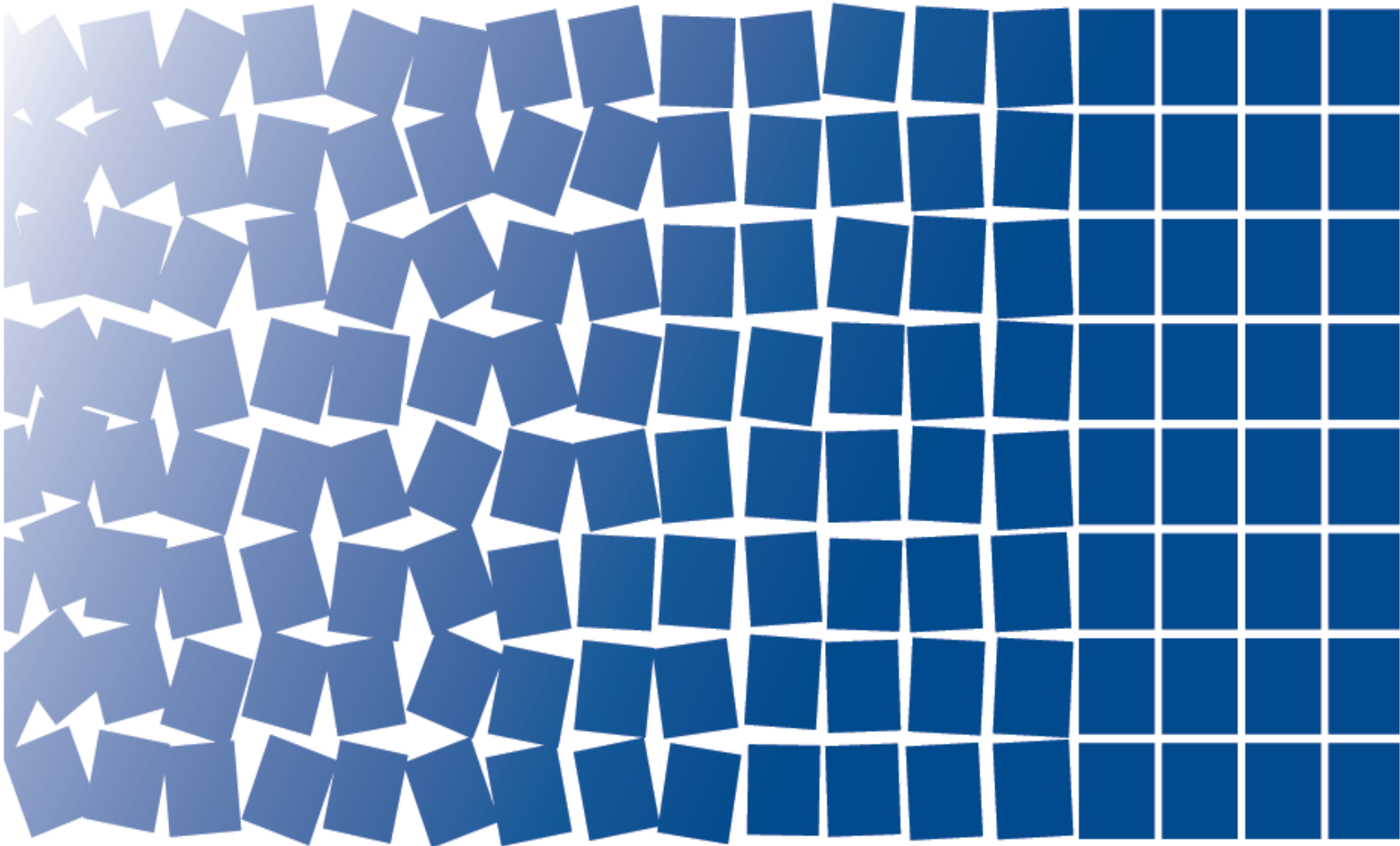


# REVENUE SERVICES BRITISH COLUMBIA OPERATIONAL RECORDS CLASSIFICATION SYSTEM



**GOVERNMENT RECORDS SERVICE**

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

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*REVENUE SERVICES BRITISH COLUMBIA*  
*OPERATIONAL RECORDS CLASSIFICATION SYSTEM*  
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OF JULY 31, 2019

## ORCS REGISTER OF AMENDMENTS

This register lists all approved changes made to the *Revenue Services ORCS*, in ascending order (i.e., the most recent changes appear first).

For more information about the changes listed here, see the relevant section, primary, and/or secondary; the *ORCS* may also have an appendix that provides a more detailed summary of changes.

**Original schedule approval date: 2019/09/18**

Amendment Number	Amendment Type	Date Approved	Section/ Primary/ Secondary	Changes
170440	Administrative	2021/05/21	Entire <i>ORCS</i>	Amended to reflect that the functions and activities previously performed by the Alternative Service Delivery (ASD) provider are now being performed by the Receivables Management Office (see Executive Summary for Administrative Amendment for more details).

## USEFUL INFORMATION

### Key to Information Schedule Codes and Acronyms:

Information Schedule titles:	<b>ARCS</b> = <i>Administrative Records Classification System</i> <b>ORCS</b> = <i>Operational Records Classification System</i>
Office information:	<b>OPR</b> = Office of Primary Responsibility
Records life cycle:	<b>A</b> = Active <b>SA</b> = Semi-active <b>FD</b> = Final Disposition
Active and semi-active period codes:	<b>CY</b> = Calendar Year <b>FY</b> = Fiscal Year <b>NA</b> = Not Applicable <b>SO</b> = Superseded or Obsolete <b>w</b> = week <b>m</b> = month <b>y</b> = year
Final disposition categories:	<b>DE</b> = Destruction <b>FR</b> = Full Retention <b>SR</b> = Selective Retention <b>OD</b> = Other Disposition <b>NA</b> = Not Applicable
Special flags:	<b>FOI</b> = Freedom of Information/Protection of Privacy <b>PIB</b> = Personal Information Bank <b>VR</b> = Vital Records

The following links provide additional resources for managing your information:

- [ARCS and ORCS User Guide.](#)
- [Special schedules for records that are not covered by ARCS and ORCS.](#)
- [Legislation, policies, and standards for managing records in the BC Government.](#)
- [Tips, guides, and FAQs on related topics.](#)
- [Government Records Officer contact information.](#)

## REVENUE SERVICES BRITISH COLUMBIA

### *Operational Records Classification System (ORCS)*

#### Executive Summary For Amendment 1 - Administrative Amendment

##### **Creating Agency**

Ministry of Finance

Revenue Division

Receivables Management Office

##### **Scope**

Between 2004 and 2021, certain debt collection and revenue services for some non-tax debts were provided to client ministries and agencies by an external service provider under an Alternative Services Delivery (ASD) contract for the Provincial Government. The contract with the service provider, Advanced Solutions, was not renewed in March 2021.

The purpose of this amendment is to reflect that the Receivables Management Office is now responsible for the collection activities formerly performed by the ASD provider.

