

**2024 FlexGen**

**Payroll Calendar**

**Year End**

**&**

**W-2 Processing**



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# Payroll Calendar Year End Processing

## Summary of Procedures Before You Begin

Please review the entire instructions before starting your Calendar Year End process.

1. Before you run the last payroll of the calendar year, be sure you have accounted for all taxable vehicle usage (fringe benefits) and dependent care.
2. Be sure you have entered all manual payroll checks.
3. Be sure you have accounted for all voided payroll checks.
4. Be sure you have entered all third-party sick pay.
5. Be sure to review the Deduction Flag Comparison Report. It will show any employees that do not match the Deduction Control. Review for accuracy. You can access this report from the main payroll menu. Reports>History>Other>Ded Flag Comparison. If there is anything showing on this report, please call LGC to help with possible corrections.
6. Balance and prepare your quarterly tax return for the fourth quarter.
7. Balance your calendar year-to-date totals with the sum of the four quarterly reports. (See page 27 for an example of these reports and instructions on how to balance.) Use the summary history report. You can access these reports from the main payroll menu. Reports >History >Summary >Summary.
8. If you have differences between the sum of the quarterly reports and the history reports, you should first check your voided checks and manual checks.
9. Be sure you have the correct spelling for each employee's name and their correct social security number entered in the payroll system.
10. Be sure you have the correct mailing address for each employee entered in the payroll system.
11. If you have employees who have left throughout the calendar year, be sure you have the correct mailing address for these people.
12. If the 'Visa SSN' flag is set to 'YES' on the Employee Master screen, the edit check during the W-2 process will not exclude the employee. The employee will show up with a 'WARNING' on the W-2 Error/Warning Report. If you have employees that have a Visa number as their Social Security Number, you will need to change this flag to 'YES' before starting the W-2 process. Employee>EmployeeMaster.
13. Be sure you have set up the deduction control for the Employer-Sponsored Health Care deductions. Other> Control>Control A-L>Deduction Code. See page 9.
14. Verify the setting on the Payroll Parameters for 'Secure SSN W-2s With \*' to ensure it is set for how you wish the employee's SSN to display. See page 5.
15. Be sure to load the FG Calendar Year End Update. It contains all the changes necessary for W-2 reporting and the new tax tables.
16. Run the AccuWage Error/Warning Reports under Period End>Year End>Reports and correct any errors. See page 7.
17. Register for Business Services Online if you have not already done so. See page 23.

After you have balanced your calendar year-to-date totals back to the totals of the four quarterly reports and you have completed the steps outlined above, you are ready to begin the process of preparing W-2 forms for your employees.

For complete instructions on filing W-2 and W-3 information, see <http://www.irs.gov/pub/irs-pdf/iw2w3.pdf>

**\*Make a Daily Backup and label it “Pre-Calendar Year End” before starting the W-2 Process.** The backup process for LGCOne Backup customers can be found [here](#).

**\*\*After the W-2 Process make a “Post-Calendar Year End” backup.** The backup process for LGCOne Backup customers can be found [here](#).

## W2 Submissions

As of 2023 LGC no longer files W-2 files or any W-2Cs on your behalf. However, you may use LGC to still print your W-2 forms. It is your responsibility to register with Business Services Online (BSO) and submit your W-2 file to the IRS. LGC is not responsible for fines or fees associated with missed or incorrect filings.

<https://www.ssa.gov/bsowelcome.htm>

## New Electronic filing requirements for Forms W-2

Under a new IRS rule as of tax year 2023 (for forms filed in 2024), the threshold was lowered to 10 for which employers must file certain information returns electronically. For more details see the following IRS website:

<https://www.irs.gov/forms-pubs/new-electronic-filing-requirements-for-forms-w-2>

## Reminders

Secure SSN W-2s With \* - If this field is marked with 01 Yes, when employees' W-2 forms are printed, the employee's SSN will be masked where only the last 4 are printed. If this field is marked with 02 No, then the employee's SSN will not be truncated or masked. Before starting your W-2 process, verify how this setting is set on your payroll parameters.

The screenshot shows a software window titled "PAY001 - Payroll Parameter Maint. (Rel: CYE 2021)". It contains several sections of parameters:

- TCRS:** Use TCRS: 01 YES, Employer Code: 99999, Last Date Filed: 06 2021, Max Service Credit: 1.33
- Direct Deposits:** Using Laser Paper: 01 YES, Laser Mailer: 02 NO, Check Stock: 02 NO, Print ACH Act on Chk Stub: 02 NO
- Employee ID Number:** Numbering Method: 02 AUTO ASSIGN ID, Next Employee ID No: 249
- Checks:** Payroll Circular E Year: 2021, Update Trustee: 02 NO, Check Reconciliation: 01 YES, Using Laser Check Stock: 01 YES, Laser Mailer: 02 NO, Vendor Checks: 02 NO, NextGen Accounts Payable: 02 NO, Local Income Tax Ded Code: [empty]
- Other:** Vendor Invoicing System: 02 NO, Year End Reset Date: 06/29/2021, Payroll Account Ext: 02 NO, Multiple Payrolls: 02 NO, Company T-K Code: [empty], T-K Import File Name: [empty], Secure SSN with \*: 01 YES (highlighted with a blue arrow), Secure SSN W-2's With \*: 1 YES (highlighted with a blue arrow), Sisto Import File Name: [empty], Great West 401K FDI Prefix: [empty], Great West 457 FDI Prefix: [empty], HSA Employer ID: [empty]

At the bottom, there is a "Transfer Folder:" field and three buttons: "Exit (Esc)", "Update (F4)", and "Look Up (F2)".

Local income tax ded Code - This option located on payroll parameter maintenance to generate local income tax collected through a deduction and report related information in Box 18, 19 & 20 on the W-2 forms.

PPF001 - Payroll Parameter Maint. (Rel. FYE 2021)

TCRS		Direct Deposits	
Use TCRS:	01 YES	Using Laser Paper:	01 YES
Employer Code:	99999	Laser Mailer:	02 NO
Last Date Filed:	06/2021	Check Stock:	02 NO
Max Service Credit:	1.33	Print ACH Act on Chk. Stub:	02 NO
Employee ID Number		Other	
Numbering Method:	02 AUTO ASSIGN ID	Vendor Invoicing System:	02 NO
Next Employee ID No.:	249	Year End Reset Date:	06/29/2021
Checks		Payroll Account Ext.:	02 NO
Payroll Circular E Year:	2021	Multiple Payrolls:	02 NO
Update Trustee:	02 NO	Company T-K Code:	
Check Reconciliation:	01 YES	T-K Import File Name:	
Using Laser Check Stock:	01 YES	Secure SSN with *:	01 YES
Laser Mailer:	02 NO	Secure SSN W/ 2's With *:	1 YES
Vendor Checks:	02 NO	Siesta Import File Name:	
NextGen Accounts Payable:	02 NO	Great West 401K PDI Prefix:	
Local Income Tax Ded Code:		Great West 457 PDI Prefix:	
		HSA Employer ID:	
Transfer Folder: _____			
<input type="button" value="Exit (Esc)"/> <input type="button" value="Update (F4)"/> <input type="button" value="LookUp (F2)"/>			

## AccuWage Error/Warning Reports

Before beginning the W-2 process, there is a menu option for AccuWage Error/Warning Reports located in Payroll>PeriodEnd>YearEnd>Reports. Before starting your W-2 process, you will want to run this option and correct any errors or warnings indicated. This option will create two reports.

