June 2023

Transaction Specialists' Educational Forum Notes

Table of Contents

_____

SURVEY QUESTIONS:

The following questions are submitted prior to the forum via survey monkey.

Question: Can CalHR address the announcement they sent out on 5/12/23, regarding departments not delegated to back-date pay beyond one (1) year, and how long it will take Personnel Services Branch (PSB) to respond to requests?

Answer: Requests for back-dates must come from the designated contacts at each department. Questions about this should be directed to departmental Human Resources Management staff.

Question: I need some clarification. Per the new CalHR 2115-Bereavement Leave, "Employees (EEs) are entitled to a minimum of five (5) days of bereavement leave for the death of a spouse, domestic partner, child, parent, parent-in-law, sibling, grandparent, and grandchild." Does that mean they are entitled to 40 hours of Bereavement Leave (BL) or 24 hours of BL and 16 hours of another leave as extended leave?
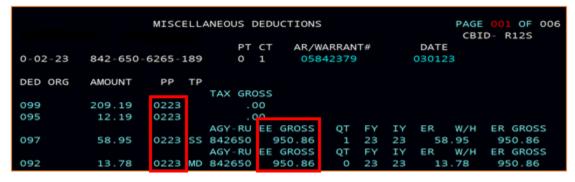
Answer: The amount of paid Bereavement Leave (BL) days remains unchanged. The Memorandum of Understandings (MOUs) generally provide up to 24 hours for fulltime employees and depends on the relationship. However, the law has changed and an employee is allowed to take an additional two (2) days which is either using their leave or unpaid. You must look at the MOU for each instance BL is requested. Additionally, not all excluded employees are entitled to the 24 hours of paid leave but may be entitled to five (5) days of unpaid leave or use their leave credits. Departmental designated contacts may email PSB@calhr.ca.gov for additional assistance.

PROGRAM UPDATES:

Statewide Tax Support Program – Rachel Holmes (Contact: PPSDW2MiscDed@sco.ca.gov)

− Year to Date
  - Payment History Inquiry

```
*************************************************
*                                               *
*            PAYMENT HISTORY INQUIRY            *
*                                               *
*************************************************

          PLEASE ENTER THE FOLLOWING INFORMATION

                  SSN: 000000000

        BEGINNING PAY PERIOD: 02 23
                              MO YR

           ENDING PAY PERIOD: 02 23
                              MO YR

     PRESS ENTER FOR PAYMENT SUMMARY OR SELECT ONE OPTION BELOW
     MISCELLANEOUS DEDUCTIONS: x   PAYMENT DETAIL: _   BOTH: _

  PF2=MISCELLANEOUS DEDUCTIONS   PF3=PAYMENT DETAIL   PF4=BOTH   PF6=REFRESH
```

  - Miscellaneous Deductions
    - 099 = Federal
    - 095 = State
    - 097 = Social Security
    - 092 = Medicare
    - 600 = SDI

```
                MISCELLANEOUS DEDUCTIONS                  PAGE 001 OF 006
                                                              CBID- R12S
                                PT CT    AR/WARRANT#        DATE
 0-02-23    842-650-6265-189    0  1       05842379         030123

 DED ORG    AMOUNT      PP  TP
                                 TAX GROSS
 099        209.19     0223           .00
 095         12.19     0223           .00
                            AGY-RU EE GROSS    QT  FY  IY  ER    W/H    ER GROSS
 097         58.95     0223 SS 842650   950.86   1  23  23   58.95     950.86
                            AGY-RU EE GROSS    QT  FY  IY  ER    W/H    ER GROSS
 092         13.78     0223 MD 842650   950.86   0  23  23   13.78     950.86
```

