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**STATE OF HAWAII**  
**DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES**


P.O. BOX 119, HONOLULU, HAWAII 96810-0119

August 5, 2019

**COMPTROLLER'S MEMORANDUM NO. 2019-16**

TO: Heads of Departments and Agencies

ATTN: Human Resource Offices  
Fiscal and Payroll Offices

FROM: Curt T. Otaguro, Comptroller   
Department of Accounting and General Services

SUBJECT: Employee's Submission of W-4 and HW-4 Withholding Allowance

Upon hire, state employees should complete an IRS Form W-4 and Hawaii Department of Taxation Form HW-4 to have the Department of Accounting and General Services withhold the correct federal and state tax withholding from their pay. Per IRS instructions, if an employee does not submit a tax withholding allowance form, their marital tax status shall be "Single" with zero (0) withholding allowances.

Effective August 7, 2019, employees can now submit their tax withholding allowances on-line in the Hawaii Information Portal (HIP) using a computer connected to the State's network. All newly-hired employees as well as current employees who need to make changes to their tax withholdings must be directed to log into HIP to update their tax withholding information. When the employee makes their change in HIP, the change is effective on the next payroll processed in HIP.

Should an employee be unable to complete their tax withholding information in HIP, a reasonable accommodation may be made to allow the employee to complete hardcopy W-4 and HW-4 forms, and their department shall input the data into HIP on the employee's behalf. Forms may be turned in to a department's Human Resources Office or Fiscal Office, as a department's business processes dictate. A department's payroll office has authorized access in HIP to make updates on an employee's behalf.

Employees with a Lock-In letter from the IRS or State Tax Commission will not be able to decrease their tax withholding amounts until it is lifted, therefore updates should be updated in HIP by each department.

HIP will prevent departments that provide tax withholding information through an interface file from overriding what an employee has designated in HIP for a period of sixty (60) days from the date of the change. This is to allow these departments time to update their system with the employee's new designation or to no longer provide this value in their interface file. A report titled "ESS Changes Report" is available for department payroll authorized users to view changes employees have made to their tax withholding information in HIP. Instructions to generate the report are available in the HIP Service Portal Knowledge Library.

If you have any questions, please contact Lenora D. Fisher, Accounting System Administrator, Accounting Division, at 586-0600 or [lenora.d.fisher@hawaii.gov](mailto:lenora.d.fisher@hawaii.gov).

c: Lenora Fisher, Accounting System Administrator, Accounting Division