Frequently Asked Payroll Questions

Q1. Where is the Payroll Department located and what are their hours of operation?

A1. The payroll department is located at 1599 Clifton Road, 2nd Floor, Atlanta, GA, 30322. Hours of operation are Monday – Friday from 8 a.m. to 5 p.m. exclusive of University holidays.

Q2. What deductions can I expect to come out of my paycheck?

A2. Deductions you can expect to see out of your paycheck include involuntary deductions, such as federal, state, Medicare, and Social Security taxes and garnishments, when applicable. You will also see deductions for the benefits you elect at orientation and during open enrollment, such as medical and dental insurance, retirement contributions, and parking.

Q3. When will I be paid?

A3. Salaried (exempt) employees are paid on the last business day of the month. Hourly (nonexempt) employees are paid every other Friday. If a regular payday is a holiday, the payday will be moved to the last business day before the holiday.

Q4. Is direct deposit required for all Emory University employees?

A4. Yes, all new employees must complete and submit the Direct Deposit Form when they complete all other initial employment forms.

Q5. What if I do not have access to a checking or savings account?

A5. Emory participates in Bank of America's CashPay program for those people who do not have access to a checking or savings account. You must come to the Payroll Office to sign up for CashPay.

Q6. I did not turn in my direct deposit information on time and a live check was issued for me. How do I receive my check?

A6. All live checks must be picked up at the front desk in the lobby at 1599 Clifton Road. To pick up a check, you must show a picture id. On-demand (off-cycle) checks can be picked up by the department who requested the check.

Q7. How will I know when my check has been deposited or what amounts were withheld from my paycheck?

A7. You will receive email notification that your paystub is available to view online through PeopleSoft Self-Service at **https://psofthr.cc.emory.edu**. If you do not know or have a network id or password for PeopleSoft, please call the University Technology Help Desk at **404-727-7777**.

Q8. What if my salary or hours are incorrect on my check?

A8. You should contact your supervisor or department timekeeper if your check is incorrect.

Q9. I turned in new tax or direct deposit forms. When will they be effective?

A9. Please allow at least one pay cycle for all forms received by the Payroll department for tax or direct deposit changes to be keyed.

Q10. Can I change my tax or direct deposit information online?

A10. Direct deposit and federal tax information can be changed online through PeopleSoft Self-Service at https://psofthr.cc.emory.edu. Unfortunately, Georgia state tax information cannot be changed online and new forms must be submitted to the Payroll office. The Payroll Department does not accept faxed copies of forms. Forms may be submitted at the Payroll Office or through regular or interoffice mail.

Q11. Where can I see my salary?

A11. Salary information is located in PeopleSoft Self-Service under Payroll and Compensation.

Q12. How do I update the address where my W2 should be mailed?

A12. You can update your address through PeopleSoft Self-Service under Personal Information or by contacting Data Services.

Q13. Can I receive my W2 online?

A13. You can elect to receive your W2 electronically by signing up at **http://www.w2express. com** or by calling **877-325-9239**. You will need the following information to sign up for an electronic W2:

1. Emory's employer code: 11332
2. Your SSN and your PIN. Your 8 digit PIN is the last four digits of your Social Security Number, the two digits of your birth month, and the last two digits of your birth year.

Q14. How do I request a duplicate copy of my W2?

A14. Duplicate W2s for the past four years may be requested at **http://www.w2express.com** or by calling **877-325-9239**. You will need the following information to get your W2:

1. Emory's employer code: 11332
2. Your SSN and your PIN. Your 8 digit PIN is the last four digits of your Social Security Number, the two digits of your birth month, and the last two digits of your birth year.

Q15. Can I get an advance on my salary for financial hardship?

A15. Emory University policy does not allow salary advances.