

CAPS Overpayment Facilitation

When an overpayment occurs, there is specific information that the Payroll Staff needs in order to calculate the appropriate repayment amount. Once the amount is figured, Payroll provides it to the department so that the department may communicate next steps to the employee. In order to simplify this process for the departments, CAPS representatives will now facilitate the overpayment/repayment process between the department and Payroll.

Overpayment Process Flow:

1. Overpayment discovery
2. Payroll notified to calculate repayment
3. Repayment amount communicated to department
4. Employee notified of overpayment
5. Employee Repays
6. Payroll processes collection and manual check (or W-2c if necessary)

CAPS Expectations:

CAPS will be familiar with the overpayment/repayment process and be able to advise the department when questions arise. Following are the CAPS responsibilities for the overpayment process.

1. Overpayment Discovery
 - CAPS will recognize when a late ePAF/PAF results in an overpayment
 - CAPS will follow-up to ensure an ePAF/PAF is processed if an overpayment is communicated by phone or email
2. Payroll Notification
 - CAPS will work with the department to confirm an overpayment has occurred
 - CAPS will supply the necessary information to Payroll so that they may figure the repayment amount
 - If Payroll has any additional questions, Payroll will work directly with the CAPS representative for answers
 - Payroll will communicate the repayment amount to the requesting CAPS representative
3. Department Notification
 - CAPS will communicate the repayment amount to the department within 24 hours of receiving the information from Payroll
 - The email notification to the department will contain:
 - A prepared Acknowledgement of Overpayment Form
 - Instructions on how to proceed (referencing the ways to contact the employee)
 - The email notification will be sent to the contact for the department as well as the fiscal contact for the division and the HRPO Manager
 - CAPS will forward Payroll's monthly Outstanding Overpayment report to their department and fiscal contact if an overpayment is still outstanding for that division

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4. Employee Notification
 - N/A
5. Employee Repays
 - CAPS will promptly forward Acknowledgement of Overpayment Form (and personal check if that option is chosen) to the Payroll staff for processing when received from the department
6. Payroll Processing
 - N/A

Department Expectations:

Since this service is designed to alleviate the need for multiple communications between the department and the HRPO office, departments are expected to refrain from contacting Payroll directly. Departments will instead work directly with their CAPS representative for all questions about the overpayment process.

1. Overpayment Discovery
 - The department is expected to notify their CAPS representative immediately if they are made aware of an overpayment. It is not necessary to rely on the processing of the ePAF/PAF to notify CAPS of an overpayment.
 - Process an ePAF/PAF immediately to prevent further overpayments
2. Payroll Notification
 - N/A
3. Department Notification
 - N/A
4. Employee Notification
 - The department is responsible for contacting the employee to notify them that they have been overpaid and what the options are for repaying the salary
 - The department will follow-up with the overpaid employee on timely basis if the employee continue to show up on the Outstanding Overpayment Report
5. Employee Repays
 - The department will forward the signed Acknowledgment of Overpayment Form (and personal check if that option is chosen) to their CAPS representative immediately
6. Payroll Processing
 - Review GL for processing of manual check (or return of employer FICA in the case of a W-2c)

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Payroll Expectations:

Payroll will be familiar with the overpayment/repayment process and be able to advise the CAPS representative when questions arise. Following are the Payroll responsibilities for the overpayment process.

1. Overpayment Discovery
 - If an overpayment is discovered through payroll or T&L processing, Payroll will communicate this to the CAPS representative immediately
2. Payroll Notification
 - The Payroll staff is expected to calculate the repayment amounts within 48 hours, unless they are notified of the overpayment during a payroll processing week which will increase the response time to within 72 hours
 - Payroll will indicate the CAPS representative as the contact person on the Overpayment Spreadsheet for divisions within CAPS
3. Department Notification
 - Payroll will communicate with the CAPS representative throughout the overpayment process
 - Payroll will reply to the CAPS representative with the repayment amount
 - Payroll will send the Outstanding Overpayment Report out monthly to the CAPS staff
4. Employee Notification
 - N/A
5. Employee Repays
 - The Payroll staff will process after-tax deductions and CRR deposits in a timely manner
6. Payroll Processing
 - The Payroll staff will process manual checks on the next available pay cycle or W-2c requests on a weekly basis