

COMPREHENSIVE LOOK AT **OVERPAYMENTS** IN CONNECTCAROLINA

PRESENTED BY:

CAITLIN WEBSTER, *Human Resources Business Partner, College of Arts & Sciences*

STEPHANIE KIDD, *Payroll Manager, Payroll Services*



TODAY'S AGENDA



- DEFINITIONS
- STATISTICS
- APPROACHES
- BEST PRACTICES
- RECTIFYING OVERPAYMENTS
- IMPLICATIONS
- RESOURCES
- Q & A
- PRESENTATION SURVEY

DEFINITION OF OVERPAYMENT

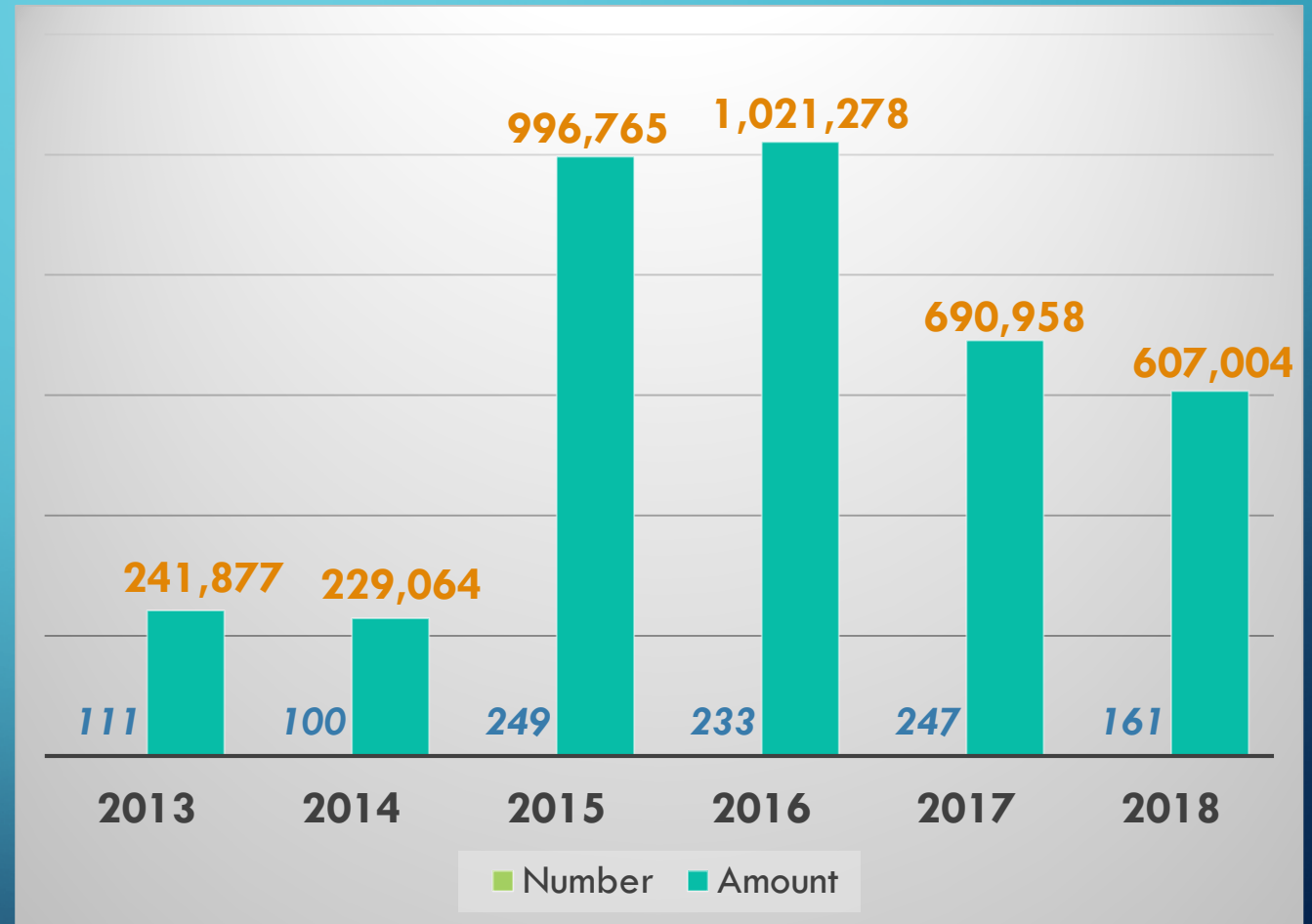
A payment of salaries or wages for a pay period that is greater than the amount earned for a pay period, as a result of human error.

