

ACCOUNTS RECEIVABLE PERFORMANCE MEASURES

Oregon Accounting Manual 35.60.20



WHAT IS ACCOUNTS RECEIVABLE PERFORMANCE MEASURES (ARPM)?

- ▶ Specific data elements designed to provide agencies with data to periodically review the effectiveness of their accounts receivable processes. There are both quarterly measures and annual measures.
- ▶ Performance measures include the establishment of agency targets by which agencies can evaluate whether their receivable processes are operating as expected or if changes should be made.
- ▶ Agency targets should be established based on historical data and reviewed during the reporting period for any changes to program operations, legislative updates or economic factors.

POLICY AND APPLICABILITY

- ▶ Refer to [OAM 35.60.20](#) for specific instructions and requirements regarding performance measure reporting.
- ▶ This policy applies to all state agencies included in the state's annual financial statements, except for those agencies specifically exempted by [OAM 01.05.00](#).
- ▶ If you are unsure if your agency is required to report, please contact SWARM@DAS.Oregon.gov.

DEFINITIONS FOR ARPM REPORTING

- ▶ **Liquidated and delinquent (L&D):** see definition in [OAM 35.30.30](#).
- ▶ **Receivable**, also referred to as account or accounts receivable **(A/R):** An accounts receivable is established if revenue is not recognized at the point cash is received, refer to [OAM 15.35.00](#) for guidance on revenue recognition.
 - ▶ For purposes of this OAM, a receivable does NOT include loans and notes receivable amounts except for the amount of any periodic payment which became delinquent during the reporting period, refer to **OAM 35.30.30** for guidance. If a loan or note is determined to be in default and the balance becomes due upon default then the balance should be included as an A/R.

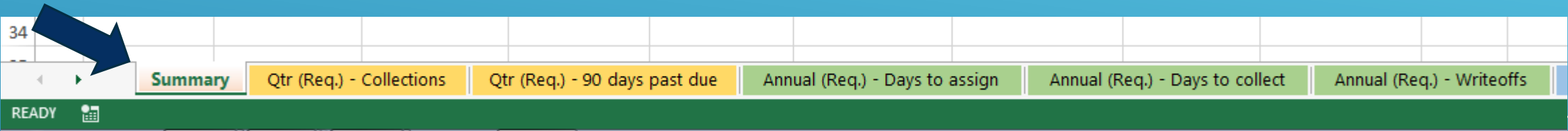
REPORTING TEMPLATE

- ▶ OAM 75.35.12.FO

<https://www.oregon.gov/das/Financial/Acctng/Documents/75.35.12.FO.xls>

- ▶ The reporting template is an Excel workbook that includes all the data fields for agencies to complete (**agencies are to complete grey boxes only**).
- ▶ Agencies should use the same file from a prior quarter reporting period and update for the new quarter. This will allow for the accumulation of data for the entire fiscal year.
- ▶ Quarterly measures are required from all agencies subject to OAM 35.60.20.
- ▶ Annual measures include some that are required and some that are recommended, refer to OAM 35.60.20 for more information.
- ▶ Each type of reporting (quarterly required, annual required, annual recommended) is designated by a different color tab

REPORTING TEMPLATE- SUMMARY TAB



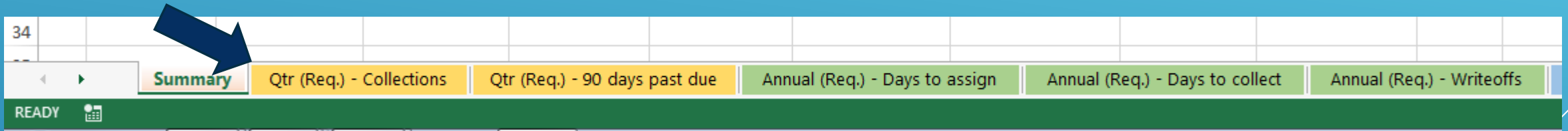
REPORTING TEMPLATE- SUMMARY TAB

- ▶ In the Summary tab, agencies complete the Agency Number, Agency Name, Contact information as well as select the fiscal year/quarter ending from the drop-down menu. Do not attempt to enter data in the summary tab, these fields include formulas that retrieve the data entered in specific tabs based on the fiscal year/quarter ending selected in the Summary tab.
- ▶ This information is linked to and populates fields in the other tabs of the workbook.

REPORTING TEMPLATE- SUMMARY TAB

	A	B	C	D	E	F	G	H	I	J
1	Accounts Receivable Performance Measure (ARPM) Report									
2	<i>Refer to OAM 35.60.20 for details on reporting requirements.</i>									
3	Report shall be submitted via email to: SWARM@oregon.gov									
4	Reports are due: Quarter 1-October 31; Quarter 2- January 31; Quarter 3- April 30; Quarter 4 and Annual- October 1 (with LFO reporting)									
5										
6	Agencies are to complete the gray boxes in each applicable tab. Refer to OAM 35.60.20 for reporting due dates. Information entered in each ARPM tab will populate the summary tab.									
7										
8	Agency Number:									
9	Agency Name:									
10	Agency Contact Name:									
11	Contact Phone Number:									
12										
13	Required Quarterly ARPMs:								Fiscal Year:	
14									Quarter Ending:	
15										
16	Total receivable collections					Actual	Agency Target	Difference		
17	Total agency accounts receivable (A/R) collections					\$ -	\$ -	\$ -		
18	Total liquidated and delinquent (L&D) collections					\$ -	\$ -	\$ -		
19	L&D collections as a % of total collections					#DIV/0!	#DIV/0!	#DIV/0!		
20										

QUARTERLY REPORTING COLLECTIONS TAB (REQUIRED)



QUARTERLY REPORTING COLLECTIONS TAB (REQUIRED)

- ▶ 105. **Total receivable collections** - Agencies shall measure their total A/R collected during the quarter **and** the amount of those collections that are applied to L&D accounts.
- ▶ 117. Agencies are required to establish quarterly targets for each ARPM established under paragraphs 105 and 106 of this OAM for reporting periods beginning July 1, 2018.

