

# HR/CMS User Group Meeting

June 4, 2025

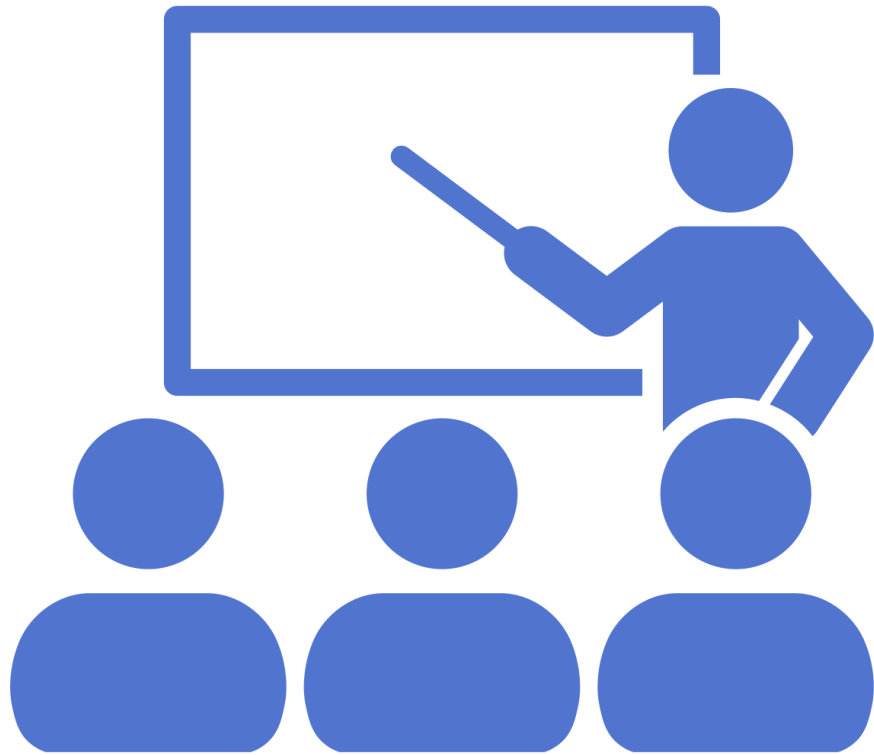


OFFICE OF THE COMPTROLLER  
COMMONWEALTH OF MASSACHUSETTS



ATLANTIC COD | OFFICIAL STATE FISH

# Welcome



- ★ **Virtual Webinar**
- ★ **Chat function disabled**
- ★ **Mute function enabled**
- ★ **Use Q&A to ask questions**
- ★ **Session is recorded**

# Agenda

- ★ Welcome – William McNamara, Comptroller
- ★ MFA Update
- ★ Empower/SMART Plan
- ★ BEST Phase 2
- ★ VOYA
- ★ Trending Topics
- ★ Metro Credit Union
- ★ Fiscal Year-End/Accounts Payable
- ★ Total Administrative Services Corp (TASC)
- ★ DYNACash Review
- ★ Risk Management and Compliance
- ★ Resources & References

# Opening Remarks

William McNamara

Comptroller of the Commonwealth

# MFA Update

Tryntje Bumgardner

# Background

- ★ October 2024, credential harvesting campaign of HR/CMS through a spoofed website
- ★ This was not a breach of HR/CMS
- ★ Inactivated 609 direct deposit profiles generating paper checks
- ★ Inactivated Self-Service Direct Deposit access across the system
- ★ HR/CMS Executive Committee required and authorized implementation of Multi-Factor Authentication on HR/CMS

# Benefits

- ★ Employees will use multi-factor authentication to login to HR/CMS
- ★ Same process as current login for Office 365 (Teams, Outlook, SharePoint, etc.), and VPN
- ★ Self-Service Direct Deposit will be enabled with each phase
- ★ Direct Deposit will still require text message authentication
- ★ Core user/employee, one login



# Next Steps

## ★ Phased Rollout of MFA for all Executive agencies and certain Independent/Constitutional and non-Executive agencies

- Early Pilot (135 employees and core users from CTR, HRD, EOTSS) 5/21/2025
- Core Users (all from every agency) 6/4/2025
- Pilot (All Employees from CTR, HRD, EOTSS) 6/18/2025
- Phase 1 (Continued phased rollout) Specific departments and dates TBD

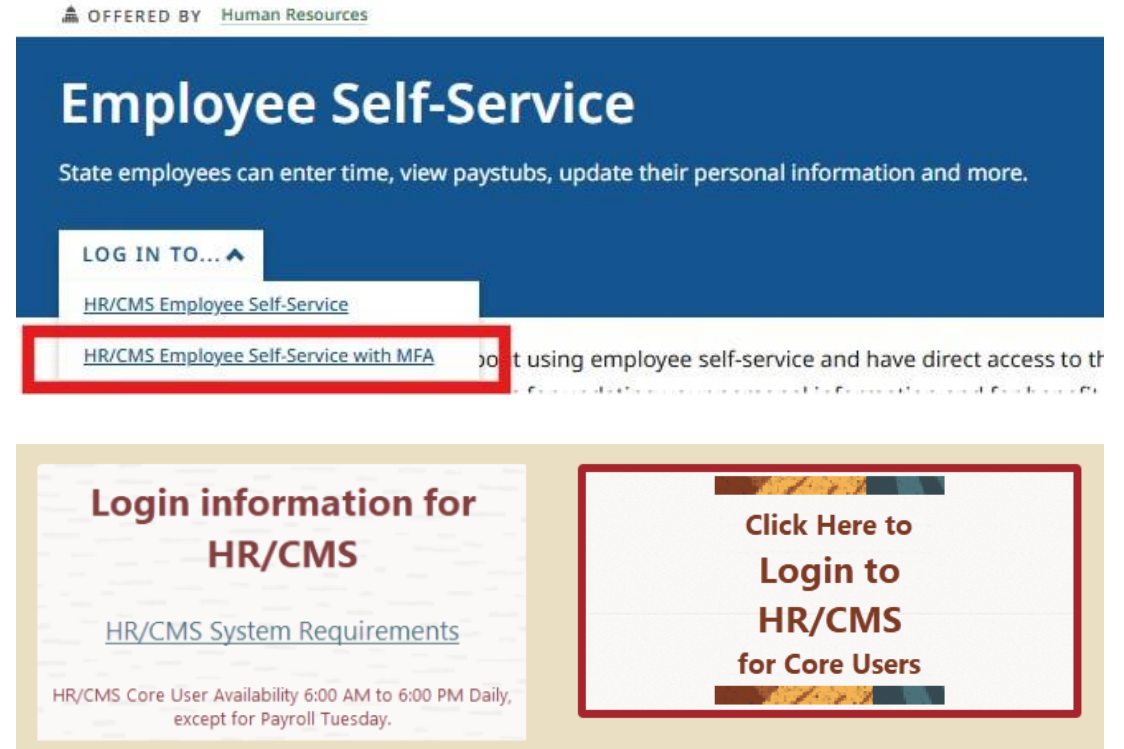
## ★ Training sessions will be scheduled for core users as rollout dates approach

## ★ Department users will be responsible for supporting department employees



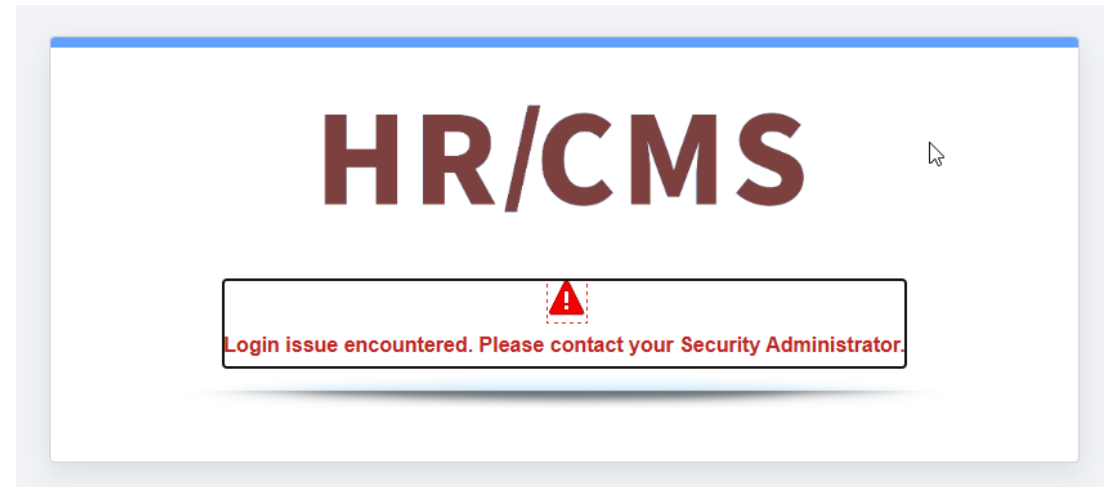
# Core Users Today

- ★ New login links for non-MFA and MFA
- ★ At login, you will be brought to your **EMPLOYEE Self-Service** page
- ★ If you are a time approver, you will also have the ability to navigate to your **MANAGER Self-Service** page

