

PAYROLL USERS GROUP NEWS

May 2020

Issue No. 2

WELCOME

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

Welcome to the second edition of the PUG Newsletter! We hope this issue provides an informative summary of what we have been working on as we continue to work through our new normal. As always, I want to thank you all for your continued hard work to ensure that Payroll continues to operate and people continue to be paid accurately and on time. We could not do this without you! I also want to thank you for your efforts to promote Direct Deposit in your agencies. It is great to see the number of direct deposit enrollees increasing and the number of paper checks decreasing! For employees with NYSPO access, please encourage them to log in and opt out of receiving a paper advice statement. Employees have the ability to view their pay stubs safely online and this has the potential to save the State of New York a lot of money. I am very pleased to announce a couple of appointments in the Bureau; Denise Shoddy was recently appointed to the Assistant Director position over the Earnings Section, and Lisa Swanson has been appointed to the Assistant Director position over the System Support Group. We look forward to great things from them both in these new roles.

Stay well!
Brian

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WHAT'S NEW

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.

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

[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

05/12/2020 - New Retirement Online Help Page for State Employers - NYSLRS has a variety of resources available to support State employers using Retirement Online. There's a [special section of the Retirement Online website that's tailored to the needs of State employers](#). Here you'll find help enrolling members, managing notifications, and advice on working through salary and service credit questions from your staff. Additionally, please see the [Agency Resource Guide](#) summarizing NYSLRS tools to help with your work. As always, you can contact the Retirement Online Help Desk: 1-844-619-9614, Mon-Fri, between 8:00 am – 5:00 pm, or use the [Help Desk Form](#).

05/05/2020 - Corrected W-2s – OSC has issued Corrected W-2s (Batches 1925-1929). These W-2cs are for 2015, 2016, 2018 and 2019 and relate to Deficiencies and Non Cash. 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. Please do not submit Form AC3206 to OSC.**

05/04/2020 - Suspension of Garnishment Collection Activities Due to COVID-19 - Agencies should forward all documents from the US Department of Education titled "NOTICE OF CANCELLATION OF ORDER FOR WITHHOLDING OF WAGES FOR ALL EMPLOYEES" or any other garnishment suspension/release letter they receive to the Garnishment@osc.ny.gov mailbox upon receipt to ensure immediate action. Employees who have questions regarding federal student loan suspensions should contact the US Department of Education at 1-800-621-3115. Agencies with questions regarding garnishment suspensions may contact Deduction Customer Service.

04/30/2020 - CORRECTED W-2s - OSC has issued Workers' Comp Corrected W-2s (Batch 1924) - Agencies must immediately begin to review Control-D report NTAX722 (Agency W2C report), identify employees due a FICA refund and obtain a completed and signed Form AC3206 (Prior Year Social Security 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 7/24/2020. *Do not submit Form AC3206 to OSC.*

04/24/2020 - DIRECT DEPOSIT ADVICES RETURNED WITH AN INTERNATIONAL MAILING ADDRESS - The Postal Service received notice that various postal operators are no longer able to process or deliver international mail or services originating from the United States (U.S.) due to service disruptions related to the COVID-19 pandemic. As a result, the Postal Service is endorsing mail destined for affected countries at any Post Office or postal facility location as "Mail Service Suspended – Return to Sender". Direct deposit advice statements with an international mailing address to these destinations will be returned to the employee's agency. Agencies should request these employees update their check or mailing address to a local address within the U.S., if possible. Advices returned to the agency should be held until the agency is able to forward it to the employee. For updated, detailed information on the International Mail Service Suspensions, please visit the [USPS International Service Alerts webpage](#).

04/21/2020 - Corrected W-2s - OSC has issued Corrected W-2s (Batches 1905-1922). These W-2cs are for 2016-2019 and relate to State and Local Adjustments, Imputed Income, IRS Notices, Deficiencies, Noncash, and Large Isolated Projects (**Credit Letters**). Agencies must immediately begin to review Control-D report NTAX722 (Agency W-2creport), 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 **July 21 2020** for 2017-2019 . **Please do not submit Form AC3206 to OSC.**

PAYROLL IMPROVEMENT PROJECT UPDATES

Advance File Testing: If your agency would like to receive reduced volume Master files for testing, email payrollimprovementproject@osc.ny.gov to discuss receiving test files. This will not replace formal interface testing.