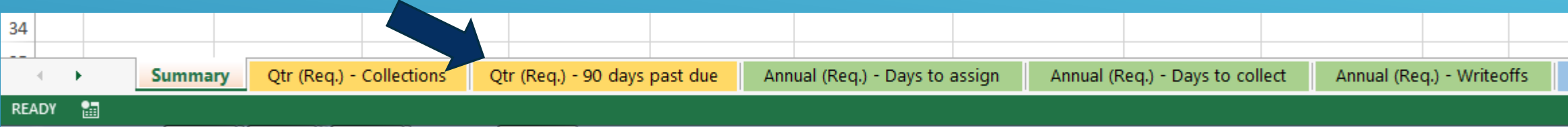
QUARTERLY REPORTING COLLECTIONS TAB (REQUIRED)

	A	B	C	D	E	F	G	
1	Agency:	107 Department of Administrative Services						
2								
3	Accounts Receivable Performance Measures (ARPM)					Fiscal Year:	2022	
4	Required Quarterly ARPM:					Quarter ending:	September 30	
5	105. Total receivable collections							
6								
7	<i>Agencies are to complete the gray boxes, information entered will populate the summary tab.</i>							
8	<i>Description: Agencies shall measure their total A/R collected during the quarter and the amount of those collections that are applied to L&D accounts. Record agency target percentages for the next quarter, once recorded do not change the percentage when submitting the next quarter report.</i>							
9								
10	Measurement components	Current	Q1 (Jul-Sep)	Q2 (Oct-Dec)	Q3 (Jan-Mar)	Q4 (Apr-Jun)	Total	
11	Total agency accounts receivable (A/R) collections	\$ 200	\$ 200				\$ 200	
12	Total liquidated and delinquent (L&D) collections	\$ 35	\$ 35				\$ 35	
13	L&D collections as a % of total collections	17.5%	17.5%	0.0%	0.0%	0.0%	17.5%	
14								
15	Agency target for <u>current</u> quarter - total A/R collections	\$ 184	\$ 184	\$ 164	\$ -	\$ -	\$ 348	
16	Agency target for <u>current</u> quarter - total L&D collections	\$ 28	\$ 28	\$ 25	\$ -	\$ -	\$ 52	
17								
18	Actual A/R collections is higher (lower) than target	\$ 16	\$ 16	\$ (164)	\$ -	\$ -	\$ (148)	
19	Actual L&D collections is higher (lower) than target	\$ 7	\$ 7	\$ (25)	\$ -	\$ -	\$ (17)	
20								
21	Agency Targets for Receivable Collections	Q1 (Jul-Sep)	Q2 (Oct-Dec)	Q3 (Jan-Mar)	Q4 (Apr-Jun)	Next FY - Q1 (Jul-Sep)		
22								
23	Agency target Collection % - total A/R collections	18.0%	20.0%					
24	Agency target Collection % - total L&D collections	15.0%	15.0%					
25								
26								
27	Agency comments: (Include comments as needed to describe any large variations from one quarter to the next)							
28								

QUARTERLY REPORTING COLLECTIONS TAB (REQUIRED)

- ▶ Note that the Agency Name, Fiscal Year and Quarter Ending fields are already populated based on the selections made on the Summary tab.
- ▶ Enter the data for the correct quarter in the grey boxes.
 - ▶ **Total agency accounts receivable collections (row 11)**- This should be the total amount of funds collected during the quarter for transactions that meet the definition of receivable in OAM 35.60.20. Even if it was paid before the due date.
 - ▶ **Total liquidated and delinquent (L&D) collections (row 12)**- Of the amount reported above, how much was collected on accounts that meet the definition of liquidated and delinquent in OAM 35.30.30.
- ▶ Enter the agency target % for collections (total and L&D) for the **next** quarter (rows 23 and 24).
 - ▶ Note that the current quarter target will automatically update when data is entered in the 90 days past due tab.
- ▶ Enter any additional information in the Agency Comments to describe any large variations from the prior quarter or explain the entries reported.

QUARTERLY REPORTING 90 DAYS PAST DUE TAB (REQUIRED)



QUARTERLY REPORTING

90 DAYS PAST DUE TAB (REQUIRED)

- ▶ 106. **Receivables over 90 days past due as a percentage of total A/R** – At the end of each calendar quarter, agencies shall determine the number and dollar value of **accounts** outstanding and the number and dollar value of those which are delinquent more than 90 days.
- ▶ 117. Agencies are required to establish quarterly targets for each ARPM established under paragraphs 105 and 106 of this OAM for reporting periods beginning July 1, 2018.

