

**SCHOOLCRAFT COLLEGE**  
18600 Haggerty Road, Livonia, Michigan 48152-2696

**BILLING & COLLECTING**

College billing (accounts receivable) is divided into four categories:

1. Student Billing
2. Third-Party Company Billing for Students
3. Non-Student Miscellaneous Company Billing
4. Conference and Events Billing (VisTaTech)

**Student Billing**

All students are required to have their tuition and fees paid in full within three weekdays of registering. Any student who has not paid in full personally or with financial aid has to sign up for a payment plan or have a third-party payer in place within the three weekday time period.

- Student's with a remaining balance after the schedule adjustment period for the semester will receive weekly balance due emails.
- An invoice is mailed to students with a remaining balance upon the completion of the semester.
- A final attempt letter, offering a specified repayment agreement is sent to students who have a remaining balance upon the completion of the following semester.
- Students who fail to meet the requirements offered in the final attempt letter are forwarded to an outside collection agency.

**Third Party Billing**

Third party billing applies to companies and/or government agencies who are funding all or part of a student's balance.

- Once the third party paperwork is received, outlining the terms set forth by the company, a student is held in their classes from being dropped.
- The third party credit is applied to the student's account through the sponsor billing section of Colleague.
- Once the schedule adjustment deadline for the semester has passed invoices are mailed to companies that are sponsoring the students.
- Any balance remaining uncovered by the third party is billed to the student through the Student Billing process listed above.

**Non-Student Miscellaneous Billing**

The Student Accounts Office will issue and distribute all invoices covering services to

outside agencies, individuals and organizations in accordance with the following procedure:

**STEP 1**

Any department (except VisTaTech) billing an outside agency, individual, or organization will prepare a Department Billing Request. This document will be forwarded to the Student Accounts Office via email. The billing request form should be itemized and describe services rendered. VisTaTech invoices are initiated through the Event Management System (EMS) as listed below.

**STEP 2**

Upon receiving the Billing Request, the Student Accounts Department will execute an invoice which will be mailed or otherwise distributed as needed:

- Original Invoice—mailed or emailed
- Open Invoice—delivered to the Cashier's Office
- Billing Copy—initiating department (if requested)
- Outstanding Invoice File—Accounts Receivable Coordinator

**STEP 3**

The Cashier's Office receives and receipts checks, cash, and credit card payments. The Accounting Department receives payments via electronic funds transfers and forwards them on to the Student Accounts Office who matches them with invoices and then forwards them on to the Cashier's Office to process payments.

**Conference and Events Billing (VisTaTech)**

The Student Accounts Office will issue and distribute all invoices covering conference and events services in accordance with the following procedure:

**STEP 1**

VisTaTech staff pulls a weekly report of all of the events that are completed and ready to be invoiced. This report will be forwarded to the Student Accounts Office via email.

**STEP 2**

Upon receiving the weekly billing report, the Student Accounts Department will execute an invoice which will be emailed or otherwise distributed as needed:

- a. Original Invoice—emailed
- b. Open Invoice—delivered to the Cashier's Office
- c. VisTaTech Copy—emailed
- a. Outstanding Invoice File—Accounts Receivable Coordinator

**STEP 3**

The Cashier's Office receives and receipts checks, cash, and credit card payments. The Accounting Department receives payments via electronic funds transfer and forwards them on to the Student Accounts Office who matches them with invoices and forwards them on to the Cashier's Office to process payments.

### **REPORTING**

The Student Financial Services Manager will prepare monthly aged trial balances showing all open accounts receivable and unpaid balances.

Revised—Administrative Committee September 8, 1981  
Revised—Cabinet  
October 3, 1988 Reviewed—Cabinet May 30, 1996  
Revised— Cabinet May 20, 2003  
November 16, 2004  
Revised—Cabinet  
August 20, 2019

- Publications received from outside sources that are not essential to the College Non-records do not require retention scheduling, destruction authorization, or reporting.

### **RECORDS AND DATA MAINTENANCE**

Records can exist in a wide variety of formats. Examples of formats include the following:

- Paper
- Photographs
- Microfilm
- Digital images
- E-mail messages
- Databases

All departments will ensure the following (regardless of format):

- Records and data are properly retained and remain in a secure stable environment
- Records remain accessible during the entire retention period
- Specific hardware and software necessary for access and use will be maintained
- Preservation plans are in place for retaining electronic records with long-term retention requirements

### **DESTRUCTION OF RECORDS**

- Department records and data should be destroyed when they have reached the end of their retention period
- Sensitive and/or confidential information should be destroyed in a manner that prevents the inappropriate release of information
- Cease destruction of records (even if destruction is authorized by an approved retention and disposal schedule) when notified of a litigation freeze or when information has been requested under the Freedom of Information Act.

### **RETENTION AND DISPOSAL AUDIT AND UPDATES**

The records and data retention and disposal schedules will be audited every five (5) years. Updates to the schedules can be made whenever new records are created or old records are discontinued.

Adopted—Cabinet  
April 1, 2008  
Reviewed—Cabinet  
May 15, 2018  
[Reviewed—Cabinet  
August 20, 2019](#)