

W2 Information

Phone: -866-997-4777 option 5 (will be available January 1st, 2012)

Fax: (316) 681 4328

Email: W2.Report@issvc.com



IMPORTANT Information regarding Your W2 and 2012 W4 Processing!!!

Please read carefully!

Attention: Managers/Area Coach/Home Office Staff:

The end of the 2011 calendar year is rapidly approaching and the W-2 process is being finalized.

- **Original W-2's for 2011 will be mailed by January 31st, 2012.**
 - Active employees will be Fed-Ex'd directly to the store as one store bundle.
 - Terminated or inactive employees will be mailed regular first class mail to the last known address on file.
 - Home Office employees will be mailed regular first class mail to the last known address on file.
 - W-2's will NOT be reissued until the week of February 13th, 2012.
 - W-2's will NOT be faxed until the week of February 13th, 2012.
- **What you can do to help alleviate your employee's frustrations regarding inaccurate or non-receipt of W-2's.**
 - Educate your employees on what to validate on their checks throughout the year.
 - Send in all checks that need to be voided by December 15th, 2011.
 - Contact your payroll processor regarding any adjustments needed for current W-2's by December 15th, 2011.
 - Send in address corrections for your employees by December 15th, 2011
- **Do we have your employee's correct address for W-2's?**
 - Please have your employee's verify their mailing address before December 15, 2011. If there is an apartment or lot number, it must be included in the address or it will not be delivered. If the address is not correct, they **must** submit corrections using the standard W4 form to our office no later than December 15, 2011. Send as an attachment using your normal payroll email address or via fax. Fax number: 316-681-4328
- **Do you have employees that file an Exempt W-4?**
 - 2011 Exempt W-4's will expire February 15th, 2012. Any employee currently claiming exempt will default to Single – zero unless a new W-4 form is received and dated **AFTER December 31st, 2011**. All employees's claiming exempt will be required to complete a new 2012 W-4 form and submit to our office no later than February 1st, 2012. The dates on the forms **must** be 2012 or it will not be accepted as a current year form.
- **Do you have employees who are eligible for Advanced Earned Income Credit in 2012?**
 - Per Federal Regulation change, EIC will only be paid when the tax return for 2012 is filed in 2013.
- **Where do you call with W-2 questions?**
 - Call directly into the w-2 line at (316) 681-8599 or (316) 685-1622 Option 5. Toll Free (866) 997-4777 Option 5 or (855)-685-1622 (**All numbers will be available January 1st, 2012**).
 - Your call will be returned within 24 hours. Please leave the following information;
 - Complete Name.
 - Complete phone number including the area code.
 - Last 4 digits of your social security number.
 - Company name and state you are/were employed with.
 - Please speak slowly and distinctly.
- **How long will it take to get a reissue or a correction to a 2011 W-2?**
 - A reissue will take 48 hours.
 - A correction will take 5 business days.
- **Please see other side for change form to be sent to the Payroll Dept.**

InfoSync Payroll/Benefits Department