

University Standard No. 576-010

COLLECTING ACCOUNTS AND NOTES RECEIVABLE, AND REVOLVING CHARGE ACCOUNT PROGRAM

Effective Date: October 18, 2018

Last Review Date: October 18, 2018

Next Scheduled Review Date: October 2021

576-010-0006

Disbursement by Electronic Funds Transfer

(1) The primary payment method to persons or entities doing business with Oregon State University will be electronic funds transfer (EFT), unless otherwise provided in this rule. EFT is defined as the movement of funds by non-paper means, usually through a payment system including, but not limited to, an automated clearinghouse or the Federal Reserve's Fedwire system.

(2) Oregon State University will make EFT payments by direct deposit to a checking or savings account designated by the recipient, recorded in the Oregon State University financial system and located in a financial institution within the United States.

(3) Notwithstanding section (2), Oregon State University may make payments by check when the Director of Business Affairs or his/her designee determines that one of the following specific exceptions applies:

(a) The individual or entity does not have a bank account or is otherwise unable to receive payment by EFT;

(b) The individual or entity has special circumstances, which Oregon State University will review on an individual case basis and consider whether the issuance of a paper check would be in the best interests of Oregon State University; or

(c) Oregon State University determines that issuance of a paper check is in the best interests of the University.

(4) A request for exception from this rule must be made in writing and approved by the Director of Business Affairs or his/her designee.

(5) If an exception is granted pursuant to section (3)(b) of this rule, Oregon State University may assess a fee for issuance of a paper check in order to recover the costs associated with such issuance. The fee shall be established pursuant to 576-010-0000 and will be deducted from the amount of the payment.

(6) This rule does not apply to:

(a) Payments to Oregon State University employees for wages or other reimbursement of expenses that are related to the employment relationship;

- (b) Payments to students that are related to their student status, including but not limited to stipends;
- (c) Single payments less than \$500.00 that the Director of Business Affairs or his/her designee does not expect to be recurring;
- (d) Payments that Oregon State University and the payee agree will be made by credit card or other non-check method.

Hist: OSU 2-2011, f. & cert. ef. 6-13-11

576-010-0011

Collecting Accounts and Notes Receivable

(1) As directed by Oregon State Board of Higher Education Administrative Rule, 580-041-0010(1), the Office of Business Affairs at Oregon State University exercises diligence in collecting delinquent accounts and notes receivable due it by pursuing, as appropriate, the following remedies:

- (a) Withholding transcripts, certificates and/or diplomas, and other applicable campus services;
- (b) Denying or canceling registration;
- (c) Withholding further account receivable privileges;
- (d) Applying any non-exempt credits in favor of debtor to debt;
- (e) With employee's approval, withholding wages;
- (f) Adding collection costs as permitted by statutes and regulations, including, but not limited to: collection agency charges, reasonable attorney's fees including attorney fees on appeal, and court costs;
- (g) Charging fees for sending a delinquent account or note receivable into collection;
- (h) Sending regular billings and past due notices;
- (i) Utilizing telephone inquiries;
- (j) Sending letters of demand;
- (k) Using "skip trace" information, to identify a debtor's location to direct communications regarding debt owed, as permitted by statutes and regulations;
- (l) Utilizing offset procedures with other state agencies;
- (m) Utilizing Department of Revenue as a collection agent, including utilization of the Department of Revenue Set Off Individual Liability program, which may result in a reduction of a debtor's tax refund by the amount owed the University;

- (n) Utilizing various commercial collection agencies, by contract, as permitted by law;
- (o) Instituting legal action as permitted by statutes and regulations;
- (p) Using commercial credit reporting agencies by contract and as permitted (or required by law);
- (q) Seeking collection on judgments as permitted by statutes and regulations;
- (r) Requiring exit interview for borrowers under federal loan programs;
- (s) Evicting debtors from residence halls or student family housing for nonpayment of room and/or board fees;
- (t) Reducing debtor's financial aid proceeds by the amount of the debtor's accounts receivable debts in accordance with Federal Title IV regulations, before releasing any remaining financial aid to the debtor.

(2) The amounts charged by University pursuant to the above remedies, including but not limited to the fees charged for sending a delinquent account or note receivable into collection, are set forth in the University list of fees and charges adopted by 576-010-0000.

(3) The Oregon State University Director of Business Affairs, or his/her designee, may identify unique circumstances for which the full application of the above remedies is not prudent, in the best interest of the University, or lawful. In most circumstances, the University will continue to pursue collection of delinquent accounts and notes receivable through the Department of Revenue Set Off Individual Liability program.

(4) A debtor may challenge a charge within 60 days after the first bill on which the suspected error or problem appeared. Challenges should be directed to the office initiating the charge and should include a copy of the bill challenged and documentation evidencing the suspected error or problem. The Oregon State University Office of Business Affairs will assist debtors who have difficulty identifying the office initiating the charge. If an error is found, affected charges will be adjusted.

Hist: OSU 4-2008, f. 6-27-08, cert. ef. 7-1-08

576-010-0021

Revolving Charge Account Program

(1) Oregon State University offers extended payment terms utilizing a revolving charge account program as authorized by the Oregon State Board of Higher Education (580-040-0041).

(2) Any person, organization, or agency that incurs charges, fines, or penalties at Oregon State University is automatically enrolled in the revolving charge account program, provided that Oregon State University may deny use of the revolving charge account program privilege to persons, organizations, or agencies that do not have a good credit history with Oregon State University and to anyone who has been in default status on student loans.

(3) Participants in the revolving charge account program shall sign a revolving charge account agreement in a form provided by OSU and shall abide by the terms and conditions of the program as set forth in that agreement.

