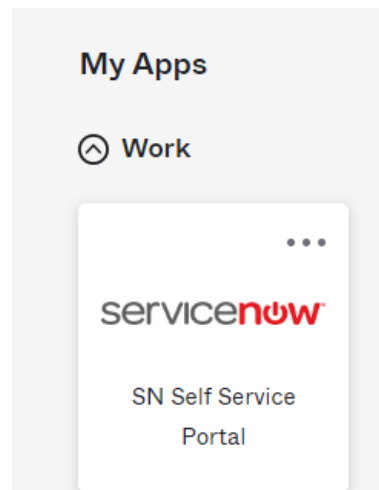




PAYROLL FAQ'S

1. Who can I speak to about discrepancies/questions about my paycheck?
 - a. If you have access to your Okta account, you can submit a ticket through ServiceNow **OR**
 - b. You can call the help desk (214) 670-1234 Option 6. You will explain the discrepancy and they will forward it to the appropriate party to contact you **OR**
 - c. You can call the payroll division for immediate assistance at (214) 670-3328.
2. How do I submit a ticket through ServiceNow?
 - a. If you have access to your Okta account, you will log in, select ServiceNow and submit a ticket **OR**



- b. You can call the help desk (214) 670-1234 Option 6. You will explain your issue and they will create a ticket forward it to the appropriate party to contact you.
3. How do I change my primary bank account or add an additional bank account?
 - a. Changes can be made through your [workday](#) account. ([English](#)) ([Spanish](#))
4. How can I change my address in Workday?
 - a. Please see: [Workday – Employee Resources in English and Spanish](#)
5. How can I change my address in Fidelity?
 - a. The address should be updated in Workday, and Workday will send the address to Fidelity via integration.



6. If I no longer work for the City of Dallas, can I still access my paycheck stubs?
 - a. No, you can submit a ticket by calling the help desk at (214) 670-1234 Option 6
OR
 - b. You can contact the Payroll Division at (214) 670-3328.

7. Why did I stop accruing sick time?
 - a. Vacation accrues for the first 20 pay periods of the year up to the annual maximum. Please see: ([Personnel Rules](#)) ([Reglamento del Personal](#))

8. Why weren't benefits taken out?
 - a. There may be 2-3 paychecks a year that benefits will not be deducted. Please see [Civilian Payroll Calendar](#) & [Uniform Payroll Calendar](#) for the no benefit deduction dates of the current year.

9. **Uniform:** Why isn't my step increase updated in workday yet?
 - a. Step increases will show the first full pay period and should be visible the day before in Workday.

10. **Uniform:** Why isn't my market adjustment and/or promotion raise in Workday yet?
 - a. Market adjustments and raises are entered by DFR/DPD Payroll. For any questions please contact:
DFR at DRFPayroll@dallasfire.gov
DPD at PersonnelQuestions@dallas.gov

11. **Civilian:** Why isn't my merit raise in Workday yet?
 - a. It will not show up until the day before it starts on the first full pay period of the calendar year.

12. Why didn't I get AIL? (refer to HRIS and the AD)
 - a. AIL is handled by HRIS, Please see [AD 3-39](#) for more information or call 214-670-1234 #1 for additional help.

13. If paydays falls on a holiday, when will we get paid?
 - a. Please see [Civilian Payroll Calendar](#) & [Uniform Payroll Calendar](#) for holiday pay schedule.

14. I am quitting/retiring when will I get my lump sum pay?



- a. Lump sum pay will be completed within 2 pay periods after the termination action is completed in Workday.
- 15.** How do I print/view for paystub?
- a. Please see: [Workday – Employee Resources in English and Spanish](#)
- 16.** How can I print my w-2?
- a. Please see: [Workday – Employee Resources in English and Spanish](#)
- 17.** How can I change my w-4?
- a. Please see: [Workday – Employee Resources in English and Spanish](#)
- 18.** I submitted my time wrong; how can I fix it?
- a. Please see: [Workday – Employee Resources in English and Spanish](#)
- 19.** If you have worked less than 5 years, do you stop accruing more vacation hours once you have hit 104 hours until January 1 of the following year?
- a. Vacation accrues for the first 20 pay periods of the year up to the annual maximum. So, if you start later you continue to accrue. Sick time accrues for the 1st 24 pay periods of the year unless you start later and then it is a maximum of 96 hours per year.
- 20.** What do I need to do to have part or all of my lump sum rolled over to Fidelity?
- a. You will need to complete a Fidelity Lump Sum Form (City of Dallas 401(k) and 457 Plans). You will email completed form to CCOPayroll@dallas.gov.

Withholding Elections
City of Dallas 401(k) and 457 Plans
*****For Current Plan Participants*****

Employee Name: _____ Employee Number _____

Social Security #: _ *** - ** - _____ Termination Date: _____
(Last Four Digits Only)

IF YOU DO NOT CURRENTLY PARTICIPATE IN THE PLAN TO WHICH YOU WANT TO DEFER, YOU MUST ENROLL. To enroll, you may call Fidelity at 800-343-0860 or log on to www.netbenefits.com/easy

The maximum allowable election for both plans combined is **99%**, subject to annual limits.

I understand that deferrals authorized with this form plus contributions made during the calendar year through payroll cannot exceed the annual limits for 401(k) and 457 plans.

I hereby authorize the following **irrevocable** deferrals from my lump sum final payment:

401(k) Plan (Pre-Tax): _____ % (1% minimum)

457 Plan (Pre-Tax): _____ % (1% minimum)

TOTAL _____ %

401(k) Plan (ROTH): _____ % (1% minimum)

457 Plan (ROTH): _____ % (1% minimum)

TOTAL _____ %

Note: The deadline for submitting a deferral amount for the 457 Plan is the end of the month immediately preceding your employment termination date and prior to your employment termination date for the 401(k) Plan.

Please email your original form to CCOPayroll@dallas.gov by the deadline. For questions about this form please Innocent Maduka, Assistant Director Accounts Payable and Payroll, at 214-846-1281 or Innocent.Maduka@dallas.gov

Employee Signature: _____ Date: _____

Work Phone: _____ Home Phone: _____

Work Email: _____ Home Email: _____