



# UKG Pro Wage Garnishment

## Customer Support Reference

### Overview

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This reference document highlights the most common wage attachment issues or questions that may arise as a Payment Services customer. It is designed to provide a clear explanation of the issue and/or how to go about addressing it. In all cases, these items can be addressed by submitting a case to the Payment Services Wage Attachment Team or calling Rapid response.

### Wage Attachment Confirmation & Exceptions Report

Topic	Description
Purpose	This report provides the status of each wage attachment payment that was processed with payroll. The report is sorted by pay group and pay date. Any payments flagged as an <b>Exception</b> are not scheduled to be remitted on check date.
Where to Find Report	This report is automatically created 1-2 hours after payroll has closed and sent in a case in the UKG Community.  <b>Note:</b> If the report does not have any exceptions, the case status will be "Closed." If exceptions do exist, the case status is "open."
Required Action	Review each exception and take the appropriate action to clear it, so the payment is remitted or returned. It is also recommended that this report is compared to the UKG Pro Detail Deduction Report (by deduction code) for any discrepancies.
Time Sensitive	Exceptions must be addressed within 5 business days of the payroll processing date (not the payroll check date). If not, on the 6 <sup>th</sup> business day, the wage attachment monies will be returned to you for processing.
Exception Types and Corrections	All exceptions that must be addressed are listed in red and the reason is indicated. All child support payments are remitted via EFT therefore the blue (X) can be disregarded. <ul style="list-style-type: none"><li>• <b>Missing information:</b> Some common types of missing data are case numbers, payee codes, payee address, medical support indicator, FIPS code.<ul style="list-style-type: none"><li>○ These corrections can be made in UKG Pro solution. Any questions on how to correct these issues can be directed to Rapid Response.</li></ul></li><li>• <b>Duplicate Deductions or Requires Approval:</b> As a security measure, the system is designed to flag as an exception and place on hold wage</li></ul>

	<p>attachment deductions on manual checks and for employee(s) that receive multiple checks in the same processing.</p> <ul style="list-style-type: none"> <li>○ In addition to these exceptions being visible on the Confirmation and Exception Report, you also receive a case within the UKG Community informing you of the payment(s) on hold and asking if they should be remitted.</li> <li>○ Respond to these exceptions with direction on how the payment should be handled via the case in the UKG Community. You can also contact Rapid Response to respond to the case.</li> </ul>
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## Financial Transactions

Topic	Description
Funding Amounts	Funding amounts can be obtained by running the Wage Attachment Collection Details Report 1-2 hours after payroll has closed.
Funding Time Sensitivity	<p>UKG will draft funds from you one day before the check date.</p> <p><b>Note:</b> All wage attachment monies, including those for exceptions, will be drafted. Any payments not remitted will be returned to you within 10 days.</p>
Payment Time Sensitivity	Payments are remitted on check date. If the check date is on or before the payroll processing date, the payments will be remitted one day after processing date. Payments for wage attachments with exceptions will be released on check date. If corrected after the check date, payments will be released as soon as the issue is corrected in your UKG Pro solution.
Remittance Amounts	Payments cannot be decreased or increased after the payroll has been processed.
Remittance methods	Child support payments are remitted via EFT. Other wage attachment payments will be remitted by check. Please allow USPS up to 10 business days to deliver checks.
Stop Payment Time Sensitivity	<p>Stop payment requests must be received by noon local time day before the check date.</p> <ul style="list-style-type: none"> <li>• The best way to request a Stop Payment is to submit a case in the UKG Community. The case should include the employee name, check date and dollar amount. A call can also be made to Rapid Response.</li> <li>• Once a payment is remitted on check date, UKG cannot stop the payment.</li> <li>• If a payment is remitted in error, contact the payee directly and advise that the payment be returned to you.</li> </ul>

<p>Payroll Rollbacks, Mass Voids, or Check Voids</p>	<p><b>Important!</b> These transactions do not automatically update the Wage Attachment system. Therefore, these transactions must be done with extreme caution and close coordination with the Wage Attachment Team prior to a replacement payroll processing.</p>
<p>Returned Checks from Agency</p>	<p>On occasion payees will return a wage attachment check to you.</p> <ul style="list-style-type: none"> <li>• The check must be returned to Payment Services. Once received, a credit/refund will be issued to you.</li> <li>• If the garnishment obligation has been met, the employee should receive a refund and their payroll history should be corrected to reflect the returned amount.</li> <li>• If the garnishment obligation has not been met, the payment needs to be resent to the payee.</li> <li>• For more assistance with the process, please refer to the Knowledge Article 000030017 or contact Rapid Response.</li> </ul>
<p>Payment Missing or Payment Sent Incorrectly</p>	<p>Setup errors are the most frequent cause of these issues.</p> <p>Causes defined:</p> <ul style="list-style-type: none"> <li>• Payees, limits, and balances are incorrectly setup in your UKG Pro solution</li> <li>• Wage attachment deduction is setup, but not flagged to transfer to Payment Services</li> <li>• Wage attachments are activated or deactivated incorrectly</li> <li>• Exceptions on the confirmation and Exception Report are not addressed within 5 business days and Payment Services returned the monies to the customer.</li> </ul> <p>Research Steps:</p> <ul style="list-style-type: none"> <li>• Run the Wage Attachment Payment Details Report and review the payee and check date to determine the current payment status.</li> <li>• Review the wage attachment setup in UKG Pro to confirm it was setup completely and correctly.</li> <li>• Contact Rapid Response or submit a case to have a Confirmation and Exception Report run to determine if the missing payment was listed as a wage attachment exception. If yes, confirm whether it was corrected and remitted or not corrected and the monies returned to you.</li> </ul> <p>Resolution</p> <ul style="list-style-type: none"> <li>• Based on the above research, determine the appropriate path to resolution, which could include reissuing payments (off-cycle payroll or Accounts Payable), tracing payments, stopping payments, requesting refunds, or refunding the employee. Contact Rapid Response for assistance.</li> </ul> <p><b>Note:</b> Missing payments may be delayed payments. Allow 10 business days from check date for the payment to be delivered by the USPS and for the payee to record and deposit the check.</p>

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