



## Payslip Review Troubleshooting Checklist

Employees should review their [online payslips](#) each pay to verify accuracy and confirm payment details. Please note that all payroll actions are submitted and approved at the department level. Employees must reach out to their supervisor or department administrator directly for assistance with any payroll-related questions or issues. You may choose to share your payslip with them if needed.

The checklist below can assist employees in troubleshooting common pay concerns.

### Missing Pay:

- ☐ Have you submitted your **direct deposit** information and verified that it is correct in Pitt Worx? See how to [view your direct deposit information](#).
  - If you discover incorrect account information, contact your bank. They may redirect the payment to your account or return it to Payroll within 1–3 business days. If returned, Payroll will reissue the payment once your account is updated in Pitt Worx.
  - For missing or incorrect information, follow [these instructions](#) to add or update your personal payment details.
- ☐ Have you confirmed if you are set to receive a **physical check** (if not enrolled in direct deposit)? This can be verified by locating a check number on the far right of your payslip. If enrolled in direct deposit, banking information will be listed at the bottom. See the [view payslips page](#) on the payroll website for information.
  - If you are receiving a physical check, it will be mailed to the address that was on file in Pitt Worx at the time payroll was processed, which is the address listed on your payslip. Please allow time for USPS delivery which can vary by location.
- ☐ If you are a biweekly employee who submits weekly **timecards** for hours worked, have you submitted all your **timecards**, and did your **supervisor approve** them before the [established timecard deadlines](#)? See the [time & labor page](#) on the Pitt Worx Hub for instructions on how to review or submit your timecard.
- ☐ If you are a **new hire**, have you completed your **I-9** and **onboarding** before the [established deadlines](#)?
- ☐ If you are a **foreign national**, have you verified that your **I-9** is up to date? See the [foreign national checklist](#) for a guide to ensure your timely pay.



### Verify Tax Withholding:

- ☐ Have you reviewed your **Form W-4** withholding selections? Your Federal Income Tax (FIT) withholding is based on your taxable wages for the pay period, your personal selections on the Form W-4, and the tax tables established by the IRS. See the [view & update tax forms and information page](#) on the payroll website for more information.
- ☐ Have you verified your **address** is up to date in **Pitt Worx**? In general, state and local tax withholding as well as delivery of paper checks (if applicable) is determined by the address on file at the time payroll is processed. If you have previously updated your address in Pitt Worx, you can verify the address on file at the time of each payroll by reviewing your payslips. See the [view & update address page](#) on the payroll website.
- ☐ Visit the [US tax information page](#) for an overview of tax information.

### Hours, Rates, and Salary Concerns:

- ☐ Review your [online payslip](#) to verify your hours, rate of pay, and salary.
  - For questions or concerns about hours, rates of pay, or salary information please [contact your department administrator](#) or **supervisor**.