

View/Change Mailing Address

Introduction This guide provides the procedures for a Retiree, Annuitant, or Former Spouse to update their mailing address in Direct Access (DA).

Information There are a couple of things to keep in mind when updating your mailing address:

- The changing of your mailing address only affects the mailing of paper pay slips, 1099Rs, paper checks, and the Retiree Newsletter. If you need to change your state of legal residence or state tax withholding, you will need to contact PPC Customer Care.
- You will have to contact PPC Customer Care at 1-866-772-8724 or 785-339-2200 for any address changes which involve a foreign address.

Additional Information Log into DA Self Service at [Direct Access Self Service](#).

Procedures See below.

Step	Action														
1	<p>Select View/Change Mailing Address.</p> <p>Note: Some Retirees may have more than one user access; in which case, you will need to select the Self Service tab to view the Self Service menu.</p>  <p>The screenshot shows the 'Direct Access II Self Service' interface. At the top, there are tabs for 'My Page', 'Self Service' (highlighted with a red box), and 'Requests'. Below the tabs, there is a welcome message and a list of services. A grid of service links is displayed, with the 'View/Change Mailing Address' link highlighted with a red box. The grid contains the following links:</p> <table border="1"> <tr> <td>View My Payslip This link will take you to a list of all available payslips to view and/or download.</td> <td>View/Print My Year End Forms Affirmative consent to receive only an electronic copy of Year-End Tax Forms.</td> </tr> <tr> <td>View My 1099R This link will take you to a list of all available 1099R tax documents to view and/or download.</td> <td>View/Change Mailing Address View and make changes to your mailing address. PPC uses the mailing address to send communications, payroll, and tax documents to you.</td> </tr> <tr> <td>View/Change My Phone Numbers Self-service users will use this link to view, add, or update their phone numbers.</td> <td>Change My EFT/Direct Deposit This link will take you to view and/or change your EFT/Direct Deposit.</td> </tr> <tr> <td>Change My Delivery Options This link will allow you to change delivery options for communications.</td> <td>Change My Voluntary Deductions This link will take you to view, add, change, or stop your voluntary deductions.</td> </tr> <tr> <td>View/Change My Email Address This link will take you to view and/or change your email addresses stored in the Retired Payroll system.</td> <td>Change My Password This link will allow you to change your password and set your Forgot Password security question/answer.</td> </tr> <tr> <td>View My Final Pay Beneficiary Self-service users will use this link to view their Final Pay Beneficiaries</td> <td>Change My Federal & State Tax Review or change your W-4 information.</td> </tr> <tr> <td>View/Print ACA Forms View/Print ACA Forms</td> <td></td> </tr> </table>	View My Payslip This link will take you to a list of all available payslips to view and/or download.	View/Print My Year End Forms Affirmative consent to receive only an electronic copy of Year-End Tax Forms.	View My 1099R This link will take you to a list of all available 1099R tax documents to view and/or download.	View/Change Mailing Address View and make changes to your mailing address. PPC uses the mailing address to send communications, payroll, and tax documents to you.	View/Change My Phone Numbers Self-service users will use this link to view, add, or update their phone numbers.	Change My EFT/Direct Deposit This link will take you to view and/or change your EFT/Direct Deposit.	Change My Delivery Options This link will allow you to change delivery options for communications.	Change My Voluntary Deductions This link will take you to view, add, change, or stop your voluntary deductions.	View/Change My Email Address This link will take you to view and/or change your email addresses stored in the Retired Payroll system.	Change My Password This link will allow you to change your password and set your Forgot Password security question/answer.	View My Final Pay Beneficiary Self-service users will use this link to view their Final Pay Beneficiaries	Change My Federal & State Tax Review or change your W-4 information.	View/Print ACA Forms View/Print ACA Forms	
View My Payslip This link will take you to a list of all available payslips to view and/or download.	View/Print My Year End Forms Affirmative consent to receive only an electronic copy of Year-End Tax Forms.														
View My 1099R This link will take you to a list of all available 1099R tax documents to view and/or download.	View/Change Mailing Address View and make changes to your mailing address. PPC uses the mailing address to send communications, payroll, and tax documents to you.														
View/Change My Phone Numbers Self-service users will use this link to view, add, or update their phone numbers.	Change My EFT/Direct Deposit This link will take you to view and/or change your EFT/Direct Deposit.														
Change My Delivery Options This link will allow you to change delivery options for communications.	Change My Voluntary Deductions This link will take you to view, add, change, or stop your voluntary deductions.														
View/Change My Email Address This link will take you to view and/or change your email addresses stored in the Retired Payroll system.	Change My Password This link will allow you to change your password and set your Forgot Password security question/answer.														
View My Final Pay Beneficiary Self-service users will use this link to view their Final Pay Beneficiaries	Change My Federal & State Tax Review or change your W-4 information.														
View/Print ACA Forms View/Print ACA Forms															

