



January 11, 2012

Dear Arcadia Associate:

As in previous years we will be using ADP on line services for our associates to gain access to their 2011 W-2's.

There are three ways to access your W-2 forms:

1. ADP will be mailing your W-2 to the address we have on file
2. Using ADP on line at <https://w2.adp.com>
 - (Available beginning January 30, 2012)
3. Utilizing the general ADP reissue hotline: 1-800-422-9410
 - (Available beginning February 1, 2012)

If you registered on line in previous years you do not need to re-register. However, if you have forgotten the information used, you will need to access the website at <https://w2.adp.com>. Click on "forgotten password" or "forgotten user ID" and the rest are security questions that you must answer in order to request a "reset" of these items. The reset is quick and handled by the ADP technical team.

If this is your first time using the on line access, please use the following steps to complete your registration:

How to Access your W2 statement on line:

1. Go to <https://w2.adp.com>.
2. Click "Register Now".
3. Enter the **Registration Pass Code** which is: **KAD-W2**
4. Enter your Name, Full Social Security Number, and Birth Date.
5. Select **W-2 Services** as the Service.
6. The following information is required:
 - Employee ID # : **Your Date of Birth (i.e. DDMMYYYY, 22121972)**
(Please note DAY of your birthday is FIRST!)
 - Company Code: **VKF**
 - Employee Zip Code
 - Tax Year

You will be prompted to complete a registration process during which you will select a unique password. Your password must contain between 8 to 20 characters and at least one alpha and one numeric character. Additionally, you will be assigned a system generated User ID.

Once you have completed the registration process, you should “Bookmark” or “Add to your Favorites” the new URL, <https://w2.adp.com>.

How to utilize the Reissue Call Center Services

1. Call the toll-free telephone number: **1-800-422-9410**
2. Caller is asked for social security number
3. The following options will be heard order W2, change of address, etc...

The hours to reach an ADP Customer Service Representative are as follows:

9am – 7pm Eastern Standard Time / 7am – 5pm Mountain Time Monday - Friday

The Reissue call Center will begin accepting 2011 reprint requests on February 1, 2012.

1. **For the protection of our associates, the Reissue Call Center will not: fax W-2s or verbally give W-2 information to callers.**
2. **Orders will be mailed by the following business day at no charge to the associate. Associates should allow up to 10 days for their order to process through the U.S. mail.**
 - **Expedited request using a courier service is available at the cost of \$25.**

If you believe there is an error in your W-2 please call the W-2 hotline at Arcadia at 1-800-733-8427. (**Ext. 710** for administrative associates or **Ext. 700** for field associates.)

As always your input is appreciated.

Sincerely yours,

Dawn McDonald

Human Resources Department