

TRANSACTION SUPERVISORS' FORUM QUESTIONS & ANSWERS – JUNE 2025

The following questions were submitted during the forum:

Question: Is there an ethnicity report available?

Answer: These reports are available in the Management Information Retrieval System (MIRS). Please review [MIRS Letter #22-001](#) for more information.

Question: I submitted an appeal for two employees (EEs) for FlexElect; for the first EE, I sent it May 1, 2025; and for the second EE, I sent it June 11, 2025. I followed up on the first one I sent for a status update, but I have not heard back. I do understand that CalHR has 30 business days to process appeals; however, how soon can I expect a response regarding my May 1, 2025 appeal request?

Answer: Please send an email to flexelect@calhr.ca.gov with the names of the EEs related to the submitted appeals. Yes, CalHR FlexElect has 30 business days to review a completed appeal request and reply with a determination.

Question: Personnel Letter #25-003 states that there was no additional action required "as the impacted employees had the correct retirement contributions deducted from their payroll." We have one employee whose deduction is currently 9.0% but should be 8.5%. The Personnel Action Request package was previously sent when the initial letter came out. Will this be processed by SCO?

Answer: Please correct the employment history if you are blocked by an R01. When correcting the employment history, please send the package to the SCO Audits Unit to have them override the transaction so the record can be corrected.

Question: Are the R01s still a do-not-key? We have an employee that was placed in the wrong retirement code upon appointment.

Answer: Departments must submit a Personnel Action Request package to the SCO Audits Unit to get the package keyed.

Question: Personnel Letter #25-003 states that departments no longer need to research when the corrected Retirement Code should have been effective, and key the 505 employment history (EH) transaction with the correct Retirement Code. We have already completed this and have sent Personnel Action Request (PAR) packages we could not key to SCO prior to receiving the revised letter. What will happen with those PAR packages sent to SCO? Will they be keyed or will we receive a ding notice?

Answer: If departments have already started the process, then continue to fix EH. If an R01 is stopping the department from fixing the transactions, then please forward and submit a PAR package to the SCO Audits Unit for keying.

Question: Should a Salary Advance be given for each pay period (pp)? For example, a separation lump sum runs through 9/25; should there be a separate Salary Advance for each pp?

Answer: The calculation should be done by the pp and if it needs to be reported to SCO, it must be submitted by the pp with a copy of the paycheck calculator.

Question: A new to state service Bargaining Unit 4 employee (EE) initially enrolled in the Annual Leave (AL) program. After four months in AL, during the April 2025 Open Enrollment period, the EE requested to switch to the Vacation/Sick Leave program. Is the employee eligible to switch? Or does the EE need to complete the 24 months in current leave before being eligible to switch?

Answer: Yes, they are eligible to switch during open enrollment; however, it should be noted that they still must complete their vacation waiting period before they can use the time.

Question: I submitted a STD. 674 A/R last month, for an employee who is now retiring in a few days. Is there anything we can do to expedite the form to have the accounts receivable (A/R) established?

Answer: There are a lot of variables surrounding this question, such as is this A/R older than five years? Has all employment history been updated? If the A/R is in the current year, then it should have been established within 10 business days.

Question: Can you share how long SCO keeps records of cashed checks on file? An employee relayed that they did not cash a check in 2013 and wanted to see if we still have it on file.

Answer: Regarding paper warrants, send an email to disbgdpostissuance@sco.ca.gov. They can let you know how far back they can check.

Question: If a stipend is issued in the wrong pay period, is there any other way to correct it other than submitting a STD. 674?

Answer: Human Resources offices must submit STD. 674s to request a transfer or submit STD. 674 A/Rs to establish an accounts receivable.

Question: The State Disability Insurance (SDI) section of the CalHR Manual states the following:

“During a waiting period, the employee may use available leave credits, be placed on an unpaid leave, or use a combination of leave credits and unpaid leave.”

When an employee is ineligible for the Family and Medical Leave Act/California Family Rights Act (FMLA/CFRA), are departments required to support Informal Leave (Dock) during the waiting period? The above language is not included in the Non-Industrial Disability Insurance (NDI) portion of the CalHR Manual. If we are required to support Dock for SDI during the waiting period even though the employee is not eligible for FMLA/CFRA, then is it true to say we are not required to support dock for NDI?

Answer: The employee can use Dock. However, as a department, unless the employee is on FMLA/CFRA, your department needs to decide whether you will allow employees to Dock. Many departments do not allow Dock if they have leave, unless it is unapproved time off.

Question: Regarding switching from Annual Leave (AL) to Vacation/Sick Leave (VA/SL), do I have to enter the two months only waiting period in the California Leave Accounting System (CLAS)?

Answer: Yes, you must enter a two-month waiting period.

Question: We have an employee (EE) who has been promoted to a Supervisory classification from Rank and File. When we keyed the Personnel Action Request (PAR), his Bargaining Unit was changed from 'R' to 'S.' However, six months later, his previous union dues, plus his now Supervisory union dues, are still coming out of his pay. He contacted his old union to cancel and request reimbursement, and we submitted the miscellaneous deduction form to delete, but it was kicked back. What more do we need to do to get this resolved?

Answer: SCO does not cancel union dues. The employee must work with the union directly to cancel the deduction.

Question: How does an agency collect the established accounts receivables (A/Rs) that are old and past the three-year mark?

Answer: Knowing the backlog, the department must notify the employees once they are aware of the A/R. This allows the department to collect the A/R at any time.

Question: I submitted a STD. 674 for Payment Type 4, to the Civil Service Payroll Unit, for a reversal due to incorrect processing; it has yet to be processed. I have sent two follow-up emails (April 14, 2025, June 3, 2025) with no response. How can I expedite this?

Answer: Please have your supervisor follow the [Escalation Email Guidelines](#).