******State of Kansas**

**Paycheck not Deposited**

***Statewide Human Resource and Payroll System***

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| **Date Created** | 3/21/2022 |
| **Version** | 1.0 |
| **Purpose** | When incorrect bank information gets entered into SHARP, the employee does not get a paycheck.  SHARP bank files do not run through a pre-note process. It is therefore crucial that banking information be double-checked when entered into SHARP.  In the event an agency is notified by an employee that their paycheck has not been deposited, the agency shall follow the steps below. |
| **Step 1.** | Ask the employee to contact the ACH department of their bank in an attempt to match the deposit to the correct account so the deposit can be posted rather than returned by the bank to the State of Kansas. |
| **Step 2.**  (Select the Direct Deposit folder, KPAY210-Payroll EFT Returns and Notifications of Change for KPAY210 Procedures) | If the bank is unable to match the deposit to the correct account, (Step 1), the bank will return the deposit to the State of Kansas. The ACH return will then be listed on the [KPAY210](https://admin.ks.gov/offices/accounts-reports/state-agencies/payroll/payroll-procedures-job-aids) report confirming the return of the funds. Based on the return of the deposit, the Payroll Processing Team will issue a SMART check to be mailed directly to the employee. Agency staff should make sure the employee’s mailing address is up to date in SHARP to ensure the reissued payment is mailed to the correct address to prevent any further delay. |
| **Step 3a.** | If the bank is unable to match the deposit to the correct account (Step 1) and the employee is unable to wait for the funds to be returned and issued as a check (Step 2), the agency may create a payment to the employee using an agency imprest fund. |
| **Step 3b.** | If an agency does not have an imprest fund, the agency may enter a SMART single pay voucher to pay the employee (see job aid Create a Single Payment Voucher on SMART Web). The voucher must be entered and approved no later than 12:00 P.M. to be picked up and processed that day.  • Agency will use a Salaries and Wages Account (51XXXX) when entering this voucher.  • Agency will enter the payment method (ACH or CHK)  Note: If a payment method of CHK is entered, the check will be mailed to the address entered. To have the check held for pickup, an agency handling code shall be entered on the Payments tab, and the agency would need to work directly with the State Printer/Central Mail to make arrangements for pickup. |
| **If Step 3a or 3b is used:** | It is the responsibility of the agency to ensure the employee reimburses the agency once the original deposit has been returned to the State of Kansas, is listed on the KPAY210 report, and is issued to the employee as a SMART check. When using Step 3a or 3b, an imprest fund payment or a SMART single payment voucher payment shall be deemed a loan to the employee and does not replace the reissuance of the ACH return as a SMART check mailed directly to the employee. |
| **Questions?** | If there are any questions concerning this process, please contact [doa\_payroll@ks.gov](mailto:doa_payroll@ks.gov). |