

# STATEWIDE ACCOUNTS RECEIVABLE MANAGEMENT

# The Buzz



## SWARM Team News

Gerold and Stacey have been making plans to ensure 2018 is even more successful than 2017 was! The team has been preparing accounts receivable (A/R) management related legislative concepts for consideration during the 2019 Legislative Session, coordinating debt centralization implementation, drafting Oregon Administrative Rules, and planning for Executive Order (EO) 17-09 coordination of vendor payment implementation for clients of the Statewide Financial Management Application (SFMA). So while *March Madness* consumes NCAA basketball fans, the humble bumble bees in the hive have been creating a little *March Madness* of their own.

## EO 17-09 Vendor Coordination Project

The Department of Administrative Services (DAS) Financial Business Systems (FBS) team has been working diligently to complete SFMA program changes to identify vendors who owe liquidated and delinquent debts to the state.

FBS is prepared to implement the SFMA programming changes on June 1. Prior to implementation, representatives from the Department of Revenue (DOR), FBS, and SWARM will provide training to SFMA client agencies which will include an overview of the EO 17-09 Vendor Coordination Project, as well as, instructions on how to process accounts payable transactions associated with vendors identified as owing liquidated and delinquent debt. Training registration will be available through iLearn; notifications will be provided via the [SFMS news list](#).

For more information, please contact Stacey Chase at 503-947-8567 or [Stacey.A.Chase@oregon.gov](mailto:Stacey.A.Chase@oregon.gov).

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### SFMA Write-off Project

SWARM and FBS have been working closely to develop a process to enable SFMA client agencies to track and report write-off transactions by the Attorney General approved criteria referenced in [OAM 35.50.10](#). During the February 6 SFMA User Group meeting, Stacey presented an overview of the SFMA write-off project. Between now and June 30, SFMA client agencies are encouraged to voluntarily enter the write-off codes as described in the [February 6 slideshow](#) (refer to slides 13-17).

Not later than July 1, the write-off coding will be a required data entry element when processing a write-off transaction in SFMA.

For more information about the SFMA write-off project, please contact Stacey Chase at 503-947-8567 or [Stacey.A.Chase@oregon.gov](mailto:Stacey.A.Chase@oregon.gov).

## Quarterly A/R Performance Measures

The quarterly ARPM reports are due to SWARM by April 30 for the quarter ending March 31. All Executive Branch agencies as well as agencies subject to the Oregon Accounting Manual (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*.

### Dept. of Revenue: Other Agency Accounts

At OAA, one of our most utilized collection tools is the telephone. A typical month OAA will make and receive 25K-30K phone calls. As you can imagine our revenue agents spend most of their days trying to contact debtors, answer phone calls, and communicating with debtors once reached.

OAA management does a phenomenal job with scheduling agent's phone time to have the right balance of agents to be available for incoming calls, while other agents are performing other collection actions working the debts for those debtors that are not wanting to voluntarily work with us. Our goal is to maintain call wait times below 2 minutes and to keep abandoned calls below 80 per month. We feel that every lost call could be lost revenue to your agency.

To maintain some excitement with our revenue agents, units within OAA compete against each other with various types of activities related to telephone calls. During a recent competition there was a focus placed on asking for payment in full with each debtor.

The results during the past 6 months paid in full 3,323 debts for \$1,655,258 over the phone for an average payment of nearly \$500. During this same time period OAA revenue agents took an additional 30,532 payments for \$3,123,484 for an average of \$102 per phone call.

For more information, please contact Todd Evans at 503-945-8101 or [Todd.Evans@oregon.gov](mailto:Todd.Evans@oregon.gov).



## Partner Focus:

**PREMIERE CREDIT**  
*of North America, LLC*

Premiere is proud to serve Oregonians through its partnership with the Oregon Department of Revenue. Our management team includes six professionals with a collective 153 years of government experience (79 in departments of revenue). Our unmatched experience affords Premiere a unique understanding of our state government clients.

