

## OSPS Training News

October 2008

### Web Resources — Customer Service

In recognition of National Customer Service Week (NCSW):

- [International Customer Service Association](#) home and [NCSW](#) site
- [Customer Service Group](#) home and [NCSW](#) site
- [Institute of Customer Service](#) home
- [Great Customer Service quotes](#)
- [Humor / support](#) when you have "one of those days"
- DAS [Statewide Training and Development](#) classes
- [Materials](#) at the Oregon State Library, including [plain language](#)



### October Training — Payroll Registers

DATE: Tuesday, October 21, 2008

TIME: 1:15 to 4:15 PM

PLACE: SFMS Conference Room, 1st Floor, Executive Building, 155 Cottage St. NE, Salem

The class will focus on reading the [Payroll Registers](#) and using them to answer questions and problem solve. Students will work in small groups with sample registers. Be prepared to sleuth out detail and do math!

To [register](#)

### Next Forum

**DATE:** Wednesday, November 19, 2008

**TIME:** 1:00 to 4:00 pm

**PLACE:** Public Service Building, Conference Rooms A, B, and C

**AGENDA: Year-end Mini-Conference**

Watch for details in the next Training News!

### Did you know.....Year-end Process Begins



**2008 Charitable Fund Drive** runs from September 1 through October 31

- With October run 1, OSPA will automatically outdate existing 2007 CFD deductions with end dates of 11/30/08. You will receive [E560-01-01 List of In/Outdated Deductions](#).
- There are two deduction code changes this year. They have added McKenzie River Gathering Foundation (deduction code QINN). The United Way of Josephine County (QJNN) is no longer included.
- [Appendix C](#) now includes both the 2007 and 2008 codes. OSPS will update the [PTD1](#) and [PTD2](#) mid-November.
- Enter the 2008 Fund Drive deductions with beginning dates of 12/31/08
- [Charitable Fund Drive web site](#)



**2009 PEBB Open Enrollment** runs from October 1 through October 31

- With October run 1, OSPA will automatically outdate existing [DPT/DPN](#) entries on the P050 Gross Pay Adjustments with an end date of 11/30/08. You will receive [E820-1 Gross Pay Adjustments Outdated](#). In November, you will receive a report from PEBB that lists the employees with domestic partner insurance for 2009 for the new DPT/DPN entries.
- There is one new deduction code (SINN) for the \$20,000 additional pre-tax basic life insurance. The employee optional life deduction codes have new plan codes for the additional coverage.
- Appendix C now includes the new SINN deduction code. OSPS will update the PTD1 and PTD2 in mid-November.
- When an employee saves changes in insurance in [PDB](#), the application will interface an end date of 11/30/08 to the OSPA [P070](#) Deductions and Deduction Adjustments screen for the old plan(s).
- PEBB will send the open enrollment file to OSPA November 22 with a 12/31/08 start date.
- See the PEBB web site for [changes to the 2009 benefits](#)



**2009 Withholding**

- After October run 1, you will receive the [EICRPT Earned Income Credit Report](#). These employees need to submit a 2009 [W-5](#) by January 1, 2009.
- After October run 1, you will also receive the [E370-06-1 Income Tax Exemptions Report](#). Employees who claim exemption from withholding need to submit a 2009 [W-4](#) by February 15, 2009.