

## W-2 Frequently Asked Questions

1. **When and where will my W-2 be mailed?** Employers have until January 31, 2010 to mail 2009 W-2s. While all efforts will be made to issue W-2's as early as possible, employees should not expect them to be mailed prior to January 31.

W-2's will be mailed to the address on file when W-2 data is extracted from the payroll system on December 31, 2009. If you neglected to submit an address change prior to this date, call 866-923-6767. Be prepared to provide your Social Security Number, your password and employer PIN (0617). Your password is the first four letters of your last name (excluding punctuation) plus the last four digits of your SSN.

Example:

Jack O'Hare 123-45-6789 → OHAR6789

Felicia Car 987-65-4321 → CAR4321

2. **How do I submit an address change for my W-2?** If you are submitting an address change prior to December 31, contact your payroll representative or recruiter to notify them of your new address. If you are submitting an address change after December 31, call 866-923-6767. Be prepared to provide your Social Security Number, your password and employer PIN (0617). Your password is the first four letters of your last name (excluding punctuation) plus the last four digits of your SSN.

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3. **My W-2 wages do not match the gross wages appearing on my last pay stub. Why?** The W-2 reflects your *taxable* wages. Not all earnings are considered taxable income and some deductions are pre-tax items. To arrive at gross earnings, add the Box 1 wages from your W-2 to the total 401k, pre-tax health/dental and flexible benefit/flexible child care contributions made for the year. Temporary or contract employees should also add expense payments to this figure. The result should equal the total gross wages appearing on your final pay stub. If they do not, call 888-771-7269.

Also note that the taxable wages for Federal, Social Security & Medicare (FICA), State and Local taxes may be different. Following are the formulas for calculating each taxable wage value.

Federal & State (except Pennsylvania)

Gross wages (from your pay stub) – Expenses (temporary/contract employees only) – Section 125 contributions – 401k and 401k catch-up contributions

FICA & Pennsylvania

Gross wages (from your pay stub) – Expenses (temporary/contract employees only) – Section 125 contributions

Local

Each locality has its own requirements but most recognize Section 125 contributions as pre-tax.

S125 deductions include pre-tax health and dental, flexible benefits, dependent care benefits, commuter. Domestic partner insurance deductions are not pre-tax.

4. **My Social Security Number is incorrect on my W-2. How can I get this corrected?** Contact your payroll representative to notify them of the error. If payroll does not have a copy of your social security card on file, you will be asked to provide a copy. Payroll will forward the incorrect and correct Social Security Number (SSN) to Payroll Tax who will issue a corrected W-2 (W-2c) with the proper SSN.
5. **I worked during the last week of December but did not receive a W-2. Why?** Earnings are taxable during the year in which they are paid not when they are earned. If you received your first paycheck in January 2010, you will not receive a W-2 for 2009.
6. **I received a W-2 from Randstad Professionals US LP but did not work for your company. Why?** Randstad Professionals US LP is the parent company of a variety of temporary staffing agencies. If you worked for one of the following agencies, you will receive a W-2 from Randstad Professionals US LP.

Accountants International	Delta Pharma	Randstad National Accounts
Clinical One	Delta Solutions	Sapphire Technologies
Clinical One Per Diem	Opis (Employees paid from January to April 2009)	Think Resources
Compliance	Placement Pros (Employees paid from January to April 2009)	
DB Concepts	Randstad Managed Services	

If you did not work for any of the companies listed above, please contact our Human Resource department at 781-213-1500.

7. **I worked/lived in the state of (insert state) last year but my W-2 has wages for (insert state). What can I do to get this corrected?** The answer depends on several factors. The following details need to be confirmed.
  - A. Did the employee live in one state and work in another?
  - B. If the answer to A is yes, do the two states have a reciprocal agreement? Did the employee complete the appropriate certificate of non-residence?
  - C. The employee's resident and work states at the time of the assignment should be confirmed with payroll and the recruiter.

The above details should be gathered by Payroll or the Recruiter and communicated to Payroll Tax via e-mail. [W2helpline@us.randstadprofessionals.com](mailto:W2helpline@us.randstadprofessionals.com). Payroll Tax will review the facts and reply back with the appropriate response.

If an adjustment is warranted, Payroll Tax will prepare a W-2c reversing the wages for the incorrect state and report them to the correct state. The employee will need to sign a statement that they have not and will not request a refund from the erroneous state. Upon receipt of this statement, a refund check for the taxes withheld from the erroneous state will be generated and issued to the employee along with the W-2c.

8. **How can I obtain a duplicate copy of my W-2?** As a courtesy, Randstad maintains duplicate copies of the W-2's for four years. Duplicates are currently available for tax years 2006 through 2008. W-2's for 2009 will be available on January 31, 2010. To request a duplicate, call 866-923-6767 or log on to [www.eprintview.com](http://www.eprintview.com). You will be required to provide your login (your SSN), your password and employer PIN (0617).

Your password is the first four letters of your last name (all capital letters, excluding punctuation) plus the last four digits of your SSN.

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9. **How can I obtain a copy of my W-2 for tax years prior to 2006?** Contact the IRS at 800-829-1040.

10. **How do I consent to receive my W-2 electronically?** visit [www.eprintview.com](http://www.eprintview.com) and follow these simple instructions:

- A. Enter your Login ID: Your Social Security Number (SSN) (without the dashes).
- B. Enter your Password: The first four letters of your last name (all capital letters, excluding punctuation marks) plus the last four digits of your SSN. If your last name is less than four characters, enter all the characters of your last name. Examples: Last name Johnson, SSN 123456789 = JOHN6789. Last name Yen, SSN 987654321 = YEN4321. Last name O'Hare, SSN 111223333 = OHAR3333.
- C. Enter your Employer Pin 0617, click Login.
- D. You will be required to change your password upon the initial login. Follow the instructions on the screen and fill in the appropriate information requested.
- E. On the My Account page, click the Consent to receive your tax form online link.
- F. Carefully read all of the consent disclosure information.
- G. Enter your Consent Code. You may retrieve this code by clicking the link to the right of the consent code field.
- H. Enter your Email Address and Click the Consent button.
- I. You will receive a "Thank You" message and an email will be sent to the address you specified with the consent and disclosure information for reference purposes. You will receive another email notification with instructions on how to retrieve your W-2 when it is available.

The consent deadline to receive your 2009 W-2 electronically is January 15, 2010. If you do not consent by this date, your original W-2 will be mailed to the address on file.

11. **Can I get an electronic copy of my W-2 for prior years?** As a courtesy, Randstad maintains duplicate copies of W-2's for four years. Duplicates are currently available for tax years 2006 through 2008. To obtain an electronic copy of your W-2 call 866-923-6767 or visit [www.eprintview.com](http://www.eprintview.com). You will be required to provide your login (your SSN), your password and employer PIN (0617).

Your password is the first four letters of your last name (all capital letters, excluding punctuation) plus the last four digits of your SSN.

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If you have a question that is not listed above, please call 888-771-7269 or e-mail your question to [w2helpline@us.randstadprofessionals.com](mailto:w2helpline@us.randstadprofessionals.com). Please be prepared to provide your SSN, name, question and a contact phone number. All questions will be responded to in the order in which they are received.