

PAYROLL CHECK MANAGEMENT FAQ'S

Q: Does this office handle other types of checks besides regular payroll checks?

A: Yes, the office is also responsible for the dissemination of direct deposit refund checks (EFT's), supplemental checks, teacher's choice checks, and various types of garnishee refund checks. These checks are sent to the schools and offices with the regular payroll checks.

Q: What about emergency checks?

A: Most emergency checks are now generated by the regional operation centers.

Q: What if I don't receive my check at my work location?

A: Speak to your payroll secretary or timekeeper to make sure that a check was issued for you and to confirm the check distribution location.

Q: What if I have questions about the amount of deductions on my check?

A: Your payroll secretary/timekeeper should be able to answer these questions. If not, you should contact either your regional personnel office or the appropriate central payroll office for assistance.

Q: What if I have checks to be returned?

A: All checks being returned to this office should be addressed to the NYC Department of Education, attention Check Management Unit, P.O. Box 10, Brooklyn, NY 11202 and should be accompanied by an explanation as to why the checks are being returned.

Q: How do I know when the checks will be delivered?

A: You should refer to the online payroll delivery schedule or the payroll mailing schedule for per diem and per session payrolls.

Q: How will I receive my per diem or per session check?

A: These checks are mailed directly to your home on the check date.

Q: What do I do if I do not receive my per diem or per session check?

A: You should first contact your payroll secretary/timekeeper to insure that a check was generated and was addressed correctly. If a check was generated you should contact the appropriate payroll office to inquire if the check has been returned or, if lost, to place a stop payment on the check.

Q: What will I receive if I am on direct deposit?

A: If you are on direct deposit, you will only receive your payroll stub.