PY.11 Overpayment Recovery

Salary overpayments may result from errors in gross or net salary, and can be categorized as a partial or total overpayment. In each of these cases, an overpayment recovery process is necessary to recover the amount of the overpayment and adjust an individual’s earnings record accordingly.
Overpayment Recovery (PY.11)- Staff

1. Start

2. Identify the need for Overpayment Recovery
   - UCPC/CMT
   - Work with UCPC + identify the reasons
   - UCPC-CMT

3. Initiate the request
   - ServiceNow

4. Send Overpayment Recovery communications
   - ServiceNow

5. Meet up with employee and attaches confirmation of Repayment Plan
   - Sign-Off

6. Process requested action
   - Service Now | UCPath

7. Generate Overpayment Recovery letter
   - UCPath Center | UCPath

8. Receive notification of adjusted repayment amount

As per Phase 1 of the project, the Partner remains as is below.

Consultation may be needed going forward.
<table>
<thead>
<tr>
<th>Step #</th>
<th>Context/Information/Questions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Refer Step 1 and 2 of the central process PY.11 Overpayment Recovery (as of 6/24/2016)</td>
</tr>
<tr>
<td>2</td>
<td>Refer step 10 of the central process PY.11 Overpayment Recovery (as of 6/24/2016)</td>
</tr>
</tbody>
</table>
| 3      | Q1: Do we need approval to this process?  
Q2: Do we need to process this information via ServiceNow? Or email communication as central process map says 'email response'?  
If it is email then then do we need step 4? |
Start / End

Shows the start and end of a process. The text should indicate the trigger action or condition that puts the process flow in motion or indicates that it is complete.

Task/Activity

Captures a specific task or activity. Written starting with a verb (“Prepare Form”). A box should reflect a single role and tool to complete a specific output.

Automatic Process

Represents a process, task, or activity that is accomplished through a system or program. For example, “Upload Data (Nightly)”.

Off-page reference

Shows the continuation of the flow on another page. Label the inside of the symbol with a capital letter and number (e.g., “A/2” indicates look for point A on page 2).

One way connection

Connection arrows show the direction that the process flows.

Roles and Tools

These annotation boxes are placed below task/activity boxes or decision points to clarify the generic role that performs the step (e.g., “Manager”) and/or to clarify the functionality or tool that supports it, e.g. Workflow, PPS. These boxes are not required for each step.

UCPath Central Process

Color indicates processes performed by UCPath as defined on related Central FSPD Maps (cannot be revised on local map)

UCPath Local Process

Color indicates processes performed by Local Campus as defined on related Central FSPD Maps (cannot be revised on local map)

Subprocess

Indicates another process or set of processes formally defined elsewhere. For example, “Perform Background Check” as part of the Onboarding process.

Decision

Indicates divergent paths for process; typically phrased in Yes/No format. For example, “Approve Leave”.

Or Connector

Shows when processes diverge, usually for more than two branches. Can be helpful in indicating variations (e.g., one path for Faculty, one for Staff, one for Students).

Consultation/Collaboration

Consultation/collaboration lines link two task/activity boxes that are performing the same function together or in consultation with each other. Not used for formal reviews or approvals.

Annotation

Provides comments or clarification to a task, connector, or subprocess. Helpful to indicate where there is variability or inefficiency or where complex rules may apply to how a particular task is completed.

On-page Reference

On page connectors link one point in a process flow diagram to another. They help reduce flow lines that cross other shapes and lines. They are labeled with capital letters to show matching jump points.