

## 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 at 1-866-772-8724 or 785-339-2200.
  - If changing your address to a foreign mailing address, you will have to contact PPC Customer Care at the numbers above.
- 

**Changes to Direct Access Homepage**

You will notice a change in how Direct Access displays upon login. There is a new “hover” feature that shows what is covered under a particular tile as your mouse moves over the tile as shown below.

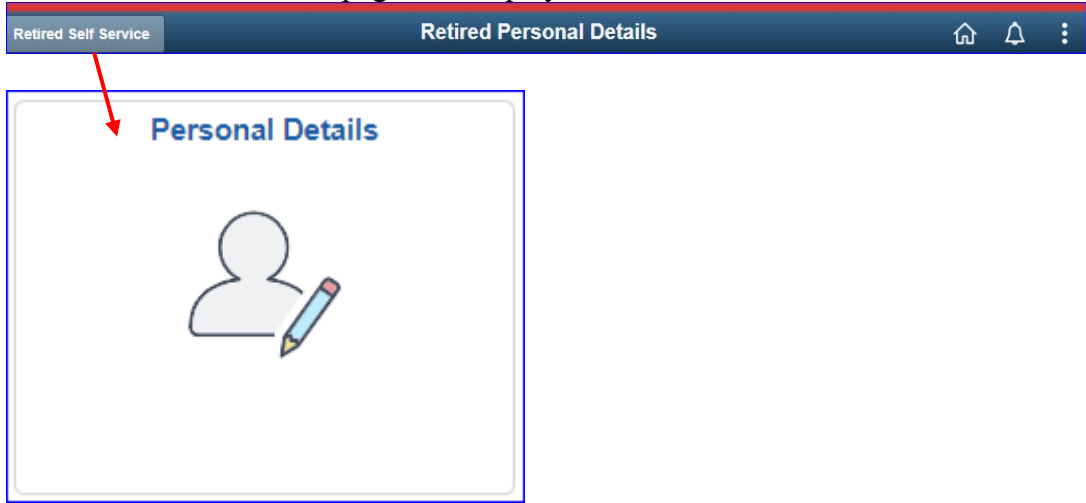
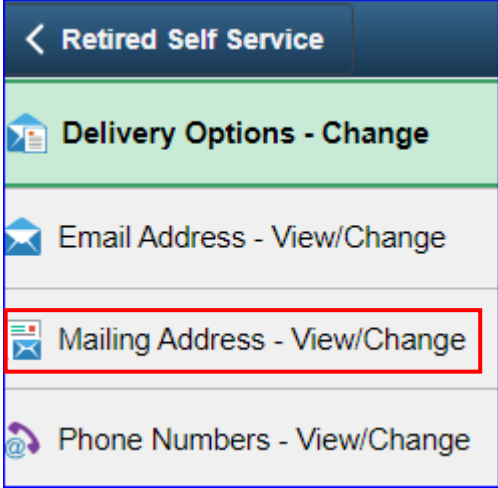


---

*Continued on next page*

## Mailing Address, Continued

Procedures See below.

Step	Action
1	<p>Log into DA Self Service at <a href="#">Direct Access Self Service</a>. The <b>Retired Self Service</b> page will display. Click on the <b>Personal Details</b> tile.</p>  <p>The screenshot shows the 'Retired Self Service' header with a 'Retired Personal Details' sub-header. Below this is a large white tile with the text 'Personal Details' in blue and a grey icon of a person with a pencil. A red arrow points from the top-left corner of the tile to the text 'Personal Details'.</p>
2	<p>Select the <b>Mailing Address – View/Change</b> option.</p>  <p>The screenshot shows a mobile-style menu with a dark blue header containing a back arrow and the text 'Retired Self Service'. Below the header are four menu items: 'Delivery Options - Change' (green background), 'Email Address - View/Change' (grey background), 'Mailing Address - View/Change' (grey background, highlighted with a red border), and 'Phone Numbers - View/Change' (grey background).</p>

*Continued on next page*

## View/Change Mailing Address, Continued

Procedures,  
continued

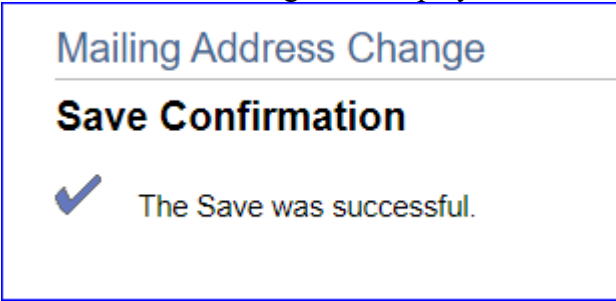

Step	Action										
<p><b>3</b></p>	<p>The Mailing Address page will display. To update the mailing address, click <b>Edit</b> to make changes.</p> <p><b>Note:</b> If the mailing address is correct, simply click the House icon in the upper right corner of Direct Access to return to the Self Service menu (Step 6).</p> <div data-bbox="329 604 1393 1073" style="border: 1px solid black; padding: 5px;"> <p><b>Mailing Address</b></p> <p>Clark Kent</p> <p><b>Addresses</b></p> <table border="1" data-bbox="342 726 1377 835"> <thead> <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 RD SMALLVILLE KS 66555</td> <td style="border: 2px solid red; text-align: center;">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 <a href="#">Change My Federal &amp; State Tax</a> link, then the <a href="#">State Tax Information</a> 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><b>Phone: 1-866-772-8724</b></p> </div>	Address Type	Status	Country	Address	Edit	Mailing	Current	USA	1830 FARM RD SMALLVILLE KS 66555	Edit
Address Type	Status	Country	Address	Edit							
Mailing	Current	USA	1830 FARM RD SMALLVILLE KS 66555	Edit							
<p><b>4</b></p>	<p><b>Overtyp</b>e the current information with the new mailing address. Enter the address using <b>ALL CAPS</b> with <b>NO</b> punctuation and <b>NO</b> special characters. It is also recommended to abbreviate wherever possible (i.e. Street = ST). Once all the information has been entered, click <b>Save</b>.</p> <p><b>Note:</b> Changes will generally take effect the 1<sup>st</sup> day of the following month.</p> <div data-bbox="329 1318 1393 1675" style="border: 1px solid black; padding: 5px;"> <p><b>Edit Mailing Address</b></p> <p>Country: United States</p> <p>Address 1: <input type="text" value="1234 SKYLINE DR"/></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 style="margin-top: 5px;"> <input style="border: 2px solid red;" 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 March 01, 2024. 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 2024 1099-R year-end tax forms.</p> </div>										

*Continued on next page*

## View/Change Mailing Address, Continued

---

Procedures,  
continued

Step	Action
5	<p>A confirmation message will display.</p> 
6	<p>To return to the Self Service Menu, click the <b>House</b> icon in the upper right corner.</p> 

---