

FAQ – Mailing Checks Directly to Employees

1. What checks will be mailed to employees?

- a. Any offcycle and oncycle payment that has not been direct deposited into an employee's account or focus pay card will be mailed directly to employees.

2. Where will the checks be mailed?

- a. Each employee has a setting on their account in HRS that defines the selected address to print on the check. The default is HOME Address, but it can be changed to MAILING Address or another address can be entered for CHECKS under payroll options. KB#16561

3. How can an employee send a check to a different address than their W2?

- a. The payroll coordinator can update the employee's payroll options to be specific for check mailing address (KB#16561). The W2 addresses pull from Modify a Person – in the order of Mailing and then Home Address.

4. What address is associated with the check before/after a confirmed payroll?

- a. When the check is confirmed, the address that is assigned to the check will be printed on the check at the time of the confirm. If an address gets updated after the confirm, it will not be associated with that check. You can run the following query to verify the address that is printed with each check: `UW_PY_CHECK_LOG_WITH_ADDR`

5. Where will an employee check go if it has a foreign address?

- a. They will be mailed to the address printed on the check.
- b. We will review and pull these checks before they are mailed out to foreign addresses.

6. When will the employee receive their paper check?

- a. For offcycle, the paper checks will be printed every Wednesday and they will be mailed that day. For oncycle, they will be mailed the day before the pay date.

7. Can an employee pick up a check in person?

- a. They cannot be picked up in the office.

8. If a payment is being deposited via ACH and it is rejected by the bank for any reason, where will the check go once it is replaced via a printed check?

- a. The payment may be included in the new focus pay card depending on the timing. If a check is printed, it will be mailed to the employee's address in the system KB#16561.

9. What is our obligation as an employer for getting checks to the employees?

- a. According to General Counsel at UWSA, the UW has a 6 day grace period after the pay date to have the check received by the employee. Wis.Stats Chapter 109.03

10. Who will the employee contact if they did not receive a check?

- a. The employee will still contact their campus who will do their due diligence to assist the employee. They should
 - i. Check Review Paycheck for when the check was printed and mailed.
 - ii. Run `UW_PY_CHECK_LOG_WITH_ADDR` to verify the address it was mailed to.
**If address errors, please update ALL address corrections in HRS before step iv.
 - iii. Review Returned Check Log (UWSC)
 - iv. Review if the check was cashed (updated monthly by UWSC)
 - v. After a 6 day grace period (mailing days) from check date, they can request a stop payment via a ticket with the Affinity Group.

11. Where do I go for further information on Payroll Check Distribution?

- a. UWSC Administration page, payroll section under payment distribution tile.