

PAYROLL USERS GROUP NEWS

January 2022

Vol. No. 2 ~ Issue No. 1

WELCOME

From Wil Tomlin
Director of State Payroll Services

Welcome to the January issue of the Payroll Users Group newsletter. I hope that everyone had a joyful holiday season.

As you know, the NYS budget work is upon us and well underway. Whether it's related to the new budget or not, please be mindful that for any new payments, there will be time required by OSC Payroll to setup and process such payments. Recently, we have been experiencing a high volume of new requests for incentive payments and enhancements to salaries to help assist with staffing voids. While we endeavor to turn these requests around as quickly as possible, providing notice of intent to OSC as soon as practicable is the best way to help ensure that a payment can be set up and paid as close to the targeted effective date as possible. We thank you in advance for your help on this and for your assistance with defining the requirements around these payments.

Speaking of thanks, in this addition of the newsletter, we are celebrating the 15th OSC Customer Service Awards. Our chair, Julie Petti, Associate Vice Chancellor, SUNY, has graciously provided information about the awards as well as the nominees and winners. On behalf of the Bureau of State Payroll Services, I am very happy to see that so many people were acknowledged as being helpful to our partner agencies, especially during these COVID times. As always, we are thankful for all the submissions and acknowledgements submitted by the agencies. Thank you for taking the time out of your busy schedules to submit them!

Stay well!
Wil

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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 via NYSPO.

EXTENDED PAYSERV HOURS

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

UPCOMING DEADLINES

[2021-2022 Agency Submission Schedule](#)

Note: OSC Payroll will be accelerating the Confirm schedule on Wednesdays each week. This means 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.

PAYROLL CALENDARS

The [April 2022 – April 2023 Payroll Calendars](#) are now available on the OSC website.

BULLETIN BOARD MESSAGES

01/28/2022 – PEF Retroactive Longevity Lump Sum Payments – Payroll Bulletin No. 1992 which provides information and processing instructions for the 2019, 2020 and 2021 PEF Longevity Lump Sum Payments has been issued. Since these payments are occurring retroactively, OSC was unable to produce the NPAY756 (Longevity Lump Sum Eligibility Listing). Therefore, two locked queries have been created to provide agencies with a mechanism to identify eligible employees. OSC ran these queries prior to running the LLS program in order to capture the employee's information before any updates were made. If this information would be helpful, please contact your auditor and we will provide the query results for your agency.

01/27/2022 – PayServ unavailable - On Friday, February 11, 2022 the PayServ link within EGov will be taken down at 3:00pm for system maintenance. All files submitted by agencies (including automated interface) will be held during this time and processed as soon as the system is back up. PayServ will be available for all users on Saturday, February 12, 2022 at 6:30am.

01/12/2022 - 2021 Form W-2 - The 2021 Form W-2 is now available on New York State Payroll Online (NYSPO). Paper copies of the 2021 W-2s will be picked up by the U.S. Postal Service on 01/20/2022. The Control-D Report NPAY731, W-2 Audit Report for Tax Year 2021, is available now for agency review.

01/07/2022 - Early Cutoff/Change - The following pay period will be processed on an accelerated schedule due to the Presidents' Day Holiday.

Administration Pay Period 23 Lag/24 Current

The **Automated Interface** cutoff is scheduled for **Monday, February 14, 2022**.

The **On-Line Transactions** cutoff is scheduled for **Tuesday, February 15, 2022**.

The **Time Entry** cutoff is scheduled for **Tuesday, February 15, 2022**.

Please refer to Payroll Bulletin #1895 *Schedule for Agency Payroll Submission and Availability of Reports and Files*, issued February 18, 2021, for more information on this and future accelerated schedules.

01/04/2022 - Agency Submission Deadlines - Agencies must follow the submission deadlines for all transactions entered via Additional Pay, Job Request and Time Entry as outlined in Payroll Bulletin No. 1895 and on the PayServ Bulletin Board. Critical late transactions can only be entered after receiving approval from your OSC auditor. A late transaction entered without prior approval may result in incorrect payments to the employee or may be deleted without notification to the agency. Please contact your OSC auditor with questions.

