

Mileage Claim Procedures

Management Directive, 11-01 | Revision Date: 09/17/2021

Overview

This Management Directive provides instructions for all staff regarding mileage claim procedures and applies to all Mileage Permittees.

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Version Summary

This is a revision of existing Management Directive 11-01 (Rev), Mileage Claim Procedures, dated 5/29/2020. It clarifies the requirement for use of the DCFS 632B, Field Itinerary and hyperlinks have been added for all currently required forms.

POLICY

Authority

The Los Angeles County Code, Sections 5.40.190 – 5.40.290, provides for the reimbursement of expenses incurred by County employees who use their private vehicles for travel on County business and who are not Transportation Allowance Program participants. The Department shall follow the rules and regulations as set forth by the Los Angeles County Code and the Auditor-Controller's County Fiscal Manual, Section 13.12.0.

1. Employees are responsible for the timely submission of mileage claims and are advised to submit their mileage on a monthly basis on the Mileage Authorization and Reimbursement System (MARS).
2. Mileage Claims must be submitted and approved on MARS no later than 90 days following the end of the month for which mileage is being claimed.
3. Employees are **not** to keep claims and submit several months' claims at one time.
4. Employees are required to use MARS found on MyLACounty.gov. Once at MyLACounty.gov employees are required to log into the Los Angeles County Workplace where they can find MARS under the "Mileage and Parking" section. There is an Online Training Manual available for employees and if any problems are encountered, employees may contact the Help Desk at (562) 345-6789.
5. Mileage Claim Due Date Schedule:

Claim Period	Due Date to Mileage Unit*
January 1-31	April 30
February 1-29 (28)	May 31
March 1-31	June 30
April 1-30	July 31
May 1-31	August 31
June 1-30	September 30
July 1-31	October 31
August 1-31	November 30
September 1-30	December 31

October 1-31	January 31
November 1-30	February 29 (28)
December 1-31	March 31

* If the due date falls on a weekend or a holiday, then the due date will be the next business day.

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PROCEDURES

Permittee Status

The Department Head or designee determines if the duties of an employee are such that they will drive a privately owned vehicle on County business. The Department Head or designee will also certify the employee as a permittee or occasional driver and that the employee is eligible for reimbursement for the mileage claimed.

The Department Head, his/her Chief Deputy, or a person who has been designated by the Department Head must sign all requests for certification. The certification shall be made in writing and filed in the Department. A copy of the certification should be filed in the employee's personnel drop file.

The Department once a year must review the status of each permittee to ensure the appropriate authorization and designation to drive on County business (i.e., mileage permittee, occasional driver).

It is the responsibility of the Department to verify an employee's permittee status before submitting a Mileage Claim. Following determination by the Department Head that an employee should be placed on mileage permittee status, the Department should certify the employee's eligibility for mileage reimbursement.

A job classification, which requires a "Class 3" Driver's License as a condition of employment, is not, in itself, justification for authorizing mileage permittee status.

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Incoming Children's Social Workers (CSWs)

Accounts Payable (AP)-Mileage Unit ensures that all CSWs are certified to be Mileage Permittees as soon as they leave the CSW New-hire Orientation, by following the process below:

1. AP-Mileage Unit will provide the Certification for Mileage Reimbursement form (Certification Form) to all CSWs during the orientation.

2. A valid Driver's License will be collected from all new-hires.
3. A Designee from headquarters will verify and confirm that the employee has a valid Driver's License required to drive on County business. The Certification Form will be approved before the CSW leaves the orientation.
4. The approved Certification Form will be provided to the CSW for their record and a copy will be placed in their Personnel drop file. The original Certification Form is kept with the AP-Mileage Unit.
5. AP-Mileage Unit Supervisor will also attach a memo to the copy of the certification reminding the new CSW's Supervisor to assign a MARS approver to their new staff. A MARS Liaison listing is also included for reference.
6. Field Office Designee (FOD) will assign a designated monitor to take random samples and to review the above process to ensure the Department is following the guidelines mentioned.

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New Hires (Non-CSWs), Transfers to DCFS and Within the Department

1. The employee's Supervisor will determine if the new/transfer (Non-CSW) employee should be a Mileage Permittee. If yes, AP-Mileage Unit requests the submission of an approved Certification for Mileage Reimbursement form along with a copy of a valid Driver's License. AP-Mileage Unit will remind them to assign a MARS approver for the new/transfer employee.
2. AP-Mileage Unit Supervisor will monitor all approved Certifications for Mileage Reimbursement received and ensure the records are updated in eHR.
3. FOD will assign a designated monitor to take random samples and to review the above process to ensure that the Department is following the guidelines mentioned.