PS Query Renaming: A Query Data Dictionary with 9.2 field listings will be issued soon; look out for details in a reissue of the Payroll Bulletin PIP-03 PS Query Updates and Migration located at <https://www.osc.state.ny.us/agencies/pbull/pip/pip03.htm>. Remember to update your PS Query names by 5/29/2020! For instructions on renaming queries, visit the [Renaming PS Queries](#) presentation.

Timeline: Like many activities recently, the Payroll Improvement Project timeline has been impacted by unforeseen circumstances that have made it necessary to adjust the project schedule. The Project Management team is currently working to re-baseline the project plan. Agency User Acceptance Testing (UAT), which was scheduled to begin in June, is now expected to occur in August. Once we have identified firm dates for Agency UAT and a new Go Live window, an updated Project Timeline will be distributed to all stakeholders. Work on the project actively continues, and we continue to welcome your feedback and participation. We look forward to sharing more detailed information soon.

EARNINGS

- **Agencies requesting to hold employee paychecks**

If an agency is aware of a paycheck of a deceased employee, or of an overpayment that will occur, in a direct mailed paper check, then the Agency should send an email to the Payroll Earnings mailbox and their Auditor requesting that the check be held. Paycheck and Employee info should be included in the email. The deadline for an Agency to send this email to Earnings is 9:30 a.m. of the Thursday prior to the paycheck date.

- **Revised Bulletin 1837.1 New Paid leave Action Reason Codes and Earnings Code Related to COVID-19 will be published soon.**

The revision includes the creation of RCV Return from Leave reason code. Revision also includes updated requirements for submitting Cor His requests related to COVID-19. Agencies must use the new reason code RFL/RCV for all Return from Leave transactions related to the COVID 19 Paid Leave reason codes. If the effective date of a paid leave transaction is retroactive, **and** prior to the effective date of the most current row on an employee's PayServ history, then the Agency must submit a DTA/COR Job Action request. In the Status Reason box, the Agency must state that the request is related to COVID-19 and also provide the effective dates, PLA/Reason code, and the exact part-time percent. If appropriate the Return from Leave information should also be included. For example: COVID19: 5/1/2020, PLA/19P, .6667,5/15/2020 RCV.

- **Retroactive Transactions to Place Employees on a Leave of Absence**

It is crucial that all time entry earnings are reviewed and corrected prior to putting an employee on a retroactive leave of absence. For example, please reverse any overtime paid with earnings dates that correspond to the leave of absence dates and pay back any lost time that was taken during the leave of absence prior to placing the employee on the leave of absence.

Once the leave of absence is entered, PayServ will not accept time entry transactions with earnings dates that correspond to the leave of absence effective dates.

- **The Use of Lost Time**

Lost time taken for an excessive number of consecutive workdays during a given pay period should be reviewed by agency HR/Payroll to determine if a LOA transaction should be processed instead of the lost time. This may eliminate the need to reverse the lost time at a later date, if/when the employee is placed on a retroactive leave of absence.

- **General Salary Increases**

Per the Division of the Budget these increases were deferred. They will be reevaluated after 90 days. They are in HOLD status in the Payroll Bulletin listing.

- **April processing of Longevity and Performance Advances is complete**

Please remember to review employees' records when returning from leave to determine if an adjustment to the anniversary date or increment code is required or if a payment such as a performance advance or LLS is due.

