



Employee Tip Sheet

GETTING HELP WITH A “PAYCHECK” PROBLEM

Your assignment and paycheck are Important!

It is the LACCD’s goal to ensure employees are paid accurately and on time. Unfortunately, instances do arise when this goal is not met. Resolving these issues can become a complex, frustrating, and time-consuming task. Fortunately, employees do not have to undertake resolving the issue themselves. A Single Point of Contact Customer Service Center (the SPOC), is available on each campus to resolve **significant** “payroll” problem, e.g., gross pay is 80 percent or less of the anticipated amount, no paycheck, etc. This tip sheet provides guidelines to use in the event SPOC assistance is needed. *

1. IDENTIFY WHAT WENT WRONG

The better the information you provide your SPOC, the easier it will be to resolve the problem. You can help with this process by identifying a few basics *before* contacting your campus SPOC.

- **What is the nature of the problem?**

- Late Pay:** Paycheck not on time.
- Error in Pay:** Gross pay and/or deductions are incorrect.
- Error in Time Reported:** Hours worked are wrong.
- Dispute:** Ongoing disagreement in assignment, rate of pay, or hours of assignment.
- Lost or Incomplete Paperwork:** A document is missing or misrouted.

Tip: Lost paperwork is sometimes a problem. Check to make sure that you have signed and submitted all documents and forms required of you as a newly hired or continuing employee. Keep copies of documents you submit so that records can be rapidly re-constructed, if necessary.

- **What caused the problem?**
- **What is being done to solve the problem?**

2. CONTACT YOUR CAMPUS SPOC

- **What:**

- Before contacting your campus SPOC, assemble documents and information needed to summarize the nature of the problem.
- During the brief interview (or voice/electronic message/Internet), be as complete and descriptive as you can.
- Provide one or more phone numbers, and if possible, an email address, so that your campus SPOC can get back to you

- **Where:** To locate your campus SPOC, contact your supervising vice president’s office or look at your college’s Payroll Hotline listing on the Faculty & Staff Services page on the District’s website (www.laccd.edu/facultystaff.htm)

- **When:** The normal hours for campus SPOCs are Monday through Friday, 8:00 A.M. to 4:30 P.M., except holidays. Outside of normal business hours, SPOC may be contacted by voice mail, email, or through the Payroll Hotline website via the Internet or the District’s intranet.

- **How:** Walk-up, telephone, voice mail, email, fax, or electronic help desk.

3. RESPOND AND RESOLVE

Once you have contacted the Payroll / Assignment Hotline, you can expect to receive a response within 48 hours or sooner. The matter should be resolved within ten (10) working days. If it is not, you will receive a communication that clearly indicates a timeframe for follow-through and resolution.

* Minor “paycheck” problems will continue to be routed through established procedures at the campus and District Office.