service.

To Obtain Service

See your Administrative Officer or Human Resource Manager/Specialist for details. The Office of Recruitment initiates its service on the basis of an approved SF-52, "Request for Personnel Action."

Contact

Office of Recruitment
GAO Building, Room 1050
202-512-4900

Reference Services (Law and Technical Libraries)

The reference staff of the Law Library's of OIMC's Information Services Center provide legal reference services by using the resources of the legal and legislative history collection, and data bases that offer extensive research capabilities in case and administrative law and legislation.

The reference staff of the Technical Library of OIMC's Information Services Center assist GAO staff in locating information for audit or other assignments by using information resources available in the Technical Library collection and data bases that offer extensive research capabilities.

To Obtain Service	Call or visit the Law Library reference desk in room 7056 or the Technical Library reference desk in room 7016. Direct requests for on-line searches of legal/legislative data bases to the reference desk.
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Contact	Reference Desk Law Library GAO Building, room 7056 202-512-2585
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	Reference Desk Technical Library GAO Building, room 7016 202-512-5180
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For literature searches or extensive research, call division librarians as listed in the GAO Telephone Directory.

Retirement

Personnel's Retirement Programs Branch provides individual retirement counseling, annuity computations, retirement experience assistance, and creditable service histories (for retirement purposes) as well as Thrift Savings Plan and social security information. Also, employees may use the do-it-yourself software available in the Retirement Information Center to receive information on annuity computations. This annuity software is available in the regional offices. Regional employees should contact their Retirement Liaison for specific information. GAO's retirement program also includes retirement seminars and workshops.

To Obtain Service	Contact the Retirement Programs Branch for retirement counseling, annuity computations, retirement experience assistance, and creditable service histories. For retirement forms, publications, and videos, visit the Retirement Information Center. To enroll in a retirement seminar, contact your Training Coordinator.
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Contact	Retirement Programs Branch GAO Building, Room 1061 202-512-5902
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R

Retirement Information Center
GAO Building, Room 1062

S

Security Guard Force

GS&C's Office of Security and Safety's Physical and Investigations Branch manages the security guard contract for the GAO Building. The guards respond to emergencies, monitor the lost and found, control visitors, and provide building security.

To Obtain Service

Call the Office of Security and Safety.

Contact

For emergency assistance—

202-512-HELP (202-512-4357)

For nonemergency guard assistance—

202-512-4292

For contract guard staff and physical security issues—

Physical Security and Investigations Branch
GAO Building, room 6252
202-512-8115

Signs and Name Plates

GS&C's Office of Real Property Services provides appropriate signs, name plates, or wall plates for new employees or as changes occur.

To Obtain Service

Submit, in person or by fax, GAO Form 40, "Request for Facilities Services", to the Building Management Contractor.

Contact

Building Management Contractor
GAO Building, room 1803
202-289-7030
202-289-4857 (fax)

Slides From Textframe

The Design, Composition, and Photography Section of OIMC's Publishing and Communications Center generates film for 35mm color slides from TextFrame materials. A contractor processes the slides which are ready within 24 hours. (Orders for more than 50 slides or multiple copies of slides may take 2 to 3 workdays.)

To Obtain Service

Submit GAO Form 312 (available at the Publishing and Communications Center's Customer Service Desk or the Supply Center) to the Customer Service Desk. The Publishing and Communications Center requires that customers have all TextFrame materials edited before Customer Service accepts them for production.

Contact

Customer Service
GAO Building, room 1021
202-512-9272

Space Alterations

GS&C's Office of Real Property Services processes requests for carpentry, painting, electrical changes, partition construction, and cubicle reconfiguration. The office also designs space layout as needed when offices reorganize to ensure the most efficient placement of furniture and equipment.

To Obtain Service

Submit, in person or by fax, GAO Form 40, "Request for Facilities Services", to the Building Management Contractor.

