

TRANSACTION SPECIALISTS' EDUCATIONAL FORUM QUESTIONS & ANSWERS – APRIL 2025

The following questions were submitted during the forum:

Question: Regarding post issuance for stop payment checks, is there an email address to submit a request, instead of mailing it?

Answer: STD. 435 forms may be submitted to disbstd435@sco.ca.gov to request stop, redeposits or warrant reissuance.

Question: What is the current average processing time for stop payments and replacement warrants?

Answer: They are both processed within 10 business days.

Question: Does Disbursements handle sending out the CD 155s for garnishments? If not, do you know who does and how we can go about getting copies?

Answer: Depending on the stage of the garnishment process in question, Disbursements does handle sending out some of the CD 155s for garnishments. For questions regarding garnishments and CD 155s, please send an email to Payroll and Garnishment Technician, Valente Yanez Vega, at vyanezvega@sco.ca.gov and copy the Post Issuance Supervisor, Shanel Watts, at swatts@sco.ca.gov.

Question: How can I place a stop payment on a check that was sent to the Franchise Tax Board for a garnishment?

Answer: To place a stop payment on a garnishment warrant you must provide a STD. 674 form and the warrant. Please note, we are unable to process the request without the warrant. If there are additional questions or details, please send an email to our Payroll and Garnishment Technician, Valente Yanez Vega, at vyanezvega@sco.ca.gov.

Question: There was a check held by SCO and I still have not seen the redeposit. I called and left messages on March 28, 2025 and I have yet to receive a call back. However, the employee is calling me because they see it on their Cal Employee Connect account. Please advise.

Answer: You must provide a warrant number to SCO so they can research the warrant status.

Question: We received a CD 413 (warrant action notice) that was cleared with a garnishment check. How do we know if or when it is cleared by SCO?

Answer: If an agency has questions regarding garnishments, please send an email to DISB Business Month at disbbusinessmonth@sco.ca.gov.

Question: What types of inquiries can we contact Disbursements about?

Answer: In general, you can contact SCO Disbursements for any post (warrant) issuance questions or questions that come up about a warrant after it has been disbursed/issued by Disbursements. Common examples for agency inquiries include the following:

- Warrant Stop Payment and Replacement/Redeposit request (STD. 435 or CD 113A/B forms)
- Warrant status inquiries (cashed, outstanding, Paid date)
- Requests for paid warrant images (via STD. 435 form)
- Lost and damaged warrants
- Forged and altered warrants
- Daily/monthly payroll tracking information

Most of these functions are under our Post Issuance Unit. You may contact the Post Issuance Supervisor, Shanel Watts, at swatts@sco.ca.gov for additional information. For questions regarding daily payroll and monthly payroll disbursement, including tracking information, you may contact the Warrant Distribution Supervisor, Zachary Bean, at zbean@sco.ca.gov.

Question: Regarding garnishment redeposits, we sent two several months ago that still have not been redeposited. We were told they had not "shown up on the list for redeposit yet." Please advise.

Answer: Please send an email to our Payroll and Garnishment Technician, Valente Yanez Vega, at vyanezvega@sco.ca.gov. There are a couple of reasons why a warrant may not be available to us for redeposit.

Question: Would we contact Disbursement for a deduction code of AFLAC? We have an employee (EE) who had deductions taken from their pay warrant; however, AFLAC told the EE they never received money. How do we handle this?

Answer: For questions regarding a miscellaneous deduction, please contact the Personnel and Payroll Services Division's W2/Miscellaneous Deductions Unit. To best address the inquiry for AFLAC not receiving payment, please have them send an email to ppsdw2miscded@sco.ca.gov as more information is needed.

Question: Who do we contact about open enrollment? We have an employee's request not being completed even though documents were uploaded timely, especially dental changes.

Answer: Please contact the [Statewide Customer Contact Center](#) at (916) 372-7200 and select Benefits.

Question: Does the CalHR Benefits Division log each form and have a tracking system to ensure they are completed?

Answer: Assuming this is referring to benefit enrollment appeal forms, yes, the CalHR Benefits Division tracks all benefit appeals. If it has been over 30 days since you submitted your appeal, you can follow up on the status by emailing the program general email box. For example, for Flex appeals send an email to Flexelect@calhr.ca.gov; for Dental appeals send an email to Dental@calhr.ca.gov, etc.

Question: Can an employee submit a CalHR 875 Annual Leave-Sick/Vacation Leave Election form while they are on leave of absence?

Answer: Based on the various circumstances for this type of employee situation, we recommend reaching out to CalHR, Personnel Management Bureau, for specific policy guidance.

Question: Bargaining Unit 7 employees were not included on the list to change during open enrollment. When are they able to switch?

