

TRANSACTION SPECIALISTS' EDUCATIONAL FORUM QUESTIONS & ANSWERS – FEBRUARY 2026

The following questions were submitted during the forum:

Question: I have employees indicating they didn't receive their Form W-2 in the mail and didn't enroll into paperless. What do employees need to do?

Answer: Please contact us at ppsdw2miscded@sco.ca.gov.

Question: If an employee is separated and indicated they don't have Connect access and didn't receive it in the mail. What do they need to do to receive it?

Answer: If they separated and never had a CEC account, they can still create an account using older earning statements.

Question: Do you know how long will it take to receive a Form W-2c from pay that was processed in January for 2025?

Answer: If the employee has an account and needs a reset, have them contact Connect - Help and Feedback.

Question: I have a preprocessing question. If a member retired and then became deceased but the information in CalPERS does not match PIMS, would we contact SCO? I called CalPERS and they stated they cannot correct it because the member is deceased.

Answer: Please contact us at PPSDCSRetirement@sco.ca.gov so we can review the account.

Question: Regarding SDI and telework stipend, if an employee is keyed on a S50 but they are also working every month, does their telework stipend have to be issued by sending a STD. 674? I have tried to key the telework stipend for the months she was working and on SDI, but the stipend will not issue so is it maybe due to the S50?

Answer: Hello, if the employee is on an S50 related to 35/36 code, you must upload documents to EID not locked on PAR to the disability team to key. If the employee is on an S50 for all other reasons, upload a STD. 674 to premium pay.

Question: Per Payroll Procedures Manual Section E, can we use STD. 674 A/R for multiple pay periods for continuation of benefits while on SDI?

Answer: Yes, for the purpose of continuing benefits while on SDI, you can put multiple pay periods on one STD. 674 AR form. That only applies to this specific scenario. Be sure to add all benefits that you want to continue.

Question: Is there going to be more training on people who come back to work but are still on TD? The wage loss section doesn't go into great detail on how to document STD. 674.

Answer: We are in the process of transitioning our foundational training courses into a virtual format. In short, yes, in 2026 there will be training regarding how to document STD. 674, and specific questions for agency-specific situations can/will be addressed. Until we're ready to release our training, specific questions should be directed to Statewide Customer Contact Center or the appropriate control agency.

Question: Why can't Ding Notices come with the document that was originally sent? Specialists that have left don't put the paperwork in the correct place, and it would alleviate having to figure out what was done before we get into the position?

Answer: It is a state of California requirement for HR offices to maintain documents, per the SOS retention schedule. It is imperative your HR office implement this.

Question: Is there a way to pull back a document if we have submitted it to the incorrect drop-down and realized it soon after?

Answer: Yes, please send the revoke request. You need to include the confirmation notification to cechelp@sco.ca.gov.

Question: Regarding Transfer of Funds, once transfer of funds is processed for pending 2025 pay periods, and employees receive additional net pay due to retirement withholding refunds, will this issue correct W-2s? If so, how long after the pay adjustment issues will the corrected W-2 be generated?

Answer: Please send an email to p PSDW2miscded@sco.ca.gov so we can assist you.

Question: When completing a dental form for an ex-spouse for COBRA, is there a sample on how to complete the form?

Answer: Please contact dental@calhr.ca.gov for assistance.

Question: I keyed in a S01 separation and pay issued duplicate. I know SCO said to wait three business days before calling about separations but pay has issued duplicate. Will they be pulling the check due to the error?

Answer: Please contact direct deposit to strip the pay. If it's a live warrant, you will need to return the pay, it may be best to issue a SA.