QUARTERLY REPORTING

90 DAYS PAST DUE TAB (REQUIRED)

	A	B	C	D	E	F	G	
1	Agency:		107 Department of Administrative Services					
2								
3	Accounts Receivable Performance Measures (ARPM)					Fiscal Year:		2022
4	Required Quarterly ARPM:					Quarter ending:		September 30
5	106. Receivables over 90 days past due as a % of total accounts receivable (A/R)							
6	<i>Agencies are to complete the gray boxes, information entered will populate the summary tab.</i>							
7	<i>Description: At the end of each calendar quarter, agencies shall determine the number and dollar value of accounts outstanding and the number and dollar value of those which are delinquent more than 90 days. Record agency targets for the next quarter, once recorded do not change the percentage when submitting the next quarter report.</i>							
8								
9	Measurement components	Current		Q1 (Jul-Sep)	Q2 (Oct-Dec)	Q3 (Jan-Mar)	Q4 (Apr-Jun)	
10	\$ Value of new A/R established during the quarter	\$ 120		\$ 120				
11								
12	End of Quarter Accounts Outstanding:							
13	Quantity of accounts							
14	Total number of A/R accounts outstanding	30		30				
15	Total number of A/R accounts over 90 days past due	5		5				
16	A/R over 90 days past due as a % of total A/R	16.7%		16.7%	0.0%	0.0%	0.0%	
17								
18	Actual % of A/R over 90 days past due is lower (higher) than target:	-1.7%		-1.7%	16.0%	0.0%	0.0%	
19								
20	Value of accounts							
21	Total \$ value of A/R outstanding	\$ 820	Prior FY Q4 \$ 900	\$ 820				
22	Total \$ value of A/R over 90 days past due	\$ 75	\$ 100	\$ 75				
23	A/R over 90 days past due as a % of total A/R	9.1%	11.1%	9.1%	0.0%	0.0%	0.0%	
24								
25	Actual % of A/R over 90 days past due is lower (higher) than target:	0.9%		0.9%	8.0%	0.0%	0.0%	
26								
27	Agency Targets for 90 Days Past Due		Current	Q1 (Jul-Sept)	Q2 (Oct-Dec)	Q3 (Jan-Mar)	Q4 (Apr-Jun)	Next FY - Q1 (Jul-Sep)
28	Agency target: % of A/R over 90 days past due (quantity of accounts)		15.0%	15.0%	16.0%			
29	Agency target: % of A/R over 90 days past due (value of accounts)		10.0%	10.0%	8.0%			
30								
31	Agency comments: (Include comments as needed to describe any large variations from one quarter to the next)							
32								

QUARTERLY REPORTING

90 DAYS PAST DUE TAB (REQUIRED)

- ▶ Note that the Agency Name, Fiscal Year and Quarter Ending fields are already populated based on the selections made on the Summary tab.
- ▶ Enter the data for the correct quarter in the grey boxes.
 - ▶ **\$ value of new A/R established (row 10)**- Include A/R established regardless of whether it was paid or not during the quarter.
 - ▶ **Total number and value of A/R accounts outstanding (rows 14 and 21)**- This should include ALL outstanding A/R even if it is not yet due.
 - ▶ **Total number and value of A/R accounts over 90 days past due (rows 15 and 22)**- Of the number and amounts reported above, identify the accounts that are over 90 days past the due date. (This field should be LESS THAN what is reported for the Total A/R Outstanding)
- ▶ The template will calculate the accounts that are over 90 days past due as a percentage of the total outstanding (both # and \$).
- ▶ Enter the agency target (percentage) for accounts over 90 days past due for the **next** quarter (both # and \$).
- ▶ Enter any additional information in the Agency Comments to describe any large variations from the prior quarter or explain the entries reported.

ANNUAL REPORTING DAYS TO ASSIGN (REQUIRED)

- ▶ 107. **Days to assign** – Agencies shall measure the number of days from the Mandatory Collection Agency Transfer (MCAT) eligibility date, as defined in OAM 35.40.10, to the date of assignment to the Department of Revenue Other Agency Accounts (DOR-OAA) or to a private collection firm (PCF). Agencies shall report the number of accounts that were assigned in less than 30 days, 31-60 days, 61-90 days, 91-180 days, 181-365 days, and over 1 year. The assignment requirements of ORS 293.231, OAM 35.40.10 and Executive Order 17-09 dictate the mandatory timeline for when an account is subject to assignment.
- ▶ 118. Agencies are required to establish annual targets for each ARPM established under paragraphs 107 through 109, and 111 as applicable, of this OAM for reporting periods beginning July 1, 2018.

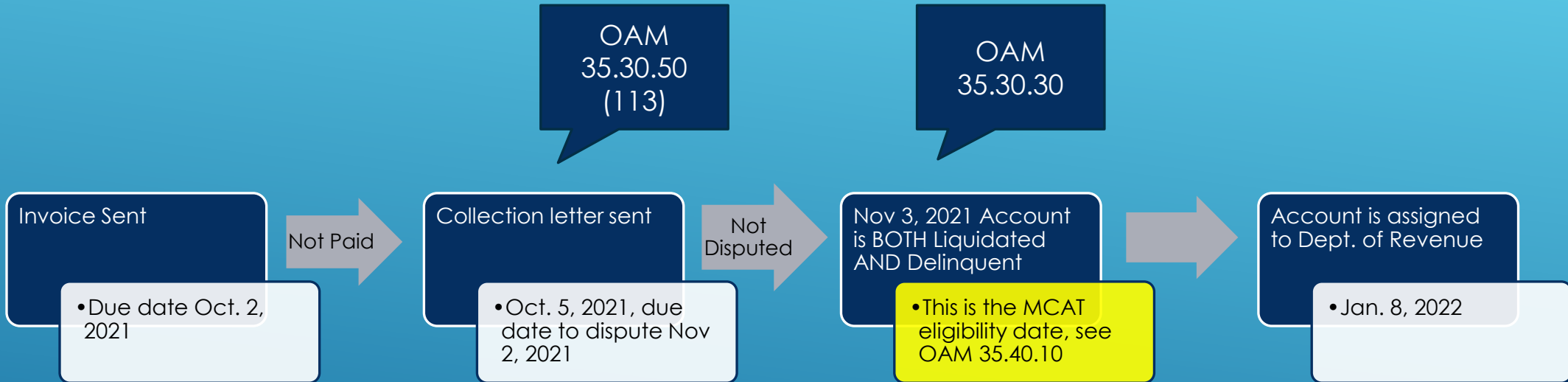
ANNUAL REPORTING DAYS TO ASSIGN (REQUIRED)

