**For Business Services**

**Procedures for accounts sent to collections**

* Write off the total amount owed from the student account to the collections receivable account using detail code DCOL and term of last activity.
* Place “collections” hold code “CL” on the student account.
* Remove all other financial holds.
* Enter total collections amount in hold amount field on SOAHOLD.

**Procedures when payment is made by collection agency**

* Assess charge for the collection amount on the student account through Banner using detail code DPCL – Prior Collections, using term of last activity (Paulette Hawley)
* Remove hold code “CL” (or adjust hold amount if entire amount was not collected.) (Paulette Hawley)
* Enter payment for the collected amount through Banner using detail code DCLP using current term. (Paulette Hawley)

**Procedure when returned by collection agency as uncollectable**

* Assess charge for the collection amount on the student account through Banner using detail code DPCL and the term of last activity (the same term as the original DCOL).
* Remove hold code CL.
* *Immediately* process account as Bad Debt Write Off (see separate procedure)

**For A & R – Business Services**

**If student requests transcripts/registration/graduation after sent to collections**

At the end of each semester, Business Services will review student accounts and may send accounts to collections if they owe KCCD $100 or more from the prior term or beyond. When this process is done, a hold (CL) will be placed on the student account that restricts the student’s ability to request transcripts, register for classes and graduate. Business Services will also document the amount sent to collections in the amount field on SOAHOLD.

* Student needs to pay **total amount** sent to collections (prior to releasing hold).
* If student is on the telephone, please refer them to the collection agency (Greentree – telephone # 760-489-0637)
* If the student is at the window, you can accept the payment – only if the student is paying the amount in full. If the student wants to make payment arrangements or pay just a portion, please refer them to the collection agency.
  + Assess charge for the amount sent to collections through SalePoint using detail code DPCL.
  + Accept payment from the student for the collections amount, using the appropriate tender type (cash, check, credit card, etc)
  + Remove hold code “CL”

On a weekly basis, Business Services will review a report of payments made by students directly to the district and report these payments to the collection agency so that collection attempts will stop. ***If you receive a message/correspondence from a student in collections, please ensure you respond timely so the student does not get reported to the credit bureau when circumstances dictate they should not be.***