The first one will check ALL employees in payroll, all status for: First and Last name Fields. This is checking the Employee Master. If there are any errors, please correct them in the Employee Master.

### Sample Report from FG Software

File	Page	Uppage	Left	Right	Next	Previous	Search	Text Size	Help
PYQ575	2022/11/14	10:06:12							
			TOWN OF SAMPLEVILLE				FlexGen4 (7.1U)		Page: 1
Accuwage Error/Warning									
Last Name		First Name		Error Message					

The examples below are taken directly from the IRS AccuWage Report and not our LGC reports.

ERROR	Employee Last Name [Position 42-61]	REED,	This is a required field and must only contain letters (A-Z), numbers (0-9), spaces, hyphens, periods and apostrophes.
-------	--	-------	--

ERROR	Employee First Name [Position 12-26]	FARROW,	This is a required field and must only contain letters (A-Z), numbers (0-9), spaces, hyphens, periods and apostrophes.
-------	---	---------	--

After the first report is run, it will then print(display) the second report, which checks the W-2 Parameter for: Contact Name field, User Id field cannot be blank and Contact Phone Number format. The Contact Name field must only contain letters A-Z, numbers 0-9, spaces, hyphens, periods, and apostrophes. The User Id field cannot be blank. The Contact Phone Number should contain only numeric values. The W-2Parameter is located in Payroll>Other>Control>Parameters>W-2.

### Sample Report from FG Software

File	Page	Uppage	Left	Right	Next	Previous	Search	Text Size	Help
PYQ575A	2022/11/14	10:07:19							
			TOWN OF SAMPLEVILLE				FlexGen4 (7.1U)		Page: 1
Accuwage Error/Warning									
Contact Name		Phone Number		User ID		Error Message			

Taken from AccuWageReport

Contact Name field:

ERROR	Contact Name [Position 396-422]	NS, FINANCIAL OF	This is a required field and must only contain letters (A-Z), numbers (0-9), spaces, hyphens, periods and apostrophes.
-------	------------------------------------	---------------------	--

User ID field cannot be blank:

ERROR	User Identification (User ID) [Position 12-19]		This is a required field and must contain the eight position alphanumeric BSO User ID of the submitter.
-------	---	--	---

Contact Phone Number Format:

ERROR	Contact Phone Number [Position 423- 437]	731- 536- 4745	This is a required field and must only contain numeric values. Do not use any special characters. Example: 1232345678. Social Security Administration needs a valid Contact Phone Number to notify you if there is a problem with the wage report submission.
-------	---	----------------------	---



## Employer Sponsored Healthcare

The Affordable Care Act requires employers to report the cost of coverage under an employer-sponsored group health plan for the W-2 on box 12, code DD. For more information about what deductions are required to be reported, see <https://www.irs.gov/affordable-care-act/form-w-2-reporting-of-employer-sponsored-health-coverage>

To set up a deduction for employer-sponsored healthcare, go to the main payroll menu, Other, Control, Control A-L, Deduction Code. You will select the deductions that are required and go to the option Form W-2 Box 12 and select 34 DD ER Health Coverage from the F2 lookup. Then go to the option Emplr Sponsored Health Ins and select 01 Yes, from the F2 lookup. You will save your changes by selecting F4 Update.

12/12/12 - Control Maintenance - PYM020  
Parameters Control A-L Control N-Z Help

PYF221 - Deduction Code

Deduction Code: 0018 Description: HEALTH CARE ACT  
Scr Desc: HEALTH CARE ACT Classification: 01 REGULAR VOL DED

Fct: 21220 Obj: CC: SOb: Amount Type: 01 FLAT AMOUNT  
Insurance Reported As: 0018 Default Flat Amt: 150.00  
Percent Based On: %  
Default Percentage: %

Sheltered From  
FIT: 01 YES SIT: 01 YES  
Soc Sec: 01 YES Ret: 02 NO  
Medicare: 01 YES

W-2 Cafeteria Plan: 01 YES  
Pension Plan: 02 NO  
Form W-2 Box 12: 34 DD  
Dependent Care: 02 NO  
Section 457: 02 NO  
Nonsection 457: 02 NO  
Qualified: 02 NO

Emplr Contribution  
Total Premium: 350.00  
Fixed Amt: 200.00  
Fixed Pct: %  
Emplr Matching: 02 NO  
Amt Limit: %  
Pct Limit: %  
Ratio: %

Emplr Sponsored Health Ins: 01 YES Emplr Account: Fnd: Funct: Obj: CC: SOb: 250 X

Exit (Esc) Update (F4) Delete (F6) LookUp (F2)

It is required that you set up all deduction(s) that qualify for “Employer-Sponsored Health Ins” (according to IRS guidelines) within the deduction code control. Once you have completed this process you will go to the main payroll menu, Period End, Year-End, Misc/Hlth Cv, Employer-Sponsored Hlth Care.

## Employer-Sponsored Healthcare Menu Options

The following options are only required if you have not had the deduction code control set up for employer contribution for the entire calendar year for the Employer-Sponsored health insurance and/or need to make changes to the deduction amount.

**Build Health Coverage File** - Build by Calendar Year and selected deduction codes. Deduction(s) must have “Employer Sponsored Health Insurance” flag set to “Yes” on the deduction(s) control. Create New file – Yes, overwrites previously built file. No, will append to previous file (for adding additional deductions). This option can be run multiple times, if needed.

**Health Coverage Rpt By Name** - The report will show you the employees by name for the required employer health coverage deductions. The employee, employer and total health coverage amounts are listed. This report is built by calendar year.

**Health Coverage Rpt By Payroll** - The report will show you the employees by payroll for the required employer health coverage deductions. The employee, employer and total health coverage amounts are listed. This report is built by calendar year, beginning and ending payroll number.

**Health Coverage Rpt By EIN** - The report will show you the employees by EIN number for the required employer health coverage deductions. The employee, employer and total health coverage amounts are listed. This report is built by calendar year.

**Health Coverage Maint.** - Allows you to maintenance the PYED file created for employer health coverage deductions. You can maintain the total health coverage amount or zero it out per employee. This report is built by calendar year. The scroll order options are by Name, Payroll, or Deduction. Keep in mind, if for any reason you must rebuild the health coverage file, the **“YES” feature “overwrites the file”, which will clear the adjustments made within this option.**

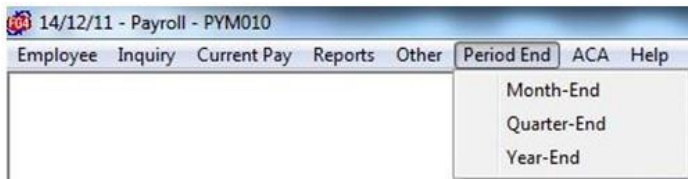
**Export Health Cover File - PYED** - Allows you to export the file, a path of your choice using the browse option in Tab-delimited format. The file name is HEALTH.TXT.

