

PAYROLL USERS GROUP NEWS

February 2021

Issue No. 8

WELCOME

From Brian Moulton
Director of State Payroll Services

Welcome to the February issue of the Payroll Users Group newsletter. As you know, we are approaching the implementation of the payroll system upgrade with a planned Go Live date of March 15. We appreciate all of the adjustments that you have made to your processing schedules to accommodate the change in cutover dates. As we prepare for the start of system cutover on March 10th, please pay close attention to the information below regarding the upgrade as well as the Payroll Bulletins and PayServ Bulletin Board updates relating to the changes to the processing schedule and system availability. In addition to the written updates, we are scheduling a conference call for March 4 to give you a chance to ask questions. In the meantime, if you have any questions please email the Upgrade Team at payrollimprovementproject@osc.ny.gov. We look forward to hearing from you. Thank you for all that you do and your continued dedication to payroll!

Stay safe!
Brian

IN THIS ISSUE:

- What's New
- Payroll Improvement Project
- Section Updates
- Payroll Bulletins
- Cancellations
- Contacts



WHAT'S NEW

DIRECT DEPOSIT STUBS

OSC will continue to mail Direct Deposit stubs directly to all employees in an effort to reduce handling and employee interactions. Please encourage your employees to opt out of receiving paper advice statements and instead access their statements on NYSPO.

EXTENDED PAYSERV HOURS

To provide additional processing time during shortened cycles, PayServ hours have been extended surrounding cutover. PayServ hours from 02/27/2021 – 03/18/2021 will be:
02/27/2021 6:30 am - 4:00 pm

02/28/2021 6:30 am - 4:00 pm
03/01/2021 6:30 am - 8:00 pm
03/02/2021 6:30 am - 8:00 pm
03/03/2021 6:30 am - 8:00 pm
03/04/2021 5:00 am - 8:00 pm
03/05/2021 5:00 am - 8:00 pm
03/06/2021 6:30 am - 4:00 pm
03/07/2021 6:30 am - 4:00 pm
03/08/2021 7:00 am - 8:00 pm
03/09/2021 7:00 am - 8:00 pm
03/10/2021 7:00 am - 12:00 pm
03/15/2021 TBD* - 4:00 pm
03/16/2021 6:00 am - 8:00 pm
03/17/2021 6:00 am - 8:00 pm
03/18/2021 6:00 am - 8:00 pm

* System availability Monday, 3/15 is to be determined; hours will be updated after cutover activities have begun.

Please refer to the PayServ Bulletin Board for updates to PayServ access.

UPCOMING DEADLINES

Administration Pay Period 24L/25C/23XL and Institution 25L/26C/24XL: Due to the reduced processing time for these pay periods resulting from the payroll upgrade, agencies are instructed to enter ONLY critical transactions. These include transactions to remove an employee from the payroll or correct an employee's record to prevent overpayments and transactions to ensure an employee receives a paycheck. Examples of critical transactions include but are not limited to those with a Reason Code of HIR, LOA, RLV and TER.

[Payroll Submission Schedule 2020-21](#)

Note: OSC Payroll will be accelerating the Confirm schedule on Wednesdays each week. This means that Certification issues that warrant direct deposit disables will need to be fixed no later than 10:00 am instead of the typical 1:00pm on Wednesdays.

BULLETIN BOARD MESSAGES

02/23/2021 - Corrected W-2s – OSC has issued Corrected W-2s (Batches 1988-1999) These W-2cs are for 2018, 2019 and 2020, and relate to AC230s, Deficiencies, SS/Med refunds, NRAs, State & Local and NonCash. Agencies must immediately begin to review Control-D report NTAX722 (Agency W-2c report), identify employees due a FICA refund and obtain a completed and signed Form AC3206 (Prior Year Social and Medicare Tax Refund Certification) from each employee identified. **Agencies are reminded that if they do not see a NTAX722 report for their agency, then, for the identified batches, there were no corrected W-2s that impact dollar amounts issued for their employees. Agencies must record receipt of the completed and signed AC3206 in Payserv no**

later than April 12, 2021. **Please do not submit Form AC3206 to OSC.**

02/12/2021 - New Go Live Date and Early Cutoffs/Changes - A new implementation date and cutover period has been determined for the PayServ upgrade to version 9.2. Cutover will begin on March 10, 2021. Go Live is March 15, 2021. In order to accomplish cutover activities, the payroll system will be unavailable from March 10, 2021 to March 15, 2021.