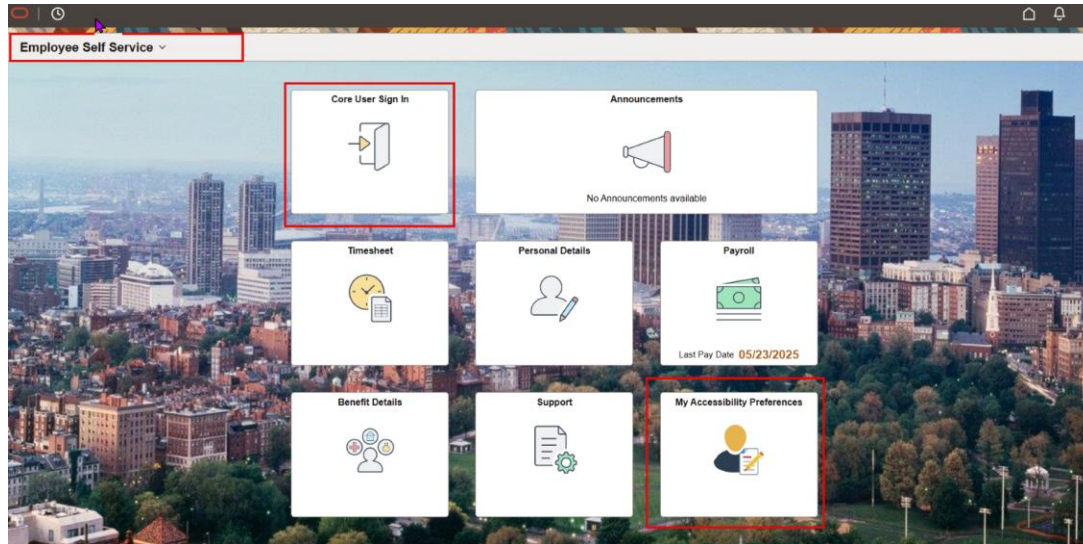


# Warning

- ★ If you login to HR/CMS today and you see this message, it is likely that your employee ID is locked out
- ★ Contact whomever you would normally contact to reset your password



# New Tiles



## ★ Core User Sign In

- Automatically signs you into core user functionality
- You cannot toggle back to Self-Service
- If you need to function in your employee role, you will need to sign out and sign back in

## ★ My Accessibility Preferences

- Replaces the checkbox on the login screen for Screenreaders

# Questions?



# Massachusetts Deferred Compensation SMART Plan

**Payroll Users Group Meeting**

**June 4th, 2025**

# SMART Plan Agenda

---



- Reminder: 2025 Contribution Limits
- Secure 2.0: Age 60 - 63 Catch-up
- Out-Dated Material
- New SMART Advisors

# 2025 Contribution Limits

---



- New annual limit: \$23,500 (increase from \$23,000)
- New Special catch-up: \$47,000 (increase from \$46,000)
- New Age 60 – 63 Catch-up: \$11,250 (ages 60 – 63 only)
- Age 50 Catch-up: \$7,500 (same as 2024)
- If you have questions, please contact the SMART alias:  
[smart@empower.com](mailto:smart@empower.com)

# SECURE 2.0: Age 60 – 63 Catchup

---



- Allows employees who are age 60, 61, 62, 63 ability to contribute an additional \$11,250 annually (**\$34,750 total**)
- When employee attains age 64 (calendar year), limit must be reduced to normal age 50 contribution limits
- If you have questions, please contact the SMART alias: [smart@empower.com](mailto:smart@empower.com)



# Out-Dated Material



- Please check dates
- Older forms may be rejected
- All current forms/material available on the website and Plan Service Center
- Provide employees with website link

☐ I elect to contribute \$ \_\_\_\_\_ or \_\_\_\_\_ % (do not complete both) (up to \$23,500.00 or 1% - 100%) per pay period of my compensation as Roth contributions to the Governmental 457(b) Plan until such time as I revoke or amend my election. / *Opco por aportar \$ \_\_\_\_\_ o \_\_\_\_\_ % (no complete ambos) (hasta \$23,500.00 o de 1% a 100%) por periodo de nómina de mi remuneración, como aportaciones tipo Roth al Plan gubernamental 457(b) hasta el momento en que revoque o modifique mi elección.*

Payroll Effective Date: / Fecha de entrada en vigor de la nómina: 

Mo /	Day /	Year /
Men /	Día /	Año /

Payroll Center Name / Nombre del centro de nóminas: \_\_\_\_\_ Payroll Center Number / Número del centro de nóminas: \_\_\_\_\_

Division Name / Nombre de la división: \_\_\_\_\_ Division Number / Número de la división: \_\_\_\_\_

**Scheduled Annual Increase / Incremento anual programado**

I elect to have a scheduled annual contribution increase to the Plan the following amount (s) or percentage(s) of my eligible compensation indicated below (per pay period): / *Elijo que se haga un incremento anual programado de mis aportaciones al Plan por los siguientes montos o porcentajes de mi remuneración elegible, que se indican a continuación (por periodo de nómina):*

Please complete the following information: / *Complete la siguiente información:*

☐ Before-Tax Starting Amount \$ \_\_\_\_\_ or \_\_\_\_\_ % per pay check / *Monto inicial antes de impuestos \$ \_\_\_\_\_ o \_\_\_\_\_ % por cheque de nómina*  
To a Maximum Amount \$ \_\_\_\_\_ or \_\_\_\_\_ % per pay check (\$10.00 - \$23,500.00 or 1% - 100%) / *A un monto máximo de \$ \_\_\_\_\_ o \_\_\_\_\_ % por cheque de nómina (\$10.00 a \$23,500.00 o 1% a 100%)*  
Select the increment to increase annually \$ \_\_\_\_\_ or \_\_\_\_\_ % / *Seleccione el incremento para aumentar anualmente \$ \_\_\_\_\_ o \_\_\_\_\_ %*

☐ Roth Starting Amount \$ \_\_\_\_\_ or \_\_\_\_\_ % per pay check / *Monto inicial de aportación tipo Roth \$ \_\_\_\_\_ o \_\_\_\_\_ % por cheque de nómina*  
To a Maximum Amount \$ \_\_\_\_\_ or \_\_\_\_\_ % per pay check (\$10.00 - \$23,500.00 or 1% - 100%) / *A un monto máximo de \$ \_\_\_\_\_ o \_\_\_\_\_ % por cheque de nómina (\$10.00 a \$23,500.00 o 1% a 100%)*  
Select the increment to increase annually \$ \_\_\_\_\_ or \_\_\_\_\_ % / *Seleccione el incremento para aumentar anualmente \$ \_\_\_\_\_ o \_\_\_\_\_ %*

**GWRS FENRAP 01/15/25**  
**GWRS FENRAP 15/01/25**

98966-01 ADD NUPART

DATE/MANUAL/SR11000001  
Page 1 of 2 / Página 1 de 2

Massachusetts Deferred Compensation SMART Plan

SAVE MONEY AND RETIRE TOMORROW

About your plan Investing Learning center Plan resources Plan Service Center

About your plan  
Plan highlights  
Fees  
Forms  
Enroll now  
OBRA

Your retirement made SMART  
Enjoy the features of the SMART Plan even if you're no longer an employee »

Participant Login

Username  
Password

Forgot username/password?

SIGN IN

REGISTER



## Is a SMARTPath target date fund right for you?

Choose a professionally managed, diversified portfolio in one simple step.



## Important information for OBRA participants

Learn more about the OBRA plan, updates, and resources.



## For your protection

Take a look at these security tips and best practices.

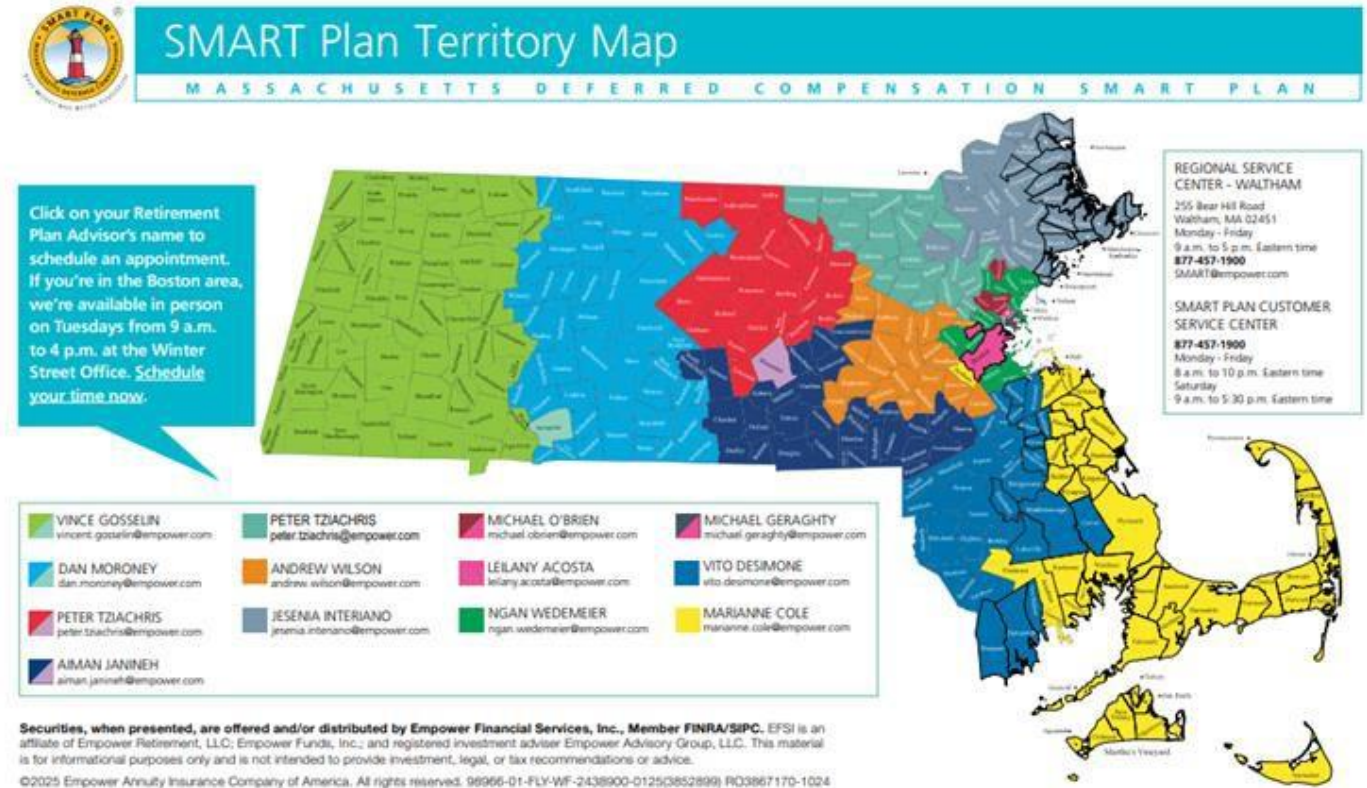
Securities, when presented, are offered and/or distributed by Empower Financial Services, Inc., Member FINRA/SIPC. EFSI is an affiliate of Empower Retirement, LLC, Empower Funds, Inc.; and registered investment adviser, Empower Advisory Group, LLC. This material is for informational purposes only and is not intended to provide investment, legal or tax recommendations or advice.

