

STATEWIDE ACCOUNTS RECEIVABLE MANAGEMENT



The Buzz

SWARM Team News

'Tis the season to *bee* merry...and to write the annual Accounts Receivable Management Report (ARMR) for distribution to the Legislature. The Statewide Accounts Receivable Management (SWARM) team, Gerold and Stacey, have been analyzing state agency liquidated and delinquent account report data, as reported to the Legislative Fiscal Office (LFO) in September, for inclusion in the ARMR as well as evaluating quarterly accounts receivable performance measure (ARPM) data reported by Executive Branch agencies in November. The team appreciates agency accounts receivable (A/R) professionals for their hard work and timely responses to follow-up questions associated with the ARPM reports and liquidated and delinquent account data reported to LFO.

Quarterly A/R Performance Measures

The quarterly ARPM reports are due to SWARM by January 31 for the quarter ending December 31. All Executive Branch agencies as well as agencies subject to the OAM are required to submit the quarterly ARPM reports.

The purpose of the ARPMS is to assist agencies with managing accounts receivable. Please refer to [OAM 35.60.20](#) for a definition of accounts receivable as it applies to reporting ARPMS.

For quarterly ARPM reporting, agencies are only required to submit data associated with the two quarterly ARPMS described in [OAM 35.60.20](#): 1) total receivable collections and 2) receivables over 90 days past due as a percentage of total A/R.

The [reporting template](#) includes tabs for all quarterly and annual ARPMS; however, agencies only need to submit data associated with the tabs entitled *collections* and *90 days past due*.

For more information about ARPM reporting, please send an email to: SWARM@oregon.gov.

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Hivelight

A kicker is expected for tax year 2017...which means more monies will be available for offset! In preparation for kicker distribution, SWARM encourages state agencies to assign liquidated and delinquent accounts to OAA as soon as the accounts are eligible for assignment. If your agency has accounts currently assigned to a private collection firm, please ensure those accounts are also assigned to OAA for restricted collections. To be eligible for restricted collections, a social security number (SSN) must be provided to OAA at the time of assignment. If notification was not provided to the debtor at the time the SSN was collected, the agency may use a skip-tracing tool to locate the SSN.

For more information about collecting and sharing SSNs, please contact SWARM at: SWARM@oregon.gov.

EO 17-09 OAM Chapter 35 Compliance

In June, Executive Branch agencies reported to DAS, as per [Executive Order \(EO\) 17-09](#), how their debt collection processes meet or, by December 31, 2017, will meet the collection guidelines stated in the Oregon Accounting Manual (OAM). Additionally, the EO required agencies to include plans for prompt referrals to the Department of Revenue, Other Agency Accounts unit, no later than 60 days after the debt is declared liquidated and delinquent, or as allowed by the OAM.

As December 31 quickly approaches, Gerold and Stacey have been contacting Executive Branch agencies that reported non-compliance with one or more of the [OAM Chapter 35](#) policies to ensure compliance is reached by the due date referenced in the EO.

For more information, please email SWARM@oregon.gov.

Dept. of Revenue: Other Agency Accounts

Twelve months ago the Department of Revenue (DOR) Other Agency Accounts (OAA) unit began offering a long overdue service requested by many debtors over the past several years. When DOR migrated to GenTax during the core system replacement, OAA was able to implement a web portal that could be used by OAA's client agencies and debtors.

On November 14, 2016 the web portal known as Revenue Online (ROL) opened for business giving debtors access to their debts to complete multiple self-service options including checking balances, setting up payment plans, viewing previously mailed letters, making payments, sending secured messages, forwarding documents, and several other features.

OAA has placed emphasis on migrating debtors from phoning in payments to making payments online. Since implementation over 12,000 payments totaling more than \$2.3 million have been made by debtors using the online payment portal. OAA estimated the time savings of not handling these phone payments saved 1,200 hours of staff time which allowed them more time to perform other collection actions.

OAA client agencies may also use ROL to add a debt, change a debt balance, report a payment, or to cancel a debt. OAA would like to thank client agencies for migrating to ROL to complete these tasks that used to be handled manually by making requests to OAA staff by phone, email, spreadsheet, or by fax. Over the last year 21,423 tasks were completed by agencies through the self-service ROL portal. For more information, please contact Todd Evans at Todd.Evans@oregon.gov.



