

Purpose

The purpose of the Accounts Receivable Procedures is to ensure the timely and systematic recognition and collections of all university accounts receivables. Any amount owed to the university including, but not limited to, tuition, fees, room, board, loans, notes receivable, and amounts due for goods and services provided is considered a receivable to the university. Accounts receivable are assets and are therefore governed by Florida Statutes requiring the university to safeguard all of its assets.

General Guidelines

All student accounts receivables that are recorded in the Panthersoft Student Administration system will be governed by policies and procedures established and administered by the Office of the Controller. All other receivables will be governed by the departmental guidelines outlined below. Certain activities such as research related contracts and grants may establish their own policies and procedures governing the collections of those receivables.

Departmental Guidelines

Departments that have activities that give rise to receivables, other than those that are created within the Panthersoft Student Administration System as part of the normal student activity, shall develop guidelines for the management of those receivables. These guidelines should protect university assets and ensure the timely recognition and collection of those receivables. The department guidelines should include the following:

- Written procedures for recording and collecting the receivables
- Internal controls that are sufficient to ensure proper segregation of duties
- A system that ensures the accurate reporting of the receivables and compliance with all policies, procedures, and regulation related to receivables
- A periodic review of the aged accounts receivables to determine amounts that are uncollectable

Accounts Receivable and Billing Module

Customers are responsible for all invoices posted to their accounts and are required to pay those invoices by the stated payment deadline. It is the responsibility of each department using the ARBI module to take progressive action in resolving all outstanding invoices. Every month the AR aging is reviewed and each department's Billing Specialists receives a listing of the outstanding invoices owed to their department from the AR Specialists in the Controller's Office. All invoices are deemed collectible in perpetuity. Billing Specialists must submit a written request for a write-off to the Controller's Office for approval. For specific guidance find the Billing Specialist Manual [here](#) and the Cashiers Manual [here](#).

Student Accounts Receivables

Students are responsible for all charges posted to their accounts and are required to pay those charges by the stated payment deadline. The Office of the Controller will take progressive action to resolve any past due student

accounts receivables greater than \$201. These actions include notifying the student of the past due balance, offering the student the option to pay past due balances in installments and assisting the student in resolving any disputes related to those charges.

Past Due Balances

A student account is deemed past due if payment is not received by the payment deadline. The official payment deadline for a semester is defined in the Academic Calendar as the Last Day to Pay. Individuals that are enrolled in the FIU Tuition and Associated Fees Installment Payment Plan (“Payment Plan”) are not considered past due unless a payment is not made in accordance with their Payment Plan agreement. A notification detailing registration and payment deadlines is sent to the student’s email account upon registration. Additionally, if payment is not received, a past due balance notification is sent to the student’s e-mail account on a monthly basis communicating any outstanding balance on the student’s account. Students that are past due may be subject to enrollment cancellation or prevented from registering for future terms as required by BOG regulation 7.002. The criteria for enrolment cancellation is approved by the University Chief Financial Officer and the University Provost. Students with outstanding current balances, whose enrollment is not cancelled, are automatically assessed a \$100 Late Payment Fee.

Delinquent Accounts

A student’s account is considered delinquent if:

- Tuition and Fees¹: A balance is outstanding after the due date.
- Refunds: If financial aid funds are returned to Title IV² by the University in accordance with CFR 668.22, any refunds due back to the University by the student should be repaid immediately. A delay in the return of these funds will classify the account as delinquent.

Student accounts that are deemed to be delinquent will be automatically sent to one of the approved collections agencies.

Collection of Delinquent Accounts

The student will be sent at least one notification by mail to the last known address prior to the commencement of outside agency collections efforts. If the student does not settle the balance or enter into a payment arrangement upon receiving the notification, the collections agency will initiate an active collections process that will include, but is not limited to: skip-tracing, formal collection letters, phone calls, and notifying credit agencies. Once an account is in active collections, a student is no longer eligible to enter into a payment arrangement with the university and will be liable for any penalties and fees assessed.

Allowance for Doubtful Accounts

All student account receivables will have an allowance based on 0.6% (0.006) of current year billings. The Office of the Controller will periodically review the allowance calculation and determine if adjustments are required. At

¹ Tuition and fees includes, but is not limited to, tuition, fees, notes receivables, returned checks, housing charges, goods and/or services provided, library fines, parking fines, health services, or any other amounts accrued.

² Title IV funds include the following financial aid programs: Pell, SEOG, Perkins Loan, Subsidized and Unsubsidized Stafford Loans, and PLUS Loans.

the end of the fiscal year, a test to determine if sufficient allowance has been recorded will be performed based on the aging of the accounts receivables. Any necessary adjustments will be made before the closing of the fiscal year.

Write-offs

Once a year the university will write-off uncollectable accounts receivable balances. An uncollectable balance is defined as an accounts receivable for which all efforts to collect the balance have been exhausted and any additional cost or effort to collect would exceed the expected amount to be recovered. The write-offs for accounts receivable are proposed by the University Controller and approved by the Chief Financial Officer.