Payroll Frequently Asked Questions

- **Where is the Payroll Office located?**  
  o The Payroll Office is located in the lower level of the Barber building, offices 6B, 6C, and 6D

- **Who do I need to speak to regarding payroll issues?**  
  o Seneka Miles handles the bi-weekly payroll and Ashley Stevens handles the monthly payroll. Pamela Stokes is the Payroll Supervisor

- **Is Direct Deposit Mandatory?**  
  o All employees of FSU are required to participate in direct deposit.

- **How long does it take to get my direct deposit started?**  
  o If the paperwork is submitted to the Payroll Office by the deadline (see Payroll Schedule) then direct deposit will be effective with that payroll.

- **Can my direct deposit be distributed to more than one account?**  
  o No, your net pay can be paid directly to one individual checking or savings account.

- **What is the Direct Deposit Notice password?**  
  o First four letters of your last name and the last 4 digits of your social security number

- **I had to close my bank account. What will happen to my direct deposit?**  
  o You must inform the Payroll Department immediately. Depending on your pay date and when you inform us of the account closure, we may or may not be able to stop the direct deposit. If the direct deposit has already been sent, we will issue a replacement check when the bank has returned the funds to us. You should also contact your bank. If you have opened a new account with them, they may automatically deposit your funds to your new account.

- **How many hours are students allowed to work?**  
  o During the academic year, students may work a maximum of 20 hours per week. This stands true for Federal Work Study eligible students, non-work study students, international students, and U.S. resident students. Note: The total of 20 hours per week maximum includes hours worked from all positions that a student holds.

- **How can I change my tax allowances?**  
  o Employees can change federal and state allowances by submitting a new W-4 and/ or NC-4 form to the Payroll Office. Forms are available on the Payroll website or you may stop by the Payroll Office located in the Barber building.

- **What is FICA (Federal Insurance Contributions Act)?**  
  o FICA is also known as Social Security tax. It is composed of OASDI (Old Age, Survivors and Disability Benefits) and Medicare. All employees are subject to FICA taxes.

- **Are students exempt from FICA taxes?**  
  o Student employees who are enrolled at least half-time (6 credit hours) are exempt from paying FICA taxes.

- **I filed an exempt status, but my deductions are Single 0 for Federal. Why?**  
  o Form W-4 claiming exemption from withholding is valid for only one calendar year and expires on February 15 of the next calendar year. To continue to be exempt from withholding in the next year, an employee must submit a new Form W-4 claiming exempt status between December 1 and February 15.
• What deductions will come out of my check first?
  o The priority of deductions is as follows:
    1. State Retirement
    2. Tax Deferred and pre-tax deductions (i.e. pretax 401K, 457, Flex plans, health insurance, parking)
    3. Taxes (FICA, Federal, State)
    4. Child Support
    5. Any other garnishment
    6. 401K and 457 loans
    7. Any other deductions this includes any post tax deductions like the Credit Union, SEANC, and all University specific deductions

• If an employee pays off the garnishment liability directly to the vendor, how do they stop the garnishment?
  o Once a garnishment is keyed, it can only be stopped when a release is sent to the University Payroll Office. Employees can contact the vendor and have them fax a release to 910-672-1492

• I want to change the benefits that are withheld from my paycheck. Who do I contact?
  o Any benefit changes must be handled through the Benefits Manager or Benefits Specialist in Human Resources.

• If a bi-weekly employee does not submit their time in Banner by the deadline, how will they get paid?
  o Employees will need to complete a Paper Timesheet. Their supervisor will have to sign and return to the Payroll Office. Paper Timesheets have to be keyed manually, resulting in the employee not being paid until the next scheduled pay date.

• Can I get a pay advance?
  o No, Fayetteville State University does not administer pay advances

• When are W-2’s distributed to employees?
  o The deadline to distribute form W-2 to employees is January 31st.