01/04/2022 - Updates to Processing Changes for CUNY and SUNY 403(b) After-Tax Deductions - Due to updated PayServ configuration, the create and update process for after-tax 403b deductions has changed. OSC has created a new Savings Plan Type 47, 403(b) After-Tax, as well as new deduction codes 703 [CUNY 403(b) After Tax] and 704 [SUNY 403(b) ROTH - After tax]. Savings Plans enrollment information will be accessed at Main Menu > Benefits > Enroll In Benefits > Savings Plans. Users must utilize the new Plan Type and deduction codes when creating and updating enrollments for 403(b) after-tax deductions. All employees with existing after-tax deductions have been converted to the new plan type and deduction codes. **Users must take caution to not enter an after-tax deduction on Plan Type 46 or a before-tax deduction on Plan Type 47.** A payroll bulletin will soon be released with more information. Questions may be directed to the payroll retirement mailbox.

12/29/2021 - AGENCY CHARGEBACK - The Agency Chargeback Report (TAXg60CB) for Direct Mailed W-2s is available in Control-D for agencies to review. This report provides agencies with the postage costs for the mailing of their employees' 2021 Form W-2 Wage and Tax Statements. Invoices will be emailed by 01/01/2022, and agencies must submit payment to OSC's Finance Office by February 25, 2022.

EARNINGS

o **Contacting Your Earnings Auditor:**

- While staff are telecommuting, office telephones have been transferred to the auditor's personal phone. Consequently, 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.

○ **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.

○ **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 03/29/2021, a LOC row must be entered with an Effective and End Date of 03/28/2021.

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.

○ **Submitting New Hire Transactions:**

- OSC has been receiving reports of agencies unable to hire an employee if the first attempt to hire the employee is rejected, especially for agencies using AI. OSC has identified why this is happening and is working on a fix for this issue. OSC has noted that some of the initial rejections occur because a required field was missing on the AI file. Agencies should review their transactions to ensure all required information is provided for the hire to help prevent their transactions from rejecting.

- OSC created Job Aids to help agencies with changing processes in PayServ 9.2, including Hiring a New Employee. The direct link to the Hire a Person Job Aid is <https://www.osc.state.ny.us/files/state-agencies/payroll/2021/pdf/Hire-a-Person.pdf>. This document may be useful in identifying the required fields.

○ **Assigning Pay Groups:**

- In Payserv 9.2 there was a change to the process that assigns pay groups to employee records.

Note: Pay groups are used by OSC to calculate paychecks and are not updated by the agency. Whenever possible, OSC attempts to keep an employee in the same pay group. In order to accomplish this, sometimes it is necessary for OSC to insert a DTA/CPG row on Employees' Job Data records to override pay groups automatically assigned by Payserv. A program has been developed to insert these DTA/CPG rows. When submitting Job Transactions, agencies must take into account any DTA/CPG rows appearing in the employees' Job Data record and update applicable information, such as salaries or percent changes on these rows if necessary.

○ **PEF Salary Recalculations for Employees in Certain Situations:**

- Due to the 2019-2021 retroactive salary increases for PEF employees, which were processed in Institution and Administration Pay Period 15L, and the pending payment of increases to Longevity Lump Sum (LLS) amounts, employees in certain situations may be eligible for a salary recalculation. These employees include those who during the retroactive raise period, moved from a Bargaining Unit 05 position to a position in another bargaining unit (refer to [Payroll Bulletin No. 702](#))

or were promoted after receiving a LLS payment or after becoming newly eligible for the April 2020 or 2021 LLS payment (refer to [Payroll Bulletin No. 503](#)).

These recalculations and updates, referred to as PEF Portability, that are completed prior to processing the increases to LLS amounts will reflect the projected LLS amount due to the employee. The increase to LLS amounts will be processed in Institution and Administration Pay Period 22L (paychecks dated 02/10/2022 and 02/16/2022 respectively).

