

Form W-2 Frequently Asked Questions

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Receiving and Accessing Your Form W-2

Q1. When can I access my 2024 Form W-2?

A1. You can access your 2024 Form W-2 online on or before January 31, 2025. We will notify you by email (if you have a valid email address in the [TriNet platform](#)) when your electronic Form W-2 is available.

If you requested a paper Form W-2, please note the following:

- It will be postmarked by the Internal Revenue Service (IRS) deadline of January 31, 2025.
- The Social Security number (SSN) on your 2024 Form W-2 will be masked, a practice approved by the IRS to aid efforts to protect employees from identity theft. The masked SSN displays only the last four digits of an individual's identifying number and is shown in the format XXX-XX-1234. Per the IRS, you may use a Form W-2 with a masked SSN to file your federal income taxes.

Q2. Will I receive a paper or electronic Form W-2? How can I change my delivery preference?

A2. You decide whether to receive a paper or electronic Form W-2. You can specify your preference at any time by logging in to TriNet ([login.TriNet.com](#)) > Settings > Preferences > W2 Paperless Delivery and choose either "Enrolled in paperless" or "Not enrolled in paperless." Your delivery preference will remain in effect until you change it. Note that a change in your election to receive an electronic Form W-2, or a withdrawal of that consent, does not apply to previous year Forms W-2. Be sure to review and make any updates to your delivery preference and personal information on TriNet ([login.TriNet.com](#)) by December 31 each year to help ensure you receive your Form W-2 timely.

Q3. How do I log in to my account?

A3. Type [login.TriNet.com](#) into your web browser and enter your login credentials. If you are unable to log in, [watch this short video](#) or go to TriNet ([login.TriNet.com](#)) and select one of the following options: Forgot Password, Forgot ID, Unlock Account, Login Help.

Q4. How do I access my 2024 Form W-2 online?

A4. You can access your 2024 Form W-2 when it's available online by navigating to TriNet ([login.TriNet.com](#)) > Money > Taxes > W-2 Forms > Access W-2. Your prior year Forms W-2 issued by TriNet are also available at this location.

If you're an active worksite employee, you can also access your Form W-2 from the TriNet Mobile app (the app is not available to terminated worksite employees). Once in the app, navigate to Menu > W2 Statements. For more information, [watch this video](#).

Q5. How do I get a PDF version or replacement copy of my Form W-2?

A5. Navigate to TriNet (login.TriNet.com) > Money > Taxes > W-2 Forms > Access W-2. Click the check box next to your tax form > select the Download button > select Review & Complete Order > click Submit Order. You can then view and download your Form W-2.

If you're an active worksite employee, you can also access your Forms W-2 from the TriNet Mobile app (the app is not available to terminated worksite employees). Once in the app, navigate to Menu > W2 Statements.

Q6. Can my Form W-2 be emailed to me?

A6. No, we cannot email your Form W-2 as this is not a secure method for sending this information.

Q7. I received my paper Form W-2, and the Social Security number (SSN) is masked. Can I get a copy that shows my full SSN?

A7. Yes. To download and print a copy of your Form W-2 with the full SSN displayed, navigate to TriNet (login.TriNet.com) > Money > Taxes > W-2 Forms > Access W-2. Click the check box next to your tax form > select the Download button > select Review & Complete Order > click Submit Order. You can then view and download your Form W-2.

If you're an active worksite employee, you can also access your Forms W-2 from the TriNet Mobile app (the app is not available to terminated worksite employees). Once in the app, navigate to Menu > W2 Statements.

Q8. Where was my Form W-2 mailed?

A8. Please note that we will only mail your Form W-2 if you elect to receive a paper Form W-2 in the [TriNet platform](#). If you elect to receive a paper Form W-2, TriNet will mail your Form W-2 to the home address we have on file for you as of December 31, 2024.

A Form W-2 that cannot be delivered due to an incorrect home address is returned to TriNet. If you did not receive your Form W-2 due to an incorrect home address, you may still access it online by navigating to TriNet (login.TriNet.com) > Money > Taxes > W-2 Forms > Access W-2. Click the check box next to your tax form > select the Download (PDF) button > select Review & Complete Order > click Submit Order. You can then view and download your Form W-2.

If you're an active worksite employee, you can also access your Forms W-2 from the TriNet Mobile app (the app is not available to terminated worksite employees). Once in the app, navigate to Menu > W2 Statements.

Q9. How do I review or edit my home address?

A9. Log in to TriNet (login.TriNet.com) and click on your initials on the top right-hand corner of the page > View/Edit Profile. Navigate to the Personal Info section to review your home address. If it's correct, no further action is needed. If you need to update your home address, click the Edit button, update your address and click Save when finished.

General Form W-2 Questions

Q1. What do each of the boxes on my Form W-2 mean?

A1. Please refer to the IRS's [General Instructions for Forms W-2 and W-3](#).

Q2. Is my Form W-2 available earlier than the IRS deadline?

