

OFFICE OF THE CONTROLLER

Payroll Top 10 Q and A

February 2026



UNIVERSITY OF
South Carolina



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Top 10 Payroll Q and A



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#1 Payroll Q and A

What is the difference between pay dates and pay schedules?

- ✓ **Pay dates** are the specific calendar days on which employees receive their pay.
 - **USC pay dates:** 15th and last day of the month
 - If a pay date falls on a weekend or holiday, payment is issued on the preceding business day

- ✓ **Pay schedules** explain which work period is included in each paycheck.
 - USC uses a lag pay schedule
 - Employees are paid for work completed during a prior semi-monthly period



#2 Payroll Q and A

How do student employees update their information?

- ✓ Student employees must update their address in **Banner**.
- ✓ Banner is the official system of record for students.
- ✓ Address updates transfer from **Banner to HCM** via nightly interface.
- ✓ Changes are reflected the following business day.



#3 Payroll Q and A

What is the Lag Policy?

- ✓ USC pays employees on a lag schedule.
- ✓ A lag schedule means pay is issued for work performed during a prior pay period, not the current one.
 - Work from the **1st–15th** is paid on the **last day of the month**.
 - Work from the **16th–end** of month is paid on the **15th of the following month**.
- ✓ Hourly employees follow the same schedule. Hours must be submitted and approved on time.



#4 Payroll Q and A

How can I obtain employment and/or income verification?

Tip: Check your hire date first to know the correct verification contact.

- ✓ USC uses Experian Verify, an automated service for employment and income verification.
- ✓ Verifiers (e.g., lenders, employers) can request verification online at www.experianverify.com.
- ✓ If you were employed **before January 1, 2020**, Experian may not have records. The verifier or former employee should contact the Payroll Office directly (payroll@mailbox.sc.edu).



#5 Payroll Q and A

How and when does PEBA receive notification of my retirement date (certification of last day worked)?

- ✓ The Payroll Department is responsible for notifying PEBA of an employee's retirement date.
- ✓ Payroll certifies and submits the retirement date to PEBA.
- ✓ Submission occurs several days after the employee's final day worked.
- ✓ PEBA uses the certified retirement date to:
 - Determine retirement eligibility
 - Begin benefit processing
 - Coordinate insurance and retirement payments



#6 Payroll Q and A

Can Payroll provide tax advice?

NO!

X Payroll cannot provide guidance on:

- W-4 elections
- Tax returns

✓ Use the **Paycheck Modeler** in Employee Self Service to estimate the impact of tax or benefit changes.

- Tax changes
- Benefit impacts on pay



#7 Payroll Q and A

How does tax withholding work?

- ✓ Federal and state withholding is based on:
 - Employee earnings
 - Information provided on Federal and SC W-4 forms
- ✓ Employees may update their W-4 forms at any time through Employee Self Service.
- ✓ Payroll withholds taxes based on the information provided by the IRS.
- ✓ Both the employee and the university contribute per federal, state, and local regulations.



#8 Payroll Q and A

How do I enroll, change, or terminate a Deferred Compensation account?

- ✓ Enrollment, changes, and terminations for deferred compensation plans are handled directly through the plan provider, not the Payroll department.
- ✓ 401(k) and 457 plans:
 - Contact **Empower**
 - Phone: 877-457-6263
- ✓ 403(b) plans:
 - Contact **TIAA**
 - Phone: 800-842-2252



#9 Payroll Q and A

What is insurance escrow?

- ✓ Insurance escrow applies to 9-month employees.
- ✓ It is an additional premium amount withheld each pay period during the academic year.
- ✓ These funds are used to pay insurance premiums during the following summer months.
- ✓ This ensures continuous insurance coverage when employees are not receiving regular pay.
- ✓ Adjustments may occur due to life events, open enrollment, PEBA rate changes, leave of absence, or other reasons.



#10 Payroll Q and A

How can I access my W-2 or paystub? How do I request a duplicate W-2?

- ✓ W-2 forms are issued **no later than January 31**.
- ✓ Active employees may choose to receive their W-2 electronically through **Employee Self Service**.
- ✓ Electronic W-2s can be accessed and downloaded once released.
- ✓ To request a duplicate W-2:
 - Email Payroll@mailbox.sc.edu
 - Include employee ID or **last four digits of SSN**



Electronic W-2

Select the **Payroll** tile, then click the **W-2/W-2c Forms** tile.

This tile will provide you with PDF documents of the W-2/W-2c Forms that can be printed or downloaded for your use.

To view and download your electronic W-2/W-2c Forms, click the View Form button under the Year End Form column.

