



# Dave Yost • Auditor of State

**TO:** UAN Users  
**FROM:** UAN Support  
**DATE:** November 30, 2015  
**SUBJECT:** 2016 UAN Support Holiday Schedule

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## Application Support regular operating hours

- 7:30 a.m. - 5:15 p.m. Monday-Thursday
- 7:30 a.m. - 4:45 p.m. Friday
- 8:00 a.m. - 12:00 p.m. Saturday

## Technical Support regular operating hours

- 8:00 a.m. - 4:30 p.m. Monday-Friday
- By Appointment Saturday

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## Application Support extended hours

(January 4, 2015 - February 12, 2016)

- 7:00 a.m. - 7:00 p.m. Monday-Friday
- 8:00 a.m. - 2:00 p.m. Saturday

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## Technical Support extended hours

(January 4, 2015 - February 12, 2016)

- 8:00 a.m. - 4:30 p.m. Monday-Friday
  - 8:00 a.m. - 2:00 p.m. Saturday
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## 2016 UAN Support Holiday Schedule

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### **No support** will be available on the dates below

|          |                  |                           |
|----------|------------------|---------------------------|
| Friday   | 25 December 2015 | <i>(Christmas Day)</i>    |
| Saturday | 26 December 2015 |                           |
| Friday   | 1 January 2016   | <i>(New Year's Day)</i>   |
| Saturday | 2 January 2016   |                           |
| Monday   | 18 January 2016  | <i>(MLK, Jr. Day)</i>     |
| Saturday | 13 February 2016 |                           |
| Monday   | 15 February 2016 | <i>(Presidents' Day)</i>  |
| Saturday | 28 May 2016      |                           |
| Monday   | 30 May 2016      | <i>(Memorial Day)</i>     |
| Saturday | 2 July 2016      |                           |
| Monday   | 4 July 2016      | <i>(Independence Day)</i> |

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### **No support** *(continued)*

|          |  |
|----------|--|
| Saturday | 3 September 2016                                 |
| Monday   | 5 September 2016 <i>(Labor Day)</i>              |
| Friday   | 11 November 2016 <i>(Veterans' Day)</i>          |
| Saturday | 12 November 2016                                 |
| Thursday | 24 November 2016 <i>(Thanksgiving Day)</i>       |
| Friday   | 25 November 2016                                 |
| Saturday | 26 November 2016                                 |
| Saturday | 24 December 2016                                 |
| Monday   | 26 December 2016 <i>(Christmas Day observed)</i> |
| Saturday | 31 December 2016                                 |
| Monday   | 2 January 2017 <i>(New Year's Day observed)</i>  |

Application & Technical Support modified hours  
**( 7:30 a.m. - 2:00 p.m. )**

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|           |                  |                         |
|-----------|------------------|-------------------------|
| Thursday  | 24 December 2015 | <i>(Christmas Eve)</i>  |
| Thursday  | 31 December 2015 | <i>(New Year's Eve)</i> |
| Friday    | 1 July           | 2016                    |
| Wednesday | 23 November      | 2016                    |
| Friday    | 23 December      | 2016                    |
| Friday    | 30 December      | 2016                    |