Overview
This SOP describes the steps for processing and collecting payroll overpayments. This process has two possible paths depending upon whether the employee has already been paid or the overpayment was discovered after the payroll was confirmed but before the pay date.

Roles and Responsibilities
Roles involved in the Repayment of Overpaid Wages process include the following:

- **UGA Employee**: identifies overpayment
- **UGA Department Supervisor**: submits request for Off-Cycle Paycheck Reversal or completes Overpayment Worksheet
- **UGA Workforce Admin (HR)**: reviews Job Data and makes compensation rate changes
- **UGA Absence Mgmt**: when necessary, adjusts leave paid
- **UGA Time & Labor**: when necessary, adjusts hours paid
- **UGA Central Payroll**: calculates amount of overpayment
- **UGA Accounts Receivable**: if needed, attempts to collect overpayment from employee
- **OneUSG Connect Support**: Assigns ticket and facilitates routing

Key Process Steps
The detailed steps for the Repayment of Overpaid Wages are provided in the UGA Overpayment Worksheet document [HERE](#). Following is a summary of the key steps.

1. The **UGA Employee** identifies an overpayment and notifies the department supervisor.

2. If the **UGA Department Supervisor** determines the employee should not be paid at all and it is after the payroll has been confirmed but before the pay date, the **UGA Department Supervisor** should complete an Off-Cycle request with “UGA Paycheck Reversal” as the subject and send it to oneusgsupport@uga.edu (See [Requesting an Off-Cycle/Emergency Check](#) in the OneSource Training Library).
3. If payment has already been made, the **UGA Department Supervisor** should complete the UGA Overpayment Worksheet with “UGA Overpayment” as the subject and send it to oneusgsupport@uga.edu.
   
   a. **OneUSG Connect** Support will assign a ticket to **UGA Workforce Admin (HR)** who verifies job data and makes any compensation rate changes. If there is impact to leave or time and labor hours, **UGA Workforce Admin (HR)** will forward the request to **UGA Absence Mgmt** and/or **UGA Time & Labor** for any adjustments.
   
   b. Once the request is approved by one of the areas above, the request is assigned to **UGA Central Payroll**.

4. **UGA Central Payroll** calculates the overpayment amount depending upon the three described in the UGA Overpayment Worksheet document.

**Department Responsibility:**

The department is responsible for informing the employee about the overpayment and work with the employee to obtain a response from the employee. If the employee does not respond within 30 days from the last notification, **UGA Central Payroll** will turn the debt over to **UGA Accounts Receivable** unless an alternative solution has been worked out between the department and **UGA Central Payroll**.

**Relevant Resources**

List of resources and links:

- OneSource Training Library
  - Requesting an Off-Cycle/Emergency Check
  - Submitting an Overpayment Request
- **UGA Overpayment Worksheet**

**Approval**

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<td>Julie Camp</td>
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