



November 2023

## Transaction Supervisors' Forum Notes

### Table of Contents

[SURVEY QUESTIONS](#)

[SCO KEY INITIATIVES](#)

[BENEFITS ADMINISTRATION](#)

[PROGRAM UPDATES](#)

[SCO EMAIL SUBSCRIPTION SERVICE](#)

[CUSTOMER RELATIONS SURVEY](#)

[SCO RESOURCES](#)

[FORUM QUESTIONS](#)

### **SURVEY QUESTIONS:**

The following questions are submitted prior to the forum via [Survey Monkey](#).

**Question:** When an employee provides notification that they are retiring, should the Personnel Specialist (PS) confirm there is a retirement date in myCalPERS? If so, does the PS still process the S70 if there is no confirmed date in myCalPERS?

**Answer:** The Human Resources (HR) office must see a retirement date in the employees MyCalPERS account. If you do not, reach out to CalPERS at (888) 225-7377 select the employer option and speak to a representative for assistance. If the Employee (EE) does not have an approved retirement date, you must inform your employee that as of today CalPERS does not have a retirement on file. You will then advise your EE to contact CalPERS to complete their retirement process. If the employee does not have an approved retirement on file but persists to separate, you must inform them that their separation will not be considered a retirement separation (S70), but a voluntary separation (S01). As a reminder, when an employee voluntarily separates, HR offices MUST offer the employee Consolidated Omnibus Budget Reconciliation Act (COBRA) for all benefits.

**Question:** Is there a process document or tutorial that provides detailed instruction on how to complete a probationary extension? Specifically, how to determine what the extension date should be?

**Answer:** Information on how to calculate probation extensions is found in the [CalHR Manual Section 1214](#).

– Payroll Security

- Why does a Payroll System need Security?
  - Payroll departments handle volumes of sensitive and personally identifiable information (PII)
    - Social security #'s, Account #'s, Salaries, Names, Addresses, Other PII.
  - An information breach can have significant ramifications
    - Interruption of Services, Employee Identity Theft, Financial loss, Litigation, Cost of Credit Monitoring, Loss of Employee Trust and Loyalty and Taxpayer Reputation, HR consequences.
  - Without proper security, your data is left vulnerable to potential hackers, and they will exploit you. It is just a matter of time!
  - Smaller agencies are big targets!
    - According to Forbes, payroll fraud occurs nearly twice as often in smaller organizations than large organizations.
- Types of Payroll Compromise
  - Human Error: Humans are prone to making mistakes. Train often.
  - Malicious Actors: Phishing, planting malware, spreadsheet macro's, etc.
  - Negligence : When workers ignore policies, standards, and procedures.
  - Malicious Employees: Mal intended employees or disgruntled workers.
  - Buddy Punching : Employees punching in or clocking in on behalf of a colleague.
  - Timesheet Fraud: Manipulation or falsification of timesheet records.
  - Wage Fraud: Manipulation or falsification of wages.
  - Overstated Hours/Unearned Overtime: Manipulation of timesheets to show extra overtime hours.
  - Unauthorized Pay Rate Change: Falsifying one's hourly wage, salary, or other compensation.
  - Illegal Bonuses: Processing illegal or unearned bonuses.
  - Manipulating Retirement Benefits: Falsifying retirement contributions or even diverting them.
  - Payroll Diversion: Phish/Trick employees into updating direct deposit information and redirecting salaries to fraudulent accounts.
  - Ghost Employee Fraud: A dishonest worker adds a fictitious person to the payroll.
- Red Flags
  - Unexpected changes to an employee's status, pay rate, or bank account within your payroll system.
  - Flaws or discrepancies in payroll records that cannot be accounted for.
  - Pays per cycle that do not align with your total number of active employees.
  - Employees receiving and reporting extra funds or lack of funds in their accounts.
  - Signs of additional payroll transactions that are labeled as extra or supplemental deposits.
  - Evidence of an employee living well beyond their salary and means.
  - Employees sending direct deposits to multiple bank accounts or sharing a single bank account; not including those who are related, for example husband and wife.

- Data Protection
  - Implement Privacy and Security Policies and Standards
  - Document, Implement, and Review Procedures
  - Restrict Access
    - Limit access to what a person needs to do their job.
  - Separate Duties and Authorization Processes
    - Use multi-step/multi-person processes.
    - People responsible for processing should not be responsible for entering changes or amending records.
    - Rotate employees job roles.
  - Manage Onboarding and Offboarding Employees
    - Including movement to other roles.
    - Watch out for Privilege Creep.
  - Educate Workers
  - Conduct Surprise Privacy and Security Audits
- Causes of Data Loss
  - Human Error
  - Hardware /Software Failures
  - Cyber Attacks
  - Theft and Fraud
- The Human Factor
  - All workers are susceptible to making errors.
  - Some workers are simply negligent.
  - Others might be malicious by intent.
- For someone to commit fraud, they need opportunity and motivation. Do Not Tempt Them.
- Preventing Compromise
- Implement Privacy and Security Policies and Standards
  - Physical security
  - Acceptable use
  - Password security
  - Data handling
  - Database management
  - Secure coding
  - Privileged use
  - Data storage
  - Retention and disposal
  - Working with third parties
  - Public Wi-Fi
  - Social media
  - Working remotely

- Reporting requirements
  - Educate Workers
    - Phishing (Pretexting, Smishing, Vishing)
    - Avoiding ransomware
    - Suspicious links and attachments
    - Password protection (no sharing)
    - Working from home
    - Keeping screens private
    - Proper information storage (in use and at rest)
    - Proper disposal
    - Dangers of public Wi-Fi
    - Tailgating and piggy backing
    - When and how to report
  - Teach employees to question and report anything out of protocol
  - Use Multiple Measure to Safeguard Payroll Information
    - Review and Update Policies and Standards
    - Implement Separation of Duties
    - Conduct Regular Checks and Audits
    - Educate Employees on Security and Privacy
    - Allow Workers to Report Anonymously
- Cyber Caution: Payroll Security Tips
1. Provide Security Training For All Workers
    - Anyone with access to your payroll software should complete security training annually. Even when their access to the payroll system is minimal.
    - Teach workers how to protect sensitive information and inform them on policies and expectations.
    - Provide training at least annually, plus whenever there are software updates to your system or procedural changes.
  2. Perform Payroll Security Audits
    - This will help identify current security practices and areas for improvement.
    - Closely evaluate your payroll data to determine if there have been security breaches in the past.
    - If you find something, try to determine the root cause and make appropriate changes to prevent it from happening again.
  3. Keep Payroll Software Updated
    - Be aware of new software updates and implement them immediately. If possible, set up automated updates.
  4. Restrict Payroll Access
    - Limit access to those whose jobs require access. For example, those in the payroll and human resources departments, plus business owners or those in leadership roles.

