

**1. How long does the W-2 Registration period last?**

You only need to register once to receive electronic W-2's, as long as you are employed by the State of MS. You will automatically be registered for all subsequent years unless you cancel your registration. You may cancel your registration by following the instructions provided below for this process. Access to your electronic W-2 will automatically be terminated 30-60 days after your employment with the State of MS ends. Should you transfer from one agency to another, your election to receive electronic W-2's will remain in place and no further action will be required from you.

**2. Once I register, when can I get my first W-2 electronically, and will I receive a paper W-2 as well as an electronic W-2?**

If you register on or before December 31st of the most current year, you will receive your W-2 on-line when it becomes available in January of the following year. Once you register, all W-2s (beginning 2001) you previously received from the State of Mississippi will be available immediately. For example, if you register on November 3, you will immediately have online access to W-2s for previous years you worked for the State. By January 31<sup>st</sup> of the following year, your W-2 will be posted for the current year.

However, if you register after December 31, your W-2 for the previous reporting year will be provided via the U.S. Mail in addition to its being available in ACE.

**3. If I do not want to register right now, may I register later?**

Yes. You may choose to register at anytime during the tax year. All W-2 information is loaded into ACE regardless of whether the person was previously registered in ACE. Users may register in ACE at any time. However, if you register after December 31, your W-2 for the previous reporting year will be provided via the U.S. Mail in addition to its being available in ACE.

**4. Will receiving my W-2 electronically via ACE require me to do anything different when I file my Federal Income Tax with the IRS?**

No, you may print out your W-2 and file your Federal Income Tax return with the IRS or choose any acceptable options made available by the IRS. You should cut the forms apart and retain your copy of the W-2 or retain the document on a file you have saved on your computer.

## 5. How do I cancel my Registration?

To cancel your W-2 registration, print, complete, and submit the [ACE Electronic W-2 Registration Cancellation](#) form to the Department of Finance and Administration.

You must allow 30 days from the date postmarked or faxed to DFA for this to become effective. For example, if your cancellation form is mailed on January 5, your W-2 for the prior tax year will be provided electronically since it will be too late to pull that W-2 from the electronic posting cycle.

The form may be mailed as follows:

Department of Finance and Administration  
Office of Fiscal Management  
ATTN Donna McFarland  
P. O. Box 1060  
Jackson, MS 39205-1060

OR

The form may be faxed as follows  
Department of Finance and Administration  
Office of Fiscal Management  
ATTN Donna McFarland  
FAX (601) 359-3896

**Please note:** You cannot cancel your registration by e-mail or by telephone. Questions may be directed to Donna McFarland at (601) 359-2923.

## 6. I lost my W-2 after I printed it. Can I get another copy?

Yes, you can log in to ACE and re-print your W-2.

## 7. The W-2 in ACE shows the wrong mailing address. May I change my address or other information now and re-print my W-2?

No. The W-2 form accessible through ACE is generated from tax information maintained in the Statewide Payroll and Human Resource System (SPAHRs). To initiate corrections, you must contact your agency payroll/personnel office. They will make the change(s) for future reference. The W-2 will not need to be corrected.

## 8. The W-2 in ACE shows incorrect dollar amounts. May I change those amounts and re-print my W-2?

No. The W-2 form accessible through ACE is generated from tax information maintained in the Statewide Payroll and Human Resource System (SPAHRs). To initiate corrections, you must contact your agency payroll/personnel office.

Depending on the time of your request, you will either receive a Reissued W-2 or a Corrected W-2 (known as a W-2c). The Department of Finance and Administration is responsible for reporting wage information to the Social Security Administration (SSA).

If this information has already been submitted to the SSA, you will receive a W-2c by mail.

This W-2c must be submitted with your income tax return. If the information has not been submitted to the SSA, you will receive a Reissued W-2. The Department of Finance and Administration, working with your agency, will correct the information and reissue your W-2. This Reissued W-2 is necessary to correct the form you will submit with your income tax returns and to ensure that the appropriate information is on file with the Internal Revenue Service (IRS) and the SSA.

You will receive an email when corrections are made in ACE if your email address is entered on the ACE Personal Profile and also your agency will be notified. If you received your W-2 originally through the mail, your Reissued W-2 will be printed and sent to your agency for distribution. You will receive a paper "Corrected W-2" through your agency payroll/personnel office regardless of how you received your original W-2.

**9. I lost the W-2 I received through the mail. How do I get another copy?**

You can register to receive your W-2 electronically and then follow the steps to print your W-2, or you may complete and submit the [Request for Hard Copy of W-2 Form](#) to your agency payroll/personnel office and they will forward the form to Department of Finance and Administration to request a duplicate copy of your W-2.

**10. I receive my direct deposit pay stub electronically. Do I have to receive my W-2 electronically?**

No, the choice to receive an electronic W-2 is separate from receiving your direct deposit pay stub electronically. It is your choice to receive your W-2 electronically or by mail.

**11. I registered to receive my W-2 electronically last year. Do I need to re-register this year?**

No, once you register to receive your W-2 electronically, you do not have to re-register. You will continue to receive your W-2 electronically as long as you are a state employee or until you choose to cancel your registration to receive an electronic W-2.

**12. I am no longer a state employee/contract worker. Can I still get my W-2 electronically?**

No. All persons terminated from state employment as of December 31 will receive a paper W-2.

**13. I don't have my own computer. Can I use any computer to print my W-2?**

Yes, any computer that has access to the internet and that has a printer connected can be used to print your W-2. Some agencies make computers available to their employees; the public library has computers that can be used; and a computer is located in the basement of the Woolfolk State Office Building in Jackson, Mississippi, for use by state employees/contract workers.

**14. If I give permission for my tax preparer to call you and get my ID and password, will you give them the information?**

No. To protect an individual's privacy, MMRS is allowed to provide user ID and password information only to the employee or contract worker trying to get his/her own W-2.

**15. My spouse is in the military and has been deployed. Can I print their W-2?**

No. Please contact the personnel office of the agency your spouse works for; his/her personnel office may contact DFA/OFM for assistance in this case.

**16. Can pay stubs and W-2s be viewed on mobile devices and smart phones?**

DFA/MMRS does not support mobile device / smart phone connectivity to ACE for viewing W-2, Leave Balance, and Direct Deposit Pay Stub information. Some mobile devices / smart phones may work, but will not be supported by DFA/MMRS.

**17. There is a code on my W-2 that I do not understand? How can I find out what it means?**

There may be an explanation on the reverse side of your W-2; however, you may refer to the ACE FAQ document on the MMRS website, [Explanation of Figures Found on Your W-2](#), which may assist you.

**18. I have a DD code in Box 12 of my W-2. What does that mean?**

DD is the code used for the cost of employer-sponsored health coverage (when such cost is provided by the employer). The Code DD reported in Box 12 of the cost of employer-sponsored health coverage is for your information only; it is **not** taxable. Both employee and employer amounts of State health insurance premium payments and identifiable pre-tax premium payments for cancer, hospital, intensive and critical care insurances are combined in the total for Code DD.