

## TRANSACTION SUPERVISORS' FORUM QUESTIONS & ANSWERS – MARCH 2026

The following questions were submitted during the forum:

**Question:** Why does each department have to do the corrections now?

**Answer:** The Enrollment Error Resolution Project is designed to prevent enrollment errors in myCalPERS and give you a wider range of knowledge of your employee's retirement contributions. It can help prevent penalties and retirement contribution errors down the line.

**Question:** Is there any info on when the PAM 505 line item will be updated?

**Answer:** The Personnel Action Manual update is in process, but we don't have a date to share yet. However, [Payroll Procedures Manual](#) Section H - Deductions (H 214) has up-to-date Retirement Account Codes.

**Question:** Specialists are still having to contact Dental Carriers when dependents are listed on their STD. 692 for open enrollment, new enrollment, or changes to give the Dental providers to add them verbally. Is there a fix for this?

**Answer:** Please send an email to [Dental@calhr.ca.gov](mailto:Dental@calhr.ca.gov).

**Question:** There are A/Rs being set up out of date order in our department and we want to see if we can submit an inquiry for those older dates even though the processing dates have not reached them yet. For example, Set Up: 01/25, 02/25, 04/25 (sent later than the following) Not Set Up: 08/24, 10/24 (sent 09/24 and 11/24).

**Answer:** SCO is aware you may witness newer uploaded STD. 674 Payroll Adjustment Notice – Accounts Receivable documents (STD. 674 A/R) documents being processed quickly while having older documents remain in progress per the Weekly Processing Dates. In an ongoing effort to manage and improve the backlog of pending, the workload is being tackled by two teams simultaneously. One team is currently processing STD. 674 A/R uploads from 2025 to current, while the other team is processing uploads older than 2025. This workload strategy provides an opportunity to manage the volume of incoming documents while the other team concentrates on backlogged documents to avoid an overall increase in inventory. Please monitor your universal email box regularly for pending PR250 Notices, which are STD. 674 error notifications.

**Question:** Can we discuss how to process overtime with big beautiful?

**Answer:** For specific questions regarding the big beautiful bill, please refer to Tax Support email [ppsdstsp@sco.ca.gov](mailto:ppsdstsp@sco.ca.gov) or [Payroll Letter #26-003](#) - Overtime Instructions for One Big Beautiful Bill Act.

**Question:** If an employee separates while serving their Vacation waiting period, are they entitled to receive cash out of their VA?

**Answer:** An employee is not entitled to their VA hours until after they've completed their waiting period.

**Question:** With no in-person training in sight, is there any way to add more virtual trainings? Additional Salary Determination trainings would be helpful, this was a three-day in-person class, which is now a two to three hour class and it is not given as often as other classes. The PS do not get as much information anymore, so I feel that they need more refresher trainings.

**Answer:** If you need help with Salary Determination, designated contacts can reach out to [psb@calhr.ca.gov](mailto:psb@calhr.ca.gov).

**Question:** What causes duplicate entries of dependents on Family Connect, is this okay or should duplicates be removed? And if so, how would we remove them?

**Answer:** Please send an email to [DRV@calhr.ca.gov](mailto:DRV@calhr.ca.gov).

**Question:** Has there been resolution on the PLP 2025 not being deducted from their Emergency Payroll? Have there been updates to the Holiday PERSable and Non-PERSable ERN IDs?

**Answer:** System testing continues. Please look at [Payroll Letter](#) #26-001 on how to process NON-RET IDS and for keying instructions. No other update has been released since this letter.

**Question:** When we submit a form in ConnectHR and we are told that the form has not been sent to the correct program, can the email say which program it should have gone to? I have submitted a payroll 674AR for leave offset multiple times to ConnectHR after reviewing the Directory and I keep getting a ding.

**Answer:** When a revoke request is made to the ConnectHR team, it is routed by our team to the correct program area. When submitting the original document within ConnectHR, the program area is listed in the first section of the selected dropdown (Example: "CS Payroll - Std. 674 Adjustments").

**Question:** Can sick leave be used to supplement NDI-FCL, specifically for child bonding? Please also cite a source.

**Answer:** Sick leave should be used for sick leave reasons as specified in the MOUs.

**Question:** If an employee is separating and needs an A/R established quickly, is there someone they can contact, or will it have to go through the normal process?

**Answer:** When an employee is separating and A/Rs need to be established prior to separation, please contact the Statewide Customer Contact Center (SCCC) at 916-372-7200, so we can assist with expediting.

**Question:** At the last forum, it was mentioned that some duplicate A/Rs had been issued and that SCO was working to resolve them. Have all of these been addressed, and should we expect to see the reversals reflected in the pay history?

**Answer:** We are still working on resolving this issue. We do not have a timeline for this to be resolved. In the meantime, you can submit a STD. 674AR to resolve it.