



National Finance Center  
CAPPS Notification

## IMPORTANT INFORMATION – Closure of the Annual Pay Raise Mailbox

January 25, 2021

Reference Number: NFC-1611338607

Dear Customer:

Effective January 29, 2021, the Annual Pay Raise Mailbox will be **closed** and will no longer be monitored daily. Also, the Annual Pay Raise Web page will be shut down.

Assistance is available by contacting the National Finance Center (NFC) Contact Center (NCC) and the Operations and Security Center (OSC).

Authorized Agency representatives with questions concerning this notification should contact NCC at 1-855-632-4468 or via the ServiceNow Customer Service Portal.

- Federated ServiceNow Users: <https://nfcerp.servicenowservices.com/>
- Non-Federated ServiceNow Users: [https://nfcerp.servicenowservices.com/sp\\_ess/](https://nfcerp.servicenowservices.com/sp_ess/)