PROCEDURE

Effective Date: May 19, 2015
Revised Date: November 8, 2021
Approved By: Director, Student Business Office
Authority: POL-U5352.08 Collecting on Accounts and Writing Off Debts Owed to the University Policy

PRO – U5352.08A WRITING OFF UNCOLLECTABLE ACCOUNTS

Action by: Student Business Office (SBO) Debt Counselor

1. Reviews individual accounts using the internal department Bad Debt FYXX Task in the SBO Policies and Procedures Manual to determine if due diligence has been completed on all accounts in the Write-Off queue.

2. Generates TWRCPUUD Report quarterly to review flagged accounts deemed uncollectible and produce the Summary Write-Off Report.

3. Notifies SBO Assistant Director that reports are available (TWRCPUUD/Summary Write-Off).

Action by: SBO Assistant Director and Debt Counselor

4. Complete a review of due diligence and determines which accounts are ready for write-off and which accounts need to be pulled and additional due diligence completed.

Action by: SBO Debt Counselor

5. Updates individual account Bill Codes to trigger CRC placement into Bad Debt database.

6. After overnight process, reconciles CRC import report with Summary Write-Off Report and updates Bill Codes in Banner.

7. Notifies Fiscal Analyst 3 in Accounting Services that TWRCPUUD.lis file is ready for processing.

Action by: Accounting Services (Fiscal Analyst 3)

8. Writes off accounts by detail code by the end of each quarter.
**Action by: SBO Assistant Director**

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

**Action by: SBO Director**

10. Reviews summary report within 30 days of receiving it, and contacts SBO Assistant Director with any questions or recommendations.

**Action by: SBO Assistant Director**

11. Following any discussion with SBO Director, contacts Accounting Services, Fiscal Analyst 3, if any account is determined to have been inappropriately submitted.

**Action by: Accounting Services (Fiscal Analyst 3)**

12. Reverses any incorrectly submitted accounts requested by SBO Assistant Director.

13. Notifies SBO Billing Specialist to correct Banner account within five days of being notified.

**Action by: SBO Billing Specialist**

14. Corrects Banner account within a week of being notified.