

Payroll Frequently Asked Questions

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1. **Contacting the Payroll Department**

a) Where is the Payroll Department located? What is the mailing address of the Department?

The Pittsburgh Public Schools Payroll Department is located on the 3rd floor of the Administration Building in Oakland. The Administration Building is located on the corner of Forbes Avenue and Bellefield Avenue across the street from the Carnegie Museum.

Mailing Address:

School District of Pittsburgh
Payroll Department
341 S. Bellefield Avenue
Room 309
Pittsburgh, PA 15213

b) How do I contact the Payroll Department?

Employees can contact the department using the address above or calling the Call Center at 412-529-HELP (4357) or using email at support@pghboe.net.

c) What is the Call Center? Why do I need to contact the Call Center and not the Payroll Department directly?

The Call Center is the system administered by the Pittsburgh Public Schools and used by the Payroll Department to capture all employee calls and inquiries. The Call Center is used to provide the highest level of customer service to employees for quick resolution to inquiries by a member of the Payroll Department. The Call Center is used to track system-wide payroll issues for easy detection and resolution.

d) I have to provide employment verification to a third party. What do I do?

Send the request for employment verification into the Payroll Department for completion. Once the Payroll Department has completed the necessary paperwork, it will be mailed to the appropriate party. The Payroll Department does not fax employment verifications to employees or third parties.

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e) I lost my W-2? How do I get a replacement?

Contact the Call Center and provide the year for which the W-2 is needed. Also provide a current address to mail the W-2 at the time of the request. It is possible to receive copies of previous years' W-2's.

f) How do I change my address?

Employee addresses are maintained by the Office of Human Resources at Pittsburgh Public Schools. Please contact the Office of Human Resources at 412-529-3635 to update your address.

g) Can I get a salary advance before pay day?

No. Pittsburgh Public Schools does not provide an advance of salary to any employee.

2. Questions for Salaried Employees

a) What does it mean to be a semi-monthly, salaried employee?

Employees in this category are paid their monthly salary in equal semi-monthly installments based on number of months worked. Ten-month employees receive twenty equal installments and twelve-month employees receive twenty-four equal installments, regardless of the number of work days in the pay period.

b) I am a ten-month employee. When do I get paid?

A ten-month, salaried employee follows the Non-Administrator Semimonthly pay schedule. This schedule's pay dates are the closest working day to the 15th of the month and the closest working day to the last day of the month.

A ten-month, hourly paid employee follows the Biweekly pay schedule.

c) Can I get my pay spread over 12 months if my work year is less?

No.

3. Questions for Non-Salaried Employees

a) I am a substitute teacher. How am I paid? What are the days that I am being paid in a pay period?

Substitute teachers are daily-paid employees and follow the Non-Administrator semi-monthly pay schedule. The days that are paid in a paycheck are the work days from the previous paycheck cut-off date to the cut-off date of the current pay period. The payroll schedule is available on this website or can be mailed to you by contacting the Call Center with the request.

b) I am a paraprofessional substitute. How am I paid? What are the days that I am being paid in a pay period?

Paraprofessional substitutes are hourly-paid employees and follow the Non-Administrator semi-monthly pay schedule. The hours that are paid in a paycheck are the hours worked from the previous

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paycheck cut-off date to the cut-off date of the current pay period. The payroll schedule is available on this website or can be mailed to you by contacting the Call Center with the request.

c) I am a Personal Care Assistant. How am I paid? What are the days that I am being paid in a pay period?

Personal Care Assistants are hourly-paid employees and follow the Non-Administrator semimonthly pay schedule. The hours that are paid in a paycheck are the hours worked from the previous paycheck cut-off date to the cut-off date of the current pay period. The payroll schedule is available on this website or can be mailed to you by contacting the Call Center with the request.

4. Managing Direct Deposit

a) Is direct deposit available?

Yes.

b) How do I sign up for direct deposit?

Every employee requesting direct deposit of his/her paycheck must complete and sign an authorization form granting the Pittsburgh Public Schools the right to electronically deposit paychecks into a personal checking or savings account.

c) How long does it take for direct deposit to go into effect?

Once the Authorization for Direct Deposit is received in the Payroll Department it will be entered into the system and the payment will be sent to the banking institution on the next available pay cycle.

d) Can I have multiple direct deposit accounts?

It is the practice of Pittsburgh Public Schools that an employee can have only one checking or savings account to which the net pay amount is deposited. There is, however, an opportunity for an employee to participate in the Riverset Credit Union. An employee is able to set up a savings account with the Riverset Credit Union and have a direct deposit for a set amount per pay. This is the only exception that an employee can have more than one direct deposit account. If an employee is interested in establishing an account with the Riverset Credit Union, the telephone number for their office is 412-488-2525. All accounts for the Riverset Credit Union are initiated by them, and the necessary information for their savings accounts is remitted by Riverset employees to the Payroll Department.

e) What happens if I close my bank account?