	A	B	C	D	E	F	G	H	
1	Agency:	107 Department of Administrative Services							
2									
3	Accounts Receivable Performance Measures (ARPM)						Fiscal Year:	2022	
4	Required Annual ARPM:								
5	107. Days to assign								
6	<i>Agencies are to complete the gray boxes, information entered will populate the summary tab.</i>								
7	Description: Agencies shall measure the number of days from the Mandatory Collection Agency Transfer (MCAT) eligibility date, as defined in OAM 35.40.10, to the date of assignment to the Department of Revenue Other Agency Accounts (DOR-OAA) or to a private collection firm (PCF). Agencies shall report the number of accounts that were assigned in less than 30 days, 31-60 days, 61-90 days, 91-180 days, 181-365 days, and over 1 year. The assignment requirements of ORS 293.231 and OAM 35.40.10 dictate the mandatory timeline for when an account is subject to assignment.								
8									
9	Measurement components	0-30 days	31-60 days	61-90 days	91-180 days	181-365 days	Over 1 year	Total	
10	Number of accounts assigned							0	
11	% of accounts assigned	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
12									
13	Agency target current fiscal year - % of accounts assigned							0.0%	
14									
15	Difference between actual and target	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
16									
17	Agency target for next fiscal year - % of accounts assigned							0.0%	
18									
19									
20	Agency comments:								
21									

ANNUAL REPORTING DAYS TO ASSIGN (REQUIRED)

- ▶ Note that the Agency Name and Fiscal Year fields are already populated based on the selections made on the Summary tab.
- ▶ Enter the total number of accounts for each category in the grey boxes.
 - ▶ Only include accounts that were assigned for collection (first assignment) during the fiscal year. If an account was returned and reassigned do not include in this report.
 - ▶ Each account assigned should be reported as the number of days from the Mandatory Collection Agency Transfer (MCAT) eligibility date as defined in OAM 35.40.10 until the first date the account was assigned for collection.
- ▶ The template will calculate the number reported for each category as a percentage of the total accounts reported.
- ▶ Enter the agency target for percentage of accounts to be assigned for each category during the **current** fiscal year.
 - ▶ Note that the current fiscal year target should match what was reported as the “next fiscal year target” from the prior annual report submitted.
- ▶ Enter the agency target for percentage of accounts to be assigned for each category during the **next** fiscal year.
- ▶ Enter any additional information in the Agency Comments to describe or explain the entries reported.

ANNUAL REPORTING DAYS TO ASSIGN (REQUIRED) EXAMPLE



There are 66 days between November 3, 2021 and January 8th, 2022. This account would be reported in the 61-90 day category in the reporting template.

ANNUAL REPORTING

DAYS TO COLLECT (REQUIRED)

- ▶ 108. **Days to collect** - Agencies shall measure the total number of days required to collect an A/R in full. Agencies shall report the number of accounts paid in full in less than 30 days, 31-60 days, 61-90 days, 91-180 days, 181-365 days, 1-3 years and over 3 years.

For purposes of this ARPM the calculation is:

Date account is paid in full¹ less effective date of receivable² = days to collect

1. Accounts should not be counted until final payment is received.

2. The effective date of the receivable is either:

- The date a state agency can recognize the revenue as described in OAM 15.35.00 under the economic resources measurement focus and accrual basis of accounting (therefore the availability criteria is unrelated to this determination); or
- The due date of a delinquent loan payment.

- ▶ 118. Agencies are required to establish annual targets for each ARPM established under paragraphs 107 through 109, and 111 as applicable, of this OAM for reporting periods beginning July 1, 2018.

ANNUAL REPORTING DAYS TO COLLECT (REQUIRED)