- Short Work Breaks
- Late Terminations
- Untimely processing of salary changes
- Failure to remove MCDs
- Failure to remove compensation for faculty intermittent employee groups



OVERPAYMENT STATISTICS

Calendar Year	Number	Amount
2013	111	241,877
2014	100	229,064
2015	249	996,765
2016	233	1,021,278
2017	247	690,958
2018	161	607,004



OVERPAYMENT STATISTICS

Calendar 2017 (through September)

217 overpayments for \$586,595.59

178 monthly, \$567,244.26:

162 due to late processing

118 late terminations

178 monthly

48 EPA Faculty or Non-Faculty

130 Students



OVERPAYMENT STATISTICS

Calendar 2018 (through September)

161 overpayments for \$607,004

151 monthly, \$590,110:

142 due to late processing

73 late terminations

151 monthly

61 EPA Faculty or Non-Faculty

75 Students




APPROACHES

PROACTIVE RESOURCES

- Expected End Date Report
- Prelim Report

Report Type Expected End Date Report ▼

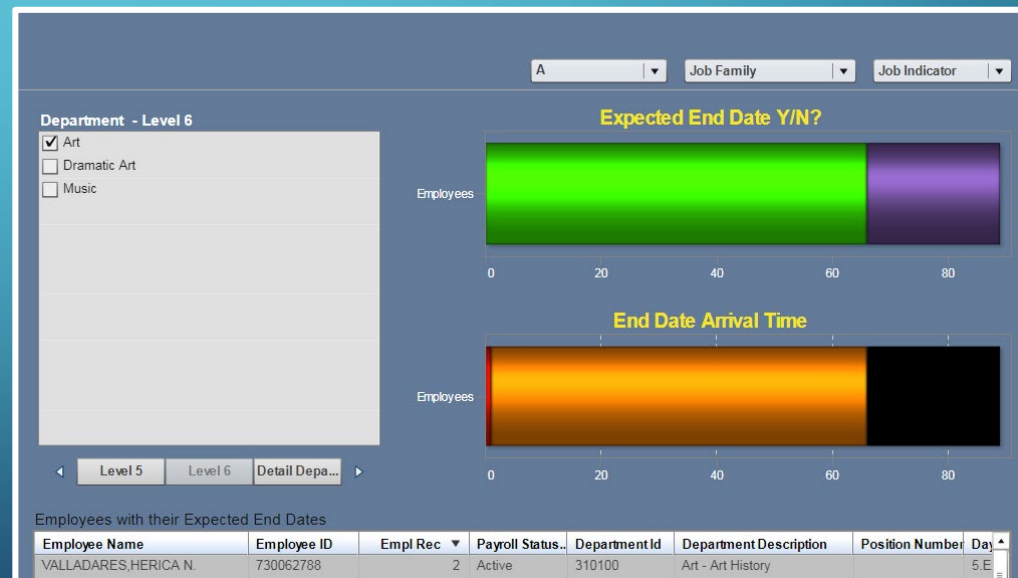
 INFOPORTE

Employees Positions Reports Request Payroll

Earnings Distribution Prelim Report Summarized Payroll Salary Pro

REACTIVE RESOURCES

- Earnings Distribution and Check Registry



To note: EED report displays only students, postdocs, temps, and fixed-term faculty who have **end dates** in ConnectCarolina.

BEST PRACTICES

Campus perspective

- Check Prelim screen once a week
- Be timely about communicating overpayment to employee
- Follow up



HR perspective

- Be proactive
- Run Expected End Date Report in InfoPorte often
- Tracking

RECTIFYING AN OVERPAYMENT



1. FIX IT IN CONNECTCAROLINA

Helpful hint: In order to expedite the process, nudge approvers.