**Need Help?**  
To speak with a representative regarding your account, [contact us](#) Monday - Friday

# SMART Retirement Plan Advisors



- RPA's always available to meet with employees at work location or virtually
- Recent RPA changes
  - Tyler Fouhey (Middlesex County)
  - Jesenia Interiano (Essex County)
- Individual appointments can be booked via interactive map on SMART Plan website:  
[www.mass.smart.com](http://www.mass.smart.com)>  
Plan Resources>  
Find your Representative



# Questions?

---



[SMART@Empower.com](mailto:SMART@Empower.com)

Thank you



# BEST Program Update

HR/CMS User Group

June 4, 2025



## Topics

- Phase 2 Scope & Timeline
- Approaching Transformation
- Gathering Expertise
- Phase 1: User Acceptance Testing



## Phase 2 Scope: Payroll & Human Capital Management Enterprise Solutions

### Scope: Payroll/Time & Attendance

#### Payroll Enterprise Solution Modules

1. Payroll
2. Time and Attendance

*Current HR/CMS Platform to be fully replaced;  
required adoption*

### Scope: Human Capital Management

#### Human Capital Management Enterprise Solution Modules

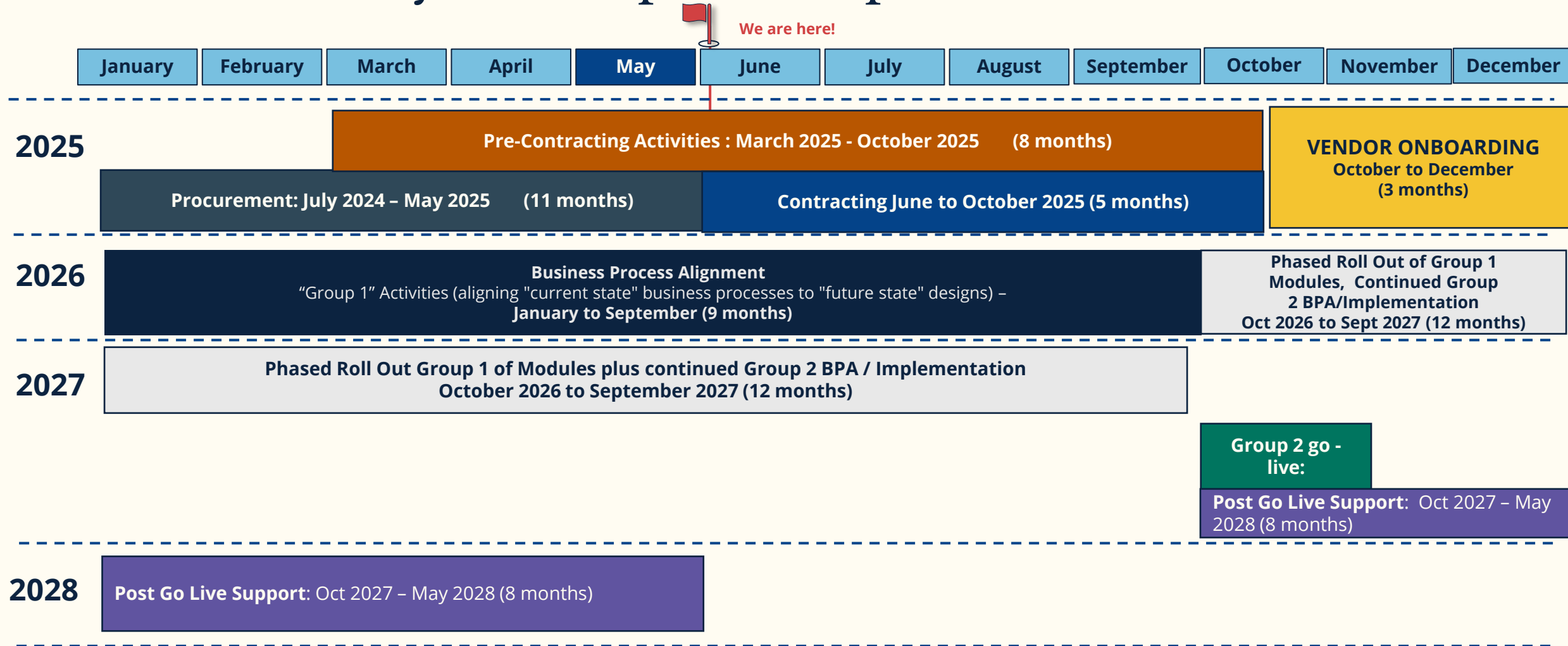
1. Talent Acquisition & Onboarding
2. Personnel Administration
3. Performance Management
4. Learning Management
5. Leave Management

*Suite of Functional Solutions (HCM Enterprise Platform):  
voluntary adoption*

### Seeking to Support and Improve the Following Functionalities:

- |                                  |   |
|----------------------------------|---|
| 1. Benefits Deduction Management | 5. Compensation Management                  |
| 2. Employee Relations            | 6. Employee Self-Service                    |
| 3. Labor Relations               | 7. Offboarding                              |
| 4. Performance & Goal Planning   | 8. Recruiting & Hiring (Talent Acquisition) |

## Phase 2 HCM/Payroll: Proposed Implementation Timeline\*



*\*This schedule is subject to change  
Revised 05/29/2025*

## What Do We Mean by Transformation?

- Maintain compliance with existing Federal and State laws, regulations and Collective Bargaining Agreements.
- Build and deploy a suite of Commonwealth Enterprise Payroll and Human Capital Management (HCM) functions through a Software as a Service (SaaS) solution
- Support improved processes, workflows and functions; layering in new functionality currently unavailable through existing solutions.

### Payroll/Time & Attendance

- Transition the current rules, requirements, and adjudications developed and refined in HR/CMS over the last 20 years into a new SaaS Solution
- Identify efficiencies and new features not available currently to provide new functionality
- Provide new user-friendly screens, selections, and front-end design.

### Human Capital Management

- Take full advantage of "best-in-class" out-of-the-box software to identify efficiencies, process improvements, data, and management tools.
- Improve employee, manager, and constituent experiences through this modernized business model.
- Drive towards process, workflow and feature standardization across the enterprise.



## Gathering Information, Listening, and Learning

- BEST Phase 2 work will begin working with agencies to identify existing business processes, workflows, and challenges and areas of opportunity for improvement.
- We will embrace three values: transparency, collaboration, and open-mindedness.

### Payroll/Time & Attendance

- Identify opportunities to eliminate inefficiencies in current HR/CMS system while supporting existing business processes.
- Support the design of new workflows and processes related to new functionality
- Keep Payroll running. In the Payroll transition keep the focus on the need for payroll to work.

### Human Capital Management

- Build upon existing processes and workflows which are working well while adopting the latest features and functionalities of an out-of-the-box product.
- Drive towards enterprise standardization based on "best in class" features and functionality.
- Build an Enterprise Solution with available configurations to support unique agency needs (not agency-specific customizations)

#### **Our Goal:**

Design and deploy a new SaaS Payroll and HCM solution, in collaboration with agencies, taking full advantage of "best in class" technology while recognizing unique agency needs. Make the Commonwealth an "employer of choice" and provide "a world-class employee experience."

## Pre-Contracting Activities

The Phase 2 PMO team will conduct activities to ensure the Commonwealth is ready to hit the ground running when the contract with the solution vendor is executed.

We will establish the Phase 2 Governance structure, build out the Project Management and Functional Lead Teams, and complete other project administrative tasks. We will also embark on the following activities:

1. **Recruit HR/Payroll User, IT/Data, and Supervisor/Manager Subject Matter Experts**
2. **Collect Data on Existing Functionality Usage and Analysis via Agency Data Profiles**
3. **Collect Agency Challenges and Areas of Opportunity & Improvement via survey**
4. **Engage with a Representative Sampling of Agencies**
5. **Identify "Current State" Process Flows connected with areas of opportunity, persistent challenges, and "wish list" asks**

## Phase 2 Team is Growing

*We are looking for candidates for the for these full-time positions:*

### ➤ **BEST Program Collective Bargaining Agreement (CBA) Business Analyst**

- Lead the collection and analysis of existing Collective Bargaining Agreements (CBAs) to identify policies, benefits, and rules in our current Collective Bargaining Agreements to inform the Phase 2 solution.
- Support Phase 2 in identifying new business process flows in support of "best practices" while ensuring that CBA requirements are met.