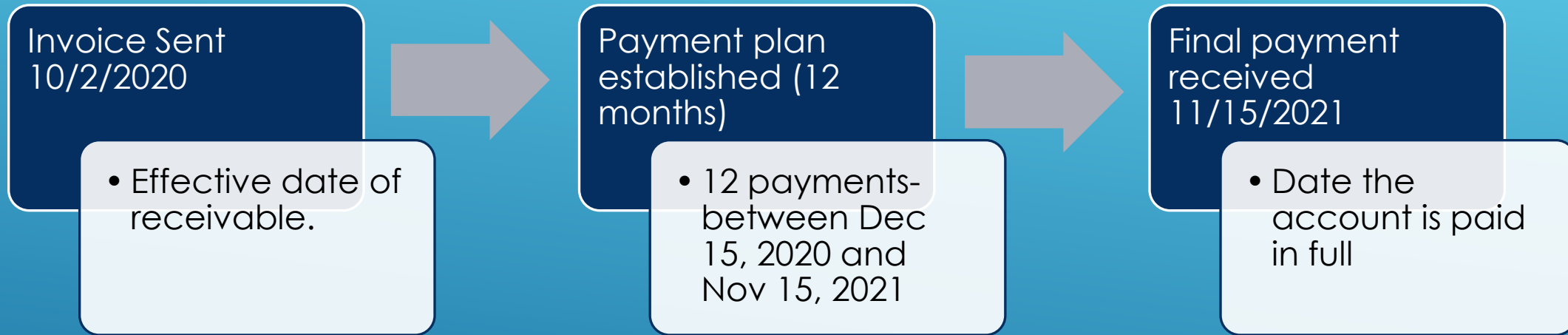
	A	B	C	D	E	F	G	H	I
1	Agency:	107 Department of Administrative Services							
2									
3	Accounts Receivable Performance Measures (ARPM)							Fiscal Year:	2022
4	Required Annual ARPM:								
5	108. Days to collect								
6	Agencies are to complete the gray boxes, information entered will populate the summary tab.								
7	Description: Agencies shall measure the total number of days required to collect an A/R in full. Agencies shall report the number and percentage of accounts paid in full in less than 30 days, 31-60 days, 61-90 days, 91-180 days, 181-365 days, 1-3 years and over 3 years.								
8									
9	Measurement components	0-30 days	31-60 days	61-90 days	91-180 days	181-365 days	1 year - 3 years	Over 3 years	Total
10	Number of accounts paid in full								0
11	% of accounts paid in full	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
12									
13	Agency target for <u>current</u> fiscal year - % of accounts paid in full								0.0%
14									
15	Difference between actual and target	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
16									
17	Agency target for <u>next</u> fiscal year - % of accounts paid in full								0.0%
18									
19	Agency comments:								
20									
21									

ANNUAL REPORTING DAYS TO COLLECT (REQUIRED)

- ▶ Note that the Agency Name and Fiscal Year fields are already populated based on the selections made on the Summary tab.
- ▶ Enter the total number of accounts for each category in the grey boxes.
 - ▶ Only include accounts that became paid in full during the fiscal year being reported.
 - ▶ Each account should be reported as the number of days from the effective date of the receivable until the date the account became paid in full.
- ▶ The template will calculate the number reported for each category as a percentage of the total accounts reported.
- ▶ Enter the agency target for percentage of accounts to be paid in full for each category during the **current** fiscal year.
 - ▶ Note that the current fiscal year target should match what was reported as the “next fiscal year target” from the prior annual report submitted.
- ▶ Enter the agency target for percentage of accounts to be paid in full for each category during the **next** fiscal year.
- ▶ Enter any additional information in the Agency Comments to describe or explain the entries reported.

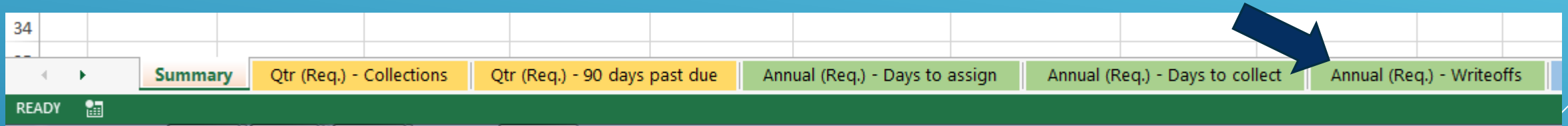
ANNUAL REPORTING

DAYS TO COLLECT (REQUIRED) EXAMPLE



There are 409 days between October 2, 2020 and November 15th, 2021. This account would be reported in the 1 year-3 year category in the reporting template.

ANNUAL REPORTING WRITE-OFFS (REQUIRED)



34

Summary	Qtr (Req.) - Collections	Qtr (Req.) - 90 days past due	Annual (Req.) - Days to assign	Annual (Req.) - Days to collect	Annual (Req.) - Writeoffs
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READY

A dark blue arrow points to the 'Annual (Req.) - Writeoffs' tab.

ANNUAL REPORTING WRITE-OFFS (REQUIRED)

- ▶ 109. **Write-offs as a percentage of available A/R** – Agencies shall measure the percentage of available accounts that were written off during a period of time against the total A/R owed during the same period.

For purposes of this ARPM the calculation is:

Total write-offs during the fiscal year / (total A/R beginning balance + A/R additions during the fiscal year)

*Note: agencies should only include write-offs where the debt is still legally enforceable. Do **not** include accounts that were discharged in bankruptcy, compromised or settled with a debtor or that were cancelled under specific agency authority to cancel debts.*

- ▶ 118. Agencies are required to establish annual targets for each ARPM established under paragraphs 107 through 109, and 111 as applicable, of this OAM for reporting periods beginning July 1, 2018.

ANNUAL REPORTING WRITE-OFFS (REQUIRED)

	A	B	C	D	E	F
2						
3	Accounts Receivable Performance Measures (ARPM)			Fiscal Year:		2022
4	Required Annual ARPM:					
5	109. Write-offs as a % of available accounts receivable (A/R)					
6	<i>Agencies are to complete the gray boxes, information entered will populate the summary tab.</i>					
7	Description: Agencies shall measure the percentage of available accounts that were written off during a period of time against the total available A/R (beginning balance plus new A/R established) during the same period. Agencies should only include write-offs where the debt is still legally enforceable. Do not include accounts that were discharged in bankruptcy, abated (compromised, settled or otherwise determined not to be owed), or that were cancelled under specific agency authority to cancel debts.					
8						
9	Measurement components					Current
10	Total \$ value of write-offs during fiscal year					\$ 120
11	Total \$ value of A/R at the beginning of fiscal year (beginning balance)					\$ 900
12	Total \$ value of A/R established during fiscal year (additions)					\$ 495
13	Write-offs as a % of total available A/R					8.6%
14						
15	Agency target for current fiscal year - write-offs as a % of total available A/R					8.00%
16						
17	Difference between actual and target:					0.6%
18						
19	Agency target for next fiscal year - write-offs as a % of total available A/R					7.50%
20						
21	Agency comments:					
22						
23						

