

Whitelisting Software Change Request

August 15, 2025

Reference Number: NFC-1755202659

Dear Customer,

The National Finance Center (NFC) would like to remind our customer Agencies when submitting a Software Change Request (AD-3003) to whitelist Internet Protocol (IP) addresses, please include the applicable NFC applications on the request.

Authorized Agency representatives with questions concerning this notification should contact the NFC Contact Center at 1-855-632-4468 or submit a request in the ServiceNow Customer Service Portal using the following links:

- 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