

### **Collection of Amounts Owed to the University from Overpayment**

- I. Occasionally, a vendor, employee, former employee or other person may owe funds to the University. This indebtedness may be caused by an inadvertent overpayment to an individual. This policy governs the collection efforts that should be followed to recover the overpaid amounts (University assets). This policy is NOT applicable to the collection efforts that departments undertake with regard to payment due to the University for services rendered (such as tuition, housing, patient and clinical services, employee benefits payments, student loans, etc.)
- II. When a department is made aware of an inadvertent overpayment, the department should contact the individual and request reimbursement. Initial contact may be via telephone; however, the results of the conversation must be documented in a letter, sent via regular mail. The purpose of this contact should be to seek reimbursement of University funds.
- III. If the department is unable to obtain immediate and full reimbursement, the collection effort should be turned over to the Office of the Treasurer, Treasury Services Department.
- IV. Once referred to the Office of the Treasurer, the following collections efforts will take place:
  - a. A representative of the Office of the Treasurer will contact the individual and request reimbursement.
  - b. If the Office of the Treasurer is unable to fully collect the payment within thirty (30) days, or make satisfactory arrangements for repayment, the account will be referred to one of the University's contracted collection agencies.
  - c. To ensure the consistent treatment of all individuals owing the University funds, the Office of the Treasurer has the authority to establish a written repayment plan with the individual if deemed in the University's best interest. Departments are not authorized to enter into repayment plans with individuals.
  - d. If the collection agency is unable, through normal collection processes and procedures, to collect the payment within six (6) months, the University Treasurer will authorize the collection agency to initiate legal action to collect the debt on behalf of the University.

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- e. All collections will be remitted to the Office of the Treasurer for allocation to the originating department, in consultation with the area fiscal officer.