

PAYROLL FREQUENTLY ASKED QUESTIONS FAQ'S

Q. WHERE IS THE PAYROLL OFFICE LOCATED?

A. The Payroll Office is located in the Controller's Office, second floor of Bond Hall on the Hattiesburg Campus. Enter Bond Hall from the parking garage side of the building.

Q. WHAT ARE PAYROLL'S OFFICE HOURS?

A. Office hours are 8:00 – 12:00 and 1:00 – 5:00 Monday – Friday.

Q. WHAT IS THE CONTACT INFORMATION FOR PAYROLL?

A. The telephone number for the Controller's Office is 601-266-4084 or by email to payroll@usm.edu

Q. WHEN/WHERE ARE BIWEEKLY TIME AND ATTENDANCE REPORTS (TIMESHEETS) DUE?

A. For Hattiesburg departments, biweekly payroll envelopes must be hand delivered to the University Union drop off or to the Payroll Office in Bond Hall.

For Gulf Park Campus in Long Beach, biweekly timesheets must be hand delivered to Holloway East #2.

For Gulf Coast Research Laboratory, biweekly timesheets must be hand delivered to the Payroll/Finance office in the Oceanography building.

Click here for the Payroll Schedule.

<http://www.usm.edu/controllersoffice/payschedule.html>

Q. DO I NEED TO RETURN A BIWEEKLY TIME AND ATTENDANCE REPORT (TIMESHEET) EVEN IF NO HOURS ARE BEING REPORTED?

A. Yes! Payroll accounts for all distributed timesheets. Please sign and return all blank timesheets.

Q. HOW DO I REPORT HOURS FOR SPECIAL SITUATIONS?

A. Guidelines for many situations are covered in the Employee Handbook. Click here for the Employee Handbook.

<http://www.usm.edu/sites/default/files/pdf/facultystaff-policy/employeehandbook.pdf>

Q. DO I HAVE TO REPORT TIME FOR MONTHLY PAID EMPLOYEES?

A. Monthly employees' earnings are based on a salaried amount. Any changes to that salary comes through Human Resources or Student Employment who update the monthly paid employee's master record in SOAR from paperwork submitted by the department.

Q. I AM A MONTHLY PAID EMPLOYEE. HOW DO I ENTER MY LEAVE TAKEN?

A. Click here for a tutorial on leave reporting.
<http://www.usm.edu/controllersoffice/payrolltutorial.html>

Q. WHY DO I HAVE TO DIRECT DEPOSIT MY PAY CHECK?

A. By policy, direct deposit is mandatory at USM.

Q. HOW DO I CHANGE MY DIRECT DEPOSIT INFORMATION?

A. Take a voided check by your Human Resources department location or Student Employment and request the new information be entered into SOAR. Payroll cannot change your direct deposit information in SOAR.

Q. I AM A NEW EMPLOYEE AND I RECEIVED A CHECK THE FIRST TIME I WAS PAID. WHY?

A. New direct deposit setups are prenoted, meaning verification of your bank routing number and account number is required before your direct deposit begins.

Q. HOW DO I VIEW MY PAYCHECK?

A. Click here for instructions to view your paperless paycheck.
http://www.usm.edu/controllersoffice/PR_PaperlessPay_soar90.doc

Q. WHY CAN'T I VIEW MY PAYCHECK?

A. With the upgrade to SOAR 9.0, the paychecks are now PDF files. Make sure SOAR is set as a trusted website with always allow pop-ups. From the web browser tool bar select: Tools > Pop-up Blocker > Turn Off Pop-up Blocker OR Pop-up Blocker Settings > Set soar.usm.edu as allowable site.

Q. UNDER EMPLOYER PAID BENEFITS, WHAT DOES LAMAR* (TAXABLE) MEAN ON MY PAYCHECK?

A. That portion of group term life insurance that is taxable income to you. This amount is added to your Federal, State, and Social Security taxable earnings.