5. Separate Payroll Duties
  - Delegate payroll management responsibilities across your workforce to ensure that payroll preparation is separated from payroll submission and payroll verification. Splitting these duties reduces the threat of an individual employee committing payroll fraud.
6. Encrypt Sensitive Data
  - Encrypt sensitive data on your computers and other devices and encourage employees to log out of the payroll system before they leave their desk or other work area.
7. Protect Physical Payroll Data
  - Keep any paper files with sensitive information locked up. Store away any documents with confidential data and lock cabinets when leaving work areas. Use confidential bins or shred unwanted papers. Collect file room keys from employees who are leaving.
8. Be Mindful of Security When Employees Leave
  - Remove access immediately when a worker leaves the organization.
  - Disable their access to your payroll software and any hardware that would allow them to connect to your network.
9. Manage Login Credentials
  - Be aware of new software updates and implement them immediately. If possible, set up automated updates.

## SCO KEY INITIATIVES:

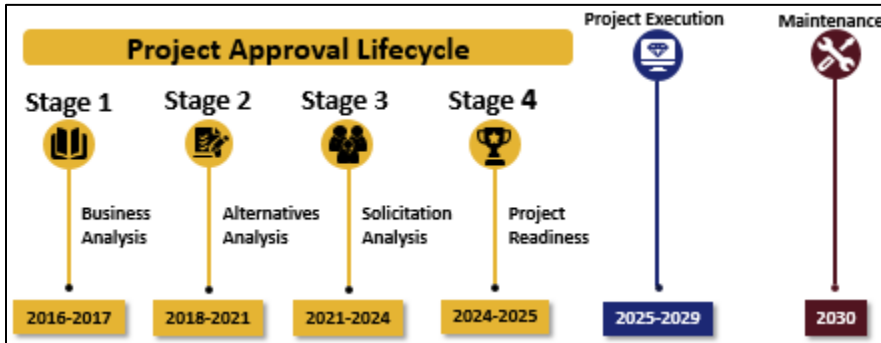
**SCOConnect**: Cal Employee Connect (CEC) Project/ConnectHR – Mason Duarte ([ConnectHRhelp@sco.ca.gov](mailto:ConnectHRhelp@sco.ca.gov))

- Cal Employee Connect (CEC)
  - CEC Phase II – Employee Service features
    - Multifactor Authentication (MFA) ([MFA User Guide](#)):
      - Now available to all Cal Employee Connect (CEC) users
      - As of 11/13/2023: 50,355 employees have enabled MFA
  - Direct Deposit:
    - 95% of departments statewide have been deployed
    - As of 11/13/2023: CEC has received 16,965 direct deposit transactions
  - Address Change:
    - 95% of departments statewide have been deployed
    - As of 11/13/2023: CEC has received 3,709 address change requests
  - Withholdings Change:
    - The feature has been released in Pilot mode to 21 pilot agencies
    - As of 11/13/2023, CEC has received 72 withholdings change requests
    - Look for an invitation email to HR Offices just prior to deployment to demonstrate this new feature.
  - eTimesheet Feature:
    - As of 11/13/2023:
      - 21 agencies have been using this feature
      - Note:
        - This feature is available to agencies, who do not have a Time and Attendance system or wish to decommission their current system.
        - Limited work schedules and leave benefits. Please email us for additional information.
  - 2023 W-2 Paperless Feature:
    - As of 11/16/2023:
      - This feature has been deployed statewide
      - 50,473 employees have opted-in (14% adoption rate)
      - Employees have until November 30<sup>th</sup> to opt-in

SCO – [California State Payroll System \(CSPS\) Project](#) – Jeana O’Ferrall (Contact: [CPSHelp@sco.ca.gov](mailto:CPSHelp@sco.ca.gov))

– Status Updates/Progress:

- New procurement approach and timeline were approved by the Executive Steering Committee (ESC)
- Pre-solicitation documents with proposed changes were released to the vendors
- Update Project Approval Lifecycle (PAL) Stage 3 solicitation documents
- Work on "Modernizing Pay Day" campaign



## **BENEFITS ADMINISTRATION:**

### **SCO – Affordable Care Act – Korinn Revelino (Contact: [acasupport@sco.ca.gov](mailto:acasupport@sco.ca.gov))**

- 2023 Annual 1095-C Reporting Process
  - Affordable Care Act (ACA) compliance reports
    - Updates and corrections in the Affordable Care Act System (ACAS) must be made by December 31.
  - Employee addresses are current
    - All 2023 1095-Cs will be sent to the address on file
    - "Employee Without Appropriate Address" report
    - For assistance with abbreviations please contact ACA Help Desk at [acasupport@sco.ca.gov](mailto:acasupport@sco.ca.gov)
- Information Reporting Penalties (IRP)
  - The State of California will be assessed penalties for corrected 1095-C's beginning with the 2021 1095-C corrections
    - 2021 1095-C Corrections will be submitted to the Internal Revenue Service (IRS) in 2024
    - IRP will be assessed as early as 2024
    - SCO will be passing IRP to the department at fault
    - Penalties compound over time
    - Important to correct any errors and make updates in the ACAS as timely as possible to avoid future IRP
  - Contact the ACA Help Desk at [ACASupport@sco.ca.gov](mailto:ACASupport@sco.ca.gov) for more information

### **CalHR – Benefits Division**

The Benefits Division is responsible for the design, acquisition, and oversight of the various statewide benefit programs administered by CalHR offered to state employees, retirees and dependents. Our goal is to ensure access to competitive, quality and affordable benefits. Successful delivery of these responsibilities enables the state, as an employer, to offer optimal benefits packages for recruiting and maintaining a top-performing workforce.

- Open Enrollment (OE) – Bobby Saetern (Contact: [OpenEnrollment@calhr.ca.gov](mailto:OpenEnrollment@calhr.ca.gov))
  - Updates
    - The 2023 Benefits Open Enrollment period was September 18 – October 13, 2023, and has officially ended
    - Open Enrollment occurs annually for State of California employees to make changes to their Health, Dental, Vision, & Voluntary Benefits such as Consolidated Benefits, FlexElect, Legal, Long-Term Disability, & Supplemental Life Insurance.
    - Changes made during Open Enrollment will be effective January 1, 2024.
    - For information regarding the submission and deadlines of Open Enrollment forms, please view the [2023 Instructions for Completing Open Enrollment Forms](#).



