- Step One: Debt is 'liquid and delinquent' and collection activity begins
 - Self-assessment
 - Deficiency Assessment
 - Failure-to-file assessment
- Step Two: DOR issues 'Demand for Payment'
 - Asks Debtor to contact us
 - Informs debtor of collection process and of option for payment plan
- Step Three: DOR issues "Distraint Warrant"
 - Recorded in county if real property
 - Issued even if debtor is in payment plan



Statutory tools to resolve debt

- Payment plans
- Settlement Offers
- Write-off
- Cancellation
- Active Collections



Payment plans

- Debtor makes contact with us
- Payoff within 12 months
 - Granted automatically
- Payoff within 12-18 months
 - Granted by agent with manager review
- Payoff in more than 18 months
 - Financial Statement
 - Manager approval



Settlement Offers

- Debt is not being appealed
- All required tax returns filed
- No other offer completed in past
- Proof that there is no assets or ability to borrow against them.
- Proof that there is no income or other assets to sell or borrow against to pay the debt in full.
- Debtor cannot be in bankruptcy or litigation



Write off

- No assets located in the last 3 years
- No payments received in last 3 years
- No correspondence, return, or other contact with debtor in last 3 years
- Account has lien on record, but no collection progress has been made in the last 3 years
- Removed from agency A/R balance, but debt can be reinstated if assets later located
- If more than 7 years pass, debt is cancelled



Cancellation

- Debt "forever extinguished"
- The tax been delinquent for seven or more years
- All reasonable efforts have been made to collect
- The taxpayer cannot be located or is deceased
- The tax is wholly uncollectible



Active Collections

Occurs when TP doesn't engage with us

OR

When TP breaks a promised payment plan

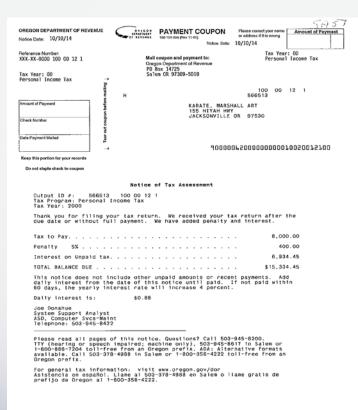


Active Collections

- Notice of Garnishment
 - Acts to garnish 100 percent of the debtor's assets that are in the possession, custody, and control of the garnishee.
 - Wage garnishment
 - Bank garnishment
- Till-taps, safe deposit boxes drilled
- Other seizures (vehicles, boats, etc.)



Notice of Assessment--OLD



KARATE, MARSHALL ART

Ref #: XXX-XX-0000 100 00 12 1 Page 2 Notice date: 10/10/14

To make a credit card payment by phone, call 1-888-972-9673. To make an online credit card payment or a payment from your bank account, go to www.oregon.gov/dor/payments.

If you can't pay in full, set up a payment plan at Oregon.gov/dor.Click "Set up a payment plan online."

IF YOU DISAGREE WITH PAYMENTS, PENALTY, ANO/OR INTEREST

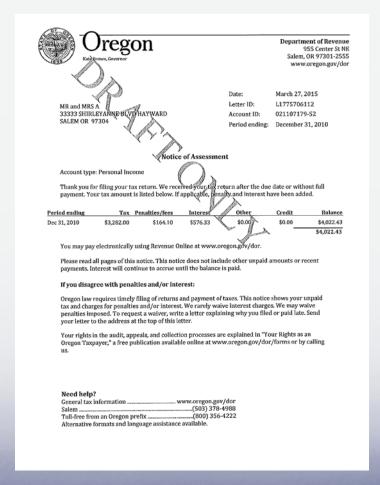
Oregon law requires that all tax due be paid on or before the due date of the tax return. This notice shows your unpaid tax. It also includes charges for interest charges. In limited circumstances, the department hay waive penalties imposed. To request a penalty waiver, write a letter to the address below explaining the facts and circumstances that caused the penalty to be imposed. If you have concerns about the payments shown on your account, please call the telephone number shown on this notice.

for tax years 2007 and before, the penalties shown above may include a post-amnesty penalty of up to 25 percent of the unpaid tax.