### ➤ **BEST Program HR Generalist Business Analyst**

- Be an "all-around" contributor encompassing data analytics and reporting, business requirement gathering, facilitating "fit gap" discussions with Commonwealth agencies, and participating in agile sprints to configure business requirements.

### ➤ **Three (3) Functional Management Leads: Leave, Learning, and Performance**

- Provide leadership, facilitation, analysis and support in the design, build, deployment and implementation of a specific module of the new Enterprise Solution.
- Act as the overall functional area "quarterback" to coordinate the activities of the members of the BEST PMO, system integration and product vendor staff, and agency staff to produce a comprehensive set of business practices in line with the designed solution.

## Questions? SME Nominations?

- Meet the **Phase 2 PMO and Functional Lead Team**
- Callout for **Functional and User SMEs!**
  - Given the different functional solutions included in Phase 2, we are seeking to identify and connect with a robust set of subject matter experts (SMEs)
  - We are actively seeking agency SMEs by specific solution modules (i.e., payroll, leave, onboarding, etc.) and various user perspectives such as HR/Payroll Liaisons/Core Users, IT Data Architects/Security, or Dept/Unit Hiring Managers
- Nominate or sign up to be an SME in support of Phase 2 by emailing the PMO at [Transformation\\_PMO@mass.gov](mailto:Transformation_PMO@mass.gov)
- Looking to learn more? See this month's [BEST Newsletter](#) and be on the lookout for outreach meetings from the Phase 2 BEST PMO.

**BEST Program Management Office**  
[Transformation\\_PMO@mass.gov](mailto:Transformation_PMO@mass.gov)  
[best.macomptroller.org](http://best.macomptroller.org)

## Phase 2 Program Management Office

### Helen O'Malley

BEST Program Manager  
[Helen.Omalley@mass.gov](mailto:Helen.Omalley@mass.gov)



### Michael Kelleher

Phase 2  
Project Manager  
[Michael.Kelleher6@mass.gov](mailto:Michael.Kelleher6@mass.gov)



### Kerrie Coleman

Phase 2  
Procurement Lead  
[Kerrie.Coleman@mass.gov](mailto:Kerrie.Coleman@mass.gov)



### Bill Weiss

HCM  
Functional Lead  
[Bill.Weiss@mass.gov](mailto:Bill.Weiss@mass.gov)



### Tsui Cheng

Personnel  
Administration Team Lead  
[Tsui.Cheng@mass.gov](mailto:Tsui.Cheng@mass.gov)



### Dan Miguel

Talent Acquisition &  
Onboarding Lead  
[Daniel.Miguel@mass.gov](mailto:Daniel.Miguel@mass.gov)



### Robin Anastasio

Payroll  
Functional Lead  
[Robin.Anastasio1@mass.gov](mailto:Robin.Anastasio1@mass.gov)



## Considerations for Phase 1 UAT Tester Recruitment

### Expertise

- Comprehends financial business processes, operations, workflows, and user needs

### Frequency of Use

- Utilizes MMARS regularly
- Understands how the system works in real-world scenarios

### Diversity of Functions & Business Roles

- Includes a full spectrum of financial system users, including finance, AP, fixed assets, reporting, vendor management, chart of accounts, grants, etc.

## Benefits of Being a Tester

### See the system firsthand

Work hands-on with the latest Mosaic software before it's released

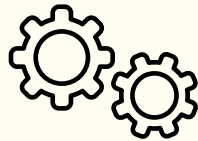
01



### Be part of the development life cycle

Play a critical role in making sure Mosaic is aligned with end-user and business needs.

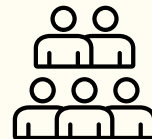
02



### Work with cross-functional teams

Expand your professional network through working with diverse stakeholder group.

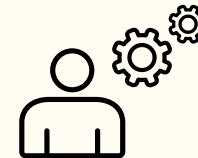
03



### Ease your adoption at go-live

Ease your transition and bring the pieces together for Go-Live.

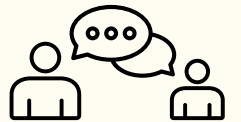
04



### Help your peers

Gain familiarity with the system and become the go-to resource for your teammates.

05



## UAT Functional Processes

Business Role
<b>Accounts Payable</b> <ul style="list-style-type: none"> <li>Tax Reporting</li> <li>Disbursements and Warrant</li> </ul>
<b>Account Receivable</b> <ul style="list-style-type: none"> <li>BARS Billing Management</li> <li>External Cash</li> <li>Intercept</li> <li>Forms</li> </ul>
<b>Budget Control</b>
<b>Cash Management</b> <ul style="list-style-type: none"> <li>Deposits</li> <li>Investments</li> <li>Local Bank Sweeps</li> </ul>
<b>Financial Reporting</b>
<b>Fixed Assets</b>
<b>General Accounting</b>

Business Role
<b>Grant Life Cycle Management</b> <ul style="list-style-type: none"> <li>Cost Accounting</li> <li>Cost Allocation</li> <li>Program Reimbursable Budget Structures</li> <li>FHWA</li> <li>CMIA ACD Central Draw</li> </ul>
<b>Labor Cost Distribution (LCD)</b> <ul style="list-style-type: none"> <li>Employee / Position Creation and Maintenance</li> <li>Labor Distribution Transactions</li> <li>Payroll Financial Postings</li> </ul>
<b>Performance Budgeting</b>
<b>Procurement/Encumbrance Management</b>
<b>Vendor Customer Management</b> <ul style="list-style-type: none"> <li>Vendor Self Service (VSS) - External facing</li> </ul>
<b>Year End Close/Open Activities</b>
<b>Workflow Approvals</b>
<b>Homepages</b>
<b>Insight Reports</b>
<b>Standard Reports</b>

Thank you!



# Payroll User Group Meeting

June 4<sup>th</sup> 2025

OFFICE OF THE COMPTROLLER  
COMMONWEALTH OF MASSACHUSETTS

Information contained herein is proprietary, confidential and non-public and is not for public release.

PLAN | INVEST | PROTECT





# Agenda

- Commuter Choice Parking and Transit Overview
- Contact Information
- Important Reminders

# Commonwealth Commuter Programs

## Commonwealth of Massachusetts

### Transit and Parking Reimbursement Accounts, Commonwealth of Massachusetts Employees

Voya Financial is excited to offer both Transit and Parking benefits to eligible employees of the Commonwealth of Massachusetts! We have added an enrollment form on this site that employees can submit via email directly to Voya Financial, which can be accessed by clicking the Election Change button below.

QTBP PARTICIPANT LOGIN

ELECTION CHANGE

The enrollment form allows for Transit and/or Parking election changes. The form takes approximately 3-5 minutes to complete and is designed to be extremely user-friendly. Since both Transit and Parking are payroll funded accounts, there are deadlines each month which are necessary in order to make changes to be effective for the following month. We have included a link next to each benefit with a schedule of when each month's deadline to enroll will occur. Please see the FAQ link for answers to other important and frequently asked questions.

- [QTBP FAQ for Transit and Parking](#)
- [FY2024 Transit Election Change Process Calendar](#)
- [FY2024 Parking Election Change Process Calendar](#)
- [FY2025 Transit Election Change Process Calendar](#)
- [FY2025 Parking Election Change Process Calendar](#)
- [Commuter Claim Form](#)

If you are filing a paper claim for reimbursement or sending any type of other correspondence, please use any of the following methods which you see fit:

- Email to: [commonwealth@voya.com](mailto:commonwealth@voya.com)
- Fax to: 603-232-8079

The Commonwealth of Massachusetts Commuter Transit & Parking benefits have their own dedicated page:

<https://presents.voya.com/Content/Delivers/commonwealth/>

Items found on this page are:

- Member login page
- Direct link to the election change E-Form
- FAQ
- Commuter Claim Form
- Process calendars

# Commuter Election Form

- To enroll, make changes, or drop out – members must complete the Online Election Change E-Form
- E-Form can be found on our website - [here](#)
- Members are encouraged to review the Process Calendars for important deadlines
- If the agency coordinator receives an email notification for an employee that does not belong to their agency, please alert Voya immediately –forward the email to [commonwealth@voya.com](mailto:commonwealth@voya.com)

Need Help with Commuter forms or Questions? Email:  
[Daren.Campbell@voya.com](mailto:Daren.Campbell@voya.com)

# Transit Process Calendar

## TRANSIT ELECTION CHANGE PROCESS CALENDAR FY2026 07/01/25-06/30/26

Benefit Month	Requests Received by Voya	Payroll Process Date	Paycheck Date	Funds Credited To Debit Card
<b>July 2025</b>	Weds. 06/11/2025	06/17/2025	06/20/2025	06/20/2025
<b>August 2025</b>	Weds. 07/09/2025	07/15/2025	07/18/2025	07/20/2025
<b>September 2025</b>	Weds. 08/06/2025	08/12/2025	08/15/2025	08/20/2025
<b>October 2025</b>	Weds. 09/03/2025	09/09/2025	09/12/2025	09/20/2025
<b>November 2025</b>	Weds. 10/01/2025	10/07/2025	10/10/2025	10/20/2025
<b>December 2025</b>	Weds. 10/29/2025	11/04/2025	11/07/2025	11/20/2025
<b>January 2026</b>	Weds. 12/10/2025	12/16/2025	12/19/2025	12/20/2025
<b>February 2026</b>	Weds. 01/07/2026	01/13/2026	01/16/2026	01/20/2026
<b>March 2026</b>	Weds. 02/04/2026	02/10/2026	02/13/2026	02/20/2026
<b>April 2026</b>	Weds. 03/04/2026	03/10/2026	03/13/2026	03/20/2026
<b>May 2026</b>	Weds. 04/01/2026	04/07/2026	04/10/2026	04/20/2026
<b>June 2026</b>	Weds. 04/29/2026	05/05/2026	05/08/2026	05/20/2026

