PY-36 Requesting a Direct Deposit Reversal or Deletion

Purpose

Use this process to request that BEST Shared Services (BSS) reverse or delete an employee's direct deposit when an incorrect payment has been made.

When to Submit a Request

The Agency Payroll Manager or Human Resources Manager should submit a Request for Reversal/Deletion Form (external link) when an employee's direct deposit needs to be reversed or deleted due to an incorrect payment.

Examples include:

- Personnel actions were not processed timely.
- Incorrect bank account information was entered on the employee record.
- Other payroll errors that resulted in incorrect payment (typically an overpayment).

Submission Deadline

To comply with NACHA Rules, BSS must receive the completed request in time to submit it within **five (5) business days** of the direct deposit settlement date.

Cutoff: 5:00 p.m. Eastern Time on the fifth business day following the direct deposit payment date.

Requests received after this deadline cannot be processed as an ACH reversal or deletion.
After BSS submits the ACH reversal or deletion request to Bank of America, the requestor will receive an email confirming that the Request for Reversal/Deletion form was received and has been submitted for processing.

Allow at least eight (8) business days from the date of the confirmation email before contacting BSS for a status update.

If the reversal/deletion is successful:

- BSS will notify the agency by email.
- BSS will reverse the payment in the payroll system.
- Once the agency has completed the necessary corrections:
  - The payment may be reprocessed as an off-cycle payment, or
  - No additional processing will occur if the original payment was made entirely in error.

If the reversal/deletion is unsuccessful:

- BSS will notify the agency by email.
- No additional reversal actions can be performed by BSS.
- The agency must work directly with the employee to resolve the issue.
- If available, BSS may assist by requesting a trace number from Bank of America to help the receiving financial institution identify the account that received the funds.

Required Information for Form Completion

The following information should be included on the Request for Reversal/Deletion form.

1. Employee Name
2. Employee Personnel Number

3. Reason for reversal/deletion
4. Requestor Name
5. Requestor Email Address
6. Requesting Agency
7. Signature of Agency Payroll Manager or Human Resources Manager
8. Date of Request

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