

# **Payroll Register Review Troubleshooting Guide**

August 11, 2025

# Troubleshooting why an employee is paid incorrectly

There can be several reasons an employee did not receive the correct pay. Here are some ways to identify why the employee did not receive a pay or the pay was incorrect:

- Verify the I-9 is “verified” and not expired in I-9 Management and under the Work Relationship in Pitt Worx
  - If the I-9 is incomplete or expired, the employee will not process through the payroll.
- Verify the salary is updated
  - If the salary was not updated and approved in time for the payroll, this will result in a discrepancy in their pay.
- Verify the ICP is correct and approved
  - If the ICP has not been fully approved, it will not process through the payroll.
  - The ICP must have the correct end-date, which is always the last day of the pay period, in order to process through payroll correctly.
  - ICP payments are not prorated. The ICP payment will be for the exact amount entered in Pitt Worx.
- Verify the contract dates are correct
  - Incorrect contract end-dates for 4/4, 8/8, 9/9, and 10/10 can result in the employee not processing through the payroll correctly. Note: 12/12 employees will continue to run through the payroll regardless of the contract end-dates.

# Troubleshooting why an employee is paid incorrectly *(continued)*

- Termination
  - Be sure employees are terminated timely to ensure no overpayments.
- Make sure timecards are submitted and approved timely
  - If timecards are submitted/approved late, let the employee know it will automatically be added to next pay.
- If new hire is not on the register, validate new hire is in Pitt Worx.
  - Employee appointments must be processed and approved in Pitt Worx before an employee's pay can be processed.
- If an employee is not appearing on the register and all their information in Pitt Worx has been verified, it could be one of the following two reasons:
  - CDC code issue – The CDC field needs to be blank when running the register report to ensure all employees are included on the report. This is especially important when you have employees who transferred between payrolls. You will also want to verify that the CDC code is correct in Pitt Worx.
  - Access issue – Your access needs to be correct and up to date to view all the employees that you need to review. Double check your Pitt Worx access form submission.