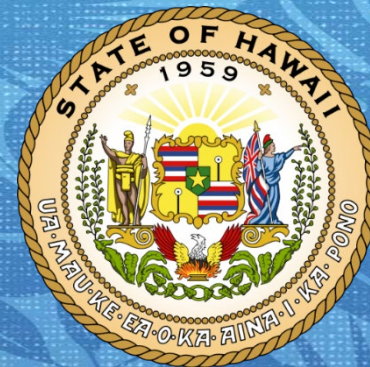




# Payroll SME Meeting

August 19, 2019



**Department of Accounting and General Services**  
in coordination with the  
**Office of Enterprise Technology Services**

# National Payroll Week

- National Payroll Week is September 2 – 6, 2019
- Governor's Proclamation Ceremony to Honor Payroll Staff
  - Invitees are limited and will be invitation only to represent each Agency and Jurisdiction

**Thank you for all you do!!!**

# Accessing our website

- New Login Credentials are now needed for all users
- <http://ags.Hawaii.gov/hip>
  - User Name: HIPsuperuser
  - Password HIP2018!

# TALK STORY TOPICS

1. Overpayment Reminders – Personal Check Payback
2. Submitting Overpayment Adjustments (Worksheet)
3. Garnishment notices
4. Void Payroll Check Procedures -
5. Off-Cycle Checks - Deduction Subsets
6. Reissuing Checks on the Off-cycle
7. W-4/HW-4 Update
8. Social Security Verification
9. Early Distribution of Paychecks
10. ACH Delete/Reversal Bank Recall Worksheet
11. EUTF Health Refunds



# Overpayment Reminders

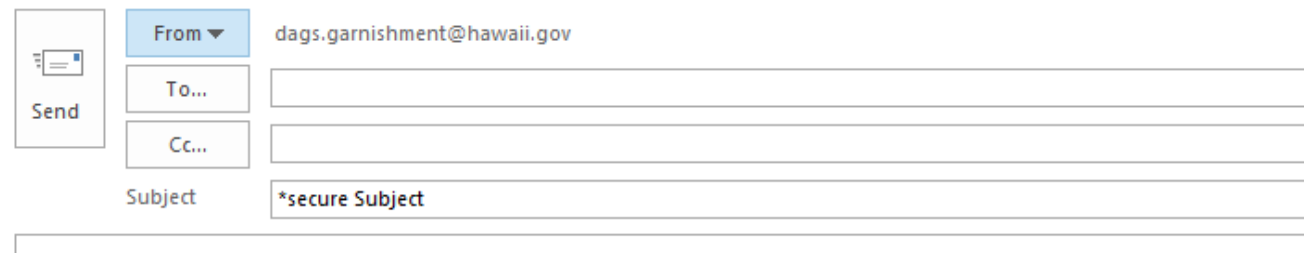
- If overpayment is discovered early (e.g. before ACH occurred) and there are no garnishments on the paycheck, please create a HIP Service Ticket to request a reversal and follow up with Central Payroll. Note: there is a charge by the bank.
- If C-53 or TDRs are involved, make an extra copy to be cc'd to Central Payroll.
- If there are garnishments, then the overpayment will need to be recovered through OPR.
- When setting up OPR, be aware of the Effective Date, Goal Amount and Goal Balance.
- Goal Amount is the total amount to be recovered while Goal Balance is the amount recovered to date.
- You can update these fields by adding a new entry with a more current effective date.
- If the employee wants to pay back by personal check, please follow link below:

<http://ags.hawaii.gov/hip/files/2019/05/Overpayment-recovery-Personal-Checks2.pdf>



# Garnishments

- Fax notices - if you receive a garnishment or levy notice in the fax, please forward us a copy via fax at 808-586-0631.
- Mail notices - if you receive garnishment orders or motion for issuance of garnishee summons, please interoffice it to us at DAGS Central Payroll.
- Releases – if you receive a release notice, please fax us a copy at 808-586-0631 or email us a copy (secure email if it has a social security number) at [dags.garnishment@hawaii.gov](mailto:dags.garnishment@hawaii.gov) first before mailing it to us via interoffice so that we can implement the release as soon as possible.
- Secure Email - if you email us any garnishment related orders that contain social security numbers, secure the email by including \*secure in the subject field before the subject.



The image shows a screenshot of an email composition interface. On the left, there is a 'Send' button with a paper plane icon. To its right are the 'From', 'To...', and 'Cc...' fields. The 'From' field is populated with 'dags.garnishment@hawaii.gov'. Below these are two empty text boxes for 'To...' and 'Cc...'. The 'Subject' field is populated with '\*secure Subject'. A horizontal line is drawn below the subject field.

