




STATE OF HAWAII
DEPARTMENT OF EDUCATION
P.O. BOX 2360
HONOLULU, HAWAII 96804

OFFICE OF FISCAL SERVICES

January 25, 2021

TO: Deputy Superintendent
Assistant Superintendents
Complex Area Superintendents
Principals (All)
Internal Audit Office
Complex Area Business Managers
Personnel Regional Officers
Executive Office of Early Learning
Hawaii State Public Charter School Commission
Hawaii Teacher Standards Board

FROM: Brian Hallett 
Brian Hallett (Jan 25, 2021 15:56 HST)
Assistant Superintendent and Chief Financial Officer

SUBJECT: **Employee Wage & Tax Statements (Form W-2) for Calendar Year 2020**

The electronic copy of the employee Wage and Tax Statement (Form W-2) for calendar year 2020 is available in the Hawaii Information Portal (HIP) Employee Self-Service (ESS) by clicking on the **View W-2/W-2c Forms** tile after you log in.

- Employees who have consented to receive an electronic copy of their Form W-2 but are teleworking from home will **not** be able to access their Form W-2 online. Employees must be on a computer that is connected to the State Network and should print their Form W-2 at the school or office.
- For employees who did **not** consent to receive an electronic copy of their Form W-2, paper Form W-2s will be couriered to each school or office no later than **January 28, 2021** for distribution.

Attachment A - Distribution of Paper Form W-2s are guidelines for school or office staff to follow when distributing paper Form W-2s to their employees. Attachment B is a sample of the *2020 Form W-2 Distribution List* (List) that will be enclosed with the paper Form W-2s to facilitate distribution. Information regarding the List is included in the guidelines. Paper Form W-2s received by the school or office should be either distributed to employees no later than **January 29, 2021** or if mailed, should be postmarked no later than **February 1, 2021**.

For separated employees, a paper Form W-2 will be included with the courier delivery to the last school or office that the employee was employed at. Form W-2s that are mailed should be postmarked no later than **February 1, 2021**.

For substitute employees, payroll will mail paper Form W-2s to their address on file in HIP and postmarked no later than **February 1, 2021**.

As a standard practice, employees should address questions to their SASA or secretary first. If the SASA or secretary is unable to resolve their concern, they may create an incident in ServiceNow on behalf of the employee at help.hidoe.org or have employees do so on their own. To ensure questions are addressed in a timely manner, please provide the employee's full name, detailed question and the employee's contact information (email preferred) when creating an incident.

Additional information regarding Form W-2s is available in ServiceNow by typing "W-2" under "How can we help?"

For assistance, please submit requests at any time online using ServiceNow at <http://help.hidoe.org>. You may also call the IT Help Desk Monday through Friday from 7:45 a.m. to 4:30 p.m. at (808) 564-6000, or for neighbor islands, please use the HATS line at 8-1-808-692-7250.

To reduce the risk of the paper Form W-2 being lost or misplaced going forward, please encourage employees to consent to an electronic Form W-2 in HIP ESS and opt out of a paper Form W-2.

Employees who request a duplicate Form W-2 will be charged a \$10.00 fee for each duplicate Form W-2 requested. Duplicate Form W-2s can be requested by completing the [Duplicate W-2 Request Form](#) (see Attachment C for a sample).

BH:cm
Attachments

- c: Board of Education Office
- Superintendent
- Chief of Staff to the Superintendent
- School Administrative Services Assistants
- Personnel Management Branch
- Information Technology Manager
- Accounting Services Branch – Operations Section

Distribution of Paper Form W-2s

The following procedures should be followed to minimize requests for duplicate Form W-2s:

1. Distribute each paper Form W-2 **directly** to the employee no later than **January 29, 2021**. Prepare in advance a set of procedures for distribution so that responsibility for delivery can be traced in the event an employee claims non-receipt.

A **2020 W-2 Distribution List** (List) will be enclosed with the paper Form W-2s and may be used as sign-off sheet for employees to acknowledge receipt of their paper Form W-2.

If an employee opted out of receiving a paper Form W-2 by consenting to receive only an electronic copy, it will be indicated on the List. For separated employees, the mailing postmarked date should be indicated on the List. The List should be kept on file for future reference.

