THE UNIVERSITY *of*
NEW ORLEANS

Procedures and Guidelines

- **Accounts Receivable**
- **Federal Perkins Loans**

Employee Receivables
Clearance Forms
Payroll Deductions
Letters
Student Financials
- EPPO Plan
- Title IV (Book Voucher)
- Purge - Appeal Process and Reinstating Class Schedule
- NSF Checks
- Procedures on Monthly Billing

Commercial Receivables
- Write offs
- Invoices and Deposits
- Types of Invoices and Deposits
- Letters/Statements

Carl D. Perkins Loans
- Overview
- Contact Information
- Definitions
- File Room - Original Promissory Notes
- Perkins Disbursements
  - Perkins Award by Term
- SML.com
  - Searching for a Borrower on SML.com
  - Creating a Borrower on SML.com
  - Add a New Loan on SML.com
  - Generate Pin Number and Contact Student
- Keeping Record and Organizing Who Accepted and Singed Their MPN
- Email Reminder Notification - Sing MPN and Accept Federal Perkins Loan
- Perkins Indicator and Checklist on Webstar
- Group Post From Financial Aid and How to Add a New Loan Disbursement
- NSLDS
- eUAS
  - How to View Account Details / Information in eUAS
  - Update Borrower's Contact Information - eUAS
  - Create and View a Memo - eUAS
  - View Deferment History - eUAS
  - View Past Payments - eUAS
  - View Borrower's Repayment Schedule - eUAS
  - View Past Statements - eUAS
- Exit Interview

Collections:
NRA (National Recovery Agency)-Student Financials, Commercials, and Perkins
Todd, Bremer & Lawson and General Revenue Corporation - (Perkins)
Attorney General-State of Louisiana
Reports:
Accounts Receivable Quarterly report
Methods of payments
- Credit card form

Employee Receivables
Please review the attached about our AP policy on Clearance forms.

AP-02.09-Cl
earance_of...

Clearance Forms-All Clearance forms need to be reviewed at least weekly. It is important to look at the ARINFO email account for any items that need attention. The Accounts Receivable department is the last department to sign off on a clearance form. Before the A/R department signs off, it is important to verify that nothing is owed in Commercial Receivables. **Plus, we should check to see if any Perkins Loans are in default.**
The Bursar department produces a spreadsheet that provides pending clearance forms that need to be reviewed.
The main objective is to verify any potential receivables. Departing employees need to turn in their keys, laptops and any other UNO property. If the items are not returned, the first effort should be focused on an immediate payroll deduction. This requires notifying the payroll department in a timely manner. Unfortunately, there have been many instances where we discover items are owed once the employee has already left UNO. If a payroll deduction is not an option, it is important to invoice the ex-employee for the item(s) owed. Ultimately, the balance will be forwarded to our collections agency, if it remains unpaid. **Note**: Once a balance is forwarded to our collections agency, the account will be reported to the credit bureau(s). Typically, the debtor has the first 30 days to pay the agency, before the reporting begins.

Payroll Deductions-a payroll deduction requires the signature of the employee. Every attempt should be made to encourage the employee to pay their debt to UNO. Technically, a payroll deduction should be your last resort. Items that can be payroll deducted, include traffic fines, unpaid tuition and fees, property owed, Past due -Perkins Loans, NSF checks, etc..

UNO payroll
deduction ...

UNO payroll
deduction ...

Letters-We do need to notify when a debt is owed. Plus the letter will also inform the employee that a forced payroll deduction is possible if there is no action on their part. An email blast can be used to notify the employee. However, a letter mailed to the employee's home address is also used.

Employee
Receivable...

Student Financials

EPPO Plan-UNO offers an extended payment plan to students. A promissory note is required for all EPPO plans. Students can also choose the EPPO option online through WebStar. The EPPO option is only available for Spring and Fall semesters. The summer semester does not have an EPPO plan available. Keep in mind, the summer semester is very short. The EPPO plan consists of 2 payments. The first 50% of tuition and fees are due at the beginning of registration. The remaining 50% is deferred at a designated date. Such as March 1st for the Spring semester, and October 1st for the Fall semester. If a student defaults on an EPPO plan. **We need to put an indicator (PP) showing that the student is no longer eligible for the EPPO plan for at least one year.**

<mark>Sample of EPPO (Promissory Note)</mark>

UNO-EPPO
Form

Title IV

Students who need a "book voucher" to purchase books at the UNO bookstore must sign a <mark>Title IV form</mark>.

Title IV
Authorizati...

The T4 indicator must be added in student financials.
The book voucher limit is $900.00 for Spring and Fall semesters.
The book voucher limit is $650.00 for the Summer semester.

UNO BOOK
VOUCHER

PURGE

Appeal Process

- If a student does not satisfy their minimum balance by the published due date for a particular semester, their classes will be purged.
- A student can be reinstated back into their classes if they go through the appeal process.
- The first step of the appeal process is the student has to obtain an appeal form from their college (major).
- The student's teachers have to approve the reenrollment back into their class by signing the appeal form.
- After all the teachers who approve sign the form, an administrative official from the college has to approve and sign the appeal form.
- After the college signs the form, the student brings the completed appeal form to the Registrar's Office.
- The Registrar's Office will reinstate the student's classes back into the system.
- Once the classes are added back, a fee bill will generate.
- The minimum balance has to be paid by the 14th class day to prevent the students' schedule from being purged again.
- A student can still use the EPPO. To qualify, they must sign the promissory note with the Accounts Receivable office.

Reinstating Class Schedule

- If a student's schedule is purged due to an administrative error by the Bursar's Office, the Accounts Receivable staff, Bursar and Assistant Bursar can reenroll the student's schedule.
- To do this, the form below has to be completed by the Accounts Receivable staff, Bursar or Assistant Bursar.

Reinstateme
nt Form

- The form is turned into the Registrar's Office after it is completed.
- The Registrar's Office reinstates the student's classes. This will generate a fee bill.
- The student must make their minimum payment if necessary by the 14th class day to prevent their schedule from being purged.

NSF CHECKS

We normally receive an email from the Bursar department with a list of NSF checks.
These checks are normally returned funds from Student Financials or Commercial Receivables.
The Accounts Receivable department must send a letter to the debtor notifying them that the check has been returned. In addition, we must put a **CASH ONLY** indicator in Student Financials for future payments. Normally, the time the indicator should remain is two years.
If the returned check was written by a UNO employee, we must notify them that the amount owed will be payroll deducted if no payment has been made. The letter will normally give 15 to 30 days for the employee to comply.

NSF
letter-Insuf...

We currently send our NSF's to our collections agency (NRA) if not paid.
<mark>Attached is the letter we send out beforehand.</mark>

NRA-NSF
Letter-2010

**NRA-NSF
Letter-2010**

Procedures on Monthly Billing-Student Financials-Defaulted Tuition Accounts
Accounts Receivable-Student Financials.

**UNO-AR-Stu
dent Recei…**

Objectives:

- Identify students who are no longer enrolled and owe UNO tuition and fees.
- Identify amount owed. Accounts under $60.00 are not forwarded to collections. Only accounts above $60.00 are sent to collections.
- Identify students who are currently enrolled, and are participating in the EPPO plan.
- Identify students who are deceased or in bankruptcy.
- Identify students who have an NPP (negotiated payment plan) or NBL (No Bill) on their account with payment arrangements, to avoid sending to collections.
- Identify students who may have a delay with Financial Aid or other type of aid, such as VA benefits.
- Identify student balances that belong to current and former employees.
- Identify students in bankruptcy proceedings or discharged.

Notes:

- Delinquent accounts that are between 60 and 90 days past due are forwarded to the collections agency.
- Our current collections agency is National Recovery Agency.
- Once it is identified a student is defaulted and no longer a current student, a Pre-Collection (payment reminder) email is sent. This notice will be sent via email to both the UNO and personal email addresses. If the email is returned, a hard copy is mailed. Must receive payment within 30 days.
- If a payment is not received within 30 days, a Final Pre-Collection Letter will be sent to the student. This notice will be sent via email to both the UNO and personal email addresses. If the email is returned, a hard copy is mailed. Student must send payment within 30 days of this letter.
- If no payments are made, the account will be forwarded to our collections agency - National Recovery Agency (NRA).
- UNO is charged a 8.25% collection fee for balances collected by NRA. The student does not pay the fee.
- Accounts stay active with NRA for 12 months.
- The procedure for contacting former students who are past due is done on the 15th of each month. If centralized registration is in progress during the 15th, make sure notices are sent when registration ends.
- Student in default must have a RGT hold on their account to prevent a transcript from being released.
- COL indicators must be uploaded on Student Financials to identify accounts that are in collections.
- Must identify students who are no longer in collections and remove the COL indicator on student financials.
- Skip tracing is completed when we receive returned notices. We use Alumni Finder which is supported by Lexus Nexus.

Introduction to Data gathering procedures-Student Financials/Employee Receivables:
Reports needed: Student Aging Report, Hours enrolled for current term report, and Current UNO employees file.
Make certain **all late fees are removed** before starting the process. Check with the Bursar for this.

-First, gather accounts that need to be forwarded to NRA collections.

Guidelines: These are accounts that have received 2 notices from UNO and have not paid their balance. We must verify there is no NPP of NBL that is valid, identify there is no bankruptcy in progress, and the student is not deceased.. Current employees are not to be forwarded to NRA collections.

- On the S Drive – AR Private – Student Email Letters Billing – UNO Students No Longer Enrolled - Current Fiscal Year, there is a folder for each month.
- In each month, there are four folders which are listed below:
    - Payment Reminder
    - Pre-NRA
    - Send to Collections
- Our entire backup for that particular month is in these three folders.
- To determine who needs to be sent to collections, we need to access the prior month's pre-NRA list with the current aging report. Make sure you place a copy of the current aging report in the Send to Collections folder and the Prior Month Pre-NRA file is the main file.
- Once the files are merged, name it Current Month Age and Prior Month Pre-NRA Merged (Ex: March Age and Feb Pre NRA Merged), and save it in the Send to Collections folder.
- With this file, we can see if a student who received a pre-NRA email last month has cleared their balance. If any of the students have paid their balance, remove from the list.
- Remove any student who is enrolled during the current term because we cannot send them to collections. There should not be any but it is good to check.
- Remove the employees from the file.
- Sort file by Coll. Remove all accounts with this indicator. They are already in collections.
- Sort by NBL (No Bill) to filter accounts that should not receive any notices. Check Student Financials and read the notes to see why the NBL is on the account. If notes have a valid reason as to why NBL is on the account, then remove. Otherwise, leave the account on the list.
- Next, sort by NPP. These are the students who have a negotiated payment plan. Check Student Financials and read the notes to see why the NPP is on the account. If notes have a valid reason as to why NPP is on the account, then remove. Otherwise, leave the account on the list.
- Next, sort by Bankruptcy to see if account is going through bankruptcy procedures. Remove if account has indicator.
- Next sort by Deceased to see if account has deceased code. Remove if account has indicator.
- Next, try to identify who is a Dual Enrollment student with a balance. These students should not be sent to collections. There should be a No Bill indicator for these students. To be safe, look at the $100, $300 and $400 balances to ensure there are not any dual enrollment students. If you find any, contact admissions to see why they have a balance and remove these accounts.
- Now we know who still has a balance and needs to be sent to collections. The AR manager will review the file and send the file to NRA to start collections.

-Second, identify accounts that have received first notice, however, require **Second Notice (Pre-NRA)**.

**Pre-NRA
Notice - E…**

Guidelines: These accounts have received prior notices from Bursar and received one Collection notice (payment reminder). These students must receive there second Pre-Collection notice. We must verify there is no NPP that is valid, identify there is no bankruptcy in progress, and the student is not deceased. If the account is a UNO employee, must verify if current or former employee. Current employees are not to be forwarded to NRA collections.

