Process for Overpayment:			
Overpayment Notification and Processing Procedures			
Item #	**Description**	**Responsible Person**	**Timing**
1	Realize that an overpayment has occurred.	Employee, Supervisor, BSC	
2	Contacts BSC and/or Campus Payroll Office.	Employee/Supervisor to BSC	immediately
3	Note: If the original payment was made using restricted funds, then the timing for processing the void/reversal is critical in order to avoid overbilling to Federal agency for services that were not performed against the restricted project. This may necessitate a PHAADJT adjustment to void/reverse payment, prior to collection of funds or it may mean that Unit must reallocate expense to avoid overcharging the agency.	BSC to Campus Payroll and USNH Payroll	immediately
4	If BSC contacted, communicate with Campus Payroll, providing details regarding the cause.	BSC to Campus Payroll	immediately
5	Communicate the details of the overpayment to USNH Payroll, including cause and next actions if known.	BSC/Campus Payroll to USNH Payroll	immediately
6	Review the employee's job record and payment history. Determine the gross amount and calculate the net amount due. Calculation is three-tier: 1) calculate the amount that was paid, 2) calculate the amount that should have been paid, 3) difference is the amount to be re-paid to USNH.	USNH Payroll	within 24 hours

7	Contact the BSC with facts about the overpayment, explaining responsibilities and actions that must be taken for next steps:
	
	    BSC to notify employee of unintended overpayment and that it must be repaid to USNH.
	    BSC to work with employee to make arrangements for repayment following the options listed below.
	    USNH must remain in compliance with state regulations (effective 1/1/2006).
	
	Note: In situations that contain extenuating circumstances, it may be determined that the USNH Payroll will contact the employee directly. For instance, when an employee terminates, or is on worker's compensation.
	
	Note: UNH Payroll performs time entry for UNH Off-Campus CWS employees and, therefore, will be responsible for the BSC/Campus Payroll role.
		USNH Payroll To BSC
		
		(or Campus PR for Off-Campus CWS)
			within 24 hours

8	Contact employee explaining options available for repayment of overpayment to USNH	BSC/Campus Payroll to employee/supervisor	within 24 hours

Item # Description	Responsible Person	Timing
9 **Repayment options**: First and preferable: Employee writes personal check payable to the University, which allows the void/reversal to be processed without additional overhead. Second option: If employee cannot provide check for overpayment amount, employee can authorize Payroll to withhold the full value from their next check. Final option: Employee can complete an agreement (found in USNH Policy) to authorize USNH to withhold up to 20% of their pay over 'X' number of payroll periods. NOTE: USNH Payroll must monitor employment status to ensure full collection at termination.	Notes	
10 **If employee elects to have payroll deductions, they must complete the USNH Overpayment Agreement Form (found in policy) and submit to the USNH Payroll Office. Withholding of Payroll Receivable will begin on the payroll following receipt.**	Employee to BSC/Campus Payroll to USNH Payroll	within 24 hours
11 Notify USNH Payroll of repayment choice.	BSC/Campus Payroll to USNH Payroll	immediately
12 Enter into overpayment log. The log will contain Campus, Area, name, L4 ID, pay period of overpayment, check date, gross amount, net amount, status of overpayment (open, pending receipt of check, pending receivable, in collection via receivable, complete, comments w/cause, expected actions relative to status or regarding history of events.)	USNH Payroll	immediately
13 Monitor the overpayment log, validating status and indicating when recovery is complete. If employee terminates, code an adjustment to ensure that the balance owed to USNH is recovered from their final pay check.	USNH Payroll	weekly, Monday am
14 Follow-up with BSC or Campus Payroll regarding any open issues, making sure that communication includes next steps and expectations for closure.	USNH Payroll	weekly

Item # Description	Responsible Person	Timing
15	**Processing the VOID/REVERSAL in Banner**: Process void/reversal in Banner as soon as possble, normally after payment or determination of scheduled payment (final) choice. If check is received, process void/reversal. Note complete in overpayment log. If repayment is withheld from next check via receivable, process PDADEDN to withhold money from next payments, note status in overpayment log, process void/reversal. If repayment over time via receivable, process PDADEND to withhold from checks, note status in overpayment log, process void/reversal. If original expense from restricted account, time is critical for repayment choice and void/reversal. A delay of more than a few days could cause an incorrect billing to a federal agancy of expenses that were not appropriate. Communicate immediate need to BSC and Campus Payroll to facilitate decision.	USNH Payroll	within next week
16	If payroll withholding choice is made: Monitor for terminations, may need to take action with BSC to collect balance from employee or from Department. Monitor withholdings, making notes in log if/when status should change to complete, communicate with BSC if any unusual activity occurs, i.e. employee accepts additional employment so 20% amount increases, etc.	USNH Payroll	weekly
17	Note: if collection isn't successful from repayment choices above, additional communictaion is necessary and follow-up must be monitored so that next steps can be taken. Additional steps that may be necessary: Letter to employee, Void/reversal with receivable transferred to Campus Business Office for collection, Void/reversal with receivable paid via department funds. *Note: if overpayment occurred in a different calendar year than the repayment and void/reversal, there are "special" processing guidelines that must be followed per IRS reporting regulations.*	USNH Payroll or BSC or Campus Payroll	weekly

The Item # column and Description column share a header (Item #, Description stacked). The Item # value (15, 16, 17) appears in a narrow left column.