

**Office of Operations
2015 Fall Conference
December 8-9**

Partners in Excellence

REFUNDING NEW YORK CITY TAXES

Kimberly Dhooge



Office of the New York State Comptroller
Thomas P. DiNapoli, Comptroller

Office of Operations

John Traylor, Executive Deputy Comptroller

Division of Payroll, Accounting and Revenue Services

Chris Gorka, Deputy Comptroller

Dave Hasso, Assistant Comptroller

Robin Rabii, Director, Bureau of State Payroll Services

How to Correctly Process a NYC Tax Refund

- Discuss the steps to research the error and determine what happened to cause the system to inappropriately withhold New York City (NYC) taxes.
- The pages in PayServ to review to help us analyze how the error occurred.
- The steps needed to correct the error to ensure it does not reoccur
- Discuss the process that an agency must follow in order to request a tax refund behalf of the employee.



Email Sent from Agency For NYC Tax Refund

From: [REDACTED]
To: taxandcompliance@osc.state.ny.us
Date: 10/22/15
Subject: Requesting a refund of NYC taxes [REDACTED]

Hi,

I would like to request a refund of his NYC taxes for 2015, his NYS ID is [REDACTED].

He has never lived in NYC since he was hired by our Agency on 8/6/15, for some reason the NYC Box was checked in Payserv and we never realized it. We have since canceled the NYC taxes.

Could you please process a tax refund in the amount of \$4.92, this is from his checks dated 9/9/15.

If you have any questions, please contact me either by email or phone.

Thank You,

[REDACTED]
[REDACTED]
[REDACTED]



Review Address in Modify a Person

Modify a Person

Page 1 of 1

PayServ - The NYS Payroll System

Home Add to Favorites Sign out
Favorites Main Menu > Workforce Administration > Personal Information > Modify a Person

Biographical Details Contact Information Regional

Person ID: [REDACTED]

Current Addresses [\[REDACTED\]](#) [\[REDACTED\]](#) View All | First 1 of 1 Last

Address Type	As Of Date	Status	Address	
Home	08/06/2015	A	97 Nanny Hagen Road Thornwood, NY 10694	View Address Detail

Phone Information [\[REDACTED\]](#) [\[REDACTED\]](#) View All | First 1 of 1 Last

*Phone Type	Telephone	Extension	Preferred
Main	914/960-7215		<input checked="" type="checkbox"/>

Email Addresses [\[REDACTED\]](#) [\[REDACTED\]](#) View All | First 1 of 1 Last

*Email Type	*Email Address	Preferred
		<input type="checkbox"/>

Instant Message IDs [\[REDACTED\]](#) [\[REDACTED\]](#) View All | First 1 of 1 Last

*Network ID	*IM Protocol	*IM Domain	Preferred
			<input type="checkbox"/>

Save Return to Search Previous tab Next tab Refresh Update/Display Include History Correct History



Review the Job Data Page

Job Data (OSC Control) ←

Page 1 of 1

PayServ - The NYS Payroll System

Home Add to Favorites Sign out

Favorites Main Menu > Workforce Administration > Job Information > Job Data (OSC Control)

Work Location Job Information Payroll Salary Plan Compensation

Employee Empl ID: Empl Record: 0

Work Location 3 of 3 Last

*Effective Date:	08/06/2015	Date Created:	08/06/2015	Go To Row
Effective Sequence:	0	*Action:	Hire	
HR Status:	Active	*Reason:	OCS Occasional	
Payroll Status:	Active	*Job Indicator:	Primary Job	

History

*Position Number: 00033256 STUDENT ASSNT Line Number: 29212

*NYS Position: 00033256 STUDENT ASSNT

Job Data (OSC Control) ←

Page 1 of 1

PayServ - The NYS Payroll System

Home Add to Favorites Sign out

Favorites Main Menu > Workforce Administration > Job Information > Job Data (OSC Control)

Work Location Job Information Payroll Salary Plan Compensation

Employee Empl ID: Empl Record: 0

Payroll Information 3 of 3 Last

Effective Date:	08/06/2015	Go To Row	
Effective Sequence:	0	Action:	Hire
HR Status:	Active	Reason:	Occasional
Payroll Status:	Active	Job Indicator:	Primary Job