Contact

Building Management Contractor
GAO Building, room 1803
202-289-7030
202-289-4857 (fax)

Supplies, Requests for

GS&C's Office of Property Management is responsible for identifying, acquiring, issuing, and accounting for GAO supplies. These include general office supplies, ADP supplies, copier supplies, GAO and standard forms, and GAO stationery.

To Obtain Service

Submit GAO Form 23, "GAO Supply Order," by fax or mail it to the Supply Center; in case of emergency, deliver it in person.

Contact

GAO Supply Center
GAO Building, room 3811

s

202-512-6121
202-512-8997 (fax)

T

Tax Deductions

Data regarding tax deductions must be accurate, current, and complete when entered into the automated payroll/personnel system to generate correct amounts for salary checks, W-2 Statements, and related documents. (See "W-2 Statements.")

To Obtain Service

Visit Personnel's Automated Systems and Records Group to obtain forms, request information, and change deductions.

Contact

Automated Systems and Records Group
GAO Building, Room 1060
202-512-5811

Telecommunications Services and Equipment

OIMC's Telecommunications Services Center provides telephone service and equipment, telephone repair service, voice processing (voice mail) service, audio- and video-teleconferencing, and technical assistance.

To Obtain Telephone Service or Equipment

In Washington, D.C., submit GAO Form 324, "Request for Telephone Services," to the Telecommunications Service Office, GAO Building, room B-100 (basement) or call 512-3300.

In the regions, contact your Administrative Officer or Telecommunications Representative.

To Obtain Telephone Repair Service

In Washington, D.C., call the Telecommunications Service Office at 512-3333.

In the regions, contact your Administrative Officer or Telecommunications Representative.

To Obtain Voice Mail Service

In Washington, D.C., call the Telecommunications Service Office at 512-3300.

In the regions, call your Voice Mail Administrator.

To Arrange a Conference Call

In Washington, D.C., call the Telecommunications Service Office at 512-3300, 3 days before the conference call will take place.

In the regions, contact your Administrative Officer or Telecommunications Representative.

To Arrange a Video Conference

In Washington, D.C., call your division/office Videoconferencing Focal Point. If you don't have one, call the Telecommunications Services Center at 512-4110.

In the regions, contact your Videoconferencing Focal Point.

To Obtain Technical Assistance

In Washington, D.C., call the Telecommunications Service Office at 512-3300.

In the regions, call the Telecommunications Services Center at (202) 512-6621.

Telephone Directory (Alphabetical and Organizational Listings)

Information included in the GAO Telephone Directory is from employee data recorded at the National Finance Center, and organizational data received from divisions and offices. Employee Locator Cards (Form 410) filled out by employees are used to update the GAO Telephone Directory. OIMC's Information Services Center updates the organizational listing in the directory from information provided by divisions and offices, and is responsible for publishing for entire GAO Telephone Directory.

To Obtain Service

To keep the alphabetical section of the Telephone Directory current, fill out a new or revised Employee Locator Card (Form 410) whenever moving your office, changing personal status (name, home address, etc.), or changing office telephone numbers to your unit's human resources coordinator. Changes to the alphabetical listing are made by Personnel.

Changes to the organizational section should be submitted to the Telephone Directory Coordinator by mail or fax.

Contact

Telephone Directory Coordinator
Information Services Center

GAO Building, room 6430
202-512-4445
FAX: 202-512-9898

Temporary Duty Travel and Local Travel Voucher Audit and Processing (Headquarters)

GS&C's Office of Financial Management's Travel Processing Section processes and provides information and assistance to headquarters staff's local and temporary duty travel vouchers. Services include handling unusual travel situations; providing status of travel voucher payments; researching lost or misdirected reimbursement checks; helping complete travel vouchers; and interpreting travel regulations, entitlements, and limitations.

To Obtain Service

Call the Travel Processing Section

Contact

Travel Processing Section
GAO Building, room 6737
202-512-3742

Time-Sharing Services

OIMC's WorkGroup Systems Center provides ADP audit support time-sharing services to GAO users through several interagency agreements.