# Parking Process Calendar

## PARKING ELECTION CHANGE PROCESS CALENDAR FY2026 07/01/25-06/30/26

Benefit Month	Requests Received by Voya	Payroll Process Date	Paycheck Date	Funds Credited To Debit Card
<b>July 2025</b>	Weds. 06/25/2025	07/01/2025	07/03/2025*	06/20/2025
<b>August 2025</b>	Weds. 07/23/2025	07/29/2025	08/01/2025*	07/20/2025
<b>September 2025</b>	Weds. 08/20/2025	08/26/2025	08/29/2025*	08/20/2025
<b>October 2025</b>	Weds. 09/17/2025	09/23/2025	09/26/2025*	09/20/2025
<b>November 2025</b>	Weds. 10/15/2025	10/21/2025	10/24/2025*	10/20/2025
<b>December 2025</b>	Weds. 11/12/2025	11/18/2025	11/21/2025*	11/20/2025
<b>January 2026</b>	Weds. 12/24/2025	12/30/2025	01/02/2026*	12/20/2025
<b>February 2026</b>	Weds. 01/21/2026	01/27/2026	01/30/2026*	01/20/2026
<b>March 2026</b>	Weds. 02/18/2026	02/24/2026	02/27/2026*	02/20/2026
<b>April 2026</b>	Weds. 03/18/2026	03/24/2026	03/27/2026*	03/20/2026
<b>May 2026</b>	Weds. 04/15/2026	04/21/2026	04/24/2026*	04/20/2026
<b>June 2026</b>	Weds. 05/13/2026	05/19/2026	05/22/2026*	05/20/2026

# Commuter Reminders – Agreements

**2. I further certify that the monthly benefit that I will be receiving does not exceed my average monthly commuting costs by public transportation, excluding any parking costs, based on the average number of workdays I commute in the average month. I agree that if my commuting costs change and the monthly benefit, I receive exceed my average monthly commuting costs for two or more consecutive months, I will notify Voya Financial so that my monthly benefit can be adjusted appropriately. I agree to claim my monthly benefit. I also understand that if I am not receiving the maximum allowable benefit and my commuting costs increase, I can request an increase in my benefit under the State Employee Commuter Benefits Program. I also understand that I will notify Voya Financial immediately when I plan to depart from employment.**

**6. If my employment ends from the Commonwealth of MA (no matter if due to resignation, layoff, retirement), then my Transit/Parking benefit plan will be dropped immediately, and the debit card will be deactivated – at which point I will only be able to submit manual claims for paid eligible expenses that I incurred within 180 days from the date of service, otherwise the funds will be forfeited. If I elect to end my participation and payroll contribution into the Transit/Parking benefit plan, and I still have funds available on the debit card, I can continue to use the debit card and spend down my balance or submit manual claims for paid eligible expenses. Per IRS regulations, refunds cannot be approved.**

# Have Questions?

## Contact Information for Employees:

Mon → Thurs: 8:00am – 6:00pm ET

Friday: 8:00am – 5:00pm ET

*(Automated system available at all times)*

Text-To-Chat: 1-877-353-9442

Email: [commonwealth@voya.com](mailto:commonwealth@voya.com)

Toll Free: 1-877-353-9442

Language translation services available

Fax: 603-232-8079

## Contact Information for Coordinators:

Account Manager: Daren Campbell

## Coordinator Contact ONLY:

Please do not refer a member to this email address:

[Daren.Campbell@Voya.com](mailto:Daren.Campbell@Voya.com)

My phone number will be made available from my email, and I am always happy to set up a call to answer any questions you may have about forms and resources!

# Trending Topics

Evanice Henniger

Director of Business Partner Engagement



# ServiceNow

## ★ HR/CMS EOTSS ServiceNow

Executive Office of Technology Services and Security (EOTSS)

Search

Hi Evanice, looks like you have 4 open tickets. Select "My stuff" to view the latest.

You can also submit an Incident, browse the Service Catalog, or Live Chat with a member of the Service Desk.

**My Stuff**  
View your open Incidents and Requests, previous history, pending Approvals and more.  
Open Items: 4  
Pending Approvals: 0

**Submit an Incident**  
Something you currently have is broken, or not working as expected.  
You received an error message.

**Service Catalog**  
Request IT products and services.  
Not sure what you need, or can't find it in the Catalog? Email the Customer Engagement team for guidance.

**End User Chat**  
Chat with a member of the Service Desk to get immediate assistance.  
[Chat now](#)

## ★ MMARS/LCM CTR ServiceNow

OFFICE OF THE COMPTROLLER  
COMMONWEALTH OF MASSACHUSETTS

Welcome to the Solution Desk  
How can we help you?

**Submit a Ticket**  
Contact the CTR Solution Desk

**Close/Open Calendar**  
Key dates and resources for Close/Open tasks

**About the Solution Desk**  
The Solution Desk provides guidance and solutions to support all Commonwealth agencies.  
We offer technical assistance and resources for the:

- Statewide accounting system (MMARS)
- Labor cost management (LCM)
- CTR's Learning Management System
- PowerDMS
- DocuSign for CTR forms

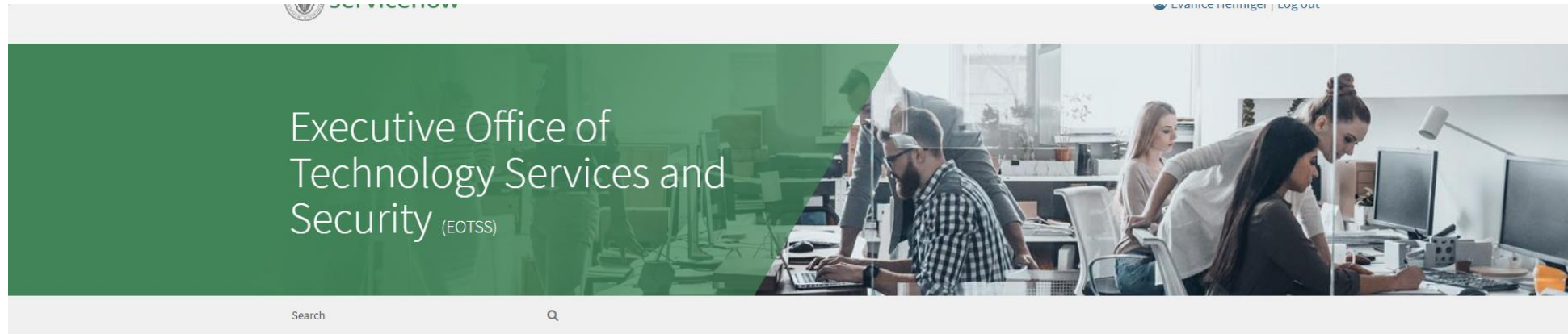
We value our customers and respond to all inquiries within 24 hours.

**Featured Resources**  
No content to display

**Most Read Resources**  
No content to display


9 AM – 5 PM Monday - Friday  
<https://www.macontroller.org/>


# HR/CMS EOTSS ServiceNow




Hi Evanice, looks like you have 4 open tickets, Select "My stuff" to view the latest.

You can also submit an Incident, browse the Service Catalog, or Live Chat with a member of the Service Desk.

**My Stuff**  
  
View your open Incidents and Requests, previous history, pending Approvals and more.  
  
Open Items: 4  
  
Pending Approvals: 0

**Submit an Incident**  
  
Something you currently have is broken, or not working as expected.  
  
You received an error message.

**Service Catalog**  
  
Request IT products and services.  
  
Not sure what you need, or can't find it in the Catalog? Email the Customer Engagement team for guidance.

**End User Chat**  
  
Chat with a member of the Service Desk to get immediate assistance.  
  
[Chat now](#)

# Service Catalog Categories

## Categories

Browse the catalog by category, select and complete the form and submit your request. Categories are displayed based on your access within the catalog.



Access  
Management



Application  
Services



Communication  
& Network  
Services



Data &  
Digital  
Services



Data  
Center  
Services



Database  
Services



Hardware &  
Asset  
Management



Hosting



HRCMS  
Services



MassGIS



Professional  
Services



Security  
and  
Risk



Software  
Services










Strategy  
Consulting



Support  
Services

# HR/CMS Categories

## HRCMS Services

	<a href="#">HRCMS Audit</a>	This is to request an HR/CMS audit.
	<a href="#">HRCMS HR</a>	This is to request HR/CMS service related to HR components.
	<a href="#">HRCMS Payroll</a>	This is to request HR/CMS service related to payroll components.
	<a href="#">HRCMS Security</a>	This is to request HR/CMS service related to any security issues.
	<a href="#">HRCMS Service</a>	Request HRCMS service for HR, Payroll, Time and Labor, ePay/eProfile, and Mass Updates.
	<a href="#">HRCMS Time &amp; Labor</a>	Request HRCMS services related to Time and Labor components.
	<a href="#">HRCMS Time Collection Device (TCD)</a>	This is to request HRCMS service related to Time Collection Devices (TCDs).

