



## PAYROLL LIAISON PROCEDURES GUIDE



## Payroll Liaison Procedures Guide



# PAYROLL LIAISON PROCEDURES GUIDE

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# PAYROLL LIAISON PROCEDURES GUIDE

## Overview

### INTRODUCTION

The City of Norfolk Payroll Liaison Procedures Guide is designed to serve as a reference tool on City policies, procedures and systems used to manage Timekeeping, Absence, and Payroll for the Departmental Payroll Liaisons. When a situation or error arises, the guide provides guidance on achieving resolution in a manner consistent with Federal and State Law, City Code and historical precedent. The guide also serves as a training manual for new team members and will be maintained as the City's processes evolve in the future.

### DEPARTMENTAL SUPPORT OF THE PAYROLL FUNCTION

Every department in the City has at least one Payroll Liaison responsible for administering the department's payroll and ensuring that employees' time and leave information is submitted accurately. To fulfill this responsibility, departments must ensure that proper internal controls on payroll processes are established and enforced. It is also imperative that departments assign and train a departmental employee as back-up in advance of their required assistance. Though neither the Department of Finance, nor Human Resources can serve as a department's backup, they are always available to assist with guidance.

The Department of Finance Payroll Manager, and the Payroll Team, hold meetings with Departmental Payroll Liaisons for training and communications regarding upcoming initiatives. Meetings are held – at a minimum – quarterly.

*\*\*Assignment of a new Payroll Liaison must come from the Department Head.  
Employees cannot request this access for themselves. \*\**



## PAYROLL LIAISON PROCEDURES GUIDE

### PAYROLL OVERVIEW - WHO HANDLES WHAT?

The Finance Payroll Division disburses salaries and wages for City employees through biweekly payroll payments and monthly pension benefits to retiree/beneficiaries. To make this possible, the following City organizations and department payroll/personnel staff work together to execute payroll duties:

- ***Employees are responsible for:***
  - Reporting to work as scheduled
  - Recording actual hours worked timely and accurately
  - Submitting absence requests or making absence notifications in accordance with policies, procedures and/or practices
  - Adhering to the guidelines established within City and department policies
- ***Department Heads/Managers/Supervisors are responsible for:***
  - Timely reviewing, approving, and reporting all hours worked and any absences for assigned employees
  - Submitting absence requests for direct reports in accordance with policies, procedures and/or practices
  - Setting expectations for nonexempt employees with respect to who is authorized and not authorized to work overtime
  - Ensuring nonexempt employees are trained on the Time Collection Device (TCD) or Web Clock
  - Communicating expectations for attendance
  - Checking time frequently to ensure employees are complying with expectations
  - Viewing timesheets daily or multiple times per week to identify any exceptions that need correcting
  - Verifying all hours worked and any absences for assigned employees within each pay period
  - Approving Payable Time daily and at the end of each work week
  - Approving all Absence Requests as needed within each pay period
- ***Department Payroll Liaisons*** are responsible for administering the department's payroll by ensuring that employees' time and leave information is submitted accurately to the Payroll Division. To fulfill this responsibility, departments must ensure that proper internal controls on payroll processes are established and enforced. This guide will provide details on policy, procedure and best practices to accomplish this responsibility.



## PAYROLL LIAISON PROCEDURES GUIDE

- **Department of Finance - Payroll Division** processes payroll for employees of City departments and ensures compliance with City, state, federal tax, wage and hour regulations. Payroll Division staff is responsible for the administration of Absence Management, Time & Labor and Payroll modules in PeopleSoft.
- **Department of Human Resources (HR)** administers City-wide personnel policies and procedures and advises the City's departments in these areas. All personnel actions are processed within HR as well. Human Resources issues memorandums that guide departments on workforce related topics that may impact payroll, such as compensation administration.

### Backup

Each Department is responsible to have an adequate primary Departmental Payroll Liaison. It is important that each department also have a back-up, of the primary Departmental Payroll Liaison to handle Personnel Forms and Payroll Time Entry. It is strongly recommended that this person have ample opportunity to perform these duties when the primary person is available to assist. It will increase the chance for errors when a person performs these functions only once or twice a year. Therefore, it is imperative that departments assign and train a back-up in advance. In a small department/bureau, it may be necessary to form a liaison with another unit to accomplish department payroll-related transactions.

*\*\*The Department of Finance or Human Resources will not serve as a Department's backup but are always available to assist with guidance. \*\**

**Sharing of computer User ID's is a violation of the Electronic Data Resources Acceptable Use Policy (AUP).** Each primary and back-up must maintain the appropriate PeopleSoft access to handle the administrative functions of the Payroll Liaison independently. Requests for access to PeopleSoft should be requested through your Department Head and submitted to the IT Helpdesk at [ITHelpdesk@norfolk.gov](mailto:ITHelpdesk@norfolk.gov) or 757-664-HELP.

### Confidentiality and Data Protection

Payroll Liaisons are required to uphold strict confidentiality, security and professionalism in the handling of payroll and personnel data. City policy expands on these requirements in the AUP, Sensitive Data Policy and Business Conduct Policy. You are also obliged to attend information security and data protection training. The Department of Information Technology provides periodic guidance related to data privacy and security. Payroll Liaisons must remain abreast of this guidance and demonstrate close adherence to best practices as determined in the aforementioned policy and supplementary guidance.



## **PAYROLL LIAISON PROCEDURES GUIDE**

During employment and after termination you are obliged to maintain data protection and professional confidentiality regarding all matters relating to City of Norfolk payroll processing. Breaches of confidentiality, both in terms of data protection and professional confidentiality may result in corrective action. Breaches resulting from malicious actions, or negligence may result in termination of employment.

### **Communications Methods**

FINPayrollProcessors@norfolk.gov is a shared email inbox that is monitored by the entire Payroll Team. The Payroll Team uses this inbox to manage inquiries from departmental Payroll Liaisons and employees.

PAYCLERKS@norfolk.gov (FIN – PAYCLERKS) is an email distribution group for communications to Department Payroll Liaisons.

HRHELP@norfolk.gov (HR – Help) is a shared email inbox that is monitored by the entire HR Admin-Ops Team. The HR Admin Team uses this inbox to manage inquiries from departmental Payroll Liaisons and employees.

ITHelpdesk@norfolk.gov or 757-664-HELP is a shared inbox which is used to request access, password assistance and software/hardware issues.





## **PAYROLL LIAISON PROCEDURES GUIDE**

# SYSTEMS LANDSCAPE, INTEGRATION AND DATA INPUTS



## PAYROLL LIAISON PROCEDURES GUIDE

### PeopleSoft (PS)

All payroll activity is processed and recorded through PeopleSoft and it is considered the system of record for Payroll, Time & Labor and Absence Management data.

### Time & Attendance

*Where do I fit into the process?*

Payroll Liaisons can view and update time entry but cannot approve payable time. These changes should only be made in the absence or inability of the direct supervisor and should be accompanied by comments explaining the reason for intervention. Payroll Liaisons also can run queries related to time entry and approval status for reporting to department leadership. Payroll Liaisons serve and provide guidance to department staff on time entry requirements and facilitate the dissemination of information from the Payroll Division to employees and supervisors.

#### Timekeeping

Timekeeping is the aspect of the payroll process that creates the primary time records that are used to determine the wages payable to non-exempt employees. As such, it is one of the most important links in the structure for the payroll process. Timekeeping activities take place at the different work sites where employee attendance data is collected and recorded in the PS Time & Labor module where timekeeping data is reviewed and approved for entry into Payroll. The Department Payroll Liaison responsible for timekeeping must be adequately trained and have a working knowledge of the City's personnel and payroll policies and practices.

Departments must enforce practices and routines to ensure that timekeeping procedures are reliable and accurate. A reliable timekeeping system is essential not only for accurately determining regular and overtime pay due, but also for matters such as settling payroll concerns.