- To determine who receives the 2nd Collection notice, we need to access the current months aging report with the prior month's 1st collection notice. This will inform us who has paid their balance after receiving the 1st notice. Make sure the prior month notice file is the main file in the merge.
- Next, remove the students who are enrolled at UNO because they cannot be sent to collections.
- Next, remove the active employees, and save the file.
- Sort file by Coll. Remove all accounts with this indicator. They are already in collections.
- Next, sort file by NBL (No Bill) to filter accounts that should not receive any notices. Check Student Financials and read the notes to see why the NBL is on the account. If notes have a valid reason as to why NBL is on the account, then remove. Otherwise, leave the account on the list.
- Next, sort by NPP. These are the students who have a negotiated payment plan. Check Student Financials and read the notes to see why the NPP is on the account. If notes have a valid reason as to why NPP is on the account, then remove. Otherwise, leave the account on the list.
- Next, sort by Bankruptcy to see if account is going through bankruptcy procedures. Remove if account has indicator.
- Next sort by Deceased to see if account has deceased code. Remove if account has indicator.
- Next, try to identify who is a Dual Enrollment student with a balance. These students should not receive the pre-collection letter. There should be a No Bill indicator for these students. To be safe, look at the $100, $300 and $400 balances to ensure there are not any dual enrollment students. If you find any, remove the account and contact admissions to see why they have a balance.
- Next, sort the file by total amount due. This is the amount each student owes to UNO. Make sure all balances are above $60.00. There should not be any but it is good to check.
- Now we have the accounts that have to receive the final notice. Email the statement above to both the student's personal and UNO email addresses from the bursar mailbox.
- After the email is sent, check the inbox to ensure there are no return emails. If there are, mail a paper statement to the mailing address on webstar. Make a separate tab for these to keep track of who a paper notice was sent to.

Third, identify accounts that have a delinquent balance that require their **first collection notice (payment reminder above $60.00 and below $60.00)**.

Pmnt
Reminder S...

Guidelines: These accounts may be broken NPP's, unpaid balances, balance incurred due to financial aid reversals, drops in courses, etc. Must verify student is not in bankruptcy, have a NPP or NBL indicator, or deceased. Current employees are not to be forwarded to NRA collections.

- These are student accounts that have not received any correspondence pertaining to their outstanding balance since they have withdrew from UNO.
- To determine who receives the 1st-Collection notice, we need to access the current months aging report with the hours report. This will inform us who has a balance and not enrolled at UNO. After the merge, save the file in the Pmt Reminder File.
- Next, merge the saved file with the current month's collection and 2nd notice file. Remove these accounts from the file.
- Sort file by Coll. Remove all accounts with this indicator. They are already in collections.
- Next, remove the active employees.
- Next, sort file by NBL (No Bill) to filter accounts that should not receive any notices. Check Student Financials and read the notes to see why the NBL is on the account. If notes have a valid reason as to why NBL is on the account, then remove. Otherwise, leave the account on the list.
- Next, sort by NPP. These are the students who have a negotiated payment plan. Check Student Financials and read the notes to see why the NPP is on the account. If notes have a valid reason as to why NPP is on the account, then remove. Otherwise, leave the account on the list.
- Next, sort by Bankruptcy to see if account is going through bankruptcy procedures. Remove if account has indicator.
- Next sort by Deceased to see if account has deceased code. Remove if account has indicator.
- Next, try to identify who is a Dual Enrollment student with a balance. These students should not receive the pre-collection / payment reminder letter. There should be a No Bill indicator for these students. To be safe, look at the $100, $300 and $400 balances to ensure there are not any dual enrollment students. If you find any, remove and contact admissions to see why they have a balance.
- Next, sort the file by total amount due. Rename this tab - Master File.
- Create two new tabs - Above $60.00 and Below $60.00.
- Then copy all accounts above $60 in the above tab, and copy all accounts below $60 in the below tab.
- Accounts that are above $60 can be sent to collections. Accounts below $60 cannot and just receive payment reminders every month.
- Now we have the accounts that have to receive the payment reminder. Email the statement above to both the student's personal and UNO email addresses from the bursar mailbox. Each tab gets a notice sent.
- After the email is sent, check the inbox to ensure there are no return emails. If there are, mail a paper statement to the mailing address on webstar. Make a separate tab for the above and below $60 returns to keep track of who a paper notice was sent to.

NPP List
- For the accounts that have a NPP indicator and are making payments, a payment reminder notice should still go out to them. The payment reminder notice is attached in the section above.
- To keep track of these accounts, create a new file named NPP-Pmt Reminder.
- When it is determined an account had a NPP indicator and making payments, add the account to the NPP-Pmt Reminder File.
- If the student is not making their monthly payments, the NPP indictor has to be removed. Add these students to the above $60 / below $60 payment reminder list so they will receive a notice.

Employee Receivables:
Payment Reminder Letter (Soft):

Email 1 -
Empl. Rec. ...

Pre-Payroll Deduction Letter (Hard):

Letter -
Empl. Rec. ...

Letter -
Empl. Rec. ...

Payroll Deduction Form:

UNO payroll
deduction ...

NOTES:

- An employee will receive two notices before qualifying for payroll deduction. Each notice is a 30 day notice.
- If the balance is not resolved after two notices are sent, the account is sent for payroll deduction.
- The files are on S/ drive - AR Private - Employee Receivables - Current Fiscal Year - Current Month.

First, identify who received needs to be sent to payroll deduction.

- To determine who to send to payroll deduction, merge the prior month's hard notice with the current aging file. The prior month hard file is the main file.
- If payments are made, remove from list. This will tell us who paid after receiving the hard notice.
- Remove all accounts currently enrolled at UNO.
- If student is not an employee, remove from list.
- Next, sort file by NBL (No Bill) to filter accounts that should not receive any notices. Check Student Financials and read the notes to see why the NBL is on the account. If notes have a valid reason as to why NBL is on the account, then remove. Otherwise, leave the account on the list.
- Next, sort by NPP. These are the students who have a negotiated payment plan. Check Student Financials and read the notes to see why the NPP is on the account. If notes have a valid reason as to why NPP is on the account, then remove. Otherwise, leave the account on the list.
- Next, sort by Bankruptcy to see if account is going through bankruptcy procedures. Remove if account has indicator. Should not be any.
- Next sort by Deceased to see if account has deceased code. Remove if account has indicator. Should not be any.
- This is the list that has to be sent for payroll deduction. Give the list to the AR Manager to review.

Second, identify who received needs a hard notice.

- To determine who to needs a hard payroll deduction, merge the prior month's soft notice with the current aging file. The prior month soft file is the main file.
- If payments are made, remove from list. This will tell us who paid after receiving the soft notice.
- Remove all accounts currently enrolled at UNO.
- If student is not an employee, remove from list.
- Next, sort file by NBL (No Bill) to filter accounts that should not receive any notices. Check Student Financials and read the notes to see why the NBL is on the account. If notes have a valid reason as to why NBL is on the account, then remove. Otherwise, leave the account on the list.
- Next, sort by NPP. These are the students who have a negotiated payment plan. Check Student Financials and read the notes to see why the NPP is on the account. If notes have a valid reason as to why NPP is on the account, then remove. Otherwise, leave the account on the list.
- Next, sort by Bankruptcy to see if account is going through bankruptcy procedures. Remove if account has indicator. Should not be any.
- Next sort by Deceased to see if account has deceased code. Remove if account has indicator. Should not be any.
- Finally, send the hard notice via email and mail.

Third, identify who received needs a soft notice.

- To determine who to needs a soft payroll deduction, merge the prior current aging file with the current employees. The prior month aging file is the main file.
- Remove every account that is not an employee.
- Remove all accounts currently enrolled at UNO.
- Next, sort file by NBL (No Bill) to filter accounts that should not receive any notices. Check Student Financials and read the notes to see why the NBL is on the account. If notes have a valid reason as to why NBL is on the account, then remove. Otherwise, leave the account on the list.
- Next, sort by NPP. These are the students who have a negotiated payment plan. Check Student Financials and read the notes to see why the NPP is on the account. If notes have a valid reason as to why NPP is on the account, then remove. Otherwise, leave the account on the list.
- Next, sort by Bankruptcy to see if account is going through bankruptcy procedures. Remove if account has indicator. Should not be any.
- Next sort by Deceased to see if account has deceased code. Remove if account has indicator. Should not be any.
- Next, merge the file with the current month payroll deduction file and hard notice file. Remove the accounts being sent to payroll deduction and who received a hard notice.
- Finally, send the soft notice via email and mail.

EMBA Accounts:
EMBA U.S. accounts need to send to a collections agency when defaulted.
EMBA Puerto Rico and EMBA Jamaica must be forwarded to Mohammed Hossain for review. **EMBA Puerto Rico and EMBA Jamaica are not forwarded to a collections agency due to jurisdiction limitations.**

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THE UNIVERSITY *of*
NEW ORLEANS

UNO-Accounts Receivable-Write-offs:

WRITE OFFS
Write-offs are done for the end of the fiscal year (June 30th). The Accounts Receivable department is responsible for the actual write-offs in the system. Write-offs are done for both Commercial Receivables and Student Financials. The Chief Financial Officer must review all write-offs prior to submission. The UL System does not use the direct write off method. UNO now uses the allowance method for recording uncollectible accounts. The PPM limits the allowance to 1% of outstanding receivables.

The following are supporting data that guide our write off policies (as of 06302012):

403.5 Subsequent Recognition and Measurement
. Receivables remain in the accounting records at their original value, adjusted for expected un-collectability, until they are paid or otherwise derecognized. The collectability of receivables should be reviewed at each reporting period and the value of the allowance for doubtful accounts adjusted as necessary to ensure its adequacy. The allowance is increased or decreased when necessary to adjust the carrying value of receivables to the expected net realizable value. If it is probable that the institution will be unable to collect all amounts due according to the contractual terms of the receivable and the uncollectible amount can be reasonably estimated, an expense or loss is recognized. This is done even though the particular receivables that are uncollectible may not be identifiable. Often, uncollectible percentages are determined based upon historical estimates and are applied to accounts receivable to obtain an estimate of the allowance needed. This method is generally most applicable when developing an allowance for large numbers of similar accounts with small balances. When an individual account receivable balance is large or the account is unique, specific estimates of the collectability are generally developed.

¶360.5 Subsequent Recognition and Measurement
. In most cases, there is no need to subsequently recognize or measure tuition and fees revenue. However, because a portion of student accounts receivable will ultimately be determined at a later date to be uncollectible, provision must be made for bad debt estimates. Because tuition and fees should be recorded net of allowances and discounts, increases in allowances for bad debts are recorded as reductions in revenues rather than as expenses.

.7 Illustrations
. Assume that student tuition and fees amounted to $5,000,000 for a given semester, and that $250,000 was estimated to be uncollectible.

Unrestricted Net Assets		
Unrestricted Current Funds		
Student Accounts Receivable	5,000,000	
Revenues—Student Tuition and Fees		5,000,000
Revenues—Student Tuition and Fees	250,000	
Allowance for Doubtful Accounts		250,000

As accounts are written off, the entry would be made as it would be in all organizations. Assume an account in the amount of $2,000 is written off, in accordance with institutional procedures.

Unrestricted Net Assets		
Unrestricted Current Funds		
Allowance for Doubtful Accounts	2,000	
Student Accounts Receivable		2,000

To comply with the allowance method, UNO uses the aging reports of our receivables (Commercial Receivables and Student Financials) to identify what accounts are to be written off each fiscal year.
Using the aging files, accounts that are at least 2 years past due, but not exceeding 3 years delinquent must have funds allocated to the Allowance for Doubtful Accounts.
At the end of each fiscal year, we will write-off accounts that are over 3 years delinquent, with no payment activity. The write-off will reduce the Allowance for Doubtful Accounts.

Other Notes:

There are two reasons why the direct write-off method is not allowed.

First, applying the matching principle implies that the cost of the uncollectable accounts need to be expensed in the period of the sale. Giving credit to customers helps to generate sales (if this were not the case, the firm would simply demand payment at time of delivery). Thus, not creating an allowance violates the matching principle of GAAP.

Second, with the direct write-off method, accounts receivable are at the nominal value, whereas the 'true' value (the amount that is expected to be collectible) is most likely lower. Thus, the direct write-off is likely to overstate the value of accounts receivable.

