

AC-230 Logistics



NYS COMPTROLLER

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PayrollReversalandExchange@osc.ny.gov



What is an AC-230?

- An AC-230 is a form used to return salary checks for full or partial refunds for employees who have not earned their full salary due to termination, resignation, death or other causes.



Why to Submit an AC-230

- Employee is not entitled to all or part of their payroll check
 - Employee should no longer be Active (Term, Retired, LOA) and there are no additional payments to recover the overpayment (LSP, SWP, etc.)
- Employee goes off the payroll and still owes for a previous overpayment (Q code).
- AC-230s should **not** be done on **Active employees** receiving pay. Please enter a Q code along with general comments and communicate this with your Earnings auditor.



When to Submit an AC-230 to OSC

- After a Direct Deposit reversal/delete request has been submitted to ddreturnsandreversals@osc.ny.gov
- A Stop Payment request has been submitted through PayServ with a Reason for Request of Reversal.
- Agency has a certified check or money order from employee to repay the overpayment.



Where to Submit an AC-230

- Please use the current AC-230 form found on the below link located on the OSC website:
 - [Report of Check Returned For Refund or Exchange – AC 230 Form](#)
- Send the AC-230 to PayrollReversalandExchange@osc.ny.gov.
- Mail AC-230 when there is a certified check or money order to:

110 State Street
Attn: Remittance Control
Albany, NY 12207
- OSC does not accept personal checks.



Reversal of Direct Deposit Check

- Agencies identify overpayments for employees enrolled in Direct Deposit.
- Agency submits Form AC-3197 to DDReturnsAndReversals@osc.ny.gov.
 - [AC 3197 - Rev 7/21](#)
- The entire net amount will be reversed.
- Direct Deposit Deletes can be processed up to 2 business days prior to the check date.
- Direct Deposit Reversals can be processed no later than 5 business days after the check date.



Reversal of Direct Deposit Check

- Submit AC-230 at time of Direct Deposit Reversal request.
- Submit AC230 to PayrollReversalAndExchange@osc.ny.gov.
- Agency is contacted via email to be notified of success or failure of the direct deposit reversal.
- Bank check or money order will need to be submitted for a failure.



AC-3197

NYS Office of the State Comptroller
Bureau of State Payroll Services
110 State Street, 8th Floor
Albany, NY 12236

REQUEST FOR DIRECT DEPOSIT STOP/REVERSAL

OSC Direct Deposit Email: DDRReturnsandReversals@osc.ny.gov

Instructions for Agencies:

1. This form is 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 below and submit the completed form by email to DDRReturnsandReversals@osc.ny.gov. For questions please contact the OSC Direct Deposit Team at (518) 474-4072 or (518) 486-3097.
4. OSC will notify the agency when the funds have been received. The funds will be held by the Bureau of State Payroll Services and an AC-230 or AC-1476 form should be completed by the agency and received by OSC State Payroll Services no later than 2 business days after the completion notification.

Please print or type.

Agency Code	Agency Name	Contact Person
Agency Phone Number	NYS EMPLID	
Employee Name	Check Number/Advice Number	
Paycheck Date(s)	Direct Deposit Net Amount(s)	
Reason for Stop or Reversal		
Agency Authorization (Payroll Officer or designee)		
Print Name	Signature	Date

Reversal of Payroll Checks

- All payroll checks should be requested as stops in PayServ.
- The agency can request a check hold with OSC by:
 - Contacting your auditor and PayrollEarnings@osc.ny.gov
 - Check hold requests must be made by Wednesday the week before check date
- OSC no longer needs payroll checks to process an AC-230.
 - Do not send payroll checks to OSC
 - Checks should be destroyed



Requesting a Stop for Reversal

- Follow the path in PayServ — Main Menu>Payroll for North America>Payroll Processing USA>Produce Payroll>Request Stop Payment to submit a stop.
- Use Reversal for the Reason for Request.
- Enter comments as to why you are requesting a stop for reversal and include dates employee was overpaid.



STOP PAYMENTS

Form | Instructions

Request for Payroll Check Stop Payment

Seq Nbr: 5888
Subject: Stop Payment Request

*Paycheck Number

Preparer's Name

*Preparer Phone

*Preparer Email

*Reason for Request

Preparer Comments

SUBMIT for APPROVAL

SAVE

Form | Instructions



STOP PAYMENTS

- The request will be routed back to the agency's Worklist indicating approved or denied.
- Approved – Need to send the AC-230 to PayrollReversalandExchange@osc.ny.gov.
- Denied – See the comment for the reason and email OSC with any questions.



Approved

Form

Instructions

Request for Payroll Check Stop Payment

Seq Nbr: 263 Cashed
Subject: Stop Payment Request

Paycheck Number
Preparer's Name
Preparer Phone
Preparer Email

Reason for Request: Reversal

Workflow Status: Approved
Submission Date
Department
Employee
Emp_Record
Amount of Check
Issuance Date: 03/11/2021

Preparer Comments: EE SPRING 2021 CONTRACT CANCELED SENT AC230

Approver Comments

Approval Chain Status

▼ SEQNO=263:Approved

Approval Chain Status

Approved

Waldron, Jared
Pay Check Stop Approver
12/10/21 - 9:16 AM

[Return to Search](#)

[Form](#) | [Instructions](#)



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Denied

Form

Instructions

Request for Payroll Check Stop Payment

Seq Nbr: 4349	<input type="checkbox"/> Cashed
Subject: Stop Payment Request	
Paycheck Number	Workflow Status Denied
Preparer's Name	Submission Date 06/29/2022
Preparer Phone	Department
Preparer Email	Employee
Reason for Request Reversal	Emp_Record 0
	Amount of Check
	Issuance Date 06/16/2022

Preparer Comments


Approver Comments EE cashed check. Needs to send in a certified or bank check to revolving accout.

Approval Chain Status

▼ SEQNO=4349:Denied

Approval Chain Status

Denied

 Decker Bianca
Pay Check Stop Approver
07/12/22 - 12:43 PM

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[Form](#) | [Instructions](#)



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Reasons to Send a Certified Check or Money Order:

- When the payroll check has been cashed.
- Direct Deposit (DD) check is past the cutoff date to request a DD reversal.
 - Five business days from the check date to submit a DD reversal.
- Insufficient funds in the DD account.



Reason to Send a Certified Check or Money Order

- Always send AC-230 with the check.
 - This is the only time OSC should receive a check in the mail with an AC-230.
- Check made payable to: NYS Comptroller's Revolving Exchange Account
- Mailed to: Office of the State Comptroller
110 State Street
Attn: Remittance Control
Albany, NY 12207



Any Questions

For questions, please reach out to us at:
PayrollReversalandExchange@osc.ny.gov

