

W-2: Frequently Asked Questions

Q: I have not received my 2009 W-2. Please send me another one.

A: All Pro Staff employees may now obtain their W-2 electronically through ePayroll. If you have Internet access, go to our Pro Staff home page at prostaff.com and click the ePayroll Login. Once you have logged into your personal ePayroll account, click on the W-2 Services icon. From the W-2 Services Main Menu, select the option to 'Consent for Online Delivery of Your W-2'. Once you have consented for electronic delivery of your W-2, you will have unlimited access to your W-2 for the remainder of the tax year.

If you do not have Internet access, you may request a copy of your 2009 W-2 over the W-2eXpress Interactive Voice Response system. Please call 1-877-325-9239. This service will be available beginning January 31, 2010 for 2009 W-2s.

Q: The system asked for my PIN number. What is my PIN number?

A: Your default PIN number is your Employee ID. You may find your Employee ID on any of your check or advice statements. If you are unable to locate a check or advice statement, contact your local branch for your PIN.

Q: I received my W-2, but the address is incorrect.

A: Your address does not need to be correct on your W-2 in order to file a tax return. You should, however, ensure that your address is correct in our system. Submit your new address in writing to your local branch.

Q: My Social Security Number is incorrect.

A: To report that your Social Security Number is incorrect, go to our home page at prostaff.com, click on the 'ePayroll' icon, and follow the link to W-2 Services. To report the incorrect Social Security Number, you must sign in with the incorrect number. Once you are at the W-2 Services main menu, click on 'Correct an Error on My W-2' and follow the instructions to request the appropriate correction.

If you do not have Internet access, please call W2eXpress at 1-877-325-9239. When asked for your social security number, enter the incorrect number. When asked for your PIN number, enter a dummy PIN number and you will be redirected to a Customer Service Representative to report the error.

Q: My W-2 says Dobbs Temporary Services, but I worked for Pro Staff.

A: Dobbs Temporary Services is the legal name of Pro Staff.

Q: My State Wages in box 17 don't equal the Federal Wages shown in Box 1.

A: If you worked in multiple states throughout the year or if you lived in one state and worked in another, you may have received W-2 forms for both states. When the taxable wages from each of the forms are summed, they should equal the amount in Box 1, or the Federal Taxable Wages.

Q: I have withholdings in two states, but I only need to file in one.

A: You will need to file in both states.

Q: I did not live in the state in which taxes were withheld

A: Many states require withholdings if the employee works there, even though he or she may not have lived there. If you did not live or work in the state in question, refer to the next question for resolution.

Q: I did not live or work in the state in which you withheld taxes.

A: To request a correction to your W-2, go to our home page at prostaff.com, click the ePayroll Login, and follow the link to W-2 Services. Once you are at the W-2 Services main menu, click on 'Correct an Error on My W-2' and follow the instructions to request the appropriate correction.

If you do not have Internet access, please call W2eXpress at 1-877-325-9239. Enter your Social Security Number. When asked for your PIN number, enter a dummy PIN number. Your call will be redirected to a Customer Service Representative.

Q: I should not have paid local taxes.

A: To request a correction to your W-2, go to our home page at prostaff.com, click on the ePayroll Login, and follow the link to W-2 Services. Once you are at the W-2 Services main menu, click on 'Correct an Error on My W-2' and follow the instructions to request the appropriate correction.

If you do not have Internet access, please call W2eXpress at 1-877-325-9239. When asked to enter your Social Security Number, enter the incorrect number. When asked for your PIN number, enter a dummy PIN number. Your call will be redirected to a Customer Service Representative.

Q: I claimed exempt status on my W-4. Why is Social Security & Medicare Taxes (FICA) being withheld?

A: The exempt status on the W-4 form applies only to Federal and/or State income taxes. You can only be exempt from FICA taxes if you are a foreign citizen visiting the U.S. on a student or training visa.