



COUNTY ADMINISTRATIVE OFFICE
COUNTY OF HUMBOLDT
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INTEROFFICE MEMO

To: County Employees

From: County Administrative Officer Elishia Hayes and Auditor-Controller Karen Paz Dominguez

CC: Board of Supervisors

Subject: 11 am Update on Nov. 19 Payroll Run

Dear County Employees,

We are continuing to work through various issues related to issuing pay to employees today and want to provide you with an update.

Bank Files

The automated clearing house (ACH) file that was sent to US Bank last night with payment instructions had an error in it which prevented successful upload to their system and disbursement of payments this morning. Staff became aware of the issue early this morning and are currently working with US Bank in real time to ensure we can get them a successful file by their 1:30 pm deadline. From there, US Bank will process the ACH file and send authorizations to the federal reserve per their schedule. If we can hit this deadline, we still believe we can get funds direct deposited to employees by close of business today. We have a contingency plan detailed below if direct deposits are not successful.

We have contacted several of our local banks and are attempting to contact larger institutions to see if they can prioritize processing these direct deposits. The local banks have always been outstanding partners and they have assured us they will use any discretion they have to help, but some processes are outside their control. For larger banks who automate their processes timing will likely be varied.

Bank Fees

We realize employees have arranged for transactions to process through their banks and the timing depends on regular payroll distributions, and some employees may receive bank fees as a result of today's payroll run. We are working with our banking partners to request bank fee waivers for county employees for this situation. If that is unsuccessful, and you still incur bank fees employees will be able to submit claims to Risk Management (using the claim form attached) for those costs related to today's payroll. If you have questions, please contact your supervisor or Risk Management.

In 2009, the county had a late payroll run due to system failure. In that instance, most of our banking partners agreed to waive bank fees associated with the late payroll. As this error was no fault of employees, we are hopeful this will occur again, however, we are prepared to work with employees to resolve issues that may arise related to today's payroll.

Contingency Plan

While we still expect direct deposits to be issued later today, the county is prepared to run paper checks for county employees as a contingency. If needed, we will work on a distribution plan to get paper checks to employees today.

We will issue another update later today to keep you informed of progress.

Sincerely,



Elishia Hayes
County Administrative Officer



Karen Paz Dominguez
Auditor-Controller



Jim Storm
Director, County Administrative Office-Information Technology Division