The following Pay Periods will be processed on an accelerated schedule due the upgrade to PayServ version 9.2:
Institution Pay Period 24 Lag/25 Current:

The **Automated Interface** cutoff is scheduled for **Monday, February 22, 2021.**

The **On-Line Transactions** cutoff is scheduled for **Tuesday, February 23, 2021.**

The **Time Entry** cutoff is scheduled for **Tuesday, February 23, 2021.**

Administration Pay Period 24 Lag/25 Current:

The **Automated Interface** cutoff is scheduled for **Monday, March 1, 2021.**

The **On-Line Transactions** cutoff is scheduled for **Tuesday, March 2, 2021.**

The **Time Entry** cutoff is scheduled for **Tuesday, March 2, 2021.**

There will be **NO On-Line Back End Split Submissions** this Pay Period.

The **Reports/Files Available** are scheduled for Wednesday, March 10, 2021.

Institution Pay Period 25 Lag/26 Current:

The **Automated Interface** cutoff is scheduled for **Friday, March 5, 2021.**

The **On-Line Transactions** cutoff is scheduled for **Friday, March 5, 2021.**

The **Time Entry** cutoff is scheduled for **Friday, March 5, 2021.**

The **On-line Deductions, Taxes, Direct Deposit** dates are scheduled from **12:00pm on Thursday, March 4, 2021 to 12:00pm on Wednesday, March 10, 2021.**

For more information on this and future accelerated schedules, please refer to [Payroll Bulletin #1816 Schedule for Agency Payroll Submission and Availability of Reports and Files](#), issued February 12, 2020.

02/12/2021 – 2020 Workers' Compensation Clean Up – OSC will run a Workers' Comp Clean Up to correct taxes for employees with late Workers' Comp leave changes in 2020 on 03/04/2021. Agencies are asked to enter any outstanding 2020 Workers' Compensation leaves or Correct History requests by COB Friday, 02/26/2021.

Questions can be directed to WorkersComp@osc.ny.gov.

02/10/2021 - Corrected W-2s - OSC has issued Corrected W-2s (Batches 1983-1987). These W-2cs are for 2017 and relate to AC230s, Credit Letters, and Workers' Comp. Agencies must immediately begin to review Control-D report NTAX722 (Agency W-2c report), identify employees due a FICA refund and obtain a completed and signed Form AC3206 (Prior Year Social and Medicare Tax Refund Certification) from each employee identified. **Agencies are reminded that if they do not see an NTAX722 report for their agency, then, for the identified batches, there were no corrected W-2s that impact dollar amounts issued for their employees.** Agencies must record receipt of the completed and signed AC3206 in PayServ no later than March 26, 2021. **Please do not submit Form AC3206 to OSC.**

02/08/2021 - PayServ 9.2 Upgrade Postponed - Additional Information

The [2020-2021 Schedule for Agency Payroll Submission and Report and File Availability](#) has been updated. The following changes were made for Institution PP23L/24C, paycheck date 02/25/2021:

- Automated Interface Cutoff is Monday, 02/08/2021
- On-Line Transactions Cutoff is Tuesday, 02/09/2021
- Time Entry File Submission Date is Tuesday, 02/09/2021
- On-line Deductions, Taxes, Direct Deposit dates are noon on Thursday, 02/04/2021 - noon on Wednesday, 02/10/2021

PayServ hours will no longer be extended. PayServ will now be available on a normal schedule. The hours from 02/08 - 02/18/2021 will be:

02/08/2021 7:00 am - 6:00 pm

02/09/2021 7:00 am - 6:00 pm

02/10/2021 7:00 am - 6:00 pm

02/11/2021 7:00 am - 6:00 pm

02/12/2021 7:00 am - 6:00 pm

02/13/2021 7:00 am - 4:00 pm

02/15/2021 7:00 am - 2:30 pm

02/16/2021 7:00 am - 6:00 pm

02/17/2021 7:00 am - 6:00 pm

02/18/2021 7:00 am - 6:00 pm

Agencies should continue to monitor the Direct Deposit query LQ_DDP_EMPLS_WITHOUT_SELECTION to review employees who need to make a direct deposit selection and continue to process [Form AC 3446](#). The form will be updated with an extended expiration date.