To Obtain Service

Call the WorkGroup Systems Center.

Contact

WorkGroup Systems Center
GAO Building, room 2840
202-512-2735

Tiny Findings Day Care Center

Tiny Findings is a nonprofit organization providing day care services to GAO employees and other interested parents. GAO employees receive first priority in enrollment.

To Obtain Service

Tiny Findings is located in room 1060A is open from 7:00 a.m. to 6:00 p.m. Contact the Center Director at 202-512-3122 for information. Due to security, please call ahead before visiting the Center.

Contact	Director Karen Townsend GAO Building, room 1060A 202-512-3122
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Training, External	GAO-funded and approved external training and developmental opportunities are available in each division and office. All requests for external training must be according to GAO Order 2410.1, which requires approval and payment agreements before enrollment.
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To Obtain Service	Submit GAO Form 314, "Application for/Report of External Training," through your supervisor to your Training Coordinator.
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Contact	Consult your Training Coordinator or Human Resources Manager for additional information and registration procedures.
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Training, Internal	The Training Institute (TI) offers a structured curriculum of technical and supervisory/managerial courses for GAO staff in evaluator and evaluator-related positions as well as for administrative and staff personnel. Two specialized tracks, in financial management and information management, are also available to evaluators working in these areas.
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To Obtain Service	Information on internal programs is available in the GAO Training and Education Catalog.
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Contact	Your Training Coordinator or Human Resources Manager
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Training, Self-Paced	TI provides many self-paced courses through the Learning Center and Distributed Training Services. The Learning Center provides technology-based courses, such as interactive videodisc and computer-based training. Distributed Training Services mails self-paced training courses to GAO staff at their work sites or other locations. Courses are available across many content areas, and most carry CPE credit.
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To Obtain Service	Information on self-paced courses is available in the <u>GAO Training and Education Catalog</u> . Call your <u>Training Coordinator or Human Resources Manager</u> for additional information or to register for training.
Contact	Your <u>Training Coordinator or Human Resources Manager</u> or <u>Learning Center Administrator</u> GAO Building, room 7536 202-512-9266
Travel Services	The <u>Travel and Transportation Branch, Office of Financial Management, GS&C</u> provides policy guidance and travel accounting services to GAO staff, including: travel advances and reimbursement of local/TDY travel expenses for headquarters staff; payment of relocation claims for transferees and new hires; and liaison with GAO's contract travel agency and the government travel charge card vendor.
To Make Travel Reservations	Contact American Express at (703) 351-0368 (or 1-800-241-2794 if you are outside the Washington metropolitan local dialing area). American Express also maintains an office in Room 6516 of the GAO Building to assist with official and personal travel on a walk-in basis, and to issue tickets to staff located in the GAO Building. American Express will deliver tickets to staff at other Washington/Baltimore area sites.
To Obtain Travel Payments	<ol style="list-style-type: none"> (1) <u>Local Travel Claims up to \$50</u>. Present claims on SF 1164 at the <u>Cashier's Window</u> outside room 6516 between 9:00 to 11:00 am and 1:00 to 3:00 pm daily. (2) <u>Local Travel Claims over \$50</u>. Submit claims to the <u>Travel and Transportation Branch, room 6737</u>, on SF 1164 for reimbursement by check. (3) <u>Travel Advances, Cash or Check</u>. Advances may be picked up at the <u>Cashier's Window</u> during the hours noted above. (4) <u>Travel Orders</u>. Submit GAO Form 176 to the <u>Travel & Transportation Branch, Room 6515</u>, for processing. (5) <u>Travel Vouchers</u>. Submit claims for temporary duty and relocation expenses on SF 1012 to the <u>Travel and Transportation Branch, Room 6515</u>, for check reimbursement.

Contact

For general information, travel policy guidance, and information concerning the status of travel claims contact the Travel and Transportation Branch at (202) 512-3742.

