




Alabama A&M UNIVERSITY

Comptroller's Office
P.O. Box 1388
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Memorandum

To: Faculty, Staff, and Students
CC: File
From: Norman E. Jones 
Assistant VP for Finance & Comptroller
Date: 9/10/2014
Re: Collections Costs Notification

This memo serves to inform faculty, staff, students, and others about the cost of collecting delinquent debts owed the University. When internal collection efforts are unsuccessful, accounts are submitted to external agencies for collection efforts. While this action is generally a last resort, it oftentimes becomes a necessary action. Prior to taking this action, to the extent accurate contact information is available, the account holder is notified.

External collections are generally effective and are a required step in managing receivables. However, this effort incurs a significant cost. Therefore, effective immediately, costs associated with collecting delinquent accounts will be assessed to the account holder. This includes but is not limited to collection costs assessed by third party agencies, interest, late fees, court costs, legal fees and other costs. It generally applies to all delinquent debts owed the university.

In addition to notification via this memo, faculty, staff, and students are required to acknowledge this procedure on a periodic basis as outlined below.

- Subsequent to this memo, future notifications will be provided electronically at the time that a user logs in to his or her Banner Self Service Account. Upon logging in, the account holder will be required to acknowledge electronically.
- Acknowledgement will be required at the time of login on a weekly basis.
- Failure to acknowledge will prohibit access to Self Service Banner.

This notification also serves to document the implementation date of the acknowledgement procedure and may be found on the Comptroller's Office, Student Accounts web page.

Where debt is owed to the university by employees, if not paid in accordance with procedure or notifications, the debt will be payroll deducted. If it is necessary to payroll deduct a debt owed by an employee, the employee will be notified via email prior to the deduction.

If there are questions regarding collection costs and notification please contact the office of Student Accounts (256) 372 5195.