**Import Health Cover File-Text** - Allows you to import a file (Comma or Tab delimited) with corrected amounts. This could be the file exported or one created. File path and name are required. The column letter needs to correspond with the fields available.

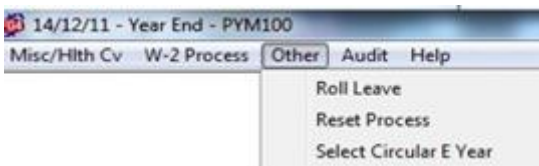
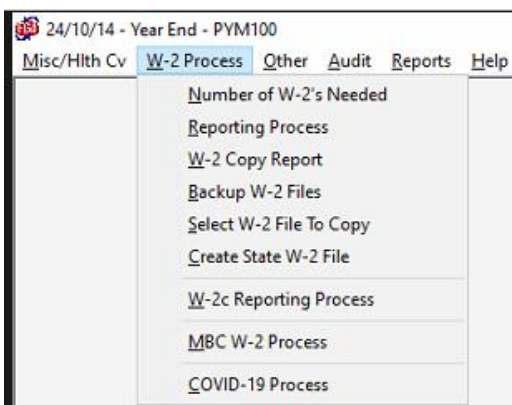
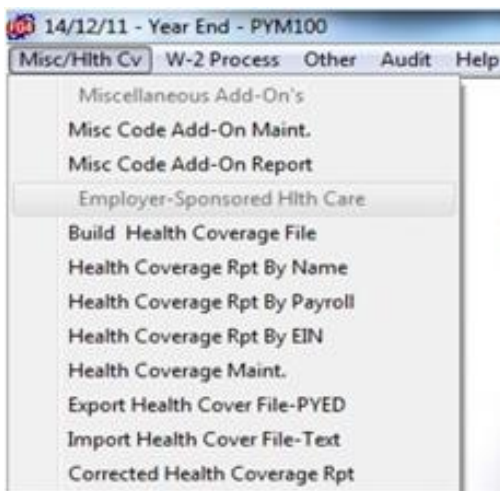
**Corrected Health Coverage Rpt** - This report only shows corrections made to the employee(s)' amounts per deduction. This is the final report. It will show the before and after amounts. The amounts from this process are updated to the W-2s.

## Year End Menu

To begin the W-2 process, you will access the payroll main menu and use the year-end menu, which is found under the period end section of the payroll menu.



The year-end menu options are shown below.



## Misc/Hlth Cv

Each of the options on the Misc/Hlth Cv menu will be briefly explained below.

**Misc Code Add-On Maint** - This option gives the opportunity to attach W-2 miscellaneous codes and non-qualified plan distributions to employees as shown below on page 12.

**Misc Code Add-On Report** - This program will list the employees on the Miscellaneous Code Add-On File.

**Miscellaneous Code Add-On Maintenance**

Payroll:  Emp Id:   
 Name:

Miscellaneous Code	Letter	Amount
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

Exit (Esc) Update (F4) Delete (F6) LookUp (F2)  
 InsLine (F7) DelLin (F8) AddLin (F9) Page Up Page Down

This allows you to enter any miscellaneous code from the F2 lookup for deductions that are reported in Box 12. If a deduction code exists for this plan in your payroll, you will need to make sure the correct code is marked on the deduction screen, Other, Control, Control A-L, Deduction Code.

Examples of Misc Code Add on: Roth plans 401 and 403 and Health Savings (HSA), and Non-taxable Third Party sick pay.

Code	Letter	Description
01	A	UNCOL SOC SEC ON TIP
02	B	UNCOL MEDI ON TIPS
03	C	GROUP-TERM LIFE INS
04	D	SECTION 401(K)
05	E	SECTION 403(B)
06	F	SECTION 408(K)(6)
07	G	SECTION 457(B)
08	H	SECTION 501(C)(18)(D)
09	J	NONTAXABLE SICK PAY
10	K	20% TAX GOLDEN PAR
11	L	SUSTANT EMP BUS EXP
12	M	UNCOL SOC SEC GRP IN
13	N	UNCOL MEDI GRP INS
14	P	REIM MOVING EXP
15	Q	NONTAX COMBAT PAY
16	R	EMR CONTR MED SAV
17	S	EMP SAL RED 408(p)
18	T	ADOPTION BENEFITS
19	V	INCOME NONSTAT STK
20	W	EMR CNTRB TO EMP HSA
21	Y	DEFER SEC 409A NQDC
22	Z	INCOME SEC 409A NQDC
23	AA	DESIGNATED ROTH 401k
24	BB	ROTH 403(b) SAL REDU
30		FIT W/H 3RD PAYER
31		NON-Q SEC 457 DIST
32		NON-Q NOT 457 DIST
33	CC	HIRE EXEMPT WAGES/TP
34	DD	ER HEALTH COVERAGE
35	EE	ROTH CONTRIB 457(b)

## Miscellaneous Code Add-On Report

The screenshot shows a software window titled "PYS554 - Misc Code". An open dialog box titled "Report Order Options" contains three items: "Exit", "Name", and "Emp Id". The main window contains four empty input fields. Below these fields, the text "Selected Payrolls:" is followed by a small square icon and the number "0". At the bottom of the window are two buttons: "Exit (Esc)" and "LookUp (F2)".

The Miscellaneous Code Add-on report can be sorted by Name or by Employee ID.

## W-2 Process Menu Options

Each of the options on the W-2 Process menu will be briefly explained below.

**Number of W-2s Needed** This will give an estimated total of the W-2s you will need to order.

**Reporting Process** This option provides a step-by-step process for the W-2 process. Follow the steps in order to complete your W-2 forms.

**W-2 Copy Report** This will give a complete copy of the information printed on W-2s that can be printed on plain paper. It prints 2 employees per 8 1/2 x 11 page.

**Backup W-2 Files** This will make a copy of your W-2 files to the W-2FILES directory.

**Select W-2 File To Copy** This option allows a dated W-2 file to be copied to a diskette, flash drive, or folder depending on your setup. SSA no longer accepts 3 1/2" diskettes.

**Create State W-2 File** If your system is set up for State Income Tax and it has been reported with your check history then this option will create the State reporting file for you based on the "state" referenced within your control file. The file will be placed under the files directory and is named GBTEXT.FLE.

**W-2C Reporting Process** This menu allows access to building the W-2C file and the printing of the W-2C forms.

## Circular E

**Note: You must load the December update you receive from LGC before you change the Circular E year.**

Select the Circular E year. Use the 'Lookup' option to select the correct year. If you have run your last payroll for 2024, choose 2025. You may have to page down to see 2025. Do not run this until you have completed all payrolls for 2024. If you have loaded the update but do not see 2025 try going to System Opt, Run Freestanding SCL and run the SCL that is on the instructions that print after the Calendar year end update is loaded.

## W-2 Reporting Process

The W-2 Process menu is shown below. A brief description of each option is included.



### 1. W-2 Parameters

See screen fields below for more information.

