

CALIFORNIA STATE UNIVERSITY, FRESNO ASSOCIATION, INC.
Accounts Receivable Collection Policy

The Association will collect payment for goods and services in a timely manner. The Association's operating units are responsible for invoicing, collecting payments, monitoring the aging of accounts receivable, and initiating collection activity as noted below. Charges are invoiced upon transaction, and statements of account are sent monthly. A monthly aged accounts receivable report and a report on collection efforts for past due accounts will be provided to the Chief Financial Officer (CFO) of the Association, who is responsible for prompt collection of payments, accurate accounts receivable reporting, and timely write off of uncollectible debt.

For amounts properly owed to the Association, the following procedures will be observed:

For Off-Campus Accounts (except University Courtyard): When invoices reach 30-day delinquency status, the operating unit will send out a "Past Due" reminder letter and begin contacting accounts by telephone requesting payment. When invoices reach 60-day delinquent status, the operating unit will send out a collection letter explaining that failure to pay the debt within 30 days will result in referral of the account to the Association's Accounting Department for further action.

Further action for non-campus accounts will include a final notice from the Legal Department that the matter will either result in court action (for those accounts owing at least \$1,000), or referral to a collection agency (for those accounts owing less than \$1,000).

For those accounts owing at least \$1,000 that are deemed to be worthy of collection, court action will be initiated.

For On-Campus Department Accounts: a copy of the 30-day delinquency letter will be sent to the appropriate Associate Dean and/or Vice President.

Accounts 30 days in arrears will not be allowed to incur any further charges until the account is brought current. At the discretion of the Association, the School/College's charging privileges may be revoked indefinitely.

For University Courtyard (Housing) Accounts: University Courtyard is responsible for invoicing, collecting payments, monitoring the aging of accounts receivable, and initiating collection activity (e.g. Housing and Meal Plan License Agreement academic year, Housing Summer Conferences). The Director of University Courtyard will send 30 day and 60 day delinquency notices as necessary. Monthly aged accounts receivable information will be given to the Association's CFO. Forty-five days following the end of each academic semester all delinquent accounts, regardless of aging status, will be referred to the Legal Department for further collection activity as specified above.

Uncollectible Debt: Uncollectible amounts will be written off annually and reported to the Association Board of Directors, at least annually.