

# Request Direct Deposit Delete/Reversal:

## Purpose:

PayServ 9.2 is using the new online forms feature available in PeopleSoft for the request a Direct Deposit Delete/Reversal process. Using this online form eliminates the need for paper and provides workflow-based approval and audit trail for tracking.

## Using the Online Form to Request a Direct Deposit Delete/Reversal

### Navigation Path

Main Menu > Payroll for North America > Payroll Processing > Produce Payroll >Request Direct Deposit Deletes/Reversals

### Steps – Agency

1. Click Add.

The screenshot shows a section of the online form with two buttons: 'Find an Existing Value' and 'Add a New Value'. Below these buttons, the text 'Sequence Number 1' is visible. At the bottom of this section is a green 'Add' button.

NOTE: By selecting 'Find an Existing Value' in the search record, the submitter can view all requests based upon security

The screenshot displays the 'Request DD Delete/Reversal' form. It includes a 'Find an Existing Value' section with search criteria for Empl ID, Department, and Paycheck Number. Below this, the 'Search Results' section shows 3 results for Department "01071".

Sequence Number	Empl ID	Emp_Record	Department	Preparer's Name	Paycheck Number	Issuance Date	Submission Date	Reason for Request	Workflow Status	
4	[REDACTED]	0	01071	[REDACTED]	[REDACTED]	12/12/2024	12/11/2024	Deceased	Apprvl Prc	>
1	[REDACTED]	1	01071	[REDACTED]	[REDACTED]	12/12/2024	12/10/2024	Other	Denied	>

## 2. Click the Instructions tab to view instruction details

**Request DD Delete/Reversal**

DD Reversal Form

**Instructions**

1. This is an online form used to delete or reverse a direct deposit transaction that has been generated by PayServ. OSC will process a delete/reversal if the employee is overpaid and off the payroll, with no future checks anticipated and no other means to retrieve the overpayment. If the employee is still Active on the payroll, the agency should notify the employee and retrieve the funds from the next available check, whenever possible. Contact your payroll auditor to discuss overpayment recovery.

2. Review the employee's direct deposit record in PayServ and make any necessary changes for the next payroll period.

3. To initiate a request for a direct deposit delete or reversal, complete the information on the "DD Reversal Form" tab and click SUBMIT for APPROVAL.

4. OSC will approve or deny the request with comments and notify the agency with the results of the reversal.

For questions, please email [DDReturnsandreversals@osc.ny.gov](mailto:DDReturnsandreversals@osc.ny.gov).

[DD Reversal Form](#) | [Instructions](#)

## 3. Click the Form tab. The following fields are on the page:

- Paycheck Number: Paycheck Number for the Stop Payment Request
- Reason for Request: Required (Deceased,LOA,Other,Retired,Termed)
- Preparer's Name: System Generated based upon User ID
- Preparer Phone: Required
- Preparer Email: Required
- Preparer Comments: Optional
- Workflow Status, Submission Date, Department, Employee (EMPLID and Name), Empl Rcd, Issuance Date and all direct deposit accounts by priority: All are system generated and display only based upon Check Number Entered

**Request for Payroll Direct Deposit Delete or Reversal**

New Window | Personalize

DD Reversal Form

Instructions

Subject: Direct Deposit Delete or Reversal Request

\*Paycheck Number:

\*Reason for Request:

**Preparer's Details**

Preparer's Name:

\*Phone No.:

\*Email ID:

Preparer's Comments:

Workflow Status:  
Submission Date:

**Direct Deposit Reversal Details**

Department:  
Employee ID:  
Emp\_Record:  
Issuance Dt:

Priority	Account Type	Account Number	Bank ID	Deposit Amount

4. Enter and/or verify the following:

NOTE: Most information is system generated based upon the Check Number entered.

- Paycheck Number
- Verify Paycheck Information (Department, Employee (EMPLID and Name), Empl Rcd, Issuance Date and all direct deposit accounts)
- Enter Preparer Phone Number
- Enter Preparer Email
- Select Reason for Request (Deceased,LOA,Other,Retired,Termed)
- Enter Comments if needed.
- Click submit for approval

Workflow Status:

Submission Date:

Subject: Direct Deposit Delete or Reversal Request

\*Paycheck Number:

\*Reason for Request: 

Deceased

LOA

Other

Retired

Termed

Preparer's Details

Preparer's Name:

\*Phone No.:

\*Email ID:

Preparer's Comments:

Direct Deposit Reversal Details

Department:

Employee ID:

Emp\_Record:

Issuance Dt:

Priority	Account Type	Account Number	Bank ID	Deposit Amount

5. Click Submit for Approval. The approval Process Status is displayed.

Workflow Status: In Approval Process

Submission Date: 11/15/2024

Subject: Direct Deposit Delete or Reversal Request

Paycheck Number:

Reason for Request: Termed

Preparer's Details

Preparer's Name:

Phone No.:

Email ID:

Preparer's Comments: Employee Termed, not entitled to check

Direct Deposit Reversal Details

Department:

Employee ID:

Emp\_Record: 0

Issuance Dt: 11/14/2024

Priority	Account Type	Account Number	Bank ID	Deposit Amount
999	Checking	<input type="text"/>		

Approval Workflow Status

SEQUENCENO=20:Pending

Approval Workflow Status

Pending

Multiple Approvers

Revers Direct Deposit Approver

6. After the OSC Approver has approved or denied the request, the Requester can view the Request and the Approver's comments.
- a. Approved Request:

Worklist for 92BSCAGCY BSC with AGCY Page

Detail View Worklist Filters

Department	From	Date From	Check Number	Employee Name	Reason For Request	Work Item	Worked By Activity	Priority	Link	Mark Worked	Reassign
01113		11/04/2024			LOA	Transaction Approved	Approval Workflow		<a href="#">NY DEPOSIT AWE 5000014 NY DEPOSIT AWE 2024-01-01 N 0 SEQUENCENO 15 RDC A.O.R.</a>	<input type="button" value="Mark Worked"/>	<input type="button" value="Reassign"/>
01113		11/15/2024			TER	Transaction Approved	Approval Workflow		<a href="#">NY DEPOSIT AWE 5000019 NY DEPOSIT AWE 2024-01-01 N 0 SEQUENCENO 20 RDC A.O.R.</a>	<input type="button" value="Mark Worked"/>	<input type="button" value="Reassign"/>
01113		11/15/2024			DEA	Transaction Approved	Approval Workflow		<a href="#">NY DEPOSIT AWE 5000020 NY DEPOSIT AWE 2024-01-01 N 0 SEQUENCENO 21 RDC A.O.R.</a>	<input type="button" value="Mark Worked"/>	<input type="button" value="Reassign"/>

**Request for Payroll Direct Deposit Delete or Reversal**

DD Reversal Form Instructions

Subject: Direct Deposit Delete or Reversal Request  
Paycheck Number:   
Reason for Request: LOA

Workflow Status: Approved  
Submission Date: 11/04/2024

**Preparer's Details**

Preparer's Name:   
Phone No.:   
Email ID:   
Preparer's Comments: BSC submission test 11/4

**Direct Deposit Reversal Details**

Department:   
Employee ID:   
Emp\_Record: 0  
Issuance Dt: 10/31/2024

Priority	Account Type	Account Number	Bank ID	Deposit Amount
999	Checking	<input type="text"/>	<input type="text"/>	2269.93

**Approver's Comments** Approve BSC Agency test 11/4/2024

**Approval Workflow Status**

SEQUENCENO=15:Approved

Approval Workflow Status

Approved  
✓  
Please Direct Deposit Approver  
11/04/24 - 11:15 AM

b. Denied Request:

Worklist

Worklist for PR540: Kilmartin, Erica

Detail View Worklist Filters

Department	From	Date From	Check Number	Employee Name	Reason For Request	Work Item	Worked By Activity	Priority	Link
01071		12/10/2024			OTH	Transaction Denied	Approval Workflow		<a href="#">NY DEPOSIT AWE 5000 NY DEPOSIT AWE 2024 SEQUENCENO 1 RDC D1</a>

**Request for Payroll Direct Deposit Delete or Reversal**

DD Reversal Form Instructions

Subject: Direct Deposit Delete or Reversal Request  
Paycheck Number:   
Reason for Request: Other

Workflow Status: Denied  
Submission Date: 12/10/2024

**Preparer's Details**

Preparer's Name:   
Phone No.:   
Email ID:   
Preparer's Comments: Test

**Direct Deposit Reversal Details**

Department:   
Employee ID:   
Emp\_Record:   
Issuance Dt: 12/12/2024

Priority	Account Type	Account Number	Bank ID	Deposit Amount
999	Checking	<input type="text"/>	<input type="text"/>	<input type="text"/>

**Approver's Comments** Deny test

**Approval Workflow Status**

SEQUENCENO=1:Denied

Approval Workflow Status

Denied  
✗  
Oliver Nicole  
Please Direct Deposit Approver  
02/10/24 - 2:05 PM