



National Finance Center CAPPS Notification

Secure File Transfer Protocol (SFTP) Update

June 15, 2022

Reference Number: NFC-1655223429

Dear Customer,

The National Finance Center (NFC) has prepared documentation that Agencies may find useful in managing file transfers in support of the USDA mandated Secure File Transfer Protocol (SFTP) initiative. This information has been posted to NFC's web site on the SFTP page at

https://www.nfc.usda.gov/ClientServices/HR_Payroll/SFTP/index.php. Please share this update with your technical staffs.

- **Initiating a File Transfer**
To begin the process to establish a transfer via SFTP, review the document titled "Initiating a File Transfer" located at https://nfc.usda.gov/ClientServices/HR_Payroll/SFTP/docs/Initiating_a_File_Transfer.pdf. This document lists the forms and steps required to set up a process to transfer files securely.
- **Escalating an Issue**
In the event of a problem with transferring a file (file not received, inability to decrypt, etc.), a ticket should be submitted to the NFC Operations and Security Center via ServiceNow at https://nfcerp.servicenowservices.com/sp_ess/ or by sending an email to osc.etix@usda.gov.
- **FAQs**
This document provides answers to frequently asked questions about transferring files via SFTP. The questions were recently updated to include answers to questions about security keys, including what they are and how they are used. The FAQs can be found at https://nfc.usda.gov/ClientServices/HR_Payroll/SFTP/FAQs.php.
- **Confirmation of Transmissions**
A status notification for all transferred files is provided when files are received by NFC, delivered to the customer, or if the transfer process ends abnormally.

Customers should establish an internal process to review these notifications and take immediate action to notify NFC of any issues (see escalating an issue above) or remediate internally.

- **Clearly Identify Issues**

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