USDA National Finance Center
Customer Notification

Thanksgiving Day Holiday

November 16, 2026
Reference Number: NFC-1794350068

Dear Customer:

In observance of the Thanksgiving Day holiday, our offices, including the National Finance Center (NFC) Contact Center, will be closed on Thursday, November 26, 2026. All NFC applications will remain available throughout the holiday, and payroll/personnel processing will continue as normally scheduled.

As always, the NFC Operations and Security Center will be available 24 hours per day, 7 days per week at 1-800-767-9641 or via email to osc.etix@usda.gov.

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 at 1-855-632-4468 or submit a request in the ServiceNow Customer Service Portal using the following links:

- For Federated Users – https://nfcbsm.servicenowservices.com/
- For Non-Federated Users –
    - Designated Agency POCs, Servicing Personnel Officers, Benefits Processing Officers, Security Officers and OPM Customers: https://nfcbsm.servicenowservices.com/csm
    - HRMS Customers: https://nfcbsm.servicenowservices.com/sp_ess