Bad Debts Direct Write-off Method
Direct write-off method is one of the two most common accounting techniques of bad debts treatment. In the direct write-off method, uncollectible accounts receivable are directly written off against income at the time when they are actually determined as bad debts. When debt is determined as uncollectible, a journal entry is passed in which bad debts expense account is debited and accounts receivable account is credited as shown below.
Bad Debts Expense   ——
Accounts Receivable   ——
Direct write-off method does not use any allowance or reserve account.
Although the direct write-off method is simple, it has a major drawback. Often it violates the matching principle of accounting because it recognizes bad debt expense which is partly related to previous accounting period. For example if sales are made at the end of accounting year 20X1, bad debts will be realized in the beginning months of accounting year 20X2. Thus the use of direct write-off method would cause deduction of expenses of previous period against revenue of current period which is contrary to the matching principle of accounting.
Since this method is not according to GAAP, it not advised to use direct write-off method. Instead, use the allowance method for bad debts.

PPM FB-IV.(3), Students With Debt Policy, states "…each institution must establish a justifiable policy to establish an allowance for doubtful accounts relating to delinquent student accounts receivable." The A/R policies for 8 of the UL universities include a reference to allowance for doubtful accounts. I found in GASB 11, paragraph 38, "… receivables should be reduced by an appropriate allowance for amounts estimated to be uncollectible." Footnote 41 of GASB 34 states, ' Revenues should be reported net of discounts and allowances…". While I could not find any direct guidance on using the direct method or the allowance method, any reference to an uncollectible receivable is made along with the allowance method. The reference guides do not make any reference to a direct method.

Another point: the PPM does not require the board to authorize any write-offs of bad debt.

fb-iv.(3)_stu
dents_with…

UNO AR
Writeoff P…

Accounts Receivable Write Off Procedures
Determine Potential Write Off
1. Obtain the potential write off amount from Financial Services (Feb/March). Run the process: Home > UNO Student Financials > UNO Student Financials > Process > Create Student Aging File   Amount has been running about $800,000 per year for the general fund. You may not be able to write off all bad accounts so a review of the accounts will be necessary. Bankruptcy and deceased accounts have top priority.
2. Review receivables from the following areas:
   a. 130001 – Student Receivables (SF)
   b. 130005 – Third Party Receivables
   c. 130006 – Commercial Receivables (COMAR)

       d.   130040 – Sponsored Program Accounting Receivables (previously 130004) (SPA)

1) Consider the following accounts:
    a. <mark>Activity over 3 years which have no younger payment activity</mark>
    b. Accounts which have been placed in bankruptcy
    c. Accounts marked with deceased
2) For SF and COMAR accounts determine which portion of the considered balance is from the following sources: Speed#   DEPTID   FUND
    a. General Fund 90038   9000000000   101XX
    b. Lafitte Village 87353   8700104400   150XX
    c. <mark>Meal Plans **87027**   8700102200   150XX</mark>
    d. Parking Decal (not Tickets) 90038   9000000000   101XX
    e. Student Housing 87353   8700104400   150XX
    f. Bookstore (Vouchers) 87038   8700103100   150XX
    g. <mark>Children Center **87202** 112XX</mark>   8700604000
    h. Tech Fee 82102   8200700100   112XX
    i. EMBA 90038   9000000000   101XX
3) Prepare summary report for Financial Services

Submit for Approval
1) In May present final report with all detail to Financial Services for review and submission to the UL System Office. Documentation must be available to show due diligence was performed with regard to specific collection efforts. Files are stored on the share drive under: Accounts Receivable-Public/Private/Write-Off Files.

Processing Write Off
1) After approval has been granted, entries can be made. If approval was granted prior to close of the fiscal year, the entries can be made directly to the sub-ledgers only. But, if approval is issued after June 30, a journal entry must be made as of 6/30 to post the entry in the old year. A reversal entry also would be made in the new fiscal year.
2) Prior to making the entry, all sub-ledger accounts must be reviewed and compared to the write-off list to determine if any of the accounts were paid on during the past several months. If so, the write off amount would be reduced accordingly. Use Microsoft Access to compare the current SF Aging against the write-off list. For accounts which have been paid on, the distribution would need to be reduced and the June 30th JV entry adjusted. Save results to document reduction of the write off.
3) Sub-ledger write-off entries then would be made for each account. The GL entry for SF accounts will post to the General Fund only, so a distribution entry will be necessary to charge bookstore, tech fee, etc. (**Account #135006** is used for Doubtful Loan expense.)
4) On the SF accounts written off, a service indicator must be applied showing the WO status of the account to prevent student activity without payment of the write off amount. For those accounts with bankruptcy write-offs, no indicator should be posted.

Pasted from <<u>file:///S:\Accounts-Receivable-Public\Private\AR%20Procedures\Accounts%20Receivable%20Write%20Off%20Procedures.docx</u>>

<mark>**Exhibit A**- Sample -*Write-offs memo to CFO*</mark>

 Write Offs
Coverletter…

S:\Accounts-Receivable-Public\Private\Write Off File

<mark>**Sample of UNO-Commercial Write off list:**</mark>

ARWO-UNO
-COMMER…

   FINAL
Writeoff Fil…

Commercial Receivables -Write off Reason codes:
<mark>Use **Credit** Reason Code **90038** to write off balance against the general fund.</mark>
The following is the accounting entry:
Account# 135006, Fund 101xx, Program 50000, Dept ID 9000000000
<mark>Use **Credit** Reason Code **87038** (insert account 135006) for **Bookstore** Write offs.</mark>

<mark>Write-offs for **Children's Center** is **87202** (112XX). Effective as of 06302012.</mark>
<mark>Insert account number **135006**</mark>

Invoices and Deposits:
The accounts receivable department processes several different types of invoices.
The majority of the invoices fall in the following categories:
Salary Overpayments-monies overpaid to UNO employees.
Health Benefits Unpaid- (Definity premiums still owed by UNO employees.)
Athletic Sponsorships-monies owed for signed contracts with various sponsors.
Children Center-receivable of monies owed for unpaid childcare
Department Receivables-normally services rendered that are owed by an outside vendor or entity. Examples are utilities, rentals, fees, etc.
<mark>Sample "Invoice" form</mark>

   COMAR
INVOICE- T…
As payments are received, we post the payments as a deposit in P/S 9.0. We keep the backup of the deposit online in the S:/ drive.
<mark>Attached is a sample of our backup for a deposit.</mark> This information helps our General Accounting department for reconciling purposes.

Deposit#10
00-Date-0...

Statements

Statements go out monthly for commercial receivable accounts. They are mailed out on the 1st week of each month. These statements reflect detailed transactions of invoices and payments.
See attached "Statement" sample.

Sample
COMAR St...

The attachment below explains the procedure on how to produce the COMAR statement in P/S 9.0.

Steps for
Processing...

Letters

In addition to statements, we send out a pre-collection letter to notify the debtor that a payment is needed in 30 days. Otherwise, the account will be forwarded to our collections agency. **NRA** (National Recovery Agency) currently handles our placed commercial receivables.
Sample of 30 day letter

COMAR=Fin
al Demand ...

COMAR CREDIT CARD FEE:
As of April, 2012, UNO now assesses a credit card fee of 2.5% on all credit card transactions.
This fee is posted as a separate transaction in COMAR using the following information:

Speedkey 93020 is the Credit Card Convenience Fee. If necessary, we must change the **account number to 400824**, after creating the accounting entries in COMAR. This fee must be assessed whenever we accept a payment by credit/debit card to a COMAR account.

Petty Cash (Refunds for Vending Machines)
Normally, we receive invoices from auxilary services about vending machine refunds. The customer in COMAR is Long Leaf Canteen (COMAR#9541). The correct speedkey to build the invoice is 87053. This will hit our 150xx fund code. The account number must be 110100, which is our petty cash account. The accounting string should look as follows: 110100 150xx 8700103500 80000.

Carl D. Perkins Loan

OVERVIEW

- Please visit our website for an overview of our Federal Perkins Loan Program: http://www.bursar.uno.edu/loans.cfm.

CONTACT INFORMATION

Mailing Address
University of New Orleans
Federal Perkins Loan Department
2000 Lakeshore Drive - Admin Building 1006
New Orleans, LA 70148

Phone and Fax Numbers
Phone Number - 504-280-6506
Fax Number - 504-280-3283

Contact Numbers

UNO Perkins Loan Coordinator	Peter Takac	504-280-6506	ptakac1@uno.edu
UNO Accounts Receivable Manager	Jose Cuevas	504-280-7384	jcuevas@uno.edu
Assistant Vice Chancellor for Financial Services	Mike Dauenhauer	504-280-7475	mdauenha@uno.edu
UNO Bursar	Brett Cassell	504-280-5492	bcassell@uno.edu
UNO Assistant Bursar	Tonia Adams	504-280-1147	tmadams2@uno.edu
UNO Financial Aid - Disbursements	Allen Burrell	504-280-3195	aburrell@uno.edu
UAS Rep	Sara Mertins	(262)780-7568	Sarah.Mertins@ncogroup.com
UAS SignMyLoan Contact	Jessica Mould	262-780-7598	Jessica.Mould@ncogroup.com
Todd, Bremer and Lawson Rep	Cora Nicholson	803.323.5200	cora.nicholson@tbandl.com

Todd, Bremer and Lawson SalesRep	Rachelle Melloch	904.373.0547	rachelle.melloch@tbandl.com
Todd, Bremer and Lawson VP Sales	Niel Welborn	803.323.5200	niel.welborn@tbandl.com
Perkins Loan Policy Office	Brian Smith	202-502-7551	Brian.smith@ed.gov
GRC Rep	Ailleen Cobbs	1-800-234-1472 ext. 7353	AilleenB.Cobbs@generalrevenue.com
NRA Rep	Autumn Ware	1-800-360-9953 ext: 3008	aware@nationalrecovery.com
Direct Loans Funding Rep	Rhia	334-206-7572	
Direct Loans LVC Rep	Rita	334-206-7819	rita.ayeni@hp.com
Direct Loans Funding Department		888-799-2474 #1	
Direct Loans Default Resolution		1-800-621-3115	
Direct Loans Customer Service		1-800-557-7392	
LA Attorney General Office	Mary Benoit	225-326-6540	benoitm@ag.state.la.us
Sallie Mae		888-272-4665	
Department of Education - Perkins Policy Office	Brian Smith	n/a	Brian.Smith@ed.gov

CODES

Department of Education / Direct Loans	00201500
Department of Education Assigned Serial Number	1646

DEFINITIONS

- **ACCOUNT NUMBER:** A fourteen-digit number that identifies a specific account. The account number includes a 3-digit school (778) number, a 2-digit fund number (either 97 or 95 for older loans, and a 9-digit loan number (Social Security Number).

- **CANCELLATION:** A benefit that reduces a borrower's outstanding principal and interest if the borrower complies with requirements set by the loan program parameters. The requirements vary for each program.

- **CASH PAYMENT:** Payment received by UAS in the form of a check, money order, or hard currency.

- **COHORT DEFAULT RATE:** The percentage of borrowers entering repayment during the previous fiscal year whose accounts became 240/270 days past due and have not been resolved.

- **COHORT GROUP:** All borrowers who entered repayment during the previous fiscal year.

- **COLLECTION COSTS:** The actual or average costs that a school incurs in its attempts to collect from a borrower. Costs can include phone calls, postage, supplies, salary, benefits, office space, equipment, credit bureau reporting, agency fees, and skip-tracing services.

- **CONTINGENCY FEE:** The amount a collection agency receives for collecting payment on a borrower's account. The fee is a percentage of the amount collected.

- **CREDIT BALANCE:** Overpayment.

- **DEFERMENT:** A benefit that allows a borrower to suspend repayment during a period of qualified activity.

- **ENTRANCE INTERVIEW:** A conference between institution personnel and a borrower, which makes the borrower aware of his/her responsibilities in repaying the loan.

- **EXIT INTERVIEW:** A conference initiated by the institution before a borrower leaves school. At the conference, the institution must explain the repayment process and the borrower's rights and responsibilities under the loan program.