##### **Amendment Change Summary**

This administrative amendment:

- removes mention of the contracted service provider throughout the *ORCS*,
- removes mention of the relationship between the contracted serviced provider and the ministry throughout the *ORCS*,
- Office of Primary Responsibility (OPR) updated to Receivables Management Office.

##### **Endorsements**

Schedule Number: 144038

Amendment Number: 170440


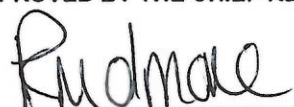

Schedule Developer: Sarah Shea, 2021-05-17

Approved by Director, Archives and Records Initiatives: Elizabeth Vander Beesen, 2021-05-21

END OF EXECUTIVE SUMMARY

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[Key to ARCS/ORCS Codes and Acronyms](#)

<b>INFORMATION SCHEDULE APPROVAL</b>	
Title: <i>Revenue Services British Columbia Operational Records Classification System (ORCS)</i>	
Ministry of Finance Revenue Solutions Branch	
Scope of Schedule:  This <i>Operational Records Classification System (ORCS)</i> establishes a classification system and retention and disposition schedule for operational records relating to services delivered by the Revenue Division in the Ministry of Finance under the provincial brand "Revenue Services British Columbia" (RSBC) under the <a href="#">Financial Administration Act (RSBC 1996, c. 138)</a> . This includes records relating to the collection of non-tax receivables, account management, bill presentment, payment remittance, and the management of contracts with private collection agencies. This schedule supersedes <i>MSP Remittance Coupons ORCS</i> schedule 870945 and classifications in the <i>Provincial Treasury ORCS</i> schedule 890168.  The retention periods specified in this schedule meet all operational, fiscal, legal, and audit requirements.  For more information, see the attached schedule.	
Earliest date of records covered by this schedule: 1871	
<p>The government body endorses this schedule and its implementation.</p> <p>Approval on file _____ July 29, 2019 Executive Director, Revenue Solutions Branch Date Name: David Seitz</p> <p>The Information Management Advisory Committee recommends this schedule for approval.</p> <p> _____ 17 Sep 2019 Susan Laidlaw, Chair Date</p> <p><b>APPROVED BY THE CHIEF RECORDS OFFICER:</b></p> <p> _____ Sept 18, 2019 Kerry Pridmore Date</p>	<p><i>The attached schedule was developed in consultation with staff and managers who conduct the operational functions in the creating agency. It has also been reviewed by appropriate Government Records Service staff to ensure it meets scheduling and appraisal standards, and reflects sound recordkeeping practices.</i></p> <p>Schedule Developer: Chloe Powell</p> <p>Endorsed by Government Records Service.</p> <p> _____ Emma Wright, Director, Archival and Records Initiatives Date July 18, 2019</p>

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

In accordance with the [Information Management Act \(SBC 2015, c. 27\)](#), DO NOT DESTROY ANY RECORDS covered by this information schedule until it has been approved. For more information consult your [Records Officer](#).

A SA FD

### REVENUE SERVICES BRITISH COLUMBIA

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM (ORCS)

### EXECUTIVE SUMMARY

This *Operational Records Classification System (ORCS)* establishes a classification system and retention and disposition schedule for operational records relating to services delivered by the Revenue Division in the Ministry of Finance under the provincial brand "Revenue Services British Columbia" (RSBC) under the [Financial Administration Act \(RSBC 1996, c. 138\)](#).

These records document the collection and management of non-tax receivables, including the collection of both billed and overdue financial obligations. This includes records relating to: collection of receivables, account management, bill presentment, payment remittance, and the management of contracts with private collection agencies.

The classifications and retention periods apply to all relevant digital and physical operational records, including those onsite and in offsite storage. The active and semi-active retention periods specified in the schedule meet all operational, administrative, legal, fiscal, and audit requirements. The final dispositions have been reviewed to ensure that records having enduring evidential and informational values are preserved.

This ORCS covers records relating to non-tax collection of financial obligations created and received since 1871, which encompasses the centralization of Commercial Loan, Home Mortgages and Student Loans branch in 1986 and the transfer for the premium billing function for Medical Services Plan in 2002. This schedule supersedes *MSP Remittance Coupons ORCS* schedule 870945 and classifications in the *Provincial Treasury ORCS* schedule 890168. Concordance tables have been added to these two ORCS to map the superseded classifications to the appropriate classifications in this ORCS.

The following summary describes the records covered in this ORCS and identifies their retention periods and final dispositions. The summary only includes records with a retention period of 7 years or greater and is organized by retention period. Records in the executive summary are linked to the main body of the ORCS by primary and secondary numbers. Please consult relevant secondaries for further information.

- 1) Ambulance billing and collection data  
(secondary 40200-25)

SO 10y DE

These records document the billing and collection activities undertaken on accounts with financial obligations related to ambulance services, including notices, collection letters, interaction records, payment records, and refunds.

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[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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**A      SA    FD**

Delete ambulance billing and collection data ten years after the account balance reaches zero and all follow-up actions are completed. The ten year retention period meets the reference requirements of the client ministry. The billing account data acts as a back-up in the event of a lost patient care report, which has ten year retention period under the *Emergency Health Services ORCS*, Schedule 123390.

2) Bankruptcy files

(secondary 40100-30)  
(secondary 40100-40)  
(secondary 40100-50)

SO      10y    DE  
SO      10y    DE  
SO      10y    DE

These records include general bankruptcy files, pre-defaulted student loans, bankruptcy settlement services, and related notice of motions and court orders.

The destruction triggers for files and data vary:

- Bankruptcy files will be destroyed ten years after the bankruptcy is written off, annulled by the trustee, refunded, paid in full, or returned to active collections;
- Pre-defaulted Student Loans Bankruptcy Settlement Services will be destroyed ten years after the bankruptcy is discharged; and
- Pre-defaulted Student Loans Bankruptcy Settlement Services notice of motions and court orders will be destroyed ten years after the extinguishment or receipt of court order rejection.

The retention periods are based on the limitation period outlined in the [Limitation Act \(SBC 2012, c. 13\)](#) for court proceedings to enforce or sue on judgement.

3) Billing and collection case files and related financial records

(secondary 40200-05)  
(secondary 40200-10)  
(secondary 40200-20)  
(secondary 40200-30)  
(secondary 40200-20)

SO      7y      DE  
SO      7y      DE  
SO      7y      DE  
SO      7y      DE  
SO+1y 6y      DE

These records document the billing and collection activities undertaken on accounts with financial obligations related to non-tax collection programs (excluding ambulance services), including notices, collection letters, interaction records, payment records, and refunds.

The destruction triggers for files and data vary:

- Payment method applications and authorizations are destroyed seven years after the account balance reaches zero and all follow-up actions are completed;
- Audio recordings for payment method applications are destroyed seven years after the recording is created;



## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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**A      SA    FD**

- Collection case files are destroyed seven years after the account balance reaches zero and all follow-up actions are completed;
- Batched collection correspondence is destroyed seven years after it is received; and
- Account management and clarification records are destroyed seven years after the account is clarified.

