

# PAYROLL USERS GROUP NEWS

April 2021

**UPDATED**

Issue No. 9

## WELCOME

**From Brian Moulton**  
**Director of State Payroll Services**

Welcome to the April 2021 edition of the PUG Newsletter. First, I want to thank you for all of the hard work, flexibility, and dedication you all showed throughout the implementation of 9.2! We went live on March 15<sup>th</sup> and we appreciate all that you did to help make it successful!

In other news, Payroll Services has been notified by the Division of Budget that last year's deferred raises could be paid. We are currently working out the schedule for processing these retroactive increases. Due to the volume of raises that need to be processed, the increases cannot all be processed at the same time. Please see the information below regarding the processing schedule as it stands today. Bulletin Board messages will be updated and Payroll Bulletins will be issued as soon as possible.

Thank you!

Brian

## IN THIS ISSUE:

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

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

### UPCOMING DEADLINES

**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

**04/26/2021 - Control-D Report NHRP709** - OSC has discovered an issue with Control-D Report NHRP709 (Mass Salary Increase Exception Report) that was posted on 04/15/2021 for the Administration Cycle. There are employees in Grade 800 positions appearing with the message 'Increment Code Missing'. Since employees in Grade 800 positions do not require an increment code, these employees should not appear on the report. In addition, there were many employees missing from the report. These are employees with a Comp Rate Code = HRY and a Comprate less than or equal to \$13.00. They should have appeared with the message 'Empl Req Review to Determine if Elig for Incr'.

This report has been rerun and is now available in Control-D. Employees in Grade 800 positions no longer appear with the message 'Increment Code Missing' and will be processed automatically as outlined in Payroll Bulletin No. 1829.1. All employees with a Comp Rate Code = HRY and a Comprate less than or equal to \$13.00 now appear on the report and will not be processed automatically. Please refer to Payroll Bulletin No. 1829.1 for instructions for processing these employees. There are also a small number of employees with a Comp Rate Code = HRY appearing with the message 'Increment Code Invalid'. Since hourly employees do not require an increment code, these employees should only appear if there is another message. If 'Increment Code Invalid' is the only message, the employee will process automatically as outlined in [Payroll Bulletin No. 1829.1](#).

**04/27/2021 - Corrected W-2s** - OSC has issued Corrected W-2s (Batches 2011-2015). These W-2cs are for 2020 and relate to Imputed Income, NRA's and SS-Med Refunds. 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 June 10, 2021. *Please do not submit Form AC3206 to OSC.*

**04/26/2021 - Change to 403(b) Priority** - An issue has been identified in processing 403(b) and Deferred Compensation deductions for some employees who are enrolled in both plans. Due to the deductions having the same priority, they were not being taken in the expected order. OSC has identified a short-term solution. The priority of 403(b) deductions will be updated to be deducted before Deferred Compensation. While this will require a workaround for 403(b) after tax deductions for OSC Retirement Team staff, the priority change will ensure that 403(b) before tax deductions are taken appropriately for employees who also have Deferred Compensation. A long-term solution is being explored; details will be released in a bulletin once the changes are finalized. Any questions on this issue should be directed to the [Payroll Retirement](#) mailbox.

**04/15/2021 - Mass Salary Exception Report** - OSC is preparing to process the retroactive April 2020 2% Salary Increase for eligible employees in CSEA BU 02, 03, 04 and 47, CSEA SUNY Construction Fund (SCF) BU 97 and DC-37 BU 67 in paychecks dated 05/12/2021 (Administration 2 Lag) and 05/20/2021 (Institution 3 Lag). Control-D report NHRP709 (Mass Salary Exception Report) will be available for agency use on 04/15/2021 (Administration

Cycle) and 04/22/2021 (Institution Cycle). Payroll bulletins for the payments will be forthcoming.

**04/15/2021- Deferred Raises Processing Schedule** - Payroll Services has scheduled processing of the previously deferred 2020 salary increases for the following bargaining units. Payroll Bulletins will be released as soon as possible. Due to the large volume of programming, testing, and manual work required to pay these increases retroactively, all of the bargaining units cannot be processed simultaneously. Processing dates for the remaining bargaining units not listed below are being developed and will be posted as soon as possible.