Any employee found improperly reporting time and attendance information is subject to disciplinary action in accordance with the Corrective Action Guidelines and Procedures (8.3).

#### Policy

It is the policy of the City of Norfolk to compensate employees for time worked in accordance with the Fair Labor Standards Act (FLSA), applicable state law and as defined in the City of Norfolk's Compensation Plan. Therefore, all employees have a duty to comply with the guidelines and procedures with respect to time and attendance.



## PAYROLL LIAISON PROCEDURES GUIDE

Employee work time and attendance is recorded in the Human Resources Information System (HRIS), PeopleSoft Time & Labor and Absence Management modules, which collects actual time entered through various mechanisms (e.g., biometric devices, web clocks, etc.). Some operational departments, such as Police, Fire-Rescue, Norfolk Sheriff's Office and the Office of Emergency Preparedness and Response will utilize separate scheduling systems for recording time and attendance, but PeopleSoft is the system of record.

Non-exempt employees are required to use the HRIS, or assigned scheduling system, to record their arrivals and departures from work each scheduled workday. Exempt employees are not required to use the HRIS to record their arrivals and departures from work except to receive credit for time worked on holidays. When an exempt employee works on a holiday their supervisor must enter the time so that the employee can be credited with compensatory holiday leave (Holiday Bank). Employees eligible for leave are required to submit any absence request through the HRIS or the authorized scheduling system.

Accurate and timely reporting of employee time and attendance is the responsibility of the employee and his/her immediate supervisor.

Any employee found improperly reporting time and attendance information is subject to disciplinary action in accordance with the Corrective Action Guidelines and Procedures (8.3).

### Procedure

#### *Timekeeping Procedures*

Employees are responsible for ensuring their actual hours worked and absences are recorded accurately and in a timely manner.

Nonexempt employees must clock in and out at the beginning and end of each scheduled workday and for nonpaid meal breaks in order to be compensated for time worked. Employees may clock in no more than seven (7) minutes prior to and clock out no later than seven (7) minutes after their scheduled work time. Excessive missed clock entries will be addressed through corrective action.

Employees may only clock in and out for themselves and only from locations approved by their supervisor.

Employees are expected to be ready to engage in work activities as soon as they clock in and employees are not to engage in work activities after clocking out.

#### *Attendance*

Employees are responsible for reporting to work in accordance with their approved work schedule. Supervisors are responsible for managing employee attendance.

#### *Absence Request*

All absence requests must be submitted in accordance with the Leave Policy (4.1), as well as any departmental policies, procedures and/or practices.



## PAYROLL LIAISON PROCEDURES GUIDE

### ***Scheduled Absence***

A scheduled absence occurs when an employee requests and obtains approval for time off prior to the absence.

### ***Unscheduled Absence***

An unscheduled absence occurs when an employee is unable to report to work as scheduled. Employees are responsible for reporting any unscheduled absence, including tardiness, to their immediate supervisor. The time of the employee's call or notification, the reason for the absence, and the anticipated date and time of return must be reported to the immediate supervisor, or designee, as defined by department policies, procedures and/or practices. A call or communication from another on the employee's behalf is unacceptable and unauthorized unless the employee is incapacitated and/or physically unable to call. Employees are required to communicate with their supervisor every day of the absence unless otherwise arranged. Failure to comply with reporting procedures may be considered an unauthorized absence.

When an employee calls out on a day or days for which leave was previously requested and denied, documentation to substantiate the absence may be required. Unsubstantiated absences may result in an unauthorized absence and leave without pay.

Unscheduled absences, late arrivals and early departures, and clock-in/out violations interfere with business operations and the effective delivery of services to the community and must be kept to a minimum.

## **7 – Minute Rule Rounding Chart**

To ensure consistent time reporting, the following 7-minute Rule rounding chart is available for use when clocking in and out through a Time Collection Device or PeopleSoft Web Clock. Time is rounded to the nearest quarter hour ***for pay purposes***. The cutoff for rounding is ***7 minutes and 29 seconds*** and is based on each individual punch, including meal breaks. ***Timesheets and checks will not be corrected for employees who clock in late as a result of this rule.***



## PAYROLL LIAISON PROCEDURES GUIDE

Clock In Time (Hour:Min:Sec)	Rounded Time (Hour:Min:Sec)		Clock In Time (Hour:Min:Sec)	Rounded Time (Hour:Min:Sec)
8:01:00	8:00		8:31:00	8:30
8:02:00	8:00		8:32:00	8:30
8:03:00	8:00		8:33:00	8:30
8:04:00	8:00		8:34:00	8:30
8:05:00	8:00		8:35:00	8:30
8:06:00	8:00		8:36:00	8:30
8:07:00 to 8:07:29	8:00		8:37:00 to 8:37:29	8:30
8:07:30	8:15		8:37:30	8:45
8:08:00	8:15		8:38:00	8:45
8:09:00	8:15		8:39:00	8:45
8:10:00	8:15		8:40:00	8:45
8:11:00	8:15		8:41:00	8:45
8:12:00	8:15		8:42:00	8:45
8:13:00	8:15		8:43:00	8:45
8:14:00	8:15		8:44:00	8:45
8:15:00	8:15		8:45:00	8:45
8:16:00	8:15		8:46:00	8:45
8:17:00	8:15		8:47:00	8:45
8:18:00	8:15		8:48:00	8:45
8:19:00	8:15		8:49:00	8:45
8:20:00	8:15		8:50:00	8:45
8:21:00	8:15		8:51:00	8:45
8:22:00 to 8:22:29	8:15		8:52:00 to 8:52:29	8:45
8:22:30	8:30		8:52:30	9:00
8:23:00	8:30		8:53:00	9:00
8:24:00	8:30		8:54:00	9:00
8:25:00	8:30		8:55:00	9:00
8:26:00	8:30		8:56:00	9:00
8:27:00	8:30		8:57:00	9:00
8:28:00	8:30		8:58:00	9:00
8:29:00	8:30		8:59:00	9:00
8:30:00	8:30		9:00:00	9:00

**\*Note:** This chart shows 8:00 am – 9:00 am. You can replace the HOUR to apply to any clock in/out time

### Examples:

Clock In: 7:57:22 → Rounded to 8:00:00 → Paid Time = 3.0 hours  
 Clock Out: 11:03:18 → Rounded to 11:00:00

Meal Out: 12:36:40 → Rounded to 12:30:00 → Total Meal Break = 45 minutes  
 Meal In: 01:07:52 → Rounded to 1:15:00



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### Schedule Verification

To verify an employee is on the correct schedule, or to compare the hours an employee is scheduled to work versus the hours they are actually working, follow the steps below.

1. Follow the Navigation below:

Main Menu > Manager Self Service > Time Management > View Time > Monthly Time Calendar

2. Enter the Employee's ID Number, Select the Month/Year you would like to view, and which items you would like to Display. Then, Click "Get Employee".

#### Monthly Time Calendar

The screenshot shows the 'Monthly Time Calendar' interface. A red arrow points from the 'Monthly Time Calendar' header to the 'Employee Selection' section. A green box highlights the 'Get Employees' button. A red box highlights the 'Month' and 'Year' fields, which are set to '04 - April' and '2018' respectively. Another red box highlights the 'Display Options' section, which includes checkboxes for 'Show Schedule', 'Show Training Hours', 'Show Absences', 'Show Holidays', 'Show Planned Overtime', and 'Show Exceptions'. The 'Show Schedule' checkbox is checked. The 'Reported or Payable Hours' section shows 'Reported Hours' selected. The 'Refresh View' button is also visible.

