



## National Finance Center Customer Notification

# Have You Reviewed Your Canceled Payments Report?

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Agencies are encouraged to review the [Canceled Payments Report](#), available from the Reporting Center, at the end of each pay period to determine if any canceled payments need to be reissued. Often, employees may close a bank account that an allotment was setup to disburse funds to, without first canceling the allotment. Agencies can check within the Web-Based Special Payroll Processing System (SPPS Web) to confirm that any payments listed on the report have been reissued. If a payment has not been reissued, the employee should cancel their allotment. If the employee does not stop the allotment, the National Finance Center (NFC) recommends that the Agency stop the allotment on the employee's behalf. Once the allotment has been stopped, you can reissue the payment through SPPS Web.

When reissuing payments, it's important to make sure that all payments are completed before the 11 a.m. daily job and that the payments are dated for the next business day. Please remember that when you are reissuing payments in SPPS Web, that you are using the accounting listed on the Canceled Payments Report, and not stored accounting. For more information, watch our short video on how to reissue payments in SPPS Web.

[How to Reissue Payments in SPPS Web](#)

Any payments reissued via SPPS Web will be reported on the employee's Earnings and Leave (E&L) Statement and the amount reissued will be added to the year-to-date earnings. However, when the employee's W-2 is produced, the reissued payment will not be included. Employees should be advised to not use their E&L Statement to prepare their tax return.

**NOTE:** The Barring Act authorizes Agencies to reissue payments, regarding claims from employees, within 6 years of the date of the payments. Claims beyond that time period cannot be paid.

## Looking for more information?

You can view step-by-step instructions on Canceled Payments by referring to the [Requesting a Canceled Payment topic](#) within the SPPS Web procedure manual.

For assistance with running the Canceled Payments Report, please refer to the [Canceled Payments Report topic](#) in the Reporting Center procedure manual.

NFC also offers instructor-led, virtual training for SPPS Web and SPPS Mainframe. For more information on instructional courses, check out the course information pages in NFC University!

- [SPPS Web Instructor-led Class](#)
- [SPPS Mainframe Instructor-led Class](#)

Authorized Agency representatives with questions concerning this notification should contact the NFC Contact Center at 1-855-632-4468 or via ServiceNow using the following links below.

- Federated ServiceNow Users: <https://nfcerp.servicenowservices.com/>
- Non-Federated ServiceNow Users: [https://nfcerp.servicenowservices.com/sp\\_ess/](https://nfcerp.servicenowservices.com/sp_ess/)