

## TRANSACTION SUPERVISORS' FORUM QUESTIONS & ANSWERS – JUNE 2024

The following questions were submitted during the forum:

**Question:** What is the status of documents that have already been submitted to the SCO (Personnel Action Request packages and STD. 674s) related to General Salary Increases (GSIs) and Special Salary Adjustments (SALs) effective 7/1/23?

**Answer:** Please review and monitor the [Weekly Processing Dates](#) for the status of documents.

**Question:** To clarify, we cannot use leave to break the continuity of dock, even if on Family Medical Leave Act (FMLA)?

**Answer:** You can only break the continuity of dock on protected leave such as Pregnancy Disability Leave (PDL), Family Medical Leave Act (FMLA), California Family Rights Act (CFRA), and Military Leave.

**Question:** What do we do if there is a salary error for the original appointment that is over three (3) years?

**Answer:** Please have your designated Personnel Services Branch representative reach out to CalHR.

**Question:** Can Form CD 113B also be submitted via the [DISBSTD435@sco.ca.gov](mailto:DISBSTD435@sco.ca.gov) email address?

**Answer:** Yes, CD 113B forms can be submitted to the [DISBSTD435@sco.ca.gov](mailto:DISBSTD435@sco.ca.gov) email address.

**Question:** The original warrant was a live warrant, and it was destroyed. Now the employee is on direct deposit. With the request of a salary advance, will the replacement be a live warrant or via direct deposit?

**Answer:** It will be a live warrant.

**Question:** Does the changes to the Lump Sum Separation Pay Deferral Election form impact the documentation on the Personnel Action Request (PAR) form in line 10 of the remarks where we type the amount of deferral to 401/457?

**Answer:** Information on line 10 should match the information requested on the Savings Plus form, unless it is for other information needed to know regarding salary or future information. In general, the remarks section is for information to help clarify the PAR. Regarding contribution, SCO will process based on the Savings Plus Contribution form.

**Question:** What can agencies/facilities do to prevent the \$500 fine for underfunding when SCO does not process the submitted Personnel Action Requests (PARs) or push the money forward to the Savings Plus Program (SPP) timely?

**Answer:** Irrevocability of the Lump Sum form will significantly help with late lump sum processing.

**Question:** Regarding Domestic Partnership (DP), if the employee is enrolling through CalPERS, how does the agency know it is DP? Is the myCalPERS 680 form to be included with all benefits provided or is it only provided when the employee has DP selected?

**Answer:** If a member is enrolling a DP in health benefits online through myCalPERS in the relationship type, then they will indicate DP.

The myCalPERS 680 form is the “Declaration of Beneficiary Under a Will Form” and not a health form; therefore, it does not have to be provided at the time of a health enrollment. The employer is required to provide a HBD-12 form and collect a completed HBD-12 form from the employee, along with a copy of the member’s Declaration of Domestic Partnership Certification issued by the CA Secretary of State.

**Question:** If an employee came from another department, and is now a retired annuitant, do we contact the previous agency to process the earnings ID (EID) issue?

**Answer:** Yes, you will need to work with the previous department.

**Question:** We have a few employees stating that when they pull up Cal Employee Connect (CEC) on their phone app, they are being charged a fee. Are you aware of this? Employees can download other apps with no fee.

**Answer:** We suspect they are enrolling in Multifactor Authentication (MFA) and perhaps choosing an MFA app that may have a fee associated with it. You should not have to pay a fee for any MFA app to use CEC. During the MFA enablement process, we provide a few of the recommended free MFA apps.

**Question:** When ding notices (PR250) are emailed to departments, is it possible to include the name of the person who submitted the document that is being dinged back?

**Answer:** We are unable to implement this change currently.

**Question:** I have a situation where an employee uploaded a document to ConnectHR, she then realized she needed to provide additional information to what she uploaded to get the transaction processed. She referenced the SCO website as to the appropriate process she needed to take to update SCO if a document needed correcting and was already submitted. She followed these instructions, which advised to call PPSD and leave a voicemail with the updated information. The following week a ding notice was received instructing to provide the information she had already provided via voicemail based on the instructions given. In the future, is there a more efficient process we should be following in a similar situation? This was a Personnel Action Request (PAR) document.

**Answer:** The response to this question depends on the timing of the situation. For example, let's say the user submitted a document with missing information on 7/1/2024.

If the user realizes the same day that the document was missing information, then the user can forward the ConnectHR confirmation email to [ConnectHRhelp@sco.ca.gov](mailto:ConnectHRhelp@sco.ca.gov) and request to recall or revoke the document. After that, the user can re-submit the document with the complete information via ConnectHR.