**Employee Selection**

**Employee Selection Criteria**

Description Time Reporter Group

Time Reporter Group

Employee ID

Empl Record

Last Name

First Name

Job Code

Job Description

Department

Reports To Position Number

Workgroup

Position Number

Get Employees

Clear Criteria

Save Criteria

Daily Time Calendar Weekly Time Calendar Monthly Time Calendar

**View Criteria**

Month 04 - April

Year 2018

Start Time

End Time

Previous Month Next Month

**Reported or Payable Hours**

Reported Hours

Payable Hours

**Display Options**

Show Schedule

Show Training Hours

Show Absences

Show Holidays

Show Planned Overtime

Show Exceptions

Show Symbols

Refresh View



- | Monthly Time Calendar |            |             |           |        |         |         |         |         |         |         |         |
|-----------------------|------------|-------------|-----------|--------|---------|---------|---------|---------|---------|---------|---------|
| Last Name             | First Name | Employee ID | Job Title | Total  | Mon. 01 | Tue. 02 | Wed. 03 | Thu. 04 | Fri. 05 | Sat. 06 | Sun. 07 |
|                       |            |             |           | 193.23 | -       | 08.62   | 08.47   | 11.69   | 09.05   | 09.97   | -       |
|                       |            |             |           | 184.00 | 08.00   | 08.00   | 08.00   | 08.00   | 08.00   | -       | -       |
- Legend**

Approved Absence

Requested Absence

Default Reported/Payable Time

Workday

Off Day

- ## Overtime

## Workweek

## Determining Overtime

You must total all the hours worked by an employee during a workweek. If the employee performs two or more types of work or assignments, all the hours must be combined to determine if the 40-hour threshold has been met. If an employee works jointly with another department all hours worked between the two departments must be combined.



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Pay for time not worked such as Annual and Sick leave or City holidays does not count towards reaching the overtime threshold for general employees.

### Compensatory Time

Compensatory time (Comp Time) may be provided in lieu of monetary overtime at a rate of one- and one-half hours for each overtime hour worked. An agreement between the department head, or the designee, and the individual employee must be reached prior to performance of overtime work for compensatory time. Employees may not be compelled to take comp time in lieu of overtime.

Non-exempt general employees may not accrue more than 240 hours of compensatory time. Nonexempt sworn employees may not accrue more than 480 hours of compensatory time. When maximum compensatory time accruals have been reached, additional overtime hours of work will be paid monetary overtime.

Requests for compensatory time off shall be granted within a reasonable period of time, as long as it does not unduly disrupt the affected department's operation. Nonexempt employees permanently transitioning to exempt positions must be paid out for unused compensatory time. Upon separation of employment, an employee shall be paid for unused compensatory time.

If it is determined that an allowance of compensatory time off would adversely affect the operations of the City, upon request by a department head, the City Manager may authorize payment of monetary overtime when funds are available.

### Leave Types

The following Leave Benefits may be awarded to the City's employees:

- Administrative Leave
- Annual Leave (Vacation)
- Birthday Leave
- Bereavement Leave
- Civil Leave
- Compensatory Leave
- Diversity Leave
- Holiday Leave
- Inclement Weather Leave
- Leave Without Pay
- Military Leave





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- Sick Leave
- Volunteer Leave

The following matrix is a quick reference to these leave types and their administration:



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Description	Eligibility	Use	Accrual Basis	Forfeiture
Administrative Leave	Members of the Classified and Unclassified service	Discretionary	Granted by City Manager for Emergency Leave of Absence, Administrative Medical Leave of Absence, Relocation or Transition, Recruitment and Performance. City Policy 8.5 II (R) Pending Receipt of Test Results (After any drug or alcohol testing, no employee will be permitted to perform any functions)	12 Months
Annual Leave	Members of the Classified and Unclassified service and Special Project employees granted leave by ordinance	Discretionary	Pay Period	N/A
Bereavement Leave	Members of the Classified and Unclassified service, Special Project employees granted leave by ordinance, and Periodic Part-time employees	Death of an immediate family member	Three (3) days per event	14 days from event
Birthday Holiday Leave	Members of the Classified and Unclassified service, Periodic Part-time employees are eligible to receive Birthday holiday equivalent to their defined work day	May be taken on the employee's birthday. However, the employee's department head may authorize the leave to be taken at any time during the calendar year in which the birthday falls. New hires may take the birthday holiday in the initial year only if their birthday occurs after their hire date. Must be taken as a full day.	Annual	12 Months (Year-end)
Civil Leave	Members of the Classified and Unclassified service	Jury Duty (must be during normal work hours and on a scheduled workday), Voting, Polls working (Election day).	N/A	N/A



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Compensatory Time	Non-Exempt Members of the Classified and Unclassified service	Discretionary	Per hour of overtime worked	N/A
Diversity Day	Members of the Classified and Unclassified service and Special Project employees granted leave by ordinance	Discretionary, may be taken in half day increments only	Annual	12 Months (Year-end)
Holiday Leave	Members of the Classified and Unclassified service and Special Project employees granted leave by ordinance	Discretionary	Per hour	12 Months
Inclement Weather	Sworn Personnel	Discretionary	Per Event	12 Months
Leave Without Pay	Members of the Classified and Unclassified service	Work absence is not authorized, disciplinary action, work absence is approved but employee doesn't have sufficient available leave	N/A	N/A
Military Leave	Employees who are former members of the armed services of the organized reserve forces of any of the armed services of the United States, National Guard, or naval militia	Employees are required to submit a copy of orders in advance, which states the report date and the dates during which service is required	Annual/ Federal FY October 1 - September 30	12 Months (End of Military Fiscal Year 9/30)



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Sick Leave	Members of the Classified and Unclassified service and Special Project employees granted leave by ordinance and Periodic Part-time employees	Sickness (self and immediate family/household member), visit to licensed health care professional (self and immediate family/household member), contribution to Sick Leave Bank (**closed**)	Pay period	N/A
Volunteer Leave	All City employees are eligible	Norfolk Public Schools or in service to an established not-for-profit community organization within the City of Norfolk	Annual	12 Months

*\*\*Complete specifications and requirements of leave benefits are defined under Section 4.1 of the Personnel Administrative Policies Manual and under City Code sections 2.48-54.3. \*\**



## PAYROLL LIAISON PROCEDURES GUIDE

### Punch Correction Forms

#### Timesheet and Leave Correction Procedures

##### *Timesheet Corrections*

Supervisors and Payroll Liaisons can make corrections to timesheets for 14 days following the date needing correction. Changes or additions to an employee's timesheet **should always** be accompanied by a comment. Once 14 days have elapsed, the Payroll Division must make changes to timesheets for the department. All necessary fields of the form must be completed, and the **supervisor must** sign it before the Payroll team can process the request. Any form that is missing required information will be returned to the department for correction.

##### *Absence Corrections*

It is important that departments resolve leave issues at the supervisor level when possible. If a leave request has not been approved, supervisors should "Push Back" the leave request to allow the employee to make changes and re-submit the request for a different date. Instructions for supervisors can be found on the staff intranet under "Time and Labor Training Resources".

If a leave request has already been approved, Payroll Liaisons should submit a **Punch Correction Form** to the payroll division using the email inbox [FINPayrollProcessors@norfolk.gov](mailto:FINPayrollProcessors@norfolk.gov) detailing the changes that need to be made to the leave request, or requesting its removal from the System. All necessary fields of the form must be completed, and the supervisor must sign it before the Payroll team can process the request.

A copy of the **Punch Correction Form** may be found on the Department of Finance **S: Drive**.



## PAYROLL LIAISON PROCEDURES GUIDE

### Payroll Processing

*Where do I fit into the process?*

Payroll Liaisons are responsible for administering the department's payroll by ensuring that employees' time and leave information is submitted accurately to the Payroll Division. Several tools, described below, have been made available to departments to facilitate this function. Payroll Liaisons are the primary point of contact for all matters related to payroll discrepancies and should report errors they find either to the supervisor or the payroll division via [FINPayrollProcessors@norfolk.gov](mailto:FINPayrollProcessors@norfolk.gov) for resolution.

