

## Update: Secure File Transfer Protocol (SFTP) Process

February 16, 2024

Reference Number: NFC-1707501253

Dear Customer,

The National Finance Center (NFC) is providing our customer Agencies the following reminders/updates regarding the Secure File Transfer Protocol (SFTP) process. We are asking that this information is shared with your technical staff.

1. Requests for new Secure File Transfers may be initiated by following the procedure titled: [Initiating a File Transfer](#). To ensure that File Transfer Protocol (FTP) file transfers are converted to SFTP as quickly as possible, no file changes will be allowed during the conversion process. New files or changes to existing files should be requested in a separate Software Change Request.
2. [Form AD-3113, File Transmission Request](#) has been modified and posted on the NFC website. The AD-3113 and all pertinent forms and information related to SFTP can be found on [NFC's SFTP web page](#).
3. NFC uses Secure Shell Protocol (SSH) for server authentication, and Pretty Good Privacy (PGP) for data encryption. PGP keys typically have an expiration date. When keys are generated, Agency Security Officers (ASO) must provide NFC with the new key prior to the expiration date by submitting a form [AD-3100-P, Payroll Personnel Request for Security Access](#) via ServiceNow<sup>®</sup> (select *Request Items* to Submit a Request) to exchange security keys and prevent file transfer delays. The form should contain the NFC account name and purpose for the request, and the PGP and SSH keys must be attached to the ServiceNow<sup>®</sup> ticket.

4. If NFC has no existing connectivity to the Customer's SFTP server, an Interconnection Security Agreement must be completed. Agencies must provide the IP address of their SFTP server and an architecture diagram.
5. Files transferred via SFTP are available for pickup on the NFC server for a maximum of 24 hours. Files not retrieved within the 24-hour time frame will be re-transmitted only after submission of a ticket via ServiceNow®.

**Please Note:** Repeated requests to re-transmit the same files may incur a cost.

6. Time and Attendance files (T&As) and Front-End System Interface (FESI) files may be transmitted via SFTP Monday through Friday between the hours of 7:00 a.m. and 7:00 p.m. central time (CT). T&As and FESI files should not be transmitted to NFC via SFTP during weekends due to conflicts with maintenance activities and deletion of files after 24 hours.
7. Transfer status notifications are provided with each file transfer via email from [NFCNOTIFY@nfc.usda.gov](mailto:NFCNOTIFY@nfc.usda.gov). Agencies should whitelist this email address, monitor these notifications and report any error messages, failed transfers, or data issues to NFC by calling the NFC Contact Center at 1-855-632-4468 between the hours of 6:30 a.m. and 5:00 p.m. CT, Monday through Friday, except Federal holidays, or submitting an incident ticket via ServiceNow®. The ticket should contain details from the transfer notification and other information, such as associated project number, file name(s), job name(s), date(s), etc.
8. Customers may opt to include the date and/or time within the destination file name if there is a possibility that files will be overwritten before they are retrieved. Alternatively, customers may opt to have files transferred directly to their SFTP server instead of retrieving them from the NFC server.
9. Finally, please include the NFC-assigned project number on all correspondence related to your project.

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:

- Federated ServiceNow Users: <https://nfcbsm.servicenowservices.com/>
- Non-Federated ServiceNow Users: [https://nfcbsm.servicenowservices.com/sp\\_ess](https://nfcbsm.servicenowservices.com/sp_ess)