

Non-Student Account Receivable Procedure

General

Departments and units of the University may under certain circumstances extend credit for the goods and services they provide. The Bursar's Office is the University's central office for the administration of all financial matters. It is the primary contact for all financial matters of the University, including but not limited to: Colleges, Universities, and Centers; Non-Profit Organizations; and Partners.

Collection of Aged Accounts

The Bursar's Office with the assistance of the department who provided the goods or services shall take aggressive action, on a timely basis with effective follow-up, to collect all claims of the University for money. The department must make all efforts to assist the Bursar's Office with collection of all monies due.

Three written demands, at 30 day intervals, will be made by the Bursar's Office before an account is declared delinquent. The demands shall be made upon a debtor in the form of invoices, letters, or other written communication, properly addressed and delivered to the debtor.

There should be no undue delay in responding to a communication received from the debtor.

Written demands for past due amounts (reminder letters, for example) should also include a statement of the amount due and a request for payment to be made to CCU immediately, without awaiting the expiration of a time period, whenever:

(a)

The debtor's response to an appropriate demand indicates that further demand would be futile (for example, debtor's expressed refusal to pay);

(b) The debtor fails to respond in a positive way within 75 days of the original written demand;

(c) Prompt suit or attachment is required in anticipation of:

(i) The debtor's departure from the jurisdiction,

(ii) The debtor's removal or transfer of assets,

(iii) Imminent expiration of any applicable statute of limitations.

Reporting

A Non-Student Aged Open Balance Report will be produced each month by the Bursar's Office. The report shall contain a listing of the balance due of any ~~Student~~ account with a balance at intervals of 30, 60, 90 days and the total amount due. The ~~Bursar's~~ Office Director, Assistant Director, and Collection Supervisor will conduct a review of this report to determine action for the collection of the accounts.

This report will be distributed to the Associate Vice President and University Comptroller ~~on a~~ monthly basis who will also review its contents. The Bursar's Office will provide additional information and analysis as requested.

The report will be provided to the Vice President for Administration and Finance and CFO on a quarterly basis.

Collection of Accounts in Default

Towson University is required to use the Central Collection Unit of the State of Maryland as its collection agency. ~~Non-Student~~ accounts will be administered in compliance with the requirements of the Central Collections Unit for the ~~State~~ of Maryland.

Accounts with an aged balance in excess of 90 days

be signed/emailed by the Department Head or designee. Exception requests will be reviewed and approved, denied, or deferred by the CFO or University Comptroller.

Related Policies and Procedures:

COMA 17.01.10 Standards for Administrative Collection of Claims

Comptroller of Maryland General Accounting Division Accounting Procedures Manual, Section 5.2