

## Electronic Funds Transfer (EFT) Reversal and Off-Cycle Workbench – PUOC\_10

*Please use this handout in conjunction with the OnLine Quick Reference (OLQR)  
Procedure: **Warrant Cancellation or ACH Reversal.***

EFT REVERSAL *(processed by OST, ACH, Banks):*

### **What is an EFT Reversal?**

An EFT Reversal is the procedure in which an agency contacts the ISD Help Desk, 360 664-6400 to request a **direct deposit** be reversed or “taken out” of the employee’s bank account and returned to the agency’s 035 account.

An EFT Reversal is processed on employees who have a direct deposit and whose payroll was incorrect (usually overpaid). There may be other uncommon reasons for an EFT Reversal. If you are unsure about whether or not an EFT Reversal is appropriate, contact the ISD Help Desk.

This process is handled through the Office of the State Treasurer (OST) who works with the Automated Clearinghouse (ACH) and the banks.

### **Who performs the EFT Reversal?**

ISD maintains a list of authorized EFT Reversal contacts and the agency caller must be on this list. After the Help Desk staff verifies the authorization, the information is taken and used to process reversals through the ACH. The Help Desk staff enters the information into the OST Treasury Management System (TMS) system to transmit the information to the banks via the ACH.

The information required is:

- Employee name
- Bank account number (including dashes, spaces and leading or trailing zeros), Deposit amount (net pay)
- Agency number.

## When is an EFT Reversal Processed?

EFT reversals are processed usually after DAY 4 of payroll processing. The dates can be found on the Payroll Calendar on the HRMS Customer Support website <http://www.dop.wa.gov/HRMS/Customersupport/Messages/> on the right-hand side under Related Links.

The “ACH file to bank” date is the first day the Help Desk can process a reversal. EFT reversals are processed daily through the “ACH reversal cut-off” date.

Agencies will receive reversal reports from ISD within a day or so after your reversal has processed.

Agencies will only receive information from the OST **when an EFT reversal is rejected** for some reason. This could be that the requested funds were not available in the account or the account is closed and the monies were retained by the bank for other reasons, such as overdraft fees, etc.

## WARRANT CANCELLATION OR OFF-CYCLE WORKBENCH - PUOC\_10 (*processed in HRMS*):

### What is an Off-Cycle Workbench?

An Off-Cycle Workbench is the transaction **in HRMS** which is usually performed when an employee's payroll is INCORRECT. It is done for EFTs and payroll warrants where the employee was OVERPAID. You may see this referred to as ACH Reversal as well.

This is a **separate** process from the EFT Reversal mentioned previously, which is handled by the OST, the Clearinghouse, and the banks.

### Who Processes Off-Cycle Workbench transaction?

This transaction is performed in HRMS by agency personnel.

### How do I determine if an Off-Cycle Workbench transaction is appropriate?

- **Was the employee underpaid?**

*If the answer is "yes," the agency should **not** do the off cycle workbench. Agencies would update the master data in HRMS and let the system retro it. (This depends on the amount of the underpayment. The agency may decide to release an AFRS check to the employee to cover the difference and then let the system retro – do a **Wage Type 3100-Agency Reimbursement** to offset the retro in this case).*

- **Was the employee grossly overpaid, meaning either should not have gotten paid at all (like LWOP) or was overpaid a very large amount for only a few hours worked?**

*If the answer is "yes," then the Off Cycle Workbench transaction PUOC\_10 **should be performed as soon as possible, BEFORE the next good payroll is done if possible.***

- ***Has the overpayment just been discovered after one (or more) 'good' payrolls have processed?***

*If the overpayment was discovered after a good payroll has processed, the Off Cycle Workbench should **not** be done. In this case, the normal overpayment procedure should be followed.*

- ***Has the employee been paid correctly, yet they have lost the warrant?***

*Do **not** process the Off-Cycle Workbench on a **correct** payment. In this case an affidavit of Lost or Destroyed Warrant should be completed by the employee and the agency would then create an AFRS check to pay the employee the net amount (pay the employee outside of HRMS).*

The above are some examples of the **most common** situations. Remember to always contact the ISD Help Desk if you need assistance on determining whether an Off-Cycle Workbench is recommended.

**Questions? Contact:**

DOP Help Desk: (360) 664-6400

Email Contact: [HelpDesk@DOP.WA.GOV](mailto:HelpDesk@DOP.WA.GOV)