FAQ'S

Info you want now!

PAYROLL QUESTIONS & ANSWERS

1. What are Employer Paid Benefits?
A: An Employer paid benefit is the value of the Life Insurance provided to you via your employer, in excess of $50,000. It's a calculation based upon your age as of December 31 of each year less any after-tax contributions made on your behalf towards the cost of the life insurance.

2. I'm not having any federal taxes withheld, why?
A: You are either claiming EXEMPT from Federal tax withholding, your personal withholding exemptions claimed are too high and/or your earnings are very low. If you have concerns about your tax withholding, you should consult with a tax advisor.

3. Why is total gross more or different than the Federal taxable gross?
A: Gross pay is pay before consideration of any pre-tax deductions. Federal taxable gross is gross pay less all pre-tax deductions plus other taxable earnings such as employer paid benefits, prizes, awards or incentives paid outside of your pay check.

4. What is FICA-OASDI & FICA-MED?
A: FICA-OASDI & FICA-MED is Federal Social Security taxes broken down into 2 categories OASDI (Old Age Survivors & Disability Insurance) and MED (Medicare). OASDI is 6.2% of your taxable earnings up to a wage limit that changes annually. MED is 1.45% of you taxable earnings up to $200,000 and 2.35% of taxable income greater than $200,000.

5. Why is the clocking amount different in MSP than on my paycheck?
A: Time in MSP is stated in hundredths of an hour, whereas time paid on your paycheck is listed in minutes. As an example, .78 listed in MSP, is equivalent to 47 minutes (.78 of 60 minutes = 47 minutes).

6. I'm an Executive and my Hours vary each pay period, why?
A: Your hours will vary depending upon the number of work days within your pay period. Each work day is defined as 8.0 hours per day, therefore, if you have 11 workdays within a pay period, the hours reported on your pay slip will be 88 (8.0 x 11).

7. Who do I contact if I have a garnishment related question or need to fax or scan a garnishment document?
A: Contact the Garnishment Customer Service @ (513) 782-1900, FAX No. (513) 573-2509, or scan documents to macys.legaldocuments@macys.com.

8. What is the "Authorized Deduction" on my paycheck?
A: The deduction is related to a garnishment. A notification letter is sent to your mailing address on file. If you didn't receive the notification letter, please contact the Garnishment Customer Service @ (513) 782-1900 for assistance.

9. What are the steps to request a verification of employment and income salary key and who do I contact if I have questions?
A: Log onto www.TheWorkNumber.com or click on the document link The Work Number.pdf for instructions. For questions, contact the Employment Verification Team @ (513) 573-7800 or email us @ verifications@macys.com.

10. How do I request access to view my W-2 and consent for on-line delivery?
A: Click on the document link W-2 FAQ.pdf for guidance on W-2 related questions.

11. If I have a question regarding my Skylight card/account who do I call?
A: If you need assistance, contact Skylight Customer Service at 1-800-249-2226.

12. If I have a question regarding my Money Network card/account who do I call?
A: If you need assistance, contact Money Network Customer Service at 1-800-845-8683

13. If I am a current Skylight cardholder can I switch to the Money Network Service?
A: Yes. The associate has the option to set up a Money Network account. The associate would request a Money Network Welcome Packet from their AST/HR Professional. The associate would access Insite, select the MY PAY tile then the Direct Deposit option under MY PAY. Click on the drop down under Account Type and select Money Network Service. Enter the last 9 digits of the account number displayed thru the window of the Money Network Welcome Packet.

14. If I am a current Skylight cardholder, can I also have a Money Network Card?
A: Yes, the associate can have both cards.

15. Why can't I have a live check instead of having direct deposit or Money Network?
A: Macy's, Inc. only pays via the 2 Pay Option Program, which means via direct deposit into your personal bank account(s) or via the Money Network Program unless you are in Hawaii, Guam, Puerto Rico or New Hampshire.

16. If I make a change to my direct deposit, when will it go into effect?
A: Changes to your direct deposit information take place immediately. Depending upon the day/time of your change, your new direct deposit could be in effect on your next pay date but no later than one pay period following your changes.

17. My pay is not in my bank account, what should I do and who do I contact?
A: Log into My In-Site, go to MY PAY>Direct Deposit and verify the routing number and account number provided is correct. If the banking information is not correct, please correct and save your changes. The funds will be replaced via an expense check once Macy's receives the bank rejection transaction from your bank. Typically, this could take up to 5 business days. If you need further assistance, please contact H/R Services @ 1-800-234-6229.

18. What if my paycheck is lost or stolen?
A: The associate should contact HR Services (1-800-234-MACY), if a Macy's Retail associate. All other entities should report the issue to their HRA or AST. The HRA or AST will forward the paycheck information to Payroll. Payroll will stop payment on the lost or stolen paycheck at the bank and reissue the check. The replacement check will be mailed to the associate's home address on file via regular US mail within 3 business days.