The seven year retention periods are based on the six year limitation in the [Financial Administration Act \(RSBC 1996, c.138, s. 86.1, \(2\)\(b\)\)](#) for the limitation period for government claims, and is consistent with the retention period for similar financial records classified under ARCS.

- 4) Contract management statistics and reporting  
(secondary 40300-10) SO      7y    DE

These records document performance indicators of private collection agencies, which are contracted annually to collect overdue receivables on behalf of RSBC.

Destroy records seven years after the records are no longer required for research and reference. The retention period is based on the six-year limitation period under the [Financial Administration Act \(RSBC 1996, c. 138\)](#).

- 5) Program planning  
(secondary 40000-10) SO      7y    DE

These records document the program coordination and strategies planned and implemented to improve revenue services.

Destroy program planning records seven years after the determination is made that the records are no longer required for program planning or when the project is completed, abandoned or cancelled.

This retention period is consistent with the seven-year retention period for related program planning files created by the contract management office, covered under the [Revenue and Student Loan Contract Management ORCS schedule 201395 \(see secondary 72000-40\)](#).

- 6) Policies and procedures - final  
(secondary 40000-00) SO      5y    DE

These records document final operational policies, including procedures, standards, guidelines, manuals, and recommended practices and directives used by staff.

Final policies and procedures may be destroyed five years after the policy is replaced or becomes irrelevant because records created by the service provider are procedural in nature. The development and approval

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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A SA FD

of core policy for collection functions is managed by the Office of the Comptroller General. Core policies and procedures are fully retained under the *Office of the Comptroller General ORCS*, schedule 180968.

7) All Other Records

DE

All other records are destroyed at the end of their semi-active retention periods. The retention of these records varies depending on the nature of the records and the function performed, but does not exceed seven years. Any information from these records that has ongoing value is adequately documented under secondaries with longer retentions and/or full or selective retention appraisals within the *ORCS* or in *ARCS*, such as summary reports, policy records, executive briefing notes ([ARCS secondary 280-20](#)), and annual service plan reports ([ARCS secondary 400-02](#)). These records have no enduring value to government at the end of their scheduled retention period.

END OF EXECUTIVE SUMMARY

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### SECTION 1

#### REVENUE SERVICES

#### PRIMARY NUMBERS

40000 – 49999

Section 1 covers records relating to non-tax debt collection and revenue services delivered by the Receivables Management Office (RMO) in the Ministry of Finance pursuant to the [Financial Administration Act \(RSBC 1996, c. 138\)](#). Services include account management, bill presentment, payment remittance, and collection.

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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**REVENUE SERVICES**

40000 - 49999

40000 COLLECTION AND REVENUE SERVICES - GENERAL

40100 ACCOUNT MANAGEMENT

40200 COLLECTIONS

40300 PRIVATE COLLECTION AGENCIES SERVICES

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[Key to ARCS/ORCS Codes and Acronyms](#)

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

**40000 COLLECTION AND REVENUE SERVICES - GENERAL**

Records not shown elsewhere in this schedule that relate generally to non-tax revenue services and debt collection provided to client ministries and agencies by the Ministry of Finance, including: account management; billing; payment; collection; inbound and outbound calling; imaging and remittance processing; financial processes; and the operations and maintenance of the Revenue Management System.

This primary covers the records related to development of operational policies, procedures, and business processes; tracking; non-account specific inquiries and Canada Revenue Agency (CRA) mismatches; and planning.

NOTE: Only records which cannot be classified in a more specific primary or secondary may be classified under this primary.

For contracts tendered and managed by the Ministry of Finance, see [ARCS primary 1070](#).

For core policies created by the Office of the Comptroller General, see *Office of the Comptroller General ORCS* (schedule 180968).

For final strategic plans, see [ARCS secondary 400-10](#).

For information technology systems development files, business analysis, and implementation (systems such as RMS, MavBridge, and Kofax), see [ARCS primary 6450](#).

For municipal and rural property tax deferral records provided under the [Land Tax Deferral Act \(RSBC 1996, c. 249\)](#), including property tax deferral images and data, see the *Property Taxation ORCS* (schedule 160184, primary 45760).

For reference material/topical files, see [ARCS secondary 358-20](#).

For systems descriptions, see the System Section.

The ministry OPR is Receivables Management Office unless otherwise noted below. See specific secondaries for OPR retention schedules.

<b>40000</b>	<b>COLLECTION AND REVENUE SERVICES - GENERAL</b>	<b>A</b>	<b>SA</b>	<b>FD</b>
	All non-OPR offices will retain these records for:	SO	nil	DE
<b>-00</b>	<b>Policies and Procedures - final</b> (covers final/approved policies, procedures, standards, and guidelines pertaining to the functions and activities documented in this schedule)	SO	5y	DE

**RETENTION STATEMENT**

Destroy five years after the policy is replaced or becomes irrelevant.

SO: when the policy is replaced or becomes irrelevant

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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40000	COLLECTION AND REVENUE SERVICES - GENERAL	A	SA	FD
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DE: Final policies and procedures may be destroyed because records are procedural in nature. The development and approval of core policy for collection functions is managed by the Office of the Comptroller General. Core policies and procedures are fully retained under the *Office of the Comptroller General ORCS* (schedule 180968).

NOTE: Records relating to information system development and implementation, including image and payment processing, are covered under [ARCS primary 6450](#) Information System Development and Changes.

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<b>-01</b>	<b>General</b>	CY+1y	nil	DE
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RETENTION STATEMENT  
Destroy at the end of the second calendar year.

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<b>-05</b>	<b>Account inquiries (not covered elsewhere)</b>	SO+6m	nil	DE
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(covers general correspondence received from consumers that cannot be assigned to an account, and CRA mismatches) (includes correspondence)

RETENTION STATEMENT  
Destroy six months after one of the following criteria have been met:

- for non-account specific inquiries, when the inquiry is received,
- for CRA mismatches, upon resolution.

SO: when one of the following criteria have been met:

- for non-account specific inquiries, when the inquiry is received
- for CRA mismatches, upon resolution

NOTE: Received inquiries with identifiable and associated accounts are classified under secondary 40100-20 collection case files.

NOTE: CRA mismatches resulting in a refund are classified under [ARCS secondary 925-20](#) account payable files.