A2. TriNet is required by law to postmark or electronically issue your 2024 Form W-2 by January 31, 2025. We try to provide electronic Forms W-2 as early as possible, but due to the volume of Forms W-2 that we process, we cannot accelerate any one specific Form W-2. If you choose electronic delivery of your Form W-2, we will notify you by email (if you have a valid email address in the [TriNet platform](#)) when your electronic Form W-2 is available.

Q3. Can I get a copy of my spouse's or relative's Form W-2?

A3. No. TriNet is not permitted to release a worksite employee's Form W-2 to any third party.

Q4. Will the IRS allow me to file my federal income taxes with a paper Form W-2 that has my SSN masked?

A4. Yes. You may use a Form W-2 with a masked SSN to file your federal income taxes. The practice of masking the SSN on the Form W-2 is approved by the IRS to aid efforts to protect employees from identity theft.

Q5. Why are the wages in Box 1 of my Form W-2 not equal to my gross wages?

A5. Please note that gross wages are not reported on Form W-2—only taxable wages. Box 1 wages can be reduced by several items, including pre-tax elective deferrals to retirement plans, certain pre-tax medical plan premiums, certain qualified transportation benefits and other similar items. Box 1 wages are your year-to-date (YTD) federal taxable wages including any employer-paid benefits.

Q6. Why are my Social Security and Medicare wages higher than my Box 1 federal wages?

A6. If you make pre-tax contributions to a qualified retirement plan, those contributions reduce your federal taxable wages. However, these deductions are not used when determining Social Security (Box 3) and Medicare (Box 5) wages. The difference between these two wage amounts should be listed in Box 12.

Q7. Why is the amount in Box 3 less than the amount in Box 5?

A7. Unlike Social Security tax, Medicare tax does not have an annual wage limit. Therefore, if you are a high wage earner, it is possible that your Medicare taxable wages will be higher.

Q8. I had additional Medicare tax withheld from my paychecks. Why isn't this showing on my Form W-2?

A8. The Additional Medicare Tax withholding on wages subject to Federal Insurance Contributions Act (FICA) taxes will be reported in combination with the withholding of regular Medicare tax in Box 6 ("Medicare Tax Withheld"). There is no separate reporting on the Form W-2.

Q9. I worked for two (or more) different TriNet clients this year. Does my Form W-2 include all TriNet wages?

A9. We are required by the IRS to report payroll taxes on a federal employer identification number (FEIN) basis. This means that if you received earnings from more than one TriNet client during the year, and those clients are serviced by the same TriNet legal entity, then TriNet will report the wages you earned from each of those companies (while they were TriNet clients) in aggregate on a single Form W-2.

Unfortunately, due to IRS requirements, TriNet is not allowed to provide you with separate Forms W-2 in this scenario. However, if you received earnings from more than one TriNet client, and the clients are being serviced by TriNet legal entities with different FEINs, you will receive separate Forms W-2. If working for multiple TriNet clients resulted in excess FICA tax withholding, please [click here](#) for more information.

Q10. What does the dollar amount in Box 12 (Code DD) represent?

A10. The dollar amount represents the cost of employer-sponsored health care coverage; this amount includes contributions from both you and your employer.

Q11. Why do my California State Disability Insurance (SDI) taxes show in Box 19 as “Local Taxes?”

A11. The CA Employment Development Department instructs employers to report CA SDI in Box 19 of Form W-2. TriNet also includes the taxable wages in Box 20 for your reference.

Q12. What does the six-digit code in Box 20 represent?

A12. This code represents your Pennsylvania Political Subdivision (PSD). Due to Act 32 regulatory requirements, the state of Pennsylvania requires us to report the PSD code rather than the locality name on your Form W-2. For more information, please refer to the [Pennsylvania Department of Community and Economic Development website](#).

Q13. Why does my Form W-2 have multiple pages?

A13. Several scenarios could result in you receiving a multiple-page Form W-2. Below are some examples:

- You have more than four Box 12 or more than three Box 14 codes.
- You earned wages reportable in multiple states, so a separate Form W-2 page is required. This often occurs if you live in one state and work in a different state.
- You earned wages reportable in multiple local taxing jurisdictions. This often occurs if you reside and work in different jurisdictions or there are multiple withholdings, such as city, county, school district and local services taxes for a single jurisdiction.

Q14. What do I do if the SSN listed on my Form W-2 is incorrect?

A14. This will not prevent you from filing your federal or state income tax returns. If your SSN is incorrect, please notify your company to have this corrected. Your administrator will need to contact TriNet to make this change and to request a Form W-2c.

Q15. Can I use my earnings statement to file my Form 1040?

A15. The IRS advises individuals to use Form W-2 to file their taxes, **not** earnings statements. The gross wages in your final earnings statement may not match the taxable wages you received for that year. Similarly, pre-tax deductions and deferred compensation, such as 401(k) contributions, reduce taxable wages and may not be reflected on an earnings statement. If you use earnings statements in these and other circumstances, you may calculate your taxes incorrectly. Please note that IRS regulations require that a tax advisor have the Form W-2 in hand before transmitting a return.

Q16. I want to file my taxes using my earnings statement and need the TriNet federal employer identification number (FEIN) under which my wages were paid. Can you give it to me?

