Request Direct Deposit Delete/Reversal:

Purpose:

PayServ 9.2 is using the new online forms feature available in PeopleSoft for the request a Direct Deposit Delete/Reversal process. Using this online form eliminates the need for paper and provides workflow-based approval and audit trail for tracking.

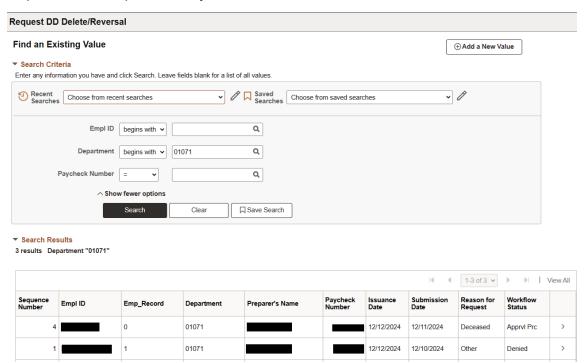## Using the Online Form to Request a Direct Deposit Delete/Reversal

Navigation Path

Main Menu > Payroll for North America > Payroll Processing > Produce Payroll >Request Direct Deposit Deletes/Reversals
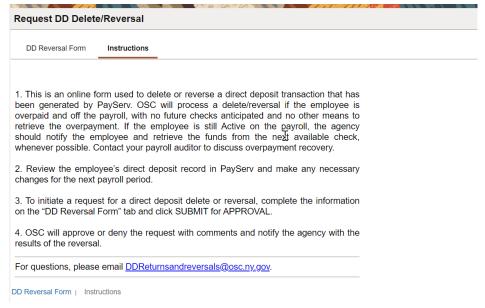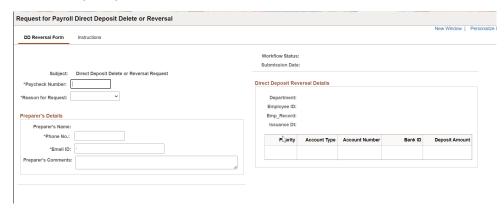
Steps – Agency

1. Click Add.

NOTE: By selecting 'Find an Existing Value' in the search record, the submitter can view all requests based upon security

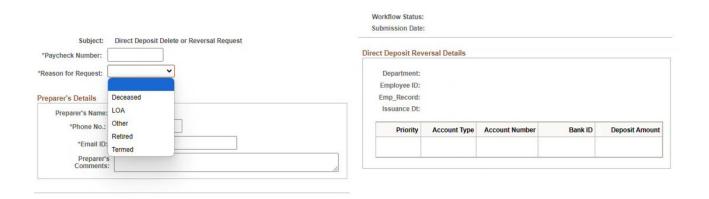2. Click the Instructions tab to view instruction details

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 upon Check Number Entered

Request for Payroll Direct Deposit Delete or Reversal

New Window | Personalize |

| **DD Reversal Form** | Instructions |

Workflow Status:
Submission Date:

Subject: Direct Deposit Delete or Reversal Request

*Paycheck Number: [ ]

*Reason for Request: [⌄]

Direct Deposit Reversal Details

Preparer's Details

Department:
Employee ID:
Emp_Record:
Issuance Dt:

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

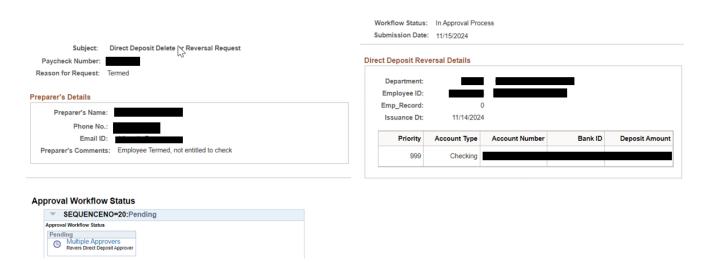| Priority	Account Type	Account Number	Bank ID	Deposit Amount

4. Enter and/or verify the following:
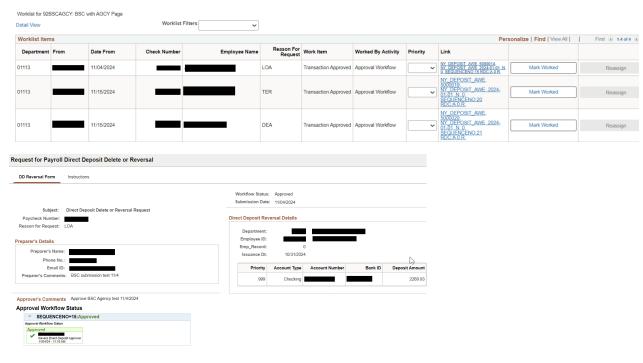   NOTE: Most information is system generated based upon the Check Number entered.
   a. Paycheck Number
   b. Verify Paycheck Information (Department, Employee (EMPLID and Name), Empl Rcd, Issuance Date and all direct deposit accounts)
   c. Enter Preparer Phone Number
   d. Enter Preparer Email
   e. Select Reason for Request (Deceased,LOA,Other,Retired,Termed)
   f. Enter Comments if needed.
   g. Click submit for approval

Subject:	Direct Deposit Delete or Reversal Request
Workflow Status:	
Submission Date:	

Direct Deposit Reversal Details

Department:	
Employee ID:	
Emp_Record:	
Issuance Dt:	

Reason for Request dropdown options: Deceased, LOA, Other, Retired, Termed

Preparer's Details
Preparer's Name:
*Phone No.:
*Email ID:
Preparer's Comments:

Priority	Account Type	Account Number	Bank ID	Deposit Amount

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

Subject:	Direct Deposit Delete or Reversal Request
Workflow Status:	In Approval Process
Submission Date:	11/15/2024
Paycheck Number:	
Reason for Request:	Termed

Direct Deposit Reversal Details

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

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

Priority	Account Type	Account Number	Bank ID	Deposit Amount
999	Checking			

Approval Workflow Status
   ▼ SEQUENCENO=20:Pending
Approval Workflow Status
Pending
   🕐 Multiple Approvers
      Revers Direct Deposit Approver

6. After the OSC Approver has approved or denied the request, the Requester can view the Request and the Approver's comments.
   a. Approved Request:

   b. Denied Request: