



## National Finance Center Operational Notification

# NFC Contact Center Closure

April 20, 2018

Dear Customer:

This notification is to inform all Customers that the National Finance Center's (NFC) Contact Center (NCC) (excluding the GISB Help Desk which services DPRS, TIPS, and CLER) will be closed for two and a half hours on Wednesday, April 25, 2018, for a team building exercise. The telephones in the NCC will be unavailable from 1:00 p.m. to 3:30 p.m. CT.

As a reminder, ServiceNow will be available during this closure for entry of your requests via <https://nfcerp.service-now.com/ess/> or you can submit your requests via email to: [NFCcontactcenter@nfc.usda.gov](mailto:NFCcontactcenter@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 the NCC at 1-855-NFC-4GOV (1-855-632-4468); via ServiceNow at [https://nfcerp.service-now.com/ess](https://nfcerp.service-now.com/ess/) or via email to [NFCcontactcenter@nfc.usda.gov](mailto:NFCcontactcenter@nfc.usda.gov).