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For Those with Suspended/Revoked Driver's License (DL)

1. Health and Safety (H&S) will pull a DMV Pull Notice on an "on-going basis" to determine if there are any employees that have a suspended or revoked Driver's License.
2. H&S will notify the mileage permittees' Supervisor and AP-Mileage Renewal inbox (driverslicenser renewal@dcfs.lacounty.gov) when an employee's Driver's License is suspended or revoked.
3. The AP-Mileage Unit will put a "Stop" on the permittee's Mileage Certification status in e-HR to prevent a mileage claim from being processed while the employee has a suspended or revoked Driver's License.

4. H&S will also notify the permittee's Supervisor and the AP-Mileage Renewal In-box (driverslicenser renewal@dcfs.lacounty.gov) when the employee's Driver's License has been reinstated.
5. The AP-Mileage Unit will notify the mileage permittee to submit a new approved Certification for Mileage Reimbursement form and a copy of a valid Driver's License.
6. AP-Mileage Unit will update the mileage permittee status in e-HR based on documentations received.
7. FOD will assign a designated monitor to take random samples and to review the above process to ensure that the Department is following the guidelines mentioned.

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Field Itineraries

Responsibilities of Mileage Permittees

1. Departmental mileage permittees, such as SCSWs, CSWs, HSAs, and/or whose manager's may require, must submit the [DCFS 632B](#), Field Itinerary form, prior to initiating each trip, to a supervisor for an approved signature. This includes mobile workers and/or staff who are telecommuting and claim mileage.
2. It is the mileage permittee's responsibility to provide accurate information (i.e., date, case name or meeting name, address, estimated time of arrival, and purpose of the trip for each trip listed) on the [DCFS 632B](#).
3. Employees are not authorized to complete any trips without a [DCFS 632B](#). In emergent situations, the employee must notify a supervisor via text, call, or email prior to initiating the trip.
4. If the mileage permittee has an extra trip that was not being listed in the initial [DCFS 632B](#), the employee must notify the approving supervisor via email/call/text and provide the case name or meeting name, address, estimated time of arrival, and purpose prior to initiating the extra trip. If the employee does not have access to their email, a verbal approval from a supervisor is needed. It is the employee's responsibility to send the email to the approving supervisor and cc the necessary party(ies), direct supervisor, etc. if applicable, by the following business day after the trip was completed. A [DCFS 632B](#) should be attached to the email or the employee must add the additional trip in the original [DCFS 632B](#) after sending the email to the approving supervisor.
5. Absent any of emergent situations listed above, all departmental mileage permittees must submit a [DCFS 632B](#) prior to initiating a trip.

6. Mileage permittees who claim mileage must include all supporting DCFS 632B and documents (e.g., parking payment receipts, etc.), with their mileage claims and upload them via the Los Angeles County Mileage Authorization and Reimbursement System (MARS). DCFS 632B's must be signed by a supervisor. Without a signed DCFS 632B mileage claims will not be approved.
 - a. In accordance to DCFS Human Resources Manual, dated May 25, 2016 under section 14.520 Examples of Causes for, and Nature of, Disciplinary Actions (pgs. 204-205), section A. Fraud, Falsification, Dishonesty: Subsection 6 states that: Submission of false time or financial records (travel, mileage, cashier reports, trust fund payments, etc.) may lead to disciplinary action.

Responsibilities of Supervisors

1. All approving supervisors must review all DCFS 632B, (i.e. date, case name or meeting name, address, estimated time of arrival, purpose of the trip, additional trips, etc.), for accuracy.
2. Prior to approving a mileage claim, all approving supervisors shall reconcile mileage claims, field itineraries, and Delivered Service Logs (contacts), to ensure accuracy. Approving supervisors must then approve mileage claims via MARS.
 - a. In accordance to DCFS Human Resources Manual, dated May 25, 2016 under section 14.520 Examples of Causes for, and Nature of, Disciplinary Actions (pgs. 204-205), section A. Fraud, Falsification, Dishonesty: Subsection 6 states that: Submission of false time or financial records (travel, mileage, cashier reports, trust fund payments, etc.) may lead to disciplinary action.