Oregon Department of Revenue 955 Center Street NE Salem, OR 97301-2555

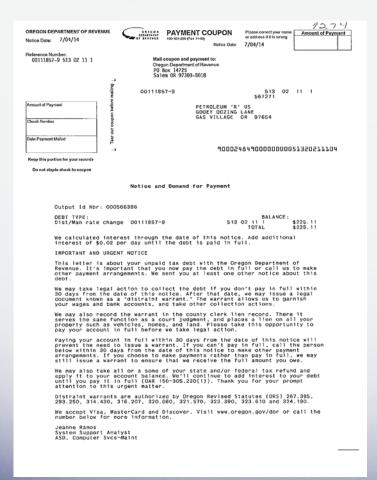
Oregon law entities you to fair, professional, prosst, and courteous treatment. Your rights in the audit, appeals, and coilection processes are explained in "Your Rights as an Oregon Taxpayer," a free publication available on line at tww.oregon.gov/forms, by calling 1-800-356-422 toll-free from an Oregon prefix or 503-378-4988 in Salem, or by writing the Oregon Department of Revenue at PD 80x 14989, Salem, 08 37509-0901

Notice of Assessment - NEW





Notice and Demand for Payment -OLD



PETROLEUM 'R' US Ref #: 00111857-9 Page 2
Notice Date: 7/04/14

Telephone: 503-945-889

Oregon law entitles you to fair, professional, prompt, and courteous treatment. For information about your rights in the audit, appeals, and collection processes, download the brochure. "Your Rights As An Oregon Taxpayer" from www.oregon.gov/dor, or order it by calling 503-378-4988 or by writing:

Oregon Department of Revenue PO Box 14999 Salem OR 97309-0990

Oregon law requires us to transfer certain tax debts to private collection agencies. It also provides us with the authority to add a fee to those debts to cover private collection agency costs. $ORS\ 293.231$ and 697.105

If we do assign your debt to a collection agency, you must pay a fee up to 42.8 percent of your debt (tax, penalties, and interest). If the collection agency issues a garnishment to collect your debt, the fee may be up to 66.87 percent of your debt.

TTY (hearing or speech impaired; machine only): 503-945-8617 (Salem) or 1-800-886-7204 (toll-free from an Oregon prefix).

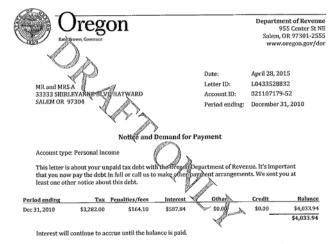
ADA: Alternative formats available. Call 503-378-4988 (Salem) or 1-800-356-4222 (toll-free from an Oregon prefix).

For general tax information, visit www.oregon.gov/dor

Asistencia en español. Llame al 503-378-4988 en Salem o llame gratis de prefijo de Dregon al 1-800-356-4222.



Notice and Demand for Payment - NEW



We may take legal action to collect the debt if you don't pay in full within 30 days from the date of this notice. After that date, we may issue a legal document known as a "distraint warrant." The warrant allows us to garnish your wages and bank accounts, and take other collection actions.

We may also record the warrant in the county clerk lien record. There it serves the same function as a court judgment, and places a lien on your property such as vehicles, homes, and land. Please take this opportunity to pay the account in full before we take legal action.

Paying your account in full within 30 days from the date of this notice will prevent the need to issue a warrant. If you can't pay in full, call us within 30 days from the date of this notice to make other payment arrangements. If you choose to make payments rather than pay in full, we may still issue a warrant to ensure that we receive the full amount you owe.

We may also take all or some of your state and/or federal tax refund and apply it to your account balance. Interest will continue to accrue until the balance is paid. Thank you for your prompt attention to this urgent matter.

Distraint warrants are authorized by ORS 267.385, 293.250, 314.430, 316.207, 320.080, 321.570,

You may pay electronically using Revenue Online at www.oregon.gov/dor.