(4) Debt amounts resulting from fines, penalties, and similar types of amounts owed may be added to a revolving charge account enforceable against the responsible debtor, even though the debtor has not signed a revolving charge account agreement.

(5) Revolving charge account debtors have the right to pay the outstanding debt in full at any time without penalty.

(6) Interest will be charged each month on any unpaid balance at the rate of one percent per month, or fraction thereof (12% APR).

(7) Oregon State University reserves the right to amend the terms and conditions applicable to revolving charge accounts without securing a new agreement. Debtors shall be notified, in writing, of any changes in applicable interest rates, before the changes go into effect.

(8) A debtor may challenge a charge within 60 days after the first bill on which the suspected error or problem appeared. Challenges should be directed to the office initiating the charge and include a copy of the bill challenged and documentation evidencing the suspected error or problem. The Oregon State University Office of Business Affairs will assist debtors who have difficulty identifying the office initiating the charge. If an error is found, affected charges will be adjusted.

(9) The debtor is responsible for informing the Oregon State University Office of Business Affairs of any name and address change occurring during the term of the revolving charge account agreement.

(10) Delinquent accounts will be processed under the procedures described in 576-010-0011 (OSU Collecting Accounts and Notes Receivable).

Hist: OSU 5-2008, f. 6-27-08, cert. ef. 7-1-08

576-010-0031

Discounted Fee Program — Purpose

The purpose of this rule is to authorize the Veterinary Teaching Hospital to charge discounted fees for certain services and merchandise to faculty, professional students, staff and alumni of the College, as well as all Doctors of Veterinary Medicine and owners of service animals, through the establishment of a Discounted Fee Program. The Discounted Fee Program is established in 576-010-0031 through 0041, and in policies adopted by the Hospital.

Hist.: OSU 4-2010, f. & cert. ef. 8-10-10; OSU 3-2011, f. & cert. ef. 6-13-11

576-010-0036

Definitions

The following definitions apply to 576-010-0031, 576-010-0036 and 576-010-0041:

- (1) “College” means the Oregon State University College of Veterinary Medicine
- (2) “Discounted Fee Program” means the criteria and procedures described in 576-010-0031 through 576-010-0041 for providing discounted fees to Eligible Participants for merchandise and service as described in this rule and in policies adopted by the Hospital.
- (3) “Doctors of Veterinary Medicine” means graduates of American Veterinary Medical Association-recognized Colleges of Veterinary Medicine or veterinarians licensed to practice in Oregon.
- (4) “Eligible Participant” means a person who meets the criteria set forth in 576-010-0041(1).
- (5) “Eligible Pet” means a pet that meets the criteria set forth in 576-010-0041(2).
- (6) “Eligible Services” means services described in 576-010-0041(3).
- (7) “Hospital” means the Oregon State University Veterinary Teaching Hospital.

Hist.: OSU 4-2010, f. & cert. ef. 8-10-10; OSU 3-2011, f. & cert. ef. 6-13-11

576-010-0041

Eligibility Criteria, Discount, Loss of Eligibility

(1) Participant Eligibility

- (a) To be eligible for the faculty and staff discount in subsection (4)(a) of this rule, a person must be employed by the College on the date that the services are rendered or the merchandise is purchased.
- (b) To be eligible for the professional student discount in subsection 4(b) of this rule, a student must be enrolled in the Doctor of Veterinary Medicine program with the College on the date that the services are rendered or the merchandise is purchased
- (c) Graduates of the College and all Doctors of Veterinary Medicine are eligible for the alumni and veterinarian discount in subsection (4)(c) of this rule.
- (d) Owners of assistance animals are eligible for the assistance animal discount in subsection (4)(d) of this rule if they present written documentation or certification that the animal assists the disabled. This documentation, which must include the assistance organization’s name, will be copied and included in the patient’s record.

(2) Pet Eligibility.

(a) Discounts are limited to services performed, or merchandise purchased, for animals that are personally owned by the Eligible Participant and are enrolled in the Discount Program. An Eligible Participant may enroll in the Discount Program using forms provided by the Hospital. An Eligible Participant may enroll a maximum of four (4) animals in this Discount Program at a time. Animals must be enrolled in the Discount Program prior to the Hospital visit or at the time of admission.

(b) An animal may remain enrolled in the Discount Program until its death, unless ownership is transferred to a person who is not an Eligible Participant.

(3) Eligible Services. All services provided by the Hospital are eligible for the Discount Program, with the exception of services provided through the Veterinary Diagnostic Laboratory and the Small Animal Preventive Health Program.

(4) Discounts

(a) Eligible Participants who qualify under subsection (1)(a) of this rule will receive a 20% discount on Eligible Services for Eligible Pets and a 40% discount off the retail price of Drug Room merchandise purchased for Eligible Pets.

(b) Eligible Participants who qualify under subsection (1)(b) of this rule will receive a 25% discount on Eligible Services for Eligible Pets and a 40% discount off the retail price of Drug Room merchandise purchased for Eligible Pets.

(c) Eligible Participants who qualify under subsection (1)(c) of this rule will receive a 20% discount on Eligible Services for Eligible Pets.

(d) Eligible Participants who qualify under section (1)(d) of this rule will receive a 20% discount on Eligible Services for Eligible Pets.

(5) Participants in this Discount Program who violate this rule may have discount privileges permanently removed.

Hist.: OSU 4-2010, f. & cert. ef. 8-10-10; OSU 3-2011, f. & cert. ef. 6-13-11

576-010-0050

Appeal

Anyone aggrieved by the application of these rules may appeal in writing within 10 days to the Vice President for Finance/Administration or designee. If the Vice President for Finance & Administration or designee does not respond to the appeal in writing within 10 days of receiving the appeal, the appeal is deemed denied.