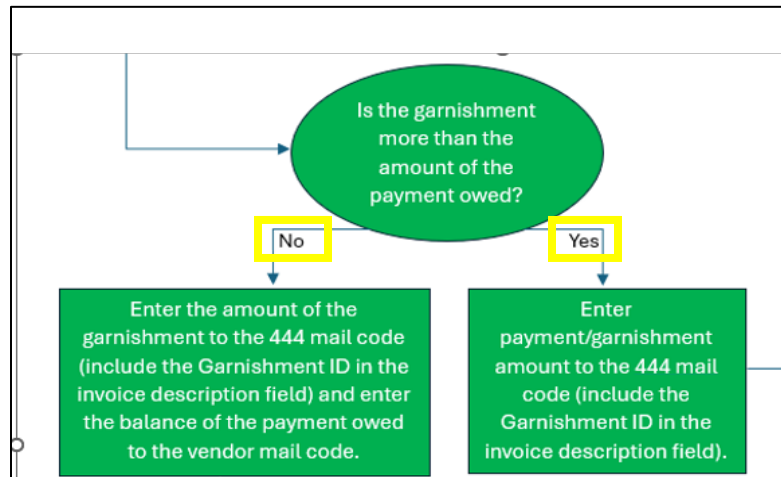


OAM 35.30.90 & Processing DOR Vendor Garnishment – for R*STARS Agencies

Summary of questions from training attendees:

1. Are the Yes/No options on the flowchart backwards on slide #10? If the amount owed is greater than the garnishment, wouldn't we have to split the payment?
 - a. No, flowchart below is accurate. If garnishment is less than the payment due to the vendor, the garnishment amount will be paid to mail code 444 and the remainder will go to the regular vendor code. If the garnishment is more than the payment due to the vendor, the entire payment will be made against mail code 444.



2. We often see vendors already activated by the time DOR responds, even though DOR indicates there is an active garnishment. Is that just a timing issue?
 - a. Yes. If a garnishment was received from DOR, it should be processed regardless of whether the vendor has since been restored to an active status in R*STARS. If too much is garnished from the vendor, DOR will make the vendor whole.
3. Can we put the Garnishment ID in the description field and not the invoice field? Our agency uses the invoice field to track all vendor case information in SFMA?
 - a. Yes, the Garnishment ID should be included in the description field (rather than the invoice field) as shown in the example on slide #44.
4. Is there any chance when a vendor goes on DOR hold, if any agency has PO/Contract that we get a notification?
 - a. There is no notification that is produced when an R*STARS vendor is inactivated because the vendor is on the DOR debtor list. There are specific limitations on what can be done with the debtor list information. The R*STARS vendor profile will be inactivated. R*STARS vendor profile extracts are sent to OregonBuys each evening, so the vendor status in OregonBuys would be updated to reflect that the record is inactive. However, you would need to look at the vendor profile in R*STARS to confirm the vendor was inactivated because it was on the DOR debtor list as vendors could be inactivated for various reasons.

OAM 35.30.90 & Processing DOR Vendor Garnishment – for R*STARS Agencies

5. Are payments for "revenue refunds" subject to garnishments? Specifically, for a refund of a vendor overpayment.
 - a. Generally, yes, but there could be some special circumstances where it "might" be exempt depending on the specific circumstances.
6. What would happen if, for example, the vendor owes \$100, and two agencies submit through DOR online while they owe the vendor \$200 each. Would DOR issue the \$100 garnishment to one or both agencies?
 - a. While it is possible that multiple garnishments might be issued by DOR **if an agency has a garnishment from DOR in hand, the garnishment applies to your payment.** If there is an overpayment, DOR will issue the refund of the overpayment.
7. Are you seeing any issues using OregonBuys? We may not know if there is a vendor on the DOR list until it errors out the following day on the 530 screen.
 - a. If you use Oregon Buys to process AP, you should see that the remit is inactive depending on the timing. R*STARS provide a daily list of vendor profiles and status to OregonBuys each evening, which is loaded into OregonBuys each morning.
 - b. If the vendor profile is inactive in OregonBuys, you should not be able to select it on your OregonBuys transactions.
 - c. SFMS recommendation is to process DOR garnishment payments outside of OregonBuys and enter these payments directly in R*STARS instead. Please refer to the OregonBuys Flow Chart for Garnishments for additional information: [Visio-Garnishment process_Draftv9.vsd \(oregon.gov\)](#)
8. How much is the debt minimum to be on the debtor list?
 - a. \$25.00
9. When DOR issues a garnishment letter in response to our inquiry submission (if the amount payable is the same or greater than the amount owed) when does DOR remove the vendor from the debtors list? Once they receive the agency's payment?
 - a. When DOR receives payment and that payment results in debt being paid in full, that night the new debtor list is updated, which in turn updates SFMA.
10. If we submitted vendor information and are waiting on a response from DOR, and the vendor has another payment the next day, do you want us to submit the vendor information again?
 - a. Yes, if any amount sent to DOR results in an overpayment, DOR would issue the refund.
11. Is the garnishment going to take the whole amount of payment or is it a % of the payment?
 - a. These are not wage garnishments – these are one time 100% garnishments up to payment in full amount.
12. Other than the vendor paying in full or the agency submitting garnished payment in full can the vendor be removed from the list? I ask because we have a vendor that has been

OAM 35.30.90 & Processing DOR Vendor Garnishment – for R*STARS Agencies

inactivated and reactivated a few times in the last year but the some of the debt is the same in subsequent letters.

