

Frequently Asked Payroll Questions

How will I receive my payroll check? Will it be mailed, sent via direct deposit or will I need to pick it up?

Effective May 1, 2014, the District began paying employees by the direct deposit method only. During orientation you should have received a direct deposit form that should be completed. If you did not sign up for direct deposit during orientation, you may visit the Payroll Department at 160. S. Hollywood, Room 130, Building Coe, to complete a direct deposit form.

How do I access the employee portal?

The District's Information Technology Department is responsible for granting an employee security access (rights) to the employee portal. You can access the employee portal via the SCS website at www.scsk12.org. Click the Employee Hub tab, then click Employee portal. You can login using your active directory information i.e. (login information) and the password you created to access the employee portal. You cannot change your direct deposit information via the employee portal. However you can view the information that is on file for your direct deposit and you can change your withholding W4 information via the employee portal.

If there is a supplement on my paystub, how can I determine what it is?

The supplement description should be listed as a separate line on your check stub. The payment information section will show the source of pay and amount. However, if you are still unclear about the information on your check stub, please ask your Payroll Preparer (Financial Secretary) to contact the Payroll Associate assigned to your location.

What are the pay periods for certificated and classified staff?

Pay Schedules are available through your Payroll Preparer (Financial Secretary) as well as accessible via the SCS website at www.scsk12.org. Click the Employee tab, then click Employee Guide.

How is my pay calculated?

The District pays employees based on a pay calendar. Each of these calendars outlines the positions paid under that calendar and the total number of days to be paid for the specific calendar type of employee. There are three (3) ways pay is calculated as follows:

1. Unit Variable - these positions are paid bi-weekly based on the actual number of hours worked in a pay period, times the hourly rate. Time for this group is reported bi-weekly from Thursday to Wednesday.
2. 12 month calendar type positions are paid on a 'Bi-Weekly Salary Basis'. Time is reported bi-weekly Monday – Friday. Pay is calculated for this group of employees by dividing the base amount for the position by the total number of work/paid days for the position to obtain a daily rate. For example for a 12 month principal with a base amount of \$110,000, the daily rate would be \$110,000/261 (work/paid days for

12 month employees) = \$421.46. The daily rate is multiplied times the number of work/paid days (contract length) to obtain a contract amount. The contract length is calculated as the number of work/paid days between the position start date and end date. For example if an employee is a late/start employee (employment began after the effective start date for the position), the contract amount is derived by multiplying contract length (i.e. 240 days) times the daily rate, for a contract amount of \$101,150.40. The employee would receive a bi-weekly pay of \$4,214.60 calculated as \$421.46 (daily rate) times 10 days. It should be noted that if the employee begins employment during a pay cycle, they will be paid at a daily rate times the actual number of days worked during that pay period i.e. 3, 4 or 5 days.

Bi-weekly means that an employee is paid every other week for 10 days of work. Since the yearly calendar changes from year to year AND the District operates on a Fiscal Year, there will be situations where an employee will not receive the entire pay for the Fiscal Year within that Fiscal Year. Employees in this category receive pay for 260 days within the Fiscal Year; however, there are 261 days within Fiscal Year 2014-15. July 1, 2014, fell on a Tuesday. June 29th and 30th fall on Monday and Tuesday. The employee will be paid for these two days on the first pay day scheduled for Fiscal Year 2015-16.

Some employees confuse bi-weekly and semi-monthly pay. If the District paid 12 month employees on a semi-monthly basis, then the employee would receive all of their earnings within the fiscal year.

Some employees confuse the calendar year and the fiscal year. At the end of the year, your W-2 statement will include salary and wages earned (in this example) from January 2014 – December 2014 which contains two Fiscal Years 2013-14 (January 1 – June 30) and 2014-15 (July 1, 2014 – December 31, 2014).

3. 11, 10.5 and 10 month positions are paid on an “Even-Salary Payment Basis”. The base rate is spread over 26 pay periods. For example a teacher whose base rate is \$65,000 would receive 26 equal pays of \$2,500, provided the employee begins employment on the first duty day for the position and is not considered a late start.
4. For late start employees (employees who begin their assignment after the start duty date for that pay group), pay is calculated by dividing the base amount (amount paid for the full duty year) by the full contract length to obtain a daily rate. For example for a 10 month teacher with a base amount of \$65,000 and a contract length of 200 days, the daily rate is $\$65,000/200 = \325.00 . This daily rate is multiplied times the number of duty days the employee will work (their contract start and end dates). For example an employee on a 200 day should have a contract begin date of 7/28/2015. If the employee begins their assignment on 8/28/2014 and ends on 5/22/2015, their contract length will be 177 days and their contract amount would be \$57,525.00. This amount would be spread over the remaining pay period, which in this example is 24 and would receive a bi-weekly payment of \$2,396.88. . Time for these groups is reported bi-weekly from Thursday to Wednesday.