○ **Transactions Entered after Cutoff:**

- The Bureau of State Payroll Services in the Office of the State Comptroller (OSC) has noticed a substantial number of Additional Pay, Job Request and Time Entry transactions being entered after the established agency submission deadlines each pay period.
 - As a reminder, a bulletin is issued annually containing the Schedule for Agency Payroll Submission which outlines each pay period's submission deadlines. The Fiscal Year 2021-2022 Submission Schedule is located in State Agencies Bulletin No. 1895 | Office of the New York State Comptroller.
 - Any updates to the submission schedule will be posted accordingly to the PayServ Bulletin Board.
- It is imperative any urgent late transactions to be entered after the established deadlines receive OSC auditor approval prior to submission.
 - Late transactions entered without approval from an OSC Auditor risk a possible overpayment or underpayment if the auditor is unaware and unable to review the transaction accordingly.
 - Late transactions without prior approval are subject to deletion without notification to the agency.

○ **Entering Overpayments:**

- As we approach a new calendar year, please ensure the correct overpayment Earnings Code is used when entering employee overpayments. Overpayments that occur in paychecks with 2022 check dates should be entered using Q22 or the appropriate non-resident alien Earnings Code (22X, 22Y, 22Z).
 - The paycheck date(s) in which the overpaid earnings were originally paid is the determining factor for what overpayment code must be used.
 - Please refer to [Payroll Bulletin No. 1038](#) for more information.

DEDUCTIONS

- **We'd like to introduce the following new team members to the Deductions section within the past year:**
 - Kyanah Peterson-Coley who joined the Garnishment and Customer Service Team on April 15, 2021
 - Tamie Whitney who joined the Garnishment and Customer Service Team on August 19, 2021
 - Susan Watson who joined the AC230 Team on November 25, 2021
 - Bianca Decker who joined the Garnishment and Customer Service Team on November 25, 2021
 - Barbara Czolowski who joined the Retirement and Savings Plan Team on January 20, 2022
- **Direct Deposit / AC230 Team / General Deductions:**
 - The 4th and final round of reissuance per the returned 2020 Uncashed NYS Payroll check letters was completed on Friday, January 21, 2022.
- **Retirement and Savings Plans:**

- Payroll bulletins have been issued to provide agencies with instructions on Updates to Processing Changes for CUNY and SUNY 403(b) After-Tax Deductions. Both [SU-320](#) and [CU-729](#) were issued on 1/7/2022.
- Two Year Look-Back for Tier 6 SUNY Optional Retirement Plan (ORP) and Tier 6 Voluntary Defined Contribution Program (VDC). Contribution rate changes will take effect in paychecks dated February 2, 2022. Payroll bulletin SU-319 and No. 1977 were released on December 24, 2021 and provides agencies with instructions on how to update a Tier 6 employee's Retirement Plan panel.

TAX & COMPLIANCE

○ Audit and Compliance Team:

• Year End Mailings:

- Over 311,000 Form W-2's have been picked up by the USPS. Employees should begin receiving them around January 24, 2022.
- Over 3,000 credit letters will be issued this week for repayments of OVP's in 2021.

- **NYSPO W-2 Notification:** It has come to our attention that the W-2 on NYSPO for employees with more than four entries in Box 12 or Box 14 are incomplete. These employees require a second W-2 to report the additional Box 12 and/or Box 14 items. This second W-2 was not posted to NYSPO for these employees, but it was printed and mailed. The Tax and Compliance team sent out emails to agency payroll officers with a list of affected employees requesting they "Please notify these employees that the W-2 form on NYSPO is incomplete and, when filing their 2021 income tax, they should use the two paper W-2 forms they receive in the mail."

• Tax Team Bulletins:

- [Bulletin 1984 form W-2 \(Wage and Tax Statement\) for Calendar Year 2021](#) has been issued.
- A Bulletin for employee's claiming exempt for tax year 2022 will be issued in the next few days

- **Welcome New Team Member(s):** Kevin Czmyr joined the Tax Audit and Compliance Team on 09/02/2021.

