

## DISABILITY A/R FLOW CHART

Unit- Key transactions based on comp approvals. SCO issues A/R's and adjustment checks. Use checks to clear A/R's. If an A/R balance remains, PO-123 is sent to EE by Unit PS. Courtesy copy to DAO A/R Unit via email.

Region / Units will continue to collect. Each quarter DAO will send a list of comp A/Rs which are over two years old.

### Legend

Unit = Region/Unit

PS = Personnel Specialist

EE = Employee

Allow 30 days for EE to respond.

Unit to determine which BU and applicable collection restrictions

\*All courtesy copies must have courtesy copy stamp and redacted (SSN covered up)

\*\*All notices mailed to employee home address on record.

Pay in Full

EE will have 30 days to submit payment to DAO Cashier's Office at PO Box 997446, Sacramento, CA 95899-7446.

If EE sends payment to Unit, Unit Finance works with Unit PS to apply payment to appropriate A/R. At time of deposit, Unit Finance emails copy of Report of Collections to DAO A/R unit at [daoaccountsreceivable@fire.ca.gov](mailto:daoaccountsreceivable@fire.ca.gov).

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

Payroll Ded.

Unit sends 674A/R SCO to setup payroll deduction. Courtesy copy of signed 674A/R sent to DAO A/R Unit via email. Deduction will be maximum allowable. PO-123 will be sent to EE to notify the EE of the amount of the payment.

If EE needs lower amount, EE needs to provide justification to Unit PS. Unit PS will consult with the Chief, Personnel Services for approval.

Unit PS to track deductions from EE master pay.

No Resp.

Unit completes/sends 674A/R to SCO to initiate payroll deduction based on BU MOU or SAM. Courtesy copy of signed 674A/R sent to DAO A/R Unit via email. Deduction will be maximum allowable. PO-123 will be sent to the EE to notify the EE of the amount of the payment.

Unit PS to track deductions from EE master pay.

Sep – No Resp.

Unit to email DAO A/R Unit name of separated EE. DAO A/R Unit sends three notices to separated EE 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 courtesy copy to Unit PS via email.

Sep – Resp.

Unit to email DAO A/R Unit name of separated EE. DAO 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.

Unit PS to research prior notification (if any). Unit contacts EE via phone to informally notify EE of the AR, and provides substantiation if EE disputes amount.

Unit sends PO-123 to EE. Copy to DAO A/R Unit via email.

If EE was not notified, 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 AR 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 AR Unit files STD-27 to SCO for discharge approval. Sends copy to the Unit PS via email. After receiving notice of approval or disapproval, send notice to Unit PS.

If EE doesn't not respond, DAO will proceed with the collection proceed.