### PAYROLL PROCESSING DEADLINES

At the end of each calendar year, the payroll division publishes a payroll calendar that establishes dates for each phase of payroll processing for the following year. These calendars detail the due dates for submission of Personnel Action Forms (PAFs), Absence Management and Time & Labor corrections, dates to run the Payroll Verification Report, Payroll Processing days, Payroll Confirmation dates, Holidays and Paydays.

It is the Department Payroll Liaisons' - as well as the Supervisors', Managers' and Employees' - responsibility to meet the deadlines established on the Payroll Calendar. Failure to adhere to these deadlines may result in the employee not receiving timely and accurate pay. As the payroll process is time constrained, it is necessary that all documents are submitted to the Departments of Human Resources and Finance, Payroll Division on or before the due dates.

It is the Department's responsibility to notify employees if their payment will be delayed due to a late or delayed transaction input that has missed a payroll calendar deadline. An example of the payroll calendar can be found below:



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# 2020 JANUARY

CALENDAR YEAR / MONTH

**ALL NEW HIRES MUST BE EFFECTIVE ON THE FIRST DAY OF A PAYCYCLE**

SUNDAY  
FIRST DAY OF WEEK

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
29	30	31	01 HOLIDAY	02	03 Deadline to Approve All Absences	04
05	06 Absence Management Finalized No Job Data Changes AM & TL	07 T&L Locked 11 a.m. No Job Data Changes C2001 Payroll Verification Balance & Confirm	08 T&L Unlocked Job Data Changes Open Payroll Register Cost Center Account Distribution	09	10 Pay Day 12/21-1/3 Deadline to Submit all HR Changes for C2002	11
12	13	14	15	16 Deadline to Approve All Absences	17 Early Close of Absence Management for Holiday Processing	18
19	20 HOLIDAY No Job Data Changes AM & TL	21 T&L Locked 11 a.m. No Job Data Changes C2002 Payroll Verification Balance & Confirm	22 T&L Unlocked Job Data Changes Open Payroll Register Cost Center Account Distribution	23	24 Pay Day 1/4-1/17 Deadline to Submit all HR Changes for C2003	25
26	27	28	29	30	31 Deadline to Approve All Absences	01
02	03	04	05	06	07	08

\*HR changes include - report to, job data changes, new hires, terminations, raises, direct deposit changes, etc.....



## PAYROLL LIAISON PROCEDURES GUIDE

### VALIDATION

Unless otherwise indicated on the calendar, payroll processing begins on the Monday following the end of the pay period. Payroll Liaisons have been granted access to queries and reports to assist in the review and processing of time and leave entry.

Corrections to timesheets should be made by supervisors immediately when errors are found. At 11:00 a.m. on the Tuesday of payroll processing, timesheets will be locked. Once timesheets are locked corrections to the timesheets will require the assistance of the payroll division. To have a punch corrected, added, or deleted, Payroll Liaisons must submit a Punch Correction Form. All necessary fields must be completed, and the form must be signed by the Department Director or designee of the requesting department.

### Payroll Queries

Employees who appear on the results when the following queries are run should be forwarded to supervisors and department heads for resolution. Payroll Liaisons should run these queries at the end of each pay period at a minimum but are encouraged to run them more frequently if possible. Early detection of a punch or leave discrepancy is important in preventing the incorrect payment of an employee.

#### *Queries*

#### **PAYABLE\_TIME\_NEEDING\_APPROVAL**

- This query provides a list of individuals with the payable status of 'Needs Approval', or need to be approved or corrected by the employee's supervisor

#### **ABSENCES\_SUBMITTED**

- This query provides a list of individuals with the workflow status of 'Submitted' and need to be approved, denied or pushed back by the employee's supervisor

#### **MISSING\_PUNCH\_QUERY\_BY\_DEPT**

- This query provides a list of individuals who have a missed a punch (either failed to clock in or out) or punches resulting in no time

Complete the following navigation steps, enter the query name from the list below and search.

1. Main Menu>Reporting Tools> Query > Query Viewer





## PAYROLL LIAISON PROCEDURES GUIDE

Favorites ▾ Main Menu ▾ > Reporting Tools ▾ > Query ▾ > Query Viewer

ORACLE™

### Query Viewer

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

\*Search By  ▾ begins with

[Advanced Search](#)

2. Enter Query Name (listed below) and search
  - a. PAYABLE\_TIME\_NEEDING\_APPROVAL
  - b. ABSENCES\_SUBMITTED
  - c. MISSING\_PUNCH\_QUERY\_BY\_DEPT
3. Click the HTML tab and you will be prompted to enter the date you wish to review.

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

\*Search By  ▾ begins with

[Advanced Search](#)

### Search Results

\*Folder View  ▾

Query				Personalize   Find		
Query Name	Description	Owner	Folder	Run to HTML	Run to Excel	Run to XML
MISSING_PUNCH_QUERY_BY_DEPT		Public		HTML	Excel	XML

a.

### MISSING\_PUNCH\_QUERY\_BY\_DEPT

Bgn Dt

End Dt

b.



## PAYROLL LIAISON PROCEDURES GUIDE

### 4. Review Results

\* The ABSENCES\_SUBMITTED query does not require a date range.

### Payroll Verification Report – NPAY917

This report can be run using the filter of department cost center and/or location to validate employee pay details. Payroll Liaisons should use this report to verify the total number of hours for non-exempt employees, including REG hours, OVT hours and approved leave requests. The salary and leave of exempt employees can also be validated on this report. The report should also be used to ensure that new hires, terminated employees and employees on a leave of absence have been properly addressed for pay purposes. Any discrepancies found on the Payroll Verification report should be communicated to [FINPayrollProcessors@norfolk.gov](mailto:FINPayrollProcessors@norfolk.gov) immediately for resolution.

Please share verification reports with department level supervisors to ensure a thorough review is completed every pay period. Also, please ensure that your department head or their designee has signed off on the reports in the “Approved by” section. An example of the signature section is listed below.

Departmental Representative Signature: _____	Date Verified _____
PAFs Verified in PeopleSoft by: _____	Phone: _____ Date Verified _____
Approved by: _____	Phone: _____ Date Approved _____

### Running the Payroll Verification Report

1. To access this report, follow the Navigation below:

Main Menu ▾ > Payroll for North America ▾ > Payroll Processing USA ▾ > Pay Period Reports ▾ > NORVA Payroll Verification

2. Once there, enter your initials into the Run Control ID. (The first time you go to access the report, you may have to Click “Add a New Value” and enter your initials.)



## PAYROLL LIAISON PROCEDURES GUIDE

### Payroll Verification Report

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

▼ Search Criteria

Search by: Run Control ID begins with

☐ Case Sensitive

[Advanced Search](#)

3. Select your appropriate Department ID, then Click “Run”.

Payroll Verification Report

Run Control ID Report Manager Process Monitor

Scroll Area

Find | View All First 1 of 1 Last

\*Department ID:  
0009021100

PW Waste Management

Location Code

4. Click “OK”



## PAYROLL LIAISON PROCEDURES GUIDE

Process Scheduler Request

User ID: \_\_\_\_\_ Run Control ID: \_\_\_\_\_

Server Name: \_\_\_\_\_ Run Date: 05/17/2018 [31]  
Recurrence: \_\_\_\_\_ Run Time: 11:50:21AM [Reset to Current Date/Time]  
Time Zone: \_\_\_\_\_

**Process List**

Select	Description	Process Name	Process Type	*Type	*Format	Distribution
<input checked="" type="checkbox"/>	Payroll Verification Report	NPAY917	SQR Report	Web	PDF	Distribution

