



National Finance Center Operational Notification

NFC Contact Center Limited Services - Update

January 18, 2018

Dear Customer:

This notification is to inform all Customers that the National Finance Center's (NFC) Contact Center (NCC) will continue to have limited services on Thursday, January 18, 2018 due to inclement weather. As a result, telephone services will be directly impacted. Updates to this notice will be provide as conditions improve.

As a reminder, ServiceNow will be available during this closure for entry of your requests via <https://nfcerp.service-now.com/ess/> or you can submit your requests via email to: NFCcontactcenter@nfc.usda.gov. Issues submitted via ServiceNow and email will be worked during regular business hours 6:30 a.m. to 5:00 p.m. CST.

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 via the Internet using ServiceNow or via email.

Assistance with security related inquiries is available 24 hours per day, 7 days per week by contacting NFC's Operations and Security Center (OSC) at 1-800-767-9641 or via email to osc.etix@nfc.usda.gov.