



## PAYROLL DEPARTMENT

### FREQUENTLY ASKED QUESTIONS

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What are the hours of operation for the Payroll Department?

The Payroll Department hours are 8:30 a.m. – 4:30 p.m. Monday – Friday.

How do I contact the Payroll Department?

You can contact payroll by phone at (310) 338-2713 or via email at [mytime@lmu.edu](mailto:mytime@lmu.edu).

Where is the Payroll Department located?

Payroll is located in University Hall, Suite 1880.

When is payday?

There are two payrolls: a bi-weekly and a semi-monthly.

- Bi-weekly employees are paid every other Friday.
- Semi-monthly employees are paid on the 15<sup>th</sup> and last day of the month (adjusted for holidays).

Payroll Calendars available at the following link:

<https://my.lmu.edu/portal/page/portal/mylmu/intranet?page=https://intranet.lmu.edu/facstaff/busfin/controller/payroll.htm>

Where do I pick up my paycheck?

All paychecks are held in the Payroll Department located in University Hall Suite 1880, after 9 a.m. on paydays.

What if I lose my pay check?



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If you lose or misplace your paycheck then you will need to contact the Payroll Department immediately at: (310) 338-2713 or [mytime@lmu.edu](mailto:mytime@lmu.edu). The Payroll Department will process the stop payment and reissue a new check. This process can take up to 3 to 5 days.

How do I get a copy of my pay check or direct deposit voucher?

All employees can get a copy of their pay stub or direct deposit voucher by registering for *iPay*. *iPay* is a secure website that employees can log into to obtain copies of pay stubs, vouchers and W2's. To register for *iPay*, you can download instructions from the Payroll Department web page:

<https://my.lmu.edu/portal/page/portal/mylmu/intranet?page=https://intranet.lmu.edu/facstaff/busfin/controller/payroll.htm>

You can also contact the Payroll Department for instructions or if you need assistance with registering.

What is Direct Deposit and its benefits?

Direct Deposit provides the convenience of having your paycheck electronically deposited into the financial institution account(s) of your choice. You can set up a maximum of four direct deposit accounts. *Note:* We are not able to set up direct deposit to investment accounts unless they are designated as a checking or savings.

How do I sign up for Direct Deposit?

Complete the [Direct Deposit Authorization Form](#) (PDF): <http://bus.lmu.edu/controller/payroll/downloadforms>.

Forward the completed form to the Payroll Department:    In Person: University Hall, Suite 1880 or  
Fax: (310) 338-5920 or  
Email: [mytime@lmu.edu](mailto:mytime@lmu.edu).

Direct Deposits must go through a pre-note process which means you will receive a live check until the account has been verified through the pre-note process. This could take up to two pay periods.



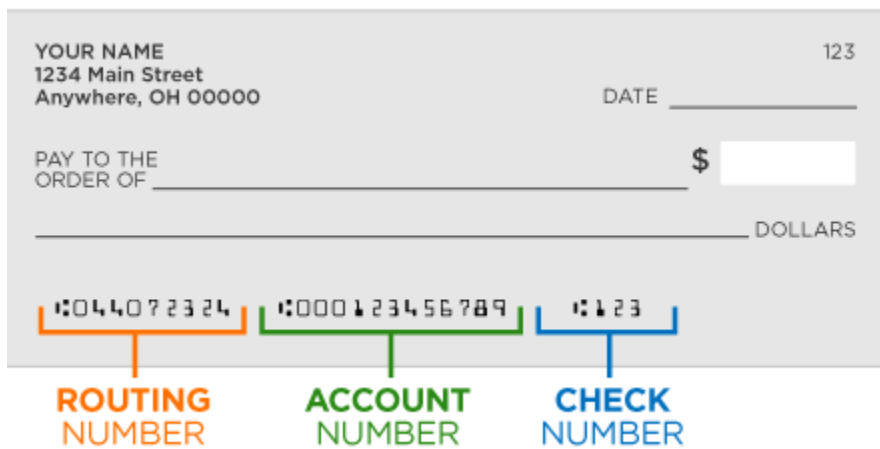
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Where can I find my bank routing/ABA number?

This 9-digit number can be found at the bottom left-hand corner of your personal checks. It is the first set of numbers between the first two colons. The number identifies the banking institution associated with your account number.



How do I change or cancel my Direct Deposit account(s)?

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Complete the Direct Deposit Authorization Form (PDF): <http://bus.lmu.edu/controller/payroll/downloadforms>.

Please make the necessary changes on the form to add, change or cancel an account(s). Then forward the **signed and dated** form to the Payroll Department at University Hall, Suite 1880. You can also fax or email your form: Fax (310-338-5920) Email: [mytime@lmu.edu](mailto:mytime@lmu.edu). Any new Direct Deposit must go through a pre-note process which means you will receive a live check until the account has been verified through the pre-note process. This could take up to two pay periods.

How do I change my tax withholding amount?

In order to change your Federal tax withholding amount, you will need to complete a new W4 form:

<http://bus.lmu.edu/controller/payroll/downloadforms/>



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To change your state tax withholding amount, you will need to complete a new DE4 form for California:

<http://bus.lmu.edu/controller/payroll/downloadforms/>

I'm an hourly employee; how do I record my hours?

Hourly employees must record their daily hours worked in **myTime**, the University's time keeping system. You may record hours by using the time clocks located throughout campus, or you can enter your time via the web clock.

I'm an exempt employee; do I need to record hours?

Exempt (salaried) employees do not need to record their time on a daily basis. They only record exceptions like sick time, vacation time, jury duty, etc.

How do I get training for *myTime*?

To set up an appointment for training, you can contact the Payroll Department at:

University Hall, suite 1880

Email: [mytime@lmu.edu](mailto:mytime@lmu.edu)

Phone: (310) 338-2713

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Who can I contact if I can't log into *myTime*?

You can contact the Payroll Department at:

University Hall, suite 1880

Email: [mytime@lmu.edu](mailto:mytime@lmu.edu)

Phone: (310) 338-2713

What if I forgot to enter and approve my hours in *myTime* before the cut off?

If you did not enter, approve and submit your hours in *myTime* before the Payroll Department pulls the hours for pay day, you will need to have your direct supervisor go back in *myTime* and amend your timecard. Amended time cards are paid on the following pay day.