FIO-34 W-2 FAQs

Purpose

The purpose of this job aid is to answer frequently asked questions about W-2s.

Frequently Asked Questions

My W-2 has been misplaced or damaged. How do I get a copy?

You can print your W-2 in Fiori. Use the following link for instructions: Reprint a W-2/W-2C

If you do not have access to Fiori, contact BEST Shared Services at 919-707-0707 to request a reprint. BEST will submit reprint requests only for employees who do not have access to Fiori.

When will I be able to print my own W-2 from ESS?

Copies of your W-2 will be available for you to reprint on Fiori no later than mid-February. Check the Integrated HR-Payroll System status page for notification.

My address has changed; how do I receive a W-2 reprint?

See above information. Be sure that you correct your address (permanent and/or mailing) in Fiori, with your agency HR office or by submitting a form to BEST for processing.

Why is TSERS not reported on my W-2?

Per IRS regulations TSERS is not reported on W-2.

My social security number or name is incorrect on my W-2. How do I correct this?

You must take a copy of your original social security card to your agency HR office for assistance in correcting the number or name. Once the correction has been made by your agency, you will be issued a W-2C shortly thereafter.

I did not earn this much money. I need my W-2 corrected.

Please review your last pay statement for the calendar year and compare the taxable wages in the lower right portion of your pay stub with your W2. If you still have questions, please contact BEST Shared Services, and open a ticket for assistance.

I need a W-2C reprint. When will I be able to get one?

W-2C reprints can also be reprinted using Fiori. See the link on the first question above.

If you do not see the W-2C you are trying to reprint or have access to Fiori, contact BEST Shared Services.

I need a copy of my W-2 for years 2007 and earlier.

Contact your agency’s payroll office to request a W-2 for 2007 and earlier.

How do I know what goes in each box?

The following list describes the W2 Box and the pay stub comparison field.

- Box 1
    - Federal Withholding YTD Txbl
- Box 2
    - Federal Withhold TYD Tax

- Box 3
  - Federal Social Security YTD Txbl Earn
- Box 4
  - Federal Social Security YTD Tax
- Box 5
  - Federal Medicare YTD Txbl Earn
- Box 6
  - Federal Medicare YTD Tax
- Box 7
  - Blank
- Box 8
  - Blank
- Box 9
  - The State of NC was not selected to participate in the verification code pilot. This field is blank.
- Box 10
  - NC Flex Dependent Care
- Box 11
  - Blank
- Box 12
  - Will contain the following codes/amounts:
    - C = group term life
    - D = 401k
    - E = 403b
    - G = 457b
    - AA = Roth 401k
    - BB = Roth 403b
    - EE = Roth 457
    - *DD = Total Cost for Health Care

        - (see #11 below)
- Box 13
    - Checked for retirement if in state retirement plan or contributed to 401k plan
- Box 14
    - A = NC Flex Health Spending
    - B = Sick leave ($511 limit)
    - C = Sick leave ($200 limit)
- Box 15
    - State code for withholding (NC, SC, GA, etc.)
- Box 16
    - State Withholding YTD Txbl Earn
- Box 17
    - State Withholding YTD Tax
- Box 18
    - Blank
- Box 19
    - Blank
- Box 20
    - Blank
- Box DD – Total Cost for health
    - Employee and employer costs for State Health Plan, NC Flex Critical Illness, and NCFlex Cancer. For information only. Is not taxable.

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