

## College Operating Procedures (COP)



**Procedure Title:** Past Due Accounts  
**Procedure Number:** 04-0306  
**Originating Department:** Office of Financial Services

**Specific Authority:**  
Board Policy 6Hx6:4.10  
Florida Statute 68.065, 1001.64, 1009.27, 832.07  
Florida Administrative Code 6A-14.054

**Procedure Actions:** Adopted: 07/1993; 06/2009; 04/12/2019; 01/20/2021

**Purpose Statement:** This procedure identifies the process for handling past due amounts which are owed to Florida SouthWestern State College (College).

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### Guidelines:

This procedure applies to any debt owed to the College that is considered to be past due. Such amounts owed include, but are not limited to, deferred student fees, deferred veteran notes, returned check, fines, special fee assessments, incorrect payment of compensation to an employee, reimbursement to the College for the loss or damage to College property, or any other amount.

### Procedures:

#### I. DUE DATES

Amounts due on said payment due dates must be paid in full unless otherwise agreed upon in a contract, note or other written agreement. Any account balance remaining beyond the approved payment due date will be considered delinquent and subject to collection action. The following payment due dates are typical but may change from time to time upon approval of the Vice President of Operations/Chief Financial Officer (CFO).

<b>Tuition and Fees</b>	<b>Last Day of Registration for applicable term</b>
<b>Type of Payment Due</b>	<b>Due Date</b>
Veteran Deferment	Due within sixty (60) days from the last day to add/drop but not later than the last day of the academic semester
Returned Check	Immediately
Fines	Immediately
Special Fee Assessment Employee Overpayment of compensation	Immediately
Reimbursement to the college or the loss or damage to college property	Immediately

#### II. DELINQUENT DEFINED

Amounts due will be considered delinquent if payment is not received on or before the due date. In the case of amounts due pertaining to veteran deferments and other student financial aid, payment due dates may be recommended to be extended by the Bursar's Office upon approval of the Vice President of Operations/CFO if it can be demonstrated that the student's

financial aid was delayed in being transmitted to the student through circumstances beyond the student's control.

### III. DELINQUENT NOTICE

#### A. STUDENT ACCOUNT

If an amount is due from a student who does not make payment by the due date, the student will receive an electronic communication requesting immediate payment and notifying the student that a financial hold has been placed on the student's record. The student may not be allowed to register for any classes or receive transcripts until the delinquent amount is paid in full. The electronic communication will also state that the delinquent account will be turned over to a collection agency for collection action if payment is not received.

Student will receive an electronic communication monthly notifying them of the balance due.

#### B. NON-STUDENT ACCOUNT

If an amount is due from a non-student, such as a current or former employee, a business or a third-party that has an agreement with the College, and does not make payment by the due date, a letter will be mailed to the payer requesting immediate payment. Simultaneously, if the delinquent payment pertains to a student's account, the affected student will be notified that a financial hold has been placed on the student's record and that the student will be responsible for payment of the amount due if not received from the non-student entity by the date specified on the College's invoice. The student is responsible for his / her payments regardless of any third-party agreements. The student may not be allowed to register for any future classes nor will they be eligible for any further deferments until the delinquent amount is paid in full. The letter will also state that the delinquent account will be turned over to a collection agency for collection action if payment is not received within the time specified on the College's invoice.

### IV. COLLECTION ACTION

- A. If the payer does not make payment prior to the designated collection process the account will be turned over to the College's collection agency.
- B. The College will turn over delinquent accounts at a minimum of three times per year, approximately 120 days from the start of the academic term as follows:

Fall	December
Spring	May
Summer	September

- C. If a student account is in a delinquent status the entire amount will be sent to collections regardless of the date it became delinquent.
- D. Students will receive an electronic communication notifying them their account has been turned over to collections. The student will no longer be able to pay the College directly.