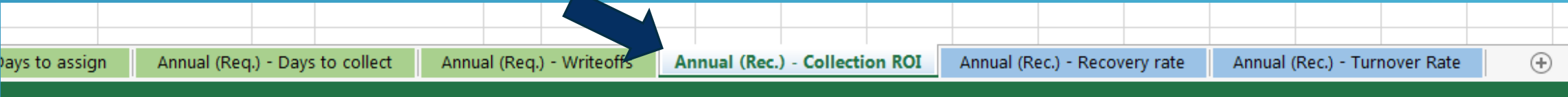
ANNUAL REPORTING WRITE-OFFS (REQUIRED)

- ▶ Note that the Agency Name and Fiscal Year fields are already populated based on the selections made on the Summary tab.
- ▶ Enter the total values in the grey boxes.
 - ▶ **Total \$ value of write-offs during fiscal year-** Only include accounts that were written-off under the criteria in OAM 35.50.10 during the fiscal year being reported.
 - ▶ **Agency target for the current fiscal year-** Enter the target for write-offs as a percentage of total available A/R
 - ▶ Note that the current fiscal year target should match what was reported as the “next fiscal year target” from the prior annual report submitted.
 - ▶ **Agency target for the next fiscal year-** Enter the target for write-offs as a percentage of total available A/R for the **next** fiscal year.
- ▶ Note that the total \$ value of A/R at the beginning of the fiscal year (beginning balance) is automatically populated with data entered in the 90 days past due tab.
- ▶ Note that the total \$ value of A/R established during fiscal year (additions) is automatically populated with data entered in the 90 days past due tab.
- ▶ The template will calculate the write-offs as a percentage of the total available A/R.
- ▶ Enter any additional information in the Agency Comments to describe or explain the entries reported.

ANNUAL REPORTING

COLLECTIONS RETURN ON INVESTMENT

(REQUIRED FOR SPECIFIC AGENCIES, RECOMMENDED FOR ALL OTHERS)



Days to assign	Annual (Req.) - Days to collect	Annual (Req.) - Writeoffs	Annual (Rec.) - Collection ROI	Annual (Rec.) - Recovery rate	Annual (Rec.) - Turnover Rate	
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ANNUAL REPORTING

COLLECTIONS RETURN ON INVESTMENT

(REQUIRED FOR SPECIFIC AGENCIES, RECOMMENDED FOR ALL OTHERS)

- ▶ 110. The measurement in paragraph 111 is required for agencies that receive a DAS exemption from the assignment requirements of **OAM 35.40.10**; however, the measurement is recommended for all agencies.
- ▶ 111. **Collections Return on Investment (ROI)** – Agencies shall measure the amount of revenue received compared to the costs of their collection efforts to determine the collections ROI.

For purposes of this ARPM the calculation is:

Total receivable collections / (department costs¹ + collection fees² + legal fees³)

(Refer to OAM 35.60.20 for examples of department costs, collection fees and legal fees)

- ▶ 118. Agencies are required to establish annual targets for each ARPM established under paragraphs 107 through 109, and 111 as applicable, of this OAM for reporting periods beginning July 1, 2018.

ANNUAL REPORTING

COLLECTIONS RETURN ON INVESTMENT

(REQUIRED FOR SPECIFIC AGENCIES, RECOMMENDED FOR ALL OTHERS)

	A	B	C	D	E	F	G	H
3	Accounts Receivable Performance Measures (ARPM)						Fiscal Year:	2022
4	Recommended Annual ARPM:							
5	111. Agency Collection Return on Investment (ROI)							
6	<i>Agencies are to complete the gray boxes, information entered will populate the summary tab.</i>							
7	Description: Agencies shall measure the amount of revenue received compared to the costs of their collection efforts to determine the collections ROI. <u>The measurement is required for agencies that receive a DAS exemption from the assignment requirements of OAM 35.40.10; however, the measurement is recommended for all agencies.</u>							
8								
9	Total agency collections				\$	1,025		
10								
11	Department Costs:							
12	Wages				\$	100		
13	Other Payroll Expenses				\$	25		
14	Training							
15	Facilities costs							
16	Total department costs				\$	125		
17	Facilities Description:							
18								
19								
20								

ANNUAL REPORTING

COLLECTIONS RETURN ON INVESTMENT (CONTINUED)

(REQUIRED FOR SPECIFIC AGENCIES, RECOMMENDED FOR ALL OTHERS)

20							
21	DOR-OAA/PCF Fees			\$	15		
22							
23	Legal Fees						
24							
25	Legal Fees Description:						
26							
27							
28							
29		Collection ROI formula = total A/R collections / (department costs + collection fees + legal fees)					
30							
31	Collection ROI=			\$	1,025		
32		\$	125	+	\$	15	+
33							
34	Collection ROI=			\$	7.32		
35							
36							
37	Agency target for current fiscal year - collection ROI			\$	7.00		
38							
39	Difference between actual and target:				\$0.32		
40							
41							
42	Agency target for next fiscal year - collection ROI			\$	8.00		
43							
44							
45	Agency comments:						
46							

