

FINANCE PROCEDURE MANUAL	TITLE: Proactive and Past Due Notifications	
	NUMBER: FIN-SAS-003	VERSION: 03
	ISSUED DATE: 9/8/2009	REVISION DATE: 2/23/2024

➤ **Purpose:**

The College will make reasonable efforts to collect any unpaid balance of tuition, fees and/or related charges.

➤ **Definitions:**

Dunning: To make persistent demands upon students/customers for payment.

Workday: The online Enterprise Resource Planning (ERP) system used to track and maintain operations at the College including financial, student, and payroll/personnel records.

Receivable: Generally, refers to money owed to the College for goods/services provided.

➤ **Responsibility:**

Student Account Services Representative: Respond to student or staff inquiries regarding student account balances.

Student Account Services Director: Monitors the past due balances and outstanding student receivables.

Collection Agency: Handles any additional collection efforts of delinquent accounts or debt collection, including credit bureau reporting where applicable, and compliance with State and Federal laws.

Registrar’s Office: Coordinates with Academic Services for posting of the Academic Calendar and a link to Registration calendar for each Academic Year and each Academic Term. (<https://www.palmbeachstate.edu/academiccalendar/>) Registration related dates includes the 100% refund date and withdrawal dates.

➤ **Procedure Details:**

1. Students are notified of upcoming payment due dates before the Academic Period based on courses they have registered for on their student schedule.
 - a. Proactive Notification scheduled dates are 14 days, 6 days, 4 days and/or 2 days prior to a charge due date,
2. 100 % Refund dates, withdrawal dates and other important registration dates are outlined on the College website and maintained by Academic Services and the Registrar's Office.
3. Any outstanding balance owed on the student account will be emailed based on the proactive notification schedule.
4. In addition to proactive notifications before a charge due date, the student will continue to receive past due notifications.
 - a. The first past due notice is approximately 15 days after the due date of the charges.
 - b. The second notice is approximately 22 days after the due date of the charges.
 - c. The third notice is approximately 30 days after the due date of the charges.
5. Student Administrative Holds are placed on the student account for each sequential notice. A Registration add hold is placed on the student account at approximately 30 days after the due date.
6. Any student receivables that have not been paid in full after approximately 120 days from the due date of the original charge can be sent to a collection agency. Refer to Procedure for Delinquent Accounts [FIN-SAS-004](#).

➤ **References:**

Florida Statutes:

1010.03 <http://www.flsenate.gov/statutes/>

1001.64 <http://www.flsenate.gov/statutes/>

1001.65 <http://www.flsenate.gov/statutes/>

College Board Policy: 6Hx-18-4.29 Refunds

<https://www.palmbeachstate.edu/boardoftrustees/Documents/BoardPolicies/Section4/4.29.pdf>

College Board Policy: 6Hx-18-4.50 Delinquent Accounts

<https://www.palmbeachstate.edu/boardoftrustees/Documents/BoardPolicies/Section4/4.50.pdf>