



HANDLING OF PAYROLL INQUIRIES

1. PURPOSE

- 1.1 To set forth policy and procedure for the handling of payroll inquiries.

2. SCOPE

- 2.1 This procedure applies to all Bureau of EMS members.

3. POLICY

- 3.1 Members who discover an issue with subjects regarding; Timekeeping and Leave Balances, Payments and Deductions, Pension, Retirement, Overtime and Differentials or other payroll related issues shall utilize the City of New York Payroll Management System, Inquiry Form (FS-250).

4. PROCEDURE

- 4.1 When a member determines that they have an issue which requires a payroll inquiry the member shall:
- 4.1.1 Complete the City of New York Payroll Management System, Inquiry Form (FS-250), available on the Department Intranet.
 - 4.1.2 Compile supporting documentation highlighting the issue being reported.
 - 4.1.3 Submit the complete, signed package to a superior officer/supervisor for review and action.

Note: *Members shall not send payroll inquiries directly to payroll.*

4.2 Receiving officers shall:

- 4.2.1 Review the FS-250 and the supporting documentation to ensure that the information has been completed and endorsed by the submitting member.
- 4.2.2 Endorse the FS-250.
- 4.2.3 Scan and email the complete package to the respective Division Captain or designee for that Division/Work Location, by the completion of the tour. Officers shall ensure the members name, employee reference number, and platoon is listed in the email subject line.

4.2.4 The original package shall be returned to the member.

4.2.5 When notified by the Division Captain or designee that the payroll issue has been resolved and/or requires additional information, the officer shall notify the submitting member.

Note: *If resolved, the officer shall notify and explain the outcome to the member as well as provide any documentation provided by Payroll.*

4.3 The Division Captain or designee shall:

4.3.1 On a daily basis, review all submitted FS-250s and supporting documentation to ensure that the information has been completed and accurately endorsed.

4.3.2 If able to resolve the issue or the need for additional information is required, notify the submitting officer via Department email.

4.3.3 Those inquiries not resolvable at the Division level shall be forwarded to Payroll electronically via email on a daily basis by the end of the tour. Ensure the member's name, employee reference number, and platoon is listed in the email subject line.

4.3.4 Once the Division Captain or designee has been notified by Payroll that the issue is resolved or requires additional information, the Division Captain or designee shall notify the submitting officer.

Note: *If resolved, the Division Captain or designee shall notify and explain the outcome to the submitting officer, as well as provide any documentation provided by Payroll.*

BY ORDER OF THE CHIEF OF EMS