- **FISCAL YEAR:** July 1 to June 30 of the following calendar year.

- **FORBEARANCE:** Temporary suspension of principal payments.

- **GRACE PERIOD:** Time during which no payments are due. For Federal loan programs, no interest accrues during this period.

- **HARDSHIP DEFERMENT:** NDSL/PERKINS entitlement that allows a borrower to suspend payment during a period of unemployment or prolonged illness. Available on loans made before 7/1/93.

- **INTEREST:** Cost of borrowing. Interest accrues on a monthly basis on the unpaid balance of an account.

- **LOCKBOX:** Bank mail drop that receives and processes payments for UAS borrowers.

- **MPN (Master Promissory Note):** A promissory note that covers awards for multiple fiscal years. The borrower signs the note once for all awards. Last 10 years

- **NON CASH PAYMENT:** A payment reported to UAS and credited to a borrower's account but for which UAS did not receive actual funds.

- **NSLDS:** National Student Loan Database System compiles data on all Title IV student loans from all participating institutions into one system.

- **REHABILITATION:** Upon successfully completing necessary requirements, a loan is returned to regular repayment status as if no default had occurred. Borrower regains eligibility for Title IV funds.

- **REPAYMENT ENTER DATE:** The date on which an account did, or should have, first entered repayment status. Generally the day after the initial grace period expired.

- **REPAYMENT SCHEDULE:** A document that details the number of payments, the payment due dates, and the payment amounts that a borrower is to make in order to repay a loan.

- **SEPARATION:** The date on which the borrower left school or dropped below half-time enrollment status.

- **SKIP TRACE:** The process of locating a borrower whose address is unknown. One method available to institutions is through the IRS. UAS offers some skip-tracing services through Cohort Account Protection program.

- **WRITE-OFF:** Account on which the balance is considered forfeited.

FILE ROOM - ORIGINAL PROMISSORY NOTES

- Our file room contains backup from all of our the students who received a UNO Federal Perkins Loan.
- Each student has their own folder and the folders are in alphabetical order.
- The file cabinets directly across from the main entrance contain the students who are currently active (have a balance or credit on their account or account is not PIF).
- The file cabinets next to the file room entrance are the accounts that are paid in full or inactive.
- It is important to move a folder to the inactive section once the account is not active.
- If a Promissory Note is not online (we will discuss this under the SignMyLoan.com section) or not in a student's folder, there are three sets of binders in the vault containing original notes.

PERKINS LOAN DISBURSMENTS

- Below is a flow chart and a detailed description of how the Federal Perkins Loan disbursement process works at UNO:

PerkinsFlow
chart1 - Lo...

Perkins Award by Term
- The Financial Aid office will offer the loan amount to the student.
- To see which students have been offered a Perkins Award by a Specific Term, use the query below from Student Financials. The spreadsheet is saved where the Input/Output File navigation is set to. Currently, it is saved on the S-Drive - A/R Folder - Private. Make sure you run this daily to see if any new loans are awards.
- Below is screen shot of how to run query.
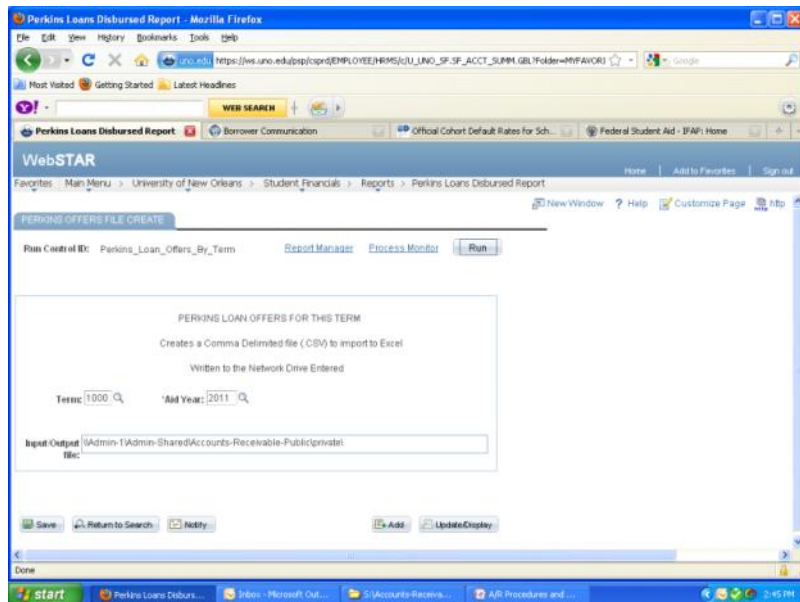
- Delete columns F (Perkins Type) and G (Perkins Description), in the spreadsheet. You will not need them.
- Below is an example of the finished query (minus the student's information)

PERKINS_DIS
BURSED_T...

- It is important to stay organized when running the query throughout the semester because the amount of students awarded can change on a daily basis. The best way to do this is to create a spreadsheet . Save the original spreadsheet the first time you run the query and add or take off students as needed.
- The financial aid office informs students if they qualify for a Perkins award and to accept or decline the loan on their Webstar account.
- If Perkins Loan is declined, the funds will not be disbursed onto the student's account and will not show on the query.
- If accepted, the funds will show as anticipated on the student's fee bill.

SML.COM

- For a Perkins Loan to be disbursed onto Student Financials (posted, not anticipated), a Promissory Note must be signed and the loan amount has to be accepted on SignMyLoan.com (SML.com). The following link is for SML.com: https://manager.signmyloan.com/. You will need a username and password to login.
- SML.com is a UAS website and is used to:
  - Monitor electric signatures
  - View loan disbursements
  - Transfer and store loan documentation electronically
  - Add borrowers and loans manually, including changing personal data
- If you are having trouble with SML.com, contact Jessica Mould by phone at 262-780-7598 or by email at Jessica.Mould@ncogroup.com.

- The file below will give you detailed instructions on how to use SML.com

SignMyLoan
manageme...

Searching for a Borrower on SML.com

- Once the loan is anticipated, an account has to be set up for the student in SML.com. There could be an account already set up if the student received a UNO Perkins Loan in the past.
- To search to see if an account is set up go to Borrowers - Search on the SML.com main page.
- Type in the borrower's NID or name and press submit.
- It the borrower is in the system, their name and NID will appear. Click on the NID and you will be brought to the borrower's main page.
- See page 5 of PDF file above for instructions as well.
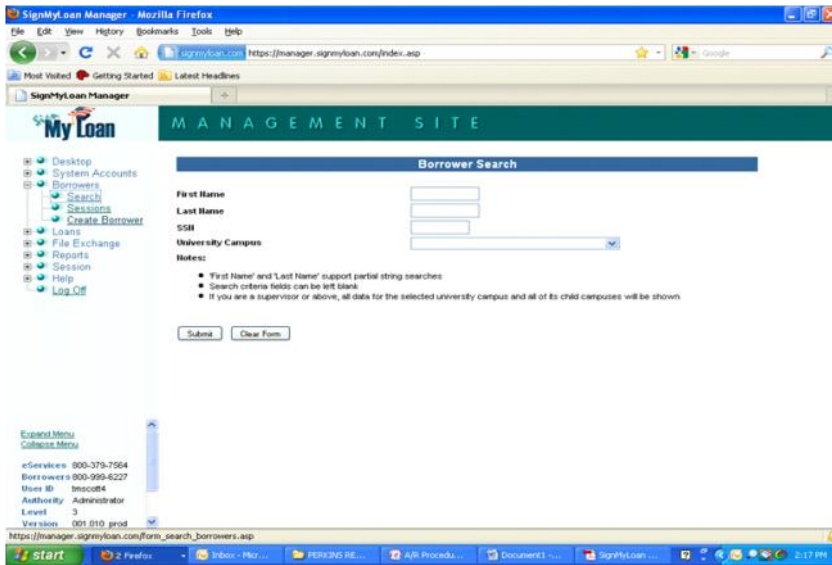
Creating a Borrower on SML.com

- If the account is not set up, you will receive a message stating so. If this is the case, go to Borrowers - Create Borrower.
- Use the information from the Perkins Award by Term query to input the borrowers information.
- For the email address make sure to use the UNO address, not the personal email.
- Once all of the information is entered, hit create borrower at the bottom of the screen.
- Click on social security number in top left corner once the information is saved (it will automatically appear).
- See page 6 of PDF file above for instructions as well.

Add a New Loan on SML.com

- To add a new loan, click on Create a New Loan for This Borrower link. It is the 3rd link from the bottom of the page.
- Make sure the Interest Rate is 5% and 3 is the Disbursement Frequency (Months) when entering disbursement. (3 stands for 3 semesters)
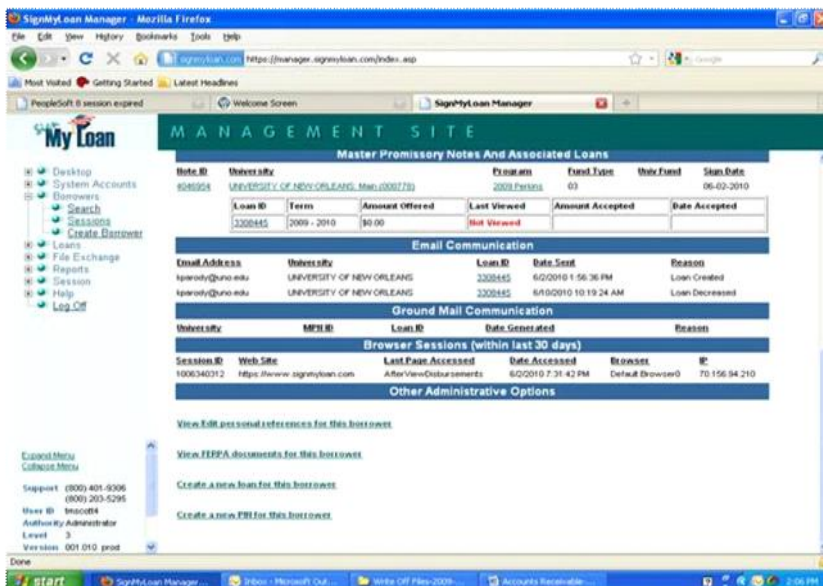
- Once you have saved the loan information, click on the borrower's social security # to get back to borrower's main page.

Generate Pin Number and Contact Student **(Only if the Student Does Not Remember the FAFSA PIN)**

- Once you have created the loan and are back on the borrower's main page, click on Generate a **UAS PIN**.
- The PIN number is created and it will automatically generate a link asking you if you want to email the PIN to the borrower.
- Email the PIN number by pressing the link and it is automatically sent to the borrower's UNO address.
- Next, email the student notifying them to sign their MPN and accept the loan amount. Below is an example of the email.

MPN Email

- UNO uses the UAS pin number because we have more control. For example, we can generate and send the pin number to a student at anytime.
- The student can use their Federal Pin Number giving to them by the Department of Education but encourage students to use the UAS pin.

KEEPING RECORD AND ORGANIZING WHO ACCEPTED AND SIGNED THEIR MPN

- It is important to check on a daily basis to see what awards have been accepted and signed on SML.com.
- You can see this on the borrower's main page of SML.com under the Master Promissory Note (MPN) and Associated Loan section.
- There has to be a date under Sign Date and Date Accepted for the note to be signed.
- If there is not a date, it will be highlighted red to notify you the note is not completed.
- Instructions are on pages 8-11 on the PDF file.
- On the Perkins Award by a Specific Term query you are updating on a daily basis, organize it so you know which student has not accepted the award on webstar, who has accepted the award on webstar but not signed their MPN, and who has completed both. This will help you keep track of which student needs to do what.
- You can organize the spreadsheet by whatever is best for you. I am a visual person so I color coordinate the three categories (no color is completed everything, green is need to sign MPN, and yellow is need to accept award on webstar).
- You may prefer to create a column and put a note as to what need to be done.
- Simply do whatever method is best for you.