- Access Management
- Application Services
- Communication & Network Services
- Data & Digital Services
- Data Center Services
- Database Services
- Hardware & Asset Management
- Hosting
- HRCMS Services**
- MassGIS
- Professional Services
- Security and Risk
- Software Services
- Strategy Consulting
- Support Services

# HR/CMS Categories Details

- ★ **HR/CMS Audit** - This service will provide users support in HR/CMS for all audit functions. These services are provided to all Executive Departments, Legislative, Judicial, Independent and Constitutional offices.
- ★ **HR/CMS HR** - This service will provide users support in HR/CMS for Position Management and HR Transactions. These services are provided to all Executive Departments. All Legislative, Independents, Constitutional, Sheriffs, Higher Education, Judicial, and MBTA requests must be submitted to HR/CMS Payroll.
- ★ **HR/CMS Payroll** - This service will provide users support in HR/CMS for all Payroll related matters. These services are provided to the Executive, Judicial, and Legislative branches of government as well as Higher Education, MBTA and all Independent and Constitutional offices. Additional Pay, Direct Deposit, Employee Tax Data, General Deduction Data, Paycheck, Pension/Retirement. **All** Higher Education, Judicial, and MBTA requests are to be submitted to HR/CMS Payroll. These Services are provided to all departments.

# HR/CMS Categories Details

- ★ **HR/CMS Time & Labor**- Users may request support for HRCMS Time and Attendance matters, including Assign Work Schedule, Comp Plan Enrollment, Leave Balance Issues, Time Reporter Data, Timesheet, View Compensatory Time, etc. These services are provided to all Executive Departments. All Legislative, Independents, Constitutional, Sheriffs, Higher Education, Judicial, and MBTA requests must be submitted to HR/CMS Payroll.
- ★ **HR/CMS Time Collection Device**- This service will provide users support in HRCMS for all Time Collection Device matters (Time Clocks, Badges, Connections). These services are provided to all departments.

# Do's and Do Not's

- ★ Reach out whenever you have an issue, problem, concern
- ★ Executive departments log tickets with HR/CMS HR
- ★ Constitutional/Independent and non-Executive log tickets with HR/CMS Payroll
- ★ Escalate the issue to management, if necessary

- ★ Log the same issue in multiple systems
- ★ Email members of the Statewide Payroll Team directly
- ★ Wait!!

# Questions?





# METRO

CREDIT UNION



# June 2025 Updates



# Exciting & New Offerings

## Metro Assistance Portal – Powered by Starlight (Coming Soon)

- 1 in 4 households in MA make <\$50k annually
- Find local government assistance
- Bridge the gap towards financial stability
- Connects the community with:
  - Groceries/Food
  - Utilities
  - Childcare
  - Healthcare
  - Tax Credits
  - Unemployment
  - Down Payment
  - Senior Services
  - Veteran Support

## Get My Rate

- 24/7/365 Instant Prequalification
  - Auto
  - Personal
  - Credit Cards
- Shows you ALL offers you're prequalified for
- Existing Members – Check iBanking for even easier access.





# Exciting & New Offerings

## Greenlight

- Roughly **\$70** annual benefit completely **FREE** for Metro members
- Debit card & money app for kids & teens
- Set savings goals
- Easily pay chores & allowance
- Level Up™

The debit card and money app for kids and teens.

Metro families can learn to earn, save, and spend wisely — for free.\*

Join 6+ million parents and kids ★ 4.8 stars with 240K App Store reviews

- ✔ Debit card and money app  
Send money instantly, set flexible controls, and get real-time notifications.
- ✔ Savings goals  
Set savings goals for what they really want — and reach them together.
- ✔ Chores and allowance  
Assign chores and automate allowance to streamline household tasks.
- ✔ Financial literacy game  
Kids play Greenlight Level Up™, the game that makes money concepts easy to understand and fun to learn.

The Greenlight card is issued by Community Federal Savings Bank, member FDIC, pursuant to license by Mastercard International.  
\*Metro Credit Union members are eligible for the Greenlight SELECT plan at no cost when they connect their Metro Credit Union account as the Greenlight funding source for the entirety of the promotion. Subject to minimum balance requirements and identity verification. Upgrades will result in additional fees. Plans start at \$5.99/mo. Upon termination of promotion, members will be responsible for associated monthly fees. See terms for details. Offer ends 05/31/2027. Offer subject to change or removal.  
Card images shown are illustrative and may vary from the card you receive.

Scan here to sign up!

METRO | greenlight



# Important Account Changes

- Existing MyReward Checking and MyReward Savings Accounts
  - Check your mailbox for important updates
  - Account Conversions, Service Charges/Fees, Addition of Metro Perks (limited)
- Metro Checking Accounts
  - 10 Brand New Perks
  - Up to \$1,200 in savings annually

Rewards Offered	
Current Rewards/ Benefits	Unlimited ATM Fee Refunds
	Premium Rate on Membership Savings
	Interest on qualifying balance
	Metro Rewards Program
New Benefits (Effective 7/1)	Shop Local, Save Local
	Health Savings Card
	Cell Phone Protection**
	Roadside Assistance
	ID Theft Aid**
	Buyer's Protection and Extended Warranty**
	Billshark
	Customized Estate Planning
	BaZing Fuel
	Tax Filing (Metro Checking Exclusive)



# Summer Interns

- Sole Ownership Accounts
  - Safeguard Checking (Ages 14-17)
  - Metro Checking (Ages 18+)
- Commonwealth Exclusive
- Requirements
  - Interns paid via the Commonwealth
  - Student ID or other govt issued ID
  - Program offers *Preparing for Financial Independence*





## Dedicated Resource



**Brandon Williams, CCUFC**

Metro@Work Relationship Manager

E: [BWilliams@MetroCU.org](mailto:BWilliams@MetroCU.org)

O: 877.MY.METRO ext. 5408

C: 781.823.9685

# Fiscal Year End

Scott Claussen

Statewide Payroll Officer

# Close/Open Resources

★ The Close/Open resource [page](#) includes:

- The Close/Open calendar
- Latest announcements
- On-demand sessions from Close/Open week 2025-2026
- Close/Open Boot camps





# C/O Fiscal Year Considerations

## ★ For the upcoming Close/Open season:

- Identified FY2026 COA Alterations – updated APPRs, LDPRs, Programs or other Detail Accounting
- Planned for any position transfer and LCM distributions for FY26
- Reviewed forthcoming payroll and determined whether a Payroll Hold is necessary.
- Do not over-encumber
- Do not forget PF&I for the remainder of the year
- Do not create a Payroll Hold *for* PF&I

# Key Dates

## ★ For PPE June 28 – Last full payroll of FY2025

- June 27<sup>th</sup> – Last day for HR & Garnishment transactions in HR/CMS
- June 30<sup>th</sup> – Last day for posting Time & Attendance
- June 30<sup>th</sup> – Last day for making Labor Distribution changes in LCM

## ★ Finalize all Payroll Hold activity for AP by June 30<sup>th</sup>

## ★ PPE July 12<sup>th</sup> – Payroll is prorated by business days of the pay period (Mon - Fri). Monday June 30<sup>th</sup> is the only business day for FY25 within this period resulting in a 10/90 Split.

## ★ There will be accelerated Payroll Processing on June 30<sup>th</sup> based on July 4th holiday on Friday. Check date is Thursday July 3<sup>rd</sup>.

# Split Year Earnings

- ★ Earnings Posting to FY2025 – Reimbursements (BB level and C98 for Contractors) Retro Earnings; Settlement & Judgement; Sick, Comp and Vacation Buyouts Entered as Hours (CBB, SBB, VIL); if applicable, Furloughs paid under FCT; Deficiency Codes (PYD)
- ★ Earnings Posting to FY2026 - Sick, Comp and Vacation Buyouts Entered as Amounts (CBA, SBA, SVP, VLA); if applicable, Furloughs paid under FUR
- ★ Prior Period Adjustments should be entered in Timesheet on a date prior to 6/29/2025
- ★ Usage of LCM Distribution Interventions will avoid summarization and create daily postings
- ★ Terminations (TER) and Terminations with Pay (TWP) should not be entered in HRCMS until the following pay period (PPE 07.26.25)

# HR/CMS Account Code Roll

- ★ **New report, now available (every Friday in June)**
- ★ **HMMARS3 Report identifies:**
  - All positions assigned to invalid accounts
  - If incumbent exists, then EMPLID ID and Rec # are shown
- ★ **Agencies must take corrective action before 6/30/2025**
- ★ **Failure to act will result in positions being automatically updated on July 18<sup>th</sup>**
- ★ **Invalid codes will be updated with the FIRST valid account code within your department**

# Mass Termination of Contract Jobs

- ★ Non-Higher Education agencies will occur on July 18<sup>th</sup>
- ★ Higher Education agencies will not occur until the Fall of 2025
- ★ Includes all Active contractors hired before and unpaid since October 1, 2024
- ★ Departments will be notified
- ★ Mobius report is HMPCS004 – Termination of Contract Jobs

# Payroll Receipt Vouchers

- ★ Please send to the Comptroller's team first – [PRRV@mass.gov](mailto:PRRV@mass.gov)
- ★ All vouchers for any pay periods should be submitted ASAP
- ★ Cash cut-off for PRRVs is June 30<sup>th</sup> with a submission deadline of Friday, June 27<sup>th</sup>



