

DELINQUENT ACCOUNTS AND COLLECTIONS

1. Purpose

The purpose of this policy is to ensure that active efforts are made to collect all monies owed to the University.

2. Procedure

- a) The campus or its billing agency will work accounts until they are past due.
- b) Past-due accounts may be referred for collection to collection agencies pursuant to agreements that have been approved by the Office of General Counsel.
- c) When an account is in default and has not been referred to a collection agency, the proper campus officials will review the account with the Office of General Counsel to determine whether litigation is appropriate. No such litigation shall be initiated without authorization of the Office of General Counsel.
- d) Campuses may also attempt to collect monies owed pursuant to the procedures provided by Ark. Code Ann. §§26-36-301 through 320, which authorize the state Revenue Division to assist state agencies in obtaining setoffs against state tax refunds. Where practical, efforts to obtain setoffs pursuant to Ark. Code Ann. §§ 26-36-301 et seq. should occur prior to the matter being referred to an agency for collection.
- e) If, after collection efforts have been pursued and the debt or partial debt is determined to be uncollectible, the debt shall be referred to the Chief Fiscal Officer of the State for abatement pursuant to Ark. Code Ann. § 19-2-306. The referral to the State's Chief Fiscal Officer should be not be made without the authorization of the Chancellor or Chief Executive Officer.

April 29, 2016