



National Finance Center Customer Notification

Server Maintenance

November 18, 2020

Reference Number: NFC-1605635396

Dear Customer:

The National Finance Center (NFC) will be performing server maintenance on Saturday, November 21, 2020, from 8:00 a.m. central time (CT) to 4:00 p.m. CT. The following applications will be unavailable during this time:

- Direct Premium Remittance System (DPRW)
- Employee Personal Page Admin (EPPA)
- Employee Personal Page (EPPS)
- Financial Statements Data Exchange (FSDE)
- Working Capital Fund and Greenbook Online (FUND)
- OCFO Fee Review (OCFOFEE)
- OCFO Intradepartmental Transactions Reconciliation (OCFOITR)
- Preauthorized Debit System (PADS)
- Reporting Center (RPCT)
- SecureAll (SALL)
- System for Time and Attendance Reporting (STAR)
- Tribal Insurance Processing System (TIPS)

Authorized Agency representatives with questions concerning this notification should contact the NFC Contact Center (NCC) at 1-855-NFC-4GOV (1-855-632-4468) or via the ServiceNow Customer Service Portal at:

- Federated ServiceNow users: <https://nfcerp.servicenowservices.com/>
- Non-Federated ServiceNow users:
https://nfcerp.servicenowservices.com/sp_ess/