

***Help Desk Phone
Number:
(209) 933-7001, Ext.
1
or From SUSD Phones
Ext. 2000
SEPTEMBER**



PAYROLL HELP DESK PROCEDURES

Effective Immediately—The Payroll Help Desk will only respond to calls reporting:

- 1) Incorrect pay;
- 2) Inaccurate Deductions;
- 3) Incorrect STRS/PERS credits or contributions.

**Note: Messages must contain the specific information necessary to re-search the problem being reported. See Highlights Section for instructions if paycheck not received.*

Highlights

- Payday in September is on 9/30/21.
- Warrants will be mailed on 9/29/21.
- CSEA 318 - Retro pay for school year 20/21 0.5% salary increase will be paid no later than 9/30/21.
- Confidential - 3% off salary schedule returned to work incentive pay date is to be determined.

NOTE: *If you have not received your check within 2-3 working days after payday, you must come to the Payroll window to sign an Affidavit of Non-Receipt and a new check will be issued to you 5 working days after payday. This procedure must be strictly adhered to and cannot be initiated, expedited or completed by phone.*

REMINDER

****The proper procedure to report a Payroll problem is that the EMPLOYEE must call the Payroll Help Desk. ****

DON'T FORGET—All paperwork (including Time Sheets and TSA's) are due in the Payroll Office no later than the 12th of each month and are to reflect time from the 11th of the previous month through the 10th of the current month. If the 12th falls on a weekend or a holiday, time will be extended only to the next working day. Timesheets in September are due no later than 4:30 pm on Monday, September 13, 2021. It is the employee's responsibility to assure timely submission.

Note: Late Time Sheets/TSA's will not be processed the end of the current month.

Employee Online Access: You can view and print your paystubs, W2's and make address changes through Employee Online. The link can be found under the Departments/Payroll page on the SUSD website (www.stocktonusd.net). To log in for the first time, use your employee ID as your username and your social security number (no hyphens or dashes) as your password. The system will prompt you to create a new password. Save your new password for future logins. If you are locked out of your account, you must call the help desk at (209) 933-7001 Ext.# 1 to reset your password.

Questions regarding class size overage payments and/or adjustments should be directed to your Principal.