**Note:** If filing electronically, you must have a User ID number. If you had a User ID last year, it is good indefinitely until you deactivate it online. Your password expires every 90 days. To change your password, go to [www.ssa.gov/bsowelcome.htm](http://www.ssa.gov/bsowelcome.htm). You can update your password by entering your expired password then selecting a new password. If you do not have internet access, you can call Registration and Access to Services Assistance at 1-800-772-6270 Monday through Friday, 7:00 AM to 7:00 PM Eastern Time.

Be sure the W-2 Tax Year is set to 2024. If not, change it on this screen before proceeding.

**Assigned File Name** W2REPORT. **This must be correct in order for LGC to print your W2s.**

### Inventory Number 1

**User ID** Your unique User ID obtained from Business Services Online (BSO).

**Email Address** A valid Email Address is required.

**W2 Type** 01 W2ORIGINAL

**WFID Blank** Blank

**W2 Laser Ptr** If you are using a laser printer for your forms, it should be 01 YES. Otherwise, it should be No. If LGC is printing your W2's this must be YES.

**W/4 W'2s** If you are using a laser printer you will select 01 for 2 employees per page; 03 for 1 employee on 4 squares; 04 for the 4 square mailers. It should be 02 NO if you are not using a laser printer. If LGC is printing your W-2s this must be 04 W-2 Laser 4-P Mailer.

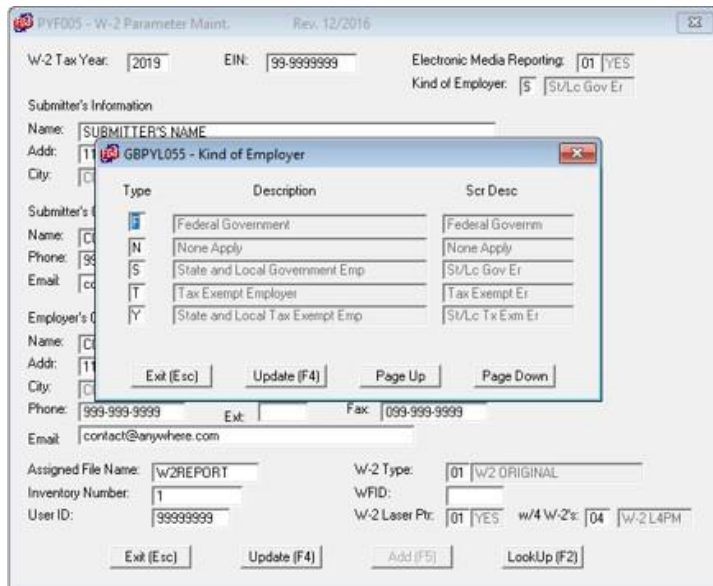
**Note:** The Submitter Name and Address on the W-2 Parameter Maintenance Screen is not the address that prints on the W-2s. The address that prints on the W-2s comes from the Payroll Number Control under Other, Control, Control N-Z, Payroll Number.

The W-2 Parameter Maintenance has been updated to meet the requirements for the W-2 E-File. When the update is loaded, it will copy the Employer contact information to the Submitter's contact information. The Submitter's contact and Employer's contact information are usually the same unless you have a designated employee as the Employer's IRS contact. For example, the office administrator versus the payroll clerk.



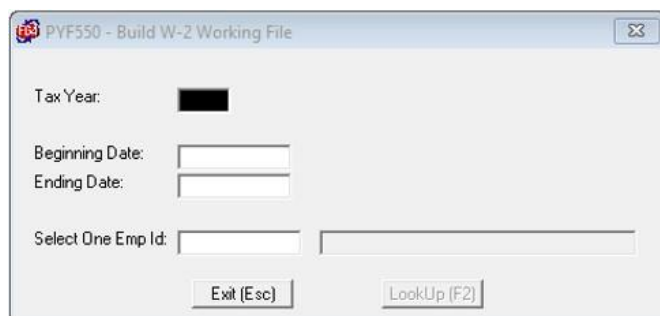
The field for “Kind of Employer” on the W-2 Parameter Maint. is required by the IRS and will be included on the W2REPORT file. The type “S” State and Local Government Emp will be defaulted.

Select the appropriate type based on IRS classification. Lookup is available.



## 2. Build Working File

This option creates the work file for preparing the W-2 forms. You will be prompted for the year you are running and a beginning and ending date. If you only want one employee you can enter that on the 'Select One SSN:' line. Leave this field blank to select all employees. See the screen below for more information. It is recommended that you have everyone out of the payroll system while you run Step 2.



**NOTE:** If you make changes to an employee after you have run this option, you will have to run the option again to see those changes on the W-2 form.

### 3. Error/Warning Report

This report shows all employees who may possibly have errors. It is important you review this report carefully before you proceed. If you need assistance with this, please contact LGC Support. A sample of this report is shown below.

#### IF YOU HAVE ERRORS THEY MUST BE CORRECTED BEFORE CONTINUING.

SSN	Emp Id	Name	Payroll Number	EIN	E/W Message
411-22-5555	411225555	SCOTT, MICHAEL		99-9999999	E FIT taxable gross cannot be zeroes

SSN	Emp Id	Name	Payroll Number	EIN	E/W Message
999-46-0003	999460003	BROWN, MICHAEL A	0003 110-30		W Employee deceased - check wages
999-54-0002	999540002	JONES, BRIAN L	0005 110-55		W Employee's SSN is Visa #
411-22-5555	411225555	SCOTT, MICHAEL		99-9999999	W SS tax is not in line with wages

**NOTE: Errors show first, warnings come last. Employees with a 'Warning' will still get a W-2 form. But a form will not be printed if the employee shows with an 'Error' unless the error is corrected. If you correct errors, you must run Step 2 again. The E/W column reflects if the employee has an error or a warning.**

### 4. Totals Report

This report shows summary totals for your W-2 processing. See sample report below. The totals should be checked against the History Summary Report totals.

FIT Wages:		FIT:		SS Wage:		SS Tax:	
1,011,631.51		104,507.62		1,046,725.68		43,962.52	
Medi Wage:		Medi Tax:		AEIC:		Dep Care:	
1,046,725.68		15,177.64					
Non-Q:		Benefits:					
TCRS:		DONTS:					
40,294.17		35,844.75					

FIT Wages:		FIT:		SS Wage:		SS Tax:	
1,011,631.51		104,507.62		1,046,725.68		43,962.52	
Medi Wage:		Medi Tax:		AEIC:		Dep Care:	
1,046,725.68		15,177.64					
Non-Q:		Benefits:					
TCRS:		DONTS:					
40,294.17		35,844.75					

## 5. W-2 Report

When you select this option, the following screen will be displayed. If you want ALL employees, press <enter> at the name fields. To select the range of employees for the report, press the 'Lookup' option key by each name field. When finished with the range selection, press <enter>. When prompted by "Is This Screen correct?" select 'Yes' and then select Continue 'OK' to print the report.

This report shows all of the information as it will be printed on the W-2 forms. This shows totals for each employee. It is important that you review this report carefully. If there are any errors, they need to be corrected before you proceed to the next step. (Call LGC Help Desk support or submit an on-line support request for assistance in making the corrections.). A portion of a sample report is shown below.