Typesetting—Audit Reports

The Design, Composition, and Photography Section of OIMC's Publishing and Communications Center codes and processes all audit reports, except classified reports and some fact sheets and briefing reports, for typesetting.

To Obtain Service

Submit GAO Form 312 to the Customer Service Desk or the Supply Center and your typesetting package to your Customer Service Representative. (See GAO Communications Manual, ch. 12.14). Request priority typesetting by providing a memorandum to that effect signed by a division ACG or director for P&R.

Contact

Customer Service
GAO Building, room 1021
202-512-9272

**Typesetting—
Nonaudit Publications**

If nonaudit and special publications have been prepared for typesetting in WordPerfect, the Design, Composition, and Photography Section of OIMC's Publishing and Communications Center can code the product for typesetting in GAO's report format and provide design services. Customers requiring these services should first contact their Customer Service Representative to discuss their needs.

To Obtain Service

Submit GAO Form 312 and your typesetting package to the Customer Service Desk in room 1021.

Contact

Customer Service
GAO Building, room 1021
202-512-9272

**Typewriter
Maintenance**

Through a typewriter repair contract, GS&C's Office of Property Management provides typewriter maintenance/repair to GAO staff located in the Washington, DC, metropolitan area.

To Obtain Service

Call the Office of Property Management. Office staff will prepare the appropriate form for submission to the repair contractor.

Contact

Office of Property Management
GAO Building, room 3118
202-512-3619

V

Vacancy Announcements

A vacancy announcement provides information to employees about job openings in GAO and the qualifications required for the position.

To Obtain Services

Go to Personnel's Central Operations and Special Programs Group to view copies of vacancy announcements and obtain the forms necessary for application.

Contact

Central Operations and Special Programs Group
GAO Building, Room 1052
202-512-6185

Vendor Invoice Payments

GS&C's Office of Financial Management's Payables Section, Finance and Accounting Branch, processes and provides information on all vendor invoice payments. Services include providing status on payments, researching lost or misdirected payments, and interpreting agency regulations and limitations related to vendor invoices.

To Obtain Service

Call the Payables Section, Finance and Accounting Branch.

Contact

Payables Section
GAO Building, room 6737
202-512-3276

Voluntary Leave Transfer Program

Federal employees can voluntarily transfer leave for extended illness and other authorized purposes. Leave donors or recipients may be employed by GAO or by other federal agencies.

To Obtain Service

Review the guidance in GAO Order 2630.2, available in your unit director's office. If you need additional assistance, direct your request to Personnel's Automated Systems and Records Group. (See "Leave".)

Contact

Automated Systems and Records Group
GAO Building, Room 1060
202-512-5811

W

W-2 Statements

W-2 statements for GAO employees are issued directly from the NFC based on data entered by GAO into NFC's payroll/personnel system. (See "Tax Deductions.")

To Obtain Service

Direct your questions to Personnel's Automated Systems and Records Group.

Contacts

Automated Systems and Records Group
GAO Building, Room 1060
202-512-5811

Within-Grade Increases (and Denials Of)

Personnel's Employee Relations Branch provides advice and guidance to management regarding within-grade increase (WGI) decisions and denying such increases. It also informs employees about WGI procedures and due process rights.

To Obtain Service

Call or visit the Employee Relations Branch and ask for the specialist designated to provide service to your division, office or region.

Contact

Employee Relations Branch
GAO Building, Room 1061
202-512-5902

Writing and Editing Services

GAO staff who do not have access to editorial staff can get help in creating special publications, presentation materials, and video scripts from the Writing and Editing staff of OIMC's Publishing and Communications Center. Services range from drafting products with customers to proofreading to developing writing and editing policies and guidelines. Staff also supplement division editorial staffs when needed and answer editorial questions.

To Obtain Service

Call your Customer Service Representative or submit a GAO Form 312 available at the Customer Service Desk or the Supply Center along with the document (typed double spaced) to be edited.

W

Contact

Writing and Editing
GAO Building, room 1007
202-512-8593

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