

New Year's Day Holiday

December 23, 2024

Reference Number: NFC- 1734475312

Dear Customer:

In observance of the New Year's Day holiday, the National Finance Center (NFC), including the NFC Contact Center, will be closed on Wednesday, January 1, 2025. All NFC applications will remain available during the holiday and payroll/personnel processing will continue as normally scheduled.

Due to the holiday on Wednesday, January 1, 2025, Pay Period 25, 2024 Time and Attendance reports can be transmitted as early as Friday, December 27, 2024, but should be submitted no later than close of business on Tuesday, December 31, 2024. The first Payroll Computation System (PAYE) pass for all databases will execute on Thursday, January 02, 2025. The second pass of PAYE for all databases will execute on Friday, January 03, 2025.

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.

Federal employees with questions concerning this notification should contact their Servicing Personnel Office. 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:

- For Federated Users – <https://nfcbsm.servicenowservices.com>
- For Non-Federated Users –
 - Customer Service Management Portal View (Designated CMB POC)
<https://nfcbsm.servicenowservices.com/csm>

- Current Service Portal View (all other users)
https://nfcbsm.servicenowservices.com/sp_ess