



## National Finance Center Customer Notification

# NFC BSM ServiceNow Email Notifications

January 29, 2020

Reference Number: NFC-1578935938

Dear Customer:

The National Finance Center (NFC) Business Service Management (BSM) team is notifying our customer Agencies that as of December 19, 2019, the NFC BSM ServiceNow (SN) application email notifications were updated.

All emails sent by the NFC BSM SN application, including submission confirmations and completion notices, are coming from a new email address:

[NFCBSMSupport@usda.gov](mailto:NFCBSMSupport@usda.gov).

Due to this update, some users are experiencing issues receiving emails from the application. Please reach out to your information technology department to ensure the updated email address is correct on your Agency's whitelist. If this issue continues after the new email address is added, please submit a request as indicated below.

All questions should be submitted to the NFC Operations and Security Center (OSC) at 1-800-767-9641 or [osc.etix@usda.gov](mailto:osc.etix@usda.gov), NFC's Contact Center (NCC) at 1-855-632-4468, or via NFC BSM ServiceNow Customer Service Portal.