

Employee Self-Service – W-2

Frequently Asked Questions

If you have questions about logging into Employee Self-Service please access FAQs at

<http://employeeselfservice.omb.delaware.gov/>

QUESTION:	ANSWER:
How does the State of Delaware provide me with my W-2?	<ul style="list-style-type: none"> • W-2s are available in Employee Self-Service for calendar years 2013 and greater for active State employees. • Active employees may consent to stop receiving their W-2 at their home or mailing address by completing the “W-2 Consent” process in Employee Self-Service. • Employees terminating State service before W-2s are generated receive their W-2 in the mail at their home or mailing address.
I have already consented to receive my W-2 through Employee Self-Service, do I need to consent again?	<ul style="list-style-type: none"> • No, employees only have to consent once. • Consent is on-going until you withdraw your consent through Employee Self-Service or terminate all employment with the State.
I am a new employee, when am I able to give my consent?	<ul style="list-style-type: none"> • New employees may consent in Employee Self-Service as soon as they receive their first pay.
When will my W-2 be available online?	<ul style="list-style-type: none"> • W-2s are available as soon as they are processed; around mid-January each year.
Will I be notified when my W-2 is available?	<ul style="list-style-type: none"> • Employees that enter a valid email address under Personal Information in Employee Self-Service and consent to online W-2s, receive an email notification as soon as W-2s have processed and are available in Employee Self-Service.
Can I access previous years W-2 forms online?	<ul style="list-style-type: none"> • The first available calendar year for online W-2 forms is 2013. • W-2s prior to 2013 and Election Poll Worker W-2s are not available through Employee Self-Service.
Can I access W-2 forms online after I leave State service?	<ul style="list-style-type: none"> • No. Employee Self-Service access terminates when employees have no active jobs with the State of Delaware. • The W-2 form for the calendar year in which you leave State service will be mailed to you. • To ensure you receive your W-2, if your mailing address changes after you leave State service, complete the <i>W-2 Change of Address</i> form in Employee Self-Service under “Information – Forms” and return it to your Organization.

QUESTION:	ANSWER:
What if I have consented to access my W-2 form through Employee Self-Service but don't have access to a printer to print my form?	<ul style="list-style-type: none"> Contact your Human Resources or Payroll Office.
What if my W-2 is incorrect?	<ul style="list-style-type: none"> Contact your Human Resources or Payroll Office.
What hardware or software do I need to access my online W-2?	<ul style="list-style-type: none"> You will need a computer with an internet connection.
What is a W-2c form?	<ul style="list-style-type: none"> A W-2c form is produced when a correction is required to your original W-2 form. These are rare.
I am a State employee and also work for the Department of Elections as an election poll-worker. Are my election poll-worker earnings and W-2 available for viewing through Employee Self-Service?	<ul style="list-style-type: none"> No. Election poll-worker payments are made through the State's financial system, not the payroll system. Therefore, they cannot be viewed through Employee Self-Service. In prior years, the election poll-worker earnings were added to employee's State wages and reported on a single W-2. Beginning with the W-2 for calendar year 2013, State employees who also receive payments as election poll-workers, will receive a separate paper W-2 via the U.S. mail for just the election poll-worker payments. If you choose (consent) to stop receiving a paper W-2 for your State employee earnings, you will still get a paper W-2 for your election poll-worker payments. If you do not choose to stop receiving paper W-2's for your State employee earnings, you will receive two printed W-2s via U.S. mail. Employees must report the earnings from both W-2s when filing annual tax returns.
I worked as an election poll worker and my W-2 for those earnings was mailed to an old address. How can I update my address for my election poll worker W-2?	<ul style="list-style-type: none"> You must change your address with the Department of Election Office in the county where you worked (New Castle, Kent, or Sussex) W-2 duplication requests for election poll worker W-2s will be mailed to the address on the W-2 Processing Request Form
Who do I contact with questions about the Employee Self-Service features?	<ul style="list-style-type: none"> Contact your Human Resources or Payroll Office.
May my spouse request a copy of my W-2?	<ul style="list-style-type: none"> Only the employee may submit a W-2 request; spouses, accountants, tax preparers, etc. may not submit a request on behalf of an employee.
May I pick up my duplicate W-2 in person?	<ul style="list-style-type: none"> Walk-in requests will not be honored All W-2s will be mailed to the address in PHRST
Can my W-2 be faxed?	<ul style="list-style-type: none"> For security reasons, W-2s are not faxed
Is there a charge for a duplicate W-2?	<ul style="list-style-type: none"> There is a \$5.00 administrative fee for each W-2 requested Make checks payable to the State of Delaware

QUESTION:	ANSWER:
<p>May I request duplicate W-2s for more than one tax year at a time?</p>	<ul style="list-style-type: none"> • If requesting multiple duplicate W-2's, complete a separate form for each tax year. • There is a \$5.00 fee for each tax year • You may combine the fees and submit a single check for the total amount due • Make checks payable to the State of Delaware
<p>I am an active State employee, may I request a duplicate W-2?</p>	<ul style="list-style-type: none"> • Active employees are expected to print their W-2 for calendar years 2013 and greater through Employee Self-Service and will not be mailed a duplicate W-2 for these years • Requests for a calendar year prior to 2013, will be processed only if the the mailing address on the W-2 Processing Request Form matches the address in PHRST and includes the appropriate payment • If the address does not match, you will be instructed to update your address in Employee Self-Service and notify PHRST when completed • After the address has been updated the W-2 will be mailed
<p>I no longer work for the State of Delaware; may I request a duplicate W-2?</p>	<ul style="list-style-type: none"> • Inactive employees may request a duplicate W-2 • Requests will be processed only if the the mailing address on the W-2 Processing Request Form matches the address in PHRST and includes the appropriate payment • If the address in PHRST does not match the form, you will be instructed to complete a W-2 Change of Address form and send it to your Organization • After the address has been updated in PHRST, the W-2 will be mailed