- Virtual Benefits Fair
  - The CalHR Benefits Team hosted a two-day Virtual Benefits Open Enrollment Fair for state-employees on September 13 and 14, 2023, with our new cloud-based platform partner, Cvent.
  - During the Virtual Benefits Fair, employees were able to view on-demand webinars and join live Q&A sessions hosted by CalHR Benefit Program Vendors and CalPERS Health Plan Carriers.
  - A total number of 5,187 state employees registered for the event. As a result, the CalHR Benefits Team established the [Virtual Benefits Fair webpage](#) on the Benefits Website, where state employees can continue to view on-demand webinars as well as contact information for the Benefit Program Vendors and Health Carriers.
- In-Person Benefits Fairs
  - The CalHR Benefits Team has successfully assisted in organizing two in-person Open Enrollment Benefits Fairs in the Northern Region in Sacramento, CA on September 6, 2023, and in the Southern Region in Norwalk, CA on September 21, 2023.
  - The collaboration was successful as each fair had more than 100 attendees.
  - During these fairs, State Employees were able to meet with Program Vendors and CalPERS Health Plan Carriers to gather information and ask questions.
- Brown Bag Sessions
  - To support departments, the CalHR Benefits Division hosted two virtual Brown Bag Sessions on September 12 and October 10, 2023, where more than 100 State HR Professionals attended for both sessions. The sessions provided HR professionals with the 2023 open enrollment season information from CalHR and State Controller's Office (SCO).
  - If you missed both virtual Brown Bag Sessions, the presentation slides can be found in the [HR Professionals Open Enrollment Resources](#) webpage.
- Post Open Enrollment Survey
  - The CalHR Benefits Division will release the Post Open Enrollment survey in November 2023. The survey will be sent out via the Personnel Specialist Listserv as well as the HR Professionals and State Employee subscription lists from the benefits website.
  - In this survey, we would like your opinion on the 2023 Open Enrollment season. The CalHR Benefits Team values the project collaboration with HR Professionals therefore by taking this survey, you will provide us with beneficial information to see what is working well and what we can do to improve our communication and collaboration to deliver high quality products during our annual open enrollment seasons.
  - If you did not receive the survey via email, you can find it on the Benefits website.
    - HR Professionals: [State HR Professionals | Cal HR \(benefitsprograms.info\)](#)
    - State Employees: [State Employee | Cal HR \(benefitsprograms.info\)](#)
  - The survey will remain open until January 8, 2024.
  - To sign up for future surveys, Open Enrollment information and updates, please subscribe to the Open Enrollment subscription list on the Benefits website. You can find the subscription box on the HR Professionals webpage: [State HR Professionals | Cal HR \(benefitsprograms.info\)](#)

- Contact
  - Department Personnel Offices can send OE related questions via email to [OpenEnrollment@calhr.ca.gov](mailto:OpenEnrollment@calhr.ca.gov).
  - Current response time is five (5) business days.
- Resources
  - [CalHR Benefits](#) website
- Dependent Re-Verification (DRV) – Delia Baulwin (Contact: [DRV@calhr.ca.gov](mailto:DRV@calhr.ca.gov))
  - What is DRV: The Dependent Re-verification (DRV) is the process of re-verifying the eligibility of your employees’ spouses, domestic partners, children, stepchildren, and domestic partner children (family members) enrolled in state health and dental benefits.
 

Government Code section 19815.9 mandates re-verifying the eligibility of these family members for health benefits. Government Code section 22959 authorizes extending this review to family members enrolled for dental benefits. The bargaining unit contracts specify that family member eligibility for dental benefits shall be the same as that prescribed for health benefits.
  - DRV Updates
    - CalHR automated the DRV process for Dental and Premier Vision effective January 2023.
    - The current health Dependent Eligibility Verification (DEV) process through CalPERS and the MyCalPERS system will remain unchanged.
    - Departmental personnel offices are required to update Dental and Premier Vision dependent re-verifications through the Family Connect Portal (FCP).
    - All state agencies must establish an administrative account, who is at the supervisor or above class, in the Family Connect Portal (FCP) to manage each agency’s authorized user accounts to update DRV transactions.
    - Department compliance with DRV regulation will be monitored and addressed with Health Benefit Officers and FCP Department Administrators.
    - March 2023 & June 2023 cycle: HR offices must take necessary steps to remove unverified dependents from dental and Premier Vision benefits.
    - September 2023 cycle: Departmental personnel offices must process all DRV documents submitted on or before the end of August in FCP.
    - December and January birth month cycle have overlapping notices for employees that were mailed October 2<sup>nd</sup>.
      - December birth month cycle 60-day notice
      - January birth month cycle 90-day initial notice
    - The CAHP and CCPOA enrollment data in FCP is still pending.
  - Contact
    - Before contacting the DRV Unit with policy and procedure related questions, please review all DRV resources from BAM, FCP Manual, and Human Resources Manual.
    - Contact the DRV Unit at CalHR with questions and processes related to the Disabled Dependent and Parent Child Relationship benefits program for dependents enrolled in dental and/or Premier Vision benefits only.
    - Departmental personnel offices can send DRV and FCP related questions via email to [DRV@calhr.ca.gov](mailto:DRV@calhr.ca.gov).

- Current response time is five (5) business days.
- Affordable Care Act – Lisa Hatten (Contact: [ACA.Policy@calhr.ca.gov](mailto:ACA.Policy@calhr.ca.gov))
  - CalHR November ACA Quarterly Compliance Review
    - Departments who were notified of their outstanding ACAS errors as part of CalHR’s Quarterly Compliance Review are to correct and certify the errors were corrected by returning the *Quarterly ACA Compliance Notification* to [ACA.Policy@calhr.ca.gov](mailto:ACA.Policy@calhr.ca.gov) by December 15, 2023.
  - Detailed Safe Harbor Outreach
    - In early December, CalHR will reach out to departments with errors observed on the Detailed Safe Harbor Report for the state’s full-time employees who are eligible for health benefits but the health benefits status data in the Affordable Care Act System reflects otherwise. Correction instructions will be provided.
  - December Monthly Compliance Reports
    - The December Monthly ACA Compliance Reports will be available on ViewDirect on December 1. All errors on the reports need to be corrected by December 29, 2023, to ensure accurate reporting to the IRS and reduce the state’s exposure to information reporting penalties.

