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| Office of State Uniform Payroll | |
| Procedure Title: Replace Employee Check/EFT | Revision Date: 04/14/2021 |
| | Issue Date: 12/13/2002 |
| Unit: Benefits and Financial Administration Unit | Page Number: 1 of 3 |
| Contact: _DOA-OSUP-BFA@la.gov | |

[The Replacement Employee Check/EFT \(OSUP/F2\)](#) form is used to replace a payroll or off-cycle check when the check has been lost, stolen, destroyed or is no longer negotiable and there are no changes in the gross to net calculation (all earnings, withholdings and net pay are correct).

- Stop payment processing will be required on all checks that have been lost, stolen or destroyed. Current procedures allow a stop payment to be processed by OSUP no sooner than the 10th (mailing) day after the check was mailed.
- A replacement may also be requested when the payroll or off-cycle EFT transaction(s) has been returned by the bank and there are no changes in the gross to net calculation. **NOTE: The replacement process will generate a CHECK to replace the original check or EFT.** OSUP receives notices daily of EFT returns/corrections generated by the financial institutions for records that they have identified as containing incorrect information. OSUP will email each agency when an employee's payment has been returned. Agencies must complete all necessary corrections to the employee's bank detail in the master data prior to submitting the replacement request to OSUP.
- Once OSUP receives confirmation of stop payment (on checks) or return of funds (on EFT's), the replacement process will be completed and the replacement check will be generated by OSUP. Payments requested on the [Replacement Employee Check/EFT form](#) will be printed and transmitted by OSUP the next business day. Checks will be mailed directly to the employee at the mailing address generated on the original payment, unless otherwise noted. **For EFT returns, OSUP must receive credit from the bank prior to any LaGov HCM processing.**

Note on EFT's: A replacement may be allowed when the payroll or off-cycle EFT payment has been deposited to the wrong account and/or financial institution. Agencies must obtain OSUP's approval for this prior to submitting the [Replacement form](#) to OSUP. A replacement can be generated for the correct employee upon receipt of the [OSUP/F2](#) for this situation, but if for some reason OSUP does not receive credit for the bank reversal request (wrong employee withdrew funds), the agency will be responsible for generating a check to be forwarded to OSUP for deposit and collecting funds from the wrong employee.

Each agency is responsible for preparing [OSUP/F2](#) forms and submitting these requests to OSUP for processing via email. It is the agency's responsibility to assure that complete and accurate information is provided to OSUP. Incomplete requests will not be processed and will be returned to the agency for completion and/or correction.

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The following procedures outline how to process a **Replacement** transaction:

1. Write or stamp the word "VOID" over the signature on the face of the employee regular or off-cycle payroll check if replacing a non-negotiable check. Make a photocopy. If the check has been lost, stolen, or destroyed, a Stop Payment request must be prepared and submitted to OSUP. Refer to the OSUP procedure document for [Stop Payment Request for additional information](#).
2. Prepare a [Replacement Employee Check/EFT \(OSUP/F2\)](#) form by completing the following fields:
 - a. Employee Name
 - b. Employee Personnel No
 - c. Personnel Area Number
 - d. Pay.method (C or T)
 - e. Payment number
 - f. Payment date
 - g. Net Amount
 - h. Reason for request
 - i. Prepared by
 - j. Phone number

Note: Agencies are required to email _DOA-OSUP-BFA@la.gov the [Replacement Employee Check/EFT \(OSUP/F2\)](#) requests ONLY for Stop Payment Requests and EFT returns since no check is being submitted. The form may also be faxed to (225-219-4432)

3. If bank detail was incorrect, agencies must correct in LaGov HCM prior to submitting to OSUP. Appropriate reason should be marked on the replacement request along with the date the correction was made.
4. If mailing address was incorrect, agencies must correct in LaGov HCM prior to submitting to OSUP and provide the required screen print of the new address. Appropriate reason should be marked and address change indicated on the replacement request. OSUP will forward the check to the new address provided on the required screen print.
5. Submit to OSUP the [Replacement Employee Check/EFT \(OSUP/F2\)](#) along with all required documentation by the daily deadline of 3:00 p.m. Retain a copy of the requests and the check or appropriate documents in your agency's Replacement Employee Checks/EFT Suspend file.

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6. OSUP will complete the **Replacement** process by 4:30 p.m. the same business day as receipt of the request and/or receipt of funds. This replacement process will “void” the original check number assigned to this payment. Payments requested on the [Replacement Employee Check/EFT \(OSUP/F2\)](#) will be printed and transmitted by OSUP the next business day. Checks will be mailed directly to the employee. Any documents received after 3:00 p.m. will be processed by 12:00 p.m. noon the next business day. Since reversals and replacements cannot be processed when the off-cycle workbench is closed, any documents received during an off-cycle workbench closure will be processed the next business day the off-cycle workbench is open.

7. Agencies can view the employee’s payroll history to determine when the off-cycle check/EFT has been processed for the **Replacement** by using transaction code ZPUOC_10A and drilling down on the information button on the appropriate transaction. Once the agency has verified that the **Replacement** process has been completed, the copies may be removed from the Suspense file following agency policy.