**Q: Do I have to use the Greenshades print & mail services?**

A: No, using the Greenshades print & mail services is optional. This service is available to Avionté clients using Greenshades as an integrated partner in the back office. Please note that there is an additional cost for this service, which will be invoiced separately from your standard monthly invoice.

**Q: We normally don't print and mail W-2s. Is it an option to have W-2s only available online?**

A: Yes, you can choose to have W-2s available only online if your talent signs an Adobe Electronic W-2 consent form, agreeing to accept electronic delivery of their W-2s. If the talent does not sign the consent form, your company is obligated to provide a printed W-2. Once the W-2s are complete, they can be posted to the Talent or Employee portal for review, printing, downloading, or saving.

**Q: Can you explain the $1.25 upload fee that is part of the print & mail service?**

A: The $1.25 upload fee per form covers the following services:

* **Data Integration**: Importing W-2 data from your payroll systems, ERP platforms, or Excel spreadsheets into the Greenshades platform.
* **Form Generation**: Creating the digital W-2 forms that are accessible through the Greenshades web portal.
* **Review Tools**: Providing tools to edit, validate, and verify Social Security Numbers (SSNs) for accuracy.
* **Distribution Options**: Supporting both electronic delivery through the employee self-service portal and print & mail services.

**Q: Is there a way to create the year-end process early to get started on year-end forms?**

A: Yes, you can generate the feed and XML file at any time in the back office, but please note that you cannot file year-end tax forms until after January 1st. Running the feed and generating the XML will create the totals for your returns, which you can review before submitting them. This also gives your company the opportunity to identify and resolve any errors that may have occurred when generating the feed. For a head start on preparing for year-end, we recommend using the US Year-end Checklist, which can be found here: [Year-End Payroll Checklist - US](https://support.avionte.com/hc/en-us/articles/9786054694291-Year-End-Payroll-Checklist-US).

**Q: How do I update the users who have "administrative" access to update or submit forms?**

A: To update users with "administrative" access, you will need to submit a ticket to the support center. In the ticket, specify which users need to be removed or added to your company's access list. Be sure to include the name, email address, and title of the person whose access needs to be updated. Avionte will then communicate directly with Greenshades to get the user list updated.

**Q: If I locked myself out of the Greenshades online portal, how do I reset my password?**

A: If you get locked out of the Greenshades online portal, you can reset your password by clicking the "reset password" link on the login page. This will guide you through the process of resetting your password.

**Q: Do you have to use the Greenshades Employee portal for talent to view W-2s via Greenshades, or do they use the Avionte Talent portal to view them?**

A: If you are using Greenshades for the Print & Mail service, the talent will have access to view their W-2s through the Greenshades Employee portal. However, if you are using the Avionte portals, you can provide access to W-2s through the Avionte Talent portal instead.

**Q: Can I print the W-2s from the Avionte back office?**

A: Yes, you can print the W-2s directly from the Avionte back office by using the **W2 Report 4Up Blank**. You can find more details and instructions here: [W2 Report 4Up Blank](https://avionteclassicsupport.zendesk.com/hc/en-us/articles/360045858993-Standard-Report-W2-Report-4Up-Blank).

**Q: Where do we find the W-2 Electronic Consent form in BOLD to send to talent?**

A: You can find the W-2 Electronic Consent form in BOLD, which can be sent to talent, through this link: [Electronic W-2 Consent (Adobe Sign)](https://avionteboldsupport.zendesk.com/hc/en-us/articles/20491020254867-Electronic-W-2-Consent-Adobe-Sign).