# Void/Reissue Payroll Check Procedures

## STATE OF HAWAII CLAIM FOR VOID CHECK

TO: **COMPTROLLER, State of Hawaii**  
(Attention: Accounting Division)

Claim is hereby made for a reissue payment to replace the attached check that is void as stated on the face of the check.  
Please reissue payment and forward reissued payment to expending agency.

1.

Attach check here.

| FOR COMPTROLLER USE ONLY              |   |
|---------------------------------------|---|
| <b>Action Taken on Above Request:</b> |   |
| <input type="checkbox"/>              | 1. Reissued check:<br>Number _____ Date _____ |
| <input type="checkbox"/>              | 2. (Other) _____<br>_____<br>_____            |
| Initials _____                        | Date _____                                    |

|       |   |                 |
|-------|---|-----------------|
| _____ | 2.  | _____           |
|       | (Signature of Payee/Title, if applicable) |                 |
|       | Please sign in blue ink.                  |                 |
| _____ | 2.  | _____           |
|       | (Signature of Payee/Title, if applicable) |                 |
| _____ | 3.  | _____           |
|       | (Telephone No.)                           | (Date)          |
| _____ | 5.  | _____           |
|       | (Departmental Contact Person)             | (Telephone No.) |
| _____ | 7.  | _____           |
|       | (Department/Name of Expending Agency)     |                 |

| CHECK IDENTIFICATION  |                 |
|---|-----------------|
| <b>INSTRUCTION:</b> Payee name must be completely and exactly as shown on the State of Hawaii check.<br>Attach Report 108 / Mandatory to process claims. Send original and 1 copy for completion. |                 |
| Payee _____   | 8.              |
| Department Voucher No. _____  | 9.              |
| Check Amount \$ _____   | 10.             |
| Comptroller Voucher No. _____   | 11.             |
| Check Date .... _____   | 12.             |
| Payroll No. & Check<br>Distribution Code ..... _____  | 13.             |
| Check Number .. _____   | 14.             |
|   | (Fund) (Number) |

STATE ACCOUNTING FORM 43  
MARCH 1, 2017 (REVISED)



# SAFORM C-63 CLAIM FOR VOID/REISSUE CHECK

1. **Attach Check Here.** Staple the original check in the area provided.
2. **Signature of Payee/Tile, if applicable.** Payee to sign to validate that the check was not received.
3. **Signature of Payee/Tile, if applicable.** Payee to sign to validate that the check was not received.
4. **Date.** Enter the date of the claim in mm/dd/yyyy format.
5. **Departmental Contact Person.** Enter the name of the expending agency contact person.
6. **Telephone No.** Enter the telephone number of the expending agency contact person.
7. **Departmental Expending Agency.** Enter the Departmental Expending Agency

## CHECK IDENTIFICATION:

8. **Payee.** Enter the payee name completely and exactly as shown on the check.
9. **Department Voucher No.** Enter the voucher number assigned by the department.
10. **Check Amount \$.** Enter the amount of the check for which claim is being made.
11. **Comptroller Voucher No.** Enter the Comptroller Voucher Number.
12. **Check Date.** Enter the date of the check in mm/dd/yyyy format.
13. **Payroll No. & Check Distribution Code.** If payroll check, enter the payroll number and check distribution code.
14. **Check Number.** Enter the fund alpha and seven/eight digit check number.

# Off-Cycle Checks – Deduction Subsets

Deduction Subsets What is a deduction subset? • Using a deduction subset allows the system to "override" the deductions that are withheld from the employee's paycheck.

Four Types of Deduction Subsets:

1. VAC - Vacation Subset
2. WCP - Worker's Comp
3. PCT - Percentage Based Deductions
4. ECD - Employer Deductions

\*\* Please include in your comments if EUTF related deductions should be withheld for employee and employer assessments.

# W-4/HW-4 Update

- Starting 8/7/19, employees may change their tax withholdings in HIP. Upon logon using a computer connected to the State's network, employees will see a new tile, as shown below.



