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]
**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 This procedure also applies to employees who are no longer active at the university.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

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
[3] https://my.cu.edu
[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
[12] https://www.cu.edu/hcm-community/employee-transactions/pay-transactions