

Independence Day Holiday

June 20, 2024

Reference Number: NFC-1718711538

Dear Customer:

In observance of the Independence Day holiday, our offices will be closed on Thursday, July 4, 2024, including the National Finance Center's (NFC) Contact Center. All NFC applications will remain available during the holiday, and payroll/personnel processing will continue as normally scheduled.

Due to the holiday on Thursday, July 4, 2024, Pay Period 12/2024 Time and Attendance reports can be transmitted as early as Friday, June 28, 2024, but should be submitted no later than close of business, Monday, July 1, 2024. The first Payroll Computation System (PAYE) pass for all databases will execute on Thursday, July 4, 2024. The second pass of PAYE for all databases will execute on Friday, July 5, 2024.

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 at osc.etix@usda.gov.

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 –
 - Customer Service Management Portal View (Designated CMB POC)
<https://nfcbsm.servicenowservices.com/csm>
 - Current Service Portal View (all other users)
https://nfcbsm.servicenowservices.com/sp_ess