1. College Billing Policies

a. Students will be billed using the student account system.
b. Third party payees on student accounts will be manually billed but the college should move to billing using the IFMS system.
c. Information on library fines will be maintained in the library system by customer and the amount involved. If an obligation is established for a student, this information will be recognized by an encumbrance on the student account system.
d. Information on traffic fines will be maintained in the traffic fine system. If an obligation is established for a student, this information will be recognized by an encumbrance on the student account system.
e. Contract course customers will be maintained in the IFMS system and billings and receipts will be processed using the IFMS system.
f. Other third party agreements (rental agreements, etc.) will be maintained in the IFMS system and billings and receipts will be processed using the IFMS system.

2. Collection of Delinquent Accounts

College financial offices must define the guidelines and procedures they use to collect delinquent accounts. Delinquent accounts include authorized college charges as tuition and fees and other charges owed to the college.

The college will be diligent in the collection of all accounts. It will use exhaustive and thorough methods, in keeping with good business practice. It will maintain records that define its procedures.

3. Dunning and Collections Procedures

The college policy will pursue delinquent accounts in a timely manner to maximize collections and minimize write-offs and charges incurred when accounts receivable are turned over to a collection agency.

a. Billing will be done monthly.
b. Before external dunning is initiated, the college will distribute internal collections letters on the following cycle: an initial notice after ____ days, a
reminder notice after ____ days, and an encumbrance notice that indicates that the students records are blocked (after ____ days).

c. The college initiates dunning, in the absence of outstanding financial aid issues, on a one-semester lag basis. In situations where issues involving financial remain open through the subsequent semester, dunning is initiated on a one-year lag basis.

d. The college contracts with a collection agency to do formalized dunning. The collection agency is governed by federal rules related to the timing and sequence of demands from debtors.

e. The college has established a policy that its reserve for uncollectibles shall exceed no more than ____ percent of the prior year tuition receipts.

f. The college writes off outstanding debt when the collection agency returns client cases as uncollectable or after three years in collection, whichever is earlier.

g. Bad checks are to be pursued immediately on receipt of notice from the bank, and to be reflected in the student account file upon receipt.

h. Library fines and lost book charges are to be posted to student accounts no less often than monthly.

4. Write-Off Policy

The college will implement a written policy governing the write off outstanding accounts. In the least, the policy will govern the write off uncollectable accounts no later than three years or after they are deemed uncorrectable by the collection agency, whichever is earlier.

Accounts outstanding of less than $100.00 are written down after the dunning process and do not go to collections.

Library fines for lost books are not deemed uncollectibles but remain as obligations on student and customer accounts because of the value inherent in the book(s) and the academic need to retrieve lost books, if possible.

5. Use of College Facilities (commerical, non-commercial)

The college receives revenue from the rental of college facilities. Charges are based on a fee schedule adopted by the Board of Trustees.

Departments will be responsible for billing for rentals; and will maintain appropriate controls by establishing a master customer file, a controlled billing and deposit structures, and appropriate internal controls. No cash will be accepted for the rental of facilities. A procedure for accepting and posting deposits and
appropriate cancellation charges will be developed. Control reports will be provided to the central business office on a regular basis. The central business office will be responsible for reconciling rental receipts, collections and dunning activities.

6. Delinquent Accounts

Students who have delinquent accounts may have their College records flagged to deny all College services until the delinquent account is cleared. Any account which becomes delinquent may be routinely assigned to a collection agency if no acceptable effort has been made on the part of the debtor to clear said obligation. If the efforts of a collection agency do not produce the desired result, the debt may be forwarded to a law firm or another collection agency for further action.

7. Review of Delinquent Accounts

The Accounts Receivable Department will periodically review accounts over 90 days old for collectability and determine which should be written off and transferred to a special ledger for control. All accounts that are subject to write off will be reviewed and approved by the Associate Dean of Financial Affairs.