- How to Review the Employee's Year-to-Date in Taxi


```
***************************************
*          YEAR TO DATE INQUIRY          *
***************************************

            PLEASE ENTER THE FOLLOWING INFORMATION:

                SSN: 000 - 00 - 0000

      TAX YEAR: 2023      OR   BEGINNING PAY PERIOD: 02 / 2023
                               ENDING PAY PERIOD: 02 / 2023

            AGENCY CODES TO SELECT (OPTIONAL):
                        ____ THRU ____
                        ____ THRU ____
                        ____ THRU ____
                        ____ THRU ____
                        ____ THRU ____

    PRINT REQUEST (PF5 TO PRINT) _  (X OR LEAVE BLANK)  ROUTE: _____
            YEAR TO DATE SUMMARY: _  (X OR LEAVE BLANK)
  YEAR TO DATE DETAIL 2 SCREEN: _  (X OR LEAVE BLANK)
                 TOTALS ONLY: _  (X OR LEAVE BLANK)
        PF2=SUMMARY PF3=DETAIL PF4=TOTALS PF5=PRINT PF6=REFRESH
```
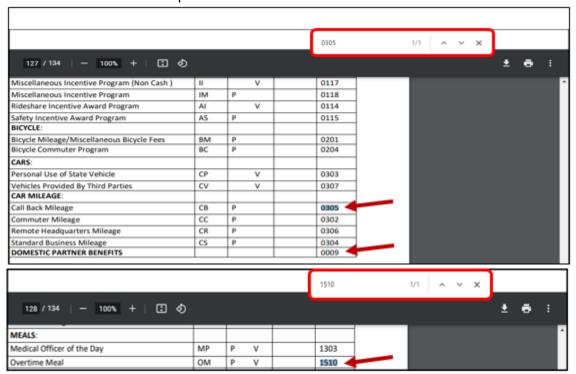
- Year to Date Summary


```
SSN:                        YEAR TO DATE SUMMARY        SCREEN 01 OF 02
NAME:                          SELECTION MENU

    PAY PER ISSUE    WARRANT/ CP PM                          FED TAX  YTD
SEL T DATE  DATE     A/R NMBR TT SC POSITION-NUMBER   GROSS           FILE
    O 12/22 01/01/23 09669853 10    842-650-6265-189  6834.00  766.11 23 YTD
    O 12/22 01/15/23          8R N  842-650-0009-999   766.11   32.75 23 YTD
    O 12/22 01/18/23 05000272 11    842-650-6265-950  1537.64  152.00 23 YTD
    O 12/22 01/18/23 05000272 11    842-650-6265-950   394.30  950.86 23 YTD
    O 12/22 01/27/23 05324372 1F 1  842-650-6265-978   468.75          23 YTD
    O 01/23 01/13/23          8R U  842-650-1510-999    80.00   80.00 23 YTD
    O 01/23 02/01/23 05258003 10    842-650-6265-189  6834.00 5624.32 23 YTD
    O 01/23 02/14/23 05584861 1F 1  842-650-6265-978   622.25  622.25 23 YTD
    O 01/23 02/15/23          8R N  842-650-0009-999   766.11  766.11 23 YTD
    O 01/23 02/15/23 05603556 11    842-650-6265-950  2543.02 2543.02 23 YTD
    O 02/23 02/10/23          8R U  842-650-0305-999    32.75   32.75 23 YTD
    O 02/23 02/10/23          8R U  842-650-1510-999   152.00  152.00 23 YTD
    O 02/23 03/01/23 05842379 10    842-650-6265-189  6834.00 5624.32 23 YTD
```
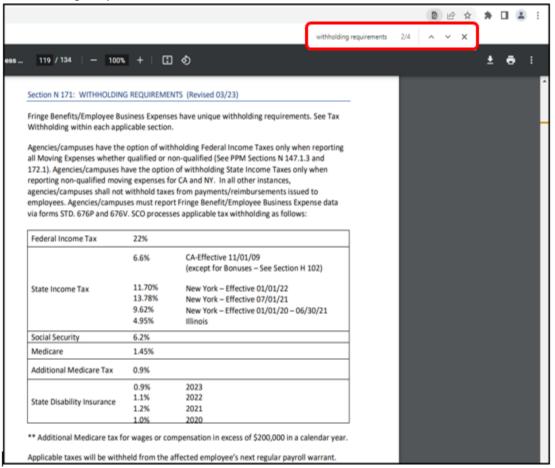
- Payroll Procedures Manual (PPM)
  - How to locate
    - Go to the SCO website and type Payroll Procedures Manual in the search bar; or
    - Go to SCO webpage: https://www.sco.ca.gov/ppsd_ppm.html
  - Section N – Non USPS & FB/EBEs

