

FINANCE PROCEDURE MANUAL	TITLE: Billing & Dunning	
	NUMBER: FIN-SAS-003	VERSION: 02
	ISSUED DATE: 9/8/2009	REVISION DATE: 7/5/2012

➤ **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.

PantherNet: 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:**

Cashier’s Office: Handles billing & dunning process.

Student Account Services Manager: Determines schedule of billing and dunning which usually occurs every two weeks.

Collection Agency: Handles the proper processing of delinquent accounts including bureau reporting, where applicable, and compliance with State and Federal laws.

➤ **Procedure Details:**

1. Students are typically billed on a bi-weekly basis.
2. Any outstanding student contract that has not been billed will be picked up by PantherNet and sent a bill accordingly.

3. Once students are billed they will receive 3 additional past due notices.
 - a. The first notice is approximately 30 days after the date of the first bill.
 - b. The second notice is approximately 60 days after the date of the first bill.
 - c. The third notice is approximately 90 days after the date of the first bill.
4. Any student receivables that have not been paid in full after approximately 120 days from the date of the bill will 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-18-4.50
<http://www.palmbeachstate.edu/boardoftrustees/documents/BoardPolicies/Section4/4.50.pdf>