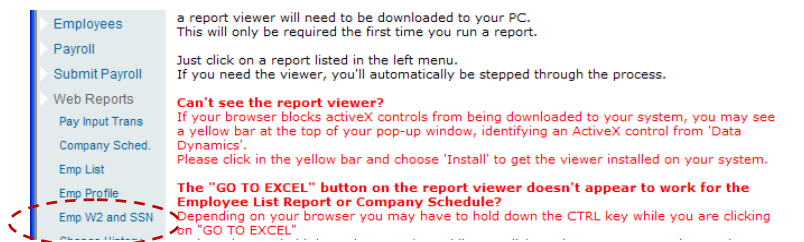


# HOW TO ANSWER THE MOST COMMON QUESTIONS FROM YOUR EMPLOYEES ON W2s

## If your Employee says.....

**"My SSN is Wrong"** ~ Premier sent each client a SSN Verification ~ report in December in the hopes that any incorrect SSNs would be found before processing W2s. For those not corrected, you can do the following to avoid the \$25 Replacement fee:

- **Notify Premier before 2/28** so we can correct it in our system before transmitting to SSA/IRS [no fee to correct]; there is a \$25 fee to correct SSNs *after* 2/28
- Employee can white-out the incorrect SSN number and enter his/her correct SSN on existing copy of the W2 [replacement is **not** needed]
- If you are a Web Payroll client, enter the correct SSN online so the system is updated for 2011 [SSNs are 'masked' on the Web – full SSNs can be viewed on the report found in WEB REPORTS > EMP W2 and SSN]



**"My Address is Wrong"** ~ W2s do NOT need to be reprinted [\$15 reprint fee] because the controlling address is the address on the Tax Return, not the W2. Employee can white-out and enter correct address on existing W2

**"My Withholding is Wrong"** ~ Employees receive a check stub *every* pay period so they can verify their Filing Status, Deductions, etc. Past Withholding can NOT be changed. WEB payroll clients should update the filing status online for the remainder of the year; non-WEB clients should notify Premier *with* the next payroll submission to change any filing status.

**"My Gross Wages are Wrong"** ~ Employees with **Pre-Tax** deductions [Sec 125 Health plans, HSA, FLEX, 401K, Simple/IRA] will see different amounts for total wages.

- Box 1 is for FEDERAL TAXABLE WAGES ~ Gross wages minus 401K and Simple/IRA contributions
- Box 5 is for GROSS WAGES ~ Gross Wages reduced by the amount of the pre-tax health & flexible spending deductions [the purpose of the Pre-tax deduction is to reduce the amount of Gross Wages that is taxed]
- If you have 401K/Simple/IRA, Box 1 and Box 5 *will* have different amounts to reflect those contributions

**"I Lost My W2"** ~ If you purchase the annual View Choice CD that contains all your prior year Payroll, Quarterly, W2, Check Stub, and Check History reports then you can easily reprint a copy of the W2 on plain paper [this is accepted by the IRS]. OR, if you have the paperless Voucher & W-2 option, employees can reprint themselves. Otherwise, Premier can reprint [\$15] / email [\$10] a copy to the employee [you have the option to charge the employee that fee as a Misc Deduction].