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!

✗ 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?

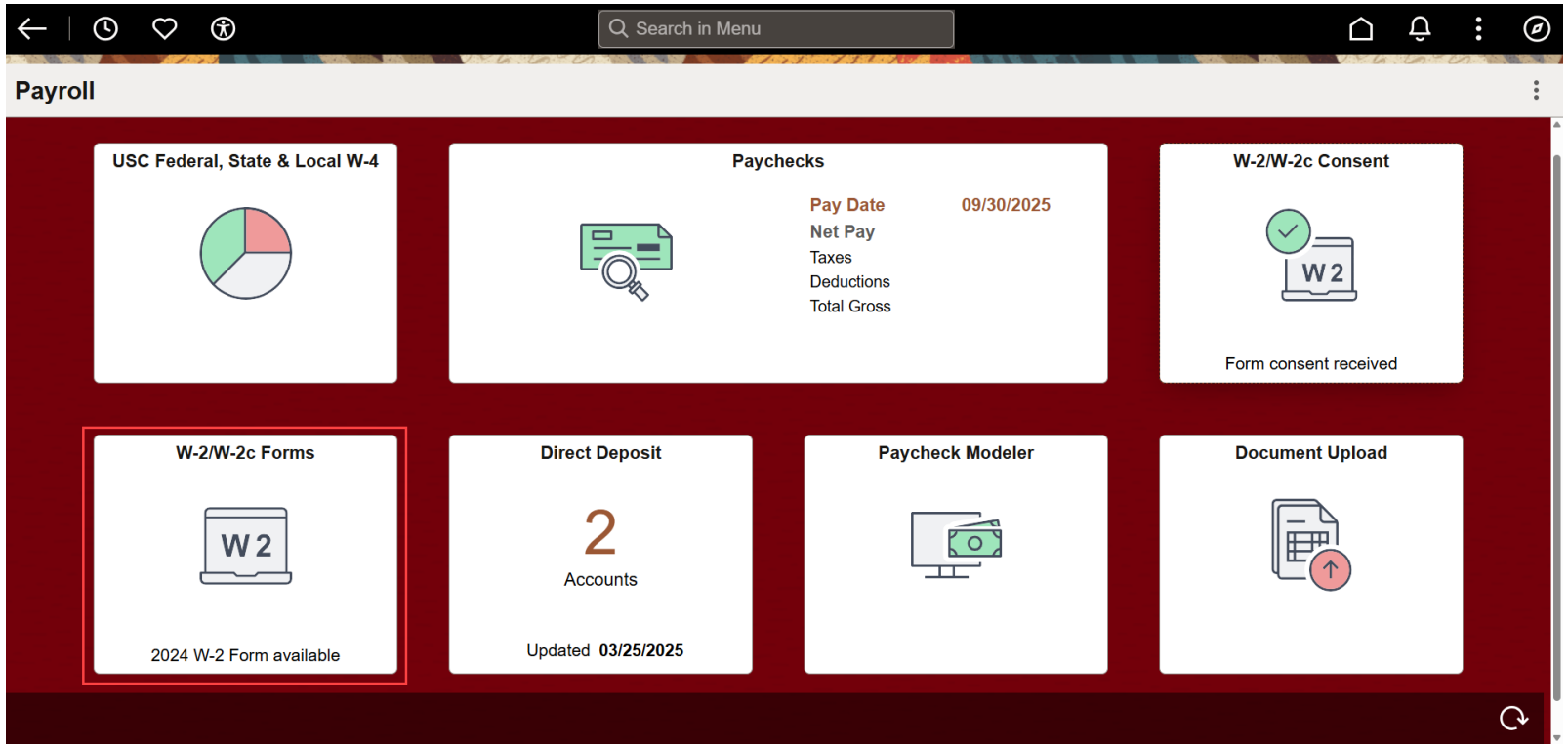
- W-2 forms are issued **no later than January 31**.
- Active employees may choose to receive their W-2 electronically through **Employee Self Service.**
- Electronic W-2s can be accessed and downloaded once released.
- To request a duplicate W-2:
  - Email **Payroll@mailbox.sc.edu**
  - Include employee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



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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