Note: The ACA Compliance Reports pick up most, but not all errors in the ACAS. Departments are expected to utilize other reports available on SCO’s Management Information Retrieval System (MIRS) and the COGNOS reports in myCalPERS to monitor their ACA compliance.
  - Information Reporting Penalties
    - The State may be subject to information reporting penalties up to \$620 if the health benefit status data reported on the 1095-C form to the employee and the IRS is incorrect.
      - \$310 penalty for each failure to file a correct information return with the IRS.
      - \$310 penalty for each failure to furnish a correct statement (1095-C) to the employee.
  - ACA Training
    - December
      - December 5, from 9 – 10:30 a.m. (Part I Module)
      - December 6, from 9 – 11:30 a.m. (Part II Module)

To register for training, please send a request to: [PPSDACATraining@sco.ca.gov](mailto:PPSDACATraining@sco.ca.gov).
    - The 2024 training dates will be posted to SCO’s Affordable Care Act Training webpage soon.
- Dental Program Updates – Kristin Wilsey (Contact: [Dental@calhr.ca.gov](mailto:Dental@calhr.ca.gov))
  - Program is current and within 30 days
  - Total Inquiries Received to Date:
    - 5,589 in 2023
    - 678 in October
  - Appeals
    - 1,447 Appeals received in 2023
    - 236 January, highest month of appeals
    - Incomplete appeals received
  - Appeals Average Processing Time (complete appeals packages)
    - 8 days

- 78 Appeals received in October
- Pre-Tax Parking Program Updates – (Contact: [Pre-taxparking@calhr.ca.gov](mailto:Pre-taxparking@calhr.ca.gov))
  - Program is current and within 30 days
  - Total Inquiries Received to Date:
    - 991 in 2023
    - 96 in October
  - Top Inquiries
    - 408 Benefit Questions in 2023
  - Appeals Average Processing Time (complete appeals packages)
    - 5 days
- Vision Program Updates – (Contact: [Vision@calhr.ca.gov](mailto:Vision@calhr.ca.gov))
  - Program is current and within 30 days
  - Total Inquiries Received to Date:
    - 1,898 in 2023
    - 383 in October
  - Top Inquiries
    - 1.163 Benefit Questions
    - 235 Benefits Questions in October
  - Appeals Average Processing Time (complete appeals packages)
    - 8 days
- Flex Elect Program Updates – (Contact: [FlexElect@calhr.ca.gov](mailto:FlexElect@calhr.ca.gov))
  - Program is current and within 45 days
  - Total Inquiries Received to Date:
    - 1,043
  - Top Inquiries
    - 251 Benefit Questions
    - 715 Appeals
  - Appeals Average Processing Time (complete appeals packages)
    - 9 days
    - 19 Appeals received in October
- General Program Updates or Reminders
  - A Complete Appeals Package includes:
    - Justification Memo explaining appeal
    - Complete and error-free forms
    - Written confirmation that the employee acknowledges accounts receivable will be established for retroactive enrollment (if applicable).
    - Once an appeal is approved by CalHR and processed by SCO, we will not cancel or reverse the appeal.

- Training Recommendations
  - Benefits Administration Manual Training – online CalLearns
  - Employee Benefits Orientation Training – online CalHR Webpage
- Benefits Premiums
  - Premiums cannot be waived for months when services are not used.
- Open Enrollment – Voluntary Plan Benefit Changes
  - Life, Legal, LTD, and Vision are the programs where employees could make their own changes directly with the vendors.
    - Employees should review their December 2023 pay warrant to confirm open enrollment changes for Life, Legal, LTD, and/or Vision took effect.
    - Each program provided confirmation receipts during open enrollment. Employees should provide this to departmental personnel if an appeal is required because open enrollment changes did not take effect.
- Customer Service & Support Project Updates
  - Improved VSP Membership Profiles for Basic Vision
    - Profiles will include all demographic information
    - SCO, CalHR and VSP are currently testing demographic files process.
    - Anticipated completion by Spring 2024.
  - Website Updates
    - CalHR Benefits Team is updating CalHR Benefits webpages to reflect plan and premium changes for 2024.
  - Appeals Project
    - CalHR is working on developing an online appeal submission process for departmental personnel to submit appeals.
    - CalHR is developing the project in 2024 with implementation rollout projected for 2025.
- CalHR Benefits’ Resources
  - Websites
    - CalHR Benefits Website: <https://calhr.benefitsprograms.info/>
    - BAM Training Questions [BenefitsInquiries@calhr.ca.gov](mailto:BenefitsInquiries@calhr.ca.gov)
    - Healthier U Connections: <https://www.calhrwellness.com/en/welcome-california-state-employees/>
    - Human Resources: [calhr.ca.gov/state-hr-professionals](https://calhr.ca.gov/state-hr-professionals)
    - State Employees: [calhr.ca.gov/employees](https://calhr.ca.gov/employees)
    - HR Manual: [hrmanual.calhr.ca.gov/Home/ManualItem](https://hrmanual.calhr.ca.gov/Home/ManualItem)
  - Contacts
    - ACA Program [ACA.Policy@calhr.ca.gov](mailto:ACA.Policy@calhr.ca.gov)
    - Dependent Re-verification (DRV) Program [DependentReverificationProgram@calhr.ca.gov](mailto:DependentReverificationProgram@calhr.ca.gov)
    - Dental Program [dental@calhr.ca.gov](mailto:dental@calhr.ca.gov)
    - FlexElect/CoBen Program [FlexElect@calhr.ca.gov](mailto:FlexElect@calhr.ca.gov)
    - COBRA [COBRA@calhr.ca.gov](mailto:COBRA@calhr.ca.gov)

- Vision [vision@calhr.ca.gov](mailto:vision@calhr.ca.gov)
- Dental/Vision Authorization Portal [VisionDental.Authorization@calhr.ca.gov](mailto:VisionDental.Authorization@calhr.ca.gov)
- Long Term Disability [LTD@calhr.ca.gov](mailto:LTD@calhr.ca.gov)
- Life Insurance [LifInsurance@calhr.ca.gov](mailto:LifInsurance@calhr.ca.gov)
- Group Legal [Grouplegal@calhr.ca.gov](mailto:Grouplegal@calhr.ca.gov)
- Third Party Pre-Tax Parking [Pre-TaxParking@calhr.ca.gov](mailto:Pre-TaxParking@calhr.ca.gov)

**SCO – Statewide Benefits Program** – Ryan Baughman (Contact: [ppsdcsbenefits@sco.ca.gov](mailto:ppsdcsbenefits@sco.ca.gov))

– Open Enrollment Form Counts – November 13, 2023

- Dental STD. 692
  - Received: 14,959
  - Completed: 14,569
- FlexElect Cash Option STD. 701C
  - Received: 2,741
  - Completed: 2,680
- Consolidated Benefits Cash Option STD. 702
  - Received: 1,076
  - Completed: 1,070
- FlexElect Reimbursement STD. 701R
  - Received: 8,719
  - Completed: 8,696

