

Active Payroll Payment Cancellation Job Aid CO964

This form is to be completed for any re-issue checks, stop payments, and for any reversal request for ACH deposits that are handled by Office of State Treasury.


The CO-964 process will be entered/administered by HR Users who have the HR Payroll Specialist role. For these users to fill out the form, which resides in Finance, they require the CT FIN user role. Therefore, as part of this process, any user being granted the HR Payroll Specialist role will require the CT FIN user role to be assigned at the same time to give them access to the form.

Path to Form in CORE:

**Main Menu - Core CT Financials – Enterprise Components - Forms –
Search Fill in a Form**

Search/Fill a Form

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value	Add a New Value
Search Criteria	
Sequence Number =	<input type="text"/>
Subject begins with	<input type="text"/>
Form begins with	<input type="text"/>
Document Key String begins with	<input type="text"/>
Priority =	<input type="text"/>
Due Date =	<input type="text"/>
Approval Status =	<input type="text"/>
<input type="checkbox"/> Case Sensitive	
Limit the number of results to (up to 300):	<input type="text" value="300"/>
Search	Clear Basic Search  Save Search Criteria

Once you get to Search/Fill a Form, Go to Add a New Value and choose the hourglass:

Search/Fill a Form

Find an Existing Value | Add a New Value

Form |

Add

Find an Existing Value | Add a New Value

Choose CO964 for the Active Payroll Pmt. CXL Form, then click Add.

The screenshot displays the Core-CT system interface. A 'Look Up Form' dialog box is open, showing search results for 'Form'. The results are as follows:

Form	Portal Label
CO790	Payment Cancellation - CO790
CO860	Payment Information - CO860
CO964	Active Payroll Pmt. Cxl - CO964
DOT_CONFIG DOT	Configuration Request
PAYROLL_CD	Payroll Acct Code Request Form
PROJECT_ID	Project ID Request Form

The 'CO964' entry is highlighted in yellow. The background shows the 'Search/Fill a Form' section with 'Find an Existing Value' and 'Add a New Value' buttons.

Once you click add, the form will open.

Form **Instructions** Attachments

Active Payroll Pmt Cxl - C0964

*Subject

Priority Due Date

Status Initial

<p style="text-align: center;">Agency Information</p> <p>*HR Dept ID <input type="text"/></p> <p>Agency Name <input type="text"/></p> <p style="text-align: center;">Payment Details</p> <p>*Advice/Check Number <input type="text"/></p> <p>*Payment Method <input type="text"/></p> <p>*Payment Date <input type="text" value="BT"/></p> <p>Pay Period Ending Date <input type="text" value="BT"/></p> <p>*Amount <input type="text"/></p> <p><input type="checkbox"/> Check Attached</p> <p><input type="checkbox"/> Bank Information Attached</p> <p><input type="checkbox"/> Lost Affidavit</p> <p>Pay Group <input type="text"/></p> <p>Notary Certification # <input type="text"/></p> <p>For notary certification lookup go: Here</p>	<p style="text-align: center;">Employee Details</p> <p>*Employee ID <input type="text"/></p> <p>*Employee Record <input type="text"/></p> <p>*Employee Name <input type="text"/></p> <p style="text-align: right;">254 characters remaining</p> <p style="text-align: center;">Cancel Reason / Action</p> <p>*Reason <input type="text"/></p> <p>If Other, Please Explain <input type="text"/></p> <p>Action <input type="text"/></p> <p>Specify Changes <input type="text"/></p> <p style="text-align: right;">254 characters remaining</p>
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FOR OSC USE ONLY **FOR OTT USE ONLY**

Enter all necessary information, instructions are on the Instructions Tab of this form for your reference. On the Subject field, please specify what your request is for to differentiate between the following: Stop & Re-issue check / Stale Check & Re-issue/ VOIDED Checks/ Stop & Reversal request / and ACH Reversals.