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Mileage Rates (County Code Section 5.40.190)

The Board of Supervisors establishes mileage rates. The permittee's departmental mileage clerk or supervisor should maintain and distribute information to each permittee concerning current reimbursement rates. The following are considered neighboring counties: Kern, Orange, Riverside, San Bernardino, San Diego, San Luis Obispo, Santa Barbara, and Ventura. Requests for reimbursement for travel in the abovementioned counties will be submitted on a Mileage Claim. Travel outside of these designated counties will be reimbursed at the current rate per mile and is to be submitted on an Expense Claim. (For further information in regards to Travel Policy and Expense Reimbursement, see the [DCFS 95A, Expense Claim](#)). The mileage reimbursement rate is subject to change at any time during the fiscal year.

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Report of Vehicle Accident (County Code Section 5.32.020)

County drivers should be aware of the State Financial Responsibility Law. This law (Vehicle Code Section 16000-16560) requires drivers of motor vehicles involved in accidents resulting in

any bodily injury or death, or damage to property of any one person in excess of \$500, to report the accident to the State Department of Motor Vehicles.

The Information and Instructions for Permittee Drivers, Notice of Self-Insurance, and County of Los Angeles Report of Vehicle Collision or Incident forms must be carried by the permittee in his vehicle at all times. All accidents that occur to, or are caused by, a permittee's vehicle being used on County business must be reported in accordance with instructions listed in this report.

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Manual Mileage Claims

Section 13.13.7 of the LA County Fiscal Manual states: "Late claims will be evaluated on a case-by-case basis by the permittee's department management. To have a late claim considered, the permittee must provide evidence that he/she could not complete and submit the claim timely, and that the reason(s) were beyond the permittee's control (e.g. an extended unplanned medical or other involuntary absence.) Forgetting to submit a claim or excess workload will not be adequate justification for processing a late claim.

1. Mileage Claim Form separated by month
 - a. Print out draft from MARS (please complete manual mileage forms if not feasible)
 - b. Enter trip dates in order from earliest date to most recent.
 - c. Print name, title, date, and then sign the form: Permittee, 1ST Approver, and 2ND Approver. (Only RA, ARA, CSA III, ASM III, and HSA III require one level approval.)
 - d. Employees are not to keep claims and submit several months' claims at one time.
 - e. Mileage must be given in whole numbers only.
2. Justification Letter
 - a. A letter explaining the need for a manual claim should be provided with all submissions. The letter should include the employee number and supervisor's signature (Please include employee's contact number/e-mail address/mailling address).
 - b. If the employee was on vacation or medical leave, they should provide supporting documents, such as timesheets or a doctor's note.
 - c. Unacceptable reasons: Forgotten or Heavy workload (Forgetting to submit a claim or excess workload will not be an adequate justification for processing a late claim).
3. Supporting Documents
 - a. Approved Field Itineraries for the mileage being claimed.
4. Parking Claim
 - a. Send receipt (The receipt should be clear to read).
5. A Valid Mileage Permittee in MARS
 - a. Should have a valid Driver's License with the employee's number. (For DL renewal, Scan and attach your DL to the following email address: DriversLicenseRenewal@dcfs.lacounty.gov).

6. Mail The Manual Claim to The Mileage Unit:

ATTN: DCFS Mileage Unit
425 Shatto Place, Room 304
Los Angeles, CA 90020

- Claims Over one-year are no longer being paid by the Auditor-Controller (per California Code Section 911.2).
- Please refer to LAKids Home Page for further questions and access to forms.
 - Click on MARS FAQs/FYI under Quick References on the right side.
 - Forms: Click Forms/Form Tutorials on the left side under Main Menu.
 - Manual Mileage Form: Log into ESS, then click MIL CLM attachment on the right side under Forms and Instructions.
- MARS Training: <http://mars.auditor.lacounty.gov/training/>
- Mileage Unit cannot access employees' profiles in ESS or edit employees' trips in MARS.
- Employees should retain a copy for their personal file.
- Incomplete or incorrect claims will be returned to the Approver (Assistant Regional Administrator (ARA) or Regional Administrator (RA) and not to the requestor, to avoid any alterations or potential fraud. Falsification of any claim is grounds for disciplinary action, including discharge and/or prosecution. Also approved claims will not be returned to the requestor under any circumstance.