Bargaining Unit	Check Dates
CSEA 02,03,04, 47	5/12/21 (A), 5/20/21 (I)
SCF CSEA 97	5/12/21 (A)
DC-37 RRSU	5/12/21 (A)
UCS (multiple BU's)	5/26/21 (A)
State Police PBA 07,17	5/26/21 (A) (2020 and 2021 Increases)
State Police NYSPIA 62	5/26/21 (A) (2020 and 2021 Increases)
NYSCOPBA 01,21	6/17/21 (I), 6/23/21 (A) (2020 (01,21) and 2021 Increases (01))

**04/15/2021 - Not All Direct Deposit Accounts Converted** - Agencies are reminded that only *active* direct deposit records for *active* employees were converted at cutover to PayServ 9.2. If an employee was not in Active, Leave, or Paid Leave status at the time of conversion or their direct deposit record was inactive, their direct deposit record was not converted to 9.2. A new direct deposit record must be set up for new or rehired employees who were terminated before 03/10/2021. Questions may be directed to the Direct Deposit Returns and Reversals mailbox.

**04/12/2021 - Corrected W-2s** - OSC has issued Corrected W-2s (Batches 2006-2010). These W-2cs are for 2018-2020 and relate to Non-Cash, IRS Letters and Imputed Income. 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 May 27, 2021. *Please do not submit Form AC3206 to OSC.*

**04/09/2021 – New Hires’ Tax Data** - Due to a system issue, certain hires may not have their Federal, State and Local tax data populated by default. Agencies should verify that new hires have tax data pages that are populated according to the employee’s Form W-4 and/or IT-2104. If the employee has not provided these forms, the default settings are Single, no adjustments for Federal and Single, no allowances for State and Local, and

will need to be manually entered at this time. Questions may be directed to the Tax and Compliance mailbox.

**03/22/2021 – Federal Form W-4** – We have identified an issue with the Federal Form W-4 version for employees hired on or after 03/15/2021. Agencies must verify that any new hire as of 03/15/2021 has the “2020 or Later” version of the Form W-4 and correct any new employees who have the “2019 or Earlier” version. We will post a new Bulletin Board message when this issue has been resolved. Questions should be directed to the Tax and Compliance mailbox.

**03/19/2021- Lock-In-Letters** – Agencies are reminded they should not make changes to employees’ tax data page when there is a lock-in letter unless a letter is received from OSC **releasing** or **changing** the withholding allowance/status for the employee. This includes when an employee provides you with a release form from the IRS. Only OSC staff should release the employee from the lock-in letter or change the information for the lock-in-letter in the PayServ system. Questions related to lock-in letters should be directed to the Tax and Compliance mailbox.

**03/18/2021 - Conversion Rows in Job Data Records** - Conversion rows were inserted into Job Data records for all active employees and for employees terminated 01/01/2015 or after as per Payroll Bulletin PIP-008. The effective date of the conversion row depends on the employee's pay cycle:

<b>PAYCYCLE</b>	<b>EFFECTIVE DATE OF CONVERSION ROW</b>
Inst L	02/25/2021
Inst C	03/11/2021
Inst XL	02/18/2021
Admin L	03/04/2021
Admin C	03/18/2021
Admin XL	02/25/2021

Correct Histories:

Any Rehire, Termination, Retire, Leave and Return from Leave transactions (excluding PAY, POS, DTA transactions) requiring a row to be inserted in the Job Data record with an effective date prior to the conversion row will need to be submitted via the Correct History process (DTA/CORs). If a correction to any existing job row including a Hire or Concurrent hire row is needed, a DTA/COR will also need to be submitted. Please refer to Payroll Bulletin 741 for more information on the Correct History process.

If an employee is being newly hired or concurrently hired for the first time, regardless of the effective date, enter the Hire and Concurrent Hire as per standard procedures.

Please note: Pending DTA/CORs may cause an increase in the amount of Time Entry errors reported to agencies. OSC is working diligently to process DTA/CORs to minimize the errors associated with submitted Time Entry transactions. Agencies must review the status of their DTA/COR requests and notify their OSC auditor if additional Time Entry transactions, delayed because of the DTA/COR, must be entered after the On-Line

Transactions Cutoff.

Job Requests: When entering PAY, POS and DTA transactions with an effective date prior to the conversion row, the agency must also enter a Job Request to update the information on the conversion row.

**03/15/2021 - Welcome to PayServ v 9.2!**

Upgrade activities concluded this weekend and the updated system is live. You may wish to familiarize yourself with the project-related [Payroll Bulletins](#), especially [What is Changing](#), or review the 9.2-specific Job Aids. **If you have not done so already, please log out and clear your cache.**

If you have any issues or questions related to the new system please reach out to your Agency Coordinator or send an email to [payserv92support@osc.ny.gov](mailto:payserv92support@osc.ny.gov) for assistance.

