USDA National Finance Center
Customer Notification

Veterans Day Holiday

November 3, 2026
Reference Number: NFC-1792411628

Dear Customer:

In observance of the Veterans Day Holiday, the National Finance Center (NFC) offices will be closed on Wednesday, November 11, 2026, including the 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 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