

PAYROLL FREQUENTLY ASKED QUESTIONS (FAQs)

PAYCHECK

How do I view my paycheck?

Please log in to [HR Xpress](#) and click “View/Print Pay Statement” from the Quick Links menu. Paychecks are available for printing or downloading. The payroll department makes every attempt to post paychecks the day prior to payday.

When will my check be deposited?

Net pay is deposited per the amount(s) noted on the paycheck on the noted check date by close of business.

Why does my hourly rate of pay not include my shift?

Shift differential is a separate payment, paid only for hours worked during the applicable shift period. The line on your paycheck will reflect which shift and a corresponding amount under current.

What are the night differential rates for the different shifts?

Shift rates are established based on the location. Please reach out to local HR or payroll for applicable shift differentials in your region.

NON-REGULAR PAY POLICY

How is overtime earned/calculated?

Please visit insideRRD, Employee Center menu, Policies. Section C contains RRD policies regarding Employment at RRD.

What is RRD's Holiday Pay policy?

Please visit insideRRD, Employee Center menu, Policies. Section E contains RRD policies regarding Vacation, Holidays, Leaves of Absence, Layoff Procedures and Other Time Off.

How much paid time off does RRD provide?

Please visit insideRRD, Employee Center menu, Policies. Section E contains RRD policies regarding State and Local Paid Sick Time Policies.

Is shift premium paid on non-regular earnings such as vacation or holiday pay?

No, shift differential is only calculated and paid for hours worked.

I am leaving my employment with RRD. How much vacation pay will I receive?

Please visit insideRRD, Employee Center menu, Policies. Section E contains RRD policies regarding Vacation, Holidays, Leaves of Absence, Layoff Procedures and Other Time Off.

DIRECT DEPOSIT

Why am I required to have direct deposit?

Several states have laws that require mandatory direct deposit. If you work in one of these states, RRD is required to uphold and enforce the laws of that state, including mandating direct deposit. To ease the burden of mandatory direct deposit, RRD provides the choice of a paycard at no cost to the employee. Please speak to your local Human Resources or Payroll representative to understand if your state requires mandatory direct deposit or to inquire about a pay card.

How many direct deposits can I have?

Presently, RRD offers direct deposit for up to eight different accounts. Several of those accounts may be added with a set dollar amount depositing into each with each check and the balance of your net pay depositing into the account you select. Please log in to [HR Xpress](#), click "Payroll Xpress" from the left-hand menu, and select "Edit" under "Enrolled in Direct Deposit." Instructions for enrollment and other important information about direct deposit can be found on the left-hand menu.

How do I enroll or change my direct deposit elections?

Please log in to [HR Xpress](#), click "Payroll Xpress" from the left-hand menu, and select "Edit" under Enrolled in Direct Deposit. Instructions for enrollment and other important information about direct deposit can be found on the left-hand menu.

When will my direct deposit enrollment or changes be applied?

Effective date of direct deposit changes are determined by your pay frequency. Please log in to [HR Xpress](#), click "Payroll Xpress" from the left-hand menu, and select "Edit" under "Enrolled in Direct Deposit." Scroll down on the left-hand menu to the section labeled "Effective Date of Direct Deposit" to determine the applicable effective date.

What happens to my paycheck if I enter direct deposit information after the effective date?

Any paycheck issued after direct deposit information is entered but prior to the direct deposit effective date will be distributed based on the previous information on file. A physical check will be sent to the home address if no direct deposit information was previously on file or direct deposit per the historic allocations. To verify what election was used, paychecks are posted to [HR Xpress](#) the calendar day prior to the expected pay date. Please log in, click "View/Print Pay Statement" from the Quick Links menu to determine how your net was distributed.

I am not enrolled in direct deposit how will I receive my pay?

For those employees not actively enrolled in direct deposit, a physical paycheck will be mailed via USPS to your home address on record. Physical checks are mailed first class two days prior to payday from Nashville, Tenn., to allow the post office time to deliver.

I am no longer actively employed with RRD. Can I still receive future payments via direct deposit?

Former employees who are/will be receiving separation payment immediately following employment will continue to receive direct deposit if they were enrolled at the time of termination. All other former employees who have not received pay via direct deposit within the last 30 days will have their direct deposit information removed to prevent misdirected funds.

TAX WITHHOLDING

How do I change my Federal Tax Withholding?

Please log in to [HR Xpress](#), click “Payroll Xpress” from the left-hand menu, and select “Edit” under Federal Tax Information. Instructions for enrollment and other important information about Tax Withholding can be found on the left-hand menu of the Tax Withholding page.

How do I change my State Tax Withholding?

Employees must complete a paper state withholding form. A link to all state forms as well as submission instructions for processing can be located on [HR Xpress](#). Click “Payroll Xpress” from the left-hand menu, and then select “Edit” under State Tax Information. Unfortunately, with nearly every state having their own tax-withholding form, we are unable to provide electronic submission.

I live in a different state than which I work. Which state tax will be withheld on my paycheck?

Tax-withholding obligations are first and foremost due to the state in which the work was performed, so income taxes will be withheld from your pay based on your work location. If your residency state has a higher tax obligation on your taxable wages than your work state tax obligation, the difference in these tax obligations may be withheld for the residency state. In a few unique states, an agreement was established with neighboring states allowing for the taxation to occur for the residency state if the employer also has work locations in the residency states. If you should live/work in states with an agreement and RRD has a withholding account in your residency state, RRD will withhold for your residency state.

Will RRD withhold my city income taxes if the business is not located in that city?

In most city tax situations, in the event the employer work location is not within the city limits, the employee is required to make the necessary city tax directly with the taxing authority.

FORM W-2

How can I print a copy of my W-2?

Electronic W-2s are kept on file with [ADP](#). Detailed log-in instructions for first-time users and returning users are located on [HR Xpress](#) by clicking “W-2 Statements” from the Quick Links menu. RRD stores three years of W-2s on ADP and a fourth year internally. Requests for W-2s from five or more years ago must be done through the IRS.

When will I receive my W-2?

W-2 statements were postmarked and shipped to employee's address of record via USPS on or prior to January 31.

PERSONAL INFORMATION

How do I change my address?

Please log in to [HR Xpress](#) and click “Edit” next to Home Address from the left-hand menu.

How do I report a name change?

Please log in to [HR Xpress](#) and click “Personal Info” tab. Then select “Update My Legal Name” from the right-hand Quick Links menu. If your legal name change is resulting from a marriage or divorce, be sure to adjust your Federal and State tax withholdings, if applicable.

How do I change my emergency contact?

Please log in to [HR Xpress](#) and click “Edit” next to Emergency Contact from the left-hand menu.

INCOME VERIFICATION**I need to have my income/employment verified.**

RRD uses The Work Number as an automated service to provide proof of RRD employment or income for loan applications, housing or automobile leases, job applications, etc. Instructions for using The Work Number can be found on [HR Xpress](#) by clicking “Employment Verification” from the Quick Links Menu.

FORMER EMPLOYEE**I am no longer employed by RRD, how do I obtain copies of my paychecks?**

Former employees are granted access to HR Xpress for up to 24 months after termination. Please log in to [HR Xpress](#) and click “View/Print Pay Statement” from the Quick Links menu. Paychecks are available for printing or downloading.

I no longer work for RRD. How do I update my address?

Call the RRD Benefits Center (**1-877-773-4236**) and request an address change. The RRD Benefits Center will NOT accept address changes from active employees.

When will I receive my W-2?

W-2 statements are postmarked and shipped to the employee's address of record via USPS on or prior to January 31.