Q. HOW DO I CALCULATE FRINGES FOR BENEFIT ELIGIBLE EMPLOYEES?

A. Click here for the calculators found on the Human Resources website.
<http://www.usm.edu/sites/default/files/pdf/compensation/fringeratefy11.xls>

Q. AN EMPLOYEE DID NOT GET PAID. HOW DO I REQUEST A SPECIAL CHECK?

A. Click here for specific instructions and the special check request
http://www.usm.edu/controllersoffice/payroll_special_ck_ins.doc
http://www.usm.edu/controllersoffice/payroll_special_check.doc

Q. HOW CAN I MAKE SURE EVERYONE IN MY DEPARTMENT GETS PAID?

A. Click here for instructions on how to make sure everyone in the department gets paid. http://www.usm.edu/controllersoffice/PR_howto.doc

Q. WHY IS MY GROSS COMPENSATION NOT ON MY W2?

A. Box 1 Wages, tips, other compensation is less the pre-tax deductions.
Payroll Gross
 Less before tax deductions
 Plus taxable life insurance
FICA Gross (Box 3 and Box 5)
 Box 3 Social Security wages maximum for taxes is \$106,800 for 2011.
 Box 5 has no limit on taxable gross.
 Less retirement (PERS and ORP)
 Less tax sheltered annuities (403b and 457b)
Federal Taxable Gross (Box 1) and State Taxable Gross (Box 16)

NOTE: Click here for International Employee information.
http://www.usm.edu/controllersoffice/tax_faq.html

Q. CAN I VIEW OR RETRIEVE MY W2 ONLINE?

A. No! Not at the present time. Electronic W2s are planned for calendar year 2011 to be available January 2012.

Q. HOW DO I RUN A PAYROLL DISTRIBUTION REPORT?

A. Employees who are required by their job to have access to run the Payroll Distribution Report have to attend training. Click here for instructions and signup for the SoarFin training. Payroll Distribution Report (PDR) training is included with the Monthly Detail Report (MDR) training.

<http://www.usm.edu/controllersoffice/payrolldistrept.html>

Q. IF I AM RESPONSIBLE FOR SUBMITTING PAYROLL INFORMATION, HOW DO I MAKE SURE I STAY INFORMED?

- A. The Payroll Manager sends out “Did You Know” emails periodically. If you are not receiving this correspondence, email payroll@usm.edu with a request to be added to the list.

Q. HOW DO I CHANGE MY ADDRESS?

- A. Employees hired through Human Resources should go to their HR location and complete the change of address form. HR will then enter the new information into SOAR. Students log into SOAR and update the mailing address from the Student Center. International students need to contact the International Student and Scholar Services office.

Q. HOW DO I UPDATE MY TAX WITHHOLDING INFORMATION?

- A. Complete the tax form and take to your Human Resources location or Student Employment. They will then enter the revised information into SOAR. Click here for Federal and State Tax Withholding Forms.

<http://www.irs.gov/pub/irs-pdf/fw4.pdf>

<http://www.usm.edu/sites/default/files/pdf/forms/mstax.pdf>

Q. WHERE IS THE HUMAN RESOURCES OFFICE?

- A. For the Hattiesburg Campus, Human Resources and Student Employment are located in McLemore Hall.

For Gulf Park Campus, Holloway East #2

For Gulf Coast Research Laboratory, Oceanography Building

Q. CAN I REPORT TERMINATIONS THROUGH PAYROLL?

- A. No! Messages written on Time and Attendance Reports stating that an employee is terminated will not remove that employee from the timesheet. Appropriate paperwork should be submitted to Human Resources or Student Employment to terminate an employee. Graduate Assistant terminations must be routed through the Graduate School first.

Q. HOW DO I MAKE AN ADJUSTMENT ON A TIME AND ATTENDANCE REPORT PREVIOUSLY SUBMITTED?

- A. Prior period adjustments are used to correct previously submitted Time and Attendance Reports. Adjustments for hours submitted incorrectly, adjustments for hours omitted for a previous pay period or adjustments for incorrect rates can be added to the next available Time and Attendance Report.

For hours previously omitted, add a line and enter the information needed including the MM/DD/YYYY in the last column indicating the pay period end for which the hours were missed.

For hours submitted incorrectly or adjustments to prior pay periods, add two lines. On the first line, enter the information exactly as it was submitted originally but in brackets. On the second line, enter the correct information. Both lines require the MM/DD/YYYY in the last column indicating the pay period end being amended.