



National Finance Center Customer Notification

2020 W-2 Update

January 22, 2021

Reference Number: NFC-1611259881

Dear Customer:

The National Finance Center (NFC) is in the process of printing and mailing calendar year 2020 W-2s. The mailing process will continue through January 31, 2021. Out of the approximately 710,000 W-2s to be issued, all but approximately 9,500 are expected to be available on the Employee Personal Page (EPP) and the Reporting Center as early as Tuesday, January 19, 2021, and no later than Friday, January 29, 2021.

If an employee's W-2 is not on EPP or the Reporting Center, the W-2 is among the 9,500 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 29, 2021. NFC requests that Agencies do not contact NFC about W-2s not available on EPP or the Reporting Center until Monday, February 1, 2021, or later.

Authorized Agency representatives with questions concerning this notification should contact the NFC Contact Center 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/