

**Payroll Shared Services  
Overpayment Collection Request Form**

**\*\*\*\*Review instruction sheet before completing this form\*\*\*\***

**Background information:**

Employee: \_\_\_\_\_ Overpayment Amount: \_\_\_\_\_

Personnel Number: \_\_\_\_\_

Employee is \_\_\_\_\_Active \_\_\_\_\_Terminated \_\_\_\_\_Leave of Absence

Department contact: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

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**Initial Departmental Contact information (choose A or B):**

\_\_\_\_ A. Initial contact with the employee has been made by department (must also choose one of the following)

\_\_\_\_ No response from employee, last correspondence sent on \_\_\_\_\_

\_\_\_\_ Employee is disputing amount, please provide assistance to department

\_\_\_\_ B. No contact has been made with the employee

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**Collection Options: Choose one of the following:**

**A. \_\_\_\_\_ Request Payroll Shared Services to proceed with attempting to collect salary overpayment by sending two letters (see note below)**

PRSS will send a letter seeking repayment and if no response is received, a second letter. If there is no response to the second letter, the department must choose one of the following:

\_\_\_\_ Send to Collection agency for collection (if collection agency attempts fail, balance will be written off)

\_\_\_\_ Write off balance\*\*

Change Cost Center/Internal order \_\_\_\_\_)

Divisional Business Office approval \_\_\_\_\_

**B. \_\_\_\_\_ Send to Collection Agency (department has made collection attempt)**

**C. \_\_\_\_\_ Write off balance with no contact to employee\*\***

Change Cost Center/Internal order \_\_\_\_\_

Reason for write off \_\_\_\_\_ (see instructions for appropriate reasons)

Divisional Business Office approval \_\_\_\_\_

\*\* If department wishes to write off the overpayment balance, approval from the divisional business offices is required. If form is not signed, it will be returned and write off will not be completed.

Note: Preliminary research for overpayment must be done by department. Please attach any pertinent information. If no relevant background information is provided, Payroll Shared Services will return form to the department contact and will not start collection process.

# Collection Form Instructions

## **Background Information:**

All information must be completed.

- The overpayment amount can be found on the BW Overpayment report.
- Employment status
  - Indicate the current employment status in the SAP system.
  - NOTE: If you indicate the employee is on Leave of Absence, collection of the overpayment will begin while the employee is on Leave of Absence. PRSS will not hold the form until the employee returns or terminates. If you prefer for the collection to start when the employee returns or terminates, please hold the collection form until then and then indicate the correct status at that time.
- The department contact needs to be the person most knowledgeable about the overpayment and the overpayment process.

## **Initial Departmental Contact information:**

It is always recommended the department make the initial attempt to collect the overpayment from the employee whether the employee is terminated or active.

Must choose A or B:

### **A. Initial contact with the employee has been made by department**

- If A is chosen, one of the following responses must also be chosen:
  1. No response from employee, last correspondence sent on \_\_\_\_\_
    - Indicate the date the last correspondence was sent to the employee
  2. Employee is disputing amount, please provide research assistance to department
    - PRSS will assist in researching the overpayment to ensure the accuracy of the amount and report findings back to the department contact. Once the department is given the findings, a new collection form must be submitted if the department wishes PRSS to continue with collection.

### **B. No contact has been made with the employee**

## **Collection Options: Choose one of the following:**

Preliminary research for the overpayment must be done by the department and attached to the request form (such as reason for overpayment, remuneration statements, spreadsheets, etc.). If no relevant background information is provided, PRSS will return the form to the department contact and will not start the collection process.

### **A. Request Payroll Shared Services to proceed with attempting to collect salary overpayment by sending two letters**

- PRSS will send two letters to the employee to attempt collection of the overpayment. The first letter will be sent within days of receiving this form. If there is no response from the employee within 30 days, a second letter will be sent.
- PRSS will not attempt any further collection after the second letter.
- If there is no response to the second letter, one of the following must be selected. If one is not chosen, the form will be sent back to the department contact and no further action will be taken by PRSS.
  1. Send to collection agency for collection
    - Recommended for uncollected balances over \$100.00. PRSS will work directly with a collection agency to attempt to collect the overpayment. 20% of the repayment will be assessed to the department's cost center as a service fee if a repayment is received. If no payment is received, the department will not be assessed the fee.
    - If collection attempts fail, the remaining balance will be written off
  2. Write off balance
    - Recommended for balances under \$100.00, in cases where it is determined that collection is not practical or appropriate. The Divisional Business Office makes this determination and signs the form. If the form is not signed, it will be returned to the department contact.
    - The write off will remain on the Cost Center/Internal Order the overpayment is charged to unless noted on the form.

### **B. Send to Collection Agency**

- If the department has made initial contact with the employee and no action was taken by the employee, the overpayment can be sent directly to the collection agency for collection
- PRSS will work directly with a collection agency to attempt to collect the overpayment. 20% of the repayment will be assessed to the department's cost center as a service fee if a repayment is received. If no payment is received, the department will not be assessed the fee
- If collection attempts fail, the remaining balance will be written off

**C. Write off overpayment balance with no employee contact**

- A department can choose to write off the salary overpayment with no employee contact for one of the following reasons:
  1. Minimal balance-PRSS recommends a threshold of \$100.00. Department's minimal balances could be different, please contact your business office for further assistance in determining a good threshold for your department.
  2. Death- PRSS recommends overpayments resulting from death not be collected.
  3. Not practical or appropriate- A determination is made by the Divisional Business Office that the collection is not practical or appropriate.