PYS570		2011/11/18 10:19:37		TOWN OF FLEXGEN 7		FlexGen4(7.00)		Page: 1	
W-2 Report									
EIN: 99-9999999 Employer: SAMPLE OFFICE									
SSN: 999-56-0001 DENNIS I EMPLOYEE-000001									
FIT Wages:	3,730.66	FIT:	514.69	SS Wage:	3,730.66	SS Tax:	156.69		
Medi Wage:	3,730.66	Medi Tax:	54.09	AEIC:		Dep Care:			
Non-Q:		Benefits:							
-----									
SSN: 999-44-0002 CARLO EMPLOYEE-000002 Retirement: X									
FIT Wages:	7,457.60	FIT:	952.94	SS Wage:	8,091.11	SS Tax:	339.83		
Medi Wage:	8,091.11	Medi Tax:	117.32	AEIC:		Dep Care:			
Non-Q:		Benefits:							
TCRS:	433.51	DCNTB:	579.00						
-----									
SSN: 999-45-0003 NOEL EMPLOYEE-000003									
FIT Wages:	800.00	FIT:		SS Wage:		SS Tax:			
Medi Wage:		Medi Tax:		AEIC:		Dep Care:			
Non-Q:		Benefits:							
-----									
SSN: 999-34-0006 JOHN M EMPLOYEE-000006									
FIT Wages:	800.00	FIT:		SS Wage:		SS Tax:			
Medi Wage:		Medi Tax:		AEIC:		Dep Care:			
Non-Q:		Benefits:							

Once you have reviewed this report and feel satisfied that it is correct, you should proceed with the next step.

NOTE: IF you have an ERROR(S) on the report in Step 3, this MUST be corrected before you send anything to LGC for printing. If you need assistance with the error(s), contact LGC support.

### If LGC is printing your W-2 forms

## Steps if LGC is going to transfer over your files for W-2 printing

- On the Payroll YEAR END menu, under W-2 Process, Select Backup W-2 Files. This option will run quickly and bring you back to the menu.
- If LGC is printing your W-2 forms, the deadline to accept data to print is **January 17, 2025**. If we do not have your data by **January 17, 2025**, we cannot guarantee we can have them printed and shipped to you by the deadline of **January 31, 2025**.
- Review and initial the W-2 totals Report (Step 4). This report will need to be faxed with your initials on it to LGC at the same time as we pull the files for printing your forms. The fax number is (931)375-7025. Attention: W-2 Printing. BE SURE YOUR OFFICE NAME IS READABLE on the report.
- You may now call LGC and request **Software Deployment**, informing the receptionist you are ready to have your files pulled for printing.
- If an employee can take your call at the time, you will be asked to allow us a remote connection (BOMGAR, TeamViewer, etc.) to transfer the files. You may be asked to leave your name for an employee to call you back shortly.

Await further instructions from LGC, which will be sent to you with your W-2 forms. You may process payroll checks and proceed with business as normal if you have set your Circular E to 2025 (see page 15 for instructions).

**LGC will no longer be submitting W-2 files to the IRS.** However, you may use LGC to still print your W-2 forms. It is your responsibility to register with Business Services Online (BSO) if you have not already done so and submit your W-2s online.

## 6. Print W-2s

This is the option that will print the W-2 forms. You should be sure that anyone who uses the printer you are going to use for W2s knows that you are using that printer and not to print anything until you give notice that you are finished.

The printer settings should be set to 10 CPI (characters per inch) and 6 LPI (lines per inch). Refer to your owner's manual for your printer for assistance in making these changes. Call LGC Hardware Support Dept. if you need assistance.

Note: For Tally printers only, you will also need to set the page length to 75.

For line printers, (example OKI 395 & Tally), you will have the option to run the alignment routine at the beginning of printing. If you choose to do this, you will print one form with XXX's and 99999's to help you get the numbers and boxes aligned properly. After you choose to end the alignment routine, the system will finish the form it is on with XXX's and 999's. Then it will start printing the first real W-2 Form!

If you are printing with a laser printer, be sure an LGC representative has set this up for you well in advance and has tested that it will print correctly. The laser printers do not have the alignment option. Contact LGC Support if you need assistance. LGC suggests making copies of the W-2 forms and doing a test print prior to printing on the actual W-2s.

See [Forms and Reports](#) on page 32 for a sample W-2. This shows where each field will print on the W-2 forms.

If you are paper filing the IRS Mailing Addresses can be found at the following link:

<http://www.socialsecurity.gov/employer/paperFormInstr.htm>

Note: The IRS has updated the threshold for paper filing.

<https://www.irs.gov/forms-pubs/new-electronic-filing-requirements-for-forms-w-2>

## 7. W-3 Form

This option prints the W-3 form that you will include with your W-2 copies when you report to the IRS. This report is printed only if you are paper filing. If you are reporting electronically, this option will have N/A out beside it.

## 8. Build Reporting File

This option builds the **W2REPORT.TXT** file you will send to the IRS. It gives a browse option to allow you to copy your file to a diskette, flash drive, or folder depending on your setup. You will

use this file to submit your returns to the IRS electronically. The IRS has set a deadline for filing the electronic W-2 file to them of January 31, 2025. **If LGC is printing your forms, do not submit this file to the IRS until you receive your printed W-2s back and confirm they are correct.**

**LGC will no longer be submitting W-2 files to the IRS.** However, you may use LGC to still print your W-2 forms. It is your responsibility to register with Business Services Online (BSO) if you have not already done so and submit your W-2s online. LGC is not responsible for fines or fees associated with missed or incorrect filings.

<https://www.ssa.gov/bs0/bsowelcome.htm>

### **Do not send the diskette to the SSA.**

Social Security no longer accepts magnetic tapes, cartridges, or 3 1/2" diskettes. All wages must be filed either electronically or on paper. You can transfer your file from the diskette to the SSA/IRS website. See below.

Following is a suggested site for the transmitting of the W2REPORT file that can be sent electronically to the SSA/IRS.

<http://www.socialsecurity.gov/employer/bsotut.htm>

### **Submitting your W-2 File**

Once you have printed your forms and verified them for accuracy you may submit your **W2REPORT.TXT** to the IRS. The deadline is **January 31, 2025** to file W-2s using Business Services Online.

If LGC is printing your forms, you will want to wait until you receive your forms and confirm they are correct before submitting your W2REPORT.TXT to the IRS.

Once you have reviewed your W-2 forms for accuracy and created the W2 REPORT.TXT file, you will log into Business Services Online <https://www.ssa.gov/bs0/bsowelcome.htm> and go to the Electronic Wage Report (EWR).

First, you will need to run your file through AccuWage Online to confirm there are no issues with the file. From the AccuWage Online tab click on the link **AccuWage Online**. Under Select Submission Type choose the option W-2 Regulars. Then click on Start Testing. Browse for your W-2 file W2REPORT.TXT that was created from FlexGen. Then a Test Results screen will be displayed. There are no totals to confirm. It is mainly to check for any issues. You can then filter records by levels: critical, error, alert, or info.

### **Types of Records on AccuWage report:**

**Critical** – those MUST be corrected within the software and the file rebuilt in order to submit the file.

**Error** – those SHOULD be corrected within the software and the file rebuilt before submission, BUT you can submit the file with errors. This could cause the IRS to reject the file though.