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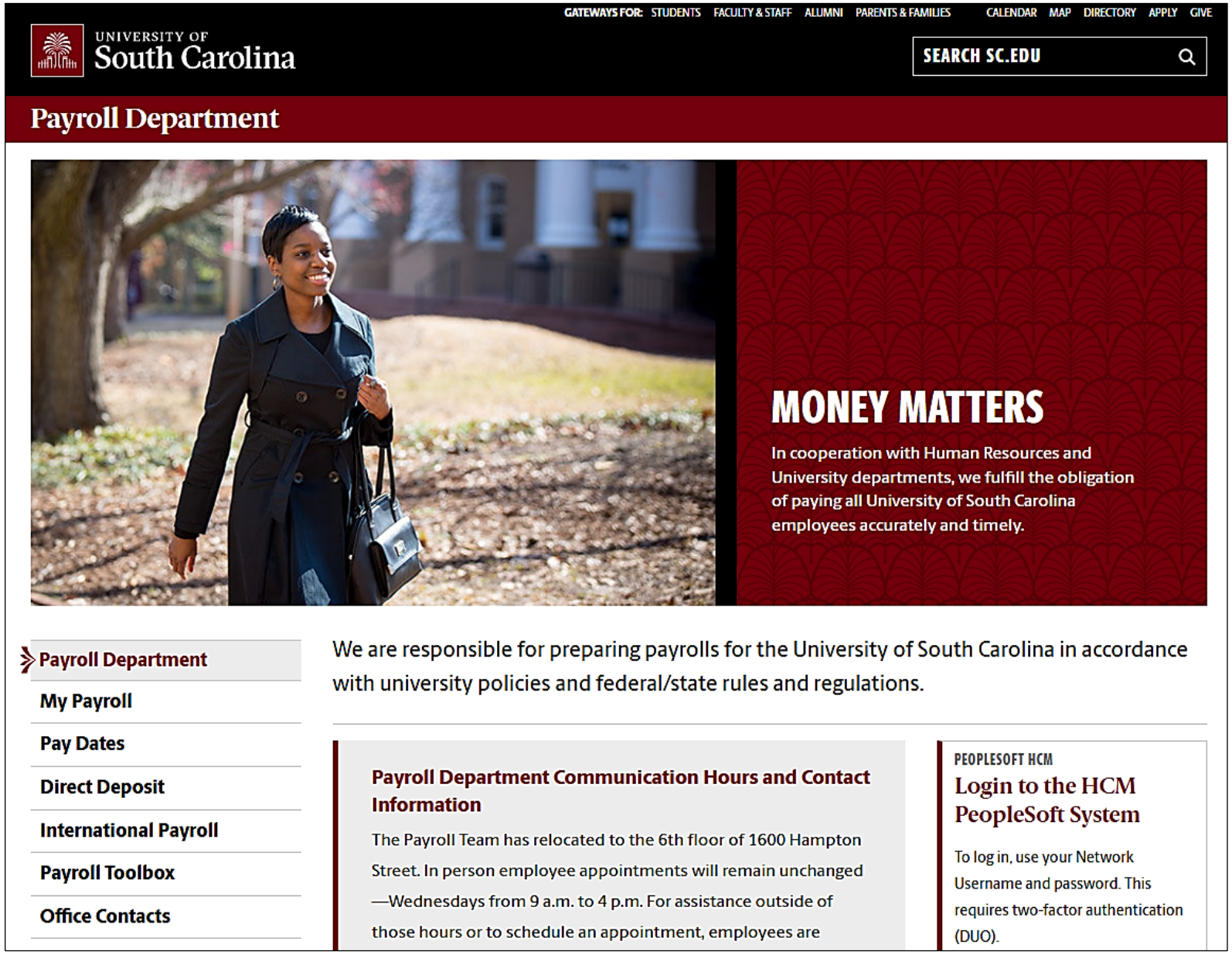

Where to Find the Resources

For more resources, visit our Payroll website.

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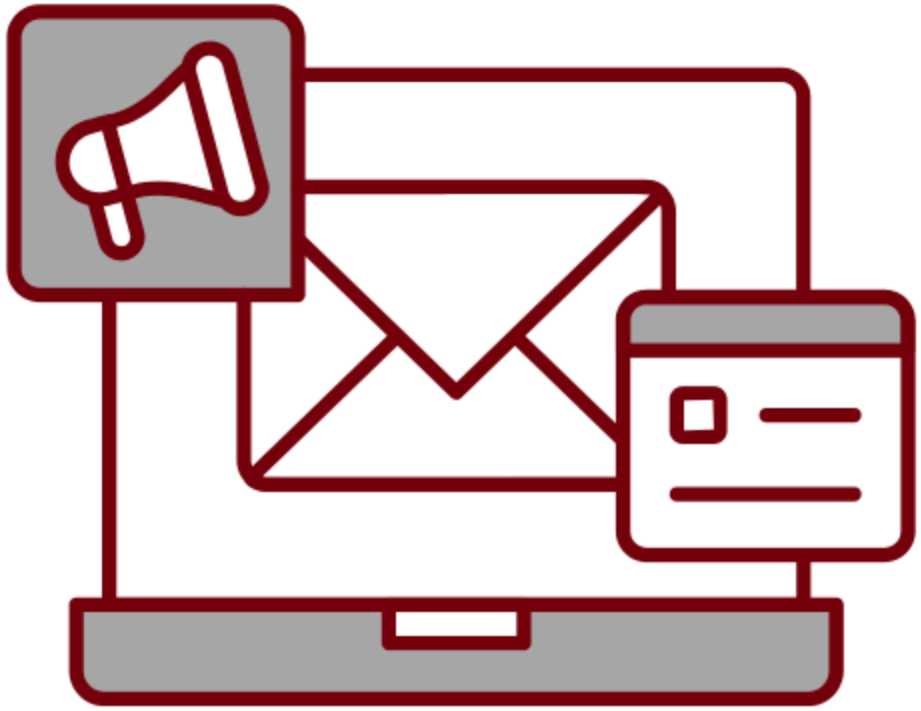
Contact Us



For specific questions, please visit our website to find the appropriate contact.

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Questions

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THANK YOU!

Office of the Controller

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

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