○ Workers Compensation Team:

- **Final 2021 Tax Refunds:** Employees with paid WC leave in the final three paychecks of 2021 will receive a Corrected W-2 in early 2022, reducing their Federal and State taxable gross by the amount of the refunds they ARE owed and will also be eligible for a FICA refund. Agencies should monitor the PayServ bulletin board for announcements about the FICA refunds and the due date of the AC3206 Refund Consent form for these batches.
- **Early 2022 Tax Refunds:** Due to the six-week lag in the Workers' Compensation Exclusion programs, which refund taxes for employees on paid WC leave, WC tax refunds for 2022 paychecks will begin with the 02/16/2022 (Admin) and 02/24/2022 (Institution) paychecks.

RECENTLY ISSUED PAYROLL BULLETINS

State Agencies

- No. [1992](#) Public Employees Federation (PEF) Retroactive Longevity Lump Sum (LLS) Payments for the Following:
- ❖ Newly Eligible Employees in April 2020 and 2021,
 - ❖ Increases to Five (5) and Ten (10) Year Amounts effective April 2019,
 - ❖ New 15 Year Payment effective April 2020
- No. [1991](#) Pilot Program Establishing a Temporary Overtime Rate for Employees in Certain Titles Represented by Council 82 AFSCME AFL-CIO (C82) Working at the Office for People with Developmental Disabilities (OPWDD)
- No. [1990](#) Pilot Program Establishing a Temporary Overtime Rate for Employees in Certain Titles Represented by the New York State Correctional Officers and Police Benevolent Association (NYSCOPBA) Working at OPWDD
- No. [1989](#) Pilot Program Establishing a Temporary Overtime Rate for Employees in Certain Titles Represented by PEF or CSEA Working at OPWDD
- No. [1988](#) Pilot Program Establishing Temporary Overtime Rates for Employees in Certain Titles Represented by Council 82 AFSCME AFL-CIO (C82) Working at the Office of Mental Health (OMH)
- No. [1987](#) Pilot Program Establishing a Temporary Overtime Rate for Employees in Certain Titles Represented by the New York State Correctional Officers and Police Benevolent Association (NYSCOPBA) Working at the Office of Mental Health (OMH)
- No. [1986](#) Pilot Program Establishing a Temporary Overtime Rate for Employees in Certain Titles Represented by the Public Employees Federation (PEF) or the Civil Service Employees Association (CSEA) Working at the Office of Mental Health (OMH)
- No. [1985](#) Claiming Exempt from Federal, State, and/or Local Tax Withholding in Tax Year 2022
- No. [1949.1](#) Pilot Program Establishing a Temporary Overtime Rate for Employees in Certain Titles Represented by the Public Employees Federation (PEF) or the Civil Service Employees Association (CSEA) Working at the Office of Children and Family Services (OCFS)

No. 1984	Form W-2 (Wage and Tax Statement) for Calendar Year 2021
No. 1983	Council 82 Dues Increase
No. 1982	2022 Paid Family Leave Rate Increase
No. 1981	Tier 6 Pensionable Overtime (OT) Earnings Limit for Calendar Year 2022 for Employees Enrolled in the New York State and Local Retirement System Plan Type 87, Employee's Retirement System (ERS)

CUNY

CU-732	District Council 37 (DC37), Local 384 Dues Increase
CU-731	City University of New York (CUNY) Health Benefits Buy-Out Waiver Program for the 07/01/2021 - 12/31/2021 Payment Cycle
CU-730	District Council 37 (DC37), Local 2054 Dues Increase
CU-729	Updates for Processing CUNY 403(b) After-Tax Deductions
CU-728	February 2022 Professional Staff Congress (PSC) \$1,000 General Salary Increase for Assistant to Higher Education Officer and EOC Assistant to Higher Education Officer Titles
CU-727	2021 City University of New York (CUNY) Nurses Health Specialty Differential

SUNY

SU-322	Pilot Program Establishing Temporary Overtime Rates for Employees in Certain Titles Represented by the NYS Correctional Officers and Police Benevolent Association, Inc. (NYSCOPBA) Working at a State University of New York (SUNY) University Hospital
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[SU-321](#)

Pilot Program Establishing Temporary Overtime Rates for Employees in Certain Titles Represented by the United University Professions (UUP) Working at a State University of New York (SUNY) University Hospital

[SU-320](#)

Updates for Processing SUNY 403(b) (Roth) After-Tax Deductions

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

15th ANNUAL OSC CUSTOMER SERVICE AWARDS Bureau of State Payroll Services

By: Julie Petti, Associate Vice Chancellor, SUNY

This is our 15th OSC Customer Service Awards presentation. This awards ceremony was really developed as a partnership between Robin and the Payroll Users Group, resulting from a desire to recognize the employees at OSC who have truly demonstrated a unique ability to provide assistance and excellent customer service to all state agency payroll professionals to help us get our jobs done.