**Alert** – those are things that should be corrected or at least looked at to confirm they are indeed correct before next year, but you do not have to rebuild the file to submit it.

**Info** – again things to be aware of but the file does not have to be rebuilt.

If you correct any errors in FlexGen and rebuild your W2REPORT.txt file, then it should be run through AccuWage again to be sure the error(s) no longer exist.

You will want ample time to run your file through AccuWage before the deadline for submission in case there are issues that need to be corrected. **January 31, 2025** is the deadline to file W-2s using Business Services Online.

Once you have ran your file through AccuWage and have no critical errors to be corrected, you can then choose the link **Submit a Formatted Wage File** to submit your file. Once your file is submitted, any issues will have to be resolved with W-2Cs.

### **Registering for Business Services Online**

As of March 25, 2023, the Social Security Administration changed the process for accessing Business Services Online (BSO). Therefore, **LGC will no longer file W-2s and/or W-2Cs on your behalf**. You will need to register with BSO to access the W-2/W-2C online process. Per their guidelines “BSO users will need a Social Security online account. You can use your personal *mySocialSecurity* account that was created before September 18, 2021 or an existing [Login.gov](https://www.login.gov) or [ID.me](https://www.id.me) credential.” The updated registration process may be found at <https://www.ssa.gov/bsowelcome.htm#registration>. If you have specific questions about the registration process, **please contact BSO directly at 1-800-772-6270**.



## Other Year End Procedures

### Roll Leave

For the selected payroll(s), this option will add the number of days or hours from the first leave type “total accumulated” field to the second leave type “total accumulated” field. The amount to add is determined by three options, (1) Total Accumulated, (2) Excess over a prompted amount, and (3) Up to a prompted amount. Only one option may be selected.

**\*\*Press the F1 help key to get more information about what each field represents.**

**\*\* Warning \*\***

**1. For the selected payroll(s), this option will add the selected number from the 'total accumulated' field of the first leave type to the 'total accumulated' field of the second leave type.**

**PYF521 - Roll Leave Type**

Selected Payrolls:

Locations:

Roll Leave Type:  To Leave Type:

Place An 'X' By One

Total Accumulated

Excess Over

Up To



## Reset Process

This option will reset deductions, leave, times paid, W-2 miscellaneous file and increment teacher's experience by one year. These items should be reset at least once per year. See screen below.

Note: If you reset your deductions and leave on a fiscal year basis, you will not execute **this option until the fiscal year end. Also review your deductions that are setup as a 'one time' deduction or 'amount limit' deduction as you would not want to reset those.** An example would be a garnishment.

\*\* Press the F1 help key to get more information about what each field represents.

**\*\* Warning \*\***

1. For the selected payroll(s), this option will reset selected deductions and leave types, and if 'Yes', the 'Times Paid', W2 Misc File, and add 1 year to the teacher's experience.

**PYF520 - Year End Reset Process**

Selected Payrolls:  0

Locations:  0

Reset Selected Deductions:  0

Leaves:  0

Reset Paid Times:

Clear W-2 Misc File:

Add 1 Yr To Tchr Exp:

Exit (Esc)      LookUp (F2)

## Select Circular E Year

Use this option to copy the new calendar year's Circular E data file into use. Circular E data will update the Social Security amounts, federal amounts, federal and state tax tables, and the TCRS base rates.

Note: If you are running a January payroll, you have to log in with a January date.

**Forms and Reports**

NOTE: The dates on each of the images have been changed. The year is represented as 20XX in each image with the XX indicating the current year. The following is an example of balancing one quarter. Each quarter will have to be balanced in the same way.

**941 Example**

**941 Report - Quarter 1**

Name: SAMPLE OFFICE	Date Quarter Ended: 03/31/20XX
Adr: 714 ARMSTRONG LANE	
City: COLUMBIA	Employer ID #: 99-9999999
State: TN	
Zip: 38401	

1	Number of employees . . . . .	211
2	Wages, tips, and other compensation . . . . .	956,855.20
3	Total income tax withheld from wages, tips. . . . .	98,569.36
5	Taxable soc sec wages and medicare wages and tips:	
5a	Taxable soc sec wages . . . . . 995,140.49 x 0.1040 =	103,494.61
	Actual soc sec taxes . . . . .	103,494.65
	Difference . . . . .	0.04-
5c	Taxable Medicare wages & tips 995,140.49 x 0.0290 =	28,859.07
	Actual Medicare taxes . . . . .	28,859.24
	Difference . . . . .	0.17-
5d	Total FICA taxes (lines 5a + 5c = line 5d) . . . . .	132,353.68
6	Total taxes before adjustments (lines 3 + 5d = line 6) . . . . .	230,923.04
7	Tax adjustments:	
7h	Total adjustments . . . . .	<u>0.00</u>
8	Total taxes after adjustments . . . . .	230,923.04
9	Advanced earned income credit payments made . . . . .	0.00
10	Total taxes after adjustment for advance EIC (lines 8 - 9 = line 10) . . . . .	230,923.04
11	Total deposits for this quarter . . . . .	<u>230,923.04</u>
14	Balance due . . . . .	<u>0.00</u>

First Month Liability:	79,045.00
Second Month Liability:	75,695.76
Third Month Liability:	76,182.28
Total Liability For Quarter:	230,923.04

\* End of Report: Local Government Data Demo \*

# History Summary - Quarter 1

FYQ512 2011/11/18 11:23:48

TOWN OF FLEXGEN 7

FlexGen4 (7.00)

Page: 1

## History Summary

Selected Date: 01/01/20XX to 03/31/20XX  
 Payroll: 0001 101-01 LOCAL GOVERNMENT CORP  
 0002 101-02 SHERIFF'S DEPT  
 0003 101-03 VOL FIREMEN  
 0004 116-01 S/W PICKUP FUND  
 0005 118-01 SMITH CO. AMBULANCE  
 0006 207-01 S/W ENTERPRISE FUND  
 0007 112 COURTHOUSE & JAIL  
 0008 101 - SLACK SUPPLEMENT PAY

Gross Salary: 1,029,612.00  
 FIT Taxable Gross: 956,855.20  
 Social Security Wage: 995,140.49  
 Medicare Wage: 995,140.49  
 SIT Taxable Gross: 765,702.19  
 Retirement Gross: 765,702.19  
 FIT: 98,569.36  
 Social Security: 41,795.93  
 Medicare: 14,429.62  
 SIT:  
 TCRS Employee: 38,285.29  
 Employee: 55,207.38  
 Advanced Earned Income Credit:  
 Other Deductions Employee: 45,186.34  
 Employee: 26,667.79  
 NDNTB Employee:  
 Employee:  
 Cafeteria Plan: 34,471.51  
 Deductions 'Sheltered From' FIT:  
 Soc Sec: 34,471.51  
 Medicare: 34,471.51  
 SIT: 34,471.51  
 Retirement:  
 'Exempt From' Soc Sec:  
 Medicare:  
 Net Pay: 787,980.07  
 Employment Security Wage: 511,302.34  
 Employment Security: 10,606.84