Note: Agencies are responsible for verifying the details of the employee, double check the employee number (6Digits), the name must match exactly as it is in CORE, if there is a Middle Initial it must be on this form, if the middle name is spelled out completely it must reflect on this form, etc. Please utilize the correct employee record number as well. Also, on the **Cancel/Reason Action**, if you want specific instructions on what to do with the check once it's re-issued, you will write it in the box for **Specify Changes**, for example, if you want a courier pick up, if you want the check to go a specific address if the address is not updated in CORE, etc. **If this field is left blank, we will mail out the check to the employee utilizing the address in CORE.**

Example of Form Completed:

The screenshot shows a web-based form titled "Active Payroll Pmt Cxl - CO964". The form is divided into several sections:

- Form Header:** Includes tabs for "Form", "Instructions", and "Attachments". The subject line is "*Subject: Employee should not be compensated".
- Agency Information:** Fields for "HR Dept ID" (OSC15010), "Agency Name" (Office of State Comptrollers), "Pay Group" (B75), and "Notary Certification #". A note says "For notary certification lookup go: [Here](#)".
- Payment Details:** Fields for "Advice/Check Number" (589179983), "Payment Method" (Cash), "Payment Date" (03/24/2023), "Pay Period Ending Date" (03/09/2023), and "Amount" (2300.0000). There are checkboxes for "Check Attached", "Bank Information Attached", and "Lost Affidavit".
- Employee Details:** Fields for "Employee ID" (555555), "Employee Record" (2), and "Employee Name" (John Timothy Smith).
- Cancel Reason / Action:** A dropdown menu is set to "Other". The reason is "Employee was not term by HR in Time". The action is "Do NOT Reissue". A note says "Specify Changes: Please reverse out of CORE LP".
- FOR OSC USE ONLY:** Fields for "Payment Reissue Action", "Net Pay Amount", "Reissue Check", "Reissue Date", and "Payee Name".
- FOR OTT USE ONLY:** Fields for "Option", "Payment Stopped Date", "Bank Date", and "Comments".
- More Information:** A large text area at the bottom.
- Buttons:** A "Save" button is highlighted in yellow at the bottom left.

Red arrows point to specific annotations on the right side of the form:

- One arrow points to the "Other" option in the "Cancel Reason / Action" dropdown, with the text: "Missing Check Other ACH Returned Stale Dated check".
- Another arrow points to the "Do NOT Reissue" action, with the text: "Do Not Re-issue Re-issue no Changes Re-issue with changes".
- A third arrow points to the "Specify Changes" text area, with the text: "Courier Pick Up Mail to this Address".

Once you have entered all information and verified the Notary Certification per instructions on tab you must hit save before you can attach any documentation to the form. Also, once you hit Save a Submit Button will appear at the top of the page near Status, do not submit until you have attached the documentation.

Attachment Tab– Scan and attached any documents pertaining to your request. You must attach all documentation necessary for your request, for example if it's a Lost Check and it needs to be re-issued, then attach the Lost Check Affidavit Form on the Attachment Tab in CORE CT(follow the instructions for the Notary information), if it's a check that needs to be voided/reversed out of CORE (**you must write VOID on the check for Treasury to validate**) and you are in possession

of the check, you should then attached the voided check in CORE CT, you will still need to send the original check to Treasury Department (address is in the Instructions Tab). If it's an ACH Reversal, you will have to attach a word document requesting Reversal for a direct deposit paid in error (overpayment, underpayment, etc.). You will need to specify the Employee Name, ID, Net amount of the check, Account Number/s (since its masked) and as Treasury does not have access to Payroll Records.

Form | Instructions | **Attachments**

Seq # 7160 Active Payroll Pmt CxI - CO964

*Subject Employee shouldn't be compensated

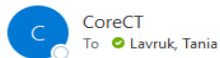
Download Templates		Personalize	Find	View All	First	1 of 1	Last
Description	Attached File						
1		Open					

Upload your attachments		Personalize	Find	View All	First	1-3 of 3	Last
Description	Attached File	Attach	Open				
1 20230327072240450.pdf	20230327072240450.pdf	Attach	Open	+	-		
2 RE_Voided_Check_Received_.pdf	RE_Voided_Check_Received_.pdf	Attach	Open	+	-		
3 C_SMITH_CK__37547094.pdf	C_SMITH_CK__37547094.pdf	Attach	Open	+	-		

Form | Instructions | Attachments

Once all attachments are in, then hit Submit and it will then switch over to “Approver Status” Once Treasury processes the request the system will send you an automated email once the process has been started.

[Form Approval] Form 7181 (CO964) has been Approved



Form 7181 (CO964) has been approved. Details are shown below:

Subject: Check Reissue - Stale Dated Check
 Priority: 3
 Due Date:
 Requester: 152312

Click on the URL to access the form: https://corect.ct.gov/psp/PEPRD/EMPLOYEE/ERP/c/MANAGE_FORM.FORM_ADD.GBL?Page=FORM&Action=U&SEQ_NBR=7181

(This message was automatically generated by Form and Approval Builder on 2023-04-06 at 12.36.50.000000. Please do not reply to this email.)

