

Collections Guide

Purpose: Use this document as a reference for the collections process within Student Financials in ctcLink.

Audience: Student Financials staff

Collections Checklist

 Use the checklist below to confirm all steps have been completed.

Steps	QRG	Occurrence
Payment Reminder	<ul style="list-style-type: none">9.2 Message Center - Tuition Due Reminder Notice	As Required
Enrollment Cancellation	<ul style="list-style-type: none">Enrollment Cancellation Population (aka Drop for Non-Payment)	As Required
Drop Reminder		As Required
Place Service Indicators for Preventing Collection	<ul style="list-style-type: none">Batch Processing Service Indicators	As Required
Run Credit History	<ul style="list-style-type: none">Process and Review Credit History	Monthly
Put in Collections (PS) / Assign Collectors	<ul style="list-style-type: none">Process Batch Collections	Monthly
Letter 1 (30 Days)	<ul style="list-style-type: none">Assigning and Sending SF Collections Communications	30 Days
Initiate Contact		As Required

Payment Plan/Collection Agreement (PS)	<ul style="list-style-type: none"> • 9.2 Creating a Collection Agreement 	As Required
Payment (Partial or Full)	<ul style="list-style-type: none"> • Post and Review a Student Payment 	As Required
Release Hold (Full Payment)		As Required
Run Credit History		Monthly
Put in Collections (PS) / Assign Collectors		Monthly
Letter 2 (60 Days)		60 Days
Payment Plan/Collection Agreement (PS)		As Required
Payment (Partial or Full)		As Required
Release Hold (Full Payment)		As Required
Run Credit History		Monthly
Put in Collections (PS) / Assign Collectors		Monthly
Letter 3 (90 Days) Final		90 Days
Payment Plan/Collection Agreement (PS)		As Required
Payment (Partial or Full)		As Required
Release Hold (Full Payment)		As Required
Run Credit History (120 Days includes no online payment SI)		120 Days
File to External Agency		120 Days
Payment (External Agency)		As Required
Reverse (If Payment Received)		As Required
Payment (Partial or Full)		As Required
Write-Offs	<ul style="list-style-type: none"> • Process Student Write-Offs 	As Required