OK Cancel

5. Click "Process Monitor".

Payroll Verification Report

Run Control ID: \_\_\_\_\_ Report Manager Process Monitor Run

Process Instance: 669313

Scroll Area Find | View All First 1 of 1 Last

\*Department ID: 0009021100 PW Waste Management Location Code: \_\_\_\_\_

6. Once the Run Status shows "Success" and the Distribution Status shows "Posted", Click "Details".

View Process Request For

User ID: \_\_\_\_\_ Type: \_\_\_\_\_ Last: \_\_\_\_\_ 1 Days Refresh

Server: \_\_\_\_\_ Name: NPAY917 Instance From: \_\_\_\_\_ Instance To: \_\_\_\_\_

Run Status: \_\_\_\_\_ Distribution Status: \_\_\_\_\_ ☒ Save On Refresh

**Process List** Personalize | Find | View All | First 1-3 of 3 Last

Select	Instance	Seq.	Process Type	Process Name	User	Run Date/Time	Run Status	Distribution Status	Details
<input type="checkbox"/>	862949		SQR Report	NPAY917		08/21/2019 2:59:46PM EDT	Success	Posted	Details



## PAYROLL LIAISON PROCEDURES GUIDE

7. Click "View Log/Trace".

Process Detail

**Process**

Instance	669313	Type	SQR Report
Name	NPAY917	Description	Payroll Verification Report
Run Status	Success	Distribution Status	Posted

**Run**

Run Control ID		<input type="radio"/> Hold Request
Location	Server	<input type="radio"/> Queue Request
Server	PSNTDEV	<input type="radio"/> Cancel Request
Recurrence		<input checked="" type="checkbox"/> Delete Request
		<input type="radio"/> Re-send Content
		<input type="radio"/> Restart Request

**Date/Time**

Request Created On	05/17/2018 11:52:21AM EDT
Run Anytime After	05/17/2018 11:50:21AM EDT
Began Process At	05/17/2018 11:52:36AM EDT
Ended Process At	05/17/2018 11:52:45AM EDT

**Actions**

<a href="#">Parameters</a>	<a href="#">Transfer</a>
<a href="#">Message Log</a>	
<a href="#">Batch Timings</a>	
<a href="#">View Log/Trace</a>	

OK Cancel

8. Click the link that ends with ".PDF".

View Log/Trace

**Report**

Report ID	330561	Process Instance	669313	<a href="#">Message Log</a>
Name	NPAY917	Process Type	SQR Report	
Run Status	Success			

Payroll Verification Report

**Distribution Details**

Distribution Node	PSNTDEV	Expiration Date	06/21/2019
-------------------	---------	-----------------	------------

**File List**

Name	File Size (bytes)	Datetime Created
<a href="#">NPAY917_669313.PDF</a>	18,026	05/17/2018 11:52:45.819000AM EDT
<a href="#">NPAY917_669313.out</a>	520,098	05/17/2018 11:52:45.819000AM EDT
<a href="#">SQR_NPAY917_669313.log</a>	1,532	05/17/2018 11:52:45.819000AM EDT



## PAYROLL LIAISON PROCEDURES GUIDE

### Viewing Employee Paychecks

Employees may have questions about pay that requires a more detailed view than what is available in self-service. You can use the following navigation to review pay period earnings in detail.

1. Follow the navigation below

Main Menu > Payroll for North America > Payroll Processing USA > Produce Payroll > Review Paycheck

2. Enter the employees ID number

### Review Paycheck

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

Find an Existing Value

▼ Search Criteria

Company

begins with ▼

Pay Period End Date

= ▼

Off Cycle ?

☐

Page Nbr

= ▼

Line Nbr

= ▼

Separate Check Nbr

= ▼

Pay Group

begins with ▼

Paycheck Number

= ▼

Empl ID

begins with ▼

Name

begins with ▼

☐ Case Sensitive

Search

Clear

Basic Search

Save Search Criteria



## PAYROLL LIAISON PROCEDURES GUIDE

3. Choose the earnings you would like to review by selecting the appropriate pay period end date.

Empl ID  99999  
Name

☐ Case Sensitive

[Basic Search](#)

**Search Results**  
Only the first 300 results can be displayed.

[View All](#) First 1-100 of 300 Last

Company	Pay Group	Pay Period End Date	Off Cycle ?	Page Nbr	Line Nbr	Separate Check Nbr	Form Identification	Paycheck Number	Empl ID	Name
CTY	HNX	08/30/2019	N	9	4	0	ADVICE			
CTY	HNX	08/16/2019	N	9	4	0	ADVICE			
CTY	HNX	08/02/2019	N	9	4	0	ADVICE			
CTY	HNX	07/19/2019	N	9	5	0	ADVICE			
CTY	HNX	07/05/2019	N	10	5	0	ADVICE			

4. Within this area you can view earnings, taxes and deductions by selecting the appropriate tab.

**Paycheck Earnings** | **Paycheck Taxes** | **Paycheck Deductions**

Empl ID  Name

Company CTY Pay Group HNX Pay Period End 08/30/2019 Page 9 Line 4 Separate Check

**Paycheck Information**

Paycheck Status Confirmed Paycheck Option Advice  
Issue Date 09/06/2019 Paycheck Number 3518397  
☐ Off Cycle ☐ Reprint ☐ Adjustment ☐ Corrected ☐ Cashed

**Paycheck Totals**

Earnings	2,265.55
Taxes	272.70
Deductions	286.68
Net Pay	1,706.17

**Earnings** Find | View All First 1 of 2 Last

Begin Date 08/17/2019 End Date 08/23/2019 Addl Line Nbr 2 Reason Not Specified  
Empl Record 0 Benefit Record 0 [Additional Data](#)

Salaried	Hourly	Overtime
Hours 0.00 Rate 25.348836 Earnings 0.00	Hours 0.00 Rate 0.000000 Earnings 0.00 Rate Code	Hours 0.00 Rate 0.000000 Earnings 0.00 Rate Code

Rate Used Hourly Rate Shift Not Applicable Shift Rate  
State VA Locality

**Other Earnings** Personalize | Find | View All | First 1-2 of 2 Last

**Other Earnings Details 1** | **Other Earnings Details 2** | [More](#)

Code	Description	Rate Used	Hours	Rate	Amount	Source
OVT	Regular Overtime	Hourly Rate	2.50	38.023254	95.06	
REG	Regular Hours	Hourly Rate	40.00	25.348836	1,013.95	

**\*\*This view is helps to explain special pays like overtime, shift differential, on call pay etc.\*\***



## PAYROLL LIAISON PROCEDURES GUIDE

### HOLIDAY PROCESSING

On occasion, the processing schedule of payroll must be modified to account for the closure of City offices in observance of holidays. Specific guidance will always be provided to department payroll liaisons with the expectation that they disseminate the information to department leadership

Employees must work their **full scheduled day** immediately before and after the holiday, take paid leave for one or both of those days, or work and take paid leave during all scheduled hours on those days to receive credit for the holiday. Employees who have **any** leave without pay (LWOP) entered on their **scheduled** workday before or after the holiday will not receive credit for the holiday. Non-exempt employees who do not punch in or submit leave on one or both days will not receive credit for the holiday. Please be proactive in identifying issues and contact [FINPayrollProcessors@norfolk.gov](mailto:FINPayrollProcessors@norfolk.gov) for assistance.

### Holiday Queries

Several queries were created to assist in the review of holidays for non-sworn employees. If you have any questions, please contact the payroll team at [FinPayrollProcessors@norfolk.gov](mailto:FinPayrollProcessors@norfolk.gov).

#### HOL\_EX\_MISSING\_HOL\_BY\_DATE

- This query identifies exempt employees that do not have either HOLS or HOLB on a holiday date. The individual running this query must only click the Run tab and will be prompted to enter the date they wish to review.

#### HOL\_NE\_MISSING\_HOL\_BY\_DATE

- This query identifies non-exempt employees that do not have either HOL or HOLB on a holiday date. The individual running this query must only click the Run tab and will be prompted to enter the date they wish to review.

