



National Finance Center Customer Notification

New Year's Day Holiday

December 16, 2020

Reference Number: NFC-1607536569

Dear Customer:

In observance of the New Year's Day holiday, the National Finance Center (NFC), including the NFC Contact Center (NCC), will be closed on Friday, January 1, 2021. All NFC applications will remain available during the holiday, 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/