



National Finance Center Customer Notification

Columbus Day Holiday

October 5, 2026

Reference Number: NFC-1790954286

Dear Customer:

In observance of the Columbus Day holiday, our offices will be closed on Monday, October 12, 2026, including the National Finance Center (NFC) Contact Center. All NFC applications will remain available during the holiday, and payroll/personnel processing will continue as normally scheduled.

As always, the NFC Operations and Security Center (OSC) 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 the ServiceNow Customer Service Portal at:

- 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