April 28, 2015

Page 2

Letter ID:

L0433528832

Oregon law requires us to transfer certain tax debts to private collection agencies. It also provides us with the authority to add a fee to those debts to cover private collection agency costs. (ORS 293.2%) and 659/1050

If you are not on an approved payment plan, your delinquent tax debt may be assigned to a collection agency at any time,

If we do assign your Gebuga collection agency, you must pay a fee up to 42.9 percent of your debt (tax, penalties, and interest). If the objection agency issues a garnishment to collect your debt, the fee may be up to 6.667 percent of your debt, the

John M. Galvin, Collections Unit Business Division Telephone: (503) 945-8100 Fax: (503) 945-8772

Your rights in the audit, appeals, and collection processes are explained in "Your Rights as an Oregon Taxpayer," a free publication available online at yown, oregon gov/dor/forms or by calling

Need help?

Alternative formats and language assistance available.



Warrant

OLD

NEW

1034

00111857-9



Notice Date: 03/30/2015 Reference Number: R000567273

DISTRAINT WARRANT

This warrant has been issued against the above named debtor(s) because the debt shown below has not been paid in full. This warrant serves the same function as a court judgment. We use the warrant in collection actions such as garnishment of wages and bank accounts, property seizures, federal tax refund offset, and creation of property liens. If you are making payments under a payment plan, this warrant does not change the terms of your plan; continue with your payments as agreed, payment of the payments of the payments are payments. But set labors, beam of a court of the payments of the payments of the payments are payments.

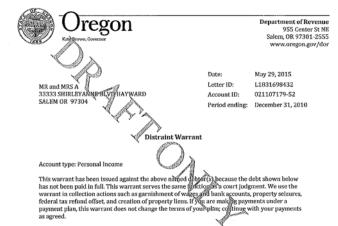
	Year, Period, and Liability	Tax	Penalty	Interest	Fee	Balance
1	2002 11 1	100.00	25.00	106.02	0.00	231.02
1						
1						

Interest is computed through the date of this warrant at the applicable rate under state law. Add daily interest from the date of this warrant until paid. Daily interest is: \$0.02

TOTAL BALANCE:

If recorded in the county clerk lien record, this warrant acts as a judgment against the debtor(s) and is a lien on any property now owned or acquired in the future until the debt is paid in full.

If no county is listed above, the warrant has not been recorded, but may be in the future.



\$164.10 You may pay electronically using Revenue Online at www.oregon.gov/dor.

Tax Penalties/fees

Interest will continue to accrue until the balance is paid.

If recorded in the county clerk lien record, this warrant acts as a Judgment against the debtor(s) and is a lien on any property now owned or acquired in the future until the debt is paid in full. This warrant has not been recorded, but may be in the future.

Interest

John M. Galvin, Collections Unit Personal Tax and Compliance Telephone: (503) 945-8100 Fax: (503) 945-8772

Period ending

Dec 31, 2010

Oregon Department of Revenue

Other

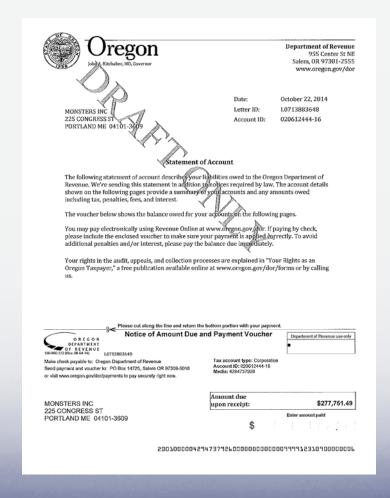
Credit

Balance

\$4,045.09 \$4,045.09



New Statement of Account





2013 Tax Compliance Policy Option Package

July 1, 2013 through December 31, 2014

Cost	Revenue generation	Revenue generation	
	(as of December 31, 2014)	commitment	
\$3.8 million	\$29.4 million	\$33.1 million	

ean-up, tax collection.

6 revenue agents Tax collection.

1 public service rep Additional call center volume.

1 audit manager1 collections managerSupervise auditors.Supervise collectors.

Source: DOR Personal Income Tax program



Accounts receivable clean-up

Write-off (ORS 293.240)

Cancellation (ORS 305.155)

. Taxpayer not deceased.

5. No liabilities older than seven years.

2,836 liabilities and **\$4.3** million in debt written off.

28,818 liabilities and **\$58.4** million in debt cancelled.

Source: DOR Personal Income Tax program

