



## Payroll Frequently Asked Questions (FAQ's)

### 1. Direct Deposit

**Q: When is my bank information due?**

A: All payroll and direct deposit information must be received by the payroll department by 3:00 p.m. Eastern Time on Tuesdays.

**Q: What information is needed to have Direct Deposit?**

A: You must provide either a voided check or a “direct deposit printout” from your bank or financial institution. The check or printout needs to include the following: your first and last name, bank name, type of account (i.e., savings or checking), account number and routing number.

**Q: What do I do if I forgot to turn in my Direct Deposit information while at the office?**

A: You have several options if you forget:

- bring it back during business hours; or
- forward bank printout or email picture of voided check to: [payroll@grahamjobs.com](mailto:payroll@grahamjobs.com); or
- text the bank printout or picture of voided check to 336-897-2159

A: If Direct Deposit is not added you will automatically be issued an FSV “Elite” pay card after your first week on assignment.

### 2. Pay cards (FSV “Elite” cards)



**Q: Can I ever receive a paper check?**

A: Unfortunately, Graham Personnel Services has no way to produce a paper check.

**Q: Can my pay card be mailed?**

A: No, pay cards must be picked up during business hours at our Greensboro or High Point offices. Or you can see your Graham Onsite Representative/Manager for your pay card.



**Q: When can I pick up my pay card?**

A: Pay cards may be picked-up on Thursdays during business hours.

**Q: What should I bring to pick up my card?**

A: Photo identification is needed to check out your pay card.

**Q: Can someone else pick up my card for me?**

A: Yes, they also need to bring identification and our payroll department needs to be notified.

**Q: What happens if I lose my card?**

A: Email us at [payroll@grahamjobs.com](mailto:payroll@grahamjobs.com) or text to 336-897-2159 and we'll create a new card for you. You can also call 336-897-2138 to request a new pay card.

**Q: Is there a fee for the replacement?**

A: There is no cost for a replacement pay card. However, losing a card may create a delay in getting paid.

**Q: How do I activate my card?**

A: You can call FSV at 877-889-0050 or go to their website: [www.paychekplus.com](http://www.paychekplus.com)  
In addition, all directions and customer service phone numbers are in the sealed envelope that your card comes in.

**3. General Questions**

**Q: When will I get paid?**

A: Our official pay day is Friday of each week, although many banks and credit unions may make funds available on Thursday.

**Q. Can I get a pay advance?**

A. We are not able to give pay advances before your pay date. However, many assignments allow you to sign-up for Daily Pay, an employee benefit that lets you get some of your pay before your pay date. Go to [www.dailypay.com](http://www.dailypay.com) for more information.



**Q: What is the pay period?**

A: Graham Personnel Services' pay period is Sunday through Saturday. A few assignments may have different pay weeks in accordance with the client company.

**Q: Can I change or correct deductions/adjustments?**

A: Yes, just email us at [payroll@grahamjobs.com](mailto:payroll@grahamjobs.com) or text to 336-897-2159.

**Q: What happens if my pay is incorrect?**

A: Email payroll at [payroll@grahamjobs.com](mailto:payroll@grahamjobs.com) or text to 336-897-2159.

**Q: Where can I access my paystubs?**

A: [Grahamjobs.com](http://Grahamjobs.com)>Log in> Pay History. (Paystubs can be downloaded and printed from this website).

**Q: What if I do not know my log in to my graham profile?**

A: Your username and can be given and a temporary password issued. Again, you may email [payroll@grahamjobs.com](mailto:payroll@grahamjobs.com) or text 336-897-2159.

**Q: Where can I access my W-2?**

A: W-2's are also available from your [grahamjobs.com](http://grahamjobs.com) profile.

**Q: How can I verify my hours?**

A: You can log-in to your [grahamjobs.com](http://grahamjobs.com) profile.

Always clock-in and out every day to ensure your hours are accurate. Let us know right away if you have any problems with the time clock.:

**Q: What is the difference between Gross pay and Net pay?**

A: Gross pay is before taxes and adjustments; net pay is your "take home" pay.

**Q: What is North Carolina (or other state) Tax, Federal, Social Security Tax and Medicare Tax and why are you keeping my money?**

A: We are not keeping any money! Those are the taxes that by law we must take out and turn in to the government.