I am an office secretary; will I get paid for holidays?

Yes. All salaried employees and hourly employees that work 6 or more hours are paid for holidays. However you must be in a paid status, the day preceding and following a holiday. For example, if you are absent from work either the day before or after a holiday, you must have sufficient leave time to cover your absence.

We do not have a Financial Secretary, who do I contact about my paycheck?

At all schools and departments there is a Payroll Contact. If you work in a school, it will usually be the financial/school secretary. If you work in a department, it will usually be the department secretary. You should bring any concerns you encounter regarding your pay or general questions you may have about payroll to your Payroll Contact. Your Payroll Contact is knowledgeable in most payroll matters and is readily accessible to you. The Payroll Department on the other hand is a centralized office dedicated to processing the payroll of over 18,000 regular and temporary employees. Your Payroll Contact should be able to answer most questions you have regarding your pay or will directly contact Payroll for answers. Attempts to contact Payroll directly will result in employees being referred back to the Payroll Contact at their location.

If my check is not correct on payday, when is the earliest I can expect to receive a correction?

If you did not receive a paycheck or if you feel your paycheck is incorrect, your first step is to contact your Financial Secretary to see if a timesheet was completed and submitted for you. Your Financial Secretary should contact the Payroll Associate assigned to your cost center/school to resolve the issue. Payroll correction pay is processed beginning the Friday of payday through Wednesday of the following week. Your pay will be processed upon notification from your Financial Secretary and funds will be direct deposited in your bank account.

My pay did not include my stipend, who should I contact?

All information for payment of stipends is sent to the Payroll Department from various sources. There are two reasons why an employee's pay would not include a stipend:

- a. The employee's name was not included on the stipend list to be paid.
- b. The information submitted for the employee such as the SSN or employee ID was incorrect and couldn't be processed.

If you were expecting to receive a stipend on your pay and did not receive it, you should first contact the Department responsible for submitting the information to Payroll. You should verify that your name was submitted for payment and the information submitted for you such as your SSN or employee ID# is correct. Please ask that Department to contact Erica Jones to determine

why the stipend was not paid. Once Payroll receives the correct information, a payment will be processed and sent via direct deposit to the employee's bank.

Below are contacts for the various stipends:

Learning Coach Stipends and/or Master Teacher Stipends Lisa Walker Email: walker11@scsk12.org

How do I change my direct deposit information?

You can change your direct deposit information by going to the Payroll Department located at 160 S. Hollywood, Room 130, Building COE. Be mindful that you can direct deposit your pay to any checking or savings account with a financial institution that's part of the Federal Reserve System. With direct deposit, your net pay will be placed in your account on payday. You can only have your pay direct deposited into one bank account. You will be able to view/print your pay stub on-line using Employee Portal. If a delay in enrollment occurs you will receive your pay through an alternate means.

How do I change my withholdings (W4)?

You can change your withholding W4 information using the employee portal or by going to the Payroll Department located at 160 S. Hollywood, Room 130, Building COE or using the employee portal. The change will be effective on your next pay if processed by Monday of the week of payday.

I received a pay in error, how do I return the funds?

If you received a payment in error, please contact the Payroll Department at 416-5402 or PayrollQuestions.org. The funds can be reversed from your bank account through an ACH reversal. If the overpayment includes part of your regular pay, Payroll can withhold the overpayment from your next pay using a salary adjustment.

What are the payroll department hours of operation?

Monday – Friday

8:00 a.m. – 4:30 p.m.

How do I get a copy of my paycheck stub?

You may obtain a copy of your check stub by accessing the SCS Employee Portal.

www.scsk12.org

Click "Employee" tab

Click “Employee Portal”

Employees with SCS email

Username: Enter your SCS computer login username and password.

Once you are in the portal:

Click “Payroll”

Click “Pay Check History”

Click the “Doc No Rep Of” that represents the check that you would like to print

Scroll to the bottom of the page

Click Print Check Image

How do I get a copy of my past W2 forms?

MCS Legacy W2 forms – Send a signed written request to the Payroll office via mail or via fax at 416-5766. Please be advised that it takes up to 48 hours for the request to be processed.

SCS Legacy W2 forms – Are accessible through the SCS Employee Portal

To whom do I send garnishment paperwork regarding an employee?

Garnishment paperwork should be sent to **Cheryl Delotta**

Shelby County Schools
160 S. Hollywood Street
Payroll Department, Room 130
Memphis, TN 38112