EMAIL REMINDER NOTIFICATION - SIGN MPN AND ACCEPT FEDERAL PERKINS LOAN

- As the payment deadline and purge date for the semester approaches, there are always a few students who have not accepted their loan on webstar. Contact these students to ensure the loan is accepted so it will be labeled as anticipated on their fee bill. Below is the email sent these students:

Accept Aid
Follow Up ...

- After the semester has started and the first financial aid disbursement date approaches, there are always several students who have not accepted their loan on webstar or signed their MPN. For the students who need to accept their aid on webstar, email them the letter below:

Accept Aid
Follow Up ...

- For the students who have not signed their MPN, email them the letter below:

Accept Aid
Follow Up ...

PERKINS INDICATOR AND CHECKLIST ON WEBSTAR

- Once the MPN is signed and the loan amount has been accepted, the student's Checklist must be Completed and Master Promissory Note Indicator must be added in Student Financials. If all 4 items are not completed, the student's loan should not be disbursed onto their student account.
- The navigation in the screenshot below will allow you to complete a student's checklist.
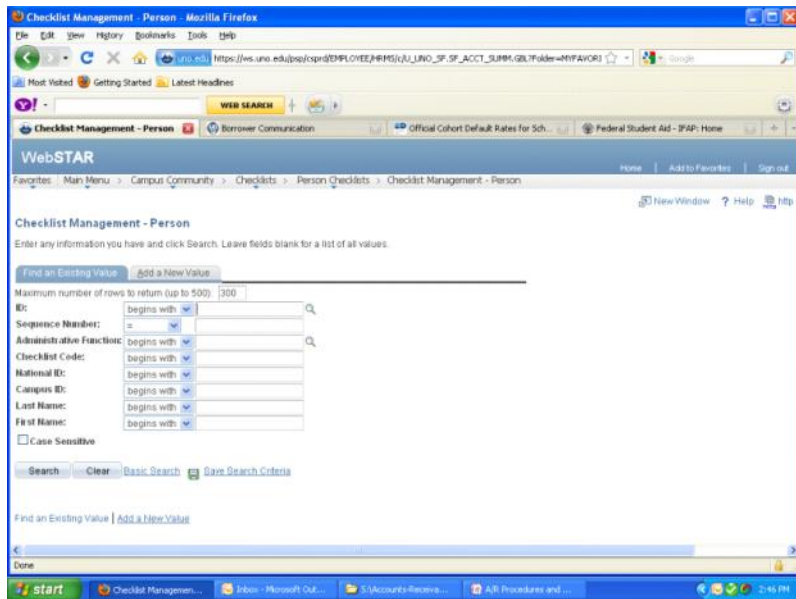
- Once the student ID or social is entered in the screen above, hit search.
- Click on the item labeled Perkins with the correct term.
- Next, select Completed for the Item Status on both tabs and Save.
- The Perkins Master Promissory Note Indicator is a positive indicator that stays on students' accounts once it is saved. This allows A/R and the Financial Aid Office to see if a Perkins MPN was ever signed.
- The following navigation and indicator information below will allow you to add the indicator.
- Make sure you save the indictor at bottom of screen when finished. Also, make sure you but the appropriate term and date.
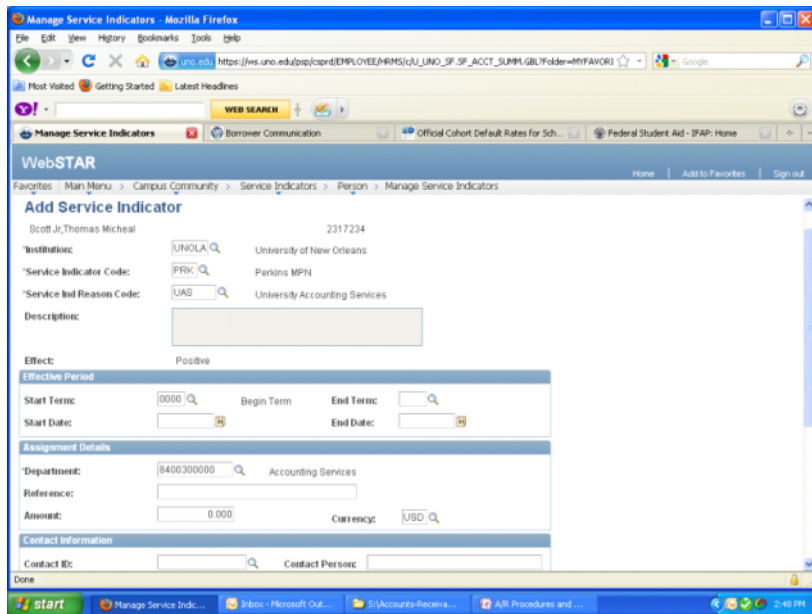
GROUP POST FROM FINANCIAL AID AND HOW TO ADD A NEW LOAN DISBURSEMENT

- After the indictor and checklist is completed and saved, Financial Aid will send a Group Post (GP) to the Bursar's Office. This will notify and allow the Bursar's Office to post the aid to the student's account.
- The financial aid office normally sends the group post on Mondays and Wednesdays.
- The GP is sent via email to various staff including the A/R manager and Perkins Coordinator.
- It is important to monitor the GP to ensure the correct loan amount is posted to webstar.
- If the correct amount is not on webstar, contact Allen Burrell in the Financial Aid Office.
- If the amount is correct, we need to update SML.com to reflect the loan disbursement.
- To add a new loan disbursement, click on the Loan ID link midway through the borrower's main page.
- Next, click on "Enter A New Disbursement for This Loan" which is the first link under the Other Administrative Options section at the bottom of the page.
- You will need to know the amount disbursed onto webstar, the date, and the academic year of the student (freshmen, sophomore, etc) to create the disbursement.
- If there are multiple disbursements on one day, you will have to use the correct date for one and the next calendar day for the second.
- If there are reversals or if the Perkins Loan is reduced, it will show on the GP. If there is a reduction, make sure you update SML.com to reflect the correct amount. Just add a negative symbol in front of the amount of the reduction.
- See the screenshot below and pages 14-17 of PDF file.
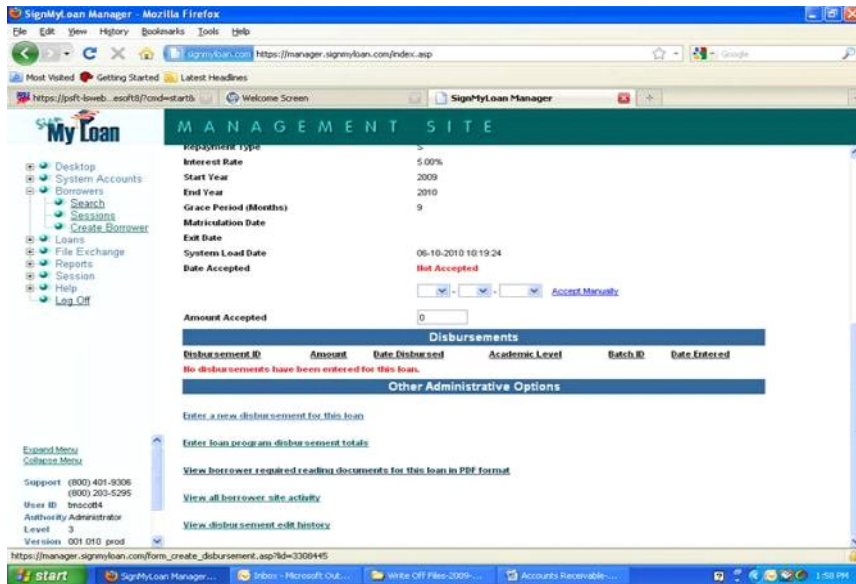
NSLDS

- NSLDS is the National Student Loan Database.
- The database will inform you of a student's loan history, loan status (deferment, defaulted, paid in full, etc), every loan ever taken out by that individual, the school attended when the loan was taken out, the loan disbursement date, and the type of loan (Perkins, Stafford, etc).
- A UNO Federal Perkins Loan is reported to NSLDS by UAS once the loan disbursement is uploaded on SML.com.
- To log into NSLDS, go to the following website: https://www.nslds.ed.gov/nslds_FAP/secure/logon.jsp. Best to access this link using Internet Explorer.
- You will need to know the student's NID, first name and full birth date to access their information.
- To gain access to the site, contact Allen Burrell in the Financial Aid office.
- If you ever have to change the status of the database, send a printout of the incorrect status and what it should say to Sarah at UAS.

EUAS

- UAS also uses a system called eUAS. This system allows us to view payments, account history, deferments, account information, borrower's information, etc.
- You will start to use eUAS to view a student's account information once a student starts their grace period which will be discussed in the next section.
- To login, visit this website: https://loanmanager.uasecho.com/login.aspx.
- The PDF file below link is a manual for eUAS. Everything you need to know about eUAS can be found at the link.

EUAS User
Guide

- If you have any questions about eUAS, ask Sarah or Jessica at UAS. Their contact information is listed above in the contacts section.
- The information below are the most commonly used navigation in eUAS.

How to View Account Details / Information in eUAS
- To view a borrower's account detail, you first have to log into eUAS using the link in the section above.
- On the right hand side, there is a search field. You can type the borrower's social security number or last name and hit "Go" to pull up a borrower's account.
- See the screen shot below to see where the "Search" field "Go" button is on the left hand side.
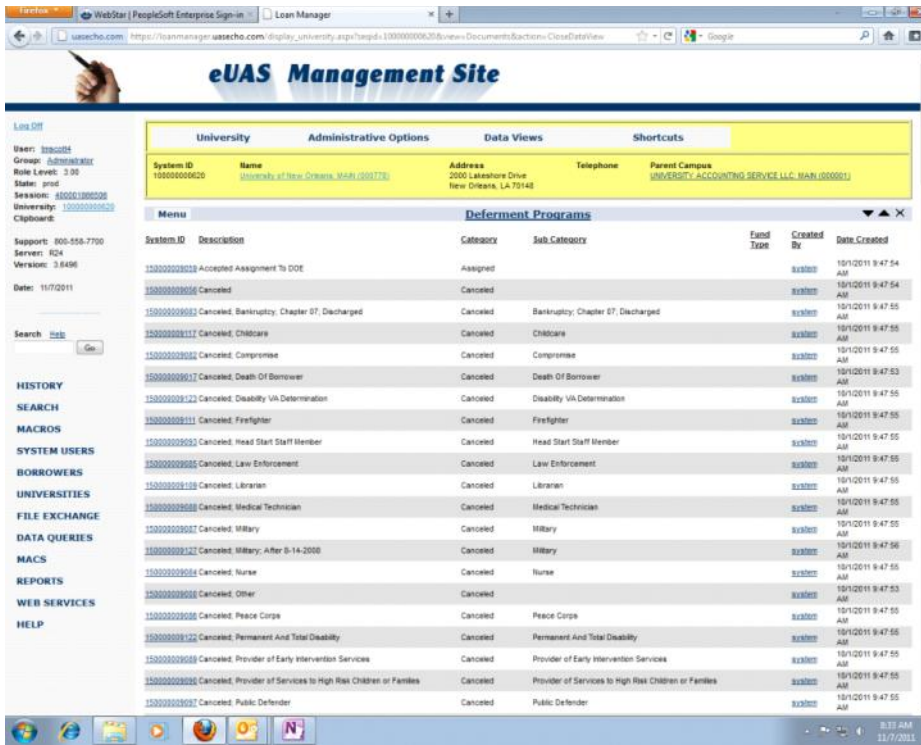
- Once you search for the borrower, the next page will make you choose the name of the borrower. Click on the system ID which is a highlighted link to go into the borrower's account.
- After you choose the borrower, you will be brought to the borrower's main screen. See the attachment below for an example of the borrower's main screen.

EUAS
Borrower S...

- There are three default sections (data views) that appear when you pull up the borrowers information. They are Payments, Loans, and Memos.
- You can always bring up a new data view by scrolling over the data view tab at the top of the page. Different data views are listed under A-K and L-Z. All the information we will look up is in a data view category.
- Whatever data view is highlighted yellow is the data view you are viewing. When the data view is highlighted yellow, you can change that entity's information.
- If you want to view more information regarding the loan, click on the system ID under the loans section.
- See the attachment below for an example of the loan screen.