If an agency made or makes changes after 02/01/2021, the impacted employee should be contacted and advised to disregard the letter.

If an agency hired or hires an employee, the employee's EmplID should be looked up in the Select Direct Deposit page to determine whether they are impacted due to multiple jobs. The agency should contact any impacted employees to request they make a selection.

Details about this change and the process for employee selection, are included in [Bulletin PIP-007](#). Please take time to review Bulletin PIP-007 if you have not already.

The most recent version of [Form AC 2772](#) should be used beginning 02/09/2021, as directed in [Bulletin PIP-015](#). If an agency processes an AC 2772 for an employee, the employee's EmplID should be looked up in the Select Direct Deposit page to determine whether they are impacted due to multiple jobs. The agency should contact any impacted employees to request they make a selection.

OSC is working to establish a new implementation date and cutover period for the upgrade to 9.2. Bulletins will be updated and/or reissued with information as it becomes available. OSC will also continue to post information here as soon as it becomes available.

02/05/2021 - PayServ 9.2 Upgrade Implementation Postponed - Due to critical issues with installing a PeopleSoft update into PayServ version 9.2, the implementation of the new system is being delayed. This update must be installed to ensure accurate employee paychecks. A new implementation date and cutover period will be determined and communicated as soon as possible after these issues are resolved. As the cutover will not occur next week, the payroll system will remain available from February 10-15. We apologize for the

inconvenience of delaying implementation. We are committed to completing this project and will continue to set the accuracy of employee paychecks as our highest priority. We will share more information as it becomes available.

PAYROLL IMPROVEMENT PROJECT UPDATE

○ PayServ v 9.2 Go Live

- PayServ v 9.2 Go Live will be March 15, 2021. Agencies will be locked out of the system from noon on March 10 until March 15 to accommodate cutover activities. There are early deadlines related to cutover in the surrounding pay periods; details are available in [Bulletin PIP-013](#) and reflected in the [2020-2021 Schedule for Agency Payroll Submission and Report and File Availability](#).
- A Webex meeting will be held on March 4, 2021 at 1 PM to address agency questions and concerns. If you did not receive an invitation but would like to attend, send an email to the [Payroll mailbox](#).
- Updates and reminders will be posted on PayServ bulletin board as we approach Go Live.

○ Direct Deposit Changes

- A new [Form AC 2772 \(Direct Deposit Form for NYS Employees\)](#) was issued this month. Business Process changes related to the new form are detailed in [Bulletin PIP-015](#).
- In PayServ v 9.2, the Employee Record (Empl Rcd) can no longer be attached to an employee's Direct Deposit record. Detailed information is available in [Bulletin PIP-007](#). This change will only impact employees with multiple jobs, who are paid via direct deposit in any job, and whose direct deposit distributions differ between jobs. These employees must select one job's Direct Deposit record for conversion.
- **Agencies must:**
 - Review employees on the LQ_DDP_EMPLS_WITHOUT_SELECTION query, newly hired or rehired employees, and employees making changes to direct deposit.
 - If employees are impacted and have not made a selection, request the employee complete a [Form AC3446](#). Employees who are newly hired may not appear on the Empls Without Selection query for up to 2 days. Agencies should verify the selection for impacted employees who are changing their direct deposit distributions.
 - Process all Direct Deposit selections before noon on March 10, 2021 to ensure employees' records are properly converted.
- If there is no selection made, these employees will be reverted to check. If you have any questions about this process, individual employees, or how to interpret the information, reach out to us.

○ Contact Information

- Agencies are encouraged to visit the Payroll Improvement Project Bulletins page to review all bulletins related to the project. As always, if you have questions on anything Payroll Improvement Project-related, feel free to reach out to us at <mailto:payrollimprovementproject@osc.ny.gov> for help.

