

STATE CONTROLLER'S OFFICE
PERSONNEL AND PAYROLL SERVICES DIVISION
P.O. BOX 942850
SACRAMENTO, CA 94250-5878

DATE: December 15, 2011

PERSONNEL LETTER #11-032

TO: All Agencies and Campuses in the Uniform State Payroll System

FROM: Lisa Crowe, Chief
Personnel and Payroll Services Division (PPSD)

RE: LIAISON ACD IMPLEMENTATION

In an effort to improve customer service to the departments and campuses, liaisons will begin using an Automatic Call Distributor (ACD) system with a single telephone number for most questions or problems in January 2012. The exact date for deployment of the new system is currently being finalized. Keeping you informed is crucial in preparing you for this exciting change. In order to keep you as up to date as possible a website regarding this change has been established. Please visit the [SCO website](#) for the most current information.

The ACD system will use a call tree to route calls to the appropriate agent. Callers will hear special messages and information to assist them in reaching the correct liaison. Effective January 2012 the following liaisons can be reached by dialing (916) 372-7200:

Direct Deposit	Premium Pay
Garnishments	CSU Benefits
Personnel	Civil Service Benefits
Miscellaneous Deductions	Disability
Civil Service Payroll	W-2
CSU Payroll	Duplicate W-2

When the new ACD system is implemented the existing liaison numbers will be reprogrammed with a voicemail instructing callers to dial (916) 372-7200. We encourage all departments and campuses to begin using the new ACD line as soon as it is available.

All other liaisons will continue to use their existing phone numbers:

Leave Accounting Liaison	(916) 327-0756
Position Control	(916) 323-4928
Retirement/Social Security	(916) 324-1471
Savings Bonds	(916) 323-9035
Statewide Locator	(916) 322-2760

Additional information including the start date and call tree will be published to the departments and campuses as we get closer to turning on the new ACD system. Please visit the [SCO website](#) for additional information.

LC:DE:JR