



# Contra Costa County Office of Education

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## Payroll FAQ

### *When can I/How do I change the withholding from my check? (W-4 / DE-4 Questions)*

You can change your withholding as often as you need to by submitting new W-4/DE-4 form(s).

If withholding for federal and state will be the same we only need a federal W-4 form but if state is different from federal we need **BOTH** a federal W-4 form and a California DE-4 form. If only a federal W-4 form is turned in we will assume that it is to apply to both federal and state withholding.

If you would like an additional flat amount withheld from your taxes you need to have an entry in box 5 (withholding allowances) as well as box 6 for flat amount.

If you are claiming "Exempt" please follow the directions on the W-4 and/or DE-4 form(s). A W-4 claiming exempt is only valid for one year. You will need to turn in a new W-4 by February 15<sup>th</sup> of the following year or your withholding will revert to that of "Single" with zero allowances.

Links to the forms are available under "Business Forms" on CCCOE Staff Employee Resources web page. They can also be found at [www.irs.gov](http://www.irs.gov) and [www.taxes.ca.gov](http://www.taxes.ca.gov).

Forms received in Payroll by the 10<sup>th</sup> of the month will usually be able to go into effect for that month's payroll. Forms received after that date cannot be guaranteed to go into effect that month.

Instructions are provided on each form for completing them. Payroll cannot advise employees on how to fill out their form or how many allowances to claim. Each employee's situation is different and dependent on many factors. Payroll does not know your individual tax situation. If you need assistance in figuring out what to claim please consult a tax advisor or IRS Publication 919, "Is My Withholding Correct?" and IRS Publication 505, "Tax Withholding and Estimated Tax."

Payroll cannot let employees know what the new withholding amount will be as we are often operating under deadlines. Employees can also turn in a new form the following month if a change that they have made is not what they wanted.

### *Can I pick up my check?*

In person check pick-ups are not an option.

Your paycheck will be mailed to the address on file in our system unless you have completed the necessary paperwork to set-up direct deposit. Paychecks are mailed on the business day before pay day.

### ***When is pay day?***

Pay day is the last business day of the month. This would include monthly pay for those employees on a regular contract. For time reported on a timesheet, pay day would include the pay period from the 16<sup>th</sup> of the prior month to the 15<sup>th</sup> of the month of pay day. For example, the September 30<sup>th</sup> pay check would include timesheet pay for August 16<sup>th</sup> through September 15<sup>th</sup>.

### ***I haven't gotten my check!***

All checks are mailed the business day before pay day to the address on file in our system as of the 10<sup>th</sup> of the month. We are not responsible for delays from US Mail. If you have not received your check by the **FOURTH** business day after pay day please notify your payroll technician. We will need to have you sign an Affidavit in order to process a stop payment on the original check. Once the stop payment is confirmed, a replacement check can be processed.

### ***What if I moved/closed my bank account but forgot to notify COE?***

Please notify your payroll technician as soon as possible so that we can determine the best way to correct the address/banking information. If payroll has not processed and/or been mailed we may be able to hand address a check and/or recall a direct deposit however all changes to direct deposits and cancellations need to be in writing. All address changes have to be done through Human Resources however if you are notifying COE after the 10<sup>th</sup> of the month please also let Payroll know so that we can ensure that your paycheck is mailed to the correct address.

### ***How do I set-up direct deposit for my paycheck?***

Direct deposit forms are available under "Human Resources Forms" on the CCCOE Staff Employee Resources web page. Along with the form, you will need to provide a voided check or a form that includes your name, routing number, and account number from your banking institution. Please be sure to sign your direct deposit authorization form. If properly completed forms are received by the 10<sup>th</sup> of the month, a \$0.00 test transaction will be processed on the next monthly payroll to verify your banking information. You will still receive a check in the mail that month. As long as there are no problems with the test transaction your direct deposit payroll will begin the following month. **Please remember to submit a new direct deposit form if your account has changed.** If Payroll is not notified of banking closures, we will have to wait for the funds to be returned to our bank prior to issuing a replacement check, a time-consuming process which delays you from receiving your pay. Any changes to your direct deposit will need to be in writing.

### ***I have questions about my paycheck or think that I wasn't paid correctly...***

Call or e-mail your payroll technician and give them as many details about your question as you can. If you are leaving a message please include your full name, phone number and the best time/way to reach you. Payroll may have to research your questions and will get back to you as soon as they can with answers. We are happy to answer any questions and/or research any problems to be sure that everyone is paid accurately. Please also keep in mind that we are often working under payroll deadlines to ensure that we all get paid in a timely manner.