

# Asheville-Buncombe Technical Community College

# (A-B Tech) Procedure

## Procedure 403: Debt Collection

The purpose of these procedures is to assure that all College revenues including but not limited to tuition, books, fees, returned checks, financial aid reversals, return to Title IV funds, auxiliary revenues, overpayments and miscellaneous charges are collected in a timely manner.

## Student Account “BUS” Hold

All students with outstanding College balances will be flagged in Colleague.

* The flags block registration, transcripts and grade inquiry.
  + Transcripts and grades may be released for documented extenuating circumstances as approved by Vice President, Student Services and Vice President, Operations/CIO.
* When the flag appears, the student must pay the outstanding balance.
* Once the balance is paid, the flag will be removed from the student’s account.

## Invoices/Letters to Current Term Past Due Accounts

* Delinquent students will be notified by email on an aged schedule of 30, 60 or 90 days past due.
* One past-due letter will be mailed to the student requesting payment and notifying the student about the Department of Revenue and Collection Agency procedures that may be utilized to collect the past due balance.

## Accounts submitted to Department of Revenue (DOR)

* Accounts will be submitted to the DOR for debt set off collection.
* Accounts will remain with DOR even after they are written off per NC State Law.

## Collection for Non-Current Terms

* Invoices for all non-current terms will be mailed to active current addresses each semester.

## Overpayment of State Funds to Employees

* The College shall notify the employee of the overpayment and require that the employee make restitution within a reasonable period of time.
* An employee shall be deemed to be making payment within a reasonable period of time only if he agrees in writing to allow no less than ten percent (10%) of their net disposable earnings to be periodically withheld for application towards the overpayment. However, subject to the Fair Labor Standards Act, the net wages received must remain at minimum wage or above.
* The College shall allow the employee who for some extraordinary reason is incapable of repaying the overpayment to pay less than 10 percent so long as he is attempting repayment in good faith under their present financial circumstances. However, the College shall promptly terminate the employee's employment if he ceases to make payments or discontinues a good faith effort to make repayment.
* After receiving notice, an employee that does not make repayment within a reasonable period of time shall be terminated and the College shall have a duty to pursue the repayment by all lawful means, including the filing of a civil action.
* An employee shall not be dismissed where there is a genuine dispute as to whether the money is owed or how much is owed, or there is an unresolved issue concerning insurance coverage, as long as the employee is pursuing administrative or judicial remedies to have the dispute, or the issue resolved.

Definitions: None

Owner: VP of Operations/CIO, Ext. 7900

Updated: June 1, 2022

Pursuant to Board policy, Chapter 400, Policy 403, this procedure must be followed for all collection of debts.