On the bottom of the form:

- The mileage permittee will sign on the "Permittee Signature" line.
- If more than one Mileage Claim page is used, the page with the last date driven will be left complete.

Mileage permittees will also be reimbursed for parking expenses incurred while performing official County business at a facility other than the permittee's headquarters. Parking expenses are allowed only if non-fee County/guest parking is not available. The following criteria must be observed:

- Parking stubs or receipts must support the parking expenses claimed and are to be attached to the Mileage Claim. Parking lot attendants will give you a receipt or stub upon request. No support is needed for parking meter expenditures.
- Each amount claimed must be indicated in the "Purpose of Trips" column opposite the address of the facility visited. The total parking expense is to be shown separately from the total mileage reimbursement in the summary section of the claim.

Correct and factual reporting of mileage claimed is the primary responsibility of the mileage permittee. Falsification of the claim is grounds for disciplinary action, including discharge.

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Calculation of Mileage Incurred during a Permittee's Regular Working Hours

A mileage permittee is reimbursed for all mileage driven while conducting County business during the employee's regular working hours.

The exception is in certain circumstances when mileage is incurred from home to the first point of contact (other than headquarters) or from the last point of contact (other than headquarters) to home. A mileage permittee will not be reimbursed for mileage between home to headquarters and from headquarters to home.

Mileage will be allowed from the permittee's home to the first point of contact if it is equal to or less than the distance from the permittee's headquarters to that location. In no case should the mileage allowed from home to the first point of contact be greater than the amount that would be allowed from the permittee's headquarters to the point of contact.

If the mileage is greater, the permittee can only claim the distance (mileage) from the permittee's headquarters to the first point of contact. In addition, only such mileage will be allowed from the last point of contact to home if it is equal to or less than the mileage from the last point of contact to the permittee's headquarters. If the mileage is greater, the permittee can only claim the distance (mileage) from the first point of contact back to the permittee's headquarters, even if the permittee went home from the first point of contact.

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Extra Trip Mileage (County Code Section 5.40.230)

In certain instances, a mileage permittee may be able to claim mileage if they are required to return to his/her duties from home after regular working hours. This "Return to Duty" is termed an "Extra Trip". The intent of County Code Section 5.40.230 is to allow permittees to claim mileage for a trip made that would qualify for mileage reimbursement if it were made during normal working hours.

No reimbursement is allowable to any employee for trips made only from home to headquarters to home, whether such trips are before, during, or after normal working hours or are on days off. For example:

- If an employee has left work and returned home and then is required to return to headquarters, the employee will not be entitled to extra trip mileage.
- If an employee is required to work on an unscheduled workday and returns to headquarters, the employee will not be entitled to extra trip mileage.

A permittee may be given mileage provided a field call is required in the performance of these "Extra Trip Mileage" duties. For example:

- If an employee is required to go directly from home to the field and then return home, they are entitled to mileage from home to the field and return home.

In "Extra Trip" instances, a notation stating that the mileage claimed was pursuant to County Code Section 5.40.230 must be entered on the Mileage Claim in the "Purpose of Trips" column.

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Department/Region/Office Responsibilities

The region/office must ensure that an employee claiming mileage for driving his/her private vehicle on County business conforms to the rules and regulations. Each department is responsible for assigning a permanent headquarters to each mileage permittee. It is presumed that the department facility or field office in which the employee spends most of his/her office work time or receives his/her supervision will be the assigned headquarters.

When an assignment to another facility or office within the department (temporary or otherwise) materially changes the work assignment of an employee, this constitutes a change in headquarters. (Example: If a Property Auditor headquartered in the department's main office, is sent to another facility of the department for either a predetermined or an undetermined period to perform in his/her usual audit assignment, the individual's permanent headquarters will not change. If the same individual were assigned to the facility to "fill in for" or "act" as a facility director, etc., thus changing his/her work assignment, the employee's headquarters does change, even though the employee may ultimately return to the original headquarters after completion of the assignment.)

Establishment of headquarters should be compatible with the intent of the mileage program. Mileage is paid to an employee who travels away from the office to perform his work. It is not intended to reimburse an employee for traveling to and from a basic work location whether temporary or otherwise.

