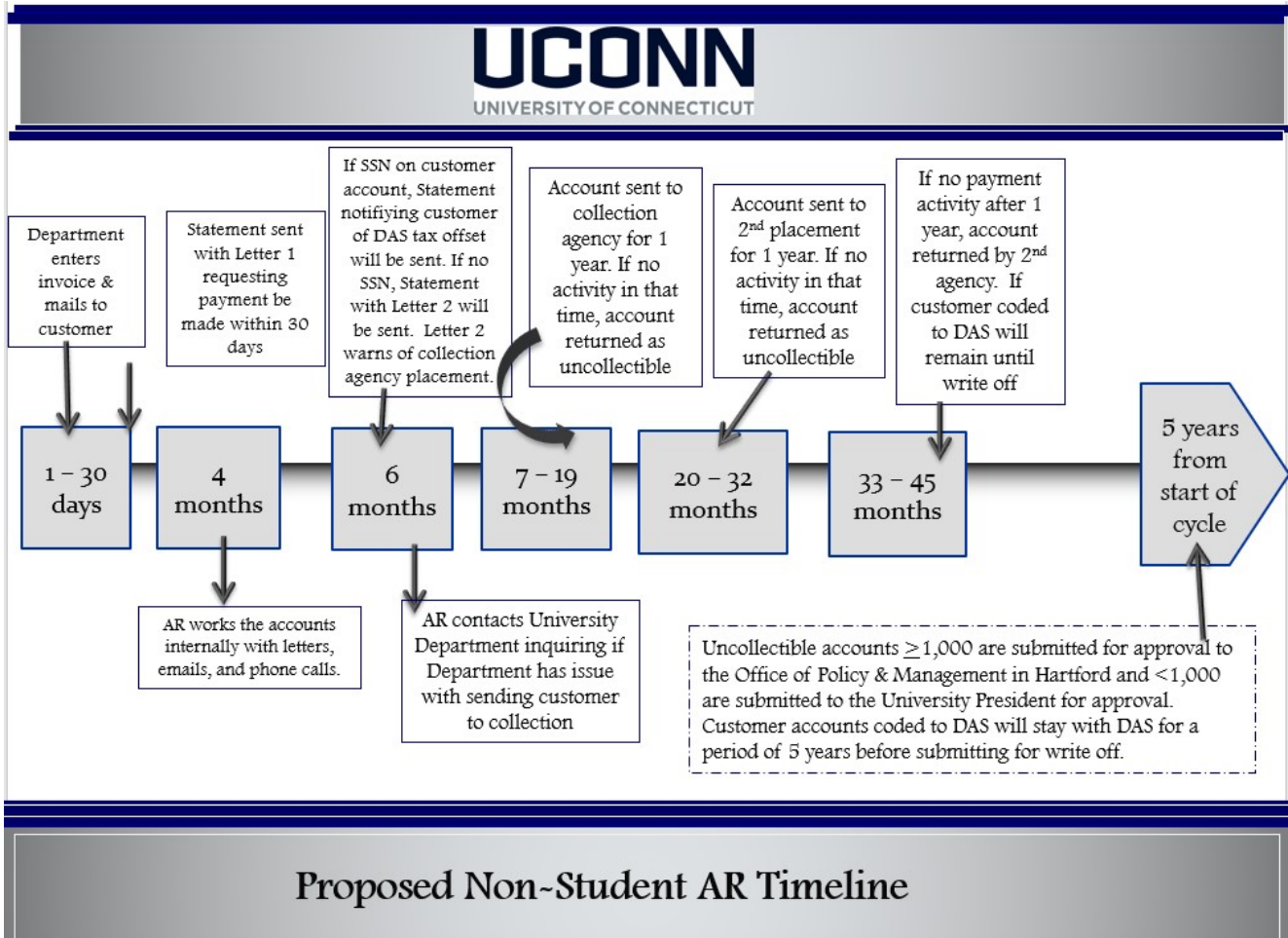


Non-Student Accounts Receivable Collections Timeline

Collections Timeline




Non-Student Accounts Receivable Collections Timeline

Collection Procedures

General Information – Days 1 - 30

The process of invoicing customers begins with the department entering an invoice in KFS and forwarding to the customer requesting payment.

