

PAYROLL USERS GROUP NEWS

January 2021

Issue No. 7

WELCOME

From Brian Moulton
Director of State Payroll Services

Welcome to the January issue of the Payroll Users Group newsletter. As you know, we are very near completion of the payroll system upgrade with a planned Go Live date of February 15! Thank you to all who have taken part in this project! It has been a tremendous effort to get us to where we are today. As we prepare for the start of system cutover on February 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 to accommodate the cutover. We are also scheduling a conference call prior to cutover to give you 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

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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

PayServ Hours have been extended for the following dates:

- 1/30** 6:30 am – 4:00 pm
- 1/31** 6:30 am – 4:00 pm
- 2/3** 6:30 am – 8:00 pm
- 2/4** 5:00 am – 8:00 pm

2/5 5:00 am – 8:00 pm
2/6 6:30 am – 4:00 pm
2/7 6:30 am – 4:00 pm
2/8 7:00 am – 8:00 pm
2/9 7:00 am – 8:00 pm
2/16 6:00 am – 8:00 pm
2/17 6:00 am – 8:00 pm
2/18 6:00 am – 8:00 pm

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

UPCOMING DEADLINES

Institution 23L/24C/22XL and Administration Pay Period 23L/24C/23XL: 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

01/21/2021 – 2020 Form W-2 – Paper copies of the 2020 W-2s were picked up by the U.S. Postal Service on 01/21/2021. The Control-D Report NPAY731, W-2 Audit Report for Tax Year 2020, is also available for agency review.

01/11/2021 – Change in Payroll Deductions Customer Service Live Answer Telephone Hours: Effective Monday, January 11, 2021 the Payroll Deduction Customer Service phones will be answered during the following hours:

Callers may leave a message for a return call at any other time.

Monday, Thursday, Friday: 8:00 am - 2:00 pm

Tuesday, Wednesday: 1:00 pm - 3:00 pm

The Customer Service phone number is 518-474-4042. Questions may also be e-mailed to

payrolldeduction@osc.ny.gov.

01/04/2021 - Corrected W-2s - OSC has issued Corrected W-2s (Batches 1975-1982). These W-2cs are for 2019 and relate to AC230's, and NRA's. 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 **February 18, 2021**. *Please do not submit Form AC3206 to OSC.*

12/28/2020 - AGENCY CHARGEBACK - The Agency Chargeback Report (TAX960CB) 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' 2020 Form W-2 Wage and Tax Statements. Invoices will be emailed by 01/01/2021, and agencies must submit payment to OSC's Finance Office by February 26, 2021.

12/18/2020 - COVID-19 Overpayment Recovery - Effective Administration PP19L/20C (Check dated 01/06/2021) and Institution PP 20L/21C (Check dated 01/14/2021), Time Entry Earn Code **A19** should no longer be used to recoup overpayments or adjust employees COVID-19 Leave daily caps for money earned on 2020 paycheck dates. Overpayment and cap adjustments for 2020 earnings should be entered using Additional Pay Earn Code QCo with detailed General Comments entered.

A19 should continue to be used to adjust employees' 2021 paycheck earnings to the appropriate caps and if 2021 COVID overpayments will be recovered in one paycheck. **QCo** should be used for 2020 paycheck dated COVID overpayments and to adjust 2020 paycheck earnings down to the COVID caps. **QC1** should be used to recoup 2021 COVID overpayments that will be recovered over multiple pay periods.

12/21/2020 – Form AC3206 - Beginning 01/01/2021, the deadline for populating the Form AC3206 check box in PayServ for employees who are claiming a Social Security/Medicare refund from their Form W-2c will revert from 90 days to **45** days. The deadline had been extended in April together with the income tax filing deadline, however, starting in January 2021 the standard deadline of 45 days will resume. Agencies are reminded to review the NTAX722 report and record receipt of the completed and signed AC3206 in PayServ no later than the deadline posted. *Please do not submit Form AC3206 to OSC.*

12/18/2020 - COVID-19 Overpayment Recovery - Effective Administration PP19L/20C (Check dated 01/06/2021) and Institution PP 20L/21C (Check dated 01/14/2021), Time Entry Earn Code **A19** should no longer be used to recoup overpayments or adjust employees COVID-19 Leave daily caps for money earned on 2020 paycheck dates. Overpayment and cap adjustments for 2020 earnings should be entered using Additional Pay Earn Code QCo with detailed General Comments entered.

12/16/2020 - EMPLID COMBINES - EmplID Combines will not be processed after Friday, December 18, 2020. Agencies may continue to request EmplID Combines. However, the requests will not be processed until after the 2020 Forms W-2 and 1099-MISC processing is completed. Questions may be directed to the Payroll Earnings mailbox with a cc to hholman@osc.ny.gov

12/16/2020 – Corrected Form W-2s - Due to 2020 year end processing, the routine issuance of corrected W-2s will be temporarily discontinued until March 2021.

PAYROLL IMPROVEMENT PROJECT UPDATES

- **PayServ v 9.2 Go Live**

- PayServ v 9.2 Go Live will be February 15, 2021. Agencies will be locked out of the system from noon on February 10 until February 15 to accommodate cutover activities. Files should not be sent to OSC during the cutover period. They will not be processed and may have to be re-transmitted.

Queries must be renamed by January 25, 2021 to migrate to v 9.2.

There are early deadlines related to cutover in the surrounding pay periods; details are available in [Bulletin PIP-014, Payroll Improvement Project Cutover Schedule and Transaction Cutoffs](#) and reflected in the [2020-2021 Schedule for Agency Payroll Submission and Report and File Availability](#).

- A Webex meeting will be held before Go Live to address agency questions and concerns. An invitation will be sent soon.

- **Direct Deposit Changes**

- In PayServ v 9.2, the Employee Record (Empl Rcd) can no longer be attached to an employee's Direct Deposit record. 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. Details around the update process and agencies' responsibilities are detailed in [Bulletin PIP-007, Direct Deposit Record Changes Requiring Modifications to Employee Elections](#).

It is imperative that agencies reach out to any employees who appear on the LQ_DDP_EMPLS_WITHOUT_SELECTION query to request that they make a selection, and work with them to record that selection. 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 please 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 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 (FEPSLA) and the Emergency Family Medical Leave Expansion Act (EFMLA) are available through 12/31/2020. OSC is currently awaiting guidance on whether these federal benefits are being extended or if the State benefits are still in effect. Payroll Bulletin 1837.3 will be updated when additional information becomes available. In addition, Payroll Bulletin 1836.1 is currently being updated to add additional COVID overtime codes specifically for Firefighters at the Division of Military and Naval Affairs and to provide information for correcting prior year overtime earnings.
- **Anniversary Date Calculator**

The Anniversary Date Calculator was not functioning correctly when calculating adjusted anniversary dates using leave or return from leave dates with an effective date on or after December 2020. The calculator has been corrected. If you discover any issues, please contact the Payroll Earnings mailbox.

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 employees receiving a printed W-2, as well as for agencies to avoid USPS forwarding fees for direct deposit advices and W-2 wage and tax statements.
 - The process for the outreach and escheatment of 2019 uncashed payroll checks began in October. Please refer to payroll bulletin [1858](#) if you have any questions.
 - Various unions have requested dues increases; please review payroll bulletins as they are released for these updates.

- **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.
 - 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 due to expire on 1/31/2021.
- **Retirement and Savings Plan Team:**
 - A payroll bulletin will soon be released 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.
 - Two Year Look-Back for Tier 6 SUNY Optional Retirement Plan (ORP). Contribution rate changes will take effect in paychecks dated February 3, 2021. Payroll bulletin [SU-299](#) was released on December 2, 2020 and provides agencies with instructions on how to update a Tier 6 employee's Retirement Plan panel.
 - New Retirement Arrears Deductions Codes for Members of the New York City Teachers Retirement System (NYCTRS) will soon be available in PayServ. A CUNY payroll bulletin will soon be released with more information.

TAX & COMPLIANCE

- **Year End Forms**
 - By the end of January, OSC will issue 2020 Form W-2s for retirees with imputed income, 1099-MISCs for deceased employees, and credit letters for employees who repaid overpayments from a prior year.
 - Form 1042-s will be issued in mid-February.
- **New York City Taxation Control D Report (NTAX723)**
 - Agencies are reminded to review the NTAX723 for employees set up for incorrect local taxation and then take appropriate action per Bulletin No. 1845.
- **Claiming Exempt from Withholding**
 - Per Bulletin No. 1891, the deadline for employees to claim exemption from Federal, State or local withholding tax is 2/16/2021.
 - NPAY738 is available in Control D for agency review.
- **Workers' Compensation**

- We will keep you posted on clean-ups scheduled for 2021.

RECENTLY ISSUED PAYROLL BULLETINS

Payroll Improvement Project

[PIP-013](#) - Cutover Schedule and Transaction Cutoffs

State Agencies

[1884](#) - Tier 5 Pensionable Overtime Earnings Limit for Calendar Year 2021 for Employees Enrolled in the New York State and Local Retirement System (Plan Type 7Y, ERS) and New York State Teachers' Retirement System (Plan Type 7X, TRS)

[1885](#) - Tier 6 Pensionable Overtime Earnings Limit for Calendar Year 2021 for employees enrolled in the New York State and Local Retirement System Plan Type 7Y, Employee's Retirement System

[1886](#) - Two-Year Look Back for Tier 6 Voluntary Defined Contribution Program (VDC)

[1887](#) - 2021 Paid Family Leave Rate Increase

[1888](#) - Civil Service Employees Association (CSEA) Local 1000 Dues Increase

[1016.1](#) - Maintaining Up-to-Date Employee Addresses in the PayServ System

[1889](#) - December 2020 Increase to Minimum Wage

[1890](#) - Form W-2 (Wage and Tax Statement) for Calendar Year 2020

[1891](#) - Claiming Exempt From Federal, State, and/or Local Tax Withholding in Tax Year 2021

[1852.1](#) - Procedures for Reporting the Taxable Value of Personal Use of Employer-Provided Vehicles and Chauffeur Services for Tax Year 2020

[1892](#) - Summary of Tax Related Changes for 2021

CUNY

[CU-696](#) - City University of New York (CUNY) Health Benefits Buy-Out Waiver Program for the Payment Cycle of 07/01/2020 - 12/31/2020

[CU-697](#) - 2021 CUNY Charitable Campaign

[CU-698](#) - 2020 City University of New York (CUNY) Nurses Health Specialty Differential

SUNY

[SU-300](#) - December 2020 Increase to Minimum Wage for Employees Employed by the State University of New York (SUNY)

[SU-301](#) - 2020 UUP Discretionary Increases

Unified Court System

[UCS-293](#) - December 2020 Uniform and Equipment (Uniform) Allowance and Maintenance (Uniform Blazer) Allowance Payments

[UCS-294](#) - 2020 Year-End Adjustment for Judges and Justices of the Unified Court System

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.