**03/10/2021 - Corrected W-2s** - OSC has issued Corrected W-2s (Batches 2000-2005). These W-2cs are for 2018-2020 and relate to 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 April 23, 2021. *Please do not submit Form AC3206 to OSC.*

**03/09/2021 - Early Cutoffs/Changes** - The following pay period will be processed on an accelerated schedule due to the SFS Blackout and OSC Payroll's Fiscal Year End processing:

Institution Pay Period 26 Lag/1 Current

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

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

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

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

Administration Pay Period 26 Lag/1 Current

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

Please refer to Payroll Bulletin #1816 *Schedule for Agency Payroll Submission and Availability of Reports and Files*, issued February 13, 2020, for more information on this and future accelerated schedules.

**03/03/2021 – NYSPO Tax Withholding Changes Unavailable: Post Go Live (03/15/2021)** - The 'Update Tax Withholdings' link will be temporarily removed from NYS Payroll Online (NYSPO). NYSPO users will not have access to change their Federal/State/Local tax online. The date of restored access to the NYSPO 'Update Tax Withholdings' link is TBD. In the meantime, users are advised to submit tax changes through their Payroll Administrator or Office of Human Resources.

## PAYROLL IMPROVEMENT PROJECT UPDATE

- **PayServ v 9.2 has gone live!** The time and effort agencies put in to testing PayServ, updating their own systems, processing accelerated payrolls, and learning to use the upgraded system is greatly appreciated! Your patience and perseverance allowed us to have a successful cutover and launch, and the issues you have reported have smoothed out bumps in the new system. You may continue to report issues discovered in PayServ 9.2 to [payserv92support@osc.ny.gov](mailto:payserv92support@osc.ny.gov). The mailbox will be phased out as we complete the transition to “production” but reported issues will be redirected to the appropriate staff once post-go live support is completed.

## 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 and 2021 General Salary Increases**
  - The Division of the Budget has notified the Bureau of State Payroll Services that the 2020 and 2021 general salary increases for settled unions, the 2020 general salary increases for M/C, and the 2020 and 2021 performance advances and longevity lump sum payments for M/C have been approved. OSC is currently working on a processing schedule and will post this information as soon as possible.
- **Tracking COVID-19 Overtime Codes**
  - OSC has created query Q92\_COVID\_EARNINGS\_P1 in PS Query 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 years 2020-2021 and 2021-2022. 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 (FEPsLA) 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.
- **Manually Ending Additional Pay Earnings:**
  - When Additional Pay earnings must be ended, agencies should end the applicable Additional Pays by inserting a new Additional Pay row for each Additional Pay requiring an end date. The Effective and End Date on these newly inserted Additional Pay rows must be the last day the employee is eligible to receive the Additional Pay. For example, if an employee currently receiving LOC becomes 60%/part-time on 3/29/2021, a LOC row must be entered with an Effective and End Date of 3/28/2021.
  - Please note: When ending Additional Pays because of job changes, the rows to end Additional Pay should be entered within the same pay period as the Job change but prior to the Job transactions being entered.

## DEDUCTIONS

- **Direct Deposit / AC230 Team / General Deductions:**
  - The process for the outreach and escheatment of 2019 uncashed payroll checks has concluded. Funds will be escheated in April 2021. Please refer to payroll bulletin [1858](#) if you have any questions.
  - Direct Deposit – New in the PayServ upgrade, there is now only one direct deposit record per employee regardless of the number of Jobs. Agencies should not make changes to direct deposit records for an employee that was changed by another agency unless they have received a new Direct Deposit Form (AC-2772).
  - As mentioned in payroll bulletin PIP-015, when auditing direct deposit entries agencies should be using the new locked query provided, LQ\_DDP\_AUDIT\_DD\_ENTRIES-Audit Direct Deposit Entries. This query includes the search criteria of Entered on or After Date, Department/Agency ID and Update By.
  - AC230 Reminder – AC230’s should only be used for employees who have been overpaid and are currently inactive. If an employee has an overpayment and is active you should contact your auditor to set up a Q code for repayment. Please also ensure that the AC230 is completed accurately and in full including agency remarks telling us the exact date(s) the employee has been overpaid. Questions regarding the completion of an AC230 can be directed to PayrollReversalAndExchange@osc.ny.gov
- **Garnishment / Customer Service Team:**

- 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](mailto:payrolldeduction@osc.ny.gov).
- **Retirement and Savings Plan Team:**
  - As a result of the PayServ upgrade, there are many system changes regarding Retirement and Savings Plans. For questions regarding these changes, please refer to the information provided in the Payroll Improvement Project bulletins posted here: <https://www.osc.state.ny.us/state-agencies/payroll-bulletins/payroll-improvement-project> before reaching out to the Payroll Retirement Team.
    - A payroll bulletin will soon be released providing more information on the new Earnings V codes which are used to track retirement earnings limits.
  - The New York State and Local Retirement System (NYSLRS) is expected to update the Tier 6 two-year lookback rate changes effective in the April 22, 2021 Institution and April 28, 2021 Administration paychecks. Employees should contact NYSLRS regarding any questions with their two-year lookback rate changes.