#### HOL\_LIST\_EES\_BY\_DEPT\_WITH\_HOL

- This query identifies all employees that do not have HOL, HOLS, HOLB, RHW, or HLF on a holiday date. The individual running this query must only click the Run tab and will be prompted to enter the date they wish to review.

#### HOL\_NE\_WORK\_HOL\_NO\_HLF

- This query identifies non-exempt employees that have reported hours worked on a holiday that have not received the additional half time premium, HLF. The individual running this query must only click the Run tab and will be prompted to enter the date they wish to review.





## PAYROLL LIAISON PROCEDURES GUIDE

### HOL\_VERIFY\_ALT\_HOLIDAY

- Employees with a holiday schedule of 'NONE' on Job Data should have an assigned holiday schedule in an alternate table. This query will assist in verifying correct assignment when troubleshooting holiday errors.

Please ensure you have taken the following verification steps before contacting FIN-PayrollProcessors for assistance when an employee does not have the expected holiday premiums:

- Identify when employees do not have holiday time by running the **HOL\_EX\_MISSING\_HOL\_BY\_DATE** and **HOL\_NE\_MISSING\_HOL\_BY\_DATE** queries.
- Review holidays in payable time to ensure the correct number of hours have been processed by running the **HOL\_LIST\_EES\_BY\_DEPT\_WITH\_HOL** query.
- Verify that there are hours worked, or approved, paid leave (cannot be LWO) exists on the last scheduled day before the holiday and the first scheduled day after the holiday.
- Confirm the employee has an assigned work schedule in PeopleSoft and that it is correct. This can be checked by reviewing the Monthly Time Calendar (Manager Self Service > Time Management > View Time > Monthly Time Calendar / Select the 'Show Schedule' checkbox under Display Options).
- Verify the holiday schedule on the employees Job Data is correct. This is found on the Payroll tab after navigating to Main Menu > Workforce Administration > Job Information > Job Data. If the holiday schedule is 'NONE', the employee must be enrolled in the Alternate Holiday Schedule table. Verify this by running the **HOL\_VERIFY\_ALT\_HOLIDAY** query.

## DEDUCTIONS

Deductions fall into (3) categories:

### Legally Required Deductions

The Internal Revenue Code, 1954, as amended, requires an employer to withhold federal income taxes on wages earned. The amount of taxes withheld from gross salary is in accordance with the withholding tax table established by the United States government. This table is used in conjunction with the federal withholding exemption certificate (Form W-4), which all employees must file with the Department of Human Resources upon employment and can subsequently revise on PeopleSoft Self-Service. The law also requires that tax be withheld from overtime and other additional payments. Other income-related deductions such as State income tax shall be withheld pursuant to the provisions of the applicable act, as will deductions for Social Security and Medicare (FICA), as applicable. Subsequent changes to State income withholdings can be completed by submitting an updated VA-4 Withholding form to Human Resources. Federal withholding elections can be maintained via PeopleSoft Self-service.



## **PAYROLL LIAISON PROCEDURES GUIDE**

### **Involuntary Deductions**

The City recognizes and enforces any court-ordered deductions such as garnishments and child support payments pursuant to the guidelines established by the applicable state statutes. The City will also adhere to Federal, State, or Municipal tax levies.

### **Voluntary Deductions**

These deductions include family and dependent hospitalization coverage, optional life insurance, credit union, United Way, deferred compensation, various other insurance coverage and deductions sanctioned by the City and requested and authorized by the individual employee.

## **OFF-CYCLE CHECK PROCESSING**

### **Purpose**

An Off-Cycle Payroll Check is a check issued by the Department of Finance and is used to fully compensate employees who are missing all or a portion of their regular paycheck from a prior pay period due to incomplete records, late submission of information, or because of an administrative processing error within the employees' department. Off-cycle checks are an exception to payroll processing and should never be substituted for the timely processing of the employee's pay. Processing off-cycle checks is significantly costlier to the City than the regularly scheduled on-cycle process and steps should be taken to ensure that the root cause of the issue is identified to assist with eliminating it from occurring in the future.

In these instances, it is up to the Department of Finance, in conjunction with the employees' department, to determine whether to include the payment in the employee's next payroll or to issue an off-cycle check.

### **Policy**

All Departments are responsible for approving leave, time and appropriate compensatory actions for their employees within published payroll deadlines to ensure employees are paid accurately and timely.

If an employee is missing more than 16 hours of regular earnings on their paycheck, the Department of Finance – Payroll will process an off-cycle check for the employee. If an employee is missing 16 hours or less of regular earnings, Payroll will include the missed hours on the employees next paycheck.

In the event an employee is missing 16 hours or less because of a payroll processing error, or if the omission was caused by a payroll system error, Payroll will process an off-cycle payroll check for the employee. Late submission or delay in the processing of personnel action does not constitute grounds for the processing on an off-cycle payroll. A payroll processing error refers to actions taken on the job record, timesheet or absence management record that result in an underpayment to the employee.



## PAYROLL LIAISON PROCEDURES GUIDE

\*Please note that an off-cycle check must be requested; they are not produced automatically.

### Processing

All off-cycle check requests should be submitted via the Off-Cycle Request Form and must be signed by the department head, acknowledging the missed wages.

### Procedures

#### A. Requesting an Off-Cycle Check

1. Payroll will only process off-cycle payroll check requests that have been approved by the Department Head or their designees.
2. An Off-Cycle Request Form must be submitted for each request. Approved off-cycle requests will be processed on the next available off-cycle check run as determined by the Department of Finance and shown below.
  - Regular payroll processing week (*the week of payday*)
    - All requests must be received by 12 Noon on Thursday to meet the off-cycle processing deadline.
    - Issue date will be Payday Friday
  - Non-regular payroll processing week (*the week following payday*)
    - All requests must be received by 2 P.M. on Monday to meet the off-cycle processing deadline.
    - Issue date will be Tuesday
- \* Requests that do not meet these deadlines will be processed on the next normal pay cycle.
3. Departments must also complete and submit all historical edits prior to the submission of the off-cycle check request. Please enter a note that the historical edit is to be processed as an off-cycle check. Once received, Payroll will follow up if more information is needed or if the form is not complete. An email will be sent to the employees department when an off-cycle payroll has been processed. Off-cycle payroll will utilize direct deposit in the same manner as regularly scheduled payroll processing. Availability of funds will be tied to the payment date listed on the pay advice.

#### B. Off-Cycle Checks Not Issued

The City of Norfolk adheres to the Fair Labor Standards Act. Thus, non-exempt classified employees will be paid for all hours worked, including overtime. However, off-cycle checks will not be issued for the following:

1. Employees that are missing 16 hours or less, of their regular wages.



## PAYROLL LIAISON PROCEDURES GUIDE

2. Compensation which is earned in addition to base pay (bonuses, supplemental pays, etc.).
3. Off-cycle check requests that were not received by the stated deadline.
4. Off-cycle check requests that did not obtain all necessary signatures.

Rather, these payments will be made pursuant to the City's established payroll schedule.

### **C. Documentation**

Payroll must receive the approved Off-Cycle Request Form and all historical edits prior to processing any off-cycle checks.

#### Contact Information

Any questions or clarifications not outlined in these guidelines should be directed to the payroll representative assigned to your department prior to the off-cycle request being submitted to the Payroll Division in the Department of Finance. The Payroll Team will respond to your concerns as quickly as possible and can be reached for assistance:

By email at [FIN - PayrollProcessors@norfolk.gov](mailto:FIN-PayrollProcessors@norfolk.gov).

## **DIRECT DEPOSIT**

The City offers Direct Deposit services to its employees to provide them the benefit of electronically deposits of pay into the depository financial institution account(s) of the employee's choice. Employees may direct deposit up to four (4) accounts based on specific percentages or flat amounts of their net pay, as long as the full amount of the employee's net pay is deposited. Each pay period, information is delivered to the Automated Clearinghouse Association (ACA), which deposits the employee's net pay in the financial accounts of their choosing based on their authorized allocation.

