

## TRANSACTION SPECIALISTS' EDUCATIONAL FORUM QUESTIONS & ANSWERS – FEBRUARY 2025

The following questions were submitted during the forum:

**Question:** I have had garnishments that are supposed to accrue daily interest. Is there a way to add that information onto the forms?

**Answer:** If total amount changes, you can submit a modification of the total amount to SCO through ConnectHR and we will update the total amount.

**Question:** Is there any way we can speak with someone at SCO regarding ding notices (PR250)? Sometimes the directions to correct the issue are not clear. Is there an email we can reach out to?

**Answer:** Before contacting SCO, please ask your supervisor for assistance. If your supervisor cannot clarify the PR250, then they may contact SCO's Management Team.

**Question:** I uploaded a garnishment back in December, but it looks like it was not processed even though it was not dinged. However, recently I received a new copy of the same earnings withholding order, should I reach out to Garnishments or just re-upload a new one?

**Answer:** For assistance, please call Garnishments via the [Statewide Customer Contact Center](#).

**Question:** A STD. 639 was uploaded via ConnectHR with an incorrect address, who can we follow up with to get the issue resolved?

**Answer:** You can submit a STD. 639 Modification of item 12 to SCO and/or you may also follow up with Disbursements.

**Question:** Is there a phone number to call if there was a mistake in uploading the wrong form in ConnectHR, or if a mistake went unnoticed and I need to request the removal of that paperwork from the upload?

**Answer:** Please contact the [Statewide Customer Contact Center](#).

**Question:** We mailed a garnishment check to the address on the check; however, they stated they never received the check. We then requested a new check from Disbursements but later the child support disbursements had found the check. Should we send that check back to SCO Disbursements?

**Answer:** Please contact SCO Disbursements with the warrant number and they will be able to help locate the check.

**Question:** I sent up a garnishment to update the address of the payee and it has yet to be corrected on the transmittal, and it did not receive a ding notice. Should I re-upload the document?

**Answer:** Please do not send duplicate documents. Get in touch with the Garnishment Team via [Statewide Customer Contact Center](#) for assistance. The address change deadline is the 15<sup>th</sup> of each month; if you submitted after that date, it will be processed next pay period.

**Question:** To clarify, regarding the STD. 639 CFS form, a copy of the support document must be included, or it will not be processed?

**Answer:** This is true for form STD. 639 CFS, you must submit a copy of the child support. For out-of-state child support (STD. 639), a copy of the court order is not required.

**Question:** I attended a garnishment training that indicated that the STD. 639 CFS forms could only be mailed. Can they also be uploaded to ConnectHR?

**Answer:** We only accept ConnectHR uploads.

**Question:** I have a garnishment for an employee that issued the month after I uploaded it, then it stopped issuing. We got a new earnings withholding order (same case number) since they have not been receiving pay from the employee. I called SCO and left a message but have not heard back. Should I resubmit the updated earnings withholding order as a modification to get the garnishment to start issuing again? If it has been more than two business days, do you recommend I reach out via phone again?

**Answer:** Please do not send duplicate documents. Please allow our teams two business days to respond to your call. If the garnishment was satisfied in the system, then you need to submit a STD. 639 to establish a new garnishment to restart garnishment deductions. If this is a same garnishment with updated amount, you would submit a modification and mark modification fill out item 5 with the original effective date, and on the remark mention you are modifying the amount 9 or payment arrangement.

**Question:** I have a garnishment for \$500 from Employment Development Department (EDD) that was taken out of the employee's paycheck, but then I received a withdraw form from EDD. Since it was already paid for, the Garnishment Program will not take out any more funds from a pay warrant since the \$500 was already taken out; is that correct?

**Answer:** Yes, if it has been satisfied and closed on our end, it will not deduct anymore. It is up to you to submit a cancellation, but the garnishment will not deduct either way.

**Question:** What do we do if an employee separated 10 years ago, is hired back and their garnishment from their original hire date is being garnished, and we cannot find the original garnishment because it has been over seven years?

**Answer:** You will need to contact your employee to determine what the garnishment was for. You or your employee will then need to contact the garnishing entity and find out if the garnishment has been satisfied. If it has, you will need a closed or satisfied order to cancel the garnishment.

**Question:** The mailing address that a garnishment payment should be sent to is very long, I abbreviated what I could and was considering sending the address without any blank boxes to make sure the address fits. Does the address to mail the garnishment need to have spaces in between the boxes?

**Answer:** It is sufficient, as long as you ensure the main part of the address is in the box.

**Question:** Once we have uploaded the STD. 639 form to terminate, how do we know it has been processed? Do we assume it has been terminated if we do not see a garnishment to be released the following month? Or will SCO notify us some way?