## TAX & COMPLIANCE

- **Workers' Compensation Team:**
- **Workers' Compensation 2021 cleanup**
  - The first Workers' Comp cleanup for 2021 will run in early May.
  - Please enter all transactions by May 5, 2021
  - A bulletin board message will be posted when the clean up is complete.
- **FICA deficiencies**
  - Deductions for employees with Workers' Comp-related 2020 FICA Deficiencies will begin with the 4/28/2021 Administration and 5/5/2021 Institution paychecks.
- **Audit and Compliance Team:**
- **Prior Year Paycheck Reversals**
  - Agencies are reminded that prior year paycheck reversals processed after January of the following calendar year will adjust only Social Security and Medicare wages and taxes. Federal, State and local withholding wages will not be adjusted.
  - Corrected W-2cs associated with these PYs will be issued in May.
- **Federal Form W-4**
  - Agencies will be contacted regarding new hires who should have the current version of the Federal Form W-4, rather than the 2019 and prior version.
  - The system issue has been corrected, so new hires should have the current version of the Form W-4 going forward.
- **Lock in letter reminder**
  - Agencies are reminded that they should not adjust Federal tax withholding of employees with lock in letters.



- **Ac-3206 deadline**

- As of 1/1/2021, the deadline for AC-3206 forms has reverted to 45 days. The deadlines for individual W-2c batches will continue to be posted in PayServ Bulletin Board messages.

## RECENTLY ISSUED PAYROLL BULLETINS

### State Agencies

[1897](#) - April 2021 Civil Service Employees Association (CSEA) Longevity Lump Sum (LLS) Payment

[1898](#) - April 2021 Public Employees Federation (PEF) Longevity Lump Sum (LLS) Payment

[1899](#) - Payroll Check Reissues, Reversals, Exchanges, and Direct Deposit Returns during the Statewide Financial System (SFS) Blackout for Fiscal Year End

[1900](#) - Form 1042-S (Foreign Person's U. S. Source Income Subject to Withholding) for Calendar Year 2020

[1901](#) - 2021 Special Assignment to Duty Pay for Calendar Year 2020

[1902](#) - April 2021 Longevity Payment for Long-Term Seasonal Employees

[1903](#) - April 2021 Civil Service Employees Association (CSEA) Performance Advances

[1904](#) - April 2021 Public Employees Federation (PEF) Performance Advances

[1905](#) - April 2021 Security Performance Advances

[1858.1](#) - Outreach & Escheatment of 2019 Uncashed Payroll Checks

[1906](#) - Reporting Line Number and Budget Year Changes for Fiscal Year 2021-2022

[1907](#) - Maintain Up-to-Date Employee Date of Birth (DOB) in the PayServ System

[1908](#) - NYS Payroll Online Rollout to All State Employees

[1909](#) - April 2021 Increase to Hazardous Duty Pay for Arbitration Eligible (BU01) Employees in the Security Services Unit (SSU) Represented by New York State Correctional Officers and Police Benevolent Association, Inc. (NYSCOPBA)

[1910](#) - April 2021 Increase to Location Pay Downstate Adjustment and Location Pay Mid-Hudson Adjustment for Arbitration Eligible (BU01) and Non-Arbitration Eligible (BU21) Employees in the Security Services Unit (SSU) Represented by New York State Correctional Officers and Police Benevolent Association, Inc. (NYSCOPBA)

[1911](#) - Processing Payments for Activities Related to the COVID-19 Vaccine Effort

\*[1829.1](#) - April 2020 Civil Service Employees Association (CSEA) Retroactive 2% Salary Increase

\*[1829.2](#) - April 2020 Civil Service Employees Association (CSEA) Retroactive 2% Salary Increase

### CUNY

[CU-704](#) - City University of New York (CUNY) Paid Family Leave Implementation

[CU-705](#) - City University of New York (CUNY) Health Insurance Rate Changes

[CU-706](#) - 2021 Lump Sum Payments for Eligible City University of New York (CUNY) Employees Represented by the Professional Staff Congress (PSC)