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[Key to ARCS/ORCS Codes and Acronyms](#)

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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<b>40000</b>	<b>COLLECTION AND REVENUE SERVICES - GENERAL</b>	<b>A</b>	<b>SA</b>	<b>FD</b>
<b>-10</b>	<b>Program planning</b> (covers coordination and strategies) (includes reports, correspondence, and working documents)  RETENTION STATEMENT Destroy seven years after no longer required for program planning or seven years after the project is completed, abandoned or cancelled.  SO: when no longer required for program planning or when the project is completed, abandoned or cancelled  7y: The retention period is consistent with the seven-year retention period for related program planning files.  DE: Program planning files are appraised for destruction because they contain routine strategies and campaigns. Final strategic plans are fully retained under <a href="#">ARCS secondary 400-10</a> , and final core policies and procedures created by the Office of the Comptroller General are kept under the <i>Office of the Comptroller General ORCS</i> (schedule 180968).  NOTE: An example of a function covered under this secondary includes the planning for revenue collection strategies.	SO	7y	DE
<b>-15</b>	<b>Tracking</b> (covers tracking for all revenue services functions) (includes reports, spreadsheets, and statistics)  RETENTION STATEMENT Destroy when no longer required for tracking and reporting purposes.  SO: when no longer required for tracking and reporting purposes  NOTE: Tracking created for a specific function may be classified under the specific secondary to which it relates (e.g. tracking created during the write-off process may be filed with write-off records and classified under secondary 40200-60).	SO	nil	DE

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[Key to ARCS/ORCS Codes and Acronyms](#)

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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<b>40000</b>	<b>COLLECTION AND REVENUE SERVICES - GENERAL</b>	<b>A</b>	<b>SA</b>	<b>FD</b>
<b>-20</b>	<b>Policy development files</b> (includes copies of briefing notes, correspondence, drafts and working materials)	SO	5y	DE
	RETENTION STATEMENT Destroy five years after the policy is approved and distributed, or abandoned.			
	SO: when the policy is approved and distributed, or abandoned			
	DE: Development files of policies and procedures may be destroyed because records are procedural in nature. The development and approval of core policy for collection functions is determined by the Office of the Comptroller General. Approved core policies and procedures are fully retained under the <i>Office of the Comptroller General ORCS</i> (schedule 180968).			

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END OF PRIMARY

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[Key to ARCS/ORCS Codes and Acronyms](#)



## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### 40100 ACCOUNT MANAGEMENT

Records relating to account adjustment, bankruptcy, refunds, write-offs, legal action, skip tracing, settlement offers, and set-off. This primary covers records relating to the administration of financial accounting processes throughout the revenue management cycle, including account adjustments, sub-ledger maintenance, and accounts receivable and revenue reporting and reconciliation.

The account adjustment process includes: the investigation of requests to adjust accounts, determination of adjustment type, calculation of adjustment value, adjustment approvals, data entry, adjustment reconciliation, the transmission of the account file to client ministries, and the generation of financial reports.

Bankruptcy activities related to the management of individual and corporate proposals made through the [Bankruptcy and Insolvency Act \(RSC 1985, c. B-3\)](#) include: communication and correspondence with third parties (including trustees and lawyers); filing of notice of claims, recommendation and filing opposition to discharge; monitorization for discharge and dividends; the extinguishment and write-off of accounts where appropriate; and resuming collection activities on accounts.

Accounts in default may incur escalated collection actions which could include the transfer of accounts to a private collection agency (see primary 40300), a set-off against a provincial or federal refund, a wage or bank demand under the [Financial Administration Act \(RSBC 1996, c. 138, s.83\)](#), a crown debt charge on real property under the [Land Title Act \(RSBC 1996, c. 250, s.204\)](#), and/or court judgements.

The Receivables Management Office (RMO) utilizes skip tracing tools as part of the collection processes when a debtor is no longer in contact with RSBC. These tools contribute to RMO's ability to locate and update personal information about debtors (e.g., addresses, phone numbers and place of employment) and verify financial information (e.g., assets owned). New information found by RMO staff using the Skip Tracing Systems and search engines will be added to the account file in the Revenue Management System. RMO may also request credit bureaus for credit reports on individuals to gather and assess additional or updated information.

Accounts can be reviewed, submitted, recommended to client Ministries for write-off if accounts meet defined criteria. This primary covers records related to the recommendation, processing, and implementation of write-off decisions and includes account summaries, memo's, and reports.

This primary also covers records related to the pre-default student loans bankruptcy settlement services, including the recommendation and processing of write-offs and extinguishments. Pre-default Student Loans Bankruptcy Settlement Services are for British Columbian students with loans, not in

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[Key to ARCS/ORCS Codes and Acronyms](#)

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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default, filing for bankruptcy under the [Bankruptcy and Insolvency Act \(RSC 1985, c. B-3\)](#).

NOTE: See applicable ministry ORCS for records maintained by ministries relating to debt collection, etc. (e.g. *Social Services ORCS* (schedule 133400)).

For bank statement reconciliation, see [ARCS secondary 985-02](#).

For financial account analysis and general reconciliation files see [ARCS secondary 920-20](#).

For journal vouchers see [ARCS secondary 1050-04](#).

For operational policy, see secondary 40000-00.

For reference material/topical files, see [ARCS secondary 358-20](#).

For refunds, see [ARCS 925-20](#).

For tracking, see secondary 40000-15.

The ministry OPR is Receivables Management Office unless otherwise noted below. See specific secondaries for OPR retention schedules.

<b>40100</b>	<b>ACCOUNT MANAGEMENT</b>	<b>A</b>	<b>SA</b>	<b>FD</b>
All non-OPR offices will retain these records for:		SO	nil	DE
<b>-01</b>	<b>General</b>	CY+1y	nil	DE
RETENTION STATEMENT Destroy at the end of the second calendar year.				
<b>-05</b>	<b>Crown debt charge release confirmation</b> (covers communications referred to as requests for undertaking) (includes correspondence)	CY	1y	DE
RETENTION STATEMENT Destroy at the end of the second calendar year.				
<b>-20</b>	<b>Account management and clarification</b> (arranged by fiscal year in which account is clarified) (covers clarification of unallocated deposits) (includes correspondence)	SO+1y	6y	DE
RETENTION STATEMENT Destroy seven years after account is clarified.				
SO:      when account is clarified				

[Key to ARCS/ORCS Codes and Acronyms](#)

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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<b>40100</b>	<b>ACCOUNT MANAGEMENT</b>	<b>A</b>	<b>SA</b>	<b>FD</b>
<b>-30</b>	<b>Bankruptcy</b> (covers all provincial bankruptcy, consumer proposals, receivership, and <i>Companies' Creditors Arrangement Act</i> activities) (includes notice of bankruptcy, notice of motions, coversheet, account details, consumer proposals, and correspondence)  RETENTION STATEMENT Destroy 10 years after bankruptcy is either written off, annulled by the trustee, refunded, paid in full, or returned to active collections.  SO:     when bankruptcy is either written off, annulled by the trustee, refunded, paid in full, or returned to active collections  10y:    This retention is based on the limitation period outlined in the <a href="#">Limitation Act (SBC 2012, c. 13)</a> for court proceedings to enforce or sue on judgement.  NOTE:   See secondary 40100-40 for bankruptcies associated with pre-defaulted national student loans and secondary 40100-50 for national student loans notices of motions and court orders.	SO	10y	DE
<b>-40</b>	<b>Pre-defaulted Student Loans Bankruptcy Settlement Services</b> (includes creditor's packages, consumer proposals, proof of claims, annulments, withdrawals, financial information from National Student Loans Services, statuses, and discharges)  RETENTION STATEMENT Destroy 10 years after confirmation that the bankruptcy is discharged.  SO:     upon confirmation that the bankruptcy is discharged  10y:    This retention is based on the limitation period outlined in the <a href="#">Limitation Act (SBC 2012, c. 13)</a> for court proceedings to enforce or sue on judgement.	SO	10y	DE