At Premiere, we realize that most people want to comply with the law and not owe debts to their governments. Often a misunderstanding about the debt, or a challenging personal situation, hinders the person's ability to pay. Our representatives are trained to listen and be empathetic to each person's needs and concerns. "We tell our employees that their primary focus should be a professional and courteous conversation with the consumers," notes CEO Feroze Waheed. Our representatives work with individuals and businesses to bring them in compliance with the law. Future compliance with the law (i.e. accurate and timely filings and payments) is everyone's goal, and assisting all in Oregon achieve compliance is Premiere's duty.

Premiere is a wholly owned subsidiary of the ECMC Group, a nonprofit corporation with a mission to help underserved students succeed. ECMC and its family of companies provide financial tools and services, career education through its non-profit career colleges, and job placement services to help students succeed and achieve their educational and professional goals. Premiere's profits are used to support the educational goals of the ECMC Foundation.

Premiere's Goal: Deliver exceptional customer service and be an indispensable business partner to our clients.

Contact Milton Cuevas at 317-375-6520 or [Mcuevas@premierecredit.com](mailto:Mcuevas@premierecredit.com) for more information or to see how Premiere can deliver for you!

## Efficient and Effective A/R Management

In January, at the request of the Oregon State Fiscal Association (OSFA), SWARM provided a four-hour workshop entitled Efficient and Effective Accounts Receivable (A/R) Management. During the half-day training, Gerold and Stacey described common characteristics of an efficient and effective A/R management operation and provided attendees with: methods to encourage customers to pay timely; workflows to maximize limited resources; tips and tricks to streamline processes; and techniques to navigate pitfalls.

The slide deck from the workshop is available by selecting the accounts receivable training and workshops link on the [training and resources webpage](#).

For more information about how to improve the efficiency and effectiveness of your agency's A/R management processes, please call or email the [SWARM contact](#) for your agency.



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**Special thanks to:**

Todd Evans, Department of Revenue Other Agency Accounts

Milton Cuevas, Premiere Credit of North America, LLC

Carol Brandt, Oregon Medical Board



## Oregon Medical Board

The Oregon Medical Board (Board) licenses and regulates medical and osteopathic physicians (MDs and DOs), podiatric physicians (DPMs), acupuncturists (LAcS), and physician assistants (PAs) in order to protect the health, safety and wellbeing of Oregon patients.

The Board is funded almost entirely by license application and renewal fees. Payment of the fees are required before any license processing services are provided. This eliminates much of the opportunity for accounts receivable and potential delinquent accounts. However, the Board generates accounts receivable when applicants and licensees are fined or billed hearing costs as part of the disciplinary process.

Until 2017, the Board managed accounts receivable with a simple MS Excel spreadsheet. As recent accounts receivable reporting and measurement requirements were being instituted, agency staff recognized that tracking solely with an Excel spreadsheet was not going to readily provide the data needed to meet these new requirements. The Board communicated its concerns to Stacey Chase, Senior Statewide Accounts Receivable Coordinator, and worked with her over a period of months to modify the Statewide Financial Management Application (SFMA) recording entries. Now all the information needed for reporting is captured in SFMA. New data entry fields are populated with specific due dates, service dates, and entry dates, which allows review of aging accounts with Datamart queries and reports that Stacey helped develop.

The Board is now able to quickly and easily fulfill the quarterly reporting requirements using SFMA and the Datamart. This has dramatically streamlined management of accounts receivable tracking and reporting.

For more information, please contact Carol Brandt at 971-673-2679 or [Carol.A.Brandt@state.or.us](mailto:Carol.A.Brandt@state.or.us).

## Comments or suggestions?

We value your feedback and encourage your comments and suggestions. If there is something you would like covered in upcoming editions of the newsletter please send your suggestions to [Stacey.A.Chase@oregon.gov](mailto:Stacey.A.Chase@oregon.gov).