

## **2024 W-2**

### **Frequently Asked Questions**

**1. If I am an Active Employee, will my W-2 be mailed to my home address?**

No, your W-2 is available online for you to print as needed. A job aid was sent out with instructions on how to print your online W-2. In the event you do not have access to print, active employees may open a ticket with the HelpDesk to have their 2024 W-2 mailed to their home address in Workday.

**2. If I am no longer an active employee with the City of Dallas, will my W2 be mailed?**

Yes, all former employees' W-2s will be mailed to the home address on file in Workday. Former employees can validate the mailing address on their last paystub from the City. If the address is incorrect, notify Payroll by calling the HelpDesk at 214-670-1234 with the correct address and another copy will be mailed to you.

**3. When will my W-2 be available?**

Per IRS Regulations, 2024 W-2s must be postmarked by Friday, January 31, 2025. Former employees W-2s will be mailed by Friday, January 31, 2025.

**4. Is the on-line version acceptable to be used to file my taxes?**

Yes, it is acceptable.

**5. My W-2 Box 1 does not match my total wages for the year on my paystub. Why?**

Your total wages on your paystub reflect gross wages. Some deductions on your paycheck may be non-taxable. Refer to the IRS web site for instructions on how to read your W-2, visit the Internal Revenue Service website at [2024 General Instructions for Forms W-2 and W-3 \(irs.gov\)](#) (Specific Instruction for Form W-2, pages 17 - 24).

**6. My W-2 does not show any amounts in boxes 3 and 4?**

City of Dallas is exempt from withholding Social Security Tax. Social security taxes were not withheld from your 2024 pay checks.

**7. Why do I have a dollar amount in Box 12C?**

In 2020, the City increased the amount of Group Term Life (GTL) insurance coverage for regular full time and part time employees from \$50,000 to \$75,000. The IRS requires that employees pay taxes on the premium amount over \$50,000. The GTL premium that you paid taxes on is reported on Box 12 Code C. Federal withholding and Medicare taxes were calculated on the GTL amount.

**8. When will I receive my Proof of Insurance IRS form 1095C?**

The proof of insurance form 1095C, will be mailed by the City of Dallas' third-party vendor, UnifyHR. These will be mailed by March 1, 2025. Proof of Insurance is not required to be submitted or filed with your tax return. If you do not receive it, please open a ticket with the HelpDesk for the HR Benefits team to follow-up.

**9. What if I do not receive my W-2?**

If you are a former employee, check your last pay slip and validate your home address. If the address is incorrect, notify the Payroll department by calling HelpDesk at 214-670-1234 with the correct address and another copy will be mailed to you.

**10. When will Reprinted W-2s be mailed?**

Starting February 15, 2025, requests for reprints will be honored. This allows the Payroll Department time to receive undelivered W-2's back from the post office.

**11. If I am a former employee, can I still access my W-2 from Workday Employee Self-services?**

No, CCO payroll will print and mail to your home address in Workday.


**12. What are the descriptions of Box 12 Codes?**

Below are the box 12 codes that the city is reporting and the description of the codes.

Box 12 Code	Description of Boxes
12 C	Taxable cost of group-term life insurance over \$50,000.
12 D	Elective deferrals under a section 401(k) cash or deferred arrangement (plan)
12 G	Elective deferrals and employer contributions (including nonelective deferrals) to any governmental or nongovernmental section 457(b) deferred compensation plan.
12 W	Employer contributions to a health savings account (HSA).
12 AA	Designated Roth contributions under a section 401(k) plan.
12 DD	Cost of employer-sponsored health coverage.
12 EE	Designated Roth contributions under a governmental section 457(b) plan

**13. What other information are reported on Box 14?**

City of Dallas reports the following contribution information in Box 14.

Y	
Box 14	
Label	
	
Charity	
ERF	
FSA	
Plan B	

**14. If I still have questions about my W-2, who do I contact?**

For further questions, notify CCO Payroll by calling 214-670-1234 and a ticket will be opened for your issue.