Mileage may not be allowed for personal trips taken in the course of a workday (i.e., lunch, doctor's appointments, etc. However, personal trips that occur between two County business trips should be shown and noted as "personal business." No mileage can be claimed.

Mileage may not be claimed for trips to other County offices to obtain employment, or for participation in any aspect of the Civil Service examining process, except when the mileage claimant is requested by the Department of Human Resources to serve as a Civil Service interviewer.

For safety considerations, the County restricts employees to the use of automobiles as permittee vehicles. Permission for the use of personal vehicles other than automobiles (aircraft, motor-driven two-wheeled vehicles, or trailers) for County business must be obtained from the Chief Executive Office (CEO) by departmental administration.

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Internal Controls

Department/Region Management must exercise sound judgment in the authorization and control of mileage costs. The following criteria is to be used in authorizing all uses of an employee's car on County business:

- No employee should be authorized or directed to drive his/her car when a County pool vehicle is available.

- No employee should be authorized or required to make trips when acceptable alternatives are available. For example, the regular messenger should be used rather than sending an employee to deliver or pick-up material.
 - Where two or more employees are required to travel to the same location simultaneously, they should be required to pool ride to the extent feasible.
1. Furnish and instruct all permittees to carry the Information and Instructions for Permittee Drivers, Notice of Self-Insurance and County of Los Angeles Report of Vehicle Collision or Incident forms in their vehicles.
 2. Ensure that all permittees and occasional drivers maintain a valid and appropriate Driver's License at all times.
 3. Ensure that any employee with an expired Driver's License is prohibited from driving on County business or from claiming mileage.
 4. Instruct the permittee's immediate supervisor to review the Mileage Claim and compare it with the approved timesheet for the same period to ensure that mileage is claimed only for days worked.
 5. Attach a copy of your approved Field Itinerary or approved Supporting Travel documents.
 6. Instruct the permittee's immediate supervisor to review the Mileage Claim to ensure that the following errors do not occur:
 - a. Mileage is claimed for trips not authorized.
 - b. Excessive mileage is claimed. (For example, employee making unnecessary stops to/from home or claiming excessive mileage from contact point to contact point).
 - c. Mileage is claimed for travel from home to headquarters and vice versa.
 - d. Mileage is claimed for travel on a weekend, holiday or a day **not** worked unless specifically authorized.
 - e. Mileage is claimed for trips inconsistent with the employee's position.
 - f. Mileage is claimed for incorrectly calculated mileage for travel from home.
 - g. Mathematical calculation errors.
 - h. Headquarters designation is Incorrect.
 7. After reviewing the Mileage Claim, the supervisor must sign (approve) the claim and forward it to the RA/DC or their designee (ARA/CSA III/ASM III/HSA III) to sign (approve). Forward the original Mileage Claim with two (2) approval signatures to the Department's Mileage Unit in accordance with departmental procedures to the following address:

DCFS – Accounting Services Section
425 Shatto Place, Room 304
Los Angeles, Ca 90020
Attention: Accounts Payable-Mileage Unit
 8. The supervisor should provide a copy of the approved mileage claim to the employee to keep for a period of five (5) years for audit purpose.

9. Establish procedures requiring management to periodically review departmental copies of mileage claims to verify the accuracy of immediate supervisor/mileage clerk audits and to determine if County policies are being followed in the preparation of claims and the claiming of reimbursable mileage.

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Departmental Mileage Clerk Responsibilities

1. Ensure that the Mileage Claim is complete.
2. Verify that the Mileage Claim contains the immediate supervisor's signature.
3. Verify that the Mileage Claim has the RA's/DC's or designee's approval signature.
4. Input the information located on the bottom of the Mileage Claim (includes parking claims, if applicable) form in e-HR.
5. File the departmental copy of the Mileage Claim (with parking stub/receipts attached) in alphabetical order, and then batch them by month. Departmental copies will be retained until the end of the year.
6. Purge Mileage Claims, then box and send them to storage (GRM) at the end of the year. GRM retains for five (5) years.

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Mileage Claim Submission/Payment Process

Mileage and occasional parking reimbursement will be made **only** to authorized mileage permittees (driving personal vehicles on County business) who submit a proper, and accurately completed claim form in accordance with the rules and regulations established by the Auditor-Controller for the preparation, filing, and payment of such claims. Claim periods begin on the 1st and end on the last day of each month.

Permittees will be paid according to the e-HR deadline dates established for payroll processing.