# LCM Rules Roll – POAA Rules

- ★ All current rules will expire on June 30<sup>th</sup>
- ★ Draft rules for FY2026 are available as of **05/30/2025**
- ★ Departments should review draft rules and delete any rules that will not apply to FY2026
- ★ Departments must include full justification for rule as a comment and submit for approval
  - Departments do not need to email paperwork to Statewide Payroll Team
  - Rule's Request Form are no longer used
  - Departments should retain a signed copy of rules on file
- ★ New Rules for FY2026 must have a From date of 7/1/2025 and To date of 12/31/9999

# POAA continued

## ★ Document IDs for Draft Rules are defined as follows:

- Department ID
- Assigned Appropriation or ALL if the rule applies to all Appropriations
- C25 (to indicate that it is a Create rule generated in 2025)
- Unique number

## ★ Departments can enter \*C25\* as the Document ID search criteria to find all draft POAA rules



# PALT, DEACC and Others

- ★ **PALT Rules – Rules are specific to FY; departments must reapply for all PALT rules**
- ★ **DEACC – Please contact Statewide Payroll Team to request removal of rules that no longer apply for FY2026**
- ★ **PCREQ/DEPTES/EDPRs/LDPRs – Will continue to be in effect for FY2026; departments should review and make any changes needed**

# Accounts Payable Period

★ Pay Periods Ending: 07/26/2025, 08/09/2025, and 08/23/2025

★ Two ways to charge FY2025:

- Enter prior period adjustment in timesheet for date prior to June 29<sup>th</sup>
- Use an Accounts Payable earning code in Additional Pay
- Refer to forthcoming CTR Earnings Code Processing during AP Periods memo for comprehensive list of AP Earning Codes

★ Require Payroll Hold in the corresponding Appropriation and Object combination

# Payroll Holds

- ★ Are required for all charges – both negative and net zero – during the Accounts Payable Pay Periods
- ★ After June 30, 2025, Payroll Holds will be added to the list of transactions requiring A&F approval for submissions or alterations more than \$50,000 for 1-Type APPRs
- ★ Make sure you have enough money to cover FY2025 charges through Split Year before you encumber money in a PH
- ★ Are NOT required for Split Year or DD level encumbrances

# PRLDE & PRLIF Cleanup

- ★ State Finance Law requires that accounts are funded before expenditures are made
- ★ All State Accounts must be balanced before the end of AP period
- ★ Resubmission and finalization of PRLDEs (Payroll Data Errors) and PRLIFs (Payroll Insufficient Funds) documents should be addressed after each pay period and before attempting to create further Payroll Holds for charges in the prior fiscal year

# Deficiency Payroll

- ★ If you do not get all payments entered before 8/23/2025, any prior fiscal year payments will have to be processed as deficiencies as there will be no further mechanism to charge FY25
- ★ Payroll Deficiencies are processed through the Prior Year Deficiency (PYD) Process. They are submitted to Statewide Payments Team for review. Once approved, CTR will provide the deficiency codes and recoup the funding from the department.
- ★ Department uses deficiency earning codes as directed by Statewide Payroll Team to process charges in HR/CMS
- ★ Payroll Accounting Team will handle the distribution in LCM

# Questions?



Commonwealth of Massachusetts  
Group Insurance Commission

# HR/CMS User Group Meeting

June 4, 2025

## Topics to Cover

- Quick Links on Microsite – [www.massfsatasc.com](http://www.massfsatasc.com)
- When to submit change forms
- Updated Resources
- Important Reminders





# Welcome

The Commonwealth Of Massachusetts  
Flexible Spending Accounts website

Learn about your benefits, and enroll through TASC, our new FSA benefits administrator.

 [Login to TASC](#)

[Resources](#)

1. Commonly Used forms

2. Resources

1. Commonly used forms listed at top for quicker and easier access.

2. Resources button for quick access to forms/educational materials, etc.

## Plan Information

Please read about the benefits below for the available Flexible Spending Accounts and consider these important details when reviewing your options.

## When to submit a change form:

1. Participant election changes due to a Qualifying Life Event
2. Beginning of Leave of Absence
3. Ending of Leave of Absence
4. Participant is Terminating State Employment
5. Reclassifications - Participant is transferring from one Agency to another.
6. Payroll Refund Requests

There are four tabs under the Resources

GIC Coordinator Resources

GIC COORDINATOR RESOURCES

BENEFIT PLAN INFORMATION

GUIDES

FORMS

FY25 PAPER ENROLLMENT FORM

GIC FY25 Open enrollment.

VIEW

CHANGE FORM (PAPER)

HCSA/DCA Change Form

VIEW

CHANGE FORM (WEB-BASED)

HCSA/DCA Change Form.

VISIT

Benefit Plan Information

GIC COORDINATOR RESOURCES

BENEFIT PLAN INFORMATION

GUIDES

FORMS

DEPENDENT CARE FSA QUALIFICATIONS

Do your dependent care expenses qualify for reimbursement?

VIEW

FY25 PARTICIPANT BENEFITS

Save money with FSA pretax benefit accounts.

VIEW

FSA ELIGIBLE EXPENSES

Save money with FSA pretax benefit accounts.

VIEW

FY25 EMPLOYEE HANDBOOK

Save up to 30% on healthcare and dependent care expenses when you enroll in the Flexible Spending Account Program!

VIEW

LIST OF GIC AGENCIES

List of GIC agencies and codes.

VIEW

GIC FSA WEBSITE

For more information on the FSA benefit plan visit the GIC website.

VIEW

GRACE AND RUNOUT PERIOD

More time to spend your FSA funds

VIEW

FY26 PARTICIPANT BENEFITS

Save Money with FSA pretax benefit accounts

VIEW

FY26 EMPLOYEE HANDBOOK

Save up to 30% on healthcare and dependent care expenses when you enroll in the Flexible Spending Account Program!

VIEW

## Guides

GIC COORDINATOR RESOURCESBENEFIT PLAN INFORMATIONGUIDESFORMS

MYCASH ACCOUNT EDUCATION

Conveniently access and spend your reimbursement dollars on any purchase.

VIEW

TASC CARD

Quickly and easily access your money—anywhere, anytime .

VIEW

ACCESS BENEFIT ACCOUNT FUNDS

TASC offers three options to access benefit account funds.

VIEW

TASC SECURITY

TASC advises all participants to follow these instructions. Remember that security is an ongoing process.

VIEW

PROTECT YOUR ACCOUNT

TASC knows how important protecting your personal information is and recommends that you follow these simple tips and instructions to make your TASC benefit accounts more secure.

VIEW

## Forms

GIC COORDINATOR RESOURCESBENEFIT PLAN INFORMATIONGUIDESFORMS

CHANGE FORM (PAPER)

HCSA/DCA Change Form

VIEW

PAPER REIMBURSEMENT FORM

Reimbursement Form.

VIEW

TASC DEPENDENT CARE CONTRACT

A new contract is required at the start of each new plan year.

VIEW

ORTHODONTIA WORKSHEET & INSTRUCTIONS

The treatment of orthodontia expenses under the Healthcare Flexible Spending Account (FSA) is different than other medical expenses because services generally span more than one plan year.

VIEW

LETTER OF MEDICAL NECESSITY

Use this form to be reimbursed for healthcare products and services that require authorization from a Medical Practitioner to be considered eligible for reimbursement from a Flexible Spending Account (FSA).

VIEW

CHANGE FORM (WEB-BASED)

HCSA/DCA Change Form.

VISIT

# Reminders

- Review your Final Enrollment Reports sent to Coordinators by Premium Services.
- Report back any discrepancies you see.
- New Cards coming soon
  - Communications have gone out to all Coordinators and participants in advance.
  - Cards inactivated after June 7<sup>th</sup> and new card mailed.
  - Once new card is received, it is active upon first use.
  - Participants can submit manual claims while waiting on card to arrive.

## RM Contact info

Amanda Odom is the Relationship Manager and your direct TASC contact. [commonwealthofma@tasconline.com](mailto:commonwealthofma@tasconline.com), 800-422-4661, ext 7908. This is for Agency Coordinators only.

