

I2: PAYROLL INQUIRIES - WHOM TO CONTACT

Effective: 6/03/03

Prior Date: 7/1/90

Purpose and Scope	Authority and Responsibility	Reference
Definitions	Incorrect Deductions	Employee is Overpaid
Employee is Underpaid	Employee is Paid from an Incorrect Account	Lost Payroll Check

Purpose and Scope

The purpose of this procedure is to identify the appropriate offices responsible for addressing various payroll inquiries.

[Return](#)

For more information contact
[Loretta K. Pienta](#)

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References

Fiscal Agent Handbook - I10: Manual Payroll Checks

Fiscal Agent Handbook - I8: Collection of Debts Owed the University by Employees

[Return](#)

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Definitions

None

[Return](#)

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Authority and Responsibility

It is the employee's responsibility to bring payroll problems to the attention of his/her supervisor.

It is the supervisor's responsibility to contact the appropriate office to resolve payroll problems.

It is the responsibility of the Assistant Director of Human Resources to be the single point of contact for payroll issues. The Director of Human Resources will serve as the backup when the Assistant Director is unavailable.

It is the responsibility of Human Resources to initiate the correction of payroll system data that charges incorrect accounts.

It is the responsibility of the Controller's Office to locate lost checks, issue stop payments, reissue payroll checks and initiate the collection of payroll overpayments.

[Return](#)

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Incorrect Deductions

If an employee wishes to question the net amount and/or deductions of his/her paycheck, that individual should first discuss the problem with supervisory personnel. If the inquiry cannot be resolved on the supervisory level, then supervisors should email the Assistant Director of Human Resources at P-Michel@neiu.edu or call extension 5216.

[Return](#)

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Employee is Overpaid

When an active employee has been overpaid, repayment will be initiated by the Controller's Office. Current employees will have the option of having the overpayment deducted from future paychecks, repaying with a lump sum or setting up a repayment schedule. Reimbursement will be requested if the university no longer employs the individual.

[Return](#)

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Employee is Underpaid

When an active employee has been underpaid, the adjustment amount is added to the next paycheck.

[Return](#)

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Employee is Paid from an Incorrect Account

When an employing unit determines that the employee is being paid from an incorrect account or the gross amount being paid is incorrect, Human Resources should be notified at extension 5200.

[Return](#)

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Lost Payroll Check

A lost payroll check should be reported immediately to the Controller's Office, phone extension 5143. The Controller's Office will attempt to locate the lost check within the Controller's Office. If after two days the check is not located, a stop payment will be issued and a replacement check will be issued.

[Return](#)

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