

STATE CONTROLLER'S OFFICE (SCO) A/R Flow Chart

SCO sets up A/R.

PTU receives 2 copies of Form PR-250-M from the SCO. PTU forwards to DAO A/R Unit.

Unit PS needs to check View Direct every day to look for issuance of A/R's and confirm accuracy. Within 5 business days of issuance PS needs to notify DAO A/R Unit at daoaccountsreceivable@fire.ca.gov to confirm accuracy and type of A/R. If disability A/R, Unit PS to email DAO A/R Unit immediately at daoaccountsreceivable@fire.ca.gov.

DAO A/R Unit sends PO-123 to EE with DAO A/R Unit contact information and signature. Copy to Unit PS via email.

Allow 30 days for EE to respond.

DAO to determine which BU and applicable collection restrictions

Legend

Unit = Region/Unit

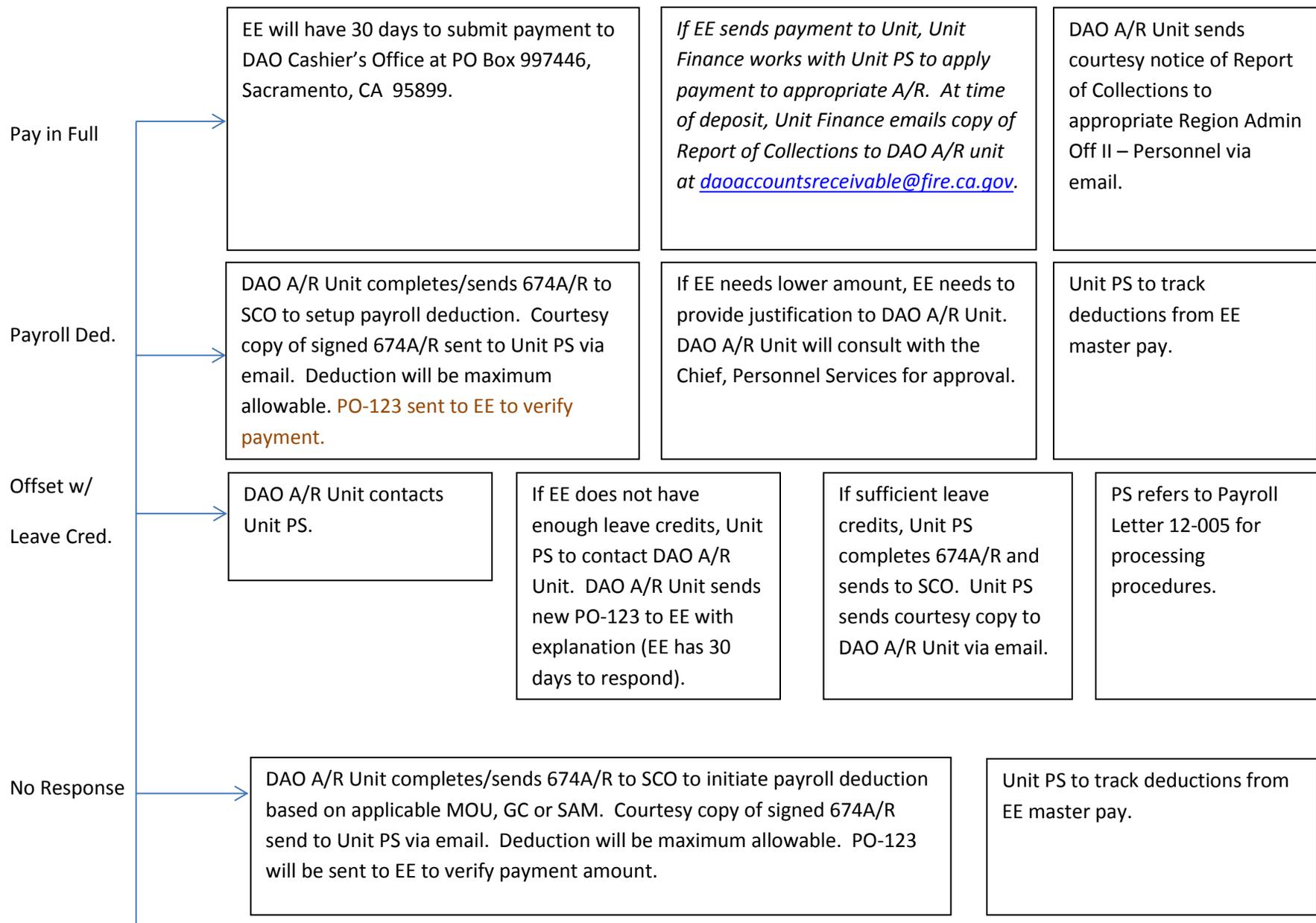
PS = Personnel Specialist

EE = Employee

PTU = Personnel Transactions Unit

*All courtesy copies must have courtesy copy stamp and redacted.

**All notices mailed to employee's home address on record.



Sep - No Resp

DAO A/R Unit sends three notices to separated employees at home address on file at 30-60-90 day intervals. If no response, DAO A/R Unit sends to FTB on a quarterly basis. DAO A/R Unit sends copies of all correspondence sent to Unit PS via email.

If collection through FTB, DAO A/R Unit sends courtesy notice of Report of Collections to appropriate Region Admin Off II – Personnel via email.

If 674A/R was already submitted for payroll deduction, DAO A/R Unit must submit new 674A/R to change from payroll deduction back to agency collection at the time paperwork submitted to FTB. DAO A/R Unit to send

Sep - Resp

DAO A/R Unit sends three notices to separated employees at home address on file at 30-60-90 day intervals. Employee makes arrangements with DAO A/R Unit to pay. Copies of all correspondence sent to Unit PS via email.

If 674A/R was already submitted for payroll deduction, DAO A/R Unit must submit new 674A/R to change from payroll deduction back to agency collection. DAO A/R Unit to send courtesy copy to Unit PS via email.

Date of overpayment is more than 3 years old.

If EE doesn't want to pay, Unit PS emails DAO A/R Unit to inform them of this. DAO A/R Unit will process discharge of A/R.
If amount is under \$500, DAO A/R Unit creates AO-139. DAO A/R Unit supervisor signs discharge memo. Sends copy to the Unit PS via email.
If amount is over \$500, DAO A/R Unit files STD-27 to SCO for discharge approval. Sends copy to the Unit PS via email. After receiving notice of approval to disapproval, copy sent to Unit PS via email.
If the employee doesn't respond, DAO A/R Unit will proceed with the collection process.