



Returned Checks

403.02.101

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Review: 9/02/10

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Purpose

The purpose of the Returned Check Processing Regulation is to ensure that Transportation and Parking processes all checks that are returned by the bank to the Transportation & Parking department and attempts to collect on all outstanding fees associated with a returned check. Processing of NSF checks will include collecting on the amount of the returned check, the additional processing fees that cover the bank fees, and, if necessary, collection fees, and will include tracking and updating the internal NSF check log.

Definitions

For purposes of this protocol, the following words and phrases have the following meaning:

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.

Procedure

Approving Authorities

The Returned Check processing steps will be the responsibility of the Customer Service Center Manager, or their designee. All returned checks will be subject to this regulation.

Process

When Transportation and Parking (T&P) receives a returned check from the bank, T&P will attempt to collect the fee for the returned check plus a processing fee to cover the fee the bank charges to T&P. The following steps will be taken:



1. When T&P receives a returned check, the returned check will immediately be logged in to the Returned check binder, located in the Customer Service Manager's office. The customer name, date, amount and any comments will be recorded.
2. If the returned check is from an OHSU Member, an email will be immediately sent to the Member to collect on the returned check and the processing fee.
3. If the returned check is from an OHSU non-Member, a letter will be immediately mailed to the non-Member to collect on the returned NSF and the processing fee.
4. The email/mail template used to communicate with the Member will read as follows:

Date

Dear (Member's name),

We have received returned check # XXXX for \$XXXX. Please remit payment for the returned check, and the returned check processing fee of \$XXXX, for a total of \$XXX.

We ask that payment be made within 30 days of this dated notice. Payments for returned checks should be made by Money Order, Cash, or Visa only to the OHSU Transportation & Parking Office. If payment is not received within 30 days of this dated notice, the account will be turned over to a third party collection agency.

Thank you

*(Customer Service Center Managers Name)
Customer Service Center Manager
OHSU Transportation & Parking
3310 SW US Veterans Hospital Rd
Portland, Oregon 97239*

5. The copy of the returned check, along with a copy of the email/mail will be placed in the Returned Check binder and the account will be tracked until payment is received or 30 days have elapsed since the payment demand letter was sent.



6. If payment is made on the returned check within 30 days of the demand letter, the type of payment, date of payment, and any comments will be recorded in the NSF binder. The fees will be deposited, following T&P deposit Procedures. Please refer to following link for deposit procedures: [LINK](#).
7. If payment is not received within the specified 30 days, the NSF check will be turned over to a third party collection agency. Please refer to the following link for collection procedures: [LINK](#)

Restrictions

Members with a history of returned checks (two or more returned checks within a one year period), will no longer be allowed to use checks as payment for T&P services.

Process Management & Inquiries

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