



National Finance Center

Customer Notification

Date of Notification:

Subject: Oracle Database Upgrade

Database/Customer(s) Affected: All

Dear Customer:

The National Finance Center will upgrade the Oracle database beginning Friday night July 10, 2015, and continue until Saturday July 11, 2015 which will impact Web applications.

During this upgrade period, 11:00 p.m. Friday to 9:00 a.m. Saturday CDT, the following Payroll Web Systems Branch (PWSB) applications will be **unavailable:**

- EPP
- EPP Demo
- EPP Mobile
- Reporting Center
- Knowledge Base
- STAR Web

We appreciate your patience and cooperation.

As always, the NFC Operations and Security Center (OSC) will be available 24 hours per day, 7 days per week at **1-800-767-9641, 504-426-6435**, or via email to osc.etix@nfc.usda.gov.

Federal employees with questions concerning this notification should contact their Servicing Personnel Office. Authorized agency representatives with questions concerning this notification should contact NFC's Contact Center at either 1-855-632-4468; via email to NFCcontactcenter@nfc.usda.gov or via the Remedy Requestor Console.

"Tip of the Week"

Questions about NFC processing

For questions about NFC processing, authorized Servicing Personnel Office representatives should contact the NFC Contact Center at 1-855-NFC-4GOV (1-855-632-4468) or via the Internet using the Requester Console.