

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

DATE: September 24, 2014 PAYROLL LETTER #14-013

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

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

RE: **NEW DIRECT DEPOSIT E-MAIL CONFIRMATION SYSTEM EFFECTIVE OCTOBER 1, 2014**

In our continuing effort to provide better customer service, the State Controller's Office (SCO) Personnel and Payroll Services Division (PPSD) is pleased to announce that we have created a new internal Direct Deposit system to help better track and process requests. When this new system is live on October 1, 2014 confirmations will be received via e-mail instead of phone call.

Effective October 1, 2014:

1. Callers will be asked for their e-mail address. If a caller leaves a voicemail message they will also have to include their e-mail address; and,
2. When your request is processed you will receive an automated e-mail confirmation. The email confirmation will replace the existing telephone call confirmation. Sample e-mail text is attached.

To ensure the most timely and accurate processing of your request please be sure to leave the following information when leaving a voicemail for the Direct Deposit Unit:

If you are calling for a Strip or Reversal:

- Your full name, telephone number, and **E-MAIL ADDRESS**;
- The employee's full name and social security number;
- The pay period, net amount, issue date, and warrant number; and,
- The reason for the Strip or Reversal.

If you are calling for a Cancel:

- Your full name, telephone number, and **E-MAIL ADDRESS**;
- The employee's full name and social security number; and,
- The reason for the Cancel.

## **Contacts**

If you have any questions regarding this Payroll Letter or the confirmation e-mail system please contact the Customer Contact Center at (916) 372-7200 and select Option 2, then Option 1 for the Direct Deposit Unit Liaison.

LC:PPOB;jr

Attachment

Sample Text: Automated E-mail Notification

Subject: Direct Deposit Confirmation for Employee: LAST NAME, FIRST NAME

The purpose of this email is to provide you with confirmation that your request was received and processed as listed below.

Request ID: TEST

Request Date: 5/21/2014

Employee SSN - First 3 Digits: 123

Employee Name: LAST NAME, FIRST NAME

Request: Strip Payment and Cancel

Reason: Over Paid

#### DIRECT DEPOSIT TRANSACTION SCHEDULE

1. Strip Payment is scheduled to be uploaded on 5/21/2014
2. Cancel is scheduled to be uploaded on 5/21/2014
3. Redeposit - 002 is scheduled to be uploaded on 5/28/2014

Transactions are generally available to be viewed on the system the next business date following the upload date. Should you have any questions, please contact the Customer Contact Center at (916) 372-7200. To reach the Direct Deposit Unit, select option 2, then option 1.

Regards,

DIRECT DEPOSIT UNIT  
PERSONNEL and PAYROLL SERVICES DIVISION