History

Payroll System: Payroll for North America

Payroll for North America

Pay Group:	AL4 Administration/Lag 4		
Employee Type:	H Hourly	Holiday Schedule:	10DY 10 Day Sch
Tax Location Code:	NY1 NYC	FICA Status:	Subject

Edit ChartFields

Job Data Employment Data Earnings Distribution Benefits Program Participation

Save Return to Search Previous tab Next tab Refresh Update/Display Inlinks/History Correct History



Review the Tax Data Page

PayServ - The NYS Payroll System

Home Add to Favorites Sign out

Favorites Main Menu > Payroll for North America > Employee Pay Data USA > Tax Information > Update Employee Tax Data

Federal Tax Data State Tax Data Local Tax Data

Person ID: [REDACTED]

Tax Data 3 of 3 Last

Company: NYS STATE OF NEW YORK

*Effective Date: 08/06/2015

Updated By: Hire Prcss Date Last Updated: 08/06/2015

Federal Withholding Elements

*Special Withholding Tax Status: None

*Tax Marital Status: Single Single

Check here and select Single status if married but withholding at single rate.

Withholding Allowances: 0

Additional Amount: \$0.00

Additional Percentage: 0.000

*Earned Income Credit Status: Not applicable

Exempt from FUT

PayServ - The NYS Payroll System

Home Add to Favorites Sign out

Favorites Main Menu > Payroll for North America > Employee Pay Data USA > Tax Information > Update Employee Tax Data

Federal Tax Data State Tax Data Local Tax Data

Person ID: [REDACTED]

Tax Data 3 of 3 Last

Company: NYS STATE OF NEW YORK Effective Date: 08/06/2015

State Information View All First 1 of 1 Last

State: NY

Local Information View All First 1 of 1 Last

*Locality: P0001 NEW YORK

Resident Other Work Locality:

Local Withholding Elements

Special Withholding Tax Status: None

Tax Marital Status: S Single or Head of Household



Review Tax Distribution Page

Update Tax Distribution ←

Page 1 of 1

PayServ - The NYS Payroll System

Home Add to Favorites Sign out
Favorites Main Menu > Payroll for North America > Employee Pay Data USA > Tax Information > Update Tax Distribution

Employee Tax Distribution

Update Tax Distribution

EMP ID: Empl Record: 0
Tax Distribution 2 of 2 Last

*Effective Date: 08/06/2015 ←

Country: USA

Insert Pre-filled Tax Location

*State	Locality	Locality Name	Percent of Distribution
NY	PC001	NEW YORK	100.000 →

Save Return to Search Refresh Update/Display Include History Correct History



How Do We Correct This Issue?

- Change the Job Data page in PayServ.
 - Change the tax data page in PayServ.
 - Change the tax distribution page in PayServ.
 - Request a refund.
- ❖ Please note that **EVERY TIME** a change is made to the Job Data page the agency **MUST** go into PayServ and change the tax data page if the employee is not a New York City Resident **UNLESS** you have already changed the tax location in the job data page.



How to Correct the Job Data Page

Job Data (OSC Control) ←

Page 1 of 1

Job Data (OSC Control) ←

Page 1 of 1

PayServ - The NYS Payroll System

Home Add to Favorites Sign out

Work Location Job Information Payroll Salary Plan Compensation

Employee [Redacted] Empl ID: [Redacted]
Empl Record: 0

Work Location

Effective Date: 08/07/2015  Go To Row

Effective Sequence: 0

HR Status: Active

Payroll Status: Active

Date Created: 08/24/2015  Go To Row

Action: Data Change 

Reason: CTL Chg Tax Location 

Job Indicator: Primary Job

Current

PayServ - The NYS Payroll System

Home Add to Favorites Sign out

Work Location Job Information Payroll Salary Plan Compensation

Employee [Redacted] Empl ID: [Redacted]
Empl Record: 0

Payroll Information

Effective Date: 08/07/2015  Go To Row

Effective Sequence: 0 Action: Data Change

HR Status: Active Reason: Chg Tax Location

Payroll Status: Active Job Indicator: Primary Job

Payroll System: Payroll for North America

Pay Group: AL4 Administration Lag 4

Employee Type: H Hourly Holiday Schedule: 10DY 10 Day Sch

Tax Location Code: NY NYS  FICA Status: Subject

Job Data Employment Date Earnings Distribution Benefits Program Participation

Save Return to Search Previous tab Next tab Refresh Update/Display Include/Hide Correct History