Helpful Resource: [Stipend Calculator](#)

2. COMPLETE A PAYROLL EXCEPTION SHEET

Helpful hint: Make sure your signature is on the sheet. You can autofill the sheet [here](#).

3. SUBMIT A REMEDY TICKET


Helpful hint: Steps 1-3 can be completed and submitted at the same time to avoid delays.

Quick Visuals: Step 1-3

Graduate Stipend Calculator

SALARY STIPEND CALCULATOR FOR GRADUATE STUDENTS	
YELLOW CELLS - INPUT	
BLUE CELLS - OUTPUT	
Name:	
PID:	
Title:	
Start Date:	7/1/2018
Pay Through Date:	12/31/2018
Expected Job End Date:	1/1/2019
# of months of service:	6.000000
Actual Payment Amount:	6150.000000
Annualized Salary:	12300.000000
Flat rate:	1025.000000

Payroll Exception Sheet

 THE UNIVERSITY
of NORTH CAROLINA
at CHAPEL HILL

1102.2.1f - Payroll Exception Sheet

Department Name Psychology Dept. No. 954325

Employee Name John Smith Pay Group # M01

PID 73110893

Explain Exception Professor Smith should have transferred into a non-compensated, Faculty Intermittent appointment, effective 7/1/2018. In order to correct his appointment in ConnectCarolina, ePAR 12357 was submitted. As a result, there was an overpayment of \$1025 for the month of July.

Payroll Action Payroll should start recouping the funds/overpayment process for John's M01 July's pay (\$1,025).

Employee Name _____ Pay Group # _____

PID _____

Explain Exception _____

Payroll Action _____

Employee Name _____ Pay Group # _____

PID _____

Explain Exception _____

Payroll Action _____

Preparer's Name Jane Doe

Preparer's Signature Jane Doe


Date Prepared 8/1/2018 Pay Period Number M01

Remedy Ticket

New Request

Customer Information

Choose the Department or Service you need assistance with:

Can't find what you are looking for? Click here 

ConnectCarolina

Type of Help Needed:

ConnectCarolina HR/Payroll

Payroll Issues

All 3 selections are required. Changing your selections above will replace the text you have typed in the Problem Description section.

Save these three Selections for future use? ☐

Problem Description:

Due to administrative oversight, Professor John Smith in Psychology was not transferred into a non-compensated faculty appointment, effective 7/1/2018. As a result, he was overpaid for the month of August. A hire/transfer/job change ePAR has been submitted to correct his appointment (Eform ID 12357-currently at Level 1 approval). I am submitting this help ticket in order to start the overpayment process. Payroll Exception Sheet is attached.

Do you want to receive emails every time this request is updated?

No

Attach files (up to 5 files allowed, up to 5MB each) ?

Choose Files

Payroll Exc...emplate.pdf

Upload

Cancel

Submit

RECTIFYING AN OVERPAYMENT (CONT.)



4. REMEDY TICKET HAS BEEN RESOLVED

Ticket transitions to Payroll who drafts the overpayment memo.

5. OVERPAYMENT MEMO IS GENERATED BY PAYROLL

Payroll notifies the HR rep with memo.

6. EMPLOYEE TAKES ACTION WITH PAYROLL

The employee should work to repay the funds in a timely manner.

8/18/2017

TO: HANNAH SMITH (HR REP)
CC: BEN HAMILTON (PAYROLL REP)
FR: SIMON BENNINGTON
DIRECTOR OF PAYROLL SERVICES
RE: OVERPAYMENT TO JOHN SMITH (EMPLOYEE)

Overpayment OP6790 to JOHN SMITH, an employee in department 954325 – Psychology, has occurred due to late salary decrease information, effective 7/01/2018 (created 8/17/2018, changing the employee to a zero-base rate, employee record 0). Payroll services was notified of the overpayment by the department via remedy ticket 3528709 on 8/18/2018 @ 10:00am after the M01-July 2018 pay cycle had confirmed and closed out.

The employing department is responsible for the collection of this overpayment and will need to follow the procedures listed below:

1. Please confirm receipt of this email by replying to bhamilton@email.unc.edu indicating that you will begin the collection process.

