

## Agency Tips to Avoid Overpayments or Ensure Recovery

- Establish or improve internal controls to ensure timely and accurate payroll reporting.
- Improve communications and business processes that exist between Personnel and Payroll offices.
- Contact the auditor or salary analyst to request permission to enter an “Additional” transaction when the Agency receives information after the Agency submission deadline of a transaction that must be entered in order to prevent an overpayment.

If approved, the Agency may enter the transaction into the payroll system and fax or e-mail the appropriate “Additional” information to the auditor or salary analyst on a signed Payroll Certification Form (AC 3202). The Agency must follow all other applicable procedures related to the type of transaction entered. The auditor or analyst will report all “Additional” requests on the Agency Correction Report.

- Provide timely, written notification to employees with regard to salary, additional pay earnings, and payroll calculations upon initial appointment and whenever salary and/or Additional Pay changes are made thereafter.
- Establish or improve communications and business processes to ensure Agency employees fully and clearly understand rules and eligibility criteria pertaining to salary, additional pay, miscellaneous earnings and cyclical payments. Provide written documentation, as appropriate.
- Ensure Agency employees fully and clearly understand the reporting information on their pay stubs by providing the appropriate training and written documentation.
- Immediately notify the employee in writing of the amount overpaid when an overpayment of regular, additional pay, or miscellaneous earnings is found. Timely notification of the overpayment to the employee **before** the check containing the overpayment is released to the employee and/or direct deposited will ensure overpayment recovery, even for an overpayment that is “generally not recoverable.”