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[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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40100	ACCOUNT MANAGEMENT	A	SA	FD
-50	<b>Pre-defaulted Student Loans Bankruptcy Settlement Services notice of motions and court orders</b> (covers requests to court regarding bankruptcy claims and corresponding direction issued from court)  RETENTION STATEMENT Destroy 10 years after extinguishment or receipt of court order rejection.  SO: upon extinguishment or receipt of court order rejection  10y: This retention is based on the limitation period outlined in the <a href="#">Limitation Act (SBC 2012, c. 13)</a> for court proceedings to enforce or sue on judgement.	SO	10y	DE
-60	<b>Write-offs, legal action, and skip tracing</b> (covers skip trace, legal action, and write-off activities) (includes review file, approval memos, spool reports, rejection reports, employment verification, credit bureau scrubs)  RETENTION STATEMENT Destroy at the end of the eighth fiscal year.  7y: The retention period meets the branch's operational and reference requirements and is consistent with the retention period for write-offs and financial records classified under <a href="#">ARCS 935-30</a> .  NOTE: Examples of legal action requests include requests relating to s. 83 of the <a href="#">Financial Administration Act (RSBC 1996, c. 138)</a> and s. 204 of the <a href="#">Land Title Act (RSBC 1996, c. 250)</a> .	FY+1y	6y	DE

END OF PRIMARY

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### 40200 COLLECTIONS

Records relating to the early-stage and late-stage collection of amounts owed to the Province from certain non-tax programs. Early-stage collection includes the collection of non-past due accounts (billing), whereas late-stage collection refers to escalated collection activity of past-due accounts (overdue debt). This primary covers records relating to the collection of both billing (early-stage) and overdue debt (late-stage collection) amounts.

Client ministries transfer data of financial obligations or delinquent debts to the Ministry of Finance's Receivables Management Office (RMO) for administration and management in the Revenue Management System (RMS). Collection activities include receiving financial obligation information from client ministries, sending invoices (bill presentment) and/or dunning correspondence, managing financial activity on the account (e.g. posting of interest, payments, fees, adjustments, etc.) as applicable, and managing the account file. Additional activity on past due accounts includes increased interaction with debtors, the assignment of accounts to Canada Revenue Agency set-off program, the initiation of legal actions such as bank and wage demands, and the transfer to private collection agencies (PCAs) for collections and reporting to credit reporting agencies.

This primary includes records relating to the processing and approval of applications which authorize the withdrawal of funds against a client's account with banks or financial institutions, in accordance with the rules of the Canadian Payments Association. This includes pre-authorization debit plan (PAD) applications. Applications are currently received either through paper forms, digital recordings, or online (see Billing and Payment Services in the System Section). All information recorded on a PAD form or recording is entered into RMS, where the system tracks the activity and history of each application. Record types include: application forms and recordings, void cheques or authorizing documentation from bank/financial institution, and correspondence.

This primary also covers correspondence sent and received to account holders including documents such as Power of Attorney, Law Office or Notary letters; and correspondence related to an individual's ability to pay, including financial reports which may include copies of documentation verifying income and expenses.

For bank deposits, including copies of cheques that are not duplicated in an end system (currently Ambulance and Bus Pass programs) see [ARCS secondary 985-03](#).

For collection case file data created or maintained by a sub-contracted collection agency, see secondary 40300-30.

For information technology development projects, see [ARCS secondary 6450-20](#).

For library/reference materials, see [ARCS secondary 358-20](#).

For ministry/agency planning and performance files, see [ARCS secondary 400-20](#).

For operational policy, see secondary 40000-00.

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[Key to ARCS/ORCS Codes and Acronyms](#)

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

For records relating to municipal and rural property tax deferral provided under the [Land Tax Deferral Act \(RSBC 1996, c. 249\)](#), including property tax deferral images and data, see *Property Taxation ORCS* (schedule 890168, primary 45760).

For remittance processing, see [ARCS primary 935](#).

For returned client mail, including returned mail from litigation and skip-tracing processes, see [Transitory Electronic Data Processing \(EDP\) Records \(schedule 102902\)](#).

For system descriptions, see the System Section.

For transitory data files such as raw data tables and data sets, see [Transitory Electronic Data Processing \(EDP\) Records \(schedule 102902\)](#).

For transmittal copies of cheques created during payment processing, see [Transitory Electronic Data Processing \(EDP\) Records \(schedule 102902\)](#).

The ministry OPR is Receivables Management Office unless otherwise noted below. See specific secondaries for OPR retention schedules.

<b>40200</b>	<b>COLLECTIONS</b>	<b>A</b>	<b>SA</b>	<b>FD</b>
	All non-OPR offices will retain these records for:	SO	nil	DE
	<b>-01 General</b>	CY+1y	nil	DE
	RETENTION STATEMENT Destroy at the end of the second calendar year.			
	<b>-05 Payment method applications and authorizations</b> (applications arranged by date batched) (covers authorizations that are managed independently from the general collection account file) (includes PAD applications and authorizations, and recurring credit card (RCC) authorizations) (paper authorizations include application forms (FIN 489) and void cheques or documentation from Bank/Financial institution; digital authorizations include BPS data)	SO	7y	DE
	RETENTION STATEMENT Destroy seven years after the account balance reaches zero and all follow-up actions are completed.			
	SO: when the account balance reaches zero and all follow-up actions are completed			
	7y: The seven year retention provides a reasonable period to resolve disputes relating to pre-authorizations and terms of agreement, is compliant with Canadian Payments Association pre-authorized debit guide and rules, and reflects dispute history.			

[Key to ARCS/ORCS Codes and Acronyms](#)

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

40200	COLLECTIONS	A	SA	FD
	<p>NOTE: For PADs, if the client changes their bank account, a new authorization must be received, either in the form of a paper application with a void cheque (or documentation from a bank/financial institution), or a new audio recording.</p> <p>NOTE: For RCC authorizations, credit card information is transferred to a processing agent designated by the Ministry of Finance. Data transferred to the agent is covered under the <i>Banking and Cash Management ORCS</i> (schedule 191019, secondary 80500-90), while tokens and profile IDs collected/created during authorization processes are scheduled under the <a href="#">Transitory Electronic Data Processing (EDP) Records (schedule 102902)</a>. See systems section for information on the RCC authorization process.</p> <p>NOTE: Images of scanned applications and authorizations may be interfiled with the collection case file. See secondary 40200-20.</p> <p>NOTE: See secondary 40200-10 for payment method applications captured and retained as audio files.</p>			
<b>-10</b>	<p><b>Payment method applications - audio recordings</b> (covers PAD by phone applications) (includes audio recordings only)</p> <p>RETENTION STATEMENT Destroy seven years after recording.</p> <p>SO: upon recording</p> <p>7y: The seven year retention provides a reasonable period to resolve disputes relating to pre-authorizations and terms of agreement, is compliant with Payments Canada's pre-authorized debit guide, and reflects dispute history.</p> <p>NOTE: If the audio recording is found to be incomplete or unsuccessful, the recording is considered transitory and can be destroyed according to the <a href="#">Transitory Records Schedule (schedule 102901)</a>.</p> <p>NOTE: See secondary 40200-05 for payment method applications and authorizations that are not captured and retained as audio files.</p>	SO	7y	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