EUAS Loan
Screen Shot

- Just like the borrower's section, there are three default data views that appear when you pull up the loan information. They are Activity Breakdown, Billing Periods, and Reported Transactions.
- You can always bring up a new data view by scrolling over the data view tab at the top of the page. Different data views are listed under A-K and L-Z. Remember, all the information we will look up is under a data view.

Update Borrower's Contact Information - eUAS
- It is important to update the borrower's contact information if they call, receive notice they moved, etc.
- Always ask for the borrower's current address, phone number, and email address if you have contact with the borrower.
- To update the contact information, make sure you are in the borrower section of eUAS. Remember if it is highlighted yellow, you can change the information.
- To change an address, phone number, or email address, scroll over Data Views - A-K - Address Changes. This will bring up the Address Changes data view.
- Next, scroll over Menu in the Address Changes section and click on Create A New Address Change.
- It is here you can change the borrower's account information.
- It is good to put a Memo (comment) in eUAS as well regarding you changed the address. We will discuss this below in the memo section.

Create and View a Memo - eUAS
- You should add a memo in eUAS every time you speak with a borrower or do anything with their account.
- You can either manually enter the memo or do a mass upload if the memo is the same.
- To manually enter a memo, go to memo under the loan.
- Then go to create a memo under the menu section of the memo.
- Add whatever you like here
- To do a group upload, complete the spreadsheet below:

Memo Mass
Upload File...

Memo Mass
Upload File...

- Row one is the main line. This information on this line should not change except for date in column D.
- Column A should say memo for every line. At the end of this column, trailer should be added. See file for example.
- Columns B,C, and D are blank.
- Column E should read borrower for every line.
- Column F is the system ID for the borrower.
- Column G is the date.
- Column H is what the memo should say.
- Once the spreadsheet is completed, you need to upload it to eUAS.
- To do this, go to file exchange - upload.
- In the upload template drop down box, select "File Upload; Entities; University Accounting Service LLC: Main (000001)
- Next select the spreadsheet you created and through the browse box.
- Submit file.
- You will receive an email once the file is uploaded. If there are errors and the file did not upload, the email will say so.

View Deferment History - eUAS
- You can view a borrower's deferment history by going to the borrowers main page. Once you have the borrower's information up, click on the system ID under the loan section.
- Next, click on data views - L-Z - Loan State.
- This will give you the history of the deferments on a borrower's account, including the dates.

View Past Payments - eUAS
- Past payments can be viewed in the borrower section. Remember, you know a section is active when it is highlighted yellow.
- To view the past payments, click on data views - L-Z - Payments.
- A list of all past payments will be shown.
- If you click on the system ID of a payment, it will give you more information regarding the payment.

View Borrower's Repayment Schedule - eUAS
- To view a copy of a borrower's Repayment Schedule, go to the loan section.
- Under data views - L-Z, there is a link for Repayment Schedule.
- Once you click on the link, the repayment schedule will appear.

View Past Statements - eUAS
- Past payments can be viewed in the loan section.
- To view the past statements, click on data views - L-Z - Statements.
- A list of all past statements will be shown.
- If you click on the system ID of a statement, you can view a copy of the statement.

EXIT INTERVIEW

- Recipients of a Federal Perkins Loan are required to complete an exit interview once they leave UNO, regardless of the reason why.
- During the exit interview, the student's rights and responsibilities as a borrower are disclosed along with the repayment schedule, terms of payment, billing procedures, interest charges, etc.
- In addition, information on all Perkins Loans received from UNO will be presented (including the amount and date on which the first payment is due).
- Students can complete the exit interview online at the following website: https://www.uasexit.com/.

GRADUATION /SEPARATION DATE

- UAS must enter a student's separation date (the date a student leaves UNO or drops below half time status) in MACS.
- UAS is notified of a student's enrollment status through a report they receive called Clearinghouse.
- When a student graduates from UNO, we must inform UAS so the student's account can be set up to complete an exit interview and have their separation date updated.
- The separation date used is the date of the graduation ceremony.
- To see which students are graduating during a particular semester who received a Federal Perkins Loan while at UNO, run the query: **U_SF_CANDIDATES_WITH_PERKINS.**
- The navigation to run the query on Student Financials is: **Main Menu - Reporting Tools - Query - Query Manager.** Then type in the query name on the line above.
- Below is a screen shot of the query after it is run. Type in whatever term you are searching for and hit review results.
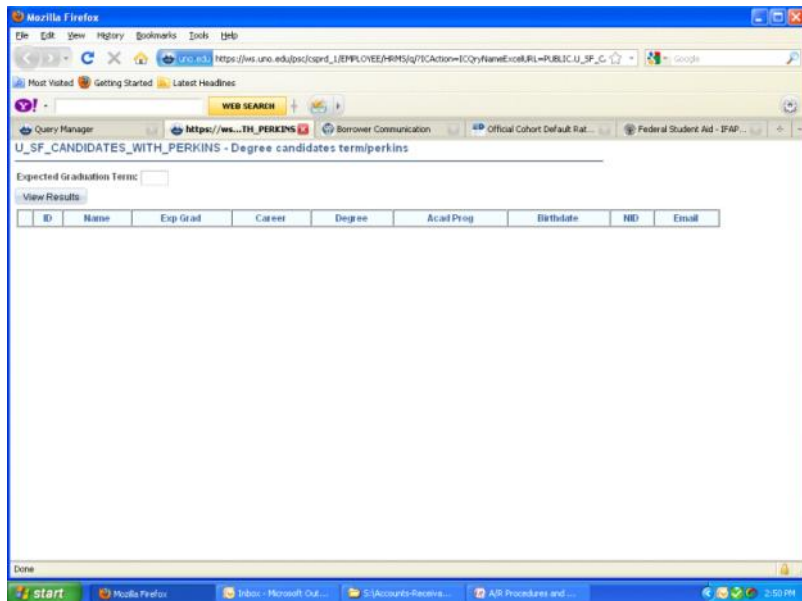
- You can see if the exit interview was ever completed on eUAS. When you are on the main page of the borrower's main screen, an opened door (looks like a safe) will appear if the exit interview has not been completed.
- From the webstar query, look on eUAS to see if a seperation date was entered.
- If so, check to see if the exit interview was completed. If it was completed, remove from the list. If not, need to contact to these students to finish their interview. This is explained below.
- For the separation dates that have not been entered, we need to add these to eUAS. To do this, the spreadsheet below needs to be filled out


New
Orleans-Ex...

- Below are instructions on the spreadsheet.
  - Column A: Cell A1 will always say header. For every loan we enter on the sheet, column A of the row should say separation. After all the loan information is entered, Trailer should be entered in column A. The shown in the spreadsheet above.
  - Column B: This is our school code. It is 000778. This is only entered once in B1.
  - Column C: Enter the borrower's loan number.
  - Column D: The date you are adding the separation. This is only entered once in D1.
  - Column E: This is to add extra information if needed. Leave blank most of the time.
  - Column F: This has to say Loan for ever entry.
  - Column G: Same information as column C
  - Column H: The separation date has to be entered for every entry.
- Once the spreadsheet is completed, save it on the S Drive under AR Private-Perkins-Graduation-Correct term.
- To upload to eUAS, scroll over file exchange on the main page of eUAS and click on upload.
- Next, choose upload entities; University Accounting Service in the Upload Template drop down menu, upload the file, and submit.
- Email Jessica and Sarah from UAS to inform them we uploaded the file. In a few days, we should receive a confirmation.
- This should be done before UNO's graduation fair. (Grad Fair estimated dates: Fall Term- Early October and Spring Term- Early March. The registrar's office will have the exact date each semester.)
- UAS will notify us when the exit interview website is ready for the students to complete their interviews. (this normally takes an estimated week)
- Once the website is ready, we have to notify the students to complete the exit interview.
- Below is an example of the email sent out.

- Send letter our once a week until interview is completed. You can view who has completed their exit interview. To do so, go to https://www.uasexit.com/.

- Next, click on the link in top right corner named Site Managers Log in Here and type in your username and password.
- Once logged in, go to Reports - General Reports located on the left side of the page.
- For the Available Reports drop down menu, choose Completed Interviews Report.
- The University is always UNO.
- Enter the dates range.
- Always choose Both for the Exit Print Code and hit "Retrieve Report".
- See the screenshot below for an example.
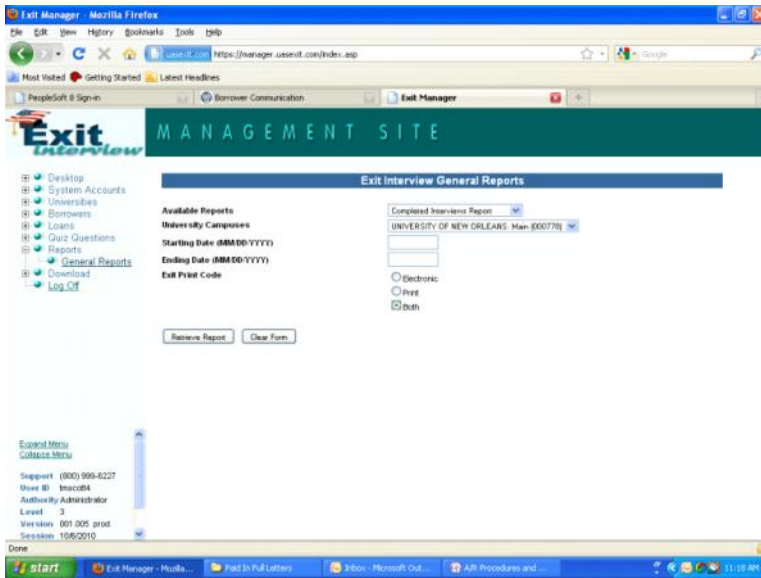
- Once the report is pulled up, the screenshot below will appear.
- To view the students who finished their exit interview during the time frame you choose, double click on the campus name - University of New Orleans.
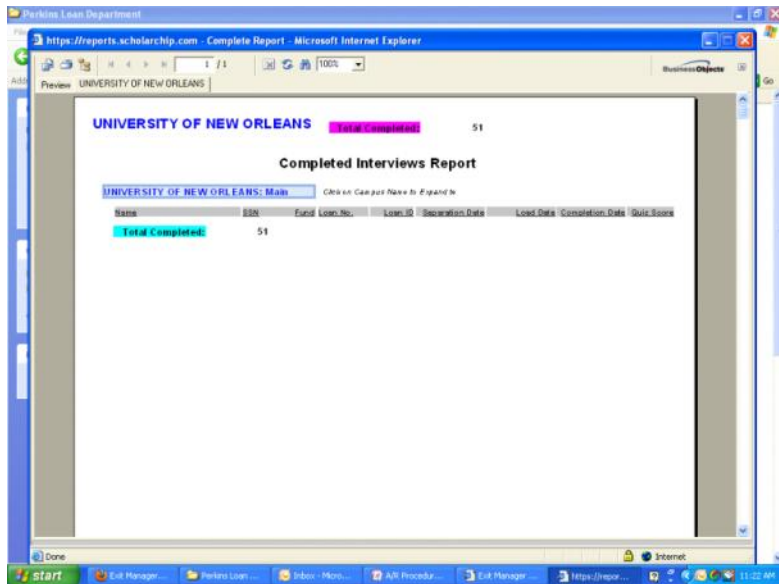
- Make sure you notate who has not completed their interview by comparing the graduation query to this report.
- If it is one week from graduation and exit interviews are still not completed, contact the student by email and phone everyday until it is completed.
- If the borrower has not completed the interview by the graduation date, place an RGT - PERKEX hold on the account.
- This will prevent students from receiving their transcripts until the interview is completed.
- Check once a week to see if the holds should be removed in case the borrower completes the interview.