If after two (2) or more days the user realizes that the document submitted was missing information, then the user can still attempt to recall the document, but chances are they may already be logged. In this case, a phone call to the [Statewide Customer Contact Center](#) may be needed for additional directions or wait for the ding notice and resubmit the complete paperwork.

Unfortunately, ConnectHR does not have a mechanism to audit each submitted PDF document to verify all the required information. We rely on the HR staff to verify and double check the information before it is submitted.

**Question:** There is a new version of the CalHR 774 Premier Vision form that was updated on 03/2024. Our team noticed that the Effective Date box has been added back, as the previous form did not have it. We have always been instructed that the Premier Vision Effective Date is determined by the Vision Service Plan (VSP) because it is based on when the deduction posts to the employees (EEs) pay warrant. Has this changed? Should we be completing the Effective Date the same as health and dental, even though it is likely it will not be accurate because it takes 2 to 3 pay periods for the deduction to process? The Benefits Administration Manual (BAM) has not been updated to match the new form.

**Answer:** The policy has not changed. Once the VSP Basic Deduction has been established, the first of the following month will be the effective date for the VSP Premier Plan. The effective date box was added to capture this information.

**Question:** Where is the information regarding the revoke document request for ConnectHR?

**Answer:** Unfortunately, revoking documents is not an automated part of the ConnectHR business process. We rely on the human resources (HR) professionals to verify and double check each form before it is submitted to prevent processing delays. ConnectHR does not have a mechanism to audit each submitted PDF document to verify all the required information. We understand accidents happen, and if they do, PPSD will try its best to assist HR offices in a timely manner. However, we cannot guarantee 100% success when revoking documents.

If the user realizes the same day that the document was missing information, then the user can forward the ConnectHR confirmation email to [ConnectHRhelp@sco.ca.gov](mailto:ConnectHRhelp@sco.ca.gov) and request to recall or revoke the document. After that, the user can re-submit the document with the complete information via ConnectHR.

If after two (2) or more days the user realizes that the document submitted was missing information, then the user can still attempt to recall the document, but chances are they may already be logged. In this case, a phone call to the [Statewide Customer Contact Center](#) may be needed for additional directions or wait for the ding notice and resubmit the complete paperwork.

**Question:** Is there an update on the status of STD. 674/674D packets that had to be submitted for the 7/1/2023 Memorandum of Understanding (MOU) salary adjustments?

**Answer:** Documents are worked based on date order of receipt, please review the [Weekly Processing Dates](#) for Disability "Specials" found on the State Controller's Office website.

**Question:** Can an employee dock hours on their timesheet even if they have leave credit to use?

**Answer:** This is per department policy. It is strongly recommended to include language in your department's policy because you certainly do not want employees who are near max to dock, in lieu of using their leave, to reduce balance.

**Question:** Should employees be instructed to update their Employee Action Request (EAR) information through their Cal Employee Connect (CEC) account on their own? If so, are they required to forward a copy of the EAR form or address change form to human resources (HR) for overview?

**Answer:** The EAR form can be used for multiple items. The address change and withholdings change features have been made available to employees as self-serve tools on CEC. We encourage departments to empower their employees to utilize these features. However, it is at the discretion of the department on how to proceed. Please note, when an employee uses CEC to change their address or withholdings, a confirmation email is generated and sent to the HR's universal email for record keeping.

**Question:** We are experiencing Supervisors not reporting dock to their human resources (HR) office on time, what can we do to address the issue?

**Answer:** CalHR is working on a policy that speaks to putting responsibility on Managers/Supervisors for submitting employee timesheets, including reporting dock timely. The California State Payroll System will function differently, and the responsibility lies with the Manager/Supervisor to submit even if the employee does not. The law also requires employees be paid and that Managers/Supervisor are responsible for knowing what their employees are working, and submitting/paying the employee timely.

**Question:** When we have a part-time employee in dock at Payroll Cutoff and we dock their pay accordingly, we are unable to key ETC/DOCK to pay them back. Is there anything in the works to give us authority to pay them back what they are owed rather than having to send it up for payment as it takes a long time to get them paid back what they are owed.

**Answer:** Human resources offices may key employee time certification and dock via Payroll Input Process (PIP).

**Question:** Is there something in the works for human resources (HR) offices being able to establish Accounts Receivables (A/Rs) for dock like the collecting of A/Rs through ConnectHR?

**Answer:** Establishing A/Rs is currently not a part of our rollout scope.