40200	COLLECTIONS	A	SA	FD
	NOTE: For PADs, if the client changes their bank account, a new authorization must be received, either in the form of a paper application with a void cheque (or documentation from bank/financial institution), or a new audio recording.			
<b>-15</b>	<b>Collection audio recordings</b> (covers audio files of calls made and/or received for collection activities, including training and audits)	SO	3m	DE
	RETENTION STATEMENT Destroy three months after recording.			
	SO: upon recording			
<b>-20</b>	<b>Collection case files</b> (arrange client ministry files by program, then by account number) (covers physical files and data received or created during billing and overdue collection activities) (includes notices, demand letters, garnishment orders, collection letters, financial disclosure documents, interaction records, account authorization, refunds, copies of loan agreements, payment records, and invoices)	SO	7y	DE
	RETENTION STATEMENT Destroy seven years after the account balance reaches zero and all follow-up actions are completed.			
	SO: when the account balance reaches zero and all follow-up actions are completed			
	7y: The seven year retention period is based on the six year limitation in the <a href="#">Financial Administration Act (RSBC 1996, c.138, s. 86.1, (2)(b))</a> for the limitation period for government claims, and is consistent with the retention period for similar financial records classified under ARCS.			
	NOTE: Policy defines that the account balance reaches zero when the account has been paid in full, the source program has recalled or adjusted the account, the debt has reached the statutory limitation date, or the debt has been subject to remission or other extinguishment pursuant to the <a href="#">Financial Administration Act (RSBC 1996, c.138, s. 18 or 19)</a> . The individual must have no outstanding court fines.			

[Key to ARCS/ORCS Codes and Acronyms](#)



**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

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<b>40200</b>	<b>COLLECTIONS</b>	<b>A</b>	<b>SA</b>	<b>FD</b>
	<p>NOTE: This secondary covers all programs except for Ambulance billing. See secondary 40200-25.</p> <p>NOTE: Payment authorizations managed independently from the active case file are classified under secondary 40200-05.</p>			
<b>-25</b>	<p><b>Ambulance billing and collection data</b> (covers data received or created during billing and collection activities) (includes notices, demand letters, garnishment orders, collection letters, financial disclosure documents, interaction records, account authorization, refunds, copies of loan agreements, payment records, and invoices)</p> <p>RETENTION STATEMENT Destroy 10 years after the account balance reaches zero and all follow-up actions are completed.</p> <p>SO: when the account balance reaches zero and all follow-up actions are completed</p> <p>10y: The ten year retention period meets the reference requirements of the client ministry. The billing account data acts as a back-up in the event of a lost patient care report, which has ten year retention period under the <i>Emergency Health Services ORCS</i> (schedule 123390).</p>	SO	10y	DE
<b>-30</b>	<p><b>Batched collection correspondence</b> (arranged by date, followed by program, then account) (covers physical collection correspondence organized by date only)</p> <p>RETENTION STATEMENT Destroy seven years after received.</p> <p>SO: upon receipt</p> <p>7y: The seven year retention period is based on the six year limitation in the <a href="#">Financial Administration Act (RSBC 1996, c.138, s. 86.1, (2)(b))</a> for the limitation period for government claims, and is consistent with the retention period for similar financial records classified under <i>ARCS</i>.</p>	SO	7y	DE

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[Key to ARCS/ORCS Codes and Acronyms](#)

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

<b>40200</b>	<b>COLLECTIONS</b>	<b>A</b>	<b>SA</b>	<b>FD</b>
	<p><b>-40 Billing and Payment Services (BPS) Portal data</b>                      (covers data stored only in BPS and not in any other system of record)                      (includes account login information and credit card expiry dates)</p> <p>RETENTION STATEMENT                      Destroy when no longer required for payment or account services.</p> <p>SO: when no longer required for payment or account services</p>	SO	nil	DE
PIB	<p><b>-50 Collection and Loan Administration Support System (CLASS) legacy data</b></p> <p>RETENTION STATEMENT                      Destroy when no longer required for collection or reference purposes.</p> <p>SO: when no longer required for collection or reference purposes</p>	SO	nil	DE
PIB	<p><b>-60 Data warehouse data</b>                      (covers data retained in the data warehouse)</p> <p>RETENTION STATEMENT                      Destroy when data is no longer required to support analytical and statistical reporting.</p> <p>SO: when data is no longer required to support analytical and statistical reporting</p>	SO	nil	DE
	<p><b>-70 Invoice images</b></p> <p>RETENTION STATEMENT                      Destroy at the end of the seventh fiscal year.</p> <p>7y: The seven year retention period is based on the six year limitation in the <a href="#">Financial Administration Act (RSBC 1996, c.138, s. 86.1, (2)(b))</a> for the limitation period for government claims.</p> <p>NOTE: Images of invoices are currently stored in the RMS system. The data for the financial obligation remains in the account file, and the invoice images can be reproduced on demand while the account case file is</p>	FY	6y	DE

[Key to ARCS/ORCS Codes and Acronyms](#)



**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

**40300 PRIVATE COLLECTION AGENCIES SERVICES**

Records relating to managing contracts with private collection agencies. Past-due accounts can be transferred to PCAs to attempt to collect overdue receivables. Contract management includes the negotiation, establishment, administration, remuneration, and management of contracts with PCAs. Activities related to the management of the contracts include the development of strategies for account referral to PCAs for collection, the recall of accounts from the PCAs, and monitoring of PCA activity and performance. Consumer correspondence received by the PCAs is forwarded to the Receivables Management Office (RMO) for inclusion in the collection account case file.

For contract management files, including evaluations and audits, see [ARCS secondary 1070-20](#).

For operational policy, see secondary 40000-00.

For reference material/topical files, see [ARCS secondary 358-20](#).

The ministry OPR is Receivables Management Office unless otherwise noted below. See specific secondaries for OPR retention schedules.

<b>40300</b>	<b>PRIVATE COLLECTION AGENCIES SERVICES</b>	<b>A</b>	<b>SA</b>	<b>FD</b>
	All non-OPR offices will retain these records for:	SO	nil	DE
<b>-01</b>	<b>General</b>	CY+1y	nil	DE
	RETENTION STATEMENT Destroy at the end of the second calendar year.			
<b>-05</b>	<b>Call recordings</b> (organized by date, then by contractor)	SO	6m	DE
	RETENTION STATEMENT Destroy six months after recording.			
	SO: upon recording			
<b>-10</b>	<b>Contract management statistics and reporting</b> (organized by year)	SO	7y	DE
	RETENTION STATEMENT Destroy seven years after no longer required for research and reference.			
	SO: when no longer required for research and reference			

[Key to ARCS/ORCS Codes and Acronyms](#)

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

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**40300 PRIVATE COLLECTION AGENCIES SERVICES** **A SA FD**

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7y: The seven year retention period is based on the six year limitation in the [Financial Administration Act \(RSBC 1996, c.138, s. 86.1, \(2\)\(b\)\)](#) for the limitation period for government claims.

