

Transaction Supervisor's Forum 08/18/2016

PPSD provided the following updates at the forum:

Reminders:

Please listen to the Customer Contact Center message in its entirety to ensure you are directed to the correct area. Please see the updated [Customer Contact Center Call Tree Diagram](#) located on the SCO website under the State and Local tab, and Human Resources link.

We have been receiving numerous documents where departments are checking Payroll, instead of Benefits or Disability. When you submit 674 documents to SCO, please remember to mark the appropriate PPSD Unit Destination Box.

What date is PPSD currently working on as of 08/22/2016?

Unit	Workload Type	Oldest Date
Position Control	607	06/23/2016
Audits	PARs	08/12/2016
Disability	IDL Special/Complex	08/16/2016
	IDL Regular	08/12/2016
	SDI Special/Complex	
	SDI Regular	08/15/2016
	NDI Special/Complex	08/15/2016
	NDI Regular	08/16/2016
	TD Special/Complex	08/11/2016
	4400	08/18/2016
	4800	08/15/2016
Payroll	EH Messages	12/14/2016
	674	07/21/2016
	674 A/R	07/24/2016
Benefits	Health	06/02/2016
	FLEX News Appeals/Changes	06/01/2016
	FLEX Cancels	07/01/2016
	FLEX Reimbursements	07/01/2016
	Dental New	08/17/2016

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Unit	Workload Type	Oldest Date
	Dental Cancels	08/17/2016
	Dental Appeals/Changes	07/14/2016
	674 A/R	08/05/2016
	674 Leave Credits	03/09/2016
Misc. Deduction/W-2	Group Legal	08/16/2016
	LTD	08/17/2016
Retirement	EH Messages	05/03/2016