

# First Service Corporation – Payroll Department

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## Memorandum

To: All Employees  
From: Payroll Department  
Date: November 2019  
Subject: Preparing for Year End and 2020

As the year-end draws near, it's time to make sure all the required information for your 2019 W-2 is accurate. We have composed a couple of helpful hints that will assist in making this year-end a success for you:

- Please ensure that you **check and verify your personal information** such as your home address, social security number (last 4 digits), and date of birth. Visit Sage Employee Self Service (ESS) at <https://www.royal-benefits.com/awc/> to review your personal information for accuracy. From the menu located on your left (under "Employee") click on "Personal" to verify you're Address, or "Payroll" to view pay stubs. Please be mindful that a correct address is essential, since your W-2 will be mailed to your home address. Please also note that your address must include an accurate apartment number, if applicable. All address changes should be submitted to HR no later than **December 16<sup>th</sup>, 2019** to ensure proper delivery of your W-2.
- **W-2 Forms** will be issued by a third party company called AATRIX. AATRIX will mail a paper copy of your W-2 to the address on record and will also provide online access which allows you to download a copy of your 2019 W-2 as needed.

### Online Access

- **You will receive an email from PAYROLLTAX, this is not a spam email**, providing your password when W-2's are ready for download. **Please note, the 2019 W-2 may not be available for download until January 31, 2020.** The email will be sent to the email on file in Sage Employee Self Service (ESS).
- Visit: <https://efile.aatrix.com/pages/w2online/formretrieval.aspx?v=ATX000>. (screenshot below)
- Login using your provided username and password, **Copy and paste your password to avoid typos**, and select the form you want to access.

- If you have **questions about your W-2** or did not receive an email providing username and password, you may send an email to [payroll@royalamerican.com](mailto:payroll@royalamerican.com). **Username and passwords will be issued AFTER W-2 are completed, please do not contact payroll concerning your username and password prior to January 31, 2020.**

For information regarding the 2019 W-2 forms, please log into Sage Employee Self Service (ESS) on the Internet at <https://www.royal-benefits.com/awc/>. From the menu located on your left (under

“Employee”) click on “Current Benefits”. From here you can click on “**2019 W-2 FAQ**” located on the left hand side of your screen. This will be available by January 1, 2020.

- **Need a W-2 reissue?** To receive a duplicate 2018 W-2 at no charge, you can immediately print one out with your username and password using the AATRIX forms distribution site at <https://efile.aatrix.com/pages/w2online/formretrieval.aspx?v=ATX000>. If you need a copy of a W-2 issued prior to 2019, please email the Payroll Department at [payroll@royalamerican.com](mailto:payroll@royalamerican.com) to request a Duplicate W-2 Request Form. There is a \$25.00 fee for this request. If you are an active employee the fee will be deducted via payroll deduction. If you are an in-active employee, payroll will reissue the W-2 upon receipt of payment.
- If you are claiming **exempt on your W-4**, HR will need a new W-4 form by February 1, 2020. The 2019 form will expire on February 15, 2020. Please provide all new forms to the HR Department. If we do not receive a new form by the due date, your federal tax will be withheld as single, with zero (0) allowances until we receive the new W-4.
- Go to [www.irs.gov/individuals](http://www.irs.gov/individuals) and click on the **Withholding Calculator** button. This easy-to-use calculator can help you figure your Federal income tax withholding so we can withhold the correct amount from your pay. This is particularly helpful if you’ve had too much or too little withheld in the past, your situation has changed, or you are starting a new job.