EARNINGS

- **Contacting Your Earnings Auditor**
 - While staff are telecommuting, office telephones have been transferred to the auditor's personal phone. As a result, if the auditor is unavailable there is no information provided regarding a backup. Therefore, if agency payroll staff cannot reach their auditor via phone, they should either send an email to the auditor which will provide the backup information or send an email to the Payroll Earnings mailbox so that it can be forwarded appropriately. Thanks for your understanding.
- **2020 General Salary Increase Deferral Extended**
 - The Bureau of State Payroll Services has been notified by the Division of the Budget that deferral of the 2020 general salary increases for settled unions and M/C has been extended through March 31, 2021.
- **Tracking COVID-19 Overtime Codes**
 - OSC has created query COVID_EARNINGS in query manager to help agencies track overtime related to the COVID-19 health crisis.
- **Management/Confidential Traineeships**
 - The Division of the Budget has not authorized payment of Management/Confidential performance advances for fiscal year 2020-2021. Therefore, agencies cannot include a performance advance when processing transactions for M/C employees in traineeships. Agencies must still enter a General Comment indicating an employee's performance advance rating for each rating period during their traineeship. If performance advances are approved, OSC will issue a payroll bulletin including information related to traineeships at that time.
- **COVID-19 Leave Processing**
 - The mandatory benefits outlined in the Federal Emergency Paid Sick Leave Act (FESLA) and the Emergency Family Medical Leave Expansion Act (EFMLA) expired on 12/31/2020. The State as an employer is not extending these benefits beyond that date.
 - The Governor's Office of Employee Relations Policy Related to COVID-19 Employee Leave issued on 03/11/2020 provides State employees on a mandatory or precautionary quarantine with paid leave for the 14 calendar days of the quarantine. This leave is paid at 100% of the employee's regular rate of pay. Payroll Bulletin 1837.3 will be updated with additional information.
 - In addition, Payroll Bulletin 1836.1 is currently being updated with additional COVID overtime earnings codes specifically for Firefighters at the Division of Military and Naval Affairs and to provide information for correction prior year overtime earnings.

DEDUCTIONS

- **Direct Deposit / AC230 Team / General Deductions:**
 - As mentioned in payroll bulletin [1016.1](#), Maintaining Up-to-Date Employee Addresses in the PayServ System, agencies must continue to review Control-D report NPAY590 –

Address Move Update Report, and follow instructions provided in the bulletin. **This is especially important for agencies to avoid USPS forwarding fees.**

- The process for the outreach and escheatment of 2019 uncashed payroll checks began in October 2020. We will continue to process letters received until funds are escheated in April 2021. Please refer to payroll bulletin [1858](#) if you have any questions.
- Prior Year AC230 Reminder – as mentioned in Payroll Bulletin 1859, Schedule for Submitting 2020 Year End Returned Checks, the IRS considers overpayments for 2020 that are returned in 2021 to be income in 2020 for reporting purposes because the employee had use of the funds (constructive receipt). As a result, when an AC230 is received after the December 30, 2020 (Admin) or January 5, 2021 (Inst) deadline, the employee is due a corrected wage statement (Form W-2C). However, the **Federal, State and Local withholding wage and tax balances for 2020 will not be reduced**. Only Social Security and Medicare wage and taxes will be updated to reflect the return of the fund.
- **Garnishment / Customer Service Team:**
 - Effective Monday, January 11, 2021, the Payroll Deduction Customer Service phones will be answered during the following hours: Monday, Thursday and Friday from 8:00 am to 2:00 pm, and Tuesday and Wednesday from 1:00 pm to 3:00 pm. The Customer Service phone number is 518-474-4042. Questions may also be e-mailed to payrolldeduction@osc.ny.gov.
 - To offer additional assistance during the PayServ 9.2 Upgrade, the Customer Service phone hours will be adjusted to Monday through Friday from 8:00 am to 3:00pm during the weeks of March 15th and March 22nd.
 - The Garnishment and Customer Service team continues to be flexible with frequent changes as a result of COVID-19, and they have frequent contact with garnishment vendors to ensure accurate processing of garnishment deductions and refunds to employees. As such, the team continues to review guidance regarding the suspension of Federal Student Loan garnishments, currently extended through at least 9/30/2021.
- **Retirement and Savings Plan Team:**
 - A payroll bulletin will be released post PayServ 9.2 Upgrade to provide agencies with information and resources to identify employees in PayServ with a missing or invalid Date of Birth. Employees who qualify for additional 403(b) and/or 457 “Over 50” contributions must have the Date of Birth entered to meet the requirement, thereby increasing the importance of a correct Date of Birth.

