

Union Family,

I have been asked a few questions in regards to those who have retired, are owed an incentive payments, and need a copy of a W-2, on how to update their addresses or request a new W-2. This especially applies to retirees who had wages and were paid an incentive in 2025. Those who retired under the incentive MOU will also receive an incentive payment in 2026 and be owed a W-2 for tax year 2026. That will be sent out in January of 2027. The Postal Service provided me the following response:

**To update an address with USPS**

*The employee can contact HRSSC at 877-477-3272, to update their mailing address. If he/she can answer the security validation questions correctly, they will be able to update their mailing address with the phone agent. If he/she is unable to answer the security questions, they will need to mail a completed PS Form 1216 (can be googled) or a written letter providing the new address, EIN or SSN, emergency contact information, phone number, signature and date to:*

*Fax: 202-268-0357  
USPS HRSSC  
COA PROCESSING  
PO BOX 970400  
GREENSBORO NC 27497-0400*

**To Request a W2 reprint from HRSSC:**

*The individual can contact HRSSC at 877-477-3272. He/she will first need to follow the previous instructions for updating their mailing address, and once complete, they can request a w2 reprint be mailed to them. However, if he/she was unable to answer the security questions, a written request can be submitted with the following information:*

- o The tax years being requested*
- o Former employee's name*
- o Last four of the Social Security Number/EIN*
- o Name and location of employing Federal agency*
- o Copy of their Driver's License or a valid State issued ID*
- o New Mailing Address including ZIP+4*
- o Phone Number*
- o Signature*

**Submit the written request to:**

*Fax: 651-994-3543  
USPS HRSSC  
Attn: W-2  
PO Box 970400  
Greensboro NC 27497-0400*

*Note: Mailing is the HRSSC preferred method for receiving W2 requests because faxes tend to be received as a lower quality copy than the original. Documents that are illegible will cause the request to be returned unprocessed.*

*The W-2 Reprint(s) will be processed within 5-10 business days. The employee should allow 7-10 business days for mailing to receive the W-2. All requests will be returned by mail.*

**Special note:** *If the individual was on Leave Without Pay (OWCP, Military, Union, or Regular LWOP) for all 26 pay periods of the year and received no salary from the USPS, a W-2 will not be generated by the USPS. The employee will need to contact the appropriate agency (Military, Union, or Department of Labor) to request a W-2 or other documentation, if any, required to file their taxes.*

Thank-you,