

WHO DO YOU CALL?

FINANCIAL SYSTEM PAYROLL USER GROUP
CONTRA COSTA COUNTY OFFICE OF EDUCATION

Q1: An employee has passed away. How do we pay the employee?

Who do you call? DPS first for guidance as how to issue the check, and taxability.

Help Desk: If you need help to set-up or make the financial system work accordingly.

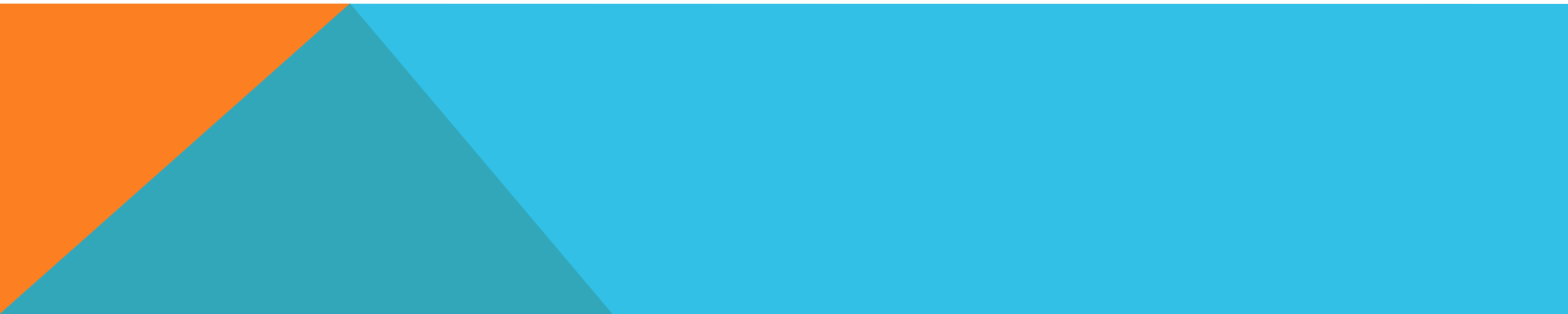
Q2: Employee shows up with checks from 2 years ago. Some are RUMBA checks! What am I supposed to do?

Who do you call? Your AP/GL department to determine if checks have been stale-dated. Contact DPS about how to process.

Q3: Is this stipend subject to STRS or PERS?

Who do you call? DPS for guidance and research.

Help Desk: If the STRS contributions are not calculating correctly.



Q4. AFLAC is offering this new insurance to cover heart diseases to our districts. Is this a pre-tax premium ? Do I have to code for W-2?

Who do you call? DPS for guidance. If YES, what which BOX 12?

Help Desk: You don't remember where to code the W-2 box. The premium is not showing up on the payroll.

Q5: I just received garnishment cancellation from the Sheriff's Department. The garnishment needs to stop for the payroll that just finalled. Employee wants the money and the Sheriff does not want the money. Help!!

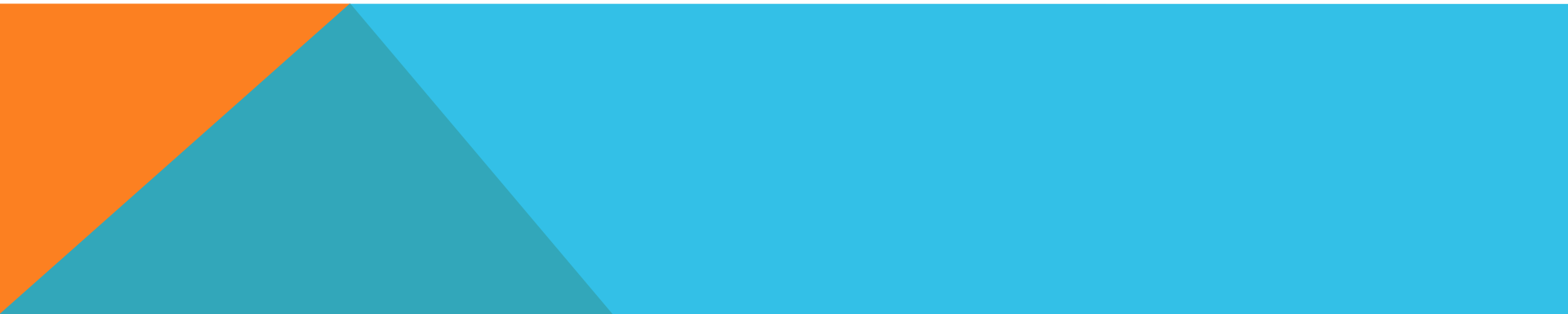
Who do you call? DPS for options on how best to handle.

Help Desk: If you need help how to implement the options.

Q6: Employee has not had a mandatory tax deducted from their gross pay?

Who do you call? DPS for options on how best to handle.

Help Desk: How did it happen? How to avoid it?



Q7: Our district is going to be processing a retro, what do we do?

Who do you call? Always contact DPS first for warrant information, advice on crossing fiscal years, etc.

Help Desk: If you need assistance with setting up and paying the retro.

Q8: The UI reports are not balancing-I have too much money in UI.

Who do you call? Always contact DPS to assist you in auditing the reports.

Q9: We just upgraded to version 10.xx and we found a new feature we would like to explore implementing?

Who do you call? Help Desk: Will assist with testing and implementing new Financial System functionality.

Q10: I've noticed discrepancies between Munis STRS/PERS reports and REAP /CalPERS. How do I know which report to use?

Who do you call? Always contact DPS

Q11: I have a PEPRA employee that had the incorrect pay codes or deduction codes attached?

Who do you call? DPS to determine what reports are impacted and what corrective actions to take.

Help Desk: If you need help with correcting the actual Munis setup.

Q12: I setup a new deduction code that should be pre-tax, but taxes are not calculating correctly?

Who do you call? Help Desk: To analyze the deduction exception setup.

Q13: How do I find an employee's pay and deduction history?

Who do you call? Help Desk: To learn about the various historical reports in the Financial System.

Q14: An employee reports that they did not receive their W-2 and I can't find it in Employee Inquiry?

Who do you call? DPS to see if the W-2 was created and reprint if necessary.

Help Desk: If you are see it in Inquiry but getting an error in TCM.