Throughout the collection process, the Accounts Receivable Office (AR Office) will place *Notes* on the customer accounts that can be viewed by departments. It is also helpful for departmental users to add *Notes* regarding customer interactions.



STORRS MANSFIELD, CT 06269
FED ID #060772160

SAMPLE: Customer Invoice eDoc

Page 1 of 1
Date 10/12/2017

CUSTOMER NUMBER: MOU25826 ATTN: MINNIE'S ASSISTANT SHIP TO: MINNIE MOUSE 123 MAIN ST ORLANDO, FL 32801	INVOICE: 6132460 BILLED BY (DO NOT REMIT TO): Bursar PHONE: (860) 486-5995 FAX: (860) 486-2595 PREPARED BY: Carleen Wells PO/AGREEMENT NO: 123456 PO/AGREEMENT DATE: 09/01/2017
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QTY	UNIT	DESCRIPTION	ITEM CODE	UNIT PRICE	TAX AMOUNT	AMOUNT
1.00	EA	SERVICES PROVIDED FOR LIGHT PARADE 10/7/17		2,000.00	0.00	2,000.00

(additional invoice lines may be printed on the following pages)

NET 30 DAYS	PRETAX TOTAL:	2,000.00
	TAX AMOUNT:	0.00
	PAY THIS AMOUNT:	2,000.00

Detach & Return Lower Portion with Payment

<p>PLEASE MAKE CHECKS PAYABLE University of Connecticut</p> INVOICE DATE: 10/12/2017 INVOICE: 6132460 CUSTOMER NBR: MOU25826 UC4303650	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">DUE DATE:</td> <td>11/11/2017</td> </tr> <tr> <td>AMOUNT DUE:</td> <td style="text-align: right;">2,000.00</td> </tr> </table> <p>ATTN: MINNIE'S ASSISTANT MINNIE MOUSE 123 MAIN ST ORLANDO, FL 32801</p>	DUE DATE:	11/11/2017	AMOUNT DUE:	2,000.00
DUE DATE:	11/11/2017				
AMOUNT DUE:	2,000.00				

REMIT TO: UNIVERSITY OF CONNECTICUT WILBUR CROSS BUILDING 233 GLENBROOK ROAD, UNIT 4231 STORRS, CT 06269	000000200000 00006132460 0MOU25826 0
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Non-Student Accounts Receivable Collections Timeline

Days 31 – 120 (2-4 Months)

Customers with valid email addresses with outstanding balances due in KFS will receive a reminder email notice monthly. In addition, the AR Office will mail out a hard copy of a statement on a quarterly basis (January, April, July and October), indicating a balance is currently past due.



October 15, 2017

SAMPLE: Customer Email

MINNIE MOUSE
123 MAIN ST
ORLANDO, FL 32801

Customer #: MOU25826

Dear Sir or Madam,

A review of our records indicates you have a past due balance owed of \$320.00 to the University of Connecticut. If you are not certain as to the type of charge on your account, please feel free to contact the Accounts Receivable Office at accountsreceivable@uconn.edu for additional information. The charges on your account could vary from goods, services rendered, laboratory testing, parking or library fines.

Please remit payment referencing the above customer # and made payable to UConn to the following address:

University of Connecticut
Office of the Bursar
233 Glenbrook Rd Unit 4231
Storrs, CT 06269-4231

Thank you for your attention to this matter.

Sincerely,

UConn Accounts Receivable
Office of the Bursar

Non-Student Accounts Receivable Collections Timeline

UConn | UNIVERSITY OF CONNECTICUT
 STORRS MANSFIELD, CT 06269
 FED ID #: 060772160

SAMPLE: Quarterly Statement

Page 1 of 1
 Date 10/12/2017

STATEMENT

CUSTOMER NBR: MOU25826

BILLED BY (DO NOT REMIT TO):

ATTN: MINNIE MOUSE
 123 MAIN ST
 ORLANDO, FL 32801

Bursar
PHONE: (860) 486-5995
FAX: (860) 486-2595

INVOICE NUMBER	DATE	DESCRIPTION	CHARGES	CREDITS
6132460	10/12/2017	Invoice - Light Parade Services 10/7/17	2,000.00	0.00

CURRENT	31-60 DAYS	61-90 DAYS	OVER 90 DAYS	ACCOUNT BALANCE
2,000.00	0.00	0.00	0.00	2,000.00

Please refer to the 'Billed By' department above with questions regarding your account. For general inquiries, you may contact the Accounts Receivable Office at 860.486.5995 or accountsreceivable@uconn.edu.

