Collecting Accounts and Notes Receivable

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

(a) Withholds a student's diploma, transcript, or other instruments of degree confirmation-verification, when:

(A) The student has an outstanding accounts receivable or notes receivable balance; or

(B) The student has failed to complete a required exit interview (exit interviews are necessary to have students sign repayment agreements, obtain forwarding addresses and to gather other data needed when a student leaves an institution); or

(C) The student has not made arrangements to pay the balance due or complete an exit interview; and in addition to paragraph (A), (B), or (C) of this subsection;

(D) The student has notice that the balance is due, or an exit interview is required; and that the student's diploma, transcript or other instrument of degree confirmation/verification may be withheld.

(b) Denies or cancels registration;

(c) Withholds further account receivable privileges;

(d) With employee's approval, withholds wages;

(e) Applies any non-exempt credits in favor of debtor to debt;

(f) Adds penalties and interest as allowed by statutes and regulations;

(g) Utilizes telephone inquiries;

(h) Sends letter of demand;

(i) Uses "skip trace" information as allowed by statutes;

(j) Utilizes offset procedures with other state agencies;

(k) Utilizes Department of Revenue as a collection agent;
(l) Institutes legal action as permitted by statutes and regulations;

(m) Seeks collection on judgments as permitted by statutes;

(n) Reporting to credit bureaus as necessary.

(2) The Director of Business Affairs, Portland State University, may waive any of the above remedies only in those circumstances which serve the best interests of the institution, the state, or the federal government, or where required by state or federal statutes. (The discharge of debt through bankruptcy prevents the taking of any further action to collect.)

(3) The procedures are in conformity with the requirements of federal and state laws and regulations and were formally adopted as a rule after public hearing under the Administrative Procedure Act.

(4) The Portland State University Office of Business Affairs will grant hearings to any individual requesting information or expressing concern about the amount owed or circumstances related thereto. The written procedures to be followed in requesting a hearing are available at the Business Affairs Office.

Stat. Auth.: ORS 351
Stats. Implemented:
Hist.: PSU 3-1979, f. & cert. ef. 9-17-79; PSU 5-1989, f. & cert. ef. 12-18-89
Revolving Charge Account Plan

(1) Terms and Conditions:

(a) Eligibility. Any person, organization or agency that incurs charges, fines, or penalties at Portland State University is eligible to participate in the Revolving Charge Account Plan.

(b) Required Payments. Students must pay all past due amounts and a minimum payment of one-third of the current term's tuition and fees on or before the designated due date each term. The unpaid balance is subject to the terms and conditions of the Revolving Charge Account Plan. The option to pay the unpaid balance in full always exists. Specified payment dates are listed in the Schedule of Classes. Portland State University may deny use of the minimum payment privileges to persons who do not have a good credit history with Portland State University or have been in default on student loans.

(c) Interest Charges. Portland State University charges interest on account balances not paid within the grace period.

(A) Interest will be charged at an annual interest rate of 12 percent (.0003288 daily rate).

(B) Portland State University Computes the interest charge on an account by applying the daily rate, multiplied by the number of days since the previous billing date, to the "previous billed balance" remaining on the account on the billing date. Interest charges are calculated and applied monthly.

(d) Penalties. Portland State University will impose penalties on delinquent accounts as follows.

(A) Registration will be denied.

(B) The extension of credit, provision of services, transcripts, and diplomas will be withheld.

(C) Telephone services will be disconnected or denied when past due accounts relate to telecommunication charges.

(D) In-house collection costs will be assessed.

(E) Accounts will be referred to the Oregon Department of Revenue and/or outside collection agencies, and/or the Oregon Department of Justice.

(F) Accounts will be referred to the Oregon Department of Revenue for state tax refund offset.

(G) The status of the account will be reported to credit reporting bureaus.
(e) Collection Costs. Accounts referred to collection will be assessed all costs and charges incurred in the collection of any amount unpaid when due, including, but not limited to, Oregon Department of Revenue charges, collection agency charges, reasonable attorney's fees, including attorney fees on appeal, and court costs.