In recent years, we have held the OSC Customer Service Awards during National Payroll Week in September, which celebrates America's employees and the payroll professionals who pay them. Since the last 2 years have been anything but "typical" we have decided to start 2022 with a celebration! OSC had a celebration of National Payroll Week this past September within their own team around the theme of "Magic" – complete with Harry Potter themed events, quizzes, games, and prizes.

So even though we're not having our Customer Service awards presentation during Payroll Week, I'd like to continue the theme of "Magic". If you think about it, excellent customer service can actually be magic. One of the definitions of magic in Learner's dictionary is "a special power, influence or skill." And it takes that special power, influence, or skill to provide excellent customer service. Magic has some big, impressive moments – we've all seen magicians escaping from chains underwater, cutting people in half, and making large objects disappear. But much of the magic is smaller but no less powerful like card tricks and other sleight of hand tricks. The same thing happens in customer service. There can be large grand gestures, but it's often the small things like words of kindness, going out of your way to provide a response or developing relationships with people. And that can be magic.

How to Talk to Customers: Create a Great Impression Every Time with MAGIC by Diane Berenbaum and Tom Larkin is filled with case studies and anecdotes and demystifies the most critical aspect of customer service – conversations employees have every day with customers. The authors have based the book on their customer

service training program MAGIC which stands for Make A Great Impression on the Customer. In the book they have further expanded the concept of MAGIC:

M — Make a connection: Build the relationship

A — Act Professionally: Express Confidence

G — Get to the Heart of the Matter: Listen and Ask Questions.

I — Inform and clarify what you will do.

C — Close with the relationship in mind.

And that is exactly what the nominees (and winners) of the OSC Customer Service awards do. They create MAGIC every single day with the connections and relationships they build and the help they provide to resolve payroll issues timely and completely to ensure NYS employees are paid accurately and on time. This year was especially challenging as a result of COVID-19 and we thank them for their efforts in ensuring the work continued without missing a beat.

Voting for these awards are open to all state agencies and employees who have not won the award within the last 5 years may be nominated. All of these employees were nominated because a state payroll agency office felt that they went above and beyond in providing assistance during the last year. In other words, these are the individuals who provided the "Magic".

So to all of those who were nominated, congratulations on the achievement. We would like to thank everyone who works hard to support the payroll operations at each state agency.

The nominees are:

Earnings

Anastasia Strokes
Bryanna Rosenthal
Carol Alpy
Christine Durante
Christine Lombard
Christine Nolette
Courtney Fox
Crystal Borelli
Dawn Anderson
Donna Prusko
Ellen Allen
Ellen Sainato
Glenn Davis
Heidi Holman

Laura Evans
Lindsay Scott
Lori Murray
Marci Blaauboer
Michael Russell
Michele Leone
Ned Manning
Richard Kouacou
Robert Hummel
Ryan Holmes
Sam Armentano
Summer Ahi
Timothy Dickson
Tracy Fitzpatrick

System Support Group

Melissa Heid
Cindy Paff
Mark Malone
Niamh Schweitzer
Luke Hoehn
Bill Herman
Bonnie Gold
Amanda Killips
Emily Smith
Akeem Cassermere
Mary Thomson
Amanda Laplante
Sarah Fedigan

Deductions

Mayleen Medina
Amanda Ciano
Jamie Kelly
Lina Eisenhardt
Lynn Lewandusky
Donna Bergeron
Tamie Whitney
Amanda Jeram
Erik Benamati
K. Peterson-Coley
Lori Coalts
Christopher
Hanson
Jared Waldron