- Item Code and Item Description

127 / 134 — 100% +

Miscellaneous Incentive Program (Non Cash)	II		V	0117
Miscellaneous Incentive Program	IM	P		0118
Rideshare Incentive Award Program	AI		V	0114
Safety Incentive Award Program	AS	P		0115
BICYCLE:				
Bicycle Mileage/Miscellaneous Bicycle Fees	BM	P		0201
Bicycle Commuter Program	BC	P		0204
CARS:				
Personal Use of State Vehicle	CP		V	0303
Vehicles Provided By Third Parties	CV		V	0307
CAR MILEAGE:				
Call Back Mileage	CB	P		**0305**
Commuter Mileage	CC	P		0302
Remote Headquarters Mileage	CR	P		0306
Standard Business Mileage	CS	P		0304
DOMESTIC PARTNER BENEFITS				0009

128 / 134 — 100% +

MEALS:				
Medical Officer of the Day	MP	P	V	1303
Overtime Meal	OM	P	V	**1510**

- Withholding Requirements

ess ... 119 / 134 — 100% +

Section N 171: WITHHHOLDING REQUIREMENTS (Revised 03/23)

Fringe Benefits/Employee Business Expenses have unique withholding requirements. See Tax Withholding within each applicable section.

Agencies/campuses have the option of withholding Federal Income Taxes only when reporting all Moving Expenses whether qualified or non-qualified (See PPM Sections N 147.1.3 and 172.1). Agencies/campuses have the option of withholding State Income Taxes only when reporting non-qualified moving expenses for CA and NY. In all other instances, agencies/campuses shall not withhold taxes from payments/reimbursements issued to employees. Agencies/campuses must report Fringe Benefit/Employee Business Expense data via forms STD. 676P and 676V. SCO processes applicable tax withholding as follows:

Federal Income Tax	22%	
State Income Tax	6.6%	CA-Effective 11/01/09 (except for Bonuses – See Section H 102)
	11.70%	New York – Effective 01/01/22
	13.78%	New York – Effective 07/01/21
	9.62%	New York – Effective 01/01/20 – 06/30/21
	4.95%	Illinois
Social Security	6.2%	
Medicare	1.45%	
Additional Medicare Tax	0.9%	
State Disability Insurance	0.9%	2023
	1.1%	2022
	1.2%	2021
	1.0%	2020

** Additional Medicare tax for wages or compensation in excess of $200,000 in a calendar year.

Applicable taxes will be withheld from the affected employee's next regular payroll warrant.

- o Reporting Requirements for the Fringe Benefits/Employee Business Expenses

> **Section N 170: REPORTING REQUIREMENTS FOR FRINGE BENEFITS/EMPLOYEE BUSINESS EXPENSES** (Revised 01/02)
>
> Taxable/reportable Fringe Benefits/Employee Business Expenses **must be reported ON A MONTHLY BASIS to SCO. The monthly cutoff is the 10th of the month.**
>
> Documentation received by the 10th cutoff date ensures applicable withholding is processed from the next subsequent regular payroll warrant.
>
> **NOTE: Failure to report timely violates Federal law requirements and subjects agencies/campuses to civil and criminal actions.**

- − W-2 Unit Contact Information
  - • PPSD Statewide Customer Contact Center - Call Directory
  - • (916) 372-7200
  - • Option 4: Statewide W-2/Tax Support Program
    - o W-2
    - o Tax Support
  - • Hours of Operation: 8:00 a.m. to 3:45 p.m.
  - • PPSDW2MiscDed@sco.ca.gov

