



Business Office - Student Accounts Receivable

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IMPORTANT: This guideline is not all-inclusive, nor does it address every situation that may arise. Its sole purpose is to guide management and to provide reasonable assurance in the following categories:

- Effectiveness and efficiency of operations
- Reliability of financial reporting
- Compliance with the Mississippi Board of Trustees of State Institutions of Higher Learning (IHL) and the University's policies and procedures
- Compliance with applicable state and federal laws and regulations, and
- Safeguarding the University's assets and resources.

The Business Office homepage is located at <http://www.jsums.edu/finance/businessoffice/>, where you will find important, answers to common questions, directions to the office and staff contact information. All correspondence may be mailed to the following address:

Jacksons State University
Business Office
P.O. Box 17159
Jackson, MS 39217

Business Office Mission Statement

The **Business Office** is charged with the responsibility of supervision over the fiscal affairs of the University. This office ensures that the financial practices are both sound and clear, to ensure effective, efficient, and reliable financial reporting. We are cognitive of the fact that the University's financial practices and reporting methods serve as a support mechanism in the administrative and fiscal decision making process in the pursuit of accomplishing the university goals. This is done through the effective management of Student Accounts Receivables, Accounts Payable, Accounting, and Finance Module Administration. The Director manages all accounting internal controls to mitigate risk; ensures that the official accounting records of the University are current and accurate for the safeguarding of the University assets.

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DEFINITIONS

Resources - Revenue is money collected from internal or external sources within a given fiscal year (excludes budget transfers).

Delinquent Accounts - an account on which the student failed to pay in full the balance owed to Jackson State University or failure to honor the payment plan agreement.

Collection Process - If a student fails to pay any tuition, fees, charges, or expenses or a student fails to make acceptable payment arrangements to bring their student account current, the University may refer the delinquent account to a collection agency or report the student to credit bureaus. The student is responsible for all collection charges associated with the collection of the debt, including but not limited to: collection agency fees, reasonable attorney's fees, court costs, and all other charges allowed by law.

Collection Agency - an entity used to recover funds that are past due or accounts that are in default.

ECSI/Recovery Select - pre-Collection agency that assist students with delinquent accounts with options to get the account current.

Account Analysis - The process of examining financial information for accuracy and reasonableness. If determined to appear inaccurate or unreasonable, further investigation is warranted and corrections are made if needed.

OBJECTIVE STATEMENT

PURPOSE

It is important that the University maintain a positive reputation regarding the stewardship of all monies, whether public, federal or privately provided. It is also recognized that it is equally important that sound fiscal processes be in place that will address the needs of the University community in an efficient and effective manner. While it may not be all inclusive, the advantages of having this written document are to:

- Better educate employees
- Outline clear performance standards
- Assure legal compliance

The University promotes effective controls to ensure the protection of assets, accurate financial reporting and effective use of resources. These statements are issued as a guide regarding activities associated with Business Office.

ADHERENCE

All are expected to adhere to these guidelines. Willful disregard of this shall be considered non-compliance and may result in a formal reprimand up to and including termination.

ACCOUNT ANALYSIS

1. Account analysis are performed when a current/past student disagrees with the balance or prior to sending the student account to ECSI/Recovery Select.
2. During the account analysis, enrollment is verified for the semester with the balance, the amount of financial aid awarded for that semester, and the number of hours registered.
3. Depending on the age of the delinquent account, information is housed in Banner, Legacy (SIS), and microfilms.
 - 3.1. To log into Banner, go to www.jsums.edu/banner
 - 3.2. To access Legacy (SIS)
 - 3.2.1. On the Bursar shared drive, open the SIS folder. While holding the 'SHIFT' key, double-click the Microsoft Access file named 'SIS Plus'. Click YES at prompt. Double Click the folder titled 'SWITCHBOARD'.
 - 3.2.2. Search for the student information that you need. Print the information for account balance justification.
 - 3.3. To access microfilm
 - 3.3.1. Locate the microfilm using the first 3 digits of the student SS#. The films are grouped based on first 3 digits on SS# ex '428-01-000' would be on film marked '428-00--428-01'
 - 3.3.2. Insert film into microfilm's reader, scroll through selected file, locate student account, and print file.

ECSI/RECOVERY SELECT

1. Students with a delinquent account less than 1 year old will be sent to ECSI for collections. In Banner on form TSAACCT, enter the delinquent student's J# and press the 'Next Block' button. In the 'Delinquency' drop down box, select 'EC' to add delinquent accounts to ECSI.

The screenshot displays the 'Account Review Form - Student TSAACCT 9.3.5 (H-TRNG)' interface. The top navigation bar includes 'ADD', 'RETRIEVE', 'RELATED', and 'TOOLS' buttons. The main content area is divided into two sections: 'ACCOUNT STATUS' and 'ACCOUNT BALANCE'. The 'ACCOUNT STATUS' section contains fields for 'NSF Counter' (value: 0), 'Bill Code' (value: ...), 'Refund Account' (checkbox), and 'Delinquency' (value: EC). The 'ACCOUNT BALANCE' section shows a summary of account balances: Current Due, Past Due (1,850.00), Unapplied Credit, Balance Due (1,850.00), Memo Balance (0.00), Amount Due (1,850.00), Future Due, and Net Balance (1,850.00).

1. ECSI will retrieve all details of the students marked with the EC coded through a secured web portal. ECSI will use skip trace to verify the most recent data for each student. ECSI will begin collection activities by sending past due letters and calling the students concerning their delinquent account.
2. Students will send payment to ECSI. ECSI will post payment to the students' account in Banner. Payment is direct deposited in to Jackson State University bank account.

3. Student accounts that are unable to be collected ECSI will send those accounts to Coast Professional.
4. Monitoring reports are available

COAST PROFESSIONAL

1. Coast Professional will perform collection activity for student accounts that are 1 - 3 years old.
2. Coast Professional will receive student accounts information from ECSI or from Jackson State University.
3. ECSI will send uncollectable accounts directly to Coast Professional.
4. Coast Professional has provided a template in a Microsoft Excel spreadsheet (see attachment #1) of the file to send student accounts to be uploaded through their web portal.
5. Student will send payment to Coast Professional. Coast Professional will send a check less collection cost to Jackson State University along with a list of students and amount that make up the payment.
6. A/R Collection Specialist will post payment to the student's account.

GENERAL REVENUE CORPORATION (GRC)

1. GRC will perform collection activity for student accounts that are more than 3 years old.
2. GRC has provided a template in a Microsoft Excel spreadsheet (see attachment #2) of the file to send student accounts to be uploaded through their web portal.
3. Students will send payment to GRC. GRC will send a check less collection cost to Jackson State University along with a list of students and amount that make up the payment.
4. A/R Collection Specialist will post payment to the student's account.
5. Uncollectable accounts will be returned to the university after 1 year.