If an employee closes a bank account for which he/she is depositing a paycheck, please be advised that it is the practice of the Pittsburgh Public Schools to replace a direct deposit with a live, replacement paycheck after the funds are credited back into the Pittsburgh Public Schools' Payroll Bank Account. This is a process that could take from 3-5 business days that will delay the issuance of an employee's replacement paycheck.

5. Solving problems with your Paycheck

a) I have been overpaid. What do I do?

Contact the Call Center. The Payroll Department will research the situation and provide you with written explanation of the problem. The Payroll Department will also provide instructions for paying back the money so that the taxable earnings are correct on your W2 at the end of the calendar year.

b) I have been underpaid. What do I do?

Contact the Call Center. The Payroll Department will research the situation and provide resolution as quickly as possible.

6. Managing Non-403(b) Deductions from Your Paycheck

a) I do not reside in the City of Pittsburgh. Can my local taxes be deducted from my pay?

Yes, Act 32 of the Commonwealth of Pennsylvania mandates that all employers must deduct and remit taxes for all employees for the locality in which they reside. All employees are required to complete a Residency Certification Form each time an address changes so that the Payroll Office can remit to the correct locality. The form is available on the Payroll Website and can also be requested via zz-trouble.

b) I have changed jobs and no longer should have dues deducted. What should I do?

Contact the Call Center. The Payroll Department will explain the process for each bargaining unit and direct the employee to whom they must call for resolution.

c) How do I change my tax allowances?

Contact the Call Center for a W-4 form and one will be sent to your home address or go to the forms option of the Payroll Department website to print a copy of a W-4. Fill out the W-4 form and send it to the Payroll Department for processing.

d) If I fill out a new W-4 form, when will it take effect?

Once the form is received by the Payroll Department it will be processed on the next available pay cycle for the employee.

7. Managing 403(b) Deductions from Your Paycheck

a) What is a 403(b) annuity plan?

A tax deferred 403(b) annuity deduction option is available to all Pittsburgh Public School employees. This is a supplement to the mandatory retirement deduction from an employee's paycheck. There is no matching by the Pittsburgh Public Schools for this plan, and there are yearly limits set by the IRS for the maximum amount that can be deducted by an employee. The limits and amounts are monitored by a third party (OMNI Financial Group, Inc.) to comply with all federal guidelines. For

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information on limits and compliance please contact the OMNI Financial Group, Inc. at 1-877-544-6664 or visit their website at www.Omni403b.com.

b) Who are the available 403(b) companies where I can set up an account?

There is a set group of vendors offered by Pittsburgh Public Schools that are endorsed by the various representatives of employees of the Pittsburgh Public Schools. If an employee elects to enter into a 403(b) plan, he/she can contact any approved vendor of the Pittsburgh Public Schools. The endorsed vendors, however, can only solicit accounts for the members of the represented group who have endorsed them. An employee can have a deduction for one 403(b) vendor. A listing of all endorsed companies and agents is attached. Once the account has been set up, the employee must fill out an OMNI Flex Form. This is the form that is used for the payroll deduction. This form must be completed and returned to the payroll department for the deduction to start. The deduction should start on the next available pay cycle.

c) How much money should I deduct each pay for the 403(b) annuity?

This is a question that should be addressed by the agent who sets up the account. The 403(b) vendor agent should explain the options and available fund choices, and should provide consultation for maximizing the amount of investment into the 403(b) annuity based on an employee's current financial situation.

d) How many deductions in a year come out for the 403(b) annuity?

For all twelve month employees there are twenty-four deductions from paychecks. For all non-twelve-month employees there are twenty deductions from paychecks. There are no deductions that come out in the months of July and August, even if work is performed and a paycheck is generated during that time.

e) When is my money sent to my 403(b) annuity vendor?

Money is sent to the vendors twice a month, usually on the date of pay. The deposit may take a few days for the U.S. Postal Service to deliver the payment, and for the vendor to process the payment.

f) How do I change the amount of my deduction or the vendor for my 403(b) annuity?

An OMNI Flex Form must be completed. After completing the form, return it to the Payroll Office for processing. The change should take effect on the next available pay cycle.

g) How do I stop my deduction for the 403(b) annuity?

An OMNI Flex Form must be completed. After completing the form, return it to the Payroll Office for processing. The change should take effect on the next available pay cycle.