- − CalPERS Fee Letters FAQ – Tracy Gutierrez (SCCC (916) 372-7200)
  - • CalPERS Administrative Fees for Arrears
    - o Cause
      - ➢ Late enrollments
        - ▪ Active employee appointments keyed 90+ days after effective date
        - ▪ Circular Letter #200-009-20: Notification of Reported Late Appointment (Enhanced myCalPERS Functionality)
      - ➢ Late Retired Annuitant (RA) reporting
        - ▪ RA appointments keyed 30+ days after effective date
        - ▪ RA payroll keyed 30+ days after effective date
        - ▪ Circular Letter #200-048-18: Enrolling and Reporting Retired Members
  - • Monthly Service Credit
    - o Retirement service credits are reported by SCO in a monthly file
    - o Retirement service credits are posted to my|CalPERS in the last week of the following month
  - • My|CalPERS Health Appointments
    - o When SCO encounters Health Appointment issues, SCO contacts CalPERS
    - o CalPERS has a five (5) day Service Level Agreement with SCO
    - o For inquiries regarding Health Appointments, please contact the Statewide Customer Contact Center at (916) 372-7200

Statewide Premium Pay – Meghan McKim, Mered Romo, Dashavon Robertson (SCCC (916)372-7200)

- Premium Pay Introduction
  - Meet the team: Juanita Luna (Supervisor), Dashavon Robertson, Hsin-Hsin Syu, Meghan McKim, Mered Romo

  - Difference Between Payroll and Premium Pay: Payroll process transactions involve Regular Pay and Lump Sum. Meanwhile, Premium Pay works on miscellaneous payments that are outside of regular pay, this includes Overtime, Shift Differentials, Weekend Differential, Awards/Bonuses/Pay Differentials/Special Pays, Out of State, Out of Class, and Holiday Pay.

  - Payment Types We Process:
    - The payment types we process are:
      - Overtime (Payment Type 1) PPM Section G 020
      - Shift Differential (Payment Type 1 Suffix S or Payment Type 2) PPM Section G 050
      - Weekend Differential (Pay Differential 190)
      - Awards/Bonuses/Pay Differential/Special Pays PPM Section G 100
      - Out-of-State Pay PPM Section G 110
      - Out of Class Pay PPM Section G 116
      - Holiday Pay PPM Section G 925

  - Forms That We Process:
    - STD. 671, STD. 674, STD. 674 A/R

- STD. 683 Toolkit Intro
  - Purpose: The STD. 683 form allows agencies to process adjustments via Payroll Input Process (PIP) to specific payment types previously issued without having to submit them to SCO.

    This form is for **HR internal use only and is NOT to be submitted to SCO.

  - What Is An Adjustment?
    - A corrective action to an established payment or underpayment.
      - Example: If an Employee (EE) is owed $50, but only $25 was issued - the remaining $25 will have to be issued. This is the difference between what was paid versus what should have been paid. This would be an adjustment.
      - Example: An Employee (EE) was issued 25 hours of night shift differential, but they should have been issued 30 hours. The remaining 5 hours will have to be issued. This would be an adjustment.

  - Qualifications:
    - STD. 683 can be used to process payments via Payroll Input Process (PIP) in the pay period before the current month
    - + 12 months.

- Anything older than 12 months from the current pay period must be submitted on an STD. 674 form to SCO.
- Example: As of June 1, 2023 (today), a Personnel Specialist can key some adjustments using STD. 683 for dates starting June 2022 to the present. However, any dates before June 2022 must be submitted to SCO with STD. 674 via ConnectHR.

- Valid Payment Types: Valid Payment types that can be processed via PIP using the STD. 683 forms are:
  - 1 – Overtime (including Fair Labor Standards Act)
  - 2 – Shift Differential
  - Y – Out of State

- What is included in the Toolkit:
  - Reference Guide
  - PIP Step-By-Step Keying Guide:
    - Payment Type 1
    - Payment Type 2
    - Payment Type Y

- Example of completed STD. 683 form

- Frequently Asked Questions (FAQs)

− Premium Pay STD. 674 Common Errors
- Pay Periods
  - Each STD. 674 Form can only certify one pay period at a time.