To set up direct deposit, employees must sign into PeopleSoft Self-Service and designate a depository financial institution. Direct deposit will start the second payday after the account information is entered via PeopleSoft Self-Service. This will allow time for the employee's financial institution to receive a pre-notification message to confirm that the employee's account number is valid. Employees also have access to current and historical pay advices through PeopleSoft Self-Service to confirm that pay was deposited into the designated financial institution.

Any employee who changes financial institutions should immediately edit their information in PeopleSoft Employee Self Service to prevent their pay from going into a closed account. A new pre-notification message will be transmitted to the employee's new financial institution after changes to direct deposit



## PAYROLL LIAISON PROCEDURES GUIDE

information have been processed. During this period, a paper check will be issued, and the new direct deposit will start the second payday after the account information is entered via Self-Service.

If an employee has wages garnished or levied for taxes, the employee's use of direct deposit will not be suspended during the garnishment period. Any questions concerning direct deposit should be referred to the Department of Finance, Payroll Division by contacting [FINPayrollProcessors@norfolk.gov](mailto:FINPayrollProcessors@norfolk.gov).

The Policy requiring participation in mandatory direct deposit applies to ALL employees, including new and current full- and part-time, State, temporary and casual employees. Only employees working for less than (3) months may be exempted from direct deposit participation. However, new hires must submit a Direct Deposit Form to their Human Resources Liaison during the new hire onboarding process. In certain cases, the initial pay for a new employee may be provided by paper paycheck to allow for sufficient time to process pre-notification to test direct deposit with the participating financial depository.

On occasion, a live check will be required. For example, if pre-notification of a change to a direct deposit is not complete prior to Payroll Confirmation. In those situations, employees are not allowed to pick up their own checks before payday. Department heads, or their designee, are allowed to pick up live checks one day prior to pay day, but should not be handed over to the employee until pay day.

*\*\* Only one change to direct deposit can be made per day. Once the employee exits the self-service screen for direct deposit they must wait until the next day to make additional changes. \*\**

## OVERPAYMENTS / UNDERPAYMENTS / REPAYMENTS

Overpayments can normally be prevented by the employee's supervisor, with proper review and correction of an employee's Job Data record and reviewing the Payroll Verification Report. However, they do happen. Overpayments may result from unreported periods of Leave without Pay (LWOP), and late or incorrect paperwork (i.e., timesheets, leave requests, PAF). The City must take appropriate steps to collect overpayments in a reasonable and timely manner.

### Active Employee Overpayment

In the event there is an overpayment for an Active employee, the following steps must occur:

1. The department Payroll Liaison must immediately advise the payroll division of the overpayment through an e-mail. Forward all e-mails to: [FINPayrollProcessors@norfolk.gov](mailto:FINPayrollProcessors@norfolk.gov) . Full details of the situation are required prior to processing.



## PAYROLL LIAISON PROCEDURES GUIDE

2. The Department of Human Resources may also notify the Department of Finance, Payroll Division of an overpayment with supporting details/information.
3. The department Payroll Liaison will notify the employee that an overpayment was made and to expect documentation from the Department of Finance.
4. Payroll will calculate the total overpayment and draft a memo addressed to the employee with the details of the overpayment and the repayment plan.
5. The Department of Finance will forward the memo through inter-departmental mail to the department's Payroll Liaison. The Payroll Liaison will forward the letter to the employee to document in writing the Gross dollar amount of the overpayment to be re-paid to the City. Small overpayments will be recouped in 1-2 pay periods. Larger overpayments will be recouped over the same period in which the overpayment was made. Every effort will be made to recoup overpayments within the same calendar year.
6. Wages may not be reduced below minimum wage in the course of recouping an overpayment.

### Reversal of Check

Collection of an overpayment is deducted from future pay checks where possible. Alternatively, a reversal of the direct deposit/paycheck will be requested. If appropriate, the Payroll Team will reissue the paycheck with the correct earnings. If the funds are recouped via a reversal of a direct deposit, a reversal must also be entered in PeopleSoft to correct gross wages and taxes for the employee's W-2.

### Overpayment of Terminated Employees

- If an overpayment has not been fully recovered from an employee upon separation, the employee's final pay that includes payments for unused leave will be reduced by the amount owed to the City.
- If the dollar amount of the accrued annual leave does not satisfy the debt, the inactive employee will be required to submit payment for the difference.
- When accrued, annual leave is sufficient to cover the full debt of an inactive employee, any remaining annual leave will be processed and released to the inactive employee.

### Legal Action

If all reasonable attempts made by the department to recover overpayment of funds have been unsuccessful, the Payroll Division will provide a copy of the overpayment details to the City Accounts Receivable Division for further action.

The Department of Finance may commence legal action to recover overpayment when:

- The employee has been located, but does not respond to correspondence; or
- The employee refuses to repay the overpayment.



## PAYROLL LIAISON PROCEDURES GUIDE

### Underpayment

Underpayment occurs when an employee receives less pay than they were owed. There are several reasons an underpayment may occur. Typically, they are related to one of the following circumstances:

- The Department of Human Resources is not notified in a timely manner regarding certain job action changes;
- Time/Leave entry error; employee is paid for too few hours.

In the event of an underpayment, Payroll Liaisons must contact the Payroll Division at [FINPayrollProcessors@norfolk.gov](mailto:FINPayrollProcessors@norfolk.gov). Full details of the situation are required prior to processing.



## PAYROLL LIAISON PROCEDURES GUIDE

### Emergencies and Closings

*Where do I fit into the process?*

Your action is required to ensure accurate time reporting that will impact employees in the event of a City closure. To ensure accurate accounting for personnel expenses incurred for an emergency event, it is imperative that all related personnel expenses be recorded in PeopleSoft as outlined below. Please be mindful that accuracy in the recording of expenses is essential for any potential reimbursement by the state and/or federal government.

### PERSONNEL EXPENSE REPORTING

#### Compensation Rules

Should the City Manager make a declaration of modification or suspension of City services, as a result of an emergency or inclement weather event, the following policies will be in effect for City employees through the duration of the event.

- a. Non-exempt, non-sworn employees will receive pay at twice their base rate of pay for hours worked during the inclement weather event when basic City services are modified or suspended. This compensation will be in addition to any overtime to which they are entitled.
- b. Hours worked by non-exempt, non-sworn employees beyond their regular shift to prepare for the inclement weather event will receive pay at twice their base rate of pay for hours worked.
- c. Sworn personnel in the Police Department, and Fire and Rescue Department shall receive inclement weather time of up to a total of 72 (seventy-two) hours for actual time worked during the hours of the weather event when basic City services are modified or suspended. Such hours will not accrue for partial shifts which may be worked prior to the City Manager's declaration of modification or suspension of City services.
- d. Non-sworn, Exempt employees working a full shift during a declared emergency shall receive a bonus of two hundred dollars (\$200.00) in recognition of their support of the emergency response. Such bonus shall be provided for each day on which the non-sworn exempt employee completes a full shift during the hours of the declared emergency.
- e. Employees who were instructed by City officials not to report to work or were dismissed early will not be charged leave for the time City facilities are closed. Use the Emergencies and Closings code above *only* for **non-exempt employees**.





## PAYROLL LIAISON PROCEDURES GUIDE

- f. Employees who had pre-scheduled paid leave arrangements on day(s) of the closure, if any, **will** be charged for their leave. Prior to approval, employees requesting leave after a City declared emergency or inclement weather condition will be required to substantiate that the requested leave is related to a medical condition, death of qualified family member, or medical condition of a qualified family member for whom the employee must provide care.
- g. Paid leave and/or periods of City closure will not count toward compensable time for overtime purposes for non-public safety, nonexempt personnel.
- h. The City Manager retains discretion to award additional compensation or leave for employees required to work in response to the weather event.

