



National Finance Center Operational Notification

NFC Contact Center (NCC) Email Mailbox Closure

May 22, 2018

Dear Customer:

Starting Sunday, June 24, 2018, the NFC Contact Center (NCC) will be transitioning away from accepting customer issue initial reports via email to the NCC email box, nfccontactcenter@nfc.usda.gov. Customers may create tickets for NCC handling directly via the ServiceNow website at <https://nfcerp.service-now.com/ess>. Additional information about ways to contact the NCC may be found via the NFC contact us page <https://www.nfc.usda.gov/contact/index.php>.

Creating tickets directly via the ServiceNow self-service portal shortens time for completion and resolution of customer requests. This prevents delays for customers caused by waiting for manual entry of requests received via email. In addition, tickets entered via the self-service portal are able to be tracked throughout their lifecycle by customers and even updated directly by customers as needed.

The ServiceNow customer portal is available 24 hours a day, 7 days a week. Use of the portal enhances security by ensuring that only agency-authorized customers submit issues to the NCC.

In order to request access to the ServiceNow self-service portal, customers should confirm they are authorized to contact NCC as noted in their TMGT Table 63 Contact Type to contact their Agency Security Officer.

Federal employees with questions concerning this notification should contact their Servicing Personnel Office. Authorized Agency Representatives with questions

concerning this notification should contact the NCC at 1-855-NFC-4GOV (1-855-632-4468); via ServiceNow at <https://nfcerp.service-now.com/ess/> or via email to NFCcontactcenter@nfc.usda.gov.