

College Operating Procedures (COP)



Procedure Title: Delinquent Accounts
Procedure Number: 04-0306
Originating Department: Office of Financial Services

Specific Authority:

Board Policy 6Hx6:4.10
Florida Statute 68.065, 1001.64, 1009.27, 832.07
Florida Administrative Code 6A-14.054

Procedure Actions: Adopted: 07/93; 06/09

Purpose Statement: This procedure identifies the process for handling past due amounts which are owed to the college.

Guidelines:

This procedure applies to any person or non-person entity that owes any amount to the college that is considered to be past due. Such amounts owed include but are not limited to deferred student fees, deferred veteran notes, short-term student loans, returned check, fines, special fee assessments, incorrect payment of compensation to an employee, reimbursement to the college for the loss or damage to college property or any amount invoiced to a third-party pertaining to an agreement with the college.

Procedures:

I. DUE DATES

Payment due dates are established for the various types of payments due by the Office of Financial Services. Payment due dates may be extended upon approval of the Vice President of Financial Services. Amounts due on said payment due dates must be paid in full unless otherwise agreed upon in a contract, note or other written agreement. Any account balance remaining beyond the approved payment due date will be considered delinquent and subject to collection action. The following payment due dates are typical but may change from time to time.

<u>Type of Payment Due</u>	<u>Due Date</u>
Student Fees	According to established payment dates by term.
Veteran Deferment	Due within sixty (60) days from the date the semester begins but not later than the last day of the academic

	term. Exact date established each term by the Financial Aid Office.
Short-term Loan	Exact date established each term by the Financial Aid Office but not later than the last day of the academic term.
Returned Check	Immediately
Fines	Immediately.
Special Fee Assessment	Immediately.
Employee Overpayment of Compensation	Immediately.
Reimbursement to the college for the loss or damage to college property	Immediately.
Third-party Billing	Thirty Days from Invoice Date

II. DELINQUENT DEFINED

Amounts due will be considered delinquent if payment is not received on or before the due date or as otherwise indicated on the invoice. In the case of amounts due pertaining to short-term student loans, veteran deferments and other student financial aid, payment due dates may be extended by the Financial Aid Office if it can be demonstrated that the student's financial aid was delayed in being transmitted to the student through circumstances beyond the student's control.

III. DELINQUENT NOTICE

A. STUDENT ACCOUNT

If an amount is due from a student who does not make payment by the due date, a letter will be mailed to the student requesting immediate payment and notifying the student that a financial hold has been placed on the student's record. The student may not be allowed to register for any classes nor will they be eligible for any further deferments until the delinquent amount is paid in full. The letter will also state that the delinquent account will be turned over to a collection agency for collection action if payment is not received within the time specified on the college's invoice.

B. NON-STUDENT ACCOUNT

If an amount is due from a non-student, such as a current or former employee, a business or a third-party that has an agreement with the college, and does not make payment by the due date, a letter will be mailed to the payer requesting immediate payment. Simultaneously, if the delinquent payment pertains to a student's account, the affected student will be notified that a financial hold has been placed on the

student's record and that the student will be responsible for payment of the amount due if not received from the non-student entity by the date specified on the college's invoice. The student may not be allowed to register for any future classes nor will they be eligible for any further deferments until the delinquent amount is paid in full. The letter will also state that the delinquent account will be turned over to a collection agency for collection action if payment is not received within the time specified on the college's invoice.

IV. COLLECTION ACTION

If the payer does not make payment within the date specified on the college's invoice, the account will be turned over to the college's collection agent for collection action.