\*[CU-707](#) - 2019 and 2020 Retroactive Uniform Allowance Increases for Eligible City University of New York (CUNY) Employees Represented by the New York State Nurses Association (NYSNA)

\*[CU-708](#) - CUNY Retroactive Pay Rate Increases for High Pressure Plant Tender and Change to Shift Differential Pay

## Housing and Community Renewal

[DH-113](#) - April 2021 District Council 37 (DC 37) Rent Regulation Services Unit Longevity Lump Sum (LLS) Payment

[DH-114](#) - April 2021 District Council 37 (DC 37) Performance Advances

\*[DH-108.1](#) - April 2020 District Council 37 (DC 37) Retroactive 2% Salary Increase

\*[DH-108.2](#) - April 2020 District Council 37 (DC 37) Retroactive 2% Salary Increase

## SUNY Construction Fund (Other)

[Other-56](#) - April 2021 State University Construction Fund (SCF) Civil Service Employees Association (CSEA) Longevity Lump Sum (LLS) Payment

\*[Other-55.1](#) - April 2021 State University Construction Fund (SCF) Civil Service Employees Association (CSEA) Longevity Lump Sum (LLS) Payment

\*[Other-55.2](#) - April 2021 State University Construction Fund (SCF) Civil Service Employees Association (CSEA) Longevity Lump Sum (LLS) Payment

## State Police

[SP-215](#) - April 2021 Increases to Location Pay, Supplemental Location Pay and Expanded Duty Pay for State Police Employees Represented by the Police Benevolent Association (PBA)

[SP-216](#) - April 2021 Increases to Location Pay, Supplemental Location Pay, Expanded Duty Pay, and Maintenance Allowance for State Police Employees Represented by the New York State Police Investigators Association (NYSPIA)

[SP-217](#) - April 2021 Increase to 8 Year Seniority Pay for State Police Represented by the New York State Police Investigators and Senior Investigators (NYSPIA)

## SUNY

[SU-302](#) - SUNY Recruitment and Retention Payments for GSNU Employees Represented by the Communications Workers of America/Graduate Student Employees Union (CWA/GSEU)

[SU-303](#) - SUNY Downstate Location Stipend for GSNU Employees Represented by the Communications Workers of America/Graduate Student Employees Union (CWA/GSEU)

[SU-304](#) - SUNY Discretionary Lump Sum Payments (DLP and DLS) for Fall 2020 and Spring 2021

## Unified Court System

[UCS-295](#) - April 2021 Unified Court System (UCS) Security and Law Enforcement Differential Payment

[UCS-296](#) - April 2021 State of New York Unified Court System (UCS) Increments and Longevity Increments

[UCS-297](#) - April 2021 Unified Court System (UCS) Judicial Longevity Payment (JLP)

[UCS-298](#) - April 2021 Unified Court System (UCS) Longevity Bonus (JLO)

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

## NYSLRS Retirement Online Update

- **Resources for State Agencies**
  - The State Payroll Do's and Don'ts document focuses on recent issues NYSLRS has seen in Retirement Online and PAYSERV, and attempts to illustrate the impact(s) of doing something incorrectly.
  - You can find this, and the other resources NYSLRS has available to support State employers who use Retirement Online, on the special State employer section of the Retirement Online website.
  
- **Tier 6 Contribution Rates for State Agencies**
  - You may have seen or heard that some Tier 6 members have new contribution rates (effective 4/1/2021). Please note that there is no action that needs to be taken for state agencies.
  - Member rates for employees in state agencies will be updated automatically and applied for the first paycheck in April.

## CONTACT US

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

[OSC\\_NetworkServices@osc.ny.gov](mailto:OSC_NetworkServices@osc.ny.gov)

General Inquiries:

[Payroll@osc.ny.gov](mailto:Payroll@osc.ny.gov)

Deduction/Garnishments:

[PayrollDeduction@osc.ny.gov](mailto:PayrollDeduction@osc.ny.gov)

Earnings:

[PayrollEarnings@osc.ny.gov](mailto:PayrollEarnings@osc.ny.gov)

Tax and Compliance:

[TaxandCompliance@osc.ny.gov](mailto:TaxandCompliance@osc.ny.gov)

System Questions:

[PayrollSystemQuestions@osc.ny.gov](mailto:PayrollSystemQuestions@osc.ny.gov)

Position Management:

[PositionManagement@osc.ny.gov](mailto:PositionManagement@osc.ny.gov)

## 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](mailto:MJCorbett@osc.ny.gov).

Please visit the PayServ Bulletin Board for additional contact information.