- Earnings ID
  - Payment types 1, 2, 8, 9, A, G, H, and S require Earnings ID's when completing STD. 674 or keying in PIP.

- Missing or Incorrect Position Number
  - Need to specify both position numbers in Sections 4, 6A, and 6B.

- Hourly Rates not listed

- STD. 674 A/R Change Method

− STD. 674 – Pay Periods
- One Pay Period Per STD. 674
  - While you can use one STD. 674 for multiple transactions, the transaction must be done within the same pay period.

- STD. 674 & PIP – Earnings ID
  - Payment Type Codes that Require Earnings ID
    - Payment types 1, 2, 8, 9, A, G, H, S require earnings IDs
  - Where to Fill Out Earnings ID
    - Section 6 on STD. 674

  - Where to Find Earnings ID
    - PPM B 003 pages PPM Section G 105 pages 34 – 97 contains Miscellaneous Payments Earnings ID.

Payment Type	Where to Find
1	PPM G 024
2	PPM G 054
8 & 9	PPM G 105, CalHR Pay Differential & Pay Letters (State Controller's Office Letters)
A	PPM B 003, page 5
G	PPM B 003, page 10
H	PPM B 003, page 12
S	PPM B 003, pages 12 – 14; PPM G 830, 931, 954

- STD. 674 – Missing or Incorrect Position Number
  - Example of STD. 674 Incorrect Transfer of Funds

- A transfer of funds request for a position number due to original payment issuing in the incorrect or missing serial number.

- Item 4, 6A and 6B Common Error
  - Item 4 should list the incorrect position number that issued in Pay History and it should also list the correct Position that they want to transfer into. Item 6A and 6B should have a position number listed to transfer funds into.

(4)	POSITION NUMBER		
AGENCY	UNIT	CLASS	SERIAL
1 051	140	1404	951
2 051	140	1404	905

  - Correct:
    - There two position numbers listed
    - A Position number is listed in 6A and 6B

– STD. 674 – Hourly Rate Not Listed
  - When does an hourly rate need to be listed on a STD. 674?
    - A common error is the hourly rate missing when requesting a payment request on an STD. 674.
  - Where to find the hourly rate?
    - The hourly rate can be placed in Item 6A and 6B under Salary Full Column.

- Where to fill out the payment number information?

(6)	POSITION	ISSUE DATE MO.	DY.	YR.	T.	PAY PERIOD MO.	YR.	SALARY TYPE	SALARY FULL	STD.	TIME WORKED DYS.	HOURS	APPT. FRAC.	GROSS TYPE	PMT. TYPE	PAY SUFFIX	ADJ CODE	EARNINGS ID	SHIFT CODE	GROSS
A. PAYMENT PER SCO WARRANT REGISTER																				
B. PAYMENT SHOULD BE	1				0	03	23	4	42.97			12.25		1	1	F	0	OF6		515.64

- Item 6B Common Error
  - Item 6B does not list the hourly rate to be processed the payment request.
  - Incorrect
    - 6B does not have the hourly rate listed for overtime request.
    - Since this is a Fair Labor Standards Act (FLSA) request, the hourly rate cannot be determined from Employee History. SCO cannot calculate the hourly rate for FLSA. Agency must provide hourly rate.

(6)	POSITION	ISSUE DATE MO.	DY.	YR.	T.	PAY PERIOD MO.	YR.	SALARY TYPE	SALARY FULL	STD.	TIME WORKED DYS.	HOURS	APPT. FRAC.	GROSS TYPE	PMT. TYPE	PAY SUFFIX	ADJ CODE	EARNINGS ID	SHIFT CODE	GROSS
A. PAYMENT PER SCO WARRANT REGISTER																				
B.	1				0	03	23	4				12.25		1	1	F	0	OF6		

- STD. 674 A/R – Change Method
  - Summary of Issue: A change method request is requested when an Accounts Receivable (A/R) is established and there is a request to change the method of collection to either a Leave Credit offset or a payroll deduction. For this scenario, the main focus is Payroll Deduction change method request.

