

Frequently Asked Questions

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Who do I talk to if I have a problem with my earnings statement from ePayroll?

If you have a problem with your ePayroll earnings statement you will need to first talk with your immediate manager. If they cannot solve your problem then you will need to talk to your local TACS Office. If they cannot solve your problem then you will need to contact the Accounting Help Desk at 1-866-974-2733.

What do I need to do to print my statements?

Click on the desired Pay Period date link on the ePayroll page. When the page opens click on the Print this Page option in the upper left hand side of the window or click on the web browser's "File" menu and then choose "Print". Follow the standard printing steps from that point.

Will I still get my statement in the mail?

Yes, the original Pay Stub that you have been receiving will still be mailed to your address of record unless you opt out of the mailing.

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When are new statements available?

Pay Periods are on a bi-weekly cycle from Saturday to Friday of the following week. Statements are generated after the close of the pay period and are officially available on Wednesday after the pay period close although they may be posted as soon as Saturday. Payroll processing occurs over a 4 day period between Saturday and Tuesday following the close of the pay period and due to this the official availability date is Wednesday following the close.

This process calendar shows this more clearly.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						PP Day 1 (Start)
PP Day 2	PP Day 3	PP Day 4	PP Day 5	PP Day 6	PP Day 7	PP Day 8
PP Day 9	PP Day 10	PP Day 11	PP Day 12	PP Day 13	PP Day 14 (End)	Statements may be available
Statements may be available	Statements may be available	Statements may be available	Statement Officially available		Pay Day	

How long are these statements available?

Your statements will be available for the past 40 pay periods. This is approximately the last 20 months.

I have a problem with my home computer, can you help?

Unfortunately no, employees are responsible for their own non-Postal Service provided computers.

My co-worker does not have ePayroll and would like to use it. How can they?

ePayroll is currently available to all non-bargaining employees who use Payroll Net to Bank (Direct Deposit). If your coworker is a non-bargaining employee, they will need to sign up for Payroll Net to Bank (Direct Deposit) to use ePayroll. If your coworker is a bargaining employee, they will need to wait for ePayroll to be released for these employees. Notices will be posted via news link and other mechanisms.

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