# Thank You!

# Payments and Tax

Jess Cogswell

Statewide Payments and Tax Reporting Officer

# What is dynacash?

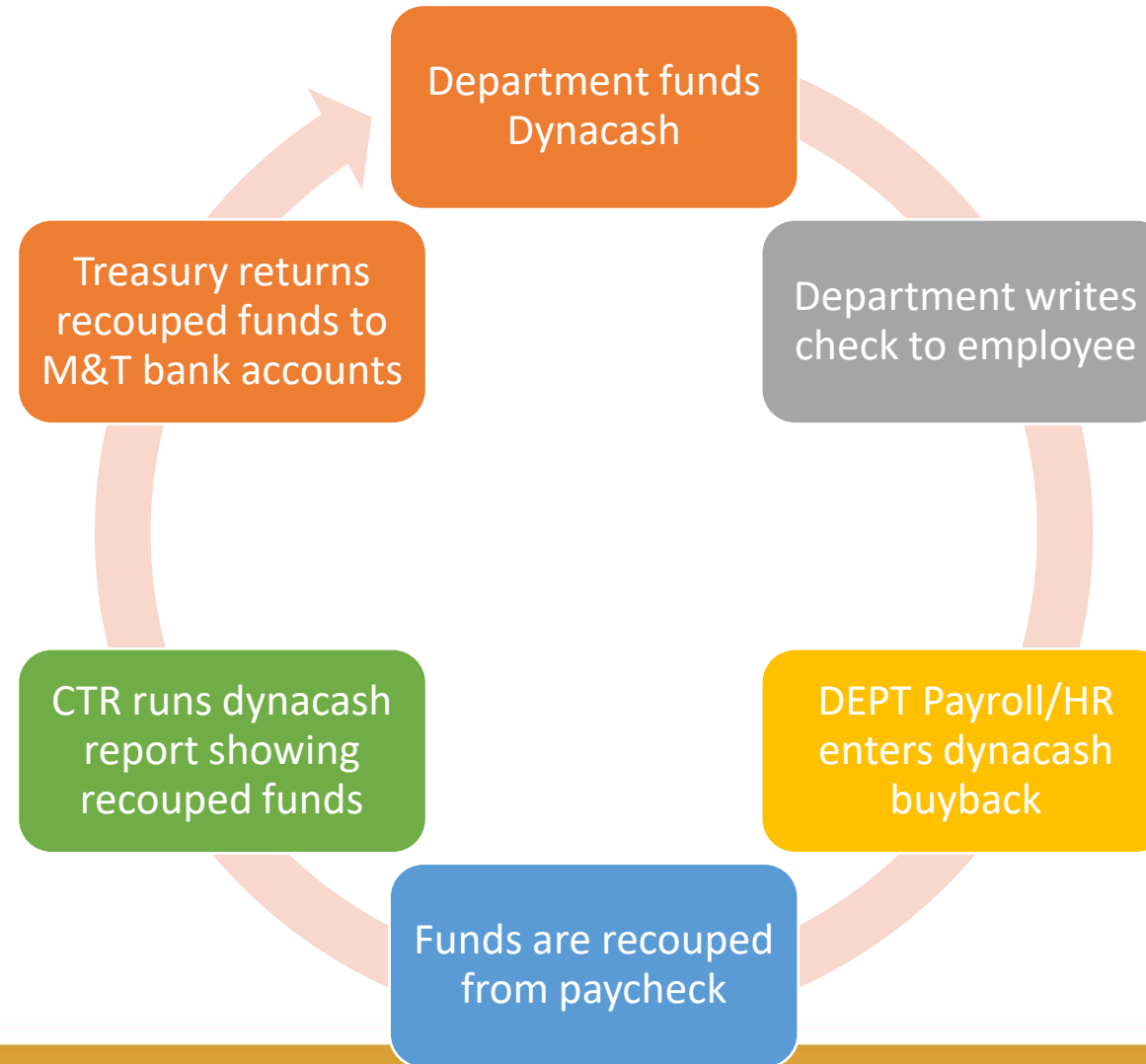
- ★ **Dynacash is an emergency payroll payment mechanism**
- ★ **A checking account with M&T Bank**
  - Access is available through Treasury Center
- ★ **Recorded in MMARS as an “Advance”**



# Why does my department need dynacash?

- ★ MGL Chapter 149 section 148 - mandates that employees are paid within 6 days of the end of a pay period.
- ★ What happens if they are not paid? Underpaid?
- ★ What if a termination needs to occur?
- ★ What if an employee's bank account closed or was compromised?
- ★ The goal is to not use it, but in reality, things come up.

# Dynacash Cycle



# HR/CMS Dynacash

# Dynacash Buyback

[My Homepage](#)

Create General Deductions

[New Window](#) | [Personalize Page](#)

Create General Deductions

Person ID

Company COM Commonwealth of Massachusetts

General Deduction

2 of 10

View All

\*Deduction Code

DYNPBK

Dyna Cash Payback

Deduction Details

1 of 1

View All

\*Effective Date

04/11/2021

☒ Take on all Paygroups

\*Calculation Routine

Flat Amount

☐ Ded stopped by Self Serv User

Deduction End Date

04/24/2021

Deduction Rate or %

Loan Interest %

Flat/Addl Amount

\$25.00

Goal Amount

Current Goal Balance

This data was last updated by

Data last updated on

Save

Return to Search

Notify

Refresh

Update/Display

Include History

Correct History

# M&T Bank

# M&T Bank

- ★ Departments have online access to their account but CTR is the administrator.
- ★ Reach out to CTR ([paymentsc@mass.gov](mailto:paymentsc@mass.gov)) for:
  - Request/remove access
  - Add/remove signers
  - Order checks
- ★ Do not go to a local branch for updates to dynacash accounts, they will redirect you to us

# M&T Bank Functionality

- ★ Users can install the PingID app for authentication or request a hard token
  - CTR uses and recommends PingID
- ★ All dynacash accounts have positive pay enabled, checks will only be honored if they are entered into Treasury Center
- ★ M&T functionality
  - Enter “Issues” (checks)
  - Stop “Issues” (checks)
  - Download bank statements

# Enter an Issue

M&T Bank | Treasury Center<sup>SM</sup>

ReportingPaymentsReceivablesFraud/RiskFile ManagementMore... | Admin

Jessica Cogswell  
Last Log-in: 11/06/2023 11:08 AM

Home

Fraud/Risk

Add Widget

Notifications

Starting 11/10: Previous Day Image Enhancements  
More

Login Security Updates  
More

0 Cancel Stop Requests await your approval.  
View

0 Files were recently imported.  
View

Check Issue Management

Check Issues/Voids

Imported Files

+ Add Check Issue/Void

+ Import Check Issue/Void File

11/13/2023 11:50 AM | Show Totals



# Enter an Issue (cont)

←

Check Issue/Voids

Enter Issued Checks

Show Optional Fields ☐

\* From Account

- COMPROLLER EMERGEN...

\* Serial Number

5212

\* Date

11/13/2023

\* Amount

100.00

USD

Clear

Payee Name

Commonwealth of Mass

Memo

Add

1

Issue(s)

Add

Total of 20 Check Issues approved: 1 entered, 19 remaining.

# Best Practices

# Dynacash Best Practices

## ★ Review payroll reports on Wednesday of payroll week

- This will identify if anyone is not paid or missing pay
- This will give departments time to calculate and write dynacash check

## ★ Have a procedure for hybrid work

- Where are the checks located? Are they secure?
- Who can sign checks?
- Who can enter checks in M&T?
- Do you have coverage when a check needs to be written?
- Are permissions updated when staff leaves?

# Dynacash Best Practices (cont 1)

## ★ Enter Dynacash buyback within a day or two of writing the check

- Verify in HR/CMS it's been entered correctly
- There is no such thing as negative dynacash

## ★ Reconcile Account monthly

- Download statement
- Verify checks have been cashed
- Verify dynacash paybacks have been posted to account
- Reach out to CTR if payback is missing

# Dynacash Best Practices (cont 2)

## ★ Close out Dynacash account in a timely manner

- Don't wait until mid/late August
- Avoid extra paperwork by closing it out before July 1<sup>st</sup>
- If July 1<sup>st</sup> is not possible, have a plan to close out shortly after

## ★ Dynacash checks over 1 year are stale

- Need to be returned to the Unpaid Check Fund
- Email unpaid check fund for the procedure

## ★ Don't Struggle

- Reach out for help, we've seen it all

# Want to Learn More?

- ★ Attend Closing/Opening Dynacash Bootcamp on June 12 at 2pm.
- ★ Available in CTR LMS or by clicking [here](#)
- ★ Review your internal policies & procedures on Dynacash
- ★ Refresh yourself on the process with the on demand course "Dynacash Mid-Year Check In" also available in the CTR LMS
- ★ Reach out to CTR Payments and Tax Reporting Group – [paymentsc@mass.gov](mailto:paymentsc@mass.gov)

# Risk Management and Compliance

Jenny Hedderman, Esq.

Assistant Comptroller

# REMINDER: Enterprise Security Access must be removed within 24 hours of employment change

- EOTSS Information Security standard for access management mandates security access removed within 24 hours of major employment change (termination, retirement, transfer or leave > 90 days)
- Contact your Department Security Officer (DSO) to submit a Secure Application Request for (MMARS, HR/CMS, CIW, MAGIC)
  - DSOs should review the report MISRVE10 in MobiusView to identify user's system's access
- Auditors assess findings for not timely deactivating security access
- Contact CTR immediately for emergency terminations  
[SecurityRequest@mass.gov](mailto:SecurityRequest@mass.gov)



# Expected Internal Controls

**Include Department Security Officers (DSOs) as part of Onboarding and Offboarding process**

- Onboarding Staff: Internal controls should include steps to involve DSOs as part of the onboarding process when assigning new security roles for Enterprise Systems.
- Offboarding Staff: Internal controls should include a process to ensure that DSOs are notified in advance or w/in 24 hours of transfer, retirement, termination or extended leave (more than 90 days)

# Reminder!

Keep HR/Payroll data and systems safe!

Remind your staff of the **3 steps** that can prevent most cyber incidents

“**Pause**” and evaluate the communication, even if it appears to be another employee or a co-worker.

Have controls in place to “**Verify**” you are not dealing with a fraudster

If you are not sure, “**Report**” using the Phish Alert Button or contacting your IT staff.

BEFORE YOU **CONNECT**, **PROTECT** WITH



See CTR Cyber for cybersecurity awareness resources  
(<https://www.macomptroller.org/ctr-cyber/>)

# Resources & References

# Reference Resources

- ★ [Close/Open 2025-2026 - Office of the Comptroller Intranet](#)
- ★ [CTR Learning and Solution Hub - CTR Employee Central](#)
- ★ [FY 2026 Split Year Memo](#)

# Support Resources

## ★ EOTSS ServiceNow

- <https://massgov.service-now.com>
- **Should be used for HR/CMS issues**

## ★ CTR Solution Desk

- <https://www.macomptroller.org/solution-desk/>
- **Should be used for LCM or MMARS issues**

★ Please log a ticket so that an available analyst can be assigned

★ Please do not log the same issue in both systems

★ Do not email problems, questions, concerns to a member of the Statewide Payroll Team

# Thank you

Next meeting September 3, 2025