

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

DATE: February 28, 2012

PERSONNEL LETTER #12-002

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

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

RE: LIAISONS - 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 on **March 1, 2012**. 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 liaison. Callers will hear special messages and information to assist them in reaching the correct liaison. Effective **March 1, 2012** the following liaisons can be reached by dialing **(916) 372-7200**:

Direct Deposit	CSU Payroll Premium Pay
Garnishments	CSU Benefits
Personnel	Civil Service Benefits
Miscellaneous Deductions	Disability W-2
Civil Service 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**. Callers will no longer be able to leave a voicemail message when calling these former liaison numbers. 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