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<b>-20</b>	<b>PCA interaction records</b> (includes correspondence and reports) (arranged by date received)	FY+1Y	nil	DE
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RETENTION STATEMENT  
Destroy at the end of the second fiscal year.

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<b>-30</b>	<b>Sub-contracted collection case file data</b> (covers data stored in systems maintained by contracted collection agencies)	SO	2y	DE
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RETENTION STATEMENT  
Destroy two years after the account is no longer the responsibility of the contracted collection agency.

SO: when the account is no longer the responsibility of the contracted collection agency

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END OF PRIMARY

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[Key to ARCS/ORCS Codes and Acronyms](#)

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

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*REVENUE SERVICES BRITISH COLUMBIA*

*OPERATIONAL RECORDS CLASSIFICATION SYSTEM (ORCS)*

**SYSTEMS SECTION TABLE OF CONTENTS**

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## **SYSTEMS SECTION PRIMER**

The purpose of the System Section is to provide system administrators with criteria that they can use to develop system purge or digital archives transfer routines for data, records, and other information that is covered by this *ORCS*, and retained in operational systems.

### **Frequently Asked Questions**

*What is a data retention plan?*

A data retention plan maps data, records, and other information in a system to classifications in the *ORCS*, and describes, based on the retention periods indicated in those classifications, how long it is to be kept before it's eligible to be destroyed or transferred to the digital archives. The data retention plan is part of the system overview.

*What is the status of the Digital Archives?*

The Corporate Information and Records Management Office (CIRMO) is committed to establishing a [digital archives](#). Work is underway to meet this commitment, and to implement a solution that meets client needs. The [CRO has issued guidance](#) on the management of digital records during the interim.

*Do I need approval before deleting data that is scheduled within my ORCS?*

Approval is required before deleting the data. Contact your [Government Records Officer](#) for more information.

*Do the retention periods in this ORCS continue to apply if data is migrated to a new system?*

If data is subsequently migrated to a new system, the retention periods indicated in the *ORCS* for that data should continue to apply, provided the data itself is largely unchanged. However, if the new system captures data that is not referred to in the system description, for example as a result of new legislation or significant functional changes, then please consult with your [Government Records Officer](#).

*When can I decommission a system?*

Systems can only be decommissioned when one of the following conditions have been met:

- all data on the system has been migrated to another system performing the same function, or,
- retention schedules covering all the data on the system have elapsed, or,
- the data has been preserved elsewhere (e.g. digital archives).

**Before decommissioning a system, please consult with your [Government Records Officer](#).**

*What are Transitory Electronic Data Processing (EDP) records?*

Transitory EDP records cover a variety of input, processing, and output records of temporary usefulness that are not an integral part of an administrative or operational record or datafile and are only required for a limited period for the completion of a routine action or the preparation of an ongoing record or file. These records can be deleted without approval by your ministry's Records Officer. A common example is a datafile used to upload data from one system to another. Once the

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

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data is uploaded and verified, the datafile can be destroyed. Refer to the [Transitory EDP Records Schedule](#) to determine if your data falls under the definition of transitory.

*How long are back-up data and system logs kept?*

Backup data are retained until no longer required for system recovery, and in accordance with the established backup cycle for the application or system. System logs, used for ongoing system maintenance and performance purposes, are retained until no longer required. Logs maintained for security purposes or investigations have longer requirements. See [ARCS primary 6820](#) for more details.

*Where do I classify the documentation related to the management of the system?*

Because the function of systems management is common across government (e.g., there are information management branches within each ministry responsible for supporting and maintaining information systems) these records are classified and scheduled within the *Administrative Records Classification System (ARCS)* - [ARCS primary 6450](#). This ensures that all offices are consistently classifying and scheduling their systems documentation.



**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

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**BILLING AND PAYMENT SERVICES PORTAL (BPS)**

**SYSTEM OVERVIEW**

**Purpose**

The purpose of the system is to provide BC citizens with 24-hour access through a web-based platform to their account, billing, and payment information, as well as enable them to make payments on accounts.

**BILLING AND PAYMENT SERVICES PORTAL (BPS)**

**DATA RETENTION PLAN**

<b>Data Description</b>	<b>Data Retention Period</b>
Billing and Payment Services (BPS) Portal data Classification 40200-40	Destroy when no longer required for payment or account services.

For additional classification details, including retention rationales, click on the links above. For descriptions of system related records (e.g. back-up data, log files, and transitory electronic data processing (EDP) records), see the System Section Primer.

END OF OVERVIEW

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

**COLLECTION AND LOAN ADMINISTRATION SUPPORT SYSTEM (CLASS)**

**SYSTEM OVERVIEW**

**Purpose**

The purpose of this system was to track the collection of overdue receivables and loan administration on behalf of client ministries. CLASS is no longer supported as a system, and now exists as a database of legacy account files. The current purpose of the database is to provide account history for accounts created before June 1, 2006.

**Historical Note**

In 2006 RMS became the designated system for collection account management, but account data from CLASS was not transferred in its entirety. Partial information was migrated for accounts with a balance. Basic account information (e.g. business partner, amount owing, accrued interest, notes on the account) was migrated, but detailed account history (e.g. previous transactions, acknowledgements of debt) was not migrated. Accounts with a zero balance were not migrated into RMS. CLASS account data that was not migrated to RMS is currently accessed through the RMS Data Warehouse (Reporting, Analytics, and Performance Management system), see detailed system overview.

**COLLECTION AND LOAN ADMINISTRATION SUPPORT SYSTEM (CLASS)**

**DATA RETENTION PLAN**

<b>Data Description</b>	<b>Data Retention Period</b>
Collection and Loan Administration Support System (CLASS) legacy data Classification 40200-50	Destroy when no longer required for collection or reference purposes.

For additional classification details, including retention rationales, click on the links above. For descriptions of system related records (e.g. back-up data, log files, and transitory electronic data processing (EDP) records), see the System Section Primer.

END OF OVERVIEW

## **DATA WAREHOUSE - REPORTING, ANALYTICS & PERFORMANCE MANAGEMENT (RAPM)**

### **SYSTEM OVERVIEW**

#### **Creating Agency**

Ministry of Finance  
Revenue Division  
Receivables Management Office

#### **Purpose**

The purpose of the RAPM Data Warehouse is to provide real-time data analysis on accounts, sourced from RMS and CLASS. RAPM is comprised of a relational database management system called SAP High-Performance Analytics Appliance (HANA), and Business Objects (BObj), a presentation layer for HANA.

RAPM generates reports from account data, which are used to analyze and support RMS and collection activities. RAPM enables users to formalize reports, or to create their own reports.

#### **Information Content**

The data warehouse is sourced from RMS and historical data from CLASS. The data is updated regularly - daily, weekly, or monthly updates are scheduled by program area, and kept consistent with RMS for all accounts, partners, and objects. RAPM can also provide "point in time" reporting capability through snapshots of stored data.

#### **Inputs, Processes, and Outputs**

##### **Inputs**

The data warehouse collects information from RMS and the CLASS database. The RAPM stores the data and its associated metadata, and performs calculations and extrapolations based on user queries.