**Answer:** If you did not receive a ding notice, it means it was accepted, and we are processing the garnishment. We do not send notifications when they are processed, but if there is something that needs to be fixed you will receive a ding notice. On the ding, there will be an explanation as to why it was dinged back and instructions on how to fix it. Please continue to check the employee's pay to ensure the deduction has stopped.

**Question:** What if you do not have a copy of the original garnishment?

**Answer:** You may ask the employee for a copy or contact SCO and ask if they have it on file. Depending on what you mean by original garnishment, if you are modifying or cancelling a garnishment and you are unsure how to fill it out, then you can look up pay history and check the amount or call [Statewide Customer Contact Center](#) and they can assist. You will not need to show previous garnishment forms. SCO only needs the form you are currently working on.

**Question:** When is SCO going to key in our department's 2024 and 2025 deferral requests? An escalation email has been sent to SCO with no reply back.

**Answer:** SCO is currently working on separations with a December effective date that were received timely, per our submission date deadlines. Separations with a date of December 16 to 31 must be processed by the last green cycle in February to ensure funds post to employee accounts timely, per the labor code.

**Question:** I had an employee that requested a lump sum deferral full option, which was processed by SCO; however, the employee did not have a Savings Plus account. She has made calls to Savings Plus, but no one seems to know what happened to the funds and cannot find her respective Savings Plus account. Who can assist her?

**Answer:** Please reach out to the CalHR Savings Plus Program Team at (916) 909-3717.

**Question:** Is an election form required for each new state appointee?

**Answer:** If the position name changes or they have a site change to another department, then a new election form is required.

**Question:** Is there a student guide on how to upload documents into CalPERS membership accounts?

**Answer:** Instructions on to how to make changes to appointments in myCalPERS is available on the [myCalPERS Student Guides and Resources](#) webpage.

**Question:** The CalPERS exclusion form states members must be paid 125 days in a fiscal year before they can enroll. If a member completes the Optional enrollment form, do they still need to be paid 125 days in a fiscal year before they can become a member?

**Answer:** State Appointed Optional Members and Legislative Optional Members must meet normal retirement enrollment eligibility requirements. Elected officials are automatically qualified to make the optional membership election on their first day in office.

**Question:** Where do we locate or how can we tell if an employee is tier one or tier two?

**Answer:** You can check the employees CalPERS account; also, you can check the retirement code. If they are paying 3.75%, they are in Tier 2.

**Question:** Will paycheck and Industrial Disability Leave calculators be updated or do we just leave the exclusion box blank once the changes are made?

**Answer:** The calculators will be updated.

**Question:** Is there a report for employees filing exempt or should we refer to the listing slip that was sent in January?

**Answer:** Please use the listing provided in January regarding employees filing exempt as of December 31. Employees must file a new Employee Action Request form before the February cutoff, otherwise they will be changed to Single.

**Question:** Taxes came out of my employee's paycheck even though the exemption does not expire until 02/14, could that be an error from SCO?

**Answer:** Please submit your inquiry to [PPSDW2MiscDed@sco.ca.gov](mailto:PPSDW2MiscDed@sco.ca.gov) to be addressed.

**Question:** Who do I contact if a deferral has not been processed?

**Answer:** Please contact the [Statewide Customer Contact Center](#).

**Question:** Regarding a Recruitment and Retention (R&R) Differential Pay, I have an employee that went on Limited Term (LT), then returned, had 12 qualifying pay periods, and now I am ready to pay out the R&R but what is the amount I should key? I do not believe they start at the minimum \$2,400 because not counting the months in the LT position, they have 39 months as a specialist.

**Answer:** Please have your manager contact CalHR Personnel Services Branch for assistance.

**Question:** Will the CalHR 1070 form be updated to include European race and ethnicity?

**Answer:** Please review [Personnel Letter #22-006](#) and [Personnel Letter #23-034](#) for information.

**Question:** If an employee has an Internal Revenue Service (IRS) lock and would like to make changes to the amount being deducted, whom can I speak with for support in this process?

**Answer:** The employee would need to contact the IRS for any kind of modification.

**Question:** What are the benefits or reasons an employee would elect second tier instead of first tier?

**Answer:** This is a personal choice the member must make for themselves. Under a second tier formula, you make reduced employee contributions over the course of your employment. This means you contribute less during your career but also receive a significantly reduced pension.

**Question:** I am trying to order and print the CalPERS Pub 52 through the CalPERS website, but it states, "PUB 52 does not have an affiliated link. Unable to email link". Please clarify as to how I can obtain the printed publication.

**Answer:** Please review the State Miscellaneous and Industrial Members Second Tier Benefit Election Package for information.