

## OREGON ACCOUNTING MANUAL

<b>SUBJECT:</b> Accounting and Financial Reporting	<b>Number:</b> 35.20.20
<b>DIVISION:</b> Chief Financial Office	<b>Effective date:</b> April 15, 2013
<b>Chapter:</b> Accounts Receivable Management	
<b>Part:</b> Account Establishment	
<b>Section:</b> Debtor Information Gathering	
<b>APPROVED:</b> George Naughton, Chief Financial Officer	Signature on file

**PURPOSE:** This policy provides guidance on gathering debtor information.

**AUTHORITY:** [ORS 291.015](#)  
[ORS 293.590](#)

**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](#).

**POLICY:**

101. Agency management must ensure that agency personnel employ appropriate practices in the management and collection of accounts receivables.
102. Agencies shall, to the extent possible, collect or verify debtor information when they establish receivables or receive checks for services. Debtor information is essential for skip tracing or asset location (refer to [OAM 35.30.70](#)) when an account remains unpaid and further collection actions are required.

**PROCEDURES:**

103. Debt collectors use debtor information to locate or "skip-trace" the debtor in the event of payment default. On the first contact with the debtor, and on each subsequent contact, agencies shall, to the extent possible, collect, and record debtor information. The minimum amount of data to collect may be a driver's license number, phone number, and check/bank information when payment is accepted and other information that is not required at the time of the transaction (i.e., a surplus purchase where no other paperwork is completed). The driver's license is useful to verify spelling of the customer's name and their address.
104. Agencies may obtain debtor information through a written application form or an interview or both. Agencies must define in their policies and procedures the minimum information that they will obtain on the application form. 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. When obtaining information from a business, it is important to obtain a list of owners and officers as well as phone numbers to reach them.