

Minutes Accounts Receivable Core Committee (ARCC)



Meeting Date: September 17, 2019 2:00pm-3:00pm

Location: Executive Building, Conference Room B

Attendees: Sheila Banke (DOJ); Brad Batchelor (PUC); Judy Bell (DOC-CCD); Amy Brewer (OYA); Kim Courtright (ODA); Gerold Floyd (DAS-SWARM); Svetlana Fadden (DHS/OPAR); Theresa Gahagan (DAS-SWARM); Eileen Gilbert (DOR); Kimberly Hall (WRD); Steven Ito (DOR); Craig Kiernan (OHCS); Rebecca Level (ODE); Katya Medvedeva (DAS); Monique Murphy (HECC); Maria Ochoa (OED); Dora Olivan (DCBS); Matt Powell (DPSST); Derek Simmons (HECC); Katie Titus (OSP); Karla Willmschen (SOS)

Attendees by phone & Web: Andria Abrahamson (ODF); Susan Cha (OCB); Dean Criscola (OED); Connie Dominguez (ODF); Kim Fast (BOA); Teresa Haynes (OBD); Jennifer Hodgdon (OSL); Sara Lotten (DOC); Jill Reece (OYA); Allan Rempel (OCB); Juril Stover (ERB); Diane Welter (TIC)

ITEM	ACTION, DISCUSSION
Welcome and introductions	
SWARM announcements	<ul style="list-style-type: none"> Reminder that the LFO target deadline for submitting agency data is September 20th. This will ensure enough time for the SWARM review and any agency corrections necessary to be completed before the statutory deadline. Email SWARM@oregon.gov when your data is entered (do not forget to click the “Finished Reporting” button). If you completed the LFO reporting worksheet please send that via email as well. The A/R Honor Roll deadline requires agencies to submit the following reports to SWARM@oregon.gov by October 1: <ul style="list-style-type: none"> the 4th quarter Accounts Receivable Performance Measures Annual required Accounts Receivable Performance Measures Write-off, abated and canceled debt certification form Agencies were also required to attend the <i>LFO Report Training</i>. If your agency was not able to attend in person on Aug 28th you may complete this requirement by watching the recorded training online no later than September 30. Email SWARM@oregon.gov when you have finished watching the training. SWARM will be sending an email through the <i>accounts receivable news list</i> with a link to sign up for the <i>LFO Report training</i>.
ARPM collection target quick check	<p>Theresa demonstrated a way for agencies to easily check whether their collection targets were reasonable.</p> <p>There is also a new tool available on the SWARM resources website in the A/R Toolkit called “AR + L&D Collections Target Template” to assist agencies with calculating their collection targets.</p> <p>Theresa reminded everyone that she and Gerold were available for one on one consultation if agencies needed help working this tool.</p>
Reporting discussion,	SWARM asked how things were going so far with A/R reporting, in the room only a few people had completed their reporting so far.

how are things going this year?	If you have any questions as you are working on the A/R reporting (ARPM, certification, LFO), please contact your agency SWARM analyst .
PCF contract solicitation update	DAS is currently soliciting for proposals for debt collection services (PCF). This solicitation will replace the current contracts and includes new provisions based on how SB1067 centralized Executive branch collections through DOR. Agencies that are not subject to the assignment provisions of ORS 293.231 may choose to assign their accounts to a PCF and may select from the approved vendors that will be selected in the solicitation (statewide price agreement). The solicitation is scheduled to close on September 24 th and an evaluation team that includes agency representatives will score the proposals. The evaluation scoring, intent to award and final negotiations should be completed by late October. Agencies that assigned accounts to a PCF prior to centralization under SB1067 can continue to leave their accounts with that PCF until the expiration of your agency purchase order. If you have any questions about the PCF contracting process, please call or email Gerold.
Informal survey- Invoices entered into SFMA	<p>Theresa surveyed the ARCC members on how agencies that use SFMA to create their invoices use specific fields.</p> <p>It was mentioned that when a batch runs Friday night and invoices print at the DAS print plant the invoices are printed with Mondays date and the agencies would like to be able to have more control over the printed invoice date.</p>
Roundtable #1	<p>The question was asked what is the recommended practice when an account is at DOR and the debtor makes a payment directly to the agency and then another payment is made to DOR (could be an offset or garnishment payment for example), which results in an overpayment.</p> <p>Agencies were reminded that anytime they receive a direct payment from the debtor on debt that has been assigned for collection, the agency should notify DOR of the direct payment and for DOR to issue applicable refunds of the payment made to DOR. This will allow DOR to look for any other account that the overpayment can be applied to in accordance with their rules.</p>
Roundtable #2	<p>At times an agency will receive payment from the debtor in response to the agency's collection letter, but the payment is received after the agency has assigned the debt to DOR for collection. How many days after assignment is it OK to recall accounts for direct payment to the agency?</p> <p>Agencies should look in Revenue OnLine to determine what date the account was loaded (it can take a couple of days for the account validation to occur before being loaded). Once loaded the system generates the "demand notice" within a day. If the direct payment was received before the demand notice or within a few days (2-3), then the agency should notify DOR that a direct payment was received based on the notices sent by the agency and request a recall of the account. Agencies should NOT be recalling accounts where the direct payment occurred a week or later after the mailing of the demand notice, it is reasonable to expect that the debtor receiving the demand notice and their payment is in response to DOR's demand notice, even though the debtor has mailed their payment to the agency (often to avoid possible fees). Communication with DOR-OAA is key in situations like this.</p>

Next meeting:

October 15, 2019

2:00pm – 3:00pm

Executive Building, Room B

The SWARM website lists [Upcoming events](#).