



OHSU CAMPUS SERVICES
Title: **Payroll and IBS Refunds and Adjustments**

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Owner: Brett Dodson, Director of Campus Access and Commute Services Skai Dancey, Associate Vice President of Facilities Greg Moawad, Vice President Campus Services	

PURPOSE:

This procedure establishes the guidelines to be followed when an OHSU Member, department, or non-Member has overpaid or underpaid for services provided by Campus Access and Commute Services (CACS).

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

Individual Customer Accounts- Payroll and Paid in Full

If it is determined that an OHSU Member, or non-Member has overpaid for services rendered by CACS, they will be refunded for those services for up to one year (12 months) from the date the error was discovered and reported to CACS. Overpayments that are older than 12 months will not have a refund processed for them.

Departmental Accounts – Internal Billing System (IBS)

If it is determined that an OHSU department has overpaid for services rendered by CACS, they will be refunded for those services from the date the error was discovered and reported to CACS back to the beginning of the current fiscal year. Overpayments from prior fiscal years will not be refunded.

Repayments

Payroll

If it is determined that an OHSU Member, or non-Member has underpaid for services rendered by CACS, they will be responsible for repaying up to one years' worth (12 months) of missed payments from the date the error was



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discovered. Re-payment plans through payroll may be spread out over a maximum of 12 months with a \$50 per pay period minimum.

Internal Billing

If it is determined that an OHSU department has underpaid for services rendered by CACS, the department will be charged for those services from the date the error was discovered back to the beginning of the current fiscal year.

Payment Arrangements

OHSU Members, departments, and non-Members should email commute@ohsu.edu to discuss payment arrangements.

PROCESS MANAGEMENT AND INQUIRIES

Campus Access and Commute Services manages implementation of this procedure, and any questions should be directed to them.

ADVISING COMMITTEE(S):

Strategic Transportation and Parking Advisory Committee