



Transportation & Parking

# Payroll and IBS Refunds & Adjustments

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## 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.