1,029,612.00 Gross Salary  
 (38,285.29) TCRS Employee  
 (34,471.51) Deductions Sheltered from FIT  
 (NDNTB Employee)  
 Fringe Benefits  
 -----  
 956,855.20 FIT Taxable Gross

1,029,612.00 Gross Salary  
 (34,471.51) Cafeteria Plan  
 Fringe Benefits  
 -----  
 995,140.49 SS/Medi Wage

Deductions	Employee	Employee	Adjustments	Hrs/Days	Amount
0002 AFLAC - NS	9.36		0001 OVERTIME	3,209.50	55,056.83
0004 AFLAC - S	640.16		* Class 01 OVERTIME	3,209.50	55,056.83
0008 CONSECO- NS	185.70		0002 HOLIDAY	2,888.50	35,524.05
0012 AFLAC-D & L-NS	51.00		0005 SICK	1,212.25	14,577.13
0016 INVESTORS-S	92.88		0007 VACATION	495.50	6,228.80
0018 AMER. HER-S	60.00		0008 BEREAVEMEN	8.00	132.64
0022 GARNISHMT/LEVY	9,843.70		0009 JUD.COM.	6.00	1,989.00
0023 PREPAID LEGAL	209.88		0011 JUV. PAGER	6.00	165.00
0024 WOODMEN LIF-NS	151.32		0012 SUPP TCRS	3.00	3,000.00
0026 CONSECO ACC- NS	293.94		0013 COMP	372.00	4,744.97
0028 DENTAL (S)	122.16		0015 OTHER	12.00	457.74
0029 AMER. GEN. -NS	62.94		0017 STRAIG TIM	5.00	67.30
0031 USABLE CAN S	1,486.52		* Class 02 OTHER PAY	5,008.25	66,886.63
0034 USABLE ACC S	1,712.11		0028 LONGEVITY	13.00	7,925.86
0036 USABLE TERM NS	243.96		* Class 05 LONGEVITY PAY	13.00	7,925.86
0037 USA CRIT-ILL NS	9.72				
0038 USABLE VOTL NS	2,452.90				
0101 MEDICAL INS	26,293.09	26,667.79			
0199 MED LATE FEE	1,275.00				
* Class 01 REGULAR VOL DED	45,186.34	26,667.79			
* - Class Totals					
* - Class Totals					
Total Number of Employees:	211				

# History Summary – Entire Year

FYQ512 2011/11/18 12:30:14

TOWN OF FLEXGEN 7

FlexGen4(7.0U)

Page: 1

## History Summary

Selected Date: 01/01/2011 to 12/31/2011  
 Payrolls: 0001 101-01 LOCAL GOVERNMENT CORP  
 0002 101-02 SHERIFF'S DEPT  
 0003 101-03 VOL FIREMEN  
 0004 116-01 S/W PICKUP FUND  
 0005 118-01 SMITH CO. AMBULANCE  
 0006 207-01 S/W ENTERPRISE FUND  
 0007 112 COURTHOUSE & JAIL  
 0008 101 - SLACK SUPPLEMENT PAY

-----  
 Gross Salary: 1,087,770.43  
 Wages Exempt From FICA: 5,200.00  
 FIT Taxable Gross: 1,011,631.51  
 Social Security Wage: 1,046,725.68  
 Medicare Wage: 1,046,725.68  
 SIT Taxable Gross:  
 Retirement Gross: 805,879.95  
 FIT: 104,507.62  
 Social Security: 43,962.52  
 Medicare: 15,177.64  
 SIT:  
 TCRS Employee: 40,294.17  
 Employer: 58,104.24  
 Advanced Earned Income Credit:  
 Other Deductions Employee: 50,251.12  
 Employer: 27,657.79  
 NDNTB Employee:  
 Employer:  
 Cafeteria Plan: 35,844.75  
 Deductions 'Sheltered From' FIT: 35,844.75  
 Soc Sec: 35,844.75  
 Medicare: 35,844.75  
 SIT: 35,844.75  
 Retirement: 15.00  
 'Exempt From' Soc Sec:  
 Medicare:  
 Net Pay: 833,577.36  
 Employment Security Wage: 939,423.00  
 Employment Security: 10,869.61

Deductions	Employee	Employer	Adjustments	Hrs/Days	Amount
0002 AFLAC - NS	9.36		0001 OVERTIME	3,201.50	54,895.39
0004 AFLAC - S	686.51		* Class 01 OVERTIME	3,201.50	54,895.39
0008 CONSECO- NS	216.65		0002 HOLIDAY	2,876.50	35,362.65
0012 AFLAC-D & L-NS	51.00		0005 SICK	1,212.25	14,577.13
0016 INVESTORS-S	108.36		0007 VACATION	495.50	6,228.80
0018 AMER. HER-S	60.00		0008 BEREAVEMEN	8.00	132.64
0022 GARNISHMT/LEVY	9,843.70		0009 JUD.COM.	6.00	1,989.00
0023 PREPAID LEGAL	209.88		0011 JUV. PAGER	6.00	165.00
0024 WOODMEN LIP-NS	151.32		0012 SUPP TCRS	3.00	3,000.00
0026 CONSECO ACC- NS	329.73		0013 COMP	372.00	4,744.97
0028 DENTAL (S)	122.16		0015 OTHER	12.00	457.74
0029 AMER. GEN. -NS	73.43		0017 STRAIG TIM	5.00	67.30
0031 USABLE CAN S	1,607.37		* Class 02 OTHER PAY	4,996.25	66,725.23
0034 USABLE ACC S	1,784.29		0028 LONGEVITY	13.00	7,925.86
0036 USABLE TERM NS	243.96		* Class 05 LONGEVITY PAY	13.00	7,925.86
0037 USA CRIT-ILL NS	11.34				
0038 USABLE VGTL NS	2,640.80				
0039 USABLE STD NS	575.20				
0101 MEDICAL INS	28,568.06	27,657.79			
0301 DENTAL INS	2,893.00				
1007 JULIE'S TEST	15.00				
1008 JULIE TEST DED	50.00				
* Class 01 REGULAR VOL DED	50,251.12	27,657.79			

\* = Class Totals

\* = Class Totals

Total Number of Employees: 218

## Understanding the History Summary Report

Fringe Benefits can affect your FIT Taxable Gross, SS, and Medicare wage. Fringe benefits will be listed in the Adjustments section at the bottom of the report. If you mark an employee as Deceased on the Employee Master screen, No FIT or FIT Taxable will be reflected for the next check paid.

The difference between Social Security and Medicare Wages could be an employee who is exempt from Social Security or has met the Social Security Maximum Limit. An employee that is retired or marked to be exempt from FICA could affect your wage amounts. This will be shown as "Wages Exempt from FICA" under the Gross Salary amount.

\*\*DDNTB stands for Deductible Non-Taxable Benefits. \*\*NDNTB stands for Non-Deductible Non-Taxable Benefits.

FIT Taxable Amount = Take Gross Salary minus TCRS (employee), minus Deductions sheltered from FIT, plus Fringe Benefits.

Social Security Wage = Take Gross Salary minus Deductions 'Sheltered from Soc Sec.' plus Fringe Benefits.