- If an employee can't complete their tax withholding information in HIP, they can complete a hardcopy, and their department shall input the data in HIP on their behalf.
- Employee Self Service Changes Report Available: See Knowledge Article
- Step-by-step instructions: [http://ags.hawaii.gov/hip/files/2019/08/W4\\_HW4.pdf](http://ags.hawaii.gov/hip/files/2019/08/W4_HW4.pdf)
- More info on Comptroller's Memorandum No. 2019-16

<https://ags.hawaii.gov/wp-content/uploads/2019/08/CM2019-16.pdf>

# Social Security Verification

- SS numbers and employees' names in HIP are compared to the data on record with the Social Security Administration Office.
- If a match does not occur, you will receive an error report.
- Please review the errors on your report and work with your HR team to have all corrections completed in a timely manner
  - Errors left uncorrected could affect various areas of payroll, including employee deductions

# Early Distribution of Paychecks

- Reminder: if an employee attempts to cash a check prior to the check date, it is flagged as a fraudulent check!
- <https://ags.hawaii.gov/wp-content/uploads/2012/09/CM2011-13.pdf>

NEIL ABERCROMBIE  
GOVERNOR



BRUCE A. COPPA  
COMPTROLLER

STATE OF HAWAII  
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES  
P.O. BOX 119, HONOLULU, HAWAII 96810-0119

JUL - 7 2011

COMPTROLLER'S MEMORANDUM NO. 2011-13

TO: Heads of Departments  
ATTN: Fiscal Offices  
SUBJECT: Early Cashing of Payroll Checks

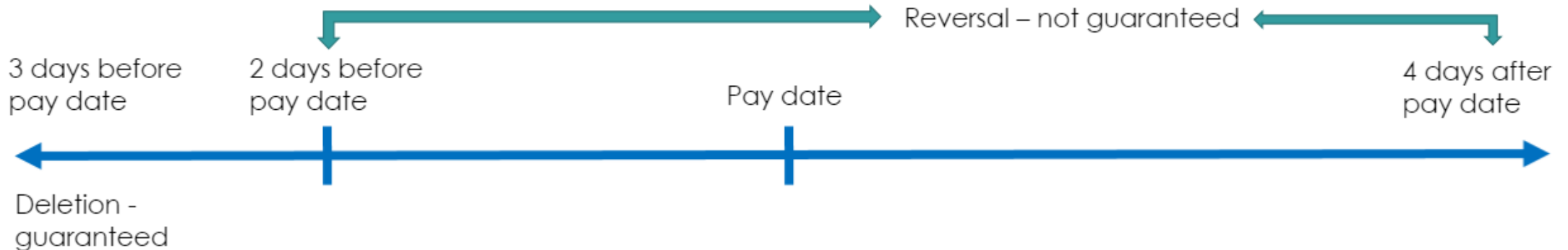
Effective July 20, 2011, employees should be informed that payroll checks cashed before the printed check date will be returned to the depositor (employee). The employee will be responsible for any fees that may be assessed by the depositor's financial institution for the returned check.

For those employees still receiving paper checks, we request that you strongly encourage them to bank assign their net pay. As a reminder, any employee who started after July 1, 1998 and who works as a permanent employee, is required to assign his/her net pay to a financial institution unless a written approval is obtained from the State Comptroller.

  
BRUCE A. COPPA  
State Comptroller

# ACH Delete/Reversal Bank Recall Worksheet

- If you must recall an employee's direct deposit, please go to Salesforce and submit a ticket. Once that is received, Central Payroll will attach the ACH Delete/Reversal Bank Recall Worksheet (on next slide) to the ticket for you to fill out. Once that is filled out, please attach the completed worksheet to the ticket.
- If employee has deductions (Third Party Agents), notify them of the ACH recall request. Inform Central Payroll when you do notify them.



# ACH Delete/Reversal Bank Recall Worksheet

- The left-hand side is the ACH Delete/Reversal Bank Recall Worksheet. The right-hand side is the Review Paycheck screen on HIP with the necessary information. The numbers correspond with where you would find the information to fill out the form.

**ACH Delete/Reversal Bank Recall Template**

Contact Name: \_\_\_\_\_

Contact Email: \_\_\_\_\_

Date of Bank Recall Request:  
Issue Date of the Paycheck Being Recalled: 1

Empl ID: 2

Employee Name: 3

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

Company: 4

Pay Group: 5

Net Pay Amount: 6

Check / Advice #: 7

Account Type: 8

Bank ID #: 9

**\*As a reminder, if the employee has any deductions (Third Party Agents), please notify them of this ACH (BA) Recall request. Please inform us (DAGS Central Payroll) when you do notify the Third Party Agents. We will notify you once we receive notification from the bank. We will notify you once the recall reflects in HIP as well.**

**Paycheck Information**

Paycheck Status: Confirmed  
Paycheck Option: Advice  
Issue Date: 08/05/2019  
Paycheck Number: [Redacted]

