

PAYCHECK PROBLEM REPORT FORM

This form must be used to report errors on employee paychecks. Complete this form, attach an electronic (scanned) copy of the employee's remittance or check statement, and send both to the 'EBS Call Center' email inbox.

All reported errors must be verified by Central Payroll before any corrections can be processed. If an underpayment has occurred, the employee will be reimbursed during the next regular payroll run unless the underpayment meets the Off-Cycle threshold specified in the City's Paycheck Resolution Process (\$100 threshold for FT employees, \$50 for PT employees) or a hardship has been shown. Overpayments will be processed in accordance with standard Bureau of Human Resources requirements.

Bureau Information

Date:

Bureau Name:

Paycheck/Remittance Number:

Pay Period Effective Dates:

Employee Information

Personnel Number:

Last Name:

First Name:

Problem Description (If underpayment, must include expected dollar amount employee was underpaid and the calculation used to determine that dollar amount.)

Action Requested

Please **check one** of the options below:

- Employee was underpaid and the underpayment is expected to meet the Off-Cycle threshold (\$100 threshold for FT employees, \$50 for PT employees). The employee is requesting an Off-Cycle check.
- Employee was underpaid, the underpayment is not expected to meet the Off-Cycle threshold (\$100 threshold for FT employees, \$50 for PT employees), however the employee is requesting an Off-Cycle check due to hardship. *This action requires approval from employee's supervisor via email or a signature on this form (see below).*
- Employee was underpaid and the employee is not requesting an Off-Cycle check. The underpayment will be corrected with a prior period adjustment and the employee will be paid in the next regular payroll run.
- Employee was overpaid and the overpayment will be corrected in accordance with Bureau of Human Resources requirements.

Timekeeper/Supervisor Completing this Form:

Phone Number:

Supervisor Signature for hardship request: