



National Finance Center Customer Notification

Memorial Day Holiday

May 14, 2025

Reference Number: NFC-1747170163

Dear Customer:

In observance of Memorial Day, the National Finance Center's (NFC) offices, including the NFC Contact Center (NCC), will be closed on Monday, May 26, 2025. 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 (OSC) will be available 24 hours per day, 7 days per week via phone call 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 via the ServiceNow Customer Service Portal at:

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