

Office of State Uniform Payroll
State of Louisiana
Division of Administration

JOHN BEL EDWARDS
GOVERNOR



JAY DARDENNE
COMMISSIONER OF ADMINISTRATION

January 27, 2020

OFFICE OF STATE UNIFORM PAYROLL MEMORANDUM #2020-37

TO: LaGov HCM Paid Agency Human Resources
and Employee Administration Staff

FROM: Andrea P. Hubbard
Director

SUBJECT: Release of 2019 Forms W-2

2019 Forms W-2 will be mailed January 31, 2020 to all active employees **not** electing to self view and print their W-2 through Louisiana Employees On-line Services (LEO) and employees who separated from employment in 2019. W-2s will be mailed to these employees using the mailing address that was current at the time the W-2 file was created (January 6, 2020).

Note: If an employee's address was changed in LaGov HCM to have a check sent to the agency for a special circumstance (ex. deceased employee, termed employee) and the address was not corrected prior to January 6, 2020, the Form W-2 will be mailed to the agency. Agencies are responsible for distributing these W-2s to the employees **and** making the address correction in LaGov HCM.

Address Changes

Forms W-2 with an incorrect address will be returned to OSUP. If an agency has been notified of address changes, these must be updated in the LaGov HCM system, or the employee can update using LEO. **Please do not have employees call OSUP for address changes.** When Forms W-2 are returned to this office due to an incorrect address, OSUP personnel will first check LaGov HCM for the correct address. If the address in the system is the same as on the Form W-2, agency personnel will be contacted to obtain the correct address. These forms will be processed and sent to the correct address as they are received and corrected.

Duplicate W-2s

Beginning February 1, 2020, duplicate 2019 Forms W-2 will be available to employees through LEO. There is on-line help available for reprinting these forms. Please advise employees to contact your HR/EA office for all questions concerning retrieving duplicate Forms W-2 in LEO.

If a duplicate cannot be printed from LEO, OSUP will accept requests for duplicate 2019 Forms W-2 beginning February 17, 2020. This will allow time for forms returned to OSUP to be forwarded to the correct address. For this reason, agencies should not accept requests for duplicate 2019 Forms W-2 until February 17, 2020. Once printed, the reissued forms will be mailed directly to the employee.

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Please use the OSUP Request for Duplicate IRS Tax form ([OSUP/F037](#)) when requesting duplicates. Refer to the [Request a Duplicate IRS Tax Form](#) procedure on the [OSUP Procedures](#) page for form instructions. The request can be faxed to this office at (225) 342-1650. Initially, duplicate forms will be printed on a weekly basis; however, as the requests increase, OSUP will analyze and adjust the reprint schedule as necessary. Agencies should keep a copy of the Request for Duplicate form in the employee's personnel file. Agencies will not be notified when duplicates are mailed.

Active employees can use either method stated above to obtain duplicate copies of their 2019 W-2. However, separated employees who no longer have access to LEO will have to contact their HR/EA office to obtain duplicate copies by completing the OSUP Request for Duplicate IRS Tax form and forwarding the completed form to our office.

Incorrect W-2s (W-2cs)

If an agency is notified by an employee that his/her Form W-2 is incorrect, the Employee Administrator (EA) must first utilize LaGov HCM to research the problem. Please refer to the [Verifying Form W-2 Figures](#) procedure on the [OSUP Procedures](#) page for useful reports and calculations. After researching, if it is determined that the W-2 is incorrect, the Employee Administrator must then contact OSUP. If an agency is already aware of any situations and/or problems related to 2019 Forms W-2, contact OSUP for assistance. **Please do not instruct employees to call OSUP directly.**

Employees should be advised that Form W-2 is the official form to be used to complete IRS Form 1040. Employees should not use the YTD figures on their earning statement or any reports in LaGov HCM to complete the IRS Form 1040.

Questions on LaGov HCM reports should be directed to the [LaGov HCM Help Desk](#). Any questions pertaining to 2019 Form W-2 processing should be directed to a member of the OSUP Wage and Tax Administration Unit at _DOA-OSUP-WTA@la.gov or (225):

Tracy Smith	219-0191	Wendy Eggert	342-0714
Tiko Ary	342-1651	Michelle Richmond	342-2053
Myrtle Cain	342-5346	Courteney Young	342-1652