



## W-2 Questions and Instructions

We are currently experiencing a high call volume regarding W-2s. To get your questions answered quickly, please see the following Frequently Asked Questions:

**Question: When will the W-2s be distributed?**

Snelling W-2s will be mailed by January 31<sup>st</sup>. If you have not received your W-2 by February 6<sup>th</sup>, it could be because you have moved or there could be an issue with the mail. You can get a copy of your W-2 by getting it online at [www.paperlessemployee.com/snelling](http://www.paperlessemployee.com/snelling) and creating an account to retrieve your tax form or by emailing [W2@snelling.com](mailto:W2@snelling.com) and requesting a copy.

**Question: I have gone online to get my W2, but I do not know my Employee ID. Where do I find this?**

Your employee ID can be found on your pay stub or on your direct deposit advice. If you can't access your employee ID, please call 800-411-6401 x21498 or call your local Snelling office

**Question: How do I go online to register to receive my W-2 electronically?**

To register for electronic delivery of your W-2, please go to [www.paperlessemployee.com/snelling](http://www.paperlessemployee.com/snelling) and follow the steps to create an online account. The instructions can be found at the end of this FAQ

**Question: When is the deadline for Electronic Registration?**

The deadline for electronic registration is January 10<sup>th</sup>.

**Question: I have registered to get my online W-2 but I don't remember my password.**

Please follow the on screen prompts at the Login page to retrieve a forgotten password. You will be required to answer the security questions you set up upon registration.

**Question: I have not received my W-2 and I do not have internet access. What do I do?**

If you do not have internet access and have not received your W-2, please call 800-411-6401 x21498 and listen to the message to obtain instructions on how to get a reprinted W-2. If this does not answer your question, please leave a message and someone will call you back within 24 hours (during the normal Monday – Friday workweek). You may also email [W2@snelling.com](mailto:W2@snelling.com) and someone will get back to you within 24 hours (M-F).

**Question: I do have internet access but I did not register to receive my form electronically.**

If you have internet access and did not register to receive your form electronically, you may still request a copy of your form at [www.paperlessemployee.com/snelling](http://www.paperlessemployee.com/snelling) by creating an account. Once you've created an account, your menu options should show an option for Tax Forms. Once you've clicked the Tax Form menu option, follow the on screen prompts to request a reprint of your W-2.

**Question: I don't see my question listed here. Where can I go for help?**

You can call 800-411-6401 x21465 and listen to the message to obtain instructions on how to get a reprinted W-2. If this does not answer your question, please leave a message and someone will call you back within 24 hours (during the normal Monday – Friday workweek). You may also email [W2@snelling.com](mailto:W2@snelling.com) and someone will get back to you within 24 hours (M-F).

### **How to Register for your Online Account:**

Go to: <https://www.paperlessemployee.com/snelling>

To register, you will need to follow the onscreen prompts to create your own personal user ID and password. You will need your employee ID (which may be found on your paystub) and your social



security number to create your account. Select the language in which you wish to view the website in the upper right hand corner. There are three language options: English, French, and Spanish.

Select **Create Account**

1. **Create a user ID and Password.** There are instructions to the right of the boxes to assist you with the requirements for your password (uppercase, lowercase, numeric, etc).
2. **Password Reset Questions:** Select three questions and answers to aide you in the event you need your password reset. Please note that on the first question you must select one of the supplied questions, but for the next two questions you can set your own question and answer. This should make it easier to remember your responses in the future.
3. **Identify Yourself:** Enter your name
4. **Authenticating Account Information:** Enter your Social Security Number and your Employee ID (found on your paystub)
5. **Contact and Notification Preferences:** Enter your personal email address and then an alternate email address if you wish. (Snelling corporate employees: please use your personal email address as the personal email in this section. You may use your snelling.com email as your alternate address).
6. **Delivery Options and Notification Preferences:** Please select "Yes" to receive your tax form electronically and check the box to receive notification at your personal email address. (If you entered an alternate email address, you may check both boxes).

In early to mid-January, you will receive an e-mail directing you back to the website to obtain a copy of your annual tax statement. You will be able to view and/or download the tax form as many times as you need to until October 15<sup>th</sup> of the current year. Please be sure you download and/or save your tax form.

Remember, if you register to receive your tax form electronically, no paper copy of the form will be mailed to you.