**Paycheck Totals**

|            |          |
|------------|----------|
| Earnings   | 1,196.41 |
| Taxes      | 162.96   |
| Deductions | 89.73    |
| Net Pay    | 943.72   |

**Deductions**

| Deduction Code | Description               | Class                   | Amount | Calculated Base |
|----------------|---------------------------|-------------------------|--------|-----------------|
| DC015          | PTS Deferred Compensation | Before-Tax              | 89.73  |                 |
| EC989          | UI Assessments ER         | Nontaxable Benefit      | 0.24   |                 |
| EC992          | Workers Comp ER           | Nontaxable Btax Benefit | 14.84  |                 |

**Net Pay Distribution**

| Check/Advice Number | Account Type | Bank ID      | Account Number | Amount   |
|---------------------|--------------|--------------|----------------|----------|
| [Redacted] 7        | [Redacted] 8 | [Redacted] 9 | [Redacted]     | 943.72 6 |

Pathway to get to Review Paycheck:

Main Menu -->  
 Payroll for North America -->  
 Payroll Processing USA -->  
 Produce Payroll -->  
 Review Paycheck -->  
 Paycheck Deductions tab



# EUTF Health Refunds

- Refunds for employees from EUTF will be limited to a 3-year time frame.
- Any payments withheld in error that are not resolved within 3 years, will no longer be refunded.
- This will align with the W-2 filing requirements and correct reporting of pre-tax deductions and employer paid benefits.
- This will also hopefully reduce the effort needed by you to provide these checks and W-2 forms to your prior employees.

# Prior SME Topic Index

- [Episode 1 - 11/09/18](#): Introduction of Payroll SME's , ACH Rejections , Leave Without Pay And Payroll , UAC Validation , Hour Limitation on the PCS , Off-Cycle Pay Checks , Transfers Into Another Department/Jurisdiction
- [Episode 2 - 12/12/18](#): Group 3 Implementation Update, Countdown to Year End, ACH Rejections – New Update! , New Earn Codes and Online PCS Updates, WIK Code Reminders, Deduction Subsets, Deferred Vacation Payouts, Upcoming Deadlines
- [Episode 3 - 02/14/19](#): Cancelling Checks and the Reversal Process , Cancelling a Payment with a Prudential Deduction , Statutory Dues Processing and Refunds Update , Central Payroll Processing Schedule , What are the Special Accumulators? , Tax Exemption for Military Spouse , Helping your employees with their W-2 Forms , Payroll SME Poll for Future Topics
- [Episode 4 - 03/18/19](#): SSA Verification Process , Distributing Paper Checks to Employees , ACH/Pre-Note Returned Notifications , Online PCS Review After Payroll, TDR Comments , Selecting the correct Empl Record on PCS , Timing of OPR Entries , Priority Pay

# Prior SME Topic Index

- [Episode 5 - 04/15/19](#): EUTF Team , Non-Cash WIK (WF code) , Garnishment Inquiries , Federal and State Tax Calculations , New HIP Ticket System , Post Death Payments , Employment Verification , Earnings Dates , W2 Reprints and Corrections , Password Resets
- [Episode 6 - 05/20/19](#): Guest Speaker: Seina Rahim, American Payroll Association Hawaii Chapter , The Power of our Super SME's , State Tax Calculations-Clarification , Priority Pay-Lock out days , Reversal Requests/Priority Pay Timing, Query Inactive Employees being paid , Salary Overpayment Process , Earning Code Updates , ERS Related Updates , Direct Deposit and Transferring Employees , HIP Service Center
- [Episode 7 - 06/17/19](#): Delete/Reversal Requests – Reminder!, Cancelled Check Forms (C-53) , Employees Transferring Departments with OPR , OPR entries on Additional Pay, Union Dues Refunds , Post Death Payment to Beneficiaries , Terminated Employees Who are Receiving Pay , Earnings Begin and End Dates , Workers Comp Reclass , Fiscal Year Update to UAC, Mass Pay Increase Update
- [Episode 8 - 07/15/19](#): Overpayment Reminders, Earnings Period (Begin/End Date), Post Death Payment Reminders, Transferring Department – Changes in BU, Terminated Employee – Query Timing, ETS-303: Hawaii Information Portal Security Access Request Form, HIP System - User Responsibilities Reminder, Level 3 Approval – Timing for Requesting Denials, Employee Self Service Reminders, New Earnings Codes, Prior SME Topic Index



---

**MAHALO FOR YOUR TIME!**