EXIT INTERVIEWS - MappingYourFuture.org

- Some students will complete there exit interview using MappingYourFuture.org because this is a common exit interview website for other loans. There is an option for students to choose UNO Federal Perkins Loan Exit Interview on the site. (UNO used this website for Perkins Loans in the past)
- If a student uses MappingYourFuture.org for their exit interview, the A/R manger is notified via email and the email is forwarded to the Perkins Loan Coordinator.
- We must print a copy of the exit interview and place it in the student's folder.
- To view the exit interview, log on the following website: http://mappingyourfuture.org/FAP/
- Once logged in, click on search on the left side of the page.
- Next, type in the borrower's name or NID and press continue and you will see the exit interview. (The email is sent to the A/R manger and it will contain the borrower's name and last 4 numbers of the NID).
- See the screenshot below for as an example:
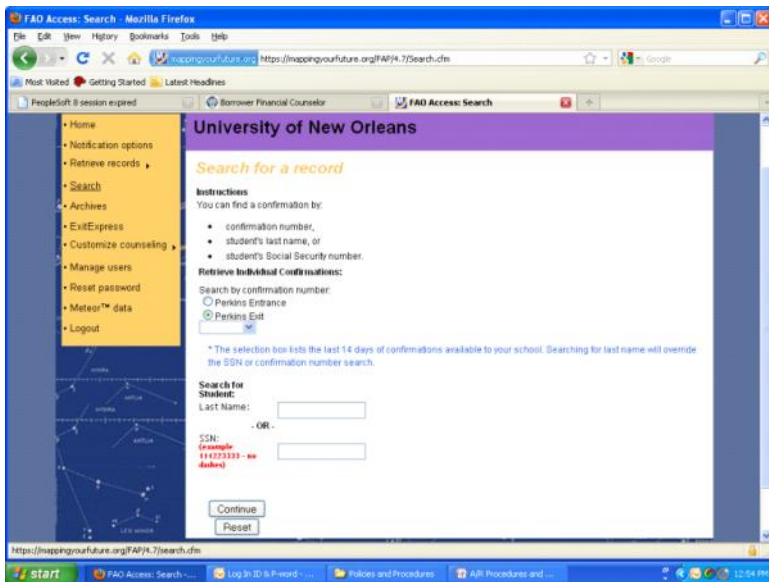
- If a borrower completed an exit interview using MappingYourFuture.org, they should still complete the interview on https://www.uasexit.com/. This will ensure the borrower receives their rights and responsibilities as a Perkins Loan borrower.

REPAYMENT FLOW CHART

Below is a flow chart and a detailed description of the procedures of Perkins payments, past due balances, delinquent accounts, and collection company payments:

PerkinsFlow
chart2 - Co...

GRACE PERIOD

- Once a student drops below half time enrollment (if they drop voluntarily or graduate), they will start their repayment period.
- Students are given a 9 month grace period before their payments start. This is tracked by UAS.
- The exit interview gives students their first payment date and schedule. UAS also mails this to them during the grace period.
- Once the grace period is completed, the student will receive monthly bills from UAS.
- Payments are due the last day of the month prior to the eUAS conversion. The conversion date was 10/1/2011.
- For exit interviews completed after 10/1/11, the borrower's payment due date is the calendar day they separate. Example: If a borrower separates on 1/12/2011, their first repayment date 10/12/2011.

PAYMENT METHODS

- UAS categorizes payments by two types- Cash and Non-Cash.
- Below the two types are explained.
- Regardless if you are completing a manual or upload noncash payment on eUAS, make copies of all documentation and put the copies in student's folder/file.

Processing a Cash Payment
Borrowers can make payments to UAS or UNO.
- If a payment is made to UAS, there are three methods the payment can be processed:
  - Online at - https://www.uaservice.com/.
  - Mail a check to - University Accounting Service; PO Box 5291; Carol Stream, IL 60197-5291
  - Call UAS at 800-999-6227. If a borrower makes a phone payment with UAS, a service fee is added.
- Payment made directly to UAS are called cash payments. UNO does not have to process any paperwork for cash payments. We will be able to view the payment on eUAS once they are made.

Processing a Noncash Payment
- If a payment is made to UNO, there are three methods the payment can be processed:
  - Mail a check or money order to - **Federal Perkins Loan Department; UNO; 2000 Lakeshore Drive - Administration Building 1006; New Orleans, LA 70148**
  - Process a credit card phone payment by calling 504-280-6506.
  - The borrower comes in person and pays cash, check, money order or credit card.
- Any payment made directly to UNO is called a noncash payment.
- After you receive a payment or the borrower comes in person to make a payment, first we have to create a noncash log so we can document the payment. We use to send the log to UAS but it is not necessary any more. The spreadsheet is for our internal reference. Below is an example:

NONCASH
LOG UNO

- Always save the noncash log on the S-Drive to A/R Private - Perkins Loan Dept - Noncash Log. The file should be saved as: date-noncashlog-name of borrower(s). Example: 01202010-noncashlog-Smith and Scott.
- When we receive a noncash payment, we have to process the payment at the Bursar's Office cashier counter.
- To help the cashier, look up the student's ID number in Student Financials.
- Give the cashier a copy of the noncash log for their backup.
- When the cashier processes the payment, they have to first put a charge on the student's account. The charge added is labeled in Student Financials as "Perkins Loan Payback". The amount of the Perkins Loan Payback charge is the amount of the payment.
- Once the charge is put onto the student's account, the payment is processed. Since the charge added is the amount of the payment, the two will cancel each other out once the payment goes through.
- The payment type is either Perkins Check, Cash, or Charge.
- Make sure the payment type is Perkins because this is linked to the Perkins Account and will ensure the money is placed in the correct account.
- After the payment is processed, UAS has to record the payment.
- To do this we have to either process the payment manually or do a group upload of multiple payments.
- Most of our payments are only one or two payments at a time. If this is the case we can manually process the payment. It is easier to do the upload if you are processing multiple payments. We will discuss both below.
- The PDF file below is a guide on how to process a manual/upload noncash payment. The two sections below will explain the process as well.

eUAS
Posting No...

Process Noncash Payment Manually
- To process the noncash log manually, go to the borrower's section in eUAS (this is described above under eUAS - How to View Account Details / Information-eAUS).
- Under the borrower, go to data views - L-Z - Payments.
- Next scroll over menu and click on Create a Payment.
- Under description, choose the type on payment from the drop down menu.
- Next write a description of the payment. This will show in eUAS so be as clear as possible.
- Next fill in the date. You can backdate if necessary. (Please note if you have to post a payment prior to October 1, 2011, do not process the noncash payment. Let Sarah know and she will process the noncash payment for us. This is before we used eUAS and could cause an error in the system.)
- Type in the amount of the payment and hit submit.
- The next screen will show you how the payment is allocated. EUAS does this for us. If all the payment information is correct, hit submit. This will process the payment.
- You can see the payment immediately under the payments section.
- If you made a mistake for some reason, contact Sarah and she can correct the payment.

Process Noncash Payment with Upload
- As mentioned above, it is best to process a noncash payment with an upload when you have multiple payments.
- The file below is the spreadsheet needed to complete the payment upload.

Payments
Upload tes...

- There are multiple instructions to process the upload. All the instructions are listed in the PDF file above named "eUAS Posting Noncash Payment". The upload section starts on the bottom of page two.

PAYROLL DEDUCTION PAYMENT

Setting up Payroll Deduction
- If an UNO employee is repaying a UNO Federal Perkins Loan, they can set up payroll deduction. This will allocate a set amount of their paycheck to go towards their Perkins balance.
- To set up payroll deduction, the employee first has to complete the Payroll Deduction Form located below: (Make sure you fill in the A/R section at the bottom of the form.)

UNO payroll
deduction ...

- The completed form is returned to the A/R department.
- We will then forward the form to Payroll so they can set up the deduction.
- We also have to send the form to UAS so they can notate the payroll deduction in their system.
- There is also a forced payroll deduction we can use.
- The only way we can use this is if the borrower is past due and we sent two internal payroll deduction letters via mail and email. Below are the two notices. (Please note the email version is the same as the letter.)

Email -
Employee ...

Email -
Employee ...

- If the past due balance is still on the account after the two notices are sent, we can contact the payroll department to inquire how much we can payroll deduct the employee.
- If payroll approves, they will start the deduction immediately.

Processing Payroll Deduction Payments
- The payroll department will forward a spreadsheet to the A/R manager and Perkins Loan Coordinator informing us of who participated in payroll deduction during a pay period. It is usually sent on payday.
- The spreadsheet includes the employee's name, NID, EMPLID, amount taken from their paycheck, and amount left to pay off balance.
- This spreadsheet has to be forwarded to the assistant bursar who will apply a Perkins Payback/Payment for the amount of the deduction.
- A confirmation email is sent from the assistant bursar once this is completed.
- Next, UAS must be notified of the payment.
- A payroll deduction is considered a noncash payment so follow the noncash steps above under the ***Payment Methods- Processing a Noncash Payment*** section.

DIRECT LOAN PAYMENTS

- The Department of Education's loan consolidation program is called Direct Loans.
- They are the only loan consolidation program available now.
- Below explains the payment process for Direct Loans.

Loan Verification Certificate (LVC)
- A student can consolidate their loans through Direct Loans .
- If a student includes their UNO Federal Perkins Loan with their consolidation, Direct Loans will request a LVC .
- A LVC is a Loan Verification Certificate. This states how much is owed on the loan.
- The LVC request is sent to UAS and UAS responds back to Direct Loans.
- If a student calls and says they are waiting for a LVC to be sent to Direct Loans, contact Sarah at UAS to get the LVC sent. (This is assuming that an LVC request is pending from Direct Loans).
- Direct Loans will send a notice by mail if an LVC is over 30 days outstanding. Send this to Sarah via the eUAS if received. Save the notice on the S-Drive - A/R Private - Perkins Loan Department - Forms - Direct Loans - LVC Request
- UAS will always put in their memo on eUAS if an LVC was requested or sent.

Processing a Direct Loan Payment
- Once Direct Loans receives the LVC, they will send a payment. The payment is either sent directly to UAS of UNO.
- If the payment is sent directly to UAS, it is a cash payment and follow the cash payment steps above.
- If the payment is sent to UNO, it is a noncash payment and follow the noncash payment steps above. (Make a copy of the original check to put in the student's folder.)
- Save the check on the S-Drive - A/R Private - Perkins Loan Department - Forms - Direct Loans

Request More Funds if Needed
- There are times when a Direct Loans payment is short and there is still a balance on eUAS due to the timing of the LVC, interest accumulated, collection cost, etc. If this is the case, we have to request for Direct Loans to send us additional funds.
- To do so, we have to submit a letter to Direct Loans informing them the borrower whose payment is short, the amount short, the account number, original check amount, original check number, and NID.
- Save the letter on the S-Drive to A/R Private - Perkins Loan Dept - Direct Loans - Obtain Funds
- Direct Loans will then send a check to UNO within an estimated month.
- Below is an example of the letter:

Direct

Direct
Loans-to o...

PAID IN FULL VERIFICATION LETTER

- If a student has paid their loan off, NSLDS may not reflect the payments for a few weeks.
- We can write a letter verifying the loan is paid in full for the student. This can be sent via email, fax, or mail.
- Save the letter on the S-Drive - A/R Private - Perkins Loan Department - Forms - Paid In Full.
- Below is a copy of the letter:

Perkins Loan
Paid in full

IN-SCHOOL DEFERMENT - DEFERMENT FORM

- A deferment is a period when interest does not accumulate and payments on the principal loan need not be paid.
- Borrowers may qualify for deferments. To become eligible, the borrower must submit a completed deferment form to UAS.
- Part I of the deferment form needs to be completed and have Part II certified by the appropriate authorized certifying official (Registrar, Commanding Office, Etc.).
- For an in school deferment, the borrower has to be at least a half-time student.
- The original form is completed and turned into UAS. The original is needed because the seal or stamp in Part II has to bee visible.
- If we receive the form at UNO, load it onto eUAS and email Sarah to process.
- **In eUAS, click on the University of New Orleans to make sure you are on the main page. On the main page, there is a documents section. Under documents, scroll over menu, create a new document, and upload the file.**

    After you upload the file, I always make a comment in eUAS, then I contact Sarah to process the form.
- Below is a copy of a blank Deferment Form.