## PROGRAM UPDATES:

### Statewide Training Program – Michael Berlanda (Contact: [PPSDTraining@sco.ca.gov](mailto:PPSDTraining@sco.ca.gov))

- Needs Assessment is Open
  - Contact your departmental Training Coordinator
- Employment History Overview eLearning Module – COMING SOON!
- Education: Two Military Leave eLearning Modules are now posted on [SCO](#)
- PPSD Virtual Course Development Underway
  - Introduction to Salary Determinations – Module II
  - Advanced Salary Determinations
  - Fundamentals of Payroll

### California Leave Accounting System (CLAS) – Megan Vinson (Contact: [CLAS@sco.ca.gov](mailto:CLAS@sco.ca.gov))

- New Report to ViewDirect/Mobius
  - PDL1424 -Leave Benefit Overlap and Dual Accruals
    - Provided monthly to show any employee who has a dual accrual (Vacation/Annual Leave or Vacation/Sick Leave) or with an overlapping establishment period for Annual Leave and Vacation
  - Steps to take:
    - Void the leave that was accrued in error
    - Ensure that the establishment periods for your benefits are correct
- Updates
  - Monthly LAB (Leave Activity and Balances)
    - A new version has been added – now broken up by reporting unit
  - Education: CLAS Actions for your Non-Industrial Disability Insurance (NDI) Employee eLearning Module
    - Find the NDI and every other CLAS-related eLearning: [CLAS References](#) (Workbook, Job Aids, Etc.)

### Upcoming CalPERS Walk-Through: Reciprocal Self-Certification Form Submission at Transaction Specialists' Educational Forum December 2023 – Chris Alig (Contact: [Member Election Team@calpers.ca.gov](mailto:Member_Election_Team@calpers.ca.gov))

- [Transaction Specialists' Educational Forum](#) – Special Edition
  - December 7- 9:00 a.m. – 10:30 a.m.
- Training will include:
  - Overview of the Reciprocal Self-Certification Form
  - Submitting reciprocal membership information
  - Registering for online classes
- Additional Information:
  - FAQ coming to [sco.ca.gov](http://sco.ca.gov)
  - SCO Personnel Letter
  - CalPERS State Reference Guide
  - CalPERS Online Classes

**Business Systems Enhancement (BSE) Section** – Jennifer Robinson (Contact: [Statewide Customer Contact Center](#) (916) 372-7200)

- Leave Buy-Back Enhancement Program for Excluded Employees  
Last month, CalHR announced an enhancement to the Leave Buy-Back Program that will allow departments to participate in a pilot program for Excluded Employees. This will provide Excluded Employees the option to transfer future leave accruals to Savings Plus 401(k) Plans. Please refer to [Human Resources Manual - CalHR](#) for more information.

Please note the following general information:

- Employees must complete the [CalHR 271](#) form and submit their request to their HR Office by 12/31/2023.
- CalHR 271 forms should be kept as department records and should not be submitted to SCO for processing.
- SCO is currently working on a project to enhance the payroll system to be able to process these transfer payment requests.
- After the completion of the project, SCO will be releasing a Payroll Letter that will include payment processing instructions for all HR Offices participating in the program.
- The leave transfer payments will be keyed by the HR Offices via Payroll Input Process (PIP) System in June 2024.

**Business System Support and Maintenance Section** – Tracy Gutierrez (Contact: [Statewide Customer Contact Center](#) (916) 372-7200)

- Retirement Account Codes
  - SCO is aware that the Personnel Action Manual (PAM) requires updates
    - We have begun work on a total reconciliation of Retirement Account Codes
    - The reconciliation is complex and labor-intensive
    - We will provide updates as we have them
  - The most accurate information is on the [Personnel Letters](#) from recent years
    - Please reference those while we complete the reconciliation
- Retirement Account Codes – Recent Personnel Letters
  - Bargaining Units 1, 3, 4, 7, 11, 14, 15, 17, 20, 21; Effective July 1, 2023: [Personnel Letter #23-014](#)
  - Excluded and Exempt (M18, S18) State Safety Members in Bargaining Unit 18; Effective December 1, 2022: [Personnel Letter #22-023](#)
  - Bargaining Units 2, 5, 7, 9 and 13; Effective July 1, 2022: [Personnel Letter #22-013](#)
  - Represented (R18) Employees in Bargaining Unit 18; Effective July 1, 2021: [Personnel Letter #21-021](#)
  - Bargaining Units 5 and 9; Effective July 1, 2021: [Personnel Letter #21-016](#)
  - Bargaining Unit 10; Effective July 1, 2020: [Personnel Letter #20-022](#)



– Implementation of New Contract Provisions

- CalHR and SCO have a record-setting amount of contract implementation to perform
  - General Salary Increase (GSI) for most of the 14 units recently ratified
  - More than 600 Special Salary Adjustments (SSA)
  - Changes to more than 90 Pay Differentials
- SCO and CalHR are working in close collaboration
  - CalHR has provided technical documentation (Pay Letter drafts)
  - SCO is analyzing Pay Letter drafts in preparation for numerous mass updates
- It is too early to say when most increases may begin appearing in paychecks
  - The goal is to have as many of the remaining mass updates done by SCO before the end of the year
  - SCO is preparing to perform mass updates for Bargaining Unit (BU) 6 in November 2023
- SCO processed a Salary Adjustment for Bargaining Unit 12 on November 2.
  - [Personnel Letter #23-024](#)
- Please read Personnel Letters carefully
  - Many updates are retro to July 1
  - There will be significant out of sequence transactions that require manual keying
  - Some updates will be keyed at department level based on complexity or volume
  - Please make sure to address any appointments with expirations prior to mass updates

**Statewide Payroll Program** – Renee McClain (Contact: [Statewide Customer Contact Center](#) (916) 372-7200)

– Lump Sum Separation Personnel Action Request (PAR) Reminders

- Duplicate PARs
  - Please read and follow the Civil Service (CS) Audits ding notice instructions
  - Contact the Statewide Customer Contact Center (SCCC) at (916) 372-7200 if you need to make corrections to a lump sum PAR
    - Select #2 for Statewide Civil Service Programs, and then #2 for Civil Service Audits
      - 2 staff on live calls, 1 on voicemail
    - See the [Lump Sum Separation FAQ](#) Q5 for items that can be corrected on a lump sum separation PAR
- 1<sup>st</sup> and 2<sup>nd</sup> Tax Year PARs
  - 1<sup>st</sup> Tax Year PAR must be completed with time to be issued for the 1<sup>st</sup> tax year request
  - 2<sup>nd</sup> Tax Year PAR must show the total time across both tax years
    - The system will issue the remaining time available for the 2<sup>nd</sup> tax year
      - See samples of [1<sup>st</sup>](#) and [2<sup>nd</sup>](#) tax year PARs in the [Lump Sum Separation Toolkit](#)
- PAR Item 620 and 625
  - Complete Item 620 before using Item 625
  - The system issues lump sum vacation first; followed by extra
  - When the 2<sup>nd</sup> tax year PAR is keyed, it will not issue the time correctly if there is more vacation time available when extra has already issued from the 1<sup>st</sup> tax year PAR

