

UBC DEPARTMENT OF MEDICINE INTERNAL GUIDELINES REGARDING EMPLOYEE OVERPAYMENTS

Background

Payroll overpayments can occur because of many reasons, but within the Department of Medicine, the vast majority are due to either timing issues (Workday approvals not fully completed before the effective date of a change like resignations) or retroactive changes (i.e. unpaid leaves, FTE reductions, or resignations that were not identified to the HR Team at the time of change). Previously, when a payroll overpayment is identified, the overpayment is removed from the manager's worktag and moved to a central worktag overseen by UBC Payroll.

However, moving forward as of this year, UBC Payroll will be moving overpayments back to the unit under the manager's worktag unless UBC Payroll is notified via an ISC ticket that the employee has agreed to repay the overpayment.

Due to the preceding, the Department of Medicine has developed following internal guidelines related to employee overpayments. Division Administrators will be responsible for circulating the relevant information to division members including managers and supervisors within their division.

Resignations

Please ensure managers forward all employee resignations to the HR Assistant as soon as possible. Given that resignations can be between 2 – 4 weeks, it is a tight turnaround timeline for the HR Assistants to process the request given that there are approvals required outside of the Department of Medicine. Managers should check their Workday inbox on a regular basis especially when a resignation approval request is pending.

Enough Processing Time Given:

- If the HR Assistant is provided enough time to process a resignation (2 weeks or more), and the HR Assistant does not complete the request in a timely manner resulting in an overpayment, in these scenarios, the HR Assistant will confirm with the manager if they wish to recoup the overpayment, contact the employee about repaying the overpayment, and submit the online ticket to ISC regarding the recoup.
- Please note that if the overpayment is caused by the manager/Division not approving the resignation in Workday, then the Administration Office will not cover the overpayment costs and the onus to recover the overpayment resides with the manager and Division. Please see the information under "Not Enough Processing Time Given" for next steps.
- The default worktag for overpayments that occur due to the Department of Medicine's HR Team and are not recoupable will be an Administration Office operating account worktag.
- The exception will be for managers who do not wish to recoup the overpayment or managers who do not respond to the HR Assistant. These overpayments will be charged to the manager's worktag.
- Please note that if the manager's worktag that was funding the employee is no longer active and the manager does not wish to recoup or does not respond to the HR Assistant, then, the default worktag will be the Division's operating account or visa trainee revenue account worktag.

Not Enough Processing Time Given:

- If the HR Assistant is forwarded the written resignation by the manager after the resignation date or less than 2 weeks before the resignation date, there is a high chance that there will be an overpayment.
- The HR Assistant will confirm with the manager and Division Administrator if there is an overpayment. If there is an overpayment in these scenarios, the Division Administrator will need to confirm with the manager if they wish to recoup the overpayment.
- If the manager wishes to recoup the overpayment, the Division Administrator or manager will need to contact the employee about repaying the overpayment and submit an online ticket to ISC regarding the recoup. The HR Assistant will not coordinate the ISC ticket in this situation.
- If the manager does not wish to recoup the overpayment, the overpayment amount will be charged to the manager's worktag. If the manager does not respond, a repayment cannot be initiated meaning the manager's worktag will be charged for the overpayment.
- Please note that if the manager's worktag that was funding the employee is no longer active and the manager does not wish to recoup or does not respond to the Division, the, the default worktag will be the Division's operating account or visa trainee revenue account worktag.

Resignation Sent to HR	Submit To	Overpayment Likely?	Overpayment Options
2+ weeks from the end date	HR Assistant by portfolio	No—there is enough time to put through the termination	N/A unless manager/Division does not approve Workday transaction in a timely manner (i.e. 1 – 2 business days).
Less than 2 weeks from the end date	HR Assistant by Portfolio	<u>Yes</u> , very likely.	<p>Division Administrator confirms with manager if overpayment should be recovered.</p> <p><u>If manager wants to recover overpayment</u>, Division Administrator or manager contacts employee about repaying the overpayment.</p> <p>Division Administrator or manager submits ticket to the ISC to initiate the overpayment recovery.</p> <p><u>If manager does not want to recover overpayment</u>, the monies will be charged to the manager's</p>

			worktag. If the manager's worktag is not active or if the manager doesn't respond to Division, the default worktag will be the Division's operating or visa trainee revenue accounts.
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Retroactive Changes

The Department of Medicine recommends avoiding retroactive position/appointment changes when possible.

If the manager requests a retroactive change to an employee position/appointment, which impacts salary/fellowship earnings, an overpayment may occur. The HR Assistant will confirm with the manager and Division Administrator if there is an overpayment.

If there is an overpayment, the Division Administrator will need to confirm with the manager if they wish to recoup the overpayment.

If the manager wishes to recoup the overpayment, the Division Administrator or manager will need to contact the employee about repaying the overpayment and submit an online ticket to ISC regarding the recoup.

If the manager does not wish to recoup the overpayment, the overpayment amount will be charged to the manager's worktag. If the manager does not respond, a repayment cannot be initiated meaning the manager's worktag will be charged for the overpayment.

Please note that if the manager's worktag that was funding the employee is no longer active and the manager does not wish to recoup or does not respond to the Division, the,, the default worktag will be the Division's operating account or visa trainee revenue account worktag.

Recoup Overpayment?	Responsible Party	Overpayment Recovery Steps
Yes	Division Administrator or Manager	Contact the employee about repaying the overpayment. Submit an online to ISC to request overpayment recovery.
No – Manager not responding	Division Administrator	If manager does not respond, the monies will be charged to the manager's worktag. If the manager's worktag is not active, the default worktag will be the Division's GPO (operating or visa trainee revenue accounts).

No – Manager confirms no recovery required	Division Administrator	If manager does not want to recover overpayment, the monies will be charged to the manager’s worktag. If the manager’s worktag is not active, the default worktag will be the Division’s GPO (operating or visa trainee revenue accounts).
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Last updated: April 6, 2023