- a. Yes – if the customer files bankruptcy, paid in full previously, or if a payment plan was established, they could be removed from the list. If a vendor tells the agency that they are on a payment plan with DOR, the vendor should be directed to contact DOR to resolve the issue. Until the account is removed from the DOR list and if the payment is subject to garnishment, then the agency must follow the process to notify DOR of the pending payment.
13. Is the vendor notified of when an agency pays an invoiced amount that has been garnished?
 - a. Only the notice of writ would be issued for notification. You can always refer vendors to contact DOR so that we can explain why the garnishment was issued.
 - b. ORS 18 requires the agency to legally respond to the garnishment and sending the funds to DOR is legal satisfaction of the payment obligation.
 14. Are we garnishing just the services or the whole invoice if there are out-of-pocket expenses as well?
 - a. Agencies must make the determination on what is garnished. DOR is not able to determine that. Agency should garnish unless it meets an exemption per statute.
 15. When DOR vendor garnishment payments are sent in, the payments can't be submitted thru Revenue Online (ROL) like normal garnishees? It goes through R*STARS when they submit it?
 - a. Correct.
 16. If the vendor is activated but it is for another agency to make a payment not subject to garnishment, how would we know that? If we are awaiting a response from our DOR submission, do we wait to make payment?
 - a. Yes, once vendor information has been submitted to DOR you wait for the response (up to five days), even if the vendor has been activated for other reasons. (It could be another agency received a garnishment and is processing or it could be an agency making a payment of funds not subject to garnishment).
 17. May I use the same document number for both transactions, one to each mail code, when a partial payment will be sent to DOR and the remaining amount will be paid directly to the vendor?
 - a. Yes, you may use the same document number and different suffixes when entering this in R*STARS. You could also enter both on separate document numbers if you prefer. Both options would work.
 18. Can we use something in the invoice number field still for the 444 mail code just for reporting purposes later (out of OBIEE)?

OAM 35.30.90 & Processing DOR Vendor Garnishment – for R*STARS Agencies

- a. Yes – we want the garnishment ID included in the description, but if you have other specific tracking for your agency then yes you can use that as well.
19. Should activation request to SFMS Vendor Desk for mail code 444 be on the vendor change request form or via email?
- a. You would follow same process you normally do for activation.
 - b. If this is a new mail code 444, add in and send email/call to request activation.
 - c. If it is a change to an existing mail code 444 – use the change request form.
20. Does DOR have a time limit that they are required to respond to the agency by?
- a. We have five days to respond to agencies.
21. Does the vendor get notification of any outstanding invoices to State of Oregon agencies that will be on hold until resolved with DOR?
- a. Their notice is all prior collection notices from DOR, the administrative hold process is used so state can issue the garnishment which is a legal mechanism for collecting funds owed to the state.
22. Where can I see a list of payments that are exempt from garnishment?
- a. Slide #16 and ORS 18.
23. Is there contact information for vendors if they have questions on their garnishment?
- a. www.oregon.gov/dor
 - b. There is an option to go to collections section – Q&A. This provides contact information, locations of offices, phone #s, emails, etc.
24. When the hold goes to SFMA, is there a notification that goes out to the vendor?
- a. There is no correspondence going out for this – the vendor should already know they are subject to DOR garnishment.
25. If a vendor is temporarily activated for one agency to make a non-garnishable payment, would another agency have any way of knowing this? Would the payment entry error out?
- a. If the vendor is temporarily activated for one agency, there would be no errors that would occur on the transaction if another agency used that same vendor.
 - b. When this process was first developed, we understood this risk existed. The window where this could occur is small and this scenario should not occur frequently.
 - c. If you do see the contact DOR message on a vendor profile, you should still contact DOR and follow the normal process even if the vendor is currently in active status.
26. What if the R*STARS vendor profile displays “please contact DOR”, but the Address is incorrect because of the change of the business. How should this be handled?
- a. If you have a vendor profile and they have a change of address or any other update, you will still submit a vendor change request, and process as normal.

OAM 35.30.90 & Processing DOR Vendor Garnishment – for R*STARS Agencies

- b. R*STARS programming will automatically remove the “please contact DOR” message when the vendor is removed from the DOR debtor list.

- 27. Is it fair to say that if an agency receives a garnishment, that they should process it appropriately with mail code 444 regardless of inactive/active status of vendor?
 - a. Yes. If overpayment to DOR occurs, DOR will refund this to the vendor.