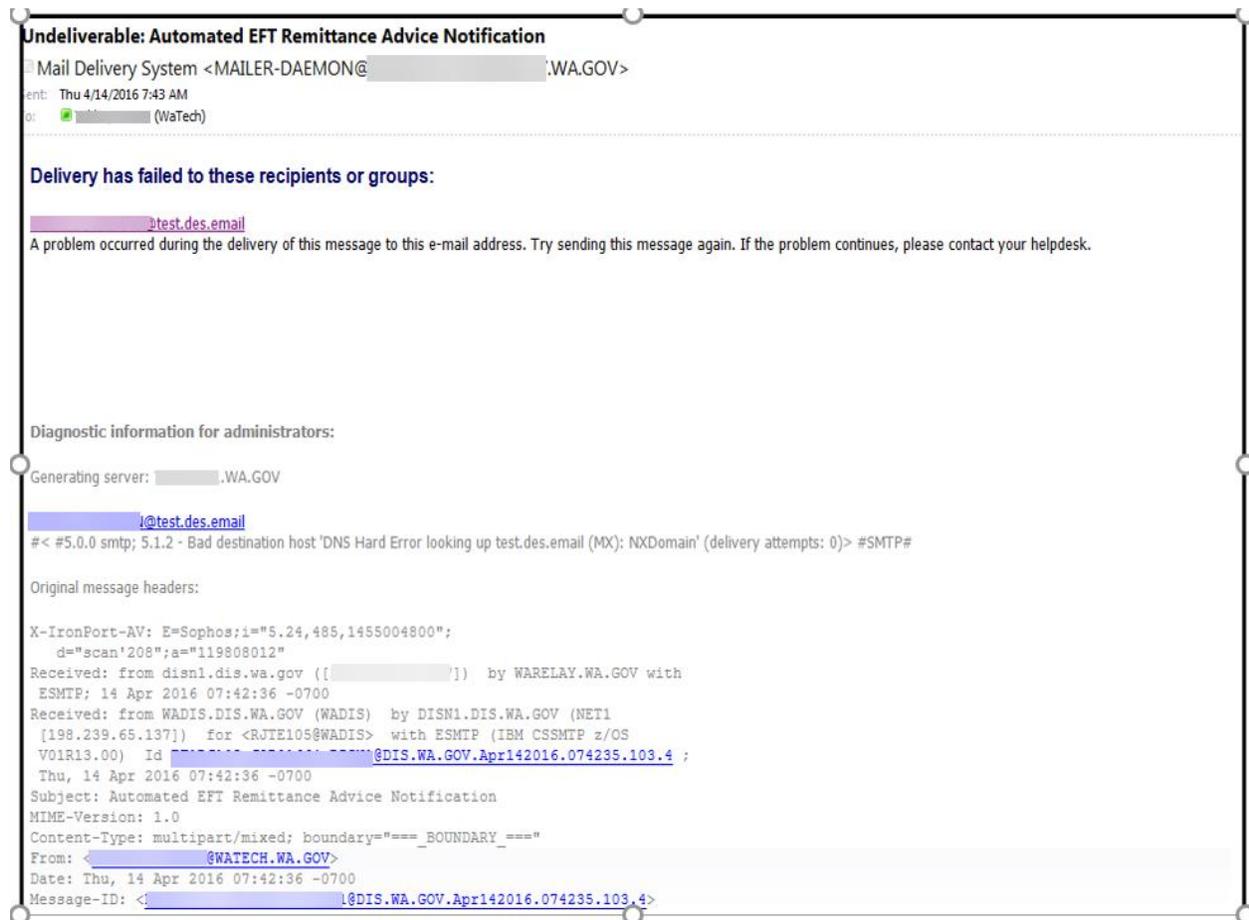


INSTRUCTIONS ON HOW TO HANDLE UNDELIVERABLE EMAILS – EMPLOYEES REIMBURSED VIA EFT

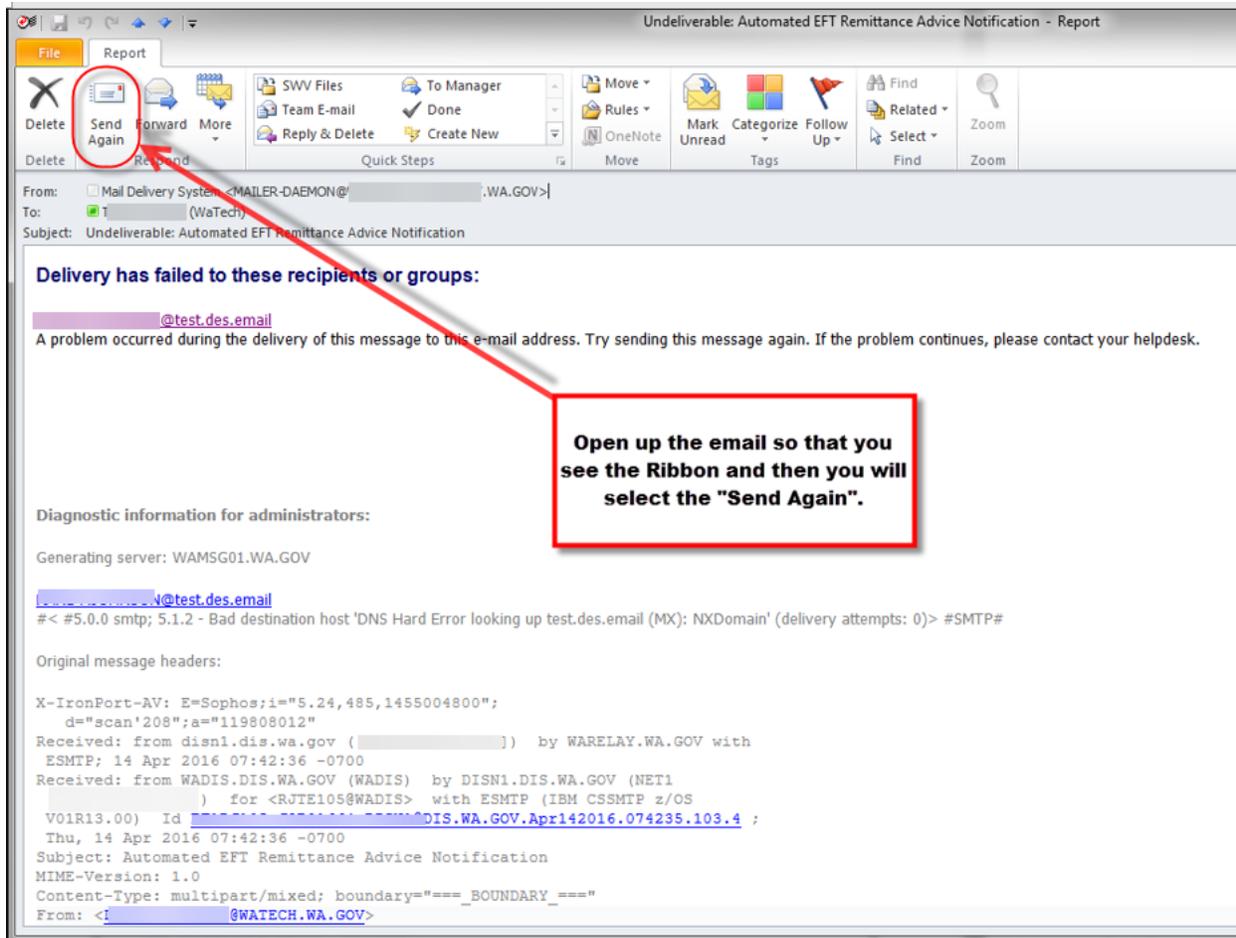
When an undeliverable email is received, the paying agency is responsible to get the payment information to the employee and to work with the employee to get his/her ESS email address updated.

SAMPLE OF UNDELIVERABLE EMAIL MESSAGE:



INSTRUCTIONS FOR RESENDING EMAIL

When your agency receives the undeliverable email you will need to open up the undeliverable completely so that you can see the Ribbon and you will select the "Send Again".



Once you have clicked on the "Send Again" you will see the original email. Below the Subject you will see the name of the individual that should have received the email. To finish the "send again" process simply type in a valid email over the incorrect email. Example: work email address.

Automated EFT Remittance Advice Notification - Send Again

File Send Again Insert Options Format Text Review

Send Resend From: deniset
 Resend To: [redacted]@test.des_email
 Resend Cc:
 Resend Bcc:

From: [redacted]@WATECH.WA.GOV
 To:
 Cc:
 Bcc:
 Subject: Automated EFT Remittance Advice Notification

HNSON | Deposit Date: 04-19-16
 OLYMPIA WA 98516-0000 Vendor Number: XXXXXXXX40-00

This is an automated notification to you regarding electronic payment(s) processed by the State of Washington.

DEPARTMENT OF ENTERPRISE SERVICES - 1790

Payment #: 025092! Batch ID: RM-888 Phone #: [redacted] Pymt Total: \$100.00

Inv Date	Invoice Number / Message	Account Number / Provider ID	Cur Doc #	Amount
04-15-16	TEST7341	TEST7341		\$100.00
Total From DEPARTMENT OF ENTERPRISE SERVICES				\$100.00

Total Direct Deposits From State of Washington \$100.00