



National Finance Center Customer Notification

2019 W-2 Update

January 17, 2020

Reference Number: NFC-1579308906

Dear Customer:

The National Finance Center (NFC) is in the process of printing and mailing calendar year 2019 W-2s. The mailing process will continue through Friday, January 31, 2020. Of the approximately 710,000 W-2s to be issued, all but approximately 8,000 are expected to be available on the Employee Personal Page (EPP) and the Reporting Center as early as Friday, January 17, 2020, and no later than Friday, January 31, 2020.

If an employee's W-2 is not on EPP or the Reporting Center, the W-2 is among the 8,000 in suspense and requires manual intervention by NFC. As the W-2s are released from suspense, they will be mailed and updated on EPP and the Reporting Center. This process will continue between now and Friday, January 31, 2020. NFC requests that Agencies do not contact NFC about W-2s not available on EPP or the Reporting Center until Monday, February 3, 2020, or later.

Employees separated more than 90 days who do not receive a mailed W-2 are to contact their former Servicing Personnel Office (SPO) for their W-2. The SPO can access the W-2 on the Reporting Center under Financial Report, W2 Wage and Tax Statement. Now is the time for employees to verify their EPP access and for SPOs to:

- 1) verify their access to W-2s on the Reporting Center or
- 2) request access to Agency W-2 data through their Agency Security Officer.

Some employees request W-2 reprints because the address on the W-2 does not match the employee's current residential address. Please note that it is not an Internal Revenue Service requirement that the address on the W-2 match the employee's current residential address. As always, we recommend employees verify their mailing

address in EPP and keep it current. For additional information on reprints, see the bulletin Title I, 12-11, Availability of Reprints of IRS Form W-2, Wage and Tax

Statement, on the Employee Personal Page (EPP) and the Reporting Center dated April 6, 2012, located on NFC's Home page.

Authorized Agency representatives with questions concerning this notification should contact NFC's Contact Center at either 1-855-632-4468, or via the ServiceNow Customer Service Portal.