

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** TWRCPUD Report quarterly to review flagged accounts deemed uncollectible and produce the *Summary Write-Off Report*.
3. **Notifies** SBO Assistant Director that reports are available (TWRCPUD/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 TWRCPUD.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.