

New Year's Day Holiday

December 23, 2025

Reference Number: NFC-1765216781

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 **Thursday, January 1, 2026**. All NFC applications will remain available during the holiday and payroll/personnel processing will continue as normally scheduled.

For Pay Period 25, 2025, Time and Attendance reports may be transmitted starting Friday, December 26, 2025, but must be submitted by close of business on Tuesday, December 30, 2025. The first pass of the Payroll Computation System (PAYE) for all databases will execute on Thursday, January 1, 2026. The second pass of PAYE for all databases will execute on Friday, January 2, 2026.

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 –
 - Designated Agency POCs, Servicing Personnel Officers, and Benefits Processing Officers: <https://nfcbsm.servicenowservices.com/csm>
 - Security Officers and OPM Customers: https://nfcbsm.servicenowservices.com/sp_ess