

PY-08 Payroll Overpayment Claim Process

Purpose

The purpose of this job aid is to explain the overpayment/claim process.

Background and General Information

An overpayment claim occurs when there are not enough new earnings in an employee's payroll to recoup all a prior period overpayment. Payroll automatically generates WT/561 to create a receivable in OSC's general ledger and reduce the agency's salary expenses. The OSC Claims staff clears the claim to reverse the receivable from OSC's general ledger and to charge the agency for the overpaid wages. It is then up to the agency to pursue collecting the overpayment from the employee.

Each agency is responsible for adhering to [OSC's Statewide Accounts Receivable Program](#) policies for reporting and collecting accounts receivables.

OSC Claims staff clears overpayment claims after each payroll finalizes. Terminated employees' claims are cleared first, followed by employees on Leave of Absence (LOA). Employees in an Active Status are cleared only upon request from the agency.

Agencies can view the claims clearing entry on the Off-Cycle Workbench. Claims clearing entries are identified as a BONUS PAYMENT, which is pay type A.

Image

Off-Cycle Workbench

Menu | [Dropdown] | [Icons]

Personnel Number [Input]

[History] [Payroll] [Replace payment] [Reverse payment] [Assign check number]

Payroll history

[Icons]

Payment date	SeqNo	AT	Rev...	Rep...	Infor...	Reason	Amount	Crcy
10/10/2025	00114	00			[Info]		0.00	USD
10/01/2025	00066	01			[Info]	Bonus payment	0.00	USD
09/27/2025	00065	00			[Info]		0.00	USD

A Bonus Payment indicates the overpayment expense has been charged back to the agency's budget. The cost distribution on the position is used to generate the expense posting to the agency's general ledger. This entry does NOT change the employee's pay.

Notifying the Employee

The OSC Claims staff sends a notification letter to the agency payroll contact as claims are cleared. This letter is intended for the agency use only and should not be forwarded to the employee without additional agency instructions. Suggested topics for an agency specific employee letter include:

- Explanation of how the overpayment occurred
- Repayment instructions

- Installment agreement information
- Consequences of failure to make repayment
- Interest and penalties that may be assessed by the agency
- Agency contact for questions and concerns (This should not be BEST.)

For employees who repay the entire claim amount in the same calendar year that the claim occurred, OSC is allowed to reduce the employee's taxable wages for that year and recalculate tax withholding amounts. Any refund of the tax withholding amounts is used to reduce the overpayment amount. That is, the employee repays the overpayment Net of taxes.

OSC sets the date by which repayment must be received for it to be posted through the payroll system in the current year. This date is listed on OSC notification letter. If the claim repayment is received after this date, it is processed in the following calendar year. The employee must repay the Gross amount because tax laws prohibit OSC from processing tax withholding refunds through payroll for prior years. In this case, IRS guidelines require the overpaid wages to be included in the employee's W-2.

OSC also uses any refund of the employee's 6% retirement deduction from ORBIT to reduce the overpayment amount.

An example of an OSC notification letter is on the last page of this document.

Collecting from the Employee

It is the Agency's responsibility to ensure the money due is collected and remitted to OSC for processing.

Overpayments can be repaid by three methods:

1. The employee receives additional earnings, payouts, or deduction refunds which the payroll system automatically applies towards the overpayment balance.

Note: Short-term disability payments are excluded from being used to repay regular salary overpayments unless the employee gives OSC written permission. STD overpayments deductions do not require approval.

2. The employee provides a check or money order payable to Office of State Controller for the full overpayment amount. OSC does not accept partial payments.
 3. The agency agrees to an installment repayment plan with the employee. OSC is not a party to the installment agreement. The agency should provide the employee with a statement at least annually of payments received and the remaining balance.
 1. For an active employee or an employee returning to active status, the agency can issue a check payable to Office of State Controller for the FULL amount due on behalf of the employee. This prevents the payroll system from automatically applying the employee's next paycheck to the overpayment balance. The agency then uses the Agency Check Deduction code to collect from the employee's future pay checks based on the installment agreement.
 2. Terminated employees or inactive employees with no earnings can pay the agency directly based on the installment agreement. Once the full amount has been received, the agency issues a check payable to Office of State Controller. OSC does not accept partial payments.
- Note: If an employee is reinstated to a different agency before the overpayment is repaid in full, payroll will apply future earnings at the new agency to the overpayment balance automatically. The agency holding a partial repayment amount from an installment agreement must refund the employee any amount over collected.

Best practice is to contact OSC to verify the current repayment balance before sending payment.

Posting the Repayment

Once full repayment is received at OSC, the OSC Claims team adjusts the employee's taxable wages. If the repayment is for a current year claim, the employee's current year federal, state, Social Security, and Medicare

taxable wages are reduced. This reduction is reflected in the employees' W-2.

If the repayment is for a prior year, a prior year dated manual entry is made in the payroll system. This prior year entry generates a W-2 Correction (W-2C) form for the applicable tax year. The W-2 C updates only the employee's Social Security and Medicare taxable wages. The employee's federal and state taxable wages for the prior year do not change.

OSC prints W-2Cs three times annually. The W-2C is mailed to the most current address on record for the employee in the payroll system.

Applying the repayment in the payroll system generates General Ledger entries to reduce the agency salary expenses and applicable employer matching costs.

Tax References

Employees repaying an overpayment often ask OSC for information about reporting the overpayment on their tax returns. While OSC cannot give tax advice, the following paragraph is from **IRS Publication 15 Employer's Tax Guide**:

Employee reporting of repayment: The wages paid in error in the prior year remain taxable to the employee for that year. This is because the employee received and had use of those funds during that year. The employee is not entitled to file an amended return (Form 1040X) to recover the income tax on these wages. Instead, the employee is entitled to a deduction (or credit in some cases) for the repaid wages on his or her income tax return for the year of repayment.

IRS Publication 525 Taxable and Nontaxable Income gives instructions to determine the deduction or credit amount and how to include it on a tax return. Employees should consult their tax professional for assistance.

Example of OSC's claims notification letter to the agency payroll contact:

Date

Agency

Attention: Agency Payroll Contact

Address

City, State Zip

RE: Employee Name Employee Number

Action (Separation or Leave of Absence)

OVERPAYMENT OF WAGES

Year overpayment occurred:

A claim has been identified for the above-named employee. Since the employee is not active, this claim cannot be resolved through normal payroll deductions.

If the payment is received this calendar year, taxes and any refunded deductions can be used to reduce the amount owed.

Gross Overpayment Amount	\$188.36
Increased by prepaid garnishment:	\$ -
Reduced if paid current year: Deduction Refunds:	\$ 11.30
Tax Refunds:	\$ 14.41
Total due if paid by: mm/dd/yy	\$ 162.65

Gross Overpayment Amount	\$188.36
Increased by prepaid garnishment:	\$ -
Reduced if paid current year: Deduction Refunds:	\$ 11.30
Total due if paid by: mm/dd/yy	\$ 177.06

Please make check payable to the Office of State Controller for the full amount due.

For inquiries regarding the cause of overpayment and/or payment options, please contact your agency.

Mail Full Payment & copy of this invoice:
Best Shared Services
1425 Mail Service Center
Raleigh, NC 27699-1425

Inquiries regarding overpayment
Agency
Attention: Agency Payroll Contact
Agency Payroll Contact Telephone

** Please note that all personal checks take five business days to process before being applied to the overpayment**

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