

## Office of State Uniform Payroll

<b>Procedure Title:</b> EFT Return/Correction Report	<b>Revision Date:</b>
<b>Unit:</b> Benefits and Financial Administration Unit	<b>Issue Date:</b> 10/29/2024
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The EFT Return/Correction Report is used to identify employee EFT payments that have generated a notification from the financial institution. There are two types of notifications:

- **Dollar returns** are payment attempts to an employee's account that were unsuccessful and the funds have been returned by the financial institution.
- **Notice of corrections** are sent when a financial institution has accepted the payment, posted it to the correct account, and the funds were received by the employee but the employee's account information with the financial institution does not match the bank detail record in LaGov HCM.

OSUP BFA Unit sends the notifications via email to the OSUP Direct Deposit/EFT primary & alternate contacts in the ZP200 Agency Contacts report. Each agency should periodically review this information to ensure the contacts for their agency are accurate and up to date. Updates for these contact types can be requested by completing and submitting the [OSUP/F71 Agency Contact Setup/Change Form](#) as outlined in the [Agency Contact Report](#) procedure.

Immediately upon receipt, agencies must review the notifications and determine the appropriate action.

- **Dollar returns** require either a **replacement** or a **reversal** in the LaGov HCM system using the corresponding form. If the employee is due the wages, a replacement should be requested using form [OSUP/F2 Replacement Employee Check/EFT](#) so that a replacement check can be processed. If the employee was not due the wages and this was the only account receiving payments for this payday/off-cycle, a reversal should be requested using form [OSUP/F3 Reverse Employee Check/EFT](#). If the employee was not due the wages and had multiple accounts receiving payments, agencies should follow the [Direct Deposit \(EFT\) Bank Reversal](#) procedure for the other accounts that received payments, which were not returned, for this payday/off-cycle. Refer to the OSUP reverse or replace procedure for instructions on how to complete each form.
- **Notice of corrections** require a review of the employee's bank details in LaGov HCM to identify the mismatch and a correction to the employee's record, according to what is in the "Correct Info" column of the report. Agencies should reply to all on the original email to advise OSUP when the corrections have been made. Corrections must be made

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effective prior to the last day of the upcoming pay period to ensure the employee receives their next direct deposit in a timely manner. Failure to update the employee's bank details in LaGov HCM could result in the employee's payment being returned or delay the financial institution's posting of the payment.

For dollar return notifications, agencies should provide the appropriate form to request a replacement or reversal within three business days of receipt. 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 workbench is open.

Each agency is responsible for preparing the necessary forms and submitting these requests, via email, to OSUP for processing. 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 corrections.

Prior to submitting a request to replace or reverse a returned employee payment, agencies should:

1. Correct the employee's bank details in LaGov HCM, if applicable. The appropriate reason(s) for the request should be marked on the form along with the date the correction was made, if applicable.
2. Ensure the employee's mailing address (or permanent address if no mailing address) is correct prior to submitting the request to OSUP. The appropriate reason(s) should be marked and address updates indicated on the replacement form.

Once the request has been processed, OSUP will notify the agency via email.

The following procedures are available on [OSUP's website](#) located on the [procedures page](#):

- a. [Replace Employee Check/EFT](#)
- b. [Reverse Employee Check/EFT](#)