NOTE: If payment has been made, please disregard this statement.

If payment has not been made, please remit to the following address and include your customer number and invoice number on your remittance:

UNIVERSITY OF CONNECTICUT
 WILBUR CROSS BUILDING
 233 GLENBROOK ROAD, UNIT 4231
 STORRS, CT 06269

00000200000 0MOU25826 0

Non-Student Accounts Receivable Collections Timeline

121 Days (4 to 6 months)

Once customers are approximately 120 days past due, Dunning Letter 1 is included with the next quarterly Statement. Dunning Letter 1 notifies the customer of a past due balance on their account, thereby putting them in jeopardy of further collection efforts, including potential placement at an outside collection agency.



SAMPLE: Dunning Letter 1

University of Connecticut
Accounts Receivable Customer

**Re: Notification of Past Due Balance
Payment Due Upon Receipt**

A review of our records indicates a past due balance remains on your account. We urge you to pay this obligation promptly. Please reference the account number on your check or include a copy of the attached statement. Please remit payment immediately to the following address:

University of Connecticut
233 Glenbrook Road
Unit 4231
Storrs, CT 06269-4231
Attn: Cash Operations

If you believe you have received this letter in error or have any questions regarding specific charges, please feel free to contact our office at (860) 486-5995 or send our office an email to accountsreceivable@uconn.edu.

Thank you.

Office of the Executive Vice President for
Administration & Chief Financial Officer
Bursar's Office
233 GLENBROOK ROAD, UNIT 4100
STORRS, CT 06269-4100
PHONE: 860.486.5995
FAX: 860.486.2595
accountsreceivable@uconn.edu
www.bursar.uconn.edu/accounts-receivable-2

An Equal Opportunity Employer

Non-Student Accounts Receivable Collections Timeline

180 Days (6 months)

If after 180 days, the invoice remains unpaid and there is a Tax ID/SSN on their account, the customer information is uploaded weekly to the Department of Administrative Services for tax interception (if the customer was to receive a State of CT income tax refund). The customer collection code is updated to 'DAS'. If there is no SSN on the customer account, a second letter, Dunning Letter 2, is sent indicating if payment is not received, the account will be placed with one of the two collection agencies.



SAMPLE: Dunning Letter 2

University of Connecticut
Accounts Receivable Customer

Re: Notification of Past Due Balance
Payment Due Upon Receipt
Referral to Collection Agency within 30 – 60 Days

Our records indicate you were previously notified of a past due balance owed to the University of Connecticut. At that time you were informed if we did not receive payment within thirty (30) days, your account would be sent to a collection agency. As your payment has not been received, you should be hearing from one of the two outside collection agencies contracted by the University. Payments can be made to either our office (address provided below) or directly to the collection agency. We urge you to pay this obligation promptly. Please reference the account number on your check or include a copy of the attached statement. Please remit payment immediately to the following address:

University of Connecticut
233 Glenbrook Road
Unit 4231
Storrs, CT 06269-4231
Attn: Cash Operations

If you believe you have received this letter in error or have any questions regarding specific charges, please feel free to contact our office at (860) 486-5995 or send our office an email to accountsreceivable@uconn.edu.

Thank you.

Office of the Executive Vice President for
Administration & Chief Financial Officer
Bursar's Office
233 GLENBROOK ROAD, UNIT 4100
STORRS, CT 06269-4100
PHONE: 860.486.5995
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accountsreceivable@uconn.edu
www.bursar.uconn.edu/accounts-receivable-2

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Non-Student Accounts Receivable Collections Timeline

181 – 300 Days (7 - 10 months) First Collections Placements

The AR Office will work the account internally with monthly emails and phone calls using contact data housed in KFS and the Customer Aging Report from WebFOCUS.