A16. The IRS advises individuals to use the Form W-2 instead of an earnings statement to prepare tax returns since an employee's Form W-2 statement will have the correct information. Your Form W-2 will contain TriNet's FEIN.

Q17. Why did I overpay in Social Security tax?

A17. Examples of scenarios where we see this situation include, but are not limited to:

- **Change of employment:** You worked for one TriNet client at the beginning of the year but changed your employment to another TriNet client during the year.
- **Simultaneous employment:** You simultaneously held jobs with two or more TriNet clients during the year.
- **Restructuring:** Your employer underwent an acquisition, divestiture, spin-off or other transaction in which your employment transferred to a different TriNet client FEIN.

New York (NY) State Form W-2

Q1. I was a resident of NY for only part of the year; however, my Form W-2 shows all my wages as NY wages. Why are my wages from a different state under NY wages?

A1. For a part-year NY state resident, NY state requires the amount of wages reported in the state wages box on the Form W-2 to be the same amount as the federal wages required to be reported in Box 1. That amount is federal wages before any allocation that you may have claimed on Form IT-2104.1. You can allocate the part of your federal wages that is attributable to services performed in NY state during your nonresident period when you file your NY state part-year resident income tax return.

Q2. I was never a NY resident and only worked part of the year in NY. Why does my Form W-2 show all my wages as NY wages?

A2. For NY state nonresidents, if you performed services at any time during the tax year in NY state, NY state requires the amount of wages reported in the state wages box on the Form W-2 to be the same amount as the federal wages required to be reported in Box 1. That amount is federal wages before any allocation that you may have claimed on Form IT-2104.1. You can allocate the part of your federal wages that are attributable to services performed in NY state when you file your NY state nonresident income tax return.

General Form W-2c Questions

Q1. What is a Form W-2c?

A1. Form W-2c is used to amend your Form W-2 when you, your worksite employer, or TriNet, need to make corrections to the information in your original Form W-2. When a Form W-2c is issued, you will receive a copy of the original Form W-2 and two additional pages that show only the corrected information. You should file both forms together when filing or amending your personal income tax return.

Q2. How do I submit a Form W-2c request for a FICA tax reduction?

A2. You will need to submit the Employee Consent to Claim FICA Refund form to start this process. The form is available online by navigating to TriNet (login.TriNet.com) > Forms and Policies > Tax > FICA Refund Form. You may also need to provide other documentation to substantiate the adjustment to your FICA tax withholdings. Once you have completed the consent form, and provided any other required documentation, you can return it to TriNet at employees@TriNet.com.

Q3. My address is wrong on my Form W-2. Can you send me a corrected form?

A3. It is not necessary for the address on your Form W-2 to match your current address when your taxes are filed. Per IRS instructions, TriNet does not file a Form W-2c with the Social Security Administration (SSA) solely for address corrections. Please update your home address by logging in to TriNet (login.TriNet.com) > click on your initials in the upper right-hand corner > View/Edit Profile > Personal Info section > Edit > update address > Save. This will help ensure that your future Forms W-2 are correct and that you receive a copy of your Form W-2 in the mail if you selected paper delivery.

Q4. I believe there is an error on my Form W-2. Can I have my Form W-2 reissued?

A4. We need to research your situation to confirm whether your Form W-2 contains an error and, if so, how to correct the form. Please have your employer contact TriNet regarding the details of the error. We will review and may have additional questions. If a determination is made that the Form W-2 is incorrect and a Form W-2c is required, we will issue you a Form W-2c.

Q5. When will I receive my Form W-2c? Why does it take so long to receive a Form W-2c?

A5. TriNet will begin processing Form W-2c requests on February 1, 2025. Requests will be processed in the order in which they are received. The timeline for receiving your Form W-2c will vary depending on the complexity of the error and the number of requests ahead of you.

As soon as it's ready, the Form W-2c will be mailed to your home address on file with TriNet via USPS (United States Postal Service). It will also be available on the TriNet platform (login.TriNet.com) > Money > Taxes > W-2 Forms > Access W-2. When you reopen your Form W-2, it will contain the Form W-2c in one PDF and it will not be listed separately. Please note that we are unable to fax or email your Form W-2c as this is not a secure method for sending this information.

Q6. My Form W-2c looks incomplete. Why does the Form W-2c not include all the Form W-2 information?

A6. A Form W-2c is a correction to an employee's Form W-2. Only the information that is being corrected is shown. TriNet will mail a copy of your original Form W-2 (Reissued Statement) and your Form W-2c (Corrected Form W-2) to you in the same envelope so that you can check the changes. **Both forms** need to be filed together when you complete your personal income tax return.

Q7. Why did I receive two copies of my Form W-2c?

A7. A Form W-2c is a correction to your Form W-2. The TriNet Form W-2 has four individual forms on one page. However, since the Form W-2c shows both previously reported information and corrected information, only two will fit on a page. Two copies with two W-2c forms per page are issued so you will have four total W-2c forms for each of your original four W-2 forms.

Q8. Will the SSN on my Form W-2c be masked?

A8. No, the full SSN will be displayed. This is because some Form W-2c's are issued to correct the SSN, and you'll need to verify that it was corrected.

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