



National Finance Center Customer Notification

Christmas Eve and Christmas Day Holidays

December 16, 2020

Reference Number: NFC-1607536183

Dear Customer:

In observance of the Christmas Eve and Christmas Day holidays, the National Finance Center (NFC), including the NFC Contact Center (NCC), will be closed on Thursday, December 24, 2020, and Friday, December 25, 2020. All NFC applications will remain available during the holidays, and payroll/personnel processing will continue as normally scheduled.

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 NCC 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/