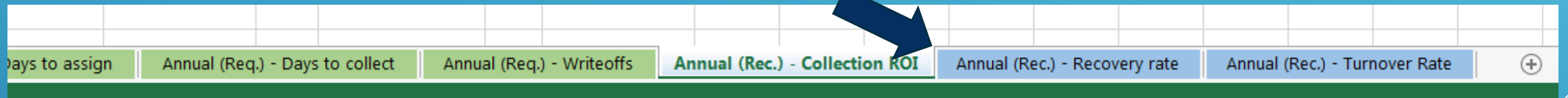
ANNUAL REPORTING

COLLECTIONS RETURN ON INVESTMENT

(REQUIRED FOR SPECIFIC AGENCIES, RECOMMENDED FOR ALL OTHERS)

- ▶ Note that the Agency Name and Fiscal Year fields are already populated based on the selections made on the Summary tab. The total agency collections is automatically populated from the Collections tab entries.
- ▶ Enter the total agency costs in the grey boxes.
 - ▶ **Department costs-** Report specific costs (wages, other payroll expenses, training or facilities costs) to the extent possible and available with reasonable effort related to staff that perform accounts receivable and collection efforts. If a value is reported for facilities costs, enter a brief description in the space provided.
 - ▶ **DOR-OAA/PCF fees-** Only report fees paid by the agency, if collection fees are passed to the debtor do not report a cost here.
 - ▶ **Legal fees-** Include any costs related to activities such as litigation, administrative hearings to liquidate the debt (do not include the hearings for civil penalties held prior to the final order) and recording fees. If a value is reported for legal fees, enter a brief description in the space provided.
- ▶ The template will calculate the collection ROI as the amount of revenue collected per dollar of expense related to collection activities.
- ▶ Enter the agency target for collection ROI for the **current** fiscal year. Note- that the current fiscal year target should match what was reported as the “next fiscal year target” from the prior annual report submitted.
- ▶ Enter the agency target for collection ROI for the **next** fiscal year.
- ▶ Enter any additional information in the Agency Comments to describe or explain the entries reported.

ANNUAL REPORTING RECOVERY RATE (RECOMMENDED)



days to assign	Annual (Req.) - Days to collect	Annual (Req.) - Writeoffs	Annual (Rec.) - Collection ROI	Annual (Rec.) - Recovery rate	Annual (Rec.) - Turnover Rate	
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ANNUAL REPORTING RECOVERY RATE (RECOMMENDED)

- ▶ 113. **Recovery rate** - A collection recovery rate measures the amount collected over a period of time divided by the total **receivables** worked for a period of time.

For purposes of this ARPM the calculation is:

Total dollars collected / (beginning balance + additions)

- ▶ 119. Agencies are encouraged to establish annual targets for each ARPM established under paragraphs 113 through 115, as applicable, of this OAM.

ANNUAL REPORTING RECOVERY RATE (RECOMMENDED)

	A	B	C	D	E
1	Agency:	107	Department of Administrative Services		
2					
3	Accounts Receivable Performance Measures (ARPM)		Fiscal Year:	2022	
4	Recommended Annual ARPM:				
5	113. Recovery Rate				
6	<i>Agencies are to complete the gray boxes, information entered will populate the summary tab.</i>				
7	Description: A collection recovery rate measures the amount collected over a period of time divided by the total receivables worked for a period of time.				
8					
9	Measurement components	All agency receivables		Liquidated and delinquent accounts	
10	Total collections during fiscal year	\$ 1,025		\$ 150	
11	Total receivable balance at beginning of fiscal year	\$ 900		\$ 100	
12	Total receivables established during fiscal year	\$ 495		\$ 200	
13	Recovery rate	73.48%		50.00%	
14					
15	Agency target for current fiscal year - recovery rate (%)	75.00%		50.00%	
16					
17	Difference between actual and target:	-1.52%		0.00%	
18					
19	Agency target for next fiscal year - recovery rate (%)	80.00%		55.00%	
20					
21	Agency comments:				
23					

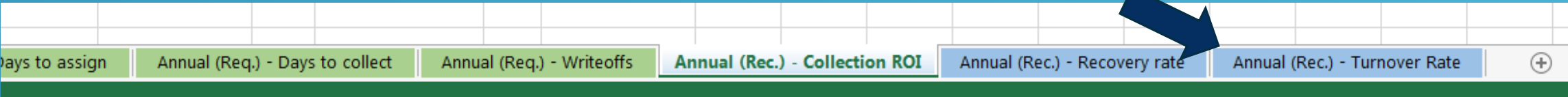
ANNUAL REPORTING RECOVERY RATE (RECOMMENDED)

- ▶ Note that the Agency Name and Fiscal Year fields are already populated based on the selections made on the Summary tab.
- ▶ The total agency fiscal year and liquidated and delinquent collections are automatically populated from the Collections tab entries.
- ▶ Enter the total agency following information for the liquidated and delinquent (L&D) accounts in the grey boxes.
 - ▶ **Total \$ value of A/R at the beginning of the fiscal year (beginning balance)-** This should match the agency LFO beginning balance.
 - ▶ **Total \$ value of A/R established during fiscal year (additions)-** This should match the amount reported as additions on the LFO report.

ANNUAL REPORTING RECOVERY RATE (RECOMMENDED)

- ▶ The template will calculate the recovery rate for all agency receivables AND the liquidated and delinquent accounts
- ▶ Enter the agency target for the **current** fiscal year recovery rate of both all agency receivables **AND** liquidated and delinquent accounts.
- ▶ Enter the agency target for collection rate for all agency receivables **AND** liquidated and delinquent accounts for the **next** fiscal year.
- ▶ Enter any additional information in the Agency Comments to describe or explain the entries reported.