2. If the Form W-2 is mailed, make every effort to address it to the employee's **current or last known mailing address**.

Form W-2s must be mailed with **first-class postage** and **postmarked no later than February 1, 2021**.

NOTE: The mailing address for some Form W-2s is the Department of Education's (DOE) mailing address, "**c/o 1390 Miller Street**" because no other address is available from the payroll files. **DO NOT** mail these Form W-2s to 1390 Miller Street.

The following endorsement **must be added** below the return address on the mailing envelope:

RETURN SERVICE REQUESTED

This endorsement is important as it instructs the U.S. Postal Service to return any undeliverable Form W-2s to you with either an address correction or the reason for non-delivery. This service is **ONLY** available on mail sent out with first-class postage.

3. Form W-2s that were not picked up by employees, and undeliverable Form W-2s, should be kept in a secure location and returned to the DOE Payroll Unit by Friday, February 19, 2021. **DO NOT** return these Form W-2s to Department of Accounting and General Services (DAGS) Central Payroll.
4. Employees who have worked in more than one (1) position, or transferred-in from another State of Hawaii department or agency to the DOE during 2020, will receive only one (1) Form W-2 that includes all earnings for 2020.

Please advise them to check with the other schools, offices or state departments, for their Form W-2 as they may have received it.

5. Employees should refer to their last 2020 pay statement if itemizing deductions when filing their taxes. Separated employees may access their pay statements in Hawaii Information Portal (HIP) from home or a mobile device for up to 120 days after their termination date.
6. Families First Coronavirus Response Act (FFCRA) leave wages are reported in Box 14 on your W-2.

WarrCode	
----------	--

Name	Signature
	Opted out of paper W-2
	Opted out of paper W-2

SAMPLE



DUPLICATE W-2 REQUEST FORM

DEPARTMENT OF EDUCATION
Office of Fiscal Services
Operations Section
P.O. Box 2360 Honolulu, HI 96804

Electronic copies of W-2s are available on the Hawaii Information Portal (HIP) website at hip.hawaii.gov. This form should be used for calendar years 2017 and prior, and for all W-2 requests from former employees. Processing time is 7 to 10 business days. The processing time will begin once the completed request form and payment is received by the Payroll Unit. Walk-in requests will not be accepted. If paying with a Personal Check, processing time will be 3 to 4 weeks.

I. EMPLOYEE INFORMATION

a. Name: _____ SSN#: _____

b. Address: _____

c. Telephone: _____ Payroll #/Warrant Distribution Code: _____
(if available – e.g. “E10-230”)

II. W-2 TAX YEAR(S)

Tax Year	# of Copies		Cost		Total
		x	\$10.00	=	
		x	\$10.00	=	
		x	\$10.00	=	
		x	\$10.00	=	
		x	\$10.00	=	
		x	\$10.00	=	
		x	\$10.00	=	
		x	\$10.00	=	
		x	\$10.00	=	
** \$ 10.00 is a Department of Accounting & General Services fee**			Total Cost	=	

III. PAYMENT OPTIONS

- ☐ Cash (Note: Exact amount; no change will be given)
- ☐ Cashier's Check (Note: Make Cashier's Check payable to “**Director of Finance**”)
- ☐ Money Order (Note: Make Money Order payable to “**Director of Finance**”)
- ☐ Personal Check (Note: Make Personal Check payable to “**Director of Finance.**” Personal checks need to be cleared before processing, adding approximately 1 to 2 more weeks to the processing time.)

IV. REASON FOR REQUEST

V. DELIVERY OPTIONS

- ☐ I will pick up my W-2(s). Please contact me at the phone number listed above.
- ☐ Please mail my W-2(s). I will provide a self-addressed stamped envelope.

VI. EMPLOYEE AUTHORIZATION

Please verify all fields are completed and form is signed before submittal. Please mail this Duplicate W-2 Request Form and payment to:

DOE Operations Section – Payroll Unit, P.O. Box 2360, Honolulu, HI 96804

Signature: _____ Date: _____

VII. FOR PAYROLL UNIT USE ONLY

- ☐ Cash
- ☐ Cashier's Check #: _____
- ☐ Money Order #: _____
- ☐ Personal Check #: _____

Total Amount Paid: _____

Initials: _____

Date Received: _____