

**G Office of Accounts Receivable and Collections (OARC) Procedures**

When a hearing request is received at the Office of Accounts Receivable and Collections (OARC), OARC notifies the [Office of Appeals](#) via email within one [workday\(g\)](#) from receipt of the request.

NOTE A screen print of the email is attached to the hearing request.

When the request pertains to an overpayment, OARC completes the following within three calendar days from receipt of the hearing request:

- Sends copies of applicable documents listed in [Hearing Documents](#) to the Appellate Services Administration (ASA).
- Completes a Hearing Information Request (FA-504) form, noting which documents are still needed by the Office of Appeals.
- Forwards the hearing request, with the FA-504 attached, to the appropriate local office for further processing.