2. Contact should be made to the employee either by letter, email, or phone, explaining the overpayment and providing the amount to be collected. **Please make the employee aware that if we have not received payment in full by November 30, 2017 the employee will need to repay the gross amount of (\$1,025.01) instead of just the net amount (\$929.60) of the overpayment.** A personal check made payable to the University of North Carolina at Chapel Hill in the amount of \$929.60 (net amount) **should be forwarded to: Ben Hamilton, Accounting Services, CB #1210, 104 Airport Drive AOB** for deposit. **Also note, if the employee is active on Payroll, the amount will be deducted from the next check the employee is to receive or subsequent checks until debt is satisfied.**

3. Provide a copy of all correspondence that has been made to the employee to bhamilton@email.unc.edu as a means of a record that the collection process has been initiated.

Collection of any overpayment must be handled on a timely basis. After 90 days from the original notification date on this email, if the overpayment has not been satisfactorily collected, Accounting Services will report this debt to the State of North Carolina as required by the State Employees Debt Collection Act (SEDCA). The SEDCA action places a hold on the employee's state tax refund until the debt is paid in full. Should the employee return to employment with the University, the amount owed will be **deducted** from any wages due.

Quick Visual: Step 5 & 6

Summary of overpayment history

Steps the employee needs to make in order to rectify the overpayment

Tax and collection repayment implications

THE FOLLOW UP AND FOLLOW THROUGH

- What system is in place right now?
- What's in the works, where are we headed?
- What questions do you have?

Payroll Representative Contacts:

Brandon Brooks-Monthly; Yolanda Torain-Bi-Weekly



IMPLICATIONS OF OVERPAYMENTS

When an overpayment is identified, the **Gross amount** of the overpayment must be paid in full by the first week of December.

If the overpayment is not paid in full during the current calendar year, the employee then needs to repay the full **Net amount** of the Overpayment and corrected W2s are *not* issued.



RESOURCES

For Student appointments and actions:

- **Manager Toolkit:** <http://casbo.web.unc.edu/resources/manager-toolkit/>
- **Lunch & Learn Presentation-Managing Student Appointments:** (<http://casbo.web.unc.edu/files/2017/09/Managing-Student-Appointments.pdf>)
- **Guide to Student Short Work Break:** (<https://ccinfo.unc.edu/files/2016/01/EPA-Student-Work-Break-JUN2.pdf>)
- **Did you Know? Placing EHRA Student on Short Work Break:** (<http://casbo.web.unc.edu/files/2017/08/Did-You-Know-20-Placing-EHRA-Student-on-Short-Work-Break.pdf>)
- **Did you Know? Returning EHRA Student from Short Work Break:** (<http://casbo.web.unc.edu/files/2017/08/Did-You-Know-9-Return-Student-from-Short-Work-Break1.pdf>)
- **Did you Know? Common Student ePAR tips:** (<http://casbo.web.unc.edu/files/2017/08/Did-You-Know-17-Common-student-ePar-tips.pdf>)
- **Lunch & Learn Outline-Work Study Students:** (<http://casbo.web.unc.edu/files/2017/08/Work-Study-Student-Lunch-Learn-Outline.pdf>)

CCinfo.unc.edu:

- **Advanced Training for HR Reps:** (<https://ccinfo.unc.edu/files/2018/03/HR-Advance-Class-Presentation.pdf>).
- **InfoPorte HR/Payroll Reporting:** (<https://ccinfo.unc.edu/files/2014/11/InfoPorte-HR.Payroll-Reporting102114.pdf>)
- **Student Originator CBT's:** (<https://its.cloudapps.unc.edu/cccbt/Controller>)
- **End of Semester Processing of Students:** (<https://ccinfo.unc.edu/featured-resources/end-of-semester-processing-of-students/>).
- **ConnectCarolina User Group: HR: Topic: Managing Student Actions:** (<https://ccinfo.unc.edu/files/2015/03/User-Group-Meeting-March-6-HR-Student-Actions-Focus.pdf>)

Q & A

Most overpayment scenarios are handled on a case by case basis.

- Overpayments involving students logging hours under incorrect SPA position in TIM
- Entering student action mid month, then submitting term action (to avoid overpayment)
- When can overpayments be deducted from future paychecks?
- Other questions?





PRESENTATION SURVEY

THANK YOU FOR YOUR ATTENTION AND PARTICIPATION!