

TRANSACTION SUPERVISORS' FORUM QUESTIONS & ANSWERS – OCTOBER 2025

The following questions were submitted during the forum:

Question: Regarding lump sum, will there be a tutorial video for a retiring/separating employee?

Answer: Videos to guide participants to complete the form are live on [Savingsplusnow.com](https://savingsplusnow.com); there are also similar videos available for participants who want to use Traditional Catch-up at the bottom of that same webpage.

Question: We are experiencing issues with processing Verification of Employments (VOEs). The information in TAXI does not match the information provided by the automated call line the lenders are using to verify employment. Who should we reach out to at SCO to get the reporting information updated?

Answer: When processing VOEs it is not recommended to use TAXI, instead please use the Personnel Information Management System. Regarding inaccurate Work Number services, please contact your human resources office and submit a dated memo or email to your human resources contact identifying the inaccurate data that is being provided through the service. Regarding the State Locator line, please call (916) 322-2760 to obtain the employees' civil service agency or California State University campus contact information. You may view [Did You Know? Verification of Employment](#) for more information.

Question: When is the State Controller's Office planning to run the next October 1, 2025, mass update?

Answer: Next week, prior to monthly cutoff.

Question: Any update on when the 350 October 1, 2025, will be voided for Bargaining Unit (BU) 10 employees who follow the BU 9 contract and have two Personal Leave Program (PLP) 2025 earnings IDs (350 July 1, 2025, and 350 October 1, 2025)?

Answer: The Personnel and Payroll Services Division has identified the impacted employees, and the voids will be processed prior to monthly cutoff.

Question: Is there an explanation for why the mass update for Bargaining Unit (BU) 18 350's related to the 2025 Personal Leave Program (PLP) did not refer to Pay Letter 25-32 in section 215? Instead, it states "2025 PLP"; this will hinder our ability to research in the future, if needed.

Answer: This was an oversight. We plan to continue to use the Pay Letter Number in the future. Please note that the Pay Letter Number is shown in [Personnel Letter #25-020](#).

Question: We have a Bargaining Unit (BU) 10 employee separating effective October 22, 2025. Can we key the SAL effective October 2, 2025?

Answer: Yes. However, the mass update will be processed prior to the separation date. Except for specific class codes that are impacted by a lawsuit that aligns them with BU 9 and BU 10 employees, Personal Leave Program is effective October 1, 2025. The class codes that are aligned with BU 9 are documented in Pay Differential 386.

Question: When separating a Permanent Intermittent (PI) employee (EE), sometimes the pay issues with Personal Leave Program 2025 and sometimes it does not use code 962. For a PI, if having to use code 962, does SCO key code 674?

Answer: Permanent Intermittent EEs with a 962 code must be sent to SCO for processing to ensure pay issues correctly.

Question: We are having trouble establishing garnishments. When our specialist called to inquire about a garnishment, they were told that the employee does not make enough to garnish the wages and will have to make direct payment. Can we be notified when this happens? Also, can we receive a status notification/confirmation email to provide to the collection agency as we continue to get notices?

Answer: Before submitting a garnishment to SCO, Human Resources (HR) offices must verify if the employee has sufficient wages to meet the garnishment request. Then HR must notify the garnishor.

Question: If an employee has a Hire Above Minimum (HAM) rate, do we include the base salary and plus salary for the salary determination or just the base salary? I need clarification between section G and H of section 5 HAM.

Answer: Section G references list appointments and section H is for transfers. For a transfer, you must have the HAM rate for two (2) years or more to use it for the salary determination process.

Question: Is there an updated number/contact for the Disbursements Division?

Answer: The general email for disbursements is disbgdgeneral@sco.ca.gov. This email address is for inquiries related to warrant status inquiries, STD. 435 status inquiries, and any other disbursement related inquiries. They also have the disbstd435@sco.ca.gov email inbox which is only for submitting STD. 435s, not for questions or inquiries. If there is an urgent question or an expedited request, then please send an email to General Disbursements Post Issuance and Claims Processing Supervisor Shanel Watts, swatts@sco.ca.gov, and copy General Disbursements Warrant Release Supervisor Zachary Bean, zbean@sco.ca.gov, and General Disbursements Manager Cameron O' Shaughnessy, coshaughnessy@sco.ca.gov on the email.

Question: Regarding employees on a Hire Above Minimum (HAM) who have received their Merit Salary Adjustment (MSA), the update to the plus salary is automatically updated with the MSA, correct?

Answer: The update is a manual calculation, the same as General Salary Increases and Special Salary Adjustments. You must apply the HAM rate to the base pay and then apply it to the total (base pay and HAM rate), and the new HAM rate is the difference.