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**ADMINISTRATIVE MANUAL**

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**COLLECTIONS AND RECEIVABLES POLICY**

**POLICY 220**

**1.0 PURPOSE:**

To establish policy and procedures regarding the collection of outstanding and delinquent fees owed to A.S.I. resulting from; but not limited to, services, affiliations, or memberships.

**2.0 REFERENCES:**

**3.0 POLICY:**

A.S.I. shall collect outstanding and delinquent fees from services rendered, organizational memberships, and affiliations with A.S.I.

Assessed late fees or the collection of outstanding fees owed to A.S.I. are subject to the terms and conditions of the service(s) rendered.

In the event of lost or stolen equipment, students shall be charged the full replacement cost of the equipment.

The A.S.I. Administrative Office will request Business Financial Services Accounts Receivable to create an invoice. The appropriate invoice notification will be sent to the student. If payment is not rendered on or before the 30-day period the University Cashiers will place a financial hold on a student's records (i.e. registration & transcripts).

**Payment:**

Upon receipt of an invoice and prior to the expiration of the 30-day deadline, students will make their payment at the University Cashiers Office in cash or check. . Students that have a financial hold must pay to the University Cashier's Office. Upon receipt of payment, University Cashier's will notify A.S.I. and release student financial hold.

**4.0 DEFINITION:**

None

**5.0 PROCEDURE**



Upon receipt of service all customers, members or affiliates will be required to initial and/or sign the agreement or contract notifying them of their responsibility to pay any outstanding or late fees incurred as a result of services, affiliations, or memberships which will be assessed by A.S.I.

**5.1. Damaged Equipment:** If a unit is reported or determined to be damaged it will be assessed by the A.S.I. Executive Director, and the cost to repair or replace the unit will be conveyed by the A.S.I. Executive Director who informs the student in writing and request an invoice from Business Financial Services Accounts Receivable..

**5.2. Stolen Equipment:** Per the signed agreement or contract a student is held responsible for paying the full replacement cost or new equipment that is lost or stolen.

**5.3. Members, Affiliations and Services:** Per the signed agreement or contract any individual who fall within these categories are required to pay all outstanding fees to A.S.I. for reimbursements; including but not limited to materials, supplies, and uniforms.

**5.4. Invoice Requests & Request for Holds for Non-payment:**

5.5.1 Upon notification that a student owes a fee the A.S.I. Administrative Office will request Business Financial Services Accounts Receivable to create an invoice that notifies the student of what they are being charged for, how much the charge is, where to deliver payment, and the due date. The invoice will also notify the student that a financial hold will be placed on their records if they do not make the payment on or before the due date.

5.5.2 Three copies of the invoice will be generated: One for the A.S.I. Files, one for University Cashiers, and one for CSULA Business Financial Services. .

5.5.3 Upon receiving the invoices the University Cashiers will place a financial hold on the students account for non-payment.

5.5.4 Once the student makes the payment at the University Cashiers Office, they will remove the hold, endorse the invoice as paid, and return it to A.S.I. .

**5.6 Deposit of Funds:**

5.6.1 The University Cashiers will deposit all funds in the appropriate accounts designated for receivables on a daily basis.

5.6.2 Upon receiving endorsed payment invoices, A.S.I. Administrative Office will reconcile against our internal records and those provided by Business Financial Services.

