



W-2 FREQUENTLY ASKED QUESTIONS

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

You may print your W-2 from ESS. Use the following link for instructions: [Reprint a W-2/W-2C](#)
If you do not have access to ESS, call BEST Shared Services at 919-707-0707 to request a reprint. You will be asked if you have access to ESS and will be directed to print your own if you have ESS access. BEST will only submit reprint requests for employees who do not have access to ESS.

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

See above information in #1. Be sure that you correct your address (permanent and/or mailing) in ESS, with your agency HR office, or by submitting a form to BEST for processing.

3. Why are TSERS not reported on my W-2?

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

4. 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.

5. 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.

6. 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 ESS no later than mid-February. Check the Beacon status page for notification.

7. Why can't I print my original W-2?

Printing an original W-2 requires electronic signature notification from you to us granting permission for you to electronically print. The system is not currently configured for this process

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8. How do I know what goes in each box?

The following table shows you how to look at your pay stub fields and compare to the boxes on your W-2:

W-2 Box	Pay Stub	W-2 Box	Pay Stub
Box 1	Federal Withholding YTD Txbl Earn	Box 11	Blank
Box 2	Federal Withholding TYD Tax	Box 12 a-d	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 3	Federal Social Security YTD Txbl Earn	Box 13	Checked for retirement if in state retirement plan or contributed to 401k plan
Box 4	Federal Social Security YTD Tax	Box 14	NC Flex Health Spending
Box 5	Federal Medicare YTD Txbl Earn	Box 15	State code for withholding (NC, SC, GA, etc.)
Box 6	Federal Medicare YTD Tax	Box 16	State Withholding YTD Txbl Earn
Box 7	Blank	Box 17	State Withholding YTD Tax
Box 8	Blank	Box 18	Blank
Box 9	The State of NC was not selected to participate in the verification code pilot. This field is blank.	Box 19	Blank
Box 10	NC Flex Dependent Care	Box 20	Blank

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

W-2C reprints can also be reprinted using ESS. See the link on Question 1 above.
If you do not see the W-2C you are trying to reprint or you do not have access to ESS, contact BEST Shared Services.

10. 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.

11. 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.

Additional Resources

TRAINING HELP WEBSITE

https://www.osc.nc.gov/state-agency-resources/training/training_help_documents

If you have questions, or require additional assistance, contact BEST Shared Services

Phone (Raleigh Area):	(919) 707-0707
Phone (Toll Free):	(866) 622-3784
Email:	BEST@osc.nc.gov