Deferment

FORBEARANCE AND HARDSHIP - FINANCIAL ARRANGEMENT FORM

- A forbearance or hardship can postpone payments temporarily or defer a past due balance because of economic hardship or unemployment.
- If a student cannot pay their monthly payments and provide documentation as to why, they may qualify for a Financial Arrangement.
- To become eligible, one must submit a completed Financial Arrangement Form to UAS.
- If we receive the form at UNO, load it on eUAS and email Sarah to process.
- There can only be a total of 36 months of forbearance on an account.
- There can only be a total of 36 months of hardship on an account.
- Below is the Financial Arrangement Form.

FAF

- Interest accumulates monthly with a forbearance.
- Interest is deferred with a hardship. To qualify for a hardship, you must have one of the items below:
    - Government assistance (example: food stamps, public housing, etc.)
    - You were unemployed and have documentation to confirm
    - Other loans you have were granted an Economic Hardship through a different lender
    - Below the poverty level
- The accumulated interest is not due until the forbearance is over.
- If a borrower switches from a forbearance to a deferment or hardship, their accumulated interest is automatically due and shows the account is past due.
- The interest must be paid to change the status.
- This can cause a problem at times because the borrower may not be able to pay the interest.
- We will allow the in change status if we have in writing from the borrower they are unable to pay the past due interest. This will not clear their title IV eligibility though.

DEFERMENT, HARDSHIP, OR FORBEARANCE GRANTED BASED OFF NSLDS

- The Department of Education stated we can grant an in-school deferment, hardship, or unemployment deferment based off what NSLDS states.
- The DOE stated we cannot grant a forbearance though.
- See the email below from the DOE

RE UNO
Federal Per...

- Make sure you contact borrower if you grant a deferment this way to give them the option to decline the deferment. Below is an example letter:

Template -
Deferment ...

DEFFERED STATUS LETTER

- If a student is going through the deferment process for a UNO Federal Perkins Loan, NSLDS may not reflect this for a few weeks.
- We can write a letter verifying the loan will be deferred and email, fax, or mail it to the student.
- Make sure the loan will actually be deferred before you write the letter. If you are uncertain, contact UAS.
- Save the letter on the S-Drive - A/R Private - Perkins Loan Department - Forms - Deferred Status
- Below is a copy of the letter:

Perkins Loan
in Deferred...

LOAN CANCELATION

- Below are different circumstances a loan can be canceled.

Career/Job Cancelation
- A borrower may qualify to have their UNO Federal Perkins Loan canceled due to their job.
- The form below will state who qualifies for the cancelation.
- If a borrower does qualify, the borrower should send the form to UAS.

Cancelation
Form

- A copy is put in the borrower's folder and saved on the S-Drive - A/R Private - Perkins Loan Department - Forms - Cancelation

Disability Cancelation
- A borrower may have their loan canceled due to a permanent disability.
- To have this happen, the borrower has to complete the form below and have a doctor sign and approve the form. (Instructions are on the form)

Disability
Applicatio...

- Once the form is completed, it is submitted to UNO's Perkins Department.
- Stamp the form with our date received stamp on top of form once received.
- Make sure both the borrower and the doctor signed the form.
- Check eUAS and NSLDS to ensure a new disbursement was not processed for the borrower since the doctor signed the document. Print NSLDS.
- UNO also has to check if the doctor is licensed. You can do this by going to the following website: http://www.lsbme.louisiana.gov/apps/verifications/lookup.aspx for Louisiana doctors. If not a Louisiana doctor, Google the state name medical license verification. The state website should appear. Printout the webpage verifying the doctor is certified.
- If all three options above are good, then UNO needs to submit a Disability Packet to the DOE.
- The packet has to be turned in within 90 days from when the doctor signed the disability form.
- An example is attached below. Also the order of the packet is listed in the indented bullet points.

Disability
Packet Exa...

  - Cover Letter
  - Both the Assignment Form (ASGN) and Assignment Manifest Form (ASMN) has to be filled out. These forms can be printed on eUAS by going to the following navigation:

Cancelation
Assignmen...

Cancelation-
UAS Form-...

  -
  - Click and print both the ASGN and ASMN forms.
  - The ASMN form has the school's information but you have to add your (the user) information.
  - At the bottom of the ASMN page - Section C, there are instructions that state create a Manifest. Section C states the information that has to be included on the manifest.
  - The ASGN form is filled out with the borrower's information by eUAS.
  - Next in the packet is the signed disability packet the borrower turned in. Include any backup the borrower submits with form.
  - Next, include the printout stating the doctor is certified.
  - If applicable, include any bankruptcy documents the borrower has submitted to UNO.
  - Last, the original promissory note has to be submitted.
  - Certify mail the form to:
        US Department of Education
        Conditional Disability Discharge
        3201 Interstate 30

Greenville, TX 75402
- A copy is put in the borrower's folder and saved on the S-Drive - A/R Private - Perkins Loan Department - Forms - Disability - Brr Name
- Once the form is mailed, notify UAS. They mark the account as an assignment is pending.
- If the disability is approved, the DOE will notify UNO.
- If approved, UAS will notate in eUAS the account is assigned.
- For questions, please call the DOE Conditional Disability Office at 1-888-303-7818.

Bankruptcy Cancelation
- A Federal Perkins Loan can be forgiven due to a borrower filing for bankruptcy.
- If you receive any documentation in regards to a student filing for bankruptcy, send the information to UAS by uploading it to the eUAS.
- Scan and save the documentation on the S-Drive - A/R Private - Perkins Loan Department - Forms - Bankruptcy
- Make a comment in eAUS.
- Make copies of all documentation and file it in the student's folder.
- UAS will notate their system as to what is going on with the bankruptcy and they will cancel the loan if necessary.

Deceased Borrower Cancelation
- A Federal Perkins Loan can be canceled if the borrower is deceased.
- If we receive paperwork stating a borrower is deceased, we have to verify death with either a copy of the death certificate, arbitrary from paper, or look on DOBSEARCH.com. The following link is for DOBSEARCH: https://www.dobsearch.com/death-records/
- To cancel the loan, we need to send to UAS verification the borrower is deceased along with the letter below :

Cancellation
Request - ...

- Linda Robinson or Mike Dauenhauer have to sigh the letter.
- As always, add comments in eUAS and make copies and put it in the student folder.
- Save the letter on the S-Drive - A/R Private - Perkins Loan Department - Forms - Deceased
- Notify the Registrar's Office as well so they can notate the student's account.

HOW UAS HANDLES PAST DUE ACCOUNTS

- For an account to be past due, there has to be a balance owed on the student's Federal Perkins Loan that is at least one month late. It can be a portion of what is due or the whole amount.
- UAS will make phone calls and send statements every month to try to collect payments.
- UAS will skip trace a student's address if a statement is returned.
- A Deferment or Financial Arrangement can be used to cover a past due time frame as long as the appropriate form is completed with supporting documentation. UAS will suggest this if suitable.
- A payment is considered defaulted if there is a past due balance of 8 months or more.
- Once the account is 7 months past due, UAS will send an Intent Letter. See an example below:

Intent Letter

- 45 days after the Intent Letter is sent and there is still an outstanding balance, an Acceleration Letter. See an example below.

Acceleration
Letter

- The account is then sent to our 1st Placement Collection Company after the Acceleration Letter is sent. This is when an account is 8 months past due and considered defuatled.

TODD, BREMER & LAWSON (TB&L) - 1ST PLACEMENT AGENCY

Background
- TB&L is our 1st Placement Collection Company.
- Their contingency rate is 20.00%, and the borrower pays the collection fee, not UNO.
- An account is automatically sent from UAS to TB&L after the acceleration letter is sent.
- On UAS's system, you will see the collection agency is TB&L under the collections section.
- An account will stay active with TB&L for one year.
- If an account has been sent to a 1st placement agency, we cannot send to 1st placement again. It has to go to our 2nd placement agency. Details are about this is discussed in under the GRC section.
- TB&L will request via email for us to keep the account open for more than one year if they feel they will collect on the account. It is our decision to say yes or no.
- Website: https://www.tbandl.com/default.asp
- Accounts stay open for 12 months.

TB&L Monthly Invoice
- If TB&L collects a payment, they notify UAS by sending a copy of our invoice to UAS. UAS records the payment in their system based off of this. TB&L will send a check to UAS as well if needed. This is scenario will occur if the borrower pays TB&L directly.
- TB&L mails their invoice and post the it online. To access the invoice online, log into website at: https://www.tbandl.com/default.asp.
- Click on the icon Online Account Management and log in.
- Once logged in, the invoice is under reports on the left hand side of the page.
- Place a copy of all invoices in the TB&L on the S Drive - A/R Private - Perkins - TB&L - Invoices and Check Request.
- The invoice states the student's name, account number, and payment amount. We need to email Cora at TB&L to request payment breakdown for each borrower on the invoice. Her contact information is listed in the contacts section above.
- We have to reconcile the invoice so what TB&L has recorded for collection cost matches what is in UAS's system for collection cost. This is why we ask for the payment breakdown.
- Whatever amount we add or subtract from the collection cost, we have to do the opposite to principal.

- Here is an example: TB&L invoice - Principal $1,000, Collection Cost $300, Interest $500. UAS has recorded - Principal $1,000, Collection Cost $250, Interest $500. Since the collection costs do not match, we have to change UAS to match TB&L. To do this, we will add $50 to the Collection Cost and subtract $50 from Principal in UAS.
- To change the collection cost amount with UAS, we have to send Sarah at UAS an email.
- Below is an example of the monthly TB&L invoice:

TB&L Invoice

Check Invoice Before Payment
- Before we pay TB&L, we have to ensure the correct collection amount is on the invoice.
- To do this, we have to look at each account on eUAS and ensure the collection charge is valid for every student on the invoice.
- If the collection charge should not be on the invoice, email TB&L and they will credit next months invoice.
- If there is a credit TB&L owes us, do not pay the amount of the credit. This will leave a balance for that month.
- TB&L will issue a credit on the next months invoice to cancel out the balance.
- This will ensure we do not overpay TB&L.
- After invoice is checked, scan a copy (invoice and signed check request) on S-Drive - AR Private - Perkins - TB&L folder.

Paying TB&L Invoice
- To pay TB&L, we have to submit a check request. Below is the form:

Check
Request - T...

- Notice on the check request there are two account numbers (one positive amount and one negative amount). This is to record the payments TB&L takes in themselves. Our General Accounting department has to record the money that is kept by TB&L.
- If TB&L collects a payment themselves, they will keep the collection cost from the payment.
- TB&L will deduct the collection cost kept from the payment amount owed on our invoice. Remember this is only for payments TB&L collect themselves.
- To show record of this, the total amount collected on the invoice is subtracted from the total amount TB&L collected themselves. All of this is shown on the TB&L invoice.
- Below is an example of an invoice and check request.

TB&L
Invoice-Wi...

- If TB&L did not collect any money in house, the negative amount on the check request will be zero.
- After the check request is completed, the Bursar has to sign and approve the form.
- Before the check request and invoice is submitted to Accounts Payable, remember to review invoice for errors. Instructions are listed in the section above.
- If TB&L collect a payment in-house and this is the only payment, we will not owe them money. They will owe UNO. TB&L will keep their collection cost and send us the difference by check.
- When we receive the check, a departmental deposit has to be created.
- Below is an example of the spreadsheet that has to be turned into the front counter:

Deposit
Transmittal...

- In this example, TB&L sent UNO $64.00. Give the check and spreadsheet to front counter cashier.
- After the transaction is deposited by front counter, they will give us a receipt.
- Give the receipt and copy of invoice and check to General Accounting Manager.
- Accounting will ensure the collection cost and payment is marked in our books.
- Accounting will give us a copy of everything once they are finished. Save a copy on the S-Drive.

Borrower's Account Details
- Log onto TB&L website www.tbandl.com, and go to Online Account Management.
- Once logged in, click onto Account Information under the Main Options section.
- Under the Search By drop box, choose either the social security number of name and type in the borrower's information.
- Below is a screen shot.