The departmental Mileage Clerk(s) is responsible for answering all general questions from permittees regarding mileage rules and regulations.

Incomplete or incorrect claims will be returned to the APPROVER (Assistant Regional Administrator (ARA) or Regional Administrator (RA) and not to the requestor, to avoid any alterations or potential fraud.

The following guidelines will apply to rejected claims:

- Supervisors shall verify the validity of all rejected claims and shall correct or complete the claims as required prior to resubmitting the claims for payment.

- Resubmitted claims must be forwarded with the rejection slip to the Department's Mileage Clerk from the Approver.
- The Mileage Clerk must re-review corrected claims.

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Record Retention

Departmental copies of Mileage Claims must be retained for five (5) years for audit purposes. A copy of the approved Certification Form is provided to the permittee for their records and another copy is placed in the Personnel Drop-file. The original Certification Form is kept with the AP-Mileage Unit. The departmental central file should be purged as the employee's status changes.

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Underpayments

The Mileage Clerk is responsible for the timely processing of any underpayment situation indicated by the employee. When a mileage permittee does not receive reimbursement for mileage to which they would be otherwise entitled, and if they notify the Mileage Clerk within two business days of receipt of his/her regular pay warrant that should have included the mileage reimbursement, the Mileage Clerk is responsible for correcting the under reimbursement in accordance with the regular paycheck error procedure.

If an employee claims they were under reimbursed, the Department's Mileage Clerk must verify the claim by comparing the Department's copy of the claim to what was paid as shown on the Mileage & Parking Activity printout. If the employee was under reimbursed, the Department's Mileage Clerk should contact the Special Claims Inquiry Unit. If the employee is entitled to additional money, an adjustment will be prepared and submitted by Special Claims staff.

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Overpayments

Mileage/Parking overpayments can occur when an employee has claimed too many miles and/or excessive parking. When the Department discovers an overpayment, a [DCFS 1764](#), Mileage Overpayment Letter must be prepared. The employee is given a choice to pay back the money by cashier's check, money order, or personal check; or to repay the amount through a payroll deduction plan. The DCFS 1764 will then be prepared and sent to the employee.

The treatment of these overpayments are similar to salary overpayments in that recovery may be made through monthly payroll deductions for in-service employees. However, this type of overpayment differs from a salary overpayment in that there are no adjustments for taxes or deferred compensation, and it is acceptable to recover the net amount due in one month.

Once a recovery plan has been agreed upon, a copy of the letter received back from the employee (and cashier's check, money order, or personal check, if included) should be sent to the Auditor-Controller's Special Claims Section, Attention: Overpayment Desk.

If an employee is in the process of terminating his/her County service and a mileage/parking overpayment is discovered prior to the issuance of the final terminating County check, the Auditor Controller's Special Claim Section should attempt to recover the overpayment amount from the employee's lump sum earnings.

Upon receipt of the DCFS 1764, the Auditor Controller's Special Claims Section will adjust the applicable earnings amount and reduce departmental expenses once the overpayment is collected. Special Claims will recover the net amount of the overpayment per the repayment plan for employees who are **not** out-of-service, unless the employee sent a cashier's check, money order or personal check for the entire overpayment. Any balances due upon or after termination will be referred to the Treasurer-Tax Collector for collection. If a mileage/parking overpayment is discovered after an employee terminates employment and the final check has been issued, the Department should contact the employee by certified mail and direct the employee to call the Treasurer-Tax Collector's Collections Division to make arrangements to repay the overpayment amount. Two copies of this letter should also be sent to the Auditor-Controller's Special Claims Section.

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Disputed Claims

In the event there is a dispute involving the number of claimed miles, the Department's Mileage Claim Unit will adjust the Mileage Claim and the permittee will be reimbursed the lower amount on the next scheduled payroll warrant.

If the permittee agrees with the adjusted amount, **no** further action is required and the claim is considered settled. If the permittee disagrees with the adjusted amount, the Department's Mileage Claim Unit will pull the Mileage Claim and review it with the permittee. If it is found the permittee is correct, and the adjustment is appropriate, the under reimbursement will be corrected.

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Payment Not Received

When a mileage permittee does not receive a mileage payment to which they are entitled, and for which a timely claim was submitted, they should contact the Department's mileage clerk who will review the Mileage and Parking Claim History of the permittee to ascertain whether payment was issued.