DEDUCTIONS

- Escheatment of 2018 payroll checks was completed on 4/22/2020. A total of 5,466 payroll checks totaling \$1,288,574.05 were successfully transferred to the Office of Unclaimed Funds (OUF). Once posted by OUF, the funds may be claimed by contacting OUF at 1-800-221-9311, or online at <https://www.osc.state.ny.us/ouf/>.
- The Garnishment/Customer Service Team continues to receive the US Department of Education "NOTICE OF CANCELLATION OF ORDER FOR WITHHOLDING OF WAGES FOR ALL EMPLOYEES" from agencies which are used to suspend federal student loan collection activities in an effort to provide relief for those impacted by COVID-19. Agencies should continue forwarding these notices to the Garnishment/Customer Service Team at garnishment@osc.ny.gov to ensure federal student loan garnishments serviced by the US Department of Education are suspended. Employees who have questions regarding the cancellation of orders should be directed to the US Department of Education at 1-800-621-3115.
- Direct deposit advices continue to be mailed to employee addresses. As mentioned in the recent PayServ Bulletin Board posting, undeliverable advices returned by the United States Postal Service for bad addresses, or international addresses where the country has suspended mail from the United States, are being sent to agencies for distribution, or to make any necessary address updates. For updated, detailed information on the International Mail Service Suspensions, please visit the [USPS International Service Alerts webpage](#).
- Please be advised there is a change to AC-230 paycheck reversal process. Effective immediately, agencies should e-mail [AC-230 Paycheck Reversal forms](#) for original payroll checks to PayrollReversalAndExchange@osc.ny.gov along with a [AC-3340 Stop Payment form](#) for the original check selecting the Reversal box on the AC-3340 form. Once the completed AC-3340 Stop Payment form has been e-mailed to PayrollReversalAndExchange@osc.ny.gov, the original check should be destroyed. Only AC-230s with a bank check or money order should be mailed to OSC with the printed AC-230 form. Please note, AC-3340 Stop Payment forms for replacement payroll checks (not reversals) should continue to be emailed to UncashedNYSPayrollChecks@osc.ny.gov.
- At the union's request, dues increases for NYSCOPBA, NYSPIA and PBA have been delayed until future request.

TAX & COMPLIANCE

- The first Workers' Comp cleanup for 2020 will occur this month, with tax balance adjustments in the paychecks of 5/21/2020 (Inst) and 5/27/2020 (Admin).
- Please be aware that the Tax Team has limited hours in the office and can process requests for re-issued W-2s only within those hours.
- There have been a large number of returned W-2s and W-2cs, so agencies should verify the employee's address in PayServ prior to requesting a duplicate from OSC. If returned from the Post Office these tax forms will be forwarded directly to agencies.

RECENTLY ISSUED PAYROLL BULLETINS

State Agencies

[1835](#) - New Queries to Identify Employees Receiving Paper Checks

[1836.1](#) - Reporting Overtime Related to COVID-19

[1837.1](#) - New Paid Leave Action Reason Codes and Earnings Code Related to COVID-19

[1838](#) - Updating PayServ Chartfield Strings for June Lapsing Events

CUNY

[CU-676](#) - CUNY PSC Faculty Stipend Pilot Program

[CU-677](#) - CUNY Reporting Overtime Related to COVID-19

[CU-678](#) - New York State Payroll System (PayServ) – CUNY Fiscal Year End (FYE) Rollover of Position Pool Chart of Accounts

[CU-679](#) - CUNY Skilled Trade Auto Mechanic Retroactive Raises

State Police

[SP-209](#) - New State Police 8 Year Seniority Payment for Investigators and Senior Investigators in Bargaining Unit 62

[SP-210](#) - Reporting Overtime Related to COVID-19

[SP-211](#) - 2020 State Police Education Payment

SUNY

[SU-295](#) - New York State Payroll System (PayServ) – SUNY Fiscal Year End (FYE) Rollover of Position Pool Chart of Accounts

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

NYSLRS Retirement Online Update

Retirement Online Help for State Employers

NYSLRS has a variety of resources available to support State employers who use Retirement Online.

Now, there's a [special section of the Retirement Online website that's tailored to the needs of State employers](#).

You'll find help for enrolling members, managing notifications, and advice on working through salary and service credit questions from your staff.

Also, see this [handy guide](#) that summarizes the tools we have that will help you do your work.

As always, you can contact the Retirement Online Help Desk. Call 844-619-9614, Mon-Fri, between 8:00 am – 5:00 pm, or use the employer [help desk form](#).

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.