LOP Help Center - Check Correction Process

Overview

There are many different ways in which a check can be corrected and how it should be corrected depends on the situation. This article explains the different situations and how Lone Oak Payroll will respond to each scenario.

By submitting your request through the LOP Help Center, you can ensure that your Payroll Specialist has the information they need to correct the check properly for the given situation. Simply choose the request type of "Check Correction" and answer the prompted questions.

Types of Check Corrections

This article covers the following types of check corrections:

- Employee has **NOT** received the funds
- Employee **DID** receive the funds

Employee has NOT received the funds

In the event that a check was posted, but the funds have not yet been dispersed to the employee, Lone Oak Payroll will void the existing check(i.e. back out the funds), then process a new correct check as needed.

Correcting check needs to be processed

The check is legitimate, but simply needs to be corrected. We are unable to directly correct an existing check; a new check will need to be created

1. Enter a correct timecard in time entry
2. Submit a Check Correction request to the LOP Help Center
   - *Has the employee been paid the funds?* No
   - *Is a correcting check needed?* Yes
     - Enter the Proofing Session ID of the newly created timecard.
       - For more information, please see the following article titled "Finding your Proofing Session ID".
3. Lone Oak Payroll will void the original check(s), and pull the new timecard(s) into a payroll run to disperse accurate payment to the employee.

Payroll Team

Welcome! You can raise a request for the Payroll Team using the options provided.

What can we help you with?

🔧 **Check Correction**
Request a correction to a payroll check or checks

Your Company's Name *

Test Company

Employee ID(s) or Name(s) *

1122334455

Check Number(s) *

12345

Has the employee been paid the funds? *
○ Yes
● No

Is Correcting Check Needed? *
● Yes
○ No

Proofing Session ID(s) for correcting check

54321

No correcting check needs to be processed

The check never should have been processed and the funds simply need to be backed out.

1. Submit a Check Correction request to the LOP Help Center
   1. *Has the employee been paid the funds?* No
   2. *Is a correcting check needed?* No
2. Lone Oak Payroll will void the original check, and the payroll funds will be credited back to you on your next Payroll Wire or Funding.

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🔧 **Check Correction**
Request a correction to a payroll check or checks

Your Company's Name *

Test Company

Employee ID(s) or Name(s) *

1122334455

Check Number(s) *

12345

Has the employee been paid the funds? *
○ Yes
● No

Is Correcting Check Needed? *
○ Yes
● No

Employee DID receive the funds

Correcting check needs to be processed

The check is legitimate, but simply needs to be corrected. We are unable to directly correct an existing check; a new check will need to be created

1. Enter a correct timecard in time entry
2. Submit a Check Correction request to the LOP Help Center
   - *Has the employee been paid the funds?* Yes
   - *Is a correcting check needed?* Yes
     - Enter the Proofing Session ID of the newly created timecard.
       - For more information, please see the following article titled "Finding your Proofing Session ID".
3. Lone Oak Payroll will reverse the original check(s) in TempWorks, and pull the new timecard(s) into a payroll run
   - The net amount of the reversed check will be deducted from this newly created check
     - If the employee was originally underpaid, this will produce a check for the amount that you owe them. LOP will disperse this amount to the employee.
     - If the employee was originally overpaid, this will produce a $0 check, and the leftover amount owed to you will be deducted from the employee's next check.

No correcting check needs to be processed

If the check never should have been processed and the funds simply need to be backed out, take the following steps

1. Submit a Check Correction request to the LOP Help Center
   - *Has the employee been paid the funds?* Yes
   - *Is a correcting check needed?* No
   - *Would you like to attempt an ACH Reversal?*
     - Yes - LOP will attempt to pull the funds back from the employee's bank account following our

"ACH Reversal Process".

- No - LOP will reverse the check in TempWorks which will create an Advancebnk adjustment on the employee profile for the net amount, which will be deducted from their next check.

🌳 **Payroll Team**

Welcome! You can raise a request for the Payroll Team using the options provided.

What can we help you with?

🔧 **Check Correction**
Request a correction to a payroll check or checks ⌄

Your Company's Name *

Test Company

Employee ID(s) or Name(s) *

1122334455

Check Number(s) *

12345

Has the employee been paid the funds? *
- ◉ Yes
- ◯ No

Is a Correcting Check Needed? *
- ◯ Yes
- ◉ No

Would you like to attempt an ACH Reversal? *
Select "Yes" if Lone Oak Payroll should attempt to pull the funds back from the employee's bank account.
- ◯ Yes
- ◯ No

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