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**March 15, 2022**

## **TeamWorks HCM New Process for W-2 Reissue**

There is a new process for requesting a copy of a W-2. All W-2 reissues will be accomplished via Employee Self Service or by Payroll Offices via Payroll for North America. The W-2 Reissue option in both Employee Self Service and in Payroll for North America can no longer be used to request a W-2 reissue.

### **W-2s for 2017 and Later**

Beginning with calendar year 2017, electronic W-2s were created for all employees receiving a W-2 regardless of an employee's consent status. Electronic W-2s are available for active employees in Employee Self Service and in Payroll for North America for all employees regardless of employment status.

### **W-2s for 2016 and Earlier**

Employee should contact IRS for copy of W2 for these years. A query, 0PY116\_W2\_REPRINT can be used to create W-2 information for a specific employee for these years. **NOTE: Some employees received an electronic W-2 for 2016. Employees and employers may follow the instructions for Electronic W-2s if a 2016 electronic W-2 is available.**

### **Providing W-2s to Employees - Electronic W-2s**

- **Active Employees:** The quickest and easiest way for an active employee to obtain a copy of a W-2 is for the employee to log onto TeamWorks and print it from Employee Self Service. Alternatively, an employee may request the Payroll Office to print the W-2 and provide it to the employee.
- **In-active Employees:** The Payroll Office will need to print the W-2 and provide it to the requestor.

### **Providing W-2s to Employees - non-Electronic W-2s**

- **All Employees:** Use Query OPY116\_W2\_REPRINT to provide a listing of all information on the W-2 and provide it to the employee. The query prompts for Employee ID, From Year and To Year.

### **Accessing W-2s by Employers**

Please navigate to Payroll for North America > U.S. Annual Processing > Create W-2 Data > View W-2/W-2c Forms to access W-2s for employees for your agency. Click the "View a Different Tax Year" link to view W-2s for prior years.

**NOTE:** Payroll Office personnel will not be able to view W-2s for employees who have transferred out of their agency. Employees should be directed to contact their current or last employer.

Thank you for your support.

### **Contacting SAO**

If you have questions, please contact the SAO Customer Service Center (CSC):

404-657-3956

888-896-7771

[hcm@sao.ga.gov](mailto:hcm@sao.ga.gov).

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**Contact the SAO Customer Service Center with your  
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