



National Finance Center Customer Notification

Labor Day Holiday

August 15, 2025

Reference Number: NFC-1755271309

Dear Customer:

In observance of the Labor Day Holiday, our offices will be closed on Monday, September 1, 2025, including the National Finance Center (NFC) Contact Center. 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 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