Tax & Compliance

Katrina Snyder
Diane Moore
R. Belschwinder
Viola Haizlip
Mara Koster
Jean Stone
MyQuale Gibson
Megan Ellithorpe
Courtney Pugliese
Kyle Van Schaick
Kim Dhooge
Marina Ferriero
T. Brown-Smith

Ian Guere
Ina Harney
Jennifer Corbett
Jodi Wiley
John Kiburz
Kelly Howe
Kelly Leggiere
Kimberly Cox
Kavitha Pradeep

Tyler Mochrie
Administration
Laurie Kelly
Kelly Cary
Richard Nolet Jr.
Korie Balls
Debbie Brewer
Pat Schoof

Nicole Oliver
Matt McGeady
David Cross
Mark Bristol
Adam Iacolucci
Michael Hamilton
Lindsay Gajda
Kyla Scott
Gavin Morrill
Timothy Welch
Tyler Chapman

Kevin Czmyr
Laurie Leahey
Stephanie
Simmons
Amanda Miesowicz
Shelby Miller

Ryan Taylor

I am pleased to announce the winners of this year's OSC Customer Service Awards (as voted on by NYS agencies) who provide **MAGIC** to the payroll community:

The winner from Earnings in the Bureau of State Payroll Services is **Kim Cox**. Here are excerpts from some of the comments the agencies provided in support of Kim's nomination:

- Kim Cox is our payroll Guru. Whenever we have a question on our payroll, she is our first contact. If she can help us resolve our issue, she does. If she can't, she'll advise us whom to reach out to instead. We couldn't do our job without Kim's support and guidance on our continuous efforts. Thanks for being there for us Kim and helping us get the job done ... correctly.
- We would like to nominate Kim Cox for the 2021 Customer Service Award. She is always pleasant and ready and willing to do everything possible to get our employees paid on time and correctly. During this year, we had many issues with the upgrade. Several of our employees were on intermittent PFL and every time we tried to return them from leave and restart their LOC pay, we received an error message and had to get our auditor involved. Many times, it was Kim who saved us, especially if we discovered the problem near the end of the payroll and were running out of time to get this fixed. Her knowledge of contract pay is invaluable. Kim is really our safety net and we can't thank her enough. The fact that she is always reachable is a real treasure.
- Kimberly Cox consistently provides exceptional service ensuring timely payments to employees. During Covid, after the payroll deadline, we were unable to correct a payment, and Kimberly asked me to call her so that she could enter the transaction so that the employee would be paid on time. Kimberly is very direct, never too busy to assist our campus, does not rush with any issue, is a wealth of knowledge and always arises to the unusual situations we have brewing on our campus. She handles each problem with professionalism and grace. She takes the time to explain why the issue happened so that we understand instead of just fixing the problem. We continue to learn from her guidance and expertise.
- This last year working from home has not slowed Kim down. She knows her stuff inside and out, and will find answers if she doesn't have them. Kim is always willing to help even when she is already being pulled in a million directions. We have developed a great friendship that has made working with her the highlight of my days!

The other winner, from the remaining sections in the Bureau of State Payroll Services is **Kevin Czmyr!** Here are excerpts from some of the comments the agencies provided in support of Kevin's nomination:

- When Deferred Comp did not properly account for changes of percentage in Security retro checks, Kevin was able to guide us through the process of getting those checks reversed and deducted properly, including meeting us in the lobby to pick up the checks in question.
- Kevin is always pleasant and willing to direct and answer all my questions regarding AC230. On occasions I need assistance completing this form and he would assist me by completing it and sending it to me for review and acceptance. He is a great employee!
- Kevin deserves the Payroll Users Group Customer Service Award because of the constant AC230 requests we throws his way. It's hard in payroll to predict when adjuncts may fall off payroll due to low enrollment count. This factor has led to several over payments over the years. Kevin has always been my go-to for help! I can imagine that he extends this help onward to other agencies, making Kevin a very busy individual. Please consider Kevin for the Payroll Users service award.

Thank you again to all of the nominees at OSC who work so hard to make our lives easier and provide the **MAGIC**, and to all of the State Agencies who took the time to participate in this process!

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

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

Position Management:

PositionManagement@osc.ny.gov

Please visit the PayServ Bulletin Board for additional contact information.

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.