Purpose

This procedure establishes the guidelines to be followed when a Member, department, or non-Member has overpaid or underpaid for services provided by Transportation & Parking (T&P).

Definitions

**Member** - OHSU Members as defined in the OHSU Code of Conduct.

**Non-Member** - includes patients, patient companions/visitors, and all other persons who are not considered OHSU Members.

**Customer** - refers to all categories of individuals, Members and non-Members, who are subject to this regulation.

Procedure

**Refunds**

If it is determined that an OHSU Member, department, or non-Member has overpaid for services rendered by T&P, they will be refunded for the amount of those services for up to one year (12 months) from the date the error was discovered and reported to T&P.

**Adjustment Procedure**

If it is determined that an OHSU Member, department, or non-Member has underpaid for services rendered by T&P, they will be responsible for making payment arrangements for the amount of those services for up to one year (12 months), from the date the error was discovered.
Payment Arrangements
OHSU Members, departments, and non-Members should contact the T&P Finance department to discuss payment arrangements.

Process Management & Inquiries
The Director and Associate Director of Transportation & Parking jointly manage implementation of this protocol. Questions should be directed to the Associate Director of Transportation & Parking.