Telework Stipend Frequently Asked Questions

1. Do I have to use the ConnectHR feature to issue the telework stipend?

   No, departments also have the ability to key the telework stipend via PIP (Payroll Input Process).

2. Whom should I contact if I have issues with the spreadsheet?

   Please contact ConnectHRhelp@sco.ca.gov

3. Can I recall the text files submitted via ConnectHR?

   No, once that text file has been submitted via ConnectHR it cannot be recalled or undone.

   Departments are responsible for ensuring the data entered in the spreadsheet is accurate before submission. Once the text file has been submitted, it will be sent to the payroll system to process and it cannot be undone. Departments are expected to verify their payroll using the warrant register before releasing the payment to their employees. If incorrect payments are issued, then please follow Warrant Process Instruction in Section I of the Payroll Procedures Manual (PPM).

4. Will the State Controller's Office double check my text file before issuing pay?

   No, the text file will be uploaded directly into the Payroll system without any human intervention. This is an automatic process similar to the process that would happen if a payment was keyed via PIP.

5. What are the cut off time/dates to submit the files?

   The cutoff time to submit a file is 5:00 pm each payroll cycle date. If submitted after 5:00 pm your file will be processed in the next available payroll cycle.

6. When will the payment issue for the submitted files?

   Payment will be issue the following day of submission as long as there is a payroll cycle. Please refer to the Decentralized Payroll Calendars to familiarize yourself with the payroll cycles dates.

7. Will this payment be issued with the monthly payroll warrant?

   No, this payment will not be issue with monthly payroll warrant. It will be issue as a separate warrant through a daily payroll cycle.

8. Is the telework stipend taxable?

   Yes, the stipend is subject to all applicable taxes.

9. Will the department receive an error file if a record did not process?

   No, ConnectHR will not provide an Error file. The departments are responsible for auditing their submitted file by checking the number of records submitted and the number of payments processed based on the review of the payroll warrant register.

10. Will a payment reject if the duplicate pay periods are requested?

    Yes, only if in the same payroll cycle it will reject the duplicate payment. If process on separate payroll cycle no it will not reject as a duplicate payment.

11. Can I contact the Statewide Customer Contact Center for help with the spreadsheet or eligibility questions?

    No, the Statewide Customer Contact Center cannot assist the Human Resources (HR) staff with the spreadsheet or eligibility questions.

    For questions regarding spreadsheet, please email ConnectHRhelp@sco.ca.gov

    For questions regarding payment eligibility, please contact CalHR's Personnel Services Branch (PSB) PSB@calhr.ca.gov

12. Can I process payments for multiple retroactive pay periods on one file?

    Yes, list each pay period on a separate line with all required data fields for each pay period an employee is eligible. However**, retroactive pay periods can only be processed 12 months in arrears using this batch process.** To request payments beyond 12 months submit a Std. 674 to SCO for processing via the File Upload feature.

13. Do we include name suffix such as "Jr" on the spreadsheet?

    No, it is not necessary to include the name suffix.

14. Will the valid transaction appear on each line if we use the copy and paste function?

    Yes, the valid transaction will appear if using the copy and paste function. Please give the template ample time to process the validation check as the valid transaction will not appear immediately.

15. Should we use the way the name is issued in pay history?

    Yes, you can use the name as listed in pay history.
16. Is there a maximum number of transaction allowable on one text file?

    Yes, the spreadsheet will only accommodate up to 10,000 transaction on one file. If departments need to process more than 10,000 transactions then generate a file for the first 10,000 transactions. Then clear the data on the template and reprocess for the remaining transactions repeating process until you have processed all payments.

17. Can our Department use Time and Attendance Report, Form 672 to document the spreadsheet?

    Yes, the Time and Attendance Report, Form 672 can be used as a tool to provide information to populate the spreadsheet.

18. On the text file is show an extra zero between the position number and the pay period is this incorrect and do we need to edit the text file?

    The zero between the position number and the pay period is not incorrect. The zero is populated with logic in the template to populate the transaction required field for the pay period type and is auto populated in the text file. Do not modify the text file to remove that zero.

19. Can I issue the payment for an employee that has been separated?

    If the employee has separated from state service from your department and has not transferred to another department the payment can be processed using the template.

20. Should the stipend amount be included in an employee's overtime rate and how can the payments be adjusted for pay periods October 2021 through February 2022?

    According to the pay differential 453, the stipend amount should be included in overtime, therefore the retroactive payroll adjustment should be processed via PIP using the Std. 683 ADJ. Please refer to the Overtime Section G and PIP System Instructions Section K in the PPM. If unable to process via PIP then submit a Std. 674 overtime adjustments via ConnectHR to the premium pay adjustment dropdown.

21. Can I submit a transfer of funds if the payment issues for a pay period that an employee was not entitled to a pay period in which they are entitled rather than redepositing or setting up an accounts receivable?

    Yes, a transfer of funds can be requested in lieu of redepositing or setting up an accounts receivable.

22. Can I process payment for employees on a leave of absence?

    No, if an employee on a leave of absence is eligible for a payment, then submit a Std. 674 to SCO for processing.

23. Where do we indicate if an employee is teleworking less than half of their time?

    The telework stipend spreadsheet is only used to issue payment for employee that are eligible for an office-centered or remote-centered payment based on the pay differential eligibility information. Department should have developed another tool to track eligibility of the pay differential for their employees.

24. What funding source/account should the agencies use to cover the fees of the telework stipend payment?

    We recommend checking with each department's accounting office to determine if your HR office should use your blanket account to pay the telework stipend payments.

25. If an employee terminates their telework agreement do we enter that differently on the template?

    The template will generate a payroll transaction for the month in which you enter on the template. According to the pay differential, the payment is not prorated; therefore, no modified entry is necessary.

26. Are there any plans to make a similar process for the Health Care Stipends through June 2023?

    No, at this time there will not be a similar process for pay differential 440. There is already an automated payment process that issues payment for the majority of eligible employees. Payments not made by the automated payment process will need to be keyed by departments via PIP.