ANNUAL REPORTING TURNOVER RATE (RECOMMENDED)



Days to assign	Annual (Req.) - Days to collect	Annual (Req.) - Writeoffs	Annual (Rec.) - Collection ROI	Annual (Rec.) - Recovery rate	Annual (Rec.) - Turnover Rate	+
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ANNUAL REPORTING TURNOVER RATE (RECOMMENDED)

- ▶ 114. **Account Turnover Rate (ATR)** - The ATR is a calculation that indicates how well accounts are moving through the account assignment pipeline. An ATR of over 100% means that there are fewer accounts at the end of the year than at the beginning. The ATR should be evaluated for all agency accounts as well as accounts placed with DOR-OAA or a PCF.

For purposes of this ARPM the calculation is:

Beginning number of accounts / ending number of accounts

- ▶ 119. Agencies are encouraged to establish annual targets for each ARPM established under paragraphs 113 through 115, as applicable, of this OAM.

ANNUAL REPORTING TURNOVER RATE (RECOMMENDED)

	A	B	C	D	E
1	Agency:	107	Department of Administrative Services		
2					
3	Accounts Receivable Performance Measures (ARPM)				
4	Recommended Annual ARPM:				
5	114. Account Turnover Rate (ATR)		Fiscal Year:	2022	
6					
7	Description: The ATR is a calculation that indicates how well accounts are moving through the account assignment pipeline. An ATR of over 100% means that there are fewer accounts at the end of the year than at the beginning. The ATR should be evaluated for all agency accounts as well as accounts placed with Department of Revenue Other Agency Accounts or a private collection firm.				
8					
9	Measurement components			Number of accounts	
10	Agency Total				
11	Total number of accounts at the beginning of the fiscal year			35	
12	Total number of accounts at the end of the fiscal year			50	
13	Account turnover rate			70.00%	
14					
15	Agency target for current fiscal year - account turnover rate (%)			65.00%	
16					
17	Difference between actual and target:			5.00%	
18					
19	Agency target for next fiscal year - account turnover rate (%)			70.00%	
20					

ANNUAL REPORTING TURNOVER RATE (RECOMMENDED)

- ▶ Note that the Agency Name and Fiscal Year fields are already populated based on the selections made on the Summary tab.
- ▶ Enter the **total number of accounts at the beginning of the fiscal year** in the grey box. This should match the **prior** fiscal years ending (quarter 4) Total A/R outstanding as reported in the 90 days past due tab.
- ▶ The template will calculate the turnover rate for all agency receivables.
- ▶ Enter the agency target for the **current** fiscal year turnover rate for all agency receivables.
- ▶ Enter the agency target for collection rate for all agency receivables for the **next** fiscal year.

ANNUAL REPORTING TURNOVER RATE (RECOMMENDED) (CONTINUED)

20				
21	Assigned to Department of Revenue			
22	Total number of accounts assigned at the beginning of the fiscal year		5	
23	Total number of accounts at the end of the fiscal year		7	
24	Account turnover rate		71.43%	
25				
26	Agency target for current fiscal year - account turnover rate (%)		75.00%	
27				
28	Difference between actual and target:		-3.57%	
29				
30	Agency target for next fiscal year - account turnover rate (%)		70.00%	
31				
32	Assigned to a private collection firm			
33	Total number of accounts at the beginning of the fiscal year		-	
34	Total number of accounts at the end of the fiscal year		-	
35	Account turnover rate		0.00%	
36				
37	Agency target for current fiscal year - account turnover rate (%)			
38				
39	Difference between actual and target:		0.00%	
40				
41	Agency target for next fiscal year - account turnover rate (%)			
42				
44	Agency comments:			
45				
46				

ANNUAL REPORTING

TURNOVER RATE (RECOMMENDED)

- ▶ Enter the total number of accounts for each of the following items in the grey boxes related to accounts assigned to the Department of Revenue and Private Collection Firms.
 - ▶ **Total # of accounts at the beginning of the fiscal year-** This should match the agency LFO report (beginning balance).
 - ▶ **Total # of accounts at the end of the fiscal year-** This should match the agency LFO report (accounts outstanding).
- ▶ The template will calculate the turnover rate for Department of Revenue and Private Collection Firms.
- ▶ Enter the agency target for the **current** fiscal year turnover rate for Department of Revenue and Private Collection Firms.
- ▶ Enter the agency target for collection rate for Department of Revenue and Private Collection Firms for the **next** fiscal year.
- ▶ Enter any additional information in the Agency Comments to describe or explain the entries reported.

DEADLINES AND REPORT SUBMISSION

▶ **Quarterly ARPM reports-**

Reporting period

Due Date

July-September

October 31

October-December

January 31

January-March

April 30

April-June

October 1 (*with the annual ARPM reports*)

▶ **Annual ARPM reports-** Due by October 1 each year.

▶ Completed templates (both quarterly and annual) shall be submitted to the DAS Chief Financial Office via email to SWARM@DAS.Oregon.gov.

RESOURCES

- ▶ Oregon Accounting Manual
<https://www.oregon.gov/das/Financial/Acctng/Pages/OAM.aspx>
- ▶ Accounts Receivable resources
<https://www.oregon.gov/das/Financial/Acctng/Pages/Accounts-receivable-resources.aspx>