- If the claim was rejected because it contained incorrect information (e.g., wrong employee or Department number), the claim should be corrected and resubmitted for payment on the subsequent payday.
- If the employee is out-of-service or has transferred to another department, input information under supplemental date.

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Employee Mileage Permittee Status Process

For Staff with Expired Licenses

1. BIS will generate a monthly report showing mileage permittees with an expired Driver's License. The report will be sent directly to all mileage permittees with expired Driver's Licenses. AP-Mileage unit will provide a similar monthly report addressed to the RAs/ARAs/Office Heads and with a reminder that an employee with an expired Driver's License is prohibited from driving on county business.
2. AP-Mileage Unit will update mileage permittee status in eHR based on submitted documents.
3. FOD will assign a designated monitor to take random samples and to review the above process to ensure that the Department is following the guidelines mentioned.

Department Management Will Take the Following Actions on an Annual Basis

1. AP-Mileage unit will request Bureau of Finance and Administration (BFA) to send out as a DACS assignment a listing of Mileage Permittees (which include Occasional Drivers) to all Deputy Directors.
 - AP-Mileage Unit revised the Certification Form to include a check box for "Occasional Driver".
2. Bureau administration will forward the list of the mileage permittees in their bureau to their respective offices to determine if those listed are authorized to be Mileage Permittees.
3. Office Management will be required to provide confirmation of the following:
 - Authorized to be a Permittee/Occasional Driver.
 - Designation of driver (Permittee or Occasional Driver).
 - Valid Driver's License.
4. Office Heads will forward the completed lists to their respective Bureau administration.
5. Bureau administration will compile their Master List of Mileage Permittees and forward to BFA administration.
6. BFA administration will ensure the assignment is completed and will forward it to AP-Mileage Unit.
7. AP-Mileage Unit will put a "Stop" for staff who are no longer deemed mileage permittees based on the annotation provided in the Master List of Mileage Permittee.
8. If it is determined that an employee needs to be added as a Mileage Permittee or needs to update their Driver's License status, Office Management or their designee must ensure

that a Certification for Mileage Reimbursement form is filled out with the appropriate signatures along with a copy of employee's valid Driver's License.

9. AP-Mileage Unit will update mileage permittee status in e-HR based on submitted documentation.

10. FOD will assign a designated monitor to take random samples and to review the above process to ensure that the Department is following the guidelines mentioned.

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Self-Monitoring Internal Control Implementations

DCFS management must establish and continually monitor appropriate Mileage procedures and controls to ensure complete compliance to Department policy and procedures. In addition to the responsibilities outlined in this Management Directive, the cooperation of Regional Office management and staff will be necessary to meet the Department's internal control objectives. The objectives of internal controls over Mileage Claims process are to ensure:

Role of the Office Manager or Designee

- Ensure all charges on Mileage Claims are authorized and accurate.
- Supporting documents (ex. field itinerary, parking receipts, etc.) are in place and verifiable.

Role of the Mileage Supervisor

- Ensure all charges on Manual Mileage Claims are authorized and accurate.
- Supporting documents (ex. filed itinerary, time sheets, parking receipts, etc.) are in place and verifiable.
- Approved Mileage Claims are not returned to, or accessible by, the employees (claimants) that submitted the claim.

Role of BIS MARS Administrator or Designee

- Periodically reviews the MARS system to verify that only those authorized are accessing the system.

DCFS management, with the assistance of Fiscal Operations teams, will be advised to establish and implement ongoing self-monitoring processes that include:

- Examining the mileage claiming process/control activities, such as reviewing an adequate number of transactions on a regular basis, to ensure they function as intended.
- Documenting the monitoring activity and retaining evidence so it can be subsequently validated.
- Elevating material exceptions to management on a timely basis to ensure awareness of relative control risk and to ensure appropriate corrective actions are implemented.

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APPROVALS

Immediate Supervisor and Regional Administrator/Division Chief

- Mileage Claim Form

HELPFUL LINKS

Attachments

[FYI 19-19 \(REV\)](#), MARS Help Desk and MARS Liaison Access Request Procedures

[MARS FAQ](#)

[MARS Application Link](#)

Forms

LA Kids

[DCFS 632B](#), Field Itinerary

[DCFS 1764](#), Mileage Overpayment Letter

[DCFS 95A](#), Expense Claim

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