- Employment History (EH) Updates
  - Please be sure to key EH transactions prior to submitting a lump sum separation
    - [CalHR Pay Letter #23-35](#) requires departments to key Employment History (EH) transactions for applicable employees

**Statewide Tax Support Program** – Monique Perez (Contact: [PPDSTSP@sco.ca.gov](mailto:PPDSTSP@sco.ca.gov))

- Verification of Employees Identified as Nonresident Aliens
  - [Personnel Letter 23-016](#) – Verification of Employees Identified as Nonresident Aliens
  - ALL agencies are required to submit the verification forms bi-annually, even if your agency does not have any Nonresident Aliens. Forms should be submitted on a flow basis to indicate any Additions or Deletions to the report.
  - SCO will contact the department chiefs if forms are not received by September 15, 2023.
- Reporting Compliance 2023
  - January - June
    - Civil Service: 29%
  - July - December
    - Civil Service: 55%
- Reporting Compliance 2022
  - January - June
    - Civil Service: 32%
  - July - December
    - Civil Service: 32%
- Deceased Employee and Designee/Beneficiary Reporting (Contact: [PPSDW2MiscDed@sco.ca.gov](mailto:PPSDW2MiscDed@sco.ca.gov))
  - Payroll Letter released November 1
    - [Payroll Letter #23-019](#)
    - [Form PPSD 21, Deceased Employee Data Form](#)
    - 2023 Tax Year reporting due December 6
  - [Payroll Procedures Manual \(PPM\), Section I 902](#)
- Salary Advance Initial/Offset Reporting – Year End
  - Payroll Letter released October 31, 2023
    - [Payroll Letter #23-018 \(ca.gov\)](#)
    - [STD. 422, Salary Advances Paid/Offset Report](#)
  - Incorrect Form W-2
    - Failing to report timely will cause incorrect Form W-2s for employees.
    - Issuance of a Corrected Wage and Tax Statement Form, W-2C.

- Document Cutoff Dates for 2023 Calendar Year End Processing
  - [Payroll Letter #23-017](#): Document Cutoff Dates for 2023 Calendar Year-End Processing
    - Released on October 18, 2023
  - Review Cutoff Dates for the following forms listed below to ensure accurate Form W-2 reporting:
    - Form STD. 676V: Non-USPS Adjustment Request - Vouchers
    - Form STD. 676P: Non-USPS Adjustment Request - Payments
    - Form STD. 674 Non-Resident Alien With Tax Treaty Exemptions
    - Form STD. 674 LC4800 / LC4811
    - Form STD. 674D: Industrial/Non-Industrial Disability Pay Request
    - Form STD. 422: Salary Advances Paid/Offset Report
    - Form STD. 675: Non/Qualified Moving Expenses
    - Form STD. 995A: Non-USPS-Agency Collection Accounts Receivable
    - Form STD. 995R: Non-USPS Refund of Overcollections
    - Form PPSD21: Deceased Employee Data Form
- Reminder for Employees – Address Change and Annual Withholdings Review
  - Employees review their withholding every year if they:
    - Have a spouse who works as an employee
    - Have two or more jobs simultaneously
    - Work partially during the year
    - Have dependents who are at least 17 years old
    - Claim tax credits such as the child tax credit
    - Itemized deduction on prior tax returns
    - Earn high incomes
    - Have complex tax returns
    - Had a large refund or large tax bills for the previous year
  - Employees may need to update their W-4 if they experience life changes, such as:
    - Marriage
    - Divorce or legal separation
    - Childbirth
    - Adoption of a child
    - Retirement
    - Bankruptcy
    - Home purchase
    - Starting a new job or stopping a second job
    - Their spouse gaining or losing a job
    - Adjustments to income, such as student loan income deduction.
    - Gain of tax credits or itemized deductions, such as medical expenses, donations to charity, education credit and child tax credit.

- Update Withholdings
  - Submit [STD. 686, Employee Action Request \(EAR\)](#)
  - Cal Employee Connect (CEC) portal
    - This new CEC feature will be rolled out to agencies and available to employees in a wave approach beginning this month.
  - Direct Employees to the IRS [Tax Withholding Estimator](#)
    - Helps employees ensure the correct amount of federal income tax is withheld
    - Review the [Tax Withholding Estimator FAQs](#) for further questions

### **Reminder: Our Promise Campaign 2023**

- The campaign lasts from October 1 to December 31, 2023.
- Any California state employee can pledge a new donation, change their monthly payroll deduction, or make a one-time gift to support a nonprofit of their choice through [Our Promise](#).
- You can donate to any 501(c)(3) nonprofit organization. You can search among these [Certified Nonprofits](#) on [Our Promise](#) website.
- To donate online visit [Cal Employee Connect](#).
  1. Once you are logged in, click on your name at the top right-hand corner and select “User Profile” from the dropdown.
  2. Scroll down and at the bottom of your screen you will see the Our Promise Campaign banner and a link to donate below.
  3. When you click on the link, it will then prompt you to copy your Employee ID (UEID) before proceeding to the link to the Our Promise page to register for an account and start your donation.

## PPSD General Reminders

- When you reconcile payroll, check that these *details* are correct:
  - Withholdings and deductions
  - Employer taxes
  - Hours worked, including overtime, vacation time, sick days, etc.
  - Wages and salaries
  - Make sure the numbers recorded are reasonable. Look at past payrolls to see if current pay period is similar. If there is a large difference, learn the cause. Then, make sure each transaction you entered is correct.
- Utilize ConnectHR to submit documents or upload data
- Include the employee's complete social security number (SSN) when sending documents through ConnectHR
- Check [Weekly Processing Dates](#) before sending inquiries
- Update [California Personnel Office Directory \(CPOD\)](#)
- The [PPSD Register](#) – PPSD's Monthly Newsletter
- Check out our recommended Human Resources [subscriptions](#)
- Review communication from State Policy and Instructional Departments for Business Process impacts
- It is recommended that the Human Resources (HR) staff follow [Section M](#) of the Payroll Procedures Manual (PPM) for certifying payroll, which requires HR staff to validate that both mandatory and voluntary deductions have been withheld appropriately and to certify the employee's payroll is accurate.
- HR offices calling the [Statewide Customer Contact Center](#) (916-372-7200) must listen to the prompts carefully and patiently to select the appropriate program area who may best assist with their inquiry.
- Share this information with your Human Resources Team!