At approximately 210 Days past due, the AR Office reaches out to departments requesting any additional information, and whether to send the customer to an outside collection agency. **Note:** the AR Office cannot send accounts to collection for which the university is currently conducting business (current invoices). Departments should make every effort to reach out to past due customers to clean up older balances prior to providing new services/goods.

After receiving approval from departments to send accounts to outside collection agencies for **1st Placement**, the AR Office prepares the required spreadsheets to send to the outside collection agencies using the Agency Placement Report in WebFOCUS. UConn is currently sending accounts to General Revenue Corporation and Reliant Capital Solutions.

If a department wishes to hold off on sending an account to a collection agency, the department must state the reason in writing to the AR Office. Without proper justification, accounts will be sent to an agency based on the AR Office's discretion.

Up until the 20th month (599 days) of the original debt, the accounts are worked for a year of the original date the 1st placement occurred. If there is no payment activity in that time, the agency will close and return the account to UConn. During the 12 months period in which the agency has the account, they may be notified that the customer is deceased or bankrupt. At that point, the AR Office will request the respective accounts to be closed and returned and will update the Collection Status as appropriate.

The AR Office will also update the KFS Customer with any new addresses or phone numbers that the agencies find through their collection efforts.

600+ Days (20 - 32 months) -Second Placement with 2nd Collection Agency

Accounts returned from the first collection agency that still have outstanding balances are then placed with a second collection agency for 12 months. The AR Office updates the Collection Status on the accounts to reflect the change in agencies.

Non-Student Accounts Receivable Collections Timeline

1,000+ Days (33 - 45 months) - After Second Placement with 2nd Collection Agency

Each collection agency works the accounts for 12 months. If no payment activity takes place during that time, the agency will close and return the account to UConn.

For accounts that have remaining balances due, the AR Office will update the Collection Statuses to be either DASUNCOL (if we have a SSN) or UNCOL (Uncollectible). At this point, the AR Office will perform one final internal collection efforts with phone calls and emails.

After 5 Years (60+ months)

Accounts will remain coded as DASUNCOL and UNCOL for 5 years from the invoice billing date unless paid during this period. Upon the 5 years, the accounts will be included in analyses done for official Write-Off in accordance with the State of Connecticut Office of Policy and Management (OPM).

<http://www.ct.gov/opm/lib/opm/finance/about/uncollectibleaccounts.pdf>

OFFICE OF POLICY & MANAGEMENT MEMORANDUM

TO: All Agency Heads
FROM: Robert L. Genuario, Secretary
Office of Policy and Management
DATE: May 28, 2008
RE: Policy for Uncollectible Accounts



I am pleased to announce the release of an OPM policy for Uncollectible Accounts. This policy applies standard policies and procedures regarding the write off of uncollectible receivable accounts of state agencies, and explains when and how such requests should be submitted to the Office of Policy and Management (OPM).

Pursuant to C.G.S. § 3-7(b) the Secretary of the OPM may authorize the cancellation upon the books of any state department or agency of any uncollectible claim for an amount greater than one thousand dollars due to such agency. This policy outlines the process for agencies to follow when submitting requests to write-off uncollectible accounts.

Accounts less than \$1,000 are provided to the Controller for his review and sign-off. The list is then sent to the Executive Vice President for Administration & Chief Financial Officer and the University President for approval.

Non-Student Accounts Receivable Collections Timeline

Accounts equal to or greater than \$1,000 are provided to the Controller, Executive Vice President for Administration & Chief Financial Officer, and ultimately OPM, Office of Finance for approval.

Upon approval by either the University President or OPM, a Customer Invoice Writeoff eDoc will be prepared to zero-out the receivable and the customer accounts will be updated to a Collection Status of WOFF, Written Off. **By removing the receivable, the revenue will also be removed from the department's account.** This is why it is key to be selective in who to provide goods/services to without payment upfront. It is imperative to provide all possible customer contact information in KFS to aid in collection efforts and avoid loss of revenue.

If a customer account is written-off (WOFF Collection Status) and the customer returns for new services, the AR Office must be contacted. The previously written-off charges will be re-instated and must be paid prior to incurring new charges.