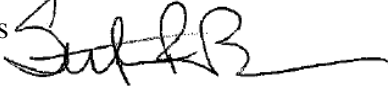


**TO:** All Human Resource Directors for  
Agencies Serviced by the  
Bureau of Commonwealth Payroll Operations (BCPO)

**FROM:** Stephen R. Burns   
Director  
Bureau of Commonwealth Payroll Operations

**DATE:** January 27, 2016

**RE:** BCPO Payroll Memo #16-02, Damaged W-2s

The 2015 IRS Form W-2, Wage and Tax Statements, were mailed to employees as scheduled on January 14. Beginning last week, BCPO began receiving a number of W-2s returned damaged from the U.S. Post Office. Specifically, these documents were torn in half at the perforation line. Employees have also been contacting their Human Resource Offices and the Service Center reporting that they had received only half of their W-2.

Upon becoming aware of this issue, BCPO and the Department of General Services (DGS) Bureau of Publications have been working together to research the problem and gather the list of affected employees so replacement W-2s can be issued. We believe that the damage occurred during the automated high-speed sorting and mailing process used by the U.S. Post Office.

As of Friday, January 22, 171 employees were identified to be impacted. DGS had reprinted their W-2s, stuffed them in an envelope for added security, and sent them via priority mail that evening.

More damaged forms have been returned to BCPO and we do believe more have yet to be returned. We will continue reprinting until all impacted employees have received replacements. As stated in BCPO Payroll Memo 16-01, the Human Resource Service Center is available at 866.377.2672 for reporting these issues or agencies can email the BCPO resource account at [ra-bcpoduplicateW2@pa.gov](mailto:ra-bcpoduplicateW2@pa.gov).

cc: Anna Maria Kiehl, Chief Accounting Officer, Office of the Budget  
James Honchar, Deputy Secretary, Human Resources & Management  
Jeff Snyder, Manager, IES Payroll, Office of Administration  
Bureau Directors (5)