Answer: This open enrollment is specific to Service Employees International Union members only. Please review the Bargaining Unit 7 contract.

Question: If an employee reinstated to state service, would their vacation or annual leave accruals be the same prior to separation?

Answer: Please refer to the employee's Memorandum of Understanding.

Question: If an employee left state service, cashed out their leave time from CalPERS, and they later reinstated to state, would they start over?

Answer: Based on the various circumstances for this type of employee situation, we recommend reaching out to CalHR, Personnel Management Bureau, for specific policy guidance.

Question: Does the waiting period for leave accrual need to be served again if the employee is gone for more than six months?

Answer: Based on the various circumstances for this type of employee situation, we recommend reaching out to CalHR, Personnel Management Bureau, for specific policy guidance.

Question: General Payroll Accounts Receivables (A/Rs) are currently showing the oldest processing date as 08/08/2023 and has not changed for weeks. Is there any information as to when these requests will be established in the system to start the notification and collection process? Or if there will ever be any process allowing agencies to possibly set them up at the end user level sometime in the future?

Answer: I am currently working with my team to create a backlog initiative. While we are reviewing the current documents, I would like to ask the human resources (HR) offices to assist with the reduction of A/Rs. Please ensure that specialists check payroll daily as their first task. If you notice any overpayments, contact Direct Deposit to strip the payment. If it is a live warrant, please return the warrant for redeposit. Lastly, I kindly request that HR offices key appointments, separations, and dock in a timely manner.

Question: Where are the account codes located in the Payroll Procedures Manual (PPM)?

Answer: You can find them in Section H of the [PPM](#); however, that portion is outdated (2021). Multiple personnel letters have been released that update those codes. Outside of the codes, the Program Management and Analysis Bureau updated PPM - Section H.

Question: Do you know which Bargaining Unit contracts are expiring?

Answer: You may locate this information on [CalHR's website](#).

Question: Can the Personnel Action Manual (PAM) Section 505 be updated to include a link to the SCO letters (maybe even with the links of the letters with new codes)? Mistakes are made when personnel specialists use Section 505 of the PAM, not knowing to review SCO's personnel and payroll letters for more updated codes.

Answer: Thank you for the suggestion. Please send your suggestion to PPSD HR Suggestions at ppsdhrsuggestions@sco.ca.gov.

Question: We are still waiting for 2023 SAL/GEN transactions to be established due to multiple agencies involved; is there any way we can have those expedited?

Answer: Documents are worked on based on the upload date. Please continue to review the [weekly processing dates](#).

Question: Regarding Personnel Letter #25-003, agencies will need to make sure the employee who was impacted was enrolled in the correct retirement code when appointed?

Answer: Yes. It appears that most of the employee corrections sent to SCO were in the incorrect account code.

Question: I submitted a STD. 674 A/R that should have been processed last week according to the calendar. Should I continue to wait, or should I contact SCO?

Answer: If the uploaded date passed the weekly processing dates, you may contact the [Statewide Customer Contact Center](#) at (916) 372-7200.

Question: Can you provide an update on where SCO is at for processing the STD. 674 retroactive pay for the 2023 GEN and SAL transactions?

Answer: Please continue to review the [weekly processing dates](#).

Question: A specialist had erroneously collected an accounts receivable (A/R) via payroll deductions for an A/R that had passed the three-year statute of limitations. A STD. 674 A/R was submitted to the SCO Benefits Unit; however, they are stating that they will not refund the monies that were collected unless the A/R had been reversed or SCO over collected the amount asked. A similar request has been made in the past and was processed. I do not know why it is being denied now. Please advise or if you can direct me to someone who can help, I would really appreciate it.

Answer: Please work with your accounting office to refund the employee. This scenario is due to an agency collection error, which is addressed in Section I 030 of the [Payroll Procedures Manual](#) (PPM).

Question: When sending documents to the ConnectHR Team, are we to black out the social security numbers (SSNs)?

Answer: This only applies when sending documents to the email address. Not when uploading to ConnectHR. Please do not send forms that include employees' SSNs to the ConnectHR Team. All attachments containing SSNs are automatically deleted.

Question: Will an email be released regarding the Service Employees International Union (SEIU) Open Enrollment including the CalHR 875 Annual Leave-Sick/Vacation Leave Election Form?

Answer: Yes, [Leave Accounting Letter #25-002](#) was released on April 4, 2025.

Question: When we return a hard warrant, what is the usual timeframe it will be redeposited?

Answer: The timeframe is approximately 10 state business days from receipt.

Question: Will an SCO letter regarding payroll headers be released this month?

Answer: Yes, [Fiscal Year End Letter #25-004](#) is available on the SCO website and was released on April 7, 2025.