

## Collection Policy

Registration holds placed on with Past Due billing

2 weeks prior to the last class day a "Final" bill will be sent out by Megan/Linda (this will not appear on the billing schedule)

Last Class date – Check Outstanding balance International student report and place HQ hold (this will put the transcript hold on)

15 days after the last class day – run Outstanding balance report and prepare the file for Collections

Review the file –

- any student with balance due to student health insurance – (insurance /billing fee / late fee) reach out to Student Life for one last final check to see if the student did there waiver prior or if they need to have the insurance removed etc. (just so we don't have to pull back from collections due to error)
- Small balances – reach out by phone for a last minute payment (under \$100)
- Any difference in the Final bill to the current outstanding balance – we will need to send an updated invoice (30 days to make payment)

30 days after last class day –

Send those students that are not current active to collections (no change from final bill to current balance)

Active students – send email regarding outstanding balance

45 days after last class day – send those students (not currently active) who had an updated invoice sent to collections

Example – School of Nursing – Last class day 4/17. "Final Bill" 4/3. Going to collections (30 days after last class day – 45 days after final bill) 5/17. Summer first class day 5/15

## HOLD CODES

HB – Registration Hold (Tuition and STL)

HC – Collection Hold – Registration only

HQ – Registration and Transcript hold – International Students

HF – Return Check Hold – Touchnet hold from Webcheck

Final Bill wording –

*"FINAL BILL Prior to COLLECTIONS*

*Unpaid charges are subject to be placed with a collection agency if not paid within 30 days from the date of this statement. A hold has been placed on your account to prevent any future registration with Texas Tech or Texas Tech University Health Sciences Center. Payments can be made through the portal – Manage My Finances – Student Business Services – View / Pay my Ebill.*

*Please remember,*

- *past due balances placed with a collection agency are subject to a minimum collection fee of 33 1/3% of the balance*
- *collection agencies report to credit bureaus*
- *payments are accepted only through the collection agency until the collections balance is paid in full*
- *Holds can not be removed until balances are paid in full “*

**TO THE EXTENT THE FAIR DEBT COLLECTION PRACTICES ACT (FDCPA) IS APPLICABLE, PLEASE BE ADVISED THAT THIS COMMUNICATION IS FROM A DEBT COLLECTOR AND ANY INFORMATION OBTAINED WILL BE USED FOR THAT PURPOSE**

Withdrawal / Leave of Absence / Drop - Follow-UP Procedure:

When given notice through SBS email that a student has been withdrawn from the university, check TSAAREV for billing changes. Some of these include financial aid return and backdating and billing updates that might cause outstanding balances and possible refunds.

Reviewing these accounts can help in aiding in invoicing students and placing holds to collect outstanding balances to avoid collections activities in the future.

Get your Information to review.

- Review SFAWDRL. Enter R # and Term for Review and Get the Following
  - Current Enrollment Code
  - Withdrawal Code
  - Effective Withdrawal Date
- Go to SFARSTS. Enter Term and Part of Term depending on program student is in.
  - Find the SFAWDRL Withdrawal Code in the Status section and click on it. May have to use the arrow key to get to the next page as they are in alphabetical order.
    - Review the Refund Rules for % Tuition Refund and Dates- this is used in calculating refunds depending on the withdrawal dates. This information can be used to validate outstanding balances for students.
- SFAESTS also contains this information at well. Use this to double check your information when validating outstanding balances to place holds and invoice.

If there is an outstanding balance, place a hold in WOA HOLD and invoice the student.

If there is no outstanding balance yet, please take note of the account and review at a later date to place holds and invoice. Using your calendar to set up reminders for this is helpful. The Office of Financial Aid will update the account once the notice of withdrawn is given by the Registrar's Office.

- Review TSAAREV screen to see if there is an outstanding balance on the account.

- What is the method of payment?
  - Credit Card/Check/Cash paid in full → possible refund
  - Financial Aid → Review and financial aid to view if received in the term of the withdrawal. If so, the financial aid may be returned and adjusted and this will cause an outstanding balance on the account.
  - Short Term Loan → This will be invoiced as the due date of loan approaches through the Short Term Loan database automatically.