

Emergency Mainframe Application Expansion

March 25, 2026

Reference Number: NFC-1774457112

Dear Customer,

The National Finance Center (NFC) will perform a mainframe application expansion today, March 25, 2026, from 4:00 p.m. to 6:00 p.m. CST. During this window, NFC applications related to payroll processing may experience brief interruptions.

No action is required on the part of the customer.

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 –
 - 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