

Request Direct Deposit Delete/Reversal:

Purpose:

NYS agencies will now use the new online forms feature available in PayServ for the request a Direct Deposit Delete/Reversal process. Using this online form eliminates the need for paper/email and provides a workflow-based approval as well as an audit trail for tracking.

Using the Online Form to Request a Direct Deposit Delete/Reversal

Navigation Path

Main Menu > Payroll for North America > Payroll Processing > Produce Payroll > Request DD Delete/Reversal

1. The path online opens to the “Request for Payroll Direct Deposit Delete or Reversal page.

Request for Payroll Direct Deposit Delete or Reversal

DD Reversal Form | Instructions New Window | Personalize Page

Workflow Status:
Submission Date:

Subject: Direct Deposit Delete or Reversal Request

*Paycheck Number:

*Reason for Request:

Preparer's Details

Preparer's Name: Kimartin, Erica
*Phone No.: 518/123-4567
*Email ID: email@osc.ny.gov
Preparer's Comments:

Direct Deposit Reversal Details

Department:
Employee ID:
Emp_Record:
Issuance Dt:

Priority	Account Type	Account Number	Bank ID	Deposit Amount

DD Reversal Form | Instructions

From this page you can either enter a new request and choose “Submit for Approval” or select Find an Existing value. The Find an Existing value will allow the submitter to view all

requests based upon security.

Request DD Delete/Reversal

Find an Existing Value + Add a New Value

Search Criteria
Enter any information you have and click Search. Leave fields blank for a list of all values.

Recent Searches: Choose from recent searches Saved Searches: Choose from saved searches

Empl ID: begins with

Department: begins with

Paycheck Number: =

Search Results
3 results Department "01071"

Sequence Number	Empl ID	Emp_Record	Department	Preparer's Name	Paycheck Number	Issuance Date	Submission Date	Reason for Request	Workflow Status	
4	████████	0	01071	████████	████████	12/12/2024	12/11/2024	Deceased	Apprvl Prc	>
1	████████	1	01071	████████	████████	12/12/2024	12/10/2024	Other	Denied	>

To return to the previous screen, click on the “Add a New Value”

2. Click the Instructions tab to view instruction details.

Request DD Delete/Reversal

DD Reversal Form **Instructions**

1. This is an online form used to delete or reverse a direct deposit transaction that has been generated by PayServ. OSC will process a delete/reversal if the employee is overpaid and off the payroll, with no future checks anticipated and no other means to retrieve the overpayment. If the employee is still Active on the payroll, the agency should notify the employee and retrieve the funds from the next available check, whenever possible. Contact your payroll auditor to discuss overpayment recovery.

2. Review the employee's direct deposit record in PayServ and make any necessary changes for the next payroll period.

3. To initiate a request for a direct deposit delete or reversal, complete the information on the “DD Reversal Form” tab and click SUBMIT for APPROVAL.

4. OSC will approve or deny the request with comments and notify the agency with the results of the reversal.

For questions, please email DDReturnsandreversals@osc.ny.gov.

[DD Reversal Form](#) | Instructions

3. Click the Form tab. The following fields are on the page:

- a. Paycheck Number: Paycheck Number for the Stop Payment Request
- b. Reason for Request: Required (Deceased, LOA, Other, Retired, Termed)
- c. Preparer's Name: System Generated based upon User ID
- d. Preparer Phone: Required
- e. Preparer Email: Required
- f. Preparer Comments: Optional
- g. Workflow Status, Submission Date, Department, Employee (EMPLID and Name), Empl Rcd, Issuance Date and all direct deposit accounts by priority: All are system generated and display only based on the Check Number entered.

Request for Payroll Direct Deposit Delete or Reversal

New Window | Personalize

DD Reversal Form Instructions

Subject: Direct Deposit Delete or Reversal Request

*Paycheck Number:

*Reason for Request:

Preparer's Details

Preparer's Name:

*Phone No.:

*Email ID:

Preparer's Comments:

Workflow Status:
Submission Date:

Direct Deposit Reversal Details

Department:
Employee ID:
Emp_Record:
Issuance Dt:

Priority	Account Type	Account Number	Bank ID	Deposit Amount

4. Enter and/or verify the following:

- a. Enter Paycheck Number.
 - a. Verify Paycheck Information (Department, Employee (EMPLID and Name), Empl Rcd, Issuance Date and all direct deposit accounts)
- b. Enter Preparer Phone Number.
- c. Enter Preparer Email.
- d. Select Reason for Request (Deceased, LOA, Other, Retired, Termed).
- e. Enter Comments if needed.