##### **Outputs**

Outputs consist of reports and data that can be exported into spreadsheet, PowerPoint, PDF, web archive and data formats. Main sections of reporting include RMS business reports, MSP reports, and historical data access reports (information from CLASS). Extracts from the source systems are used to initially populate reports and scheduled extracts to keep the data up to date.

#### **Historical Note**

Prior to November 2018, RMS used the Enterprise Reporting System (ERS). ERS consisted of a SAP Business Warehouse (BW) with Cognos as the presentation layer providing for various formal (canned) reports available to users. Data sources were RMS and the CLASS database. The Enterprise Reporting System was decommissioned in 2018 and replaced by the RAPM system.

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

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**DATA WAREHOUSE - REPORTING, ANALYTICS & PERFORMANCE MANAGEMENT (RAPM)**

**DATA RETENTION PLAN**

<b>Data Description</b>	<b>Data Retention Period</b>
Collection and Loan Administration Support System (CLASS) legacy data Classification 40200-50	Destroy when no longer required for collection or reference purposes.

For additional classification details, including retention rationales, click on the links above.  
For descriptions of system related records (e.g. back-up data, log files, and transitory electronic data processing (EDP) records), see the System Section Primer.

END OF OVERVIEW

**REVENUE MANAGEMENT SYSTEM (RMS)**

**SYSTEM OVERVIEW**

**Creating Agency**

Ministry of Finance  
Revenue Division  
Receivables Management Office

**Purpose**

The purpose of RMS is to support management and collection activities of BC Government collections, including billing, account management, customer service, collections, and payment processing. There are currently 17 active government collection programs managed through RMS. This schedule and system overview covers non-tax financial obligations, but RMS does also contain Property Taxation Deferral accounts, which are covered under the *Property Taxation ORCS* (schedule 160184).

RMS acts as a centralized accounts receivable and collections system for various Government programs, for both early stage (billing) and late stage (past due) collections. Account information and updates are sent electronically from ministry systems and uploaded to RMS. Some programs are kept in sync with RMS through back and forth updates whereas others are a point in time, one-directional update. RMS is the financial system of record for all early stage programs. For late stage collection programs RMS is the financial system of record as of the time the obligation is received from the source ministry system to RMS, until the account balance reaches zero.

RMS is an SAP based application, and is comprised of various modules. The core module is Public Sector Collection and Disbursement (PSCD), which is the financial backend system of record and used for billing, accounts receivable, and collections management. For clarity, the data warehouse is described in a separate systems overview (see Reporting, Analytics and Performance Management Data Warehouse).

**Information Content**

Information may consist of the following: consumer master data (e.g. name, address); financial obligations (e.g. debt, interest, fees); payment information (e.g. date, amount, and method of payment); correspondence and dunning history; bankruptcy information; legal action; and Private Collection Agency (PCA) activity.

**Inputs, Processes, and Outputs**

Data is transferred via interface, usually through an integration broker, from external ministry program systems to RMS. Some programs allow RMS to be kept in sync with the ministry systems via automated interfaces. The financial lifecycle of accounts are managed in RMS, which may include interest posting, sending out correspondence, and payment processing. Collection activities supported by or recorded within RMS include: call centre functionality (via CRM), interfacing to PCAs, legal action, bankruptcy services, reconciliation, and account adjustment. Financial accounting updates are summarized and uploaded to the Government's Corporate Accounting System (CAS).

For early-stage accounts, at the beginning of each billing period, an interface file is sent to the Ministry of Finance from the system responsible for generating the financial obligations (e.g., Ministry of Health for Medical Services Plan premiums or other health fees). The financial obligation data is populated in RMS. The RMS system generates the invoice for each financial obligation according to business rules.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

A file with the invoicing information and the balance on each account is either sent to BC Mail Plus to disperse a monthly invoice to individuals with a balance owing, or generates an email to be sent. An image file is created in the likeness of the BC Mail Plus invoice. The invoice images are made available in RMS for reference purposes and are also available for individuals to view current and past invoices online via the BPS System.

Payments against accounts in RMS are uploaded from a remittance/payment processing system for cheques and money orders or from interface files for electronic payments such as credit card, electronic funds transfer, or PAD. Payment methods are entered into the account file.

Account invoices and basic account information can be accessed by customers through the Billing and Payment Services Portal.

### Historical Note

RMS was implemented in 2006 to replace multiple receivables systems in ministries, including Collection and Loan Administration Support System (CLASS). The first instance of RMS was implemented in 2009 to replace the billing and receivable function of the Ministry of Health Registration and Premium Billing (R&PB) system.

## REVENUE MANAGEMENT SYSTEM (RMS)

### DATA RETENTION PLAN

Data Description	Data Retention Period
Collection case files Classification 40200-20	Destroy seven years after the account balance reaches zero and all follow-up actions are completed.
Collection and Loan Administration Support System (CLASS) legacy data Classification 40200-50	Destroy when no longer required for collection or reference purposes.

For additional classification details, including retention rationales, click on the links above. For descriptions of system related records (e.g. back-up data, log files, and transitory electronic data processing (EDP) records), see the System Section Primer.

END OF OVERVIEW

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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In accordance with the [Information Management Act \(SBC 2015, c. 27\)](#), DO NOT DESTROY ANY RECORDS covered by this information schedule until it has been approved. For more information consult your [Records Officer](#).

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### **Appendix A:**

List of all active and inactive programs in RMS as of July 31, 2019

#### **Active programs:**

Defaulted Direct-Lend Student Loan  
BC Student Loans  
Joint Provincial / Federal BC Student Grant Overawards  
Student Grant Overawards  
Federal BC Student Grant Overawards  
BC Student Loan Risk  
Canada Millennium Scholarship Grant Overawards  
Ambulance  
Employment & Assistance Debt  
Court Fines  
Fair PharmaCare  
Court Order (BC Benefit)  
Medical Services Plan PayDirect and MSP Group

#### **Inactive Programs with Outstanding Debt:**

Ad Hoc Commercial Loans and Investments  
Job Protection Program – Loans  
BC Enterprise Corporation  
Ad Hoc Judgments  
Tourism Industry Development Subsidiary Agreement  
Leasehold Account  
Small Business Assistance Program – Loans  
Homeowner Protection Act: Older Homes  
Business Startup Loans  
Leasehold/Mortgage Account

#### **Data moving to another system:**

Sponsored Immigrant Program

#### **Inactive programs with no outstanding debt:**

Homeowner Protection Act: First Homes  
BC Home Program  
Student Venture Loans  
Home Owner Grants  
Industrial Development Agreement  
Aquaculture Incentive Program  
Tourist Development Agreement  
Penalty/Costs Assessments  
Travel Industry Development Subsidiary Agreement - Mountain Inn  
Industrial Development Subsidiary Agreement  
Agreement for Sale-Mortgage  
Ad Hoc Mortgages  
Agricultural Land Development Assistance  
Low Interest Loan Assist Revenue Fund  
Ad Hoc Small Business Loans

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[Key to ARCS/ORCS Codes and Acronyms](#)