

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

The following questions were submitted during the forum:

**Question:** Over the last several months, we have had to submit STD. 674s to request SCO to process payment adjustments for employees that have since separated from state service. All Departments are required to pay all compensation owed to an employee immediately to ensure timely payment of wages when there is a non-voluntary separation. For voluntary, we have 72 hours to issue pay. Unfortunately, we are unable to do that when we are challenged with SCO processing times, requiring departments to issue salary advances that are often difficult to collect once an employee has left state service. I would like to know if SCO has a special process in place that allows departments to escalate separating employee pay requests ahead of all other STD. 674s submitted.

**Answer:** Adjustments are not considered timely payment of wages and HR offices may make the employee whole by issuing a Salary Advance. You may review Salary Advance information in the [State Administrative Manual](#) (SAM) and also in the Memorandum of Understanding (MOU) Agreements.

**Question:** How will bi-weekly pay work for officers?

**Answer:** Officers will be paid bi-weekly. CalHR is in contact with Bargaining Units and will have further information in the future.

**Question:** Regarding Dependent Re-Verification, will an abstract marriage certificate be accepted or does it have to be an official government marriage certificate?

**Answer:** Please feel free to send the copy of the abstract marriage certificate to [DRV@calhr.ca.gov](mailto:DRV@calhr.ca.gov) and we will review it.

**Question:** If an employee fails to reverify in a timely manner, will they receive a notice that their dependent will be dropped?

**Answer:** The 30-day cancellation notice does provide the employee with the details that their dependents will be removed from coverage and a Consolidated Omnibus Budget Reconciliation Act (COBRA) Election Form (CalHR 767) is provided.

**Question:** What is the name of the Schedule 8 report(s) in Mobius View?

**Answer:** The report names for Schedule 8 are PD59 (for Regular) and PD60 (for Supplementary).

**Question:** We have many employees that still have not received their back pay regarding the General Salary Increase/Special Salary Adjustment (GSI/SSA); I would like to know how or when this will be addressed?

**Answer:** SCO has done mass updates for all Bargaining Units that were due GSIs/SSAs, except for some very specific class codes; we will be sending a Personnel Letter out shortly regarding this exception. The letters we released in November 2023 and December 2023, indicated that any records that were not able to be included in the mass update were to be keyed at the department level. Please process any remaining records that are eligible for a GSI or SSA, per the appropriate [Personnel Letter](#). If you receive an error message in Personnel Information Management System (PIMS), then you will need to submit the Personnel Action Request (PAR) package to SCO.

**Question:** Who should I contact to submit a paper Personnel Action Request (PAR) form?

**Answer:** We only accept PARs via ConnectHR.

**Question:** Are any other HR departments experiencing resistance from their Accounting Office in issuing a Revolving Fund manual check for a salary advance? When we request a salary advance, as a last resort, for a new employee, Accounting says that the employee must be in the Financial Information System for California (FI\$Cal) first and it is not “best practice” to cut a manual check. Getting the employee in FI\$Cal is apparently a process that can take at least a few days even when escalated. This has hindered our ability to meet the timely payment of wages requirements. Is anyone else experiencing this with their Accounting Office, and does SCO have any guidance? Did Accounting get an updated rule, process, or limitation to cutting a manual check that we are not aware of?

**Answer:** The issuance of a Revolving Fund check is a department function. We are aware that the employee must be established into FI\$Cal prior to doing any issuance, and if this appears to be a one-time occurrence then there may be something in the FI\$Cal instructions that prevents the issuance. SCO will be working with FI\$Cal on the salary advance process and we will address this issue with them to give departments the ability to issue payments to new employees.

**Question:** Do you have any details regarding the 3% increase on July 1, 2024?

**Answer:** SCO will process mass updates per the contracts and Pay Letters from CalHR in July. We will release [Personnel Letters](#) just before each update.

**Question:** If a reversal needs to occur on a Savings Plus account (Roth 457), is there an approval that Savings Plus needs to authorize for SCO to process the request? I spoke to Savings Plus and they said that there is no approval that Savings Plus provides; however, SCO's Miscellaneous Deductions Unit said they need an approval from Savings Plus. Any recommendations?

**Answer:** The SCO Miscellaneous Deductions program will always reach out to Savings Plus if there are adjustments to the deduction. We want to ensure that no failed negative will occur.

**Question:** When the employee (EE) has a Dual Position, can the EE submit an Employee Action Request (EAR) form with the first position for Exempt and the Second Position for Married & 3?

**Answer:** No, the system can only handle one EAR on file. The employee will need to decide how they want their withholdings to be done.