Partner Focus:



Account Control Technology, Inc. (ACT) is a woman-owned, nationwide firm providing customer-focused accounts receivable management and call center solutions for Federal, State, and local government agencies.

ACT has been in business since 1990, and year-after-year growth places ACT amongst the country's fastest-growing private companies, evidenced by eleven consecutive years on Inc. Magazine's Top 5000 list.

ACT shines in an industry of heavy regulation. We are efficient, quick to adapt and committed to enhancing government effectiveness. With high-performance levels and professional staff, we are tactically and strategically resourced to ensure our government relationships are built on strong partnerships. We provide extensive small business subcontracting network that supports government's important small business subcontracting participation goals; rigorous call monitoring ensures full compliance with applicable federal, state and local laws with outstanding customer service; system infrastructure, data security, and privacy safeguards comply with federal NIST/FISMA requirements; and robust training and Learning Management Systems support our clients' Customer Experience (CX) and quality assurance needs.

In 2012, ACT created the Account Control Technology Foundation (ACT Foundation). The ACT Foundation is a nonprofit committed to improving the future of students and the greater community by offering financial wellness education and support to those in need. Over the past five years, the ACT Foundation has donated over \$600,000 in charitable support; offered \$25,000 in college scholarships annually; successfully created an award-winning financial wellness program with our Debt Monster campaign. The Debt Monster campaign builds awareness for consequences of "monstrous" debt.

To learn more about ACT, contact Lynn Heineman, SVP of Sales and Marketing, at lheineman@accountcontrol.com or visit our website at www.accountcontrol.com.

Agency Reporting Requirements

Over the past six months, agencies were required to submit various accounts receivable related reports which may have created confusion regarding the difference between the various reports. For clarification, below is a list of the ongoing agency reporting requirements.

- Accounts receivable performance measure (ARPM) reports are due to SWARM quarterly and annually as per [OAM 35.60.20](#). All Executive Branch agencies as well as agencies subject to the OAM are required to report ARPM data quarterly. Only agencies subject to the OAM are required to report ARPM data annually.
- All agencies are required to report annual liquidated and delinquent account activity to the Legislative Fiscal Office by October 1 as per [ORS 293.229](#) and [ORS 1.195](#).

SWARM sends notices to the [accounts-receivable-news](#) email list when report deadlines are approaching.

For more information, please email SWARM@oregon.gov.



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Special thanks to:

Todd Evans, Department of
Revenue Other Agency Accounts

Tanya Roberson, Account
Control Technology, Inc.

Doug Kleeb, Oregon Department
of Transportation



Debt Centralization Update

Since passage of Senate Bill 1067 in July 2017, DAS and DOR have been working diligently to identify areas of operational and technical process changes. Flowcharts were developed to document the process changes and identify where system modifications are needed. In preparation for centralization implementation by the operative date of July 1, 2018 the DAS/DOR team is focusing its efforts on implementing process changes that are required by the bill. Following the operative date, the team will continue working to implement other elements which will enhance the effectiveness of centralization.

Oregon Department of Transportation

Prior to 1996, the Oregon Department of Transportation (ODOT) did not have a Collection Unit. That changed when the Legislature moved regulation of motor carriers from the Public Utility Commission to ODOT; where the Collection Unit was assigned to the Financial Services Branch. Initially, the Collection Unit just collected debts owed to the Motor Carrier Transportation Division (weight-mile taxes and civil monetary penalties). Over time, the Collection Unit began working with the ODOT Fuels Tax Group (Use Fuel and Motor Vehicle fuel); the Highway Budget Office (Claims Against Others); and Financial Operations (checks presented to Driver and Motor Vehicle Services that have been returned by the writer's bank unpaid) to collect the debts owed to those sections.

The Collection Unit is a small group supervised by the Fuels Tax Group Manager, and consists of four collectors (3-Revenue Agent 3, 1-Revenue Agent 1), a support person (Office Specialist 2), and a bankruptcy specialist (Administrative Specialist 2).

The Collection Unit has several options available to accept payments from debtors. The majority of payments received are checks that are mailed to the department. We also accept T-Checks; Electronic Fund Source (EFS) Checks; credit and debit cards; and cash.

The Collection Unit uses various tools to locate debtors and collect the debt owed to ODOT. Our goal is voluntary compliance, but if that is not successful, we have warrant authority and use it as necessary to place liens on property and garnish or attach assets.

For more information, please contact Douglas Kleeb at Douglas.J.Kleeb@odot.state.or.us.