



## National Finance Center Customer Notification

### 2017 W-2 Update

January 24, 2018

Dear Customer:

The National Finance Center (NFC) is in the process of printing and mailing calendar year 2017 W-2s. The mailing process will continue through Tuesday, January 31, 2018. Of the approximately 705,000 W-2s to be issued, all but about 2,700 are expected to be available on the Employee Personal Page (EPP) and the Reporting Center as early as Friday, January 12, 2018, no later than Monday, January 15, 2018.

If an employee's W-2 is not on EPP or the Reporting Center, the W-2 is among the 2,700 in suspense and requires manual intervention by NFC. As the W-2s are released from suspense, they will be mailed and updated to EPP and the Reporting Center. This process will continue between now and Wednesday, January 31, 2018. NFC requests that agencies do not contact NFC about W-2s not available on EPP or the Reporting Center until Thursday, February 1, 2018, 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. We always recommend employees verify their mailing address and keep it current within EPP. 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.

**Federal employees with questions concerning this notification should contact their Servicing Personnel Office.** Authorized Agency representatives with questions concerning this notification should contact NFC's Contact Center at either 1-855-632-4468; via email to [NFCcontactcenter@nfc.usda.gov](mailto:NFCcontactcenter@nfc.usda.gov) or via the ServiceNow Customer Service Portal (CSP).