Subject: Direct Deposit Delete or Reversal Request

*Paycheck Number:

*Reason for Request:

Preparer's Details

Preparer's Name:

*Phone No.:

*Email ID:

Preparer's Comments:

Workflow Status:
Submission Date:

Direct Deposit Reversal Details

Department:
Employee ID:
Emp_Record:
Issuance Dt:

Priority	Account Type	Account Number	Bank ID	Deposit Amount

5. Click Submit for Approval. The approval Process Status is displayed.

Workflow Status: In Approval Process
Submission Date: 11/15/2024

Subject: Direct Deposit Delete Reversal Request
Paycheck Number: [REDACTED]
Reason for Request: Termed

Preparer's Details

Preparer's Name: [REDACTED]
Phone No.: [REDACTED]
Email ID: [REDACTED]
Preparer's Comments: Employee Termed, not entitled to check

Direct Deposit Reversal Details

Department: [REDACTED]
Employee ID: [REDACTED]
Emp_Record: 0
Issuance Dt: 11/14/2024

Priority	Account Type	Account Number	Bank ID	Deposit Amount
999	Checking	[REDACTED]	[REDACTED]	[REDACTED]

Approval Workflow Status

SEQUENCENO=20:Pending

Approval Workflow Status

Pending
Multiple Approvers
Revers Direct Deposit Approver

6. An OSC Approver will review and either approve or deny the request. After that decision is made, the Requester can view the Request and the Approver's comments.

a. Approved Request:

Worklist for 92BSCAGCY: BSC with AGCY Page

Detail View Worklist Filters

Department	From	Date From	Check Number	Employee Name	Reason For Request	Work Item	Worked By Activity	Priority	Link	Mark Worked	Reassign
01113	[REDACTED]	11/04/2024	[REDACTED]	[REDACTED]	LOA	Transaction Approved	Approval Workflow	[Dropdown]	NY_DEPOSIT_AWE_500014 NY_DEPOSIT_AWE_2024-01-01_NY_9_SEQUENCE19_RSCA_O.R.	Mark Worked	Reassign
01113	[REDACTED]	11/15/2024	[REDACTED]	[REDACTED]	TER	Transaction Approved	Approval Workflow	[Dropdown]	NY_DEPOSIT_AWE_500019 NY_DEPOSIT_AWE_2024-01-01_NY_9_SEQUENCE20_RSCA_O.R.	Mark Worked	Reassign
01113	[REDACTED]	11/15/2024	[REDACTED]	[REDACTED]	DEA	Transaction Approved	Approval Workflow	[Dropdown]	NY_DEPOSIT_AWE_500020 NY_DEPOSIT_AWE_2024-01-01_NY_9_SEQUENCE21_RSCA_O.R.	Mark Worked	Reassign

Request for Payroll Direct Deposit Delete or Reversal

DD Reversal Form Instructions

Workflow Status: **Approved**
Submission Date: 11/04/2024

Subject: Direct Deposit Delete or Reversal Request
Paycheck Number: [REDACTED]
Reason for Request: LOA

Preparer's Details

Preparer's Name: [REDACTED]
Phone No.: [REDACTED]
Email ID: [REDACTED]
Preparer's Comments: BSC submission test 11/4

Direct Deposit Reversal Details

Department: [REDACTED]
Employee ID: [REDACTED]
Emp_Record: 0
Issuance Dt: 10/31/2024

Priority	Account Type	Account Number	Bank ID	Deposit Amount
999	Checking	[REDACTED]	[REDACTED]	2269.93

Approver's Comments: Approve BSC Agency test 11/4/2024

Approval Workflow Status

SEQUENCENO=15:Approved

Approval Workflow Status

Approved
Revers Direct Deposit Approver
11/04/24 - 11:10 AM

b. Denied Request:

Detail View Workflow Filters

Department	From	Date From	Check Number	Employee Name	Reason For Request	Work Item	Worked By Activity	Priority	Link
01113		11/04/2024	41545505		TDR	Transacns=Direct	Approval Workflow		View Edit Delete Refresh

Request for Payroll Direct Deposit Delete or Reversal

DD Reversal Form Instructions

Subject: Direct Deposit Delete or Reversal Request

Paycheck Number: [REDACTED]

Reason for Request: Other

Preparer's Details

Preparer's Name: [REDACTED]
 Phone No.: [REDACTED]
 Email ID: [REDACTED]
 Preparer's Comments: Test

Workflow Status: Denied
Submission Date: 12/10/2024

Direct Deposit Reversal Details

Department: [REDACTED]
 Employee ID: [REDACTED]
 Emp_Record: [REDACTED]
 Issuance Dt: 12/12/2024

Priority	Account Type	Account Number	Bank ID	Deposit Amount
999	Checking	[REDACTED]	[REDACTED]	[REDACTED]

Approver's Comments: Deny test

Approval Workflow Status

SEQUENCENO=1:Denied

Approval Workflow Status

Denied

Oliver Nicole
 Revers Direct Deposit Approver
 12/10/24 - 2:05 PM