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View/Change Mailing Address, Continued


Procedures,
continued

Step	Action															
2	<p>The Mailing Address page will display. To update the mailing address, click Edit to make changes.</p> <p>Note: If the mailing address is correct, simply click the House icon in the upper right corner of Direct Access to return to the Self Service menu (Step 6).</p> <div data-bbox="328 613 1385 1234" style="border: 1px solid blue; padding: 10px;"> <p>Mailing Address</p> <p>Clark Kent</p> <table border="1" data-bbox="344 734 1369 869"> <thead> <tr> <th colspan="5" style="background-color: #e0e0e0;">Addresses</th> </tr> <tr> <th>Address Type</th> <th>Status</th> <th>Country</th> <th>Address</th> <th>Edit</th> </tr> </thead> <tbody> <tr> <td>Mailing</td> <td>Current</td> <td>USA</td> <td>1830 Farm Road Smallville KS 66555</td> <td style="border: 2px solid red;">Edit</td> </tr> </tbody> </table> <p>* Changes to mailing address will NOT change your state of legal residence for state tax reporting purposes. If you want to change your state of legal residence for tax purposes, after updating your mailing address, click the Change My Federal & State Tax link, then the State Tax Information link, and record your new state of legal residence in the State of Residence field.</p> <p>* For changes from a U.S. address to a foreign address, please contact a PPC (RAS) technician for assistance.</p> <p>Phone: 1-800-772-8724</p> </div>	Addresses					Address Type	Status	Country	Address	Edit	Mailing	Current	USA	1830 Farm Road Smallville KS 66555	Edit
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3	<p>Overtype the current information with the new mailing address.</p> <div data-bbox="328 1308 1385 1704" style="border: 1px solid blue; padding: 10px;"> <p>Edit Mailing Address</p> <p>Country: United States</p> <p>Address 1: 1234 Skyline Drive</p> <p>Address 2: </p> <p>City: Metropolis State New York Postal: 13131</p> <p><input type="button" value="Save"/> <input type="button" value="Cancel"/></p> <p>* Once saved, your mailing address change will be effective for payment you receive on May 31, 2019. Pay slips or pay checks sent for this payment date will be delivered to the address you specify and save. This address change will also be effective for the delivery of your 2019 1099-R year-end tax forms.</p> </div>															

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View/Change Mailing Address, Continued

Procedures,
continued

Step	Action															
4	<p>Once all the information has been entered, click Save.</p> <p>Note: Changes will generally take effect the 1st day of the following month.</p> <div data-bbox="331 555 1385 958" style="border: 1px solid blue; padding: 5px;"> <p>Edit Mailing Address</p> <p>Country: United States</p> <p>Address 1: <input type="text" value="1234 Skyline Drive"/></p> <p>Address 2: <input type="text"/></p> <p>City: <input type="text" value="Metropolis"/> State: <input type="text" value="New York"/> Postal: <input type="text" value="13131"/></p> <p><input type="button" value="Save"/> <input type="button" value="Cancel"/></p> <p><small>* Once saved, your mailing address change will be effective for payment you receive on May 31, 2019. Pay slips or pay checks sent for this payment date will be delivered to the address you specify and save. This address change will also be effective for the delivery of your 2019 1099-R year-end tax forms.</small></p> </div>															
5	<p>The Mailing Address page will be re-displayed with the updated mailing address.</p> <div data-bbox="331 1025 1385 1653" style="border: 1px solid blue; padding: 5px;"> <p>Mailing Address</p> <p>Clark Kent</p> <table border="1" data-bbox="347 1149 1369 1283"> <thead> <tr> <th colspan="5">Addresses</th> </tr> <tr> <th>Address Type</th> <th>Status</th> <th>Country</th> <th>Address</th> <th>Edit</th> </tr> </thead> <tbody> <tr> <td>Mailing</td> <td>Current</td> <td>USA</td> <td>1234 Skyline Drive Metropolis NY 13131</td> <td><input type="button" value="Edit"/></td> </tr> </tbody> </table> <p><small>* Changes to mailing address will NOT change your state of legal residence for state tax reporting purposes. If you want to change your state of legal residence for tax purposes, after updating your mailing address, click the Change My Federal & State Tax link, then the State Tax Information link, and record your new state of legal residence in the State of Residence field.</small></p> <p><small>* For changes from a U.S. address to a foreign address, please contact a PPC (RAS) technician for assistance.</small></p> <p>Phone: 1-800-772-8724</p> </div>	Addresses					Address Type	Status	Country	Address	Edit	Mailing	Current	USA	1234 Skyline Drive Metropolis NY 13131	<input type="button" value="Edit"/>
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6	<p>To return to the Self Service Menu, click the House icon in the upper right corner of Direct Access.</p> <div data-bbox="331 1765 1385 1832" style="border: 1px solid blue; padding: 5px;">  </div>															