

Total Rewards Summary FAQs

Below you will find our most frequently asked questions and answers. If you have questions not listed in the FAQ, please email benefits@unc.edu.

I. General

What is a Total Rewards Summary (TRS)?

The Total Rewards Summary (TRS) is an online statement that summarizes the total value of your compensation from UNC-Chapel Hill, including health and retirement plans, paid time off and other benefits. In prior years, we referred to this summary as the Total Compensation Statement. Your compensation package is paid with money that the University and enrolled employees contribute.

How do I access my Total Rewards Summary (TRS)?

- Log in to ConnectCarolina
- Choose **Self Service** from the drop-down menu at the top
- On the left-side menu, choose “**My Total Rewards**”
- You can use the drop-down menu at the top (**Rewards Period**) to select the time period you want to view.
- You can also print a copy of the Total Rewards Summary by selecting the **Print View** link in the upper righthand corner.

NOTE: *The summary is available to benefits-eligible employees and is updated annually. So, if you are new to the University, depending on your hire date, your Total Rewards Summary may not be available until the next annual refresh.*

Why would I use the Total Rewards Summary (TRS)?

You may find the Total Rewards Summary useful for several reasons:

1. **Personalized Summary**

The TRS is based on your annual compensation and the benefits in which you are currently enrolled.

2. **Consolidated Compensation Overview**

In addition to your current benefits, the TRS also provides information on other programs, services and plans you may not be using, but may want to take advantage of in the future.

3. **One Convenient Location**

You may visit various websites and review numerous printed statements to find the total value of your earnings, medical and life plans, retirement savings and other benefits, but it may take some time. The TRS aggregates all of these data points so you can see your personalized total rewards in one convenient online location.

How was the information calculated?

All calculations are based on actual payroll earnings and contributions for the selected period (either for the year 2018, or the period January - June 2019). You can review your final pay stub from 2018 or June 2019 in ConnectCarolina under the “**My Pay and Taxes**” tile.

What effective date was used for the data on my Total Rewards Summary (TRS)?

Total Rewards Summaries were produced for anyone in a regular, benefits-eligible role as of December 31, 2018. For this initial mid-year launch, your TRS for January – June 2019 has also been made available. Moving forward, it is our intent to provide the TRS annually.

How often will the University provide an updated Total Rewards Summary (TRS)?

For the initial launch, employees will have access to summaries for both the year 2018, as well as the period from January through June 2019. Thereafter, an updated TRS will be provided annually.

II. My Paycheck & W-2

How does the Total Rewards Summary (TRS) relate to my paycheck?

Many of the benefit amounts on the summary can be found in the year-to-date totals on your last pay statement in either the year 2018 or June 2019. The TRS is intended to provide you with information about the *total* value of all your benefits.

The pay statement is a record of actual payment, whereas the TRS is a comprehensive review of *all* benefits. Not all benefits appear on your pay statement. Pay checks can be viewed in employee Self-Service by visiting the “My Pay and Taxes” tile.

How does this summary relate to my W-2?

The Total Rewards Summary is intended to provide you with information about the value of all your benefits and highlight additional benefits for which you may be eligible. The W-2 is a record of taxable payments made in total for a given calendar year. For more questions concerning your W-2 and differences between it and your paystub, please see [W-2 Frequently Asked Questions](#).

Why is there a difference between my Total Rewards Summary (TRS) for December 31, 2018 and my W-2 Box 1 Salary?

The total compensation amount is your total payments as of December 31, 2018, while the amount in W-2 Box 1 is the taxable amount of your wages for the year. Federal income taxes are not due on pretax deductions such as health insurance premiums, flexible spending accounts, and retirement plan contributions. Your paystub contains “Federal Taxable Gross” which should match Box 1 on your W-2.

III. Leave

Why does my Total Rewards Summary (TRS) Leave not match my paycheck?

In some cases, the TRS and paycheck leave will not match due to timing differences. Please refer to TIM for your most accurate, up-to-date leave balances.

Where is Bonus Leave?

At this time, Bonus Leave is not reflected on the Total Rewards Summary. Please log in to TIM for your most accurate, up-to-date bonus leave balances.

IV. Benefits

I thought my benefit elections were different than what is showing on my Total Rewards Summary (TRS). Is this information correct?

Some of the benefits, such as Life Insurance, may have had a pending change that did not take effect until after December 31, 2018 or June 2019. The information on the TRS reflects the benefits that were in effect as of either December 31, 2018 or June 30, 2019 and would not reflect any pending elections at that time. If you have questions about your TRS, please contact the Benefits Support Team **919-962-3071** or send an email to benefits@unc.edu.

How do I change a benefit that is showing on my Total Rewards Summary (TRS)?

Many of the benefits on the TRS are provided to you based on your employee category. Once you have made your benefits elections, as a new hire or during annual Open Enrollment, you may not make changes to most of your benefits until the following plan year, due to IRS regulations. Unless you have a [qualifying life status change](#), you will not have another opportunity to change your benefits coverage selection until the next Open Enrollment period, held this year from November 2 – November 19, 2019.

Why is there an amount showing for the Employee Assistance Program (EAP)? Does HR know who uses that program?

HR does not know if someone uses or has used EAP services. The amount shown on the summary is a general amount allocated to all those eligible to receive the services and is intended to show the value of the benefit, not related to actual usage.

V. Retirement

How were the Retirement amounts calculated on my Total Rewards Summary (TRS)?

Amounts reflected on the TRS under Supplemental Retirement Account are voluntary contributions for either the year 2018 or January – June 2019. The amount UNC-Chapel Hill contributes to your retirement

plan is calculated on your base pay plus any additional retirement-eligible compensation you may have received either during the year 2018 or January – June 2019.

My Total Rewards Summary (TRS) retirement amounts do not match what is in my TIAA or Fidelity account(s). Why are they different?

The amount within your account(s) at TIAA or Fidelity, reflect actual contributions that you and/or UNC-Chapel Hill made towards your retirement and may include gains or losses. The amount on the Total Rewards Summary are contributions that were made by you and/or UNC-Chapel Hill during the year 2018 or January – June 2019.

VI. Questions?

Who can I contact if I have questions about my Total Rewards Summary (TRS)?

For questions about your TRS, please call the University Benefits Support Team at **919-962-3071** or send an email to benefits@unc.edu.