

OREGON ACCOUNTING MANUAL

 STATEWIDE POLICY	NUMBER 35.20.20	SUPERSEDES 35.20.20 dated 04/15/2013
	EFFECTIVE DATE 12/11/2018	PAGE NUMBER Page 1 of 2
Division Chief Financial Office	REFERENCE/AUTHORITY ORS 291.015 ORS 293.226 ORS 293.252 ORS 293.590 OAR 122-085-0200	
Policy Owner Statewide Accounting and Reporting Services		
SUBJECT Accounts Receivable Management- Account Establishment: Debtor Information Gathering	APPROVED SIGNATURE <i>George Naughton, Chief Financial Officer</i> Signature on file	

PURPOSE

This policy provides guidance on gathering debtor information.

APPLICABILITY

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](#).

FORMS/EXHIBITS/INSTRUCTIONS

None.

DEFINITIONS

Click here for other [definitions](#).

EXCLUSIONS AND SPECIAL SITUATIONS

The guidance referenced in this policy does not apply when it conflicts with any state or federal statute or regulation.

POLICY

101. Agency management must ensure that agency personnel employ appropriate practices in the management and collection of accounts receivable.
102. State agencies shall, to the extent possible, collect or verify debtor information when they establish accounts receivable or receive checks for services. Debtor information is essential to effectively perform skip tracing or asset location (refer to [OAM 35.30.70](#)) when an account becomes delinquent and requires further collection actions.
103. State agencies should gather, record, and update debtor information on the first contact with the debtor and on each subsequent contact.

104. State agencies should, to the extent possible, obtain at a minimum, the debtor's legal name, date of birth, phone number, mailing address, and driver's license number (if applicable). When obtaining information from a business, it is important to obtain a list of owners and officers as well as phone numbers for each.
105. State agencies are encouraged to obtain a debtor's Social Security Number for debt collection purposes in accordance with OAR 122-085-0200.
106. State agencies must define in their policies and procedures the minimum information they will obtain, how the information will be gathered, and how it will be used. The information obtained must be sufficient to ensure there will not be a delay in the collection of the account due to lack of information.