



National Finance Center Customer Notification

Columbus Day Holiday Schedule

October 1, 2020

Reference Number: NFC-1601468357

Dear Customer:

In observance of the Columbus Day holiday, the National Finance Center (NFC) including the NFC Contact Center will be closed on Monday, October 12, 2020. All NFC applications will remain available during the holiday, and payroll/personnel processing will continue as normally scheduled.

Due to the holiday, Pay Period 20, 2020, Time and Attendance reports may be transmitted as early as Friday, October 9, 2020, but should be submitted no later than close of business on Tuesday, October 13, 2020. The first PAYE pass for all databases will execute on Thursday, October 15, 2020. The second pass of PAYE for all databases will execute on Friday, October 16, 2020.

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

Authorized Agency representatives with questions concerning this notification should contact the NFC Contact Center at 1-855-632-4468 or the ServiceNow Customer Service Portal at:

- Federated ServiceNow users: <https://nfcerp.servicenowservices.com/>
- Non-Federated ServiceNow users: https://nfcerp.servicenowservices.com/sp_ess/