### Time Reporting Guidelines

#### Policy

“Non-exempt, non-sworn employees will receive pay at twice their base rate of pay for hours worked during the inclement weather event when basic City services are modified or suspended. This compensation will be in addition to any overtime to which they are entitled”.

“Hours worked by non-exempt, non-sworn employees, including task employees, beyond their regular shift to prepare for an emergency event shall receive pay at twice their base rate for hours worked”.

#### Your Action

**Full Day Closure-** Instruct employees to report time worked via their usual method. PeopleSoft will recognize these hours and pay the additional compensation.

**Beyond Regular Shift to Prepare for the Event** - Instruct employees to report time worked for their regular shift via their usual method. Any time worked beyond their regular shift to prepare for an emergency event **must be recorded separately** on the time sheet with a Time Reporting Code of **IRG**.

**Example 1:** Full day closure on 9/6. Employee works beyond their regular 8-5 shift on 9/5 in preparation for the event and a full 8-5 shift on 9/6.



## PAYROLL LIAISON PROCEDURES GUIDE

Thu	9/5	Submitted					IRG - Inclement Regular Hours	4.00	8.00
		Submitted	8:00:00AM	12:00:00PM	1:00:00PM	5:00:00PM	8.00		8.00
Fri	9/6	Submitted	8:00:00AM	12:00:00PM	1:00:00PM	5:00:00PM	8.00		8.00

Submit Clear

Summary Leave / Compensatory Time Absence Exceptions Payable Time

**Payable Time Viewing Option**

☐ By TRC and Status  
☐ By TRC, Status and Day  
☒ Show In Detail

Total Estimated Gross \$529.21 USD

[View Full Detail](#)

**Payable Time** ? Personalize | Find | 1-5 of 5

Date	TRC	Description	TRC Type	Payable Status	Quantity	Estimated Gross	Currency Code
09/05/2019	IRG	Inclement Regular Hours	Hours	Estimated	4.00	\$66.152368 USD	
09/05/2019	REG	Regular Hours	Hours	Estimated	8.00	\$132.304736 USD	
09/05/2019	WRKCL	Worked During Closure Addl Pay	Hours	Estimated	4.00	\$66.152368 USD	
09/06/2019	REG	Regular Hours	Hours	Estimated	8.00	\$132.304736 USD	
09/06/2019	WRKCL	Worked During Closure Addl Pay	Hours	Estimated	8.00	\$132.304736 USD	

### Policy

Employees who were instructed by City officials not to report to work or were dismissed early will not be charged leave for the time City facilities are closed.

### Your Action

Enter the Time Reporting Code (TRC) **\*\*CLOSE** for your **non-exempt employees** who have regularly scheduled workdays during the closure.

**Example 2:** Full day closure on 9/6. Employee does not work.



## PAYROLL LIAISON PROCEDURES GUIDE

Thu	9/5	Submitted	8:00:00AM	12:00:00PM	1:00:00PM	5:00:00PM	8.00		8.00
Fri	9/6	Submitted						CLOSE - City Closure	8.00

Submit Clear

Summary Leave / Compensatory Time Absence Exceptions Payable Time

**Payable Time Viewing Option**

☐ By TRC and Status  
☐ By TRC, Status and Day  
☒ Show In Detail

Total Estimated Gross \$264.60 USD

[View Full Detail](#)

**Payable Time** Personalize Find 1-2 of 2

Date	TRC	Description	TRC Type	Payable Status	Quantity	Estimated Gross	Currency Code
09/05/2019	REG	Regular Hours	Hours	Estimated	8.00	\$132.304736	USD
09/06/2019	CLOSE	City Closure	Hours	Estimated	8.00	\$132.304736	USD

\*\*Employees are **not** eligible for **CLOSE** in addition to time worked. If an employee has worked their regular workday hours **CLOSE** should not be entered.

## Death of an Employee

Losing a loved one is never easy, the information below is designed to provide a summary of the final benefits upon the passing of a City of Norfolk employee.

### Reporting

The Department of Human Resources should be notified as soon as possible when an employee passes away. There are important aspects of life insurance, final pay and retirement benefits that require action upon notification of death. The Department of Human Resources will notify the Payroll team which will act as a single point of contact to facilitate the handling of final affairs.

### Final Benefits

The designated beneficiary or qualified administrator of the estate should be aware of the following benefits when handling the late employee's final affairs.

- Final Pay (estate)
- Life Insurance (designated beneficiary)
- Norfolk Employees' Retirement System (designated beneficiary)
- ICMA 457 Retirement Savings Plan (designated beneficiary)



## PAYROLL LIAISON PROCEDURES GUIDE

### BENEFICIARY DOCUMENTATION

Life Insurance and Retirement benefits have beneficiary designations that determine the recipient of death benefits. However, the final pay of an employee belongs to the employee's estate.

The final pay of a deceased employee includes their full wages for the bi-weekly period in which they pass. It also includes terminal leave payout and a refund in benefits premiums.

Deceased employees do not incur Federal or State income tax liability for final pay. If the final pay is processed in the year following death the earnings will be exempt from FICA taxes as well

The City Attorney's Office will work with the family of the decedent to determine who is qualified to receive payment. The City Attorney's office will request documentation evidencing the administrator/executor of the estate so that final pay can be properly released.

If an administrator or executor has not been designated, the required documentation may be obtained from the Probate Office of the Circuit Court for the City in which the deceased employee resided at the time of their death. This can take several weeks in some instances.

In addition, the administrator/executor of the estate must complete and sign an IRS W-9 form. This taxpayer identification is required to release funds. The administrator/executor of the estate will receive an IRS 1099 MISC form at the end of the year that will need to be filed along with the late employees W-2 when taxes are filed. When completing the W-9 form, the administrator/executor must provide a Taxpayer Identification Number (TIN) for the estate, not a social security number. The TIN number can be obtained from the IRS.

If an administrator/executor has not been identified, the City must wait 60 days before releasing the late employees final pay to a successor for amounts under \$25,000. No application for the appointment of a personal representative can be pending or have been granted in any jurisdiction. If a successor makes a claim, they must complete a W-9 as well but can use their Social Security Number as taxpayer identification.

Once the appropriate certification and documentation have been provided, payroll will begin processing payment to the appropriate entity. Payment will be rendered within 5 business days.

***\*\*If final pay remains unclaimed after 1 year, wages will be turned over to the Virginia Department of Treasury. \*\****



## **PAYROLL LIAISON PROCEDURES GUIDE**

### **CONTACT INFORMATION**

#### **Finance-Payroll**

810 Union Street, Suite 300 (Third Floor)

Norfolk, VA 23510

Ph: 757-664-4346

#### **Human Resources**

810 Union Street, Suite 100 (First Floor)

Norfolk, VA 23510

Ph: 757-664-4486

#### **Finance-Retirement**

810 Union Street, Suite 309 (Third Floor)

Norfolk, VA 23510

Ph: 757-664-4738



## PAYROLL LIAISON PROCEDURES GUIDE

### Department Certification Page

**This page is to be printed and signed by all Department Payroll Liaison and returned to the Finance-Payroll Office via inter-office mail.**

By signing below, I acknowledge that I have received and reviewed the City of Norfolk Payroll Liaison Procedures Guide in its entirety. The Guide describes important information about City payroll procedures, and I understand that my department is responsible for adhering to the policy and practices detailed within.

I understand that City payroll policies and practices may be changed at any time. All such changes will be communicated by the Department of Finance through official notices, such as emails or revisions to the Guide, and I understand that revised information may supersede, modify, or eliminate existing policies. It is my responsibility to ensure that my department remains up to date on these changes and to implement all steps necessary to comply.

I understand that it is my responsibility to ensure my department's compliance with the policies contained herein and any revisions made to it.

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Department Payroll Liaison Signature

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Name (Print)

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Manager's Signature

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Name (Print)

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Date

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Department Name