  - Common Errors
    - Pay history net amount missing for item 5 change method of collection.
    - Payroll Deductions item 6C deductions too far in advance.

  - Where To Find This Information
    - PPM Section I 026 page 16

  - Item 5 Common Error
    - Pay history net amount missing in item 5 for change method of collection.
    - Incorrect
      - Section 5 for change method of collection states the type of method of collect it is changed to and the net amount needs to be provided.

➢ The net amount is located in Pay History.

- o Correct
  - ➢ Section 5 for change method of collection states the type of method of collect it is changed to and the net amount needs to be provided.
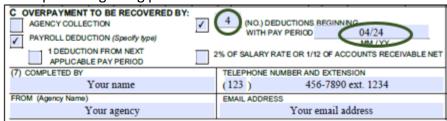 - ➢ The net amount provided matches what is located in Pay History.

- • Item 6C Common Error
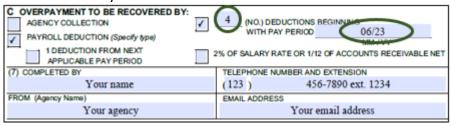 - o Item 6C Overpayment to be recovered by Payroll Deduction Pay Period are too far in advance.
  - o Incorrect
    - ➢ The document is requesting to start payroll deductions as of 04/24.
    - ➢ The SCO mainframe is able to hold a limited amount of transactions. When the SCO mainframe is full then any Payroll Deductions that are keyed are not capable of getting processed.

- o Correct
  - ➢ The document is requesting to start payroll deductions as of 06/23.

➢ Reminder: Beginning payroll deduction requests should not be submitted more than 30 days in advance.

– Payroll Codes Reference: Located in PPM Section B
  • E-learning Module: Fundamentals of Payroll
    o Learning Module 3: Overtime, Pay Adjustments, and Shift Differentials. This module will provide introductions to overtime, pay adjustments, and shift differentials. Topics to be discussed:
      ➢ An overview about overtime and how to calculate and process; understanding the guidelines around the Fair Labor Standards Act (FLSA) for overtime; learn about which forms to use when processing overtime; learn about Earning IDs and which ones to use; learn about how to identify exceptions to keying overtime in the Payment Input Process (PIP) system.
      ➢ When and how to process pay adjustments using Form STD. 683 – Pay Adjustment Request, and how to identify exceptions to keying the Form STD. 683 in the PIP system.
      ➢ An overview of shift differentials and how to process them; determine which form to use; and how to identify exceptions for shift differentials that have to be processed by SCO. This module will also provide resources to help you complete these tasks, and where to look for additional help and assistance.

PPSD General Reminders
  • When you reconcile payroll, check that these *details* are correct:
    o Withholdings and deductions
    o Employer taxes
    o Hours worked, including overtime, vacation time, sick days, etc.
    o 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 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.
- 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)

SCO RESOURCES:

- Websites:
  - Human Resources (HR): https://sco.ca.gov/ppsd_state_hr.html
  - State Employees: 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
- Cal Employee Connect (CEC) - Help and Feedback
- ConnectHR - Help and Feedback
- California Leave Accounting System (CLAS) Email CLAS@sco.ca.gov
- CS Escalation Email (HR Supervisors and Managers) PPSDOps@sco.ca.gov
- Decentralized Security & ViewDirect Access - (916) 619-7234 or DSA@sco.ca.gov
- HR Suggestions Email (All HR Staff) PPSDHRSuggestions@sco.ca.gov
- Management Information Retrieval System (MIRS) Email ppsdmirs@sco.ca.gov
- Statewide Customer Contact Center (916) 372-7200

FORUM QUESTIONS:

The following questions were submitted during the forum:

Question: Are we supposed to key zero hours even though a Retired Annuitant did not work at all? If I don't key zero hours, will CalPERS charge us?

Answer: No, the department does not have to key 0 hours, SCO reporting keeps track of that for you.

