## DEPARTMENTAL ACCOUNTING OFFICE (DAO) A/R FLOW CHART

Unit- Identifies the A/R and amount owed by EE. Unit contacts EE via phone to informally notify EE of the A/R, and provides substantiation if EE disputes amount.

Unit – Completes 674A/R to setup A/R and sends to DAO A/R Unit. No PS name/signature on this form. Unit to complete remarks section with clear explanation of reason for A/R. DAO A/R Unit contacts Unit PS if there are questions.

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

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

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

DAO A/R Unit tells EE to wait for further If EE sends payment to Unit, Unit DAO A/R Unit sends courtesy Finance works with Unit PS to apply notice of Report of Collections to contact for information on net amount owed. DAO A/R Unit completes/sends appropriate Region Admin Off II payment to appropriate A/R. At time 674A/R to SCO. Once SCO sets up A/R, of deposit, Unit Finance emails copy of Personnel via email. Pay in Full DAO A/R Unit to send PO-123 to EE with Report of Collections to DAO A/R unit exact amount owed. EE will have 30 days at daoaccountsreceivable@fire.ca.gov. to submit payment to DAO Cashier's Office at PO Box 997446, Sacramento, CA 95899. DAO A/R Unit completes/sends 674A/R to SCO to If EE needs lower amount, EE needs to provide Unit PS to track establish A/R and setup payroll deduction. justification to DAO A/R Unit. DAO A/R Unit will deductions Courtesy copy of signed 674A/R sent to Unit PS via consult with the Chief, Personnel Services for from EE master Payroll Ded. email. Deduction will be maximum allowable. EE approval. pay. sent PO-123 to verify payment amount. Once SCO sets up A/R, DAO A/R Unit to send PO-123 to EE with exact amount owed and payment amount. Offset w/ DAO A/R Unit contacts PS refers to Payroll If EE does not have enough If sufficient leave credits, Leave Cred. Unit PS. leave credits, Unit PS to Unit PS completes 674A/R Letter 12-005 for contact DAO A/R Unit. DAO and sends to SCO. Unit PS processing procedures. A/R Unit sends new PO-123 to sends courtesy copy to EE with explanation (EE has DAO A/R Unit via email. 30 days to respond). DAO A/R Unit completes/sends 674A/R to SCO Once SCO sets up A/R, Unit PS to track deductions from FF to setup A/R and initiates payroll deduction DAO A/R Unit to send POmaster pay. No Response based on BU MOU or SAM. Courtesy copy of 123 to EE with exact signed 674A/R sent to Unit PS via email. amount owed and Deduction will be maximum allowable. payment amount.

If collection through FTB, DAO A/R DAO A/R Unit sends three notices to If 674A/R was already submitted for separated employees at home address on Unit sends courtesy notice of payroll deduction, DAO A/R Unit must file at 30-60-90 day intervals. If no Report of Collections to submit new 674A/R to change from Sep - No Resp response, DAO A/R Unit sends to FTB on a appropriate Region Admin Off II payroll deduction back to agency quarterly basis. DAO A/R Unit sends copies Personnel via email. collection at the time paperwork submitted to FTB. DAO A/R Unit to of all correspondence sent to Unit PS via send courtesy copy to Unit PS via email. email. DAO sends three notices to separated If 674A/R was already submitted for payroll employees at home address on file at 30deduction, DAO A/R Unit must submit new Sep - Resp 60-90 day intervals. Employee makes 674A/R to change from payroll deduction back arrangements with DAO A/R Unit to pay. to agency collection. DAO A/R Unit to send Copies of all correspondence sent to Unit courtesy copy to Unit PS via email. PS via email. If EE doesn't want to pay, 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. Date of Sends copy to the Unit PS via email. overpayment 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. When STD.27 is approved or disapproved a copy of notice to Unit PS. is more than 3 If the EE does not respond, DAO A/R Unit will proceed with the collection process. vears old.