Once you receive an email with the seq. # and you press on the link above highlighted, you can monitor where the process is always, you can see in the More Information Box or on the Comments sections once you click on the Approver Status tab.

Active Payroll Pmt Cxl - CO964

Subject Missing Check

Priority 3-Standard

Due Date

Status Approved

Approver Status

You can view any comments in the View/Hide Comments field to know the reason why it has not been processed yet. Once you select view/show comment, the comment will show below in the comments field, view example:

Seq # 7158 Active Payroll Pmt Cxl - CO964

Subject Stale Dated Check
Go to Form

Approval Action

Comment

Approve Deny Save Comment

Review/Edit Approvers

OTT Initial Approval

Active Payroll Pmt Cxl - CO964: 7158:Approved Start New Path

Payroll Initial Approval

Active Payroll Pmt Cxl - CO964: 7158:Pending View/Hide Comments Request Information Start New Path

Payroll Initial Approval

Pending
Multiple Approvers
PYPaymentCancel

Comments

OTT Final Approval

Active Payroll Pmt Cxl - CO964: 7158:Awaiting Further Approvals Start New Path

OTT Final Approval

Not Routed
Multiple Approvers
APPaymentCancelOTT

Payroll Final Approval

Active Payroll Pmt Cxl - CO964: 7158:Awaiting Further Approvals Start New Path

Payroll Final Approval

Not Routed
Multiple Approvers
PYPaymentCancel

Save Return to Search

OTT Initial Approval

▶ Active Payroll Pmt Cxl - CO964: 7158:Approved [+ Start New Path](#)

Payroll Initial Approval

▼ Active Payroll Pmt Cxl - CO964: 7158:Pending [View/Hide Comments](#) [Request Information](#) [+ Start New Path](#)

Payroll Initial Approval

Pending
Multiple Approvers
PYPaymentCancel [+](#)

Comments
OSC-Foster Tamisha M at 03/31/23 - 8:15 AM
This check will be processed on April 3,2023 due to this is a pay confirm week. TF

OTT Final Approval

▼ Active Payroll Pmt Cxl - CO964: 7158:Awaiting Further Approvals [Start New Path](#)

OTT Final Approval

Not Routed
Multiple Approvers
APPaymentCancelOTT [+](#)

Payroll Final Approval

▼ Active Payroll Pmt Cxl - CO964: 7158:Awaiting Further Approvals [Start New Path](#)

Payroll Final Approval

Not Routed
Multiple Approvers
PYPaymentCancel [+](#)

Once It's all approved OSC will have the final approval and comments will be left when the check is all set either in the below or in the More Information box!

Payroll Final Approval

▼ Active Payroll Pmt Cxl - CO964: 7152:Approved [View/Hide Comments](#)

Payroll Final Approval

Approved
OSC-Foster Tamisha M
PYPaymentCancel
03/29/23 - 8:59 AM

Comments
OSC-Foster Tamisha M at 03/29/23 - 8:59 AM
The check will be mailed on 3/29/2023. TF

IMPORTANT NOTES:

*** For Deletes** of Direct Deposit, no changes have been made, you would still have to email Emilyn Merilos for any stop of direct deposit before the deadline of Tuesday of Pay Day Week @ Noon time.

*** For the ACH Reversal process**, we will have to wait 5 business days until the funds return before we process the reversal in Core, once the funds have returned and we are ready to reverse out of the system, you will receive an email notification that we have **denied the request**, **this does not mean that the funds have not been returned, it only means that it does not need any further action from Treasury**, so it ends with OSC Payroll Approval. The agency will still have to look in the notes to verify if the funds did in fact return or did not return. Once cleared then the agency can request a petty cash check to the PC team.

*** For Voided Checks** you will have to fill out this form to stop the payment of the check and request reversal in Core. Example, if you request to pull a check to be voided with our department, we will scan the check and email your agency so that you can attach it with your request to Stop Payment of the check to Treasury. Treasury will no longer just receive the voided check without the CO-964 form.

* Please verify that the employee is **active** in the system before requesting the re-issue check, OSC cannot process a re-issue check if the employee is inactive in CORE CT. This will slow up the process for everyone if the employee is not activated on time. Also, Stale checks are not done on confirm week, so if you need to reactivate an employee on pay week, the last day to reactivate would be Thursday.

* It is very important that agencies look in the More Information box or Comment section of the CO-964 Form for our responses so that the sequence is not sitting on the que until an action is taken by the agency. This CO-964 process was established so that agencies can verify what is going on with their request, and to eliminate paper process and emails to OSC and Treasury.