

## **Payroll FAQs – General Payroll & ‘Who to Contact’ Questions:**

### **What can I do if my hours were paid incorrectly?**

- If the pay period has closed and something was processed incorrectly (including the wrong pay code being used, hours missing, or hours overpaid), please fill out and submit a Time Sheet Correction Form. This form can be found on the network shared drive (S://Payroll/Forms) and will need to be signed by the employee and supervisor. Once it is complete, please submit to [payroll@bellairetx.gov](mailto:payroll@bellairetx.gov).

### **Who can I email if I want to contact payroll?**

- Please email [payroll@bellairetx.gov](mailto:payroll@bellairetx.gov), that way your email can be reviewed even if the primary payroll contact is out of the office.

### **Who should I contact if I have a question about or want to change my benefit deductions (medical insurance, life insurance, etc)?**

- Please contact HR at [hr@bellairetx.gov](mailto:hr@bellairetx.gov) with any benefit questions. Most changes need to be made by logging into [www.benefitsinhand.com](http://www.benefitsinhand.com).

### **Who should I contact if I have a question about or want to change my optional retirement contribution (457 deferred compensation plan)?**

- For questions about the optional retirement plan (457 or Roth), please contact HR at [hr@bellairetx.gov](mailto:hr@bellairetx.gov) for assistance.

### **Who should I contact if I have a question or want to change my HSA contribution?**

- To change your current Health Savings Account (HSA) contribution, please log into [www.benefitsinhand.com](http://www.benefitsinhand.com) and request a change by selecting the ‘Life Event’ tab. You are able to change your contribution amount at any time during the year. With questions or issues, please contact HR at [hr@bellairetx.gov](mailto:hr@bellairetx.gov).

### **Who should I contact if I have a question or issue with my child support deduction or wage garnishment?**

- Please contact payroll at [payroll@bellairetx.gov](mailto:payroll@bellairetx.gov) if you have a question or issue with your child support deduction(s) and/or wage garnishment(s).

### **How do I get paid for city holidays?**

- The city currently has 11 paid holidays per year. Most employees receive 8 hours of holiday pay added to their timecard for each official city holiday. These hours are added by payroll so employees in this category should leave the holiday blank on their timecard.
- Firefighters, paramedics, and most police department employees receive their holiday pay as hours in an accrual bank. These hours are added to the accrual bank by payroll so they can be used at the discretion of the employee and department. Holiday hours must be used in a timely manner per employee handbook section 6.12.

**When am I eligible to use vacation, sick, and floating holiday time?**

- You are eligible to use sick time as soon as you have it available in your accrual bank. Please notify your supervisor with as much notice as possible using departmental procedures.
- You are eligible to use floating holiday time as soon as you have it available in your accrual bank. However, for most full-time employees floating holiday time must be used prior to December 31 each calendar year or you lose it from your accrual bank. Please request time off from your supervisor ahead of time using departmental procedures.
- You are eligible to use your vacation time after you have completed six months of service. Please request time off from your supervisor using departmental procedures.

**How is overtime pay calculated?**

- Your overtime rate is generally time-and-one-half of your regular hourly rate. Our calculation includes a prorated amount added to your regular hourly rate to account for longevity and incentive pay earnings.
- Most employees are eligible for overtime pay after physically working more than 40 hours in a work week. Certain police officers and firefighters have different overtime rules due to a Fair Labor Standards Act (FLSA) exemption which extends the work period and overtime threshold.

**When do we get annual longevity pay and sick leave buy back?**

- The annual longevity payment and sick leave buy back payment are scheduled for the second check in November.

**Does my accrued time-off get paid out if I leave employment?**

- Yes, as long as you have completed six months of service, any accrued vacation, comp, holiday, or floating holiday time will be paid out on your final check date. Sick leave will be paid out at 50% of your pay rate ONLY if you are retiring through TMRS at the time of your departure.