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STATE OF MAINE
DEPARTMENT OF AGRICULTURE, FOOD & RURAL RESOURCES
OFFICE OF PLANNING, POLICY, LEGISLATION & INFORMATION SERVICES
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04333-0028

Angus S. King, Jr.
Governor

Edward J. McLaughlin
Commissioner

Thomas C. Doak
Director

July 2, 1998

To: All Agriculture Employees

In response to the discovery of the burden placed on some divisions by the receipt of small overpayments, the Department has adopted a new Administrative Policy regarding the issuance of refunds and credit memos.

Simply stated, the Department will no longer issue refunds or credit memos for amounts less than \$10.00 because it is not cost efficient to continue the practice.

For Division's that have been allowing credits or issuing refunds for overpayments under \$10.00, a letter should be issued to the effected customers to inform them of our policy change. This can occur when an overpayment is received and need not be done more than once per customer.

If you have any questions on implementing this policy, please call me at 287-7570.

Sincerely,

Janet Cotnoir
Finance & Legislation Specialist

Enc.

DEPARTMENT OF AGRICULTURE, FOOD AND RURAL RESOURCES

Title: Overpayment Refunds on All Sales

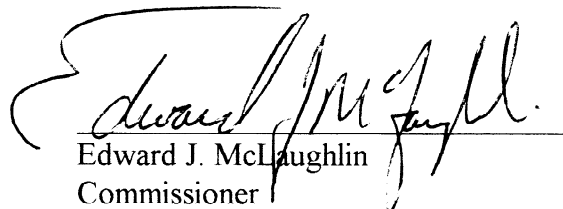
Administrative Policy # 16

Date: June 30, 1998

Effective July 1, 1998, the Department of Agriculture, Food and Rural Resources will no longer automatically issue refunds or credit memos on amounts less than \$10.00.

If a payee submits a written request for a refund of an amount less than \$10.00, a refund will be issued. The State will not issue checks for less than \$1.00; therefore, requests for amounts less than \$1.00 will not be honored. A letter will be issued to the payee in this case, explaining why the request will not be honored.

7/2/98
Date


Edward J. McLaughlin
Commissioner