Medicare Wage = Take Gross Salary minus Deductions 'Sheltered from Medicare' plus Fringe Benefits.

RS Employee = Take the Retirement Gross and multiply by the % that the employees pay in.

TCRS Employer = Take the Retirement Gross and multiply by the % that the employer pays in. If you had a rate change in July, you must take that into consideration.

Other Deductions Employee = Take the Total of all deductions listed at bottom of this report. (Will have to add Class totals to obtain Total Deduction Amount).

Cafeteria Plan = Total of only those deductions with the Cafeteria Plan field set to 01 (Yes) on the Deduction control. It doesn't matter how they were marked for being sheltered or not.

Deductions 'Sheltered From' FIT: = Reads check history for all deductions marked as being

sheltered from FIT.

Deductions 'Sheltered From' Soc. Sec: = Reads check history for all deductions marked as being sheltered from Social Security.

Deductions 'Sheltered From' Medicare: = Reads check history for all deductions marked as being sheltered from Medicare.

Wages Exempt From Soc. Sec.: = Amount from employees that are marked to be exempt from Social Security

Wages Exempt from Medicare: = Amount from employees that are marked to be exempt from Medicare.

Employment Security Wage = Reads check history for all wages being marked as subject to Emp. Sec

**Note:** If the "Cafeteria Plan:" field is different than the "Deductions 'Sheltered from' FIT", the difference should be your TSA amounts. If there are still differences, you should run the "Ded Flag Comparison" report from history to show you which deductions were marked differently than the control file. To run this report, you should access the Payroll Main Menu: History>Other, Ded Flag Comparison. Use the date range of 01/01/20XX through 12/31/20XX. Select all deductions that might be affected by the cafeteria plan flag. If you are unsure, you can select all deductions.

## W-2 Totals

This should match the totals from a history summary report for the whole calendar year.

PYQ572	2011/11/18 09:58:04	TOWN OF FLEXGEN 7	FlexGen4(7.0U)	Page: 1			
W-2 Totals							
EIN: 99-9999999 Employer: SAMPLE OFFICE							
Total W-2's: 218							
FIT Wages:	1,011,631.51	FIT:	104,507.62	SS Wage:	1,046,725.68	SS Tax:	43,962.52
Medi Wage:	1,046,725.68	Medi Tax:	15,177.64	AEIC:		Dep Care:	
Non-Q:		Benefits:					
TCRS:	40,294.17	DDNTB:	35,844.75				
-----							
Total W-2's: 218							
FIT Wages:	1,011,631.51	FIT:	104,507.62	SS Wage:	1,046,725.68	SS Tax:	43,962.52
Medi Wage:	1,046,725.68	Medi Tax:	15,177.64	AEIC:		Dep Care:	
Non-Q:		Benefits:					
TCRS:	40,294.17	DDNTB:	35,844.75				
-----							
* End of Report: Local Government Data Demo *							

# W-2 Report

FYQ570 2011/11/18 13:05:54

TOWN OF FLEXGEN 7

FlexGen4 (7.0U)

Page: 1

## W-2 Report

EIN: 99-9999999 Employer: SAMPLE OFFICE

SSN: 999-44-0002 CARLO EMPLOYEE-000002

Retirement: X

FIT Wages:	7,657.60	FIT:	952.94	SS Wage:	8,091.11	SS Tax:	339.83
Medi Wage:	8,091.11	Medi Tax:	117.32	AEIC:		Dep Care:	
Non-Q:		Benefits:					
TCRS:	433.51	DDNTB:	579.00				

Box 1	FIT Wages
Box 2	FIT
Box 3	SS Wage
Box 4	SS Tax
Box 5	Medi Wage
Box 6	Medi Tax
Box 9	AEIC
Box 10	Dep Care
Box 12	EmpR Spon Health
Box 14	TCRS, DDNTB, NDNTB



# W-2 Form

22222		VOID <input type="checkbox"/>	a Employee's social security number		For Official Use Only OMB No. 1545-0008					
b Employer identification number (EIN)				1 Wages, tips, other compensation		2 Federal income tax withheld				
c Employer's name, address, and ZIP code				3 Social security wages		4 Social security tax withheld				
				5 Medicare wages and tips		6 Medicare tax withheld				
				7 Social security tips		8 Allocated tips				
d Control number				9		10 Dependent care benefits				
e Employee's first name and initial		Last name		Suff.	11 Nonqualified plans		12a See instructions for box 12			
f Employee's address and ZIP code				13 Statutory employee <input type="checkbox"/>		Retirement plan <input type="checkbox"/>		Third-party sick pay <input type="checkbox"/>		12b
				14 Other				12c		
								12d		
15 State	Employer's state ID number		16 State wages, tips, etc.	17 State income tax	18 Local wages, tips, etc.	19 Local income tax	20 Locality name			

Form **W-2** Wage and Tax Statement

2024

Department of the Treasury—Internal Revenue Service

Copy A—For Social Security Administration. Send this entire page with Form W-3 to the Social Security Administration; photocopies are **not** acceptable.

For Privacy Act and Paperwork Reduction Act Notice, see the separate instructions.

Cat. No. 10134D

**Do Not Cut, Fold, or Staple Forms on This Page**



# Contacting LGC Support



**You may contact LGC Support by phone or by submitting a support request on our website:**

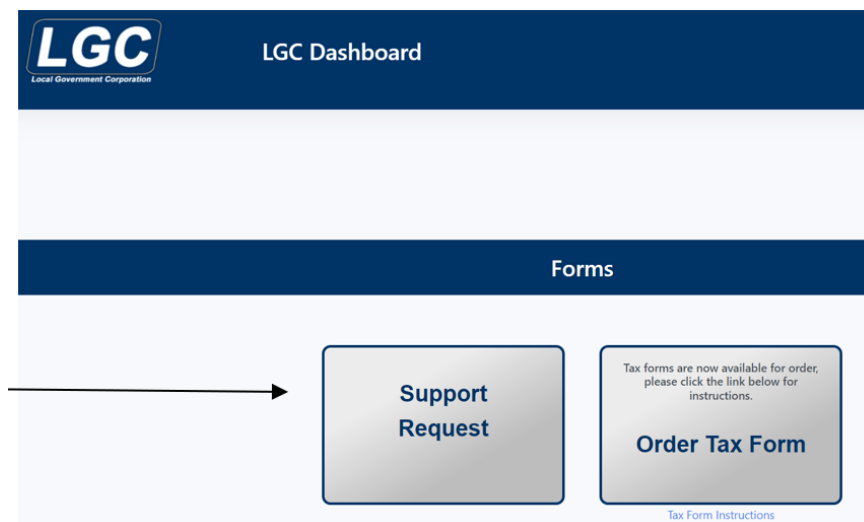
**800-737-1826**

7:00 a.m. - 5:00 p.m.  
Central Standard Time

**Online request from our LGC website for assistance:**

<https://www.lgc-tn.com>

Login to our website and under the LGC Dashboard on the left side of the screen, select the “Support Request”.



The [LGC](https://www.lgc-tn.com) website contains additional information about our products, training, and support services. You may also submit online support requests from our website.