## SCO EMAIL SUBSCRIPTION SERVICE:

- To ensure you're receiving essential PPSD notifications, please subscribe to our email subscriptions listed below. Also, we invite you to share this information with anyone who would be interested in PPSD notifications.
  - [California Leave Accounting System \(CLAS\) Letters](#)
  - [State Controller's Office Letters \(Personnel / Payroll Operations\)](#)

## CUSTOMER RELATIONS SURVEY:

How would you like to receive information from us during this time? Please send suggestions to our HR Suggestions Inbox at [PPSDHRSuggestions@sco.ca.gov](mailto:PPSDHRSuggestions@sco.ca.gov).

## SCO RESOURCES:

- Websites:
  - Human Resources (HR): [https://sco.ca.gov/ppsd\\_state\\_hr.html](https://sco.ca.gov/ppsd_state_hr.html)
  - State Employees: [https://sco.ca.gov/ppsd\\_se\\_payroll.html](https://sco.ca.gov/ppsd_se_payroll.html)

## SCO KEY INITIATIVES:

- [SCOConnect](#)
- [California State Payroll System Project](#)

## CONTACTS:

- Affordable Care Act (ACA) Email [acasupport@sco.ca.gov](mailto:acasupport@sco.ca.gov)
- [Cal Employee Connect \(CEC\) - Help and Feedback](#)
- [ConnectHR - Help and Feedback](#)
- California Leave Accounting System (CLAS) Email [CLAS@sco.ca.gov](mailto:CLAS@sco.ca.gov)
- CS Escalation Email (HR Supervisors and Managers) [PPSDOps@sco.ca.gov](mailto:PPSDOps@sco.ca.gov)
- Decentralized Security Administration (DSA) & ViewDirect Access (916) 619-7234 or [DSA@sco.ca.gov](mailto:DSA@sco.ca.gov)
- HR Suggestions Email (All HR Staff) [PPSDHRSuggestions@sco.ca.gov](mailto:PPSDHRSuggestions@sco.ca.gov)
- Management Information Retrieval System (MIRS) Email [ppsdmir@sco.ca.gov](mailto:ppsdmir@sco.ca.gov)
- [Statewide Customer Contact Center \(SCCC\)](#) (916) 372-7200

## FORUM QUESTIONS:

The following questions were submitted during the forum:

**Question:** How long does it take for a dependent to be removed from the Dependent Re-Verification (DRV) Alert when a correction has been submitted?

**Answer:** Please email to [DRV@calhr.ca.gov](mailto:DRV@calhr.ca.gov) with the employee's name and UEID number to receive assistance regarding your inquiry.

**Question:** What do we do if an employee and their dependents are not listed in the Dependent Re-Verification program? How do we add them?

**Answer:** All dependents are required to be verified to maintain benefits per the triennial cycle. If the employee is new to enrolling in benefits and their birth month comes up in a cycle, then there is a 6-month exception in which they will not need to have their dependents verified until the next cycle. Please feel free to email [DRV@calhr.ca.gov](mailto:DRV@calhr.ca.gov) to further investigate your inquiry and for any other questions.

**Question:** Is there an update on when we can expect CalHR and SCO letters to implement the recent Memorandum of Understanding (MOU) agreement changes?

**Answer:** Timing of the implementation of the new contracts depends on many factors. SCO is working to process the remaining salary increases over the next three weeks. CalHR and SCO are collaborating closely to ensure that state employees receive their increases as timely as possible.

**Question:** Will excluded employees receive the \$260 health stipend or will the state CoBen contributions be increased?

**Answer:** All information will be addressed in the pay letters.

**Question:** Will Savings Plus contribution limits increase for 2024?

**Answer:** Yes. 401(k) limit increases to \$23,000 for 2024 and Individual Retirement Arrangement (IRA) limit rises to \$7,000. Review the [Internal Revenue Service](#) webpage for more information.

**Question:** Can you explain adjusted taxation for Nonresident Aliens (NRAs) in the August to December 2023 payroll? We are seeing that although employees are claiming Single-Zero for federal tax purposes, they are still incurring added taxation.

**Answer:** If the employee is receiving additional withholding, they have been added to the NRA Database by your department.

**Question:** When will 2024 Alternate Work Week Schedule (AWWS) calendars be available? Our department requires employees to submit their enrollment form and calendar before 01/01/24.

**Answer:** Please contact PSB at [PSB@calhr.ca.gov](mailto:PSB@calhr.ca.gov).

**Question:** I have multiple retroactive Non-Industrial Disability Insurance (NDI) payment requests submitted between 04/2023 and current that have not yet been processed. Who can I contact that will research my inquiries?

**Answer:** Please email to Karin Johnson-Anderson at [kjohnsonanderson@sco.ca.gov](mailto:kjohnsonanderson@sco.ca.gov).

**Question:** Is there a report or any way for HR offices to get a report of all outstanding Accounts Receivable (A/R) for departments?

**Answer:** Unfortunately, we are unable to provide this type of report.

**Question:** The employee (EE) has more than 48 months with the department and received the standard 2400 for the Recruitment and Retention (R&R) effective 10/1/23. Will the EE receive the difference to reflect the new amount?

**Answer:** Instructions on retroactive payments are generally provided in the pay letter when it is released. As additional information, departments will need to submit requests for adjustments to any payments that reflect the old R&R amount but are eligible for the new. The additional pay will not automatically issue.

**Question:** Which document type do I upload, STD. 674 A/R (Accounts Receivable) related to domestic partnership for medical and Social Security deductions in ConnectHR? I keep receiving notices that I have uploaded it to the incorrect folder.

**Answer:** A/Rs for a domestic partner should be sent to the W-2 Unit. The selection will be updated soon, but in the meantime, please upload them to document type W2 Unit - STD. 674 NRA in ConnectHR.

**Question:** Can we use form CD 88 for an employee who wants to enroll in AFLAC Insurance and does it get sent to SCO via ConnectHR?

**Answer:** Yes, you can as long as the form is filled out correctly. Please leave a contact email on the form for our team to follow up if there are any questions. AFLAC deductions can be submitted to SCO per the CD 88 but it is best for the employee to work with the insurance company to ensure there is an account established prior to a deduction coming out.

**Question:** What is the maximum amount that can be deducted with a CD 88 form? It is a medical deduction for the core member population. An employee has their family enrolled and it is for \$1,200. The form will not accept that amount, so the employee has to mail a check every month to ask their department to direct their insurance pay to their insurance.

