

## PROCEDURE

Effective Date: May 19, 2015  
 Approved By: Teresa Hart, Director Financial Services

Authority: [POL-U5352.08](#) Collecting on Accounts  
 and Writing Off Debts Owed to the  
 University

Cancels:  
 See Also:

### **PRO-U5352.08A    WRITING OFF UNCOLLECTIBLE ACCOUNTS**

Action by:

Action:

Student Business  
 Office (SBO) Fiscal  
 Specialist

1.    **Generates** TWRCOLC Report quarterly to review flagged accounts deemed uncollectible.
2.    **Reviews** individual accounts to determine if due diligence done.
3.    **Gives** report to Program Specialist 2.

SBO Program  
 Specialist 2

4.    **Reviews** individual account balances against balances in Banner for accuracy.
5.    **Submits** report to Accounting Services and SBO Manager by the end of each quarter (6/30; 9/30; 12/31; 3/30).

Accounting Services

6.    **Writes off** accounts by detail code.

SBO Manager

7.    **Completes** secondary review of due diligence.
8.    **Contacts** Accounting Services if any account is determined to have been inappropriately submitted.
9.    **Notes** any corrections made on report.

Accounting Services

10. **Reverses** any incorrectly submitted accounts requested by SBO Manager.

SBO Manager

11. When secondary review complete **returns** report to SBO Program Specialist 2 and **discusses** any corrections made.
12. **Requests** Program Specialist 2 to prepare a *Summary Write-Off Report* of written off accounts.

SBO Program  
 Specialist 2

13. **Prepares** *Summary Write-Off Report* of written off accounts.

## PROCEDURE

Action by:

Action:

SBO Program  
Specialist 2 (cont.)

14. **Submits** *Summary Write-Off Report* to SBO Manager

SBO Manager

15. **Reviews** *Summary Write-Off Report*.

16. No later than one week following the end of each quarter (6/30; 9/30; 12/31; 3/30) **submits** *Summary Write-Off Report* to the:

- a) Director of Financial Services (DFS),
- b) Assistant Vice President (AVP) for BFA, and
- c) Assistant Attorney General (AAG).

DFS, AVP for BFA,  
and AAG

17. **Review** summary report and contacts SBO Manager if have any questions or recommendations.

SBO Manager

18. Following any discussion with DFS, AVP for BFA, and/or AAG, **contacts** Accounting Services if any account is determined to have been inappropriately submitted.

Accounting Services

19. **Reverses** any incorrectly submitted accounts requested by SBO Manager.