TAX & COMPLIANCE

- **Workers’ Compensation 2020 cleanup**
 - The first Workers’ Comp cleanup for 2020 will run on March 4, 2021.
 - NBEN543 details employees processed by the cleanup and will be available in Control D for agency review.
- **Form W-2cs for credit letters**
 - Form W-2cs associated with credit letters for 2018 and 2019 will issued in March.

- These W-2cs will correct employees' Social Security and Medicare wages and taxes only and are subject to the AC-3206 process.
- **2020 Form 1042-S**
 - The 2020 1042-S forms will be sent to agencies at the beginning of March.
 - TAX950 will be available in Control D for agency review.
- **Federal Form W-4 reminder**
 - Agencies are reminded that the Additional Withholding amount in the new Federal Form W-4 is a biweekly amount and not an annual amount. For instance, if \$1,000 is entered, then \$1,000 in additional withholding will be withheld from every paycheck.
 - However, the Dependent Amount, Other Income and Deductions amounts are annual amounts.
- **New York City Taxation Control D Report (NTAX723) reminder**
 - Agencies are reminded to review the NTAX723 for employees set up for incorrect local taxation and then take appropriate action per Bulletin No. 1845.

RECENTLY ISSUED PAYROLL BULLETINS

Payroll Improvement Project

[PIP-014](#) - ORP/VDC Arrears Deductions

[PIP-015](#) - Direct Deposit Updated Business Process and AC 2772

[PIP-016](#) - New and Changing Deduction Codes in PayServ 9.2

[PIP-017](#) - Post Production Support for PayServ 9.2

State Agencies

[1564.1](#) - New York State Deferred Compensation Plan (NYSDCP) Refunds for Employees on Workers' Compensation

[1893](#) - Reporting Adjustments to Overtime

[1894](#) - 2021 Extension of Military and Training Leave Benefits and Stipends

[1895](#) - Schedule for Agency Payroll Submission and Availability of Reports and Files

[1896](#) - Summary of Tax Related Changes for 2021

CUNY

[CU-699](#) - District Council 37 (DC37), Local 983 Dues Increase

[CU-700](#) - District Council 37 (DC37), Local 2054 Dues Increase

[CU-701](#) - District Council 37 (DC37), Local 384 Dues Increase

[CU-702](#) - District Council 37 (DC37), Local 1087 Dues Increase

[CU-703](#) - New Retirement Arrears Deduction Codes for Members of the New York City Teachers Retirement System (NYCTRS)

If you would like to be added to the bulletin distribution list, please email: payroll@osc.ny.gov.

CONTACT US

If you are unable to connect to PayServ, please email the OSC Network Team at:

OSC_NetworkServices@osc.ny.gov

General Inquiries:

Payroll@osc.ny.gov

Deduction/Garnishments:

PayrollDeduction@osc.ny.gov

Earnings:

PayrollEarnings@osc.ny.gov

Tax and Compliance:

TaxandCompliance@osc.ny.gov

System Questions:

PayrollSystemQuestions@osc.ny.gov

Position Management:

PositionManagement@osc.ny.gov

Please visit the PayServ Bulletin Board for additional contact information.

MAINTAIN CONTACT INFORMATION

Now more than ever accurate contact information is crucial. To ensure you receive up to date information, please review and update your agency's contact information in InterTrac/MACROS.

[Modify InterTrac/MACROS](#)

CANCELLATIONS

- Beginner PayServ Training Classes
- Query Sub-Committee Meetings

NEXT ISSUE

Please send your questions and suggestions of what you would like to see in our next issue to Jennifer Corbett at:

MJCorbett@osc.ny.gov.