The screenshot displays a mobile application interface for the Payroll department. At the top, there is a navigation bar with a search bar labeled "Search in Menu" and several utility icons. Below the navigation bar, the main content area is titled "Payroll" and contains eight tiles arranged in a 2x4 grid:

- USC Federal, State & Local W-4**: A tile with a pie chart icon.
- Paychecks**: A tile with a green check icon and a magnifying glass. It lists: Pay Date (09/30/2025), Net Pay, Taxes, Deductions, and Total Gross.
- W-2/W-2c Consent**: A tile with a green checkmark and a W-2 form icon. It states "Form consent received".
- W-2/W-2c Forms**: A tile with a W-2 form icon. It states "2024 W-2 Form available". This tile is highlighted with a red border.
- Direct Deposit**: A tile with the number "2" and the text "Accounts". It states "Updated 03/25/2025".
- Paycheck Modeler**: A tile with an icon of a computer monitor and a green check.
- Document Upload**: A tile with an icon of a document and an upward arrow.



Questions



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Resources & Contacts



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Payroll Resources

- [Payroll Website](#)
- [Pay Dates](#)
- [Payroll Schedules](#)
- [Direct Deposit Quick Reference Guide](#)
- [Direct Deposit Job Aid](#)
- [System Set-Up Checklist](#)
- [Employee Self Service – Quick Reference](#)
- [Student Employee Self Service – Quick Reference](#)
- [Affiliate Self Service – Quick Reference](#)
- [Sample Paycheck Stub](#)
- [Payroll Uploads - Quick Reference](#)





Payroll Department



MONEY MATTERS

In cooperation with Human Resources and University departments, we fulfill the obligation of paying all University of South Carolina employees accurately and timely.

» Payroll Department

My Payroll

Pay Dates

Direct Deposit

International Payroll

Payroll Toolbox

Office Contacts

We are responsible for preparing payrolls for the University of South Carolina in accordance with university policies and federal/state rules and regulations.

Payroll Department Communication Hours and Contact Information

The Payroll Team has relocated to the 6th floor of 1600 Hampton Street. In person employee appointments will remain unchanged —Wednesdays from 9 a.m. to 4 p.m. For assistance outside of those hours or to schedule an appointment, employees are

PEOPLESOFT HCM

Login to the HCM PeopleSoft System

To log in, use your Network Username and password. This requires two-factor authentication (DUO).

Where to Find the Resources

For more resources, visit our [Payroll](#) website.



Controller's Office Contact List

General Accounting (JEs, JVs, Apex, GL issues/Questions)	Email Address
General Email Address	genacctg@mailbox.sc.edu
Cash Advance Settlement	cashadvc@mailbox.sc.edu
Payroll Retro Journal Entries	retroje@mailbox.sc.edu
Chartfield Maintenance	cfmaint@mailbox.sc.edu
Moving & Relocation Mailbox	moving@mailbox.sc.edu
PeopleSoft Finance Security Requests	pssecure@mailbox.sc.edu
Accounts Payable	Email Address
General Email Address	ap@mailbox.sc.edu
AP Uploads	apupload@mailbox.sc.edu
Supplier Maintenance	apsupplr@mailbox.sc.edu
Travel Office	Email Address
General Email Address	teoffice@mailbox.sc.edu
Student/Non-employee Travel Authorizations and Travel Reimbursement Vouchers	tesubmit@mailbox.sc.edu

Controller's Office Contact List

Capital Assets	Email Address
Physical Inventory	physinv@mailbox.sc.edu
Capital Leases	lease@sc.edu
Cash Management and Treasury	Email Address
General Treasury Email Address	treasury@mailbox.sc.edu
Program Expense Card	cards@mailbox.sc.edu
Team Card	teamcard@mailbox.sc.edu
Travel Card	travelcard@sc.edu
Compliance and Tax	Email Address
General Compliance Email Address	controllercompliance@sc.edu
General Tax Email Address	tax@mailbox.sc.edu
Research/Development Sales/Use Tax Exemptions	rdequip@mailbox.sc.edu
Time and Effort Reporting	timeandeffort@sc.edu

Controller's Office Contact List

Grants and Funds Management	Email Address
Sponsored Award Specific Questions	Contact your Post Award Accountant (PAA)
Payroll	Email Address
General Email Account	payroll@mailbox.sc.edu

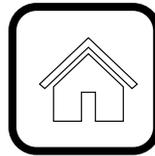


THANK YOU!

Office of the Controller



Alone, we can do so little; together,
we can do so much.



Address:

1600 Hampton Street
Columbia, SC 29208



Contact Number:

Phone: 803-777-2602
Fax: 803-777-9586



Email Address:

controller@sc.edu



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