(f) Address Updates. Until all outstanding account balances are paid in full, the student is solely responsible for immediately notifying the Office of the Registrar of any change in address or name.

(g)(A) Repayment Through Financial Aid. It is the policy of Portland State University to use any financial aid, including but not limited to, Stafford, SLS or Perkins Loan Proceeds to pay in full all accounts receivable debts and other current term charges BEFORE releasing any remaining financial aid to the recipient. Students wishing to decline the automatic crediting of Title IV aid to prior terms' unpaid institutional charges or to current charges other than tuition and mandatory fees must communicate their declination in writing to the Accounts Receivable Department in the Office of Business Affairs no less than 21 days before the first day of classes for the new term.

(B) Students wishing to decline the automatic crediting of Title IV aid to a prior term's unpaid institutional charges or to current charges other than tuition, mandatory fees, and room and board, must communicate their declination in writing to the Accounts Receivable Department of the Office of Business Affairs no less than 21 days before the first day of classes for the new term.

(h) Billing rights Summary. In case of errors or questions, a student may challenge a charge within 60 days after the first billing statement on which the suspected error or problem appeared, by directing his/her inquiry to the office initiating the charge. If an error occurred, affected charges will be adjusted.

(i) Notification of Changes. Portland State University may amend these Terms and Conditions without securing a new agreement. Portland State University will notify student of any changes in interest, charges or fees in advance of the change. The option to pay in full always exists. If unpaid, student is bound by the changes.

(2) Definitions:

(a) Student: Any person who is currently or has in the past been enrolled at Portland State University.

(b) Due Date: Date set by Portland State University for payment, as specified on the billing statement or other form of notification such as the Schedule of Classes.

(c) Future Balance: Amounts shown on the account which are due at a future date not in the current billing cycle.
(d) Grace Period: The time period between posting charges to an account and the date on which interest accrual begins.

(e) Outstanding Balance: Total amount of account balances at any given time.

(f) Past Due: Amounts are considered "past due" when not paid by the due date, and are subject to interest and penalties.

(g) Previous Billed Balance: the total of past due amounts, including fees, charges, prior interest and penalties, less payments and credits received to date. The "previous billed balance" does not include any new charges added to the account since the last billing or to charges assigned future due dates.

(h) Delinquent Account: Any account on which the required payments have not been received.

Stat. Authority: ORS 351.070 & OAR 580-040-0041
Stats. Implemented: OAR 580-040-0041
Disbursement by Electronic Funds Transfer

(1) It is the policy of Portland State University that the primary payment method to persons or entities doing business with the University be by electronic fund transfer (EFT). All such payments by the University shall be by EFT unless otherwise provided in this rule.

(2) EFT payments will be made by direct deposit to a checking or savings account that is located in a financial institution in the United States.

(3) Notwithstanding section (2), the University will disburse payments by check when one of the following specific exceptions apply:

(a) The individual or entity presents satisfactory evidence to the University that the individual or entity does not have a bank account or is otherwise unable to received payment by EFT; or

(b) The individual or entity presents satisfactory evidence of special circumstances, which the University will review on a case by case basis and will consider based on whether the issuance of a paper check would be in the best interests of the University; or

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

(4) A request for exception must be made in writing.

(5) If an exception is granted pursuant to section 3(b) of this rule, the University will 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 OAR 577-060-0020 and will be deducted from the amount of the payment.

(6) This rule does not apply to:

(a) Payments to employees, such as wages or the reimbursement of expenses that are related to the employment relationship;

(b) Payments to students that are related to their student status, including stipends;

(c) Single payments less than $100 that are not expected to be recurring;

(d) Payments that the University and the other party agree will be made by credit card or other non-check method.

Stat. Auth.: ORS 293.525, 351
Stats. Implemented: ORS 293.525
Hist.: PSU 5-2009, f. 8-13-09, cert. ef. 1-1-10