



## National Finance Center Customer Notification

# NFC Contact & Agency Contact during Shutdown

December 21, 2018

Dear Customer:

In the event of a government shutdown, the National Finance Center (NFC) will remain open with minimum staff to support the payroll processes and non-appropriated Agencies unaffected by the Government shutdown.

Please provide NFC with the name(s) of your respective Agencies designated representative(s) who are authorized to contact NFC in the event of a possible Government shutdown. The following information should be sent to the [Client.Management@nfc.usda.gov](mailto:Client.Management@nfc.usda.gov) by Close of Business (COB), **Friday, December 21, 2018:**

- Name
- Phone Number
- Email Address

In the event your authorized representative(s) on Table Management System, Table 063 are furloughed, Agencies should take action to add their designated representative(s) to Table 063, in order to conduct business on the Agencies' behalf.

If assistance is required, Agency designated personnel should contact the NFC at the contact numbers listed below:

- NFC Contact Center - 1-855-632-4468 or via the ServiceNow Customer Service Portal (CSP).
- Operations and Security Center (OSC) - 1-800-767-9641 or by email at [OSC.ETIX@USDA.GOV](mailto:OSC.ETIX@USDA.GOV).

Please note: Correspondence sent through the normal process may go unanswered until the furlough is terminated and employees are returned to duty. Calls or emails to individuals or designated team mail boxes will not be returned, as staff may not be working during this time.

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 Client Management Branch at [Client.Management@nfc.usda.gov](mailto:Client.Management@nfc.usda.gov).