

## Frequently Asked Payroll Questions

### ***How long does it take to get my direct deposit started?***

Direct deposit forms submitted to the Payroll Department by the close of business on Monday of a pay week will be effective for that Friday's pay date. Forms submitted after this date will take effect on the following pay date.

### ***How do I change my tax allowances?***

Employees can change their tax status through the employee portal or by submitting a new W-4 form to the Payroll Department. To change through the employee portal, log in using your email username and password, click on the "payroll" section on the left side of the screen and then click on "Withholdings (W-4)" and make the necessary change.

### ***If I change my W-4 status, will it take effect immediately?***

W-4 changes submitted through the employee portal or forms brought to the Payroll Department by the close of business on the Monday of a pay week will be effective for that Friday's pay date. Changes submitted after Monday will take effect for the following pay date.

### ***How do I access my pay statements in the employee portal?***

You can access the employee portal by using your email username and password. For pay statements, click on "payroll" on the left side of the screen and then "paycheck history".

### ***Where is the Payroll Department located?***

The Payroll Department is located at 160 S. Hollywood Street, Coe – 252. Office hours are 7:30 a.m. to 5:00 p.m. Monday through Friday. The telephone number is (901) 416-5402 and the fax number is (901) 416-5766.

### ***Can I obtain my leave balance information without calling the Payroll Department?***

Yes, you can access your leave balance information and other employee information electronically through the employee portal on the district's web page. Log in to the employee portal using your email username and password and click on "time & attendance" on the left side of the screen and you will have instant access to your leave balances. Questions regarding your carry forward balances and accrual rates should be directed to the Human Resources Department.

***How do I stop or change a payroll deduction?***

Payroll deductions such as United Way or Credit Union can be stopped by contacting the Payroll Department directly or by sending a written request with your name, SSN, deduction to stop, the date to stop the deduction and your signature. 403(b) or other tax sheltered annuity deductions can be stopped by contacting the Benefits Department at (901) 416-5304. Please note that court or state ordered deductions such as child support or tax levies cannot be stopped by the Payroll Department unless a release is received from the court or agency.

***How do I obtain copies of my previous payroll check stubs?***

Active employees can obtain copies through the employee portal. Inactive employees or employees without computer access can come to the Payroll Department with proper identification and receive copies. Check stub requests for periods of more than 3 months require a written statement and the employee should allow 10 days for Payroll to process.

***I lost my W-2 form – how can I get a replacement copy?***

Active employees can access their W-2's through the employee portal. Inactive employees or employees without computer access can contact the Payroll Department to request a copy. Replacement W-2 forms can only be picked up in person with proper identification or mailed to the address on record. W-2's cannot be faxed or emailed.

***How do I update my address or telephone number?***

Employees can update their addresses or telephone numbers by contacting the Human Resources Department at (901) 416-5304. The Payroll Department cannot make these changes.