Payroll change notification email

Send planned changes at least two pay periods ahead, or earlier if your state requires it. Send error and delay notices the same day you find the problem, before employees check their bank accounts.

PAY DATE OR FREQUENCY CHANGE

Subject: Change to our pay schedule starting [Effective Date]

Hi [First Name],

Starting [Effective Date], we're moving from [Old Schedule, e.g. semimonthly pay on the 15th and last day of the month] to [New Schedule, e.g. biweekly pay every other Friday].

What this means for you:

- Your last paycheck on the old schedule is [Last Old Pay Date].
- Your first paycheck on the new schedule is [First New Pay Date], covering [Pay Period Dates].
- Your annual pay does not change. Each paycheck will be a little smaller because there are [Number] paychecks a year instead of [Old Number].
- Benefit deductions will be recalculated per paycheck. Your total annual deductions stay the same.

The full [Year] pay calendar is attached. If you have automatic bill payments tied to your old payday, now is a good time to check them.

Questions? Contact [Payroll Contact] at [Email or Phone].

Thanks,
[Your Name]
[Title], [Company]

PAYROLL ERROR

Subject: Correction to your [Pay Date] paycheck

Hi [First Name],

We found an error in your paycheck dated [Pay Date]: [Plain Description, e.g. 6 hours of overtime from the week of March 3 were paid at your regular rate instead of 1.5 times].

The difference is [Amount]. We will pay it [Correction Method and Date, e.g. by direct deposit in an off-cycle payment on Wednesday, March 19].

I'm sorry for the mistake. If this caused a bank fee or a missed payment, tell me and we'll look at it. You can reach me at [Phone] or reply here.

[Your Name]
[Title], [Company]

SALARY DELAY

Subject: Your [Pay Date] pay will arrive on [New Date]

Hi [First Name],

Your pay for the period ending [Period End Date] will reach your account on [New Date] instead of [Pay Date]. The cause is [Brief, Honest Reason, e.g. a processing failure at our payroll provider's bank].

The amount is not affected. We'll email again once the payment has been sent.

If the delay causes a problem with rent, a bill or a bank fee, contact [Payroll Contact] at [Email or Phone]. We can [Option, e.g. issue a paper check today or cover documented late fees].

We apologize for the disruption.

[Your Name]
[Title], [Company]

NEW PAYROLL PROVIDER OR SELF-SERVICE PORTAL

Subject: Action needed: set up your new pay portal by [Deadline]

Hi [First Name],

From [Effective Date], your pay stubs, W-2s and direct deposit settings will move to [Provider or Portal Name]. Your pay date and amount do not change.

Please do two things by [Deadline]:

1. Accept the invite sent to [Email Address] and set a password.
2. Check your bank details and tax withholding.

If you don't set up the account, you'll still be paid, but you won't be able to see your stubs or update anything. Past stubs remain available in [Old System] until [Date].

Help: [Payroll Contact], [Email or Phone].

[Your Name]
[Title], [Company]

SUBJECT LINE IDEAS

- Change to our pay schedule starting [Effective Date]
- Correction to your [Pay Date] paycheck
- Your [Pay Date] pay will arrive on [New Date]

• New pay calendar for [Year]

• Action needed: set up your new pay portal

• Update on this week's payroll

• Change to your paycheck deductions

SMS / WHATSAPP VERSION

Hi [First Name], this is [Company] payroll. Your pay due [Pay Date] will arrive on [New Date] due to a processing issue. The amount is not affected. Details are in your email. Questions: [Phone].

Placeholders to replace: [First Name], [Effective Date], [Old Schedule], [New Schedule], [Last Old Pay Date], [First New Pay Date], [Pay Period Dates], [Pay Date], [New Date], [Amount], [Payroll Contact], [Deadline], [Your Name], [Title], [Company]