**Answer:** It depends on the deduction amount, as each form has different maximum values.

**Question:** Will we be able to pay an employee their telework stipend through a Personnel Action Request (PAR) code?

**Answer:** No, this is not something we are considering at this time.

**Question:** If we are part of the pilot agencies, when should we see the withholdings change option on our Cal Employee Connect (CEC) account?

**Answer:** We do not have a hard timeline. Wave one is currently being processed for rollout. If or when you receive the email for the demonstration, that prompts that your agency is about to be enabled. It will probably be within the next month or two.

**Question:** If our agency is already part of the pilot, when should we see the withholding change option in the Cal Employee Connect (CEC) accounts?

**Answer:** If you are one of the 21 pilot agencies, you should already be enabled and see the changes now.



**Question:** For California Leave Accounting System (CLAS), do you have a report that shows holiday credit or one that shows holidays that should be transferred to departments?

**Answer:** Right now we do not have it. This would be employer level benefits and we are actually in the works of trying to develop something right now. This would be a report of all employer level benefits, not just the holiday credit, but all employer level benefits that are not in the employee's current agencies name; which means it either needed to be cashed out when they transferred or it needs to be put into their current employers name. If you need an employee's record looked at, you can always reach out to the CLAS program.

**Question:** For Business System Support and Maintenance Section, will we receive reports regarding any out of sequence or manual keying we may need to do?

**Answer:** Yes, merge reporting for out of sequence transactions will be provided, it is currently being worked on. There will be a temporary report available for about four weeks instructing departments to run it and copy it into their library. The report will indicate all employees that are out of sequence. A personnel letter will be sent out in regards to this.

**Question:** Will the work you are doing on the retirement codes show the progression of codes by year?

**Answer:** We are looking to have that history because we know that retroactive processing does happen and it takes a substantial amount of time to do it, because we have to look through all of our tables and identify the changes. PPSD is reconciling and updating the [Payroll Procedures Manual \(PPM\)](#), as well as the [Personnel Action Manual \(PAM\)](#). The PPM will contain the history of each code. For further questions please contact [Statewide Customer Contact Center \(SCCC\)](#).

**Question:** First lump sum is due December 10? What are the ramifications of Salary Adjustments (SALs) and General Salary Increases (GSIs) being keyed after?

**Answer:** The first Personnel Action Request (PAR) is due December 8, so be sure you are getting all of those first tax year PARs in for November and December separations by December 8. If the lump sum PAR has been keyed, the department can key the SAL and GSI and then the system moves issued adjustment. If there are special processing needs to be done for those SALs and GSIs, agencies will need to contact the [Statewide Customer Contact Center \(SCCC\)](#) Audits option. SCO can give special instructions on how to document the PARs to issue the SAL, but in general the SALs and GSIs should not affect the lump sum contribution being processed at this time.

**Question:** Will Savings Plus contribution limits increase for 2024?

**Answer:** Anyone that is separating with a separation month of November or December, cannot make any adjustments to their election once they submit their election form. You can review our [toolkit and links](#), which includes [CalHR Savings Plus](#) information. You can get that election form update as well as any other information from the CalHR Savings Plus website.

**Question:** Will the lump sum deferred Personnel Action Request (PAR) packages submitted on 12/08/2023 be keyed prior to 2024?

**Answer:** We are finding that some departments are submitting the first and second tax year together and we do not want you to submit them together. There are scenarios and reasons why we break them up. The first Personnel Action Request (PAR) is keyed before the close of the tax year to ensure that all of the pay and contributions hit for the 2023 tax year. The second tax year PAR is submitted after for the following tax year to ensure that the issue date and contributions are applied to the 2024 tax year.

**Question:** When will the 2024 Alternate Work Week Schedule calendars be available? Our department requires employees to submit enrollment forms before 01/01/2024.

**Answer:** Please contact CalHR Personnel Services Board (PSB) for more information.

**Question:** Perhaps there is an error on the November decentralized calendar regarding semi pay. There is no cycle on November 21, but that is the day that semi pay needs to be closed (Bargaining Unit 18). Normally it is closed neither on a cycle/no cycle day. Is this an error?

**Answer:** The general rule for that posting date for Bargaining Unit 18 is that it needs to be posted four days after the close of the first pay period. The close of the first pay period is November 15. November 21 is the fourth day. November is a more compact month with the holidays.

**Question:** What is the timeline for escalation emails to be responded to?

**Answer:** 48-72 business days for an initial response, depending on the complexity.

**Question:** Does SCO have plans on bringing back the monthly Benefits Calendar?

**Answer:** Not at this time.

**Question:** When will CalHR post the 2024 Holidays?

**Answer:** Reach out to [PSB@CalHR.ca.gov](mailto:PSB@CalHR.ca.gov) for more information. January 1, 2024 is a holiday for everyone. Right now, you can check the [Payroll Procedures Manual \(PPM\) Section D Attendance](#). 2024 state holidays are also shown on the back page of the hard copy 2023/2024 state calendar.

**Question:** Are departments charged for ding notices?

**Answer:** No, there has never been a charge for ding notices. Departments are only charged for retro transactions that are out of the timeframe (15 and 30 days).

**Question:** What is the correct document type in ConnectHR for employees requesting pay on Family and Medical Leave Act (FMLA)? There is no S50 keyed, as the employee is supplementing to cover benefits.

**Answer:** If the employee is not on a State Disability Insurance/Paid Family Leave (SDI/PFL) Leave of Absence (LOA), then you must follow the escalation guidelines for the current month payment request.

**Question:** If an employee was placed in the incorrect Collective Bargaining Identification (CBID) and a correction is made causing either an overpayment to Other Post-Employment Benefits (OPEB) or underpayment to OPEB, then where should we send the STD. 674 to request a refund for OPEB overpayment and STD. 674 A/R (Accounts Receivable) to issue an A/R for the underfunding of OPEB? If the Personnel Action Request (PAR) was corrected to reflect the correct CBID, for example S01 to E48, would there be a correction by SCO for a reimbursement or does this have to be done through a STD. 674 or STD. 674 A/R?

**Answer:** For A/R's please upload to the Civil Service (CS) Payroll A/R dropdown. For payment or adjustment requests please upload to CS Payroll Adjustments. These documents are worked based on received date order.

**Question:** How long does it take to process STD. 674 regarding Continuation of Benefits for employees who are just on Family and Medical Leave Act (FMLA)?

**Answer:** If you are submitting the Continuation of Benefits for employees who are just on FMLA, then you must upload the request to the benefits dropdown.

**Question:** Is there a Government Code, rules, or regulations that mandates employees to submit timesheets in a timely manner?

**Answer:** California Code of Regulations, title 2, section 599.665, states departments are responsible for maintaining complete and accurate time and attendance records for all their employees. To do this, employees are required to submit monthly timesheets.