How to Correct the Tax Data Page

Update Employee Tax Data ←

Page 1 of 1

PayServ - The NYS Payroll System

Home Add to Favorites Sign out

Favorites Main Menu > Payroll for North America > Employee Pay Data USA > Tax Information > Update Employee Tax Data

Federal Tax Data State Tax Data Local Tax Data

Person ID: [REDACTED]

Tax Data

Company: NYS STATE OF NEW YORK

*Effective Date: 09/27/2015

Updated By: Online User Date Last Updated: 09/24/2015

Federal Withholding Elements

*Special Withholding Tax Status: None

*Tax Marital Status: Single Single

Check here and select Single status if married but withholding at single rate.

Withholding Allowances: 0

Additional Amount: \$0.00

Additional Percentage: 0.000

*Earned Income Credit Status: Not applicable

Exempt from FUT

Update Employee Tax Data ←

Page 1 of 1

PayServ - The NYS Payroll System

Home Add to Favorites Sign out

Favorites Main Menu > Payroll for North America > Employee Pay Data USA > Tax Information > Update Employee Tax Data

Federal Tax Data State Tax Data Local Tax Data

Person ID: [REDACTED]

Tax Data

Company: NYS STATE OF NEW YORK Effective Date: 09/27/2015

State Information

State: NY

Local Information

*Locality: NEW YORK

Resident Other Work Locality:

Local Withholding Elements

*Special Withholding Tax Status: None

Tax Marital Status: S Single or Head of Household

Local Withholding Allowances: 0

Additional Amount: \$0.00

Additional Percentage: 0.000

Save Return to Search Refresh Update/Display Include History Cancel History



How to correct the tax distribution page

Update Tax Distribution ←

Page 1 of 1

PayServ - The NYS Payroll System

Home Add to Favorites Sign out
Favorites Main Menu > Payroll for North America > Employee Pay Data USA > Tax Information > Update Tax Distribution

Employee Tax Distribution

Update Tax Distribution

EMP ID: Empl Record: 0

Tax Distribution 1 of 2

*Effective Date: 08/07/2015 ←

Country: USA

Insert Pre-filled Tax Location

States/Localities 1 of 1

*State	Locality	Locality Name	Percent of Distribution
NY			100.000 →

Save ↑

Return to Search ↑

Refresh

Update/Display

Include History

Correct History



How to Request a Refund

- Send a request to the tax compliance mail box (taxandcompliance@osc.state.ny.us) requesting a refund. Be sure to include:
 - Employees name
 - Employee ID (EMPLID)
 - Agency Code
 - Amount of the refund
 - Explanation of why taxes were taken in error.
- ❖ Please note that if an employee lived in New York City and then moved out and is requesting a refund be processed for the time they did not live in NYC we will **NOT** process the refund because the employee will be able to claim the excess taxes at the end of they year when they file their taxes with NYC.



Email Sent from Agency for NYC Tax Refund

From: [REDACTED]
To: taxandcompliance@osc.state.ny.us
Date: 10/22/15
Subject: Requesting a refund of NYC taxes [REDACTED]

Hi,

I would like to request a refund of his NYC taxes for 2015, his NYS ID is [REDACTED]

He has never lived in NYC since he was hired by our Agency on 8/6/15, for some reason the NYC Box was checked in Payserv and we never realized it. We have since canceled the NYC taxes.

Could you please process a tax refund in the amount of \$4.92, this is from his checks dated 9/9/15.

If you have any questions, please contact me either by email or phone.

Thank You,

[REDACTED]
[REDACTED]
[REDACTED]



To Recap

In order to analyze, correct, and request a refund for a New York City Tax refund we must:

- Determine what caused the error.
- Correct the pages that are causing the error to happen.
- Correct the tax data and tax distribution pages.
- Request a refund of taxes.



QUESTIONS?

