

*The Division of Financial Operations (DFO) is committed to providing supports and services to schools, central and field offices, and all DOE employees.*

*As part of this commitment, the Payroll Check Management Unit (PCMU) within DFO has created the following list of frequently asked questions concerning payroll check distribution.*

**Payroll Check Distribution:  
Frequently Asked Questions from Employees**

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Fred W. Chiodini  
*Director*  
Employee Support Services  
Payroll Administration

65 Court Street, Room 1800  
Brooklyn, NY 11201  
(718) 935-2219 tel  
(718) 935-4633 fax

Francine Perkins-Colon  
*Chief Administrator*  
Payroll Administration

**Distribution of Payroll Checks & Stubs**

**Q. What do I do if my payroll check was not delivered to me 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. If the check was missing from the delivery, your payroll secretary or timekeeper will call PCMU immediately to inquire.

**Q. Can I have a co-worker pick up a paycheck on my behalf?**

- A. Yes. However, you must provide to your payroll secretary or timekeeper a written, notarized request authorizing release of the check to the co-worker.

**Q. Can I have a paycheck mailed to me?**

- A. Yes. However, you must provide to your payroll secretary or timekeeper a written, notarized request along with a self-addressed stamped envelope.

**Q. I am enrolled in direct deposit. Will I still receive a pay stub?**

- A. To receive a pay stub, you would have had to elect to receive it during the time of enrollment. To either access your pay stub electronically or elect to begin receiving a paper-based stub, please visit the Employee Self Service section of the [Payroll Portal](#). Access your pay stub details via the Payroll Register link; elect to receive a paper-based pay stub via the EFT/Direct Deposit link.

**Lost or Stolen Payroll Checks**

**Q. My payroll check was stolen. How do I get a replacement?**

- A. Immediately report the theft to your local police precinct. The police will assign a docket (complaint) number to your case. Write this number down. Next, report the incident to your payroll secretary or timekeeper and provide him/her with the police docket number. Your payroll secretary or timekeeper will notify the appropriate central payroll unit in order to initiate a stop payment action and request a replacement check.

Your payroll secretary or timekeeper may or may not ask you to sign and notarize a *Stop Payment Notice*. In the event that you do not sign and notarize this form, the New York City Office of Payroll Administration (OPA) will mail a *Claim of Lost Check* form to you. You must sign, notarize, and return this form to OPA immediately as a replacement check will not be issued prior to its receipt.

You can expect to receive a replacement check in approximately four to six weeks.

**Q. I've misplaced or lost my paycheck. What do I need to do in order to get a replacement?**

- A.** Notify your payroll secretary or timekeeper immediately. The payroll secretary/timekeeper, in turn, will notify the central payroll unit to initiate a stop payment action.

Your payroll secretary or timekeeper may or may not ask you to sign and notarize a *Stop Payment Notice*. In the event that you do not sign and notarize this form, the New York City Office of Payroll Administration (OPA) will mail a *Claim of Lost Check* form to you. You must sign, notarize, and return this form to OPA immediately as a replacement check will not be issued prior to its receipt.

You can expect to receive a replacement check in approximately four to six weeks.

### **Per Session & Per Diem Payroll Checks**

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

- A.** Per diem and per session payroll checks are mailed directly to your home on the date of check issuance.

**Q. When will my per diem or per session payroll check be mailed?**

- A.** Please refer to the [PDPS payroll calendar](#) on the Payroll Administration website.

**Q. What should I do if I do not receive my per diem or per session check in the mail?**

- A.** You should first contact your payroll secretary/timekeeper to ensure that a check was generated and that it was mailed to the correct address. If a check was indeed generated, you should contact the appropriate central payroll office to inquire if the check was returned. If the check was not returned, the payroll office will issue a stop payment on the check and issue you a new one. Please note that the payroll office must wait seven (7) business days from the check generation date before it can initiate a stop payment.

### **Other Payroll Check Issues**

**Q. Does PCMU handle other types of checks besides regular payroll checks?**

- A.** Yes. In addition to regular payroll checks, PCMU is also responsible for the dissemination of supplemental checks and various types of replacement checks. PCMU delivers supplemental checks to payroll check distribution sites (i.e., schools and offices) along with the regular payroll checks; replacement checks are generally mailed to employees at their home address of record.

**Q. Does the PCMU provide emergency checks?**

- A.** Most emergency checks are now generated by the CFNs with the exception of H-bank checks (administrative employees). Emergency checks for H-bank staff are initiated by administrative payroll.

**Q. Who can I speak with if I have questions about my payroll deductions?**

- A.** Your payroll secretary/timekeeper should be able to answer questions about deductions. If not, please contact HR Connect for assistance: (718) 935-4000.

Should you have additional questions about your payroll check, please contact HR Connect:  
(718) 935-4000.