



eW-2 FREQUENTLY ASKED QUESTIONS

Program Overview

Q. What are the benefits of eW-2s?

- A. Online W-2s allow you the convenience of accessing your earnings data when and wherever you choose, instead of relying on the mail.

Eliminating paper documents and the energy it takes to create and deliver them each year is part of Kelly's Sustainability Project to protect the environment.

Q. How secure is the Kelly eW-2?

- A. The eW-2 is much more secure than a paper eW-2; no paper to be mailed, lost in your desk or car, saved in a drawer or shredded. Only you will know your password to the secure Web site. We encrypt all data transmissions using strong industry security standards.

Q. Am I required to enroll in Kelly eW-2?

- A. Kelly will automatically enroll all employees except in following states: California, Connecticut, Hawaii, Minnesota, New York, Oregon and Virginia.

Q. What do I need to do to qualify for eW-2s?

- A. Everyone who would normally receive a paper W-2 is eligible to enroll in eW-2, regardless of state. Employees in California, Connecticut, Hawaii, Minnesota, New York, Oregon and Virginia need to self-enroll. If you haven't registered yet, visit this secure site at <https://ebpp.documentdna.com/kelly/login.aspx>. Be sure to provide an up-to-date e-mail address to ensure there are no delays in obtaining your W-2 online.

Q. Is there a cost associated with enrollment in eW-2?

- A. No, there is no fee and you will not be charged to enroll.

Q. Do I need to re-apply for the eW-2 program annually?

- A. No, you will remain in the eW-2 program unless you choose to decline from the program.

Getting Started

Q. I'm not yet enrolled in ePaystub and I want to enroll in eW-2. What information will I be asked to provide?

- A. The only information required to enroll is information used to authenticate you as an eligible employee to the Kelly Electronic Earnings Documents system. This information includes your ALT ID (from a recent wage statement); if you do not have a wage statement, contact the Kelly Employee Service Center at 1-866-KELLY-4U (1-866-535-5948) to obtain your ALT ID number. During the enrollment process you will create your own Kelly user ID and password. You will also need to supply an e-mail address and/or phone/text messaging number for notification purposes.

Q. I'm already enrolled in ePaystub, and want to enroll in eW-2. How do I enroll?

- A. To enroll in eW-2, first log on to [Kelly's Electronic Delivery of Earnings Document System](#). Then, click **User Profile** (located on the left-hand side of the page).

Q. What is an ALT ID, and where can I find it?

- A. The ALT ID is a unique identifying number that is located on your wage statement in the upper (mid-section of your check or direct deposit advice). If you do not have a wage statement, contact the Kelly Employee Service Center at 1-866-KELLY-4U (1-866-535-5948) to obtain your ALT ID number.

Q. What if I forget my Kelly user ID?

- A. After you have a registered e-mail address and/or text message number, the system has a secure option to recover your Kelly user ID. Instructions on the site will walk you through the process. If there is any problem with using this feature, contact the help desk at help.desk@hovservices.com or 1-800-733-7842.

Q. What if I forget my password?

- A. The secure site has many self-service features, including a password reset. Instructions on the site will walk you through the reset process. If there are any problems with using this feature, contact the help desk at help.desk@hovservices.com or 1-800-733-7842.

Q. Which e-mail address should I enter when enrolling in Kelly eW-2?

- A. The e-mail address you enter when enrolling in Kelly eW-2 is your choice and need not be the same e-mail address you have provided to your Kelly branch.

Q: Why should I provide a primary e-mail or text message address?

- A: The system requires an e-mail address or text messaging address to be used for eW-2 notifications, password resets, and recovery of lost user IDs.

Viewing Your eW-2

Q. What information will be on the eW-2?

- A. The information on the eW-2 is the same content found on a paper W-2.

Q. Can I view past W-2s?

- A. Yes, records prior to enrollment will be available on the site.

Q. When will my current eW-2 be available?

- A. Upon enrollment in the Electronic Earnings Document system, your eW-2 earnings statement should be available online in January for the prior year's earnings. Paper copies of W-2 earnings statements will be postmarked February 1, as required by law, and mailed to employees who do not enroll in the eW-2 option.

Q. How will I be informed or notified when my eW-2 is available?

- A. When enrolling in Kelly eW-2, you will be asked to provide a current e-mail address and/or phone number for text messaging notifications and indicate your preferred means of communication. You will then be notified of your eW-2 availability via your preferred means of communication.

Q. Can I print my eW-2 from the site?

- A. Yes, the eW-2 will be in PDF format. You will need Adobe Acrobat Reader to view or print PDF documents.

Q. How long will my eW-2 be available online?

- A. The most recent five years of eW-2s will be available, as long as you are enrolled in the eW-2 online program.

Q. What is a 3rd Party W-2, and does it apply to me?

- A. Some Kelly employees received earnings that generated a W-2 earnings statement from an outside party. If you are one of those employees, you will be able to view and download the 3rd Party W-2 statement. If not, no statements will be listed in this category.

Making Changes

Q. What if I change my mind after enrollment in Kelly eW-2?

A. If you choose to decline from the program, call our help desk toll-free at 1-800-733-7842. Agents are available to assist you 24 hours a day, seven days a week.

Q. If I decline from the Kelly eW-2 option, how long will it take to receive my paper W-2?

A. If you choose to decline from the program, and want a paper W-2 mailed to you, contact the Kelly Employee Service Center at 1-866-KELLY-4U (1-866-535-5948) and ask them to request a copy of your W-2 to be mailed to you. W-2 print requests are processed and mailed weekly. Once you unenroll from eW-2, a paper W-2 will continue to be provided until you manually enroll again.

Q. What happens if I worked for Kelly as a temporary employee and was later hired as a full-time employee?

A. You will have two separate W-2s and will access them from two separate Web sites. Whichever site you access first will notify you of the second W-2 and direct you to the other Web site.

Q. If after reviewing my eW-2 online, I have questions, what should I do?

A. Contact the Kelly Employee Service Center at 1-866-KELLY-4U (1-866-535-5948) for assistance.

Questions/Contact

Q. Whom do I contact for questions regarding enrollment, how to log in, or how to use the Kelly Electronic Documents site?

A. Contact the help desk toll-free at 1-800-733-7842. Agents are available to assist you 24 hours a day, seven days a week.

Q. What if I have questions about the content of my eW-2?

A. Contact the Kelly Employee Service Center at 1-866-KELLY-4U (1-866-535-5948).

Q. If my contact information changes, whom should I contact to update it?

A. Contact the Kelly Employee Service Center at 1-866-KELLY-4U (1-866-535-5948).