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Lost Check [1]

Life happens. We have you covered.

If an employee is not set up for direct deposit, they may receive a physical paycheck. This method comes with a risk of misplacement, whether in the mail or by accident. Specific steps are provided below based on whether you are an employee or a department liaison recovering an employee's check.

Please Note: Employees and departments must wait 10 business days after the original issue date to report a check as lost.

Employee

If your CU-issued paycheck has been misplaced, you must wait 10 business days after the check's issue date to report as lost.

Follow these steps to receive a replacement paycheck:

- Check your address [2] within the employee portal [3] to ensure it is correct, as the paycheck may have been sent to the wrong address.
    - If you are a student employee, update both your student and employee portals.
- Set up direct deposit [4] within the employee portal to have your funds deposited directly into your bank account.
- If a check is returned to Employee Services, we will notify you through your official CU email address. Monitor your CU inbox to see if the check was returned to CU.
- After 10 business days of the issue date, contact your HR department liaison.

Former Employee

If your CU-issued paycheck has been misplaced, you must wait 10 business days after the check's issue date to report as lost.

Follow these steps to receive a replacement paycheck:

- After 10 business days of the issue date, contact your former HR department liaison.
- If your address has recently changed, your check may have been sent to the wrong address. You may take either of the following actions:
    - Notify your former HR department liaison of the change, and they update your address within CU's system OR submit a Former Employee Address Change Form [5]

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Department Liaison

If an employee's paycheck has been lost or stale dated (not cashed after 120 days), follow the steps below. This procedure also applies to employees who are no longer active at the university.

- Complete a Handdrawn Request [6] form and send it to offcycle_pbs@cu.edu [7] or click the submit button on the form.
    - Provide as much information as possible to improve the search for the paycheck including the amount, check number, pay period and department information.
    - If a paycheck has been **lost** or **stale dated**, mark the paycheck as such in the Handdrawn Request.
- Employee Services will contact you about the repayment process once the request has been processed (allow three to five business days).

Pay Resources

Need help with understanding pay? Our resources provide payroll deadlines and calendars, explain elements of a paycheck and how to complete pay transactions for your department in the system. If you have additional questions, contact the HCM Service Center at 303-860-4200, option 2 or emailing hcm_community@cu.edu [8].

Employee Resources

Department Liaison Resources

Pay days [9]

Anatomy of a Pay Advice [10]

Monthly, Biweekly and Off-Cycle Payroll Calendars [11]

Completing pay transactions [12]

Groups audience:
Employee Services
Right Sidebar:
ES: Payroll Contact

Source URL:https://www.cu.edu/employee-services/payroll/pay/lost-check

Links
[1] https://www.cu.edu/employee-services/payroll/pay/lost-check [2] https://www.cu.edu/employee-services/payroll/self-service/personal-information [3] https://my.cu.edu [4] https://www.cu.edu/employee-services/payroll/self-service/direct-deposit [5] https://www.cu.edu/docs/address-phone-number-and-email-change-former-employees-or-surviving-spousepartner [6] https://www.cu.edu/docs/handdrawn-warrant [7] mailto:offcycle_pbs@cu.edu?subject=Lost%20check [8] mailto:hcm_community@cu.edu [9] https://www.cu.edu/employee-services/payroll/pay/pay-days [10] https://www.cu.edu/employee-services/payroll/self-service/paychecks [11] https://www.cu.edu/hcm-community/payroll-production-calendars [12] https://www.cu.edu/hcm-community/employee-transactions/pay-transactions