Question: A Part-time/Full-time employee was keyed timely, but payroll records and retirement contributions were not sent over to CalPERS. Who can I contact to have this sent over to CalPERS?

Answer: Please email to ppsdcsretirement@sco.ca.gov.

Question: What is the step-by-step process to report Retired Annuitant (RA) in CalPERS?

Answer: The mycalPERS Student Guides provide a general guidance for all CalPERS Business Partners on how to report Retired Annuitants' appointments and hours worked. Although the State Controller's Office (SCO) is responsible for the reporting on behalf of the central agencies, we will still be providing you with the links of the Student Guides to give you an idea of the process.

Here are the links:

- https://www.calpers.ca.gov/docs/course-103.pdf
- https://www.calpers.ca.gov/docs/retirement-appointment-reconciliation-guide.pdf

Question: What is the CalPERS Payroll Reporting (CPR) Team at SCO responsible for?

Answer: Log in to your employer account in mycalPERS. You can verify if your employee's payroll has been reported by inputting the employee's Social Security Number under the "Person Information" tab, and then by clicking on the "View Transaction History." You can also utilize the COGNOS Report for a consolidated report for your agency using this Student Guide link: https://www.calpers.ca.gov/docs/course-205.pdf.

Question: An employee returned from Workers' Compensation in December 2022 and was told by CalPERS that they could not calculate his retirement because his CalPERS account reflected him as "on leave," how can we fix this issue?

Answer: This would be considered an Appointment Transaction. Please contact SCO CalPERS Payroll Reporting Team via email at ppsdcsretirement@sco.ca.gov or by phone at (916) 372-7200 to get the issue resolved.

Question: Is Academic Exempt considered premium pay?

Answer: Yes, please upload via ConnectHR, drop down Premium Pay – STD. 674 Academic

Question: To clarify, is it correct that we are unable to use the STD. 683 form to adjust the payment if both hours and rate have changes?

Answer: Please review the Adjustments (ADJ) toolkit.

Question: There have been times where I have submitted a partial collection STD. 674 Accounts Receivable (A/R) form for employees, but the full amount will end up being collected even if I put the exact amount that is to be collected. How can these errors be resolved?

Answer: Please contact the Statewide Customer Contact Center (SCCC) at (916) 372-7200 for assistance.

Question: If an Accounts Receivable (A/R) was submitted as a change of method to payroll deduction, and the SCO processing date has passed the date submitted, can I use the A/R 035 (Change Method) feature in ConnectHR?

Answer: Yes, we encourage HR offices to complete their own A/R 035s if we have not worked the document.

Question: I used code 035 deductions and set up an Accounts Receivable (A/R) to come out in two (2) payments, starting the following pay period. When the current pay period master pay issued, the full A/R came out. Then the following pay period, the first payment that I had set up in 035 came out.

Answer: Please send your inquiry to ConnectHR Help Desk.

Question: How can we get an Accounts Receivable (A/R) that was collected twice reimbursed to the employee?

Answer: Submit a STD. 674 Accounts Receivable (A/R) form and complete Item 5 that shows the pay period of the over collection and net amount to refund. Then complete 6A showing the A/R information per payment history. Contact the PPSD Statewide Customer Contact Center at (916) 372-7200 to check on the status of the document.

Question: Please advise if we can submit multiple Accounts Receivables (A/Rs) and if we have to submit a STD. 674 A/R for each? The employee is requesting ten (10) deductions for each A/R.

Answer: You can submit multiple A/Rs on a STD. 674 A/R requesting change method on form, as long as the pay period for the A/R's is the same. One (1) pay period per form.

Question: What is the status on Personnel Specialists being able to key their own dental enrollments?

Answer: It is unlikely this will be able to occur until after the California State Payroll System (CSPS) is fully rolled out to departments.

Question: We had an employee whose garnishment was canceled after master payroll ran and the garnishment came out. Can we send the check back to SCO and have them redeposit to the employee?

Answer: Please see Payroll Procedures Manual (PPM) Section H 306.1: Modification of Garnishment Warrant for further clarification.

Question: High Desert State Prison (HDSP) is continually receiving Ding notices from ConnectHR stating that we have uploaded documents to the wrong area and that it is being deleted; however, they are not our employees. We respond to the emails and let them know that they do not belong to our agency, but we do not hear back so I am unsure if they are being received. Also, is there an option to let us know what area it should be uploaded to?

Answer: Please review the [ConnectHR Civil Service Directory Document and Processing Needs](#) and [ConnectHR CSU Directory and Processing Needs](#) on the [SCO website](#) for further clarification as to what Program Area the documents should be sent to.

Question: We have a couple of Accounts Receivables (A/Rs) that have not been established since 2021. Several STD. 674 A/Rs have been submitted without Ding notices, and some have been established but are now waiting to be collected since 2021. Should we resubmit the forms via Cal Employee Connect and add a comment?

Answer: First contact the PPSD Statewide Customer Contact Center (SCCC) at (916) 372-7200, they can check in with the proper Program Area on the status before you have to submit another STD. 674 A/R form.

Question: At the State Controller's Office, is there an email address that we can contact to request Accounts Receivables (A/Rs) that has passed the Statue of Limitation (SOL)? There is an employee (EE) that is going to retire, our office received an alert, and it stated that the EE has 2 (two) A/Rs in 2012 that have not been satisfied. What type of A/Rs do we submit for the EE?

Answer: To expedite an A/R due to an employee separating from state service, please contact the Statewide Customer Contact Center (SCCC) at 916-372-7200 for assistance.

Question: When looking at processing dates on your website, which category does a telework stipend overpayment fall under? I am in the "establish AR" phase.

Answer: This would fall under premium payment type 9.

Question: We are finding that a dependent's name in Family Connect Portal (FCP) does not match for Dental and Vision (but are the same dependent), how do we correct this? Do we correct this with the carriers or SCO?

Answer: Each dependent should be only listed once in FCP and if enrolled in dental and premier vision, their singular FCP account should show enrollment in both benefits. A dependent is listed twice in FCP if the dental and vision carriers have different demographics information for them. For example, the two carriers have a different spelling for their first and/or last name, or different date of births (DOBs).

Correcting Dependent Information Example:-Vendor has dependent's incorrect last name or DOB.

To correct the dependent's account, please delete the dependent account that has the error on it. Deleting the dependent account in FCP doesn't delete the dependent from the benefits, so there will be no impact to benefits coverage. Next, contact the carrier and update the dependent's information verbally. For corrections with VSP, send an email to stateofca@vsp.com.

The following month the carrier - currently with the incorrect information - will send a file with the corrections and their FCP account will be updated. Carriers send their updated files between 1 - 10th of each month.

The deletion steps start on page 27 of the FCP Manual. We recently made a change where all FCP users can now delete dependent accounts in FCP without a supervisor approval.

If the dependent is part of the current Dependent Re-Verification (DRV) cycle, please re-verify them after you see the corrections in FCP. HR offices have the month following the documents due date to re-verify dependents of employees who have submitted their documents on time.

Question: What is the current process in regards to establishing a direct deposit? Some forms submitted were processed and others were not. Is there a schedule for these documents?

Answer: Employees have the option to enroll in direct deposit through Cal Employee Connect (CEC) if their department has enabled the Employee Self-Service (ESS) feature. If the department has not enabled ESS, employees should complete a STD.699 Direct Deposit Enrollment form and submit it to their HR office. Weekly processing dates are posted on the SCO website to display the oldest date. If HR offices have specific questions regarding an employee's enrollment, contact the Direct Deposit Unit at 916-372-7200 and select option 1.

Question: Where do I upload an Accounts Receivable (A/R) reversal for payment type 0? What drop-down in ConnectHR do I select?

Answer: Please select Payroll 674 A/R.

Question: Who should we contact if we are not receiving Ding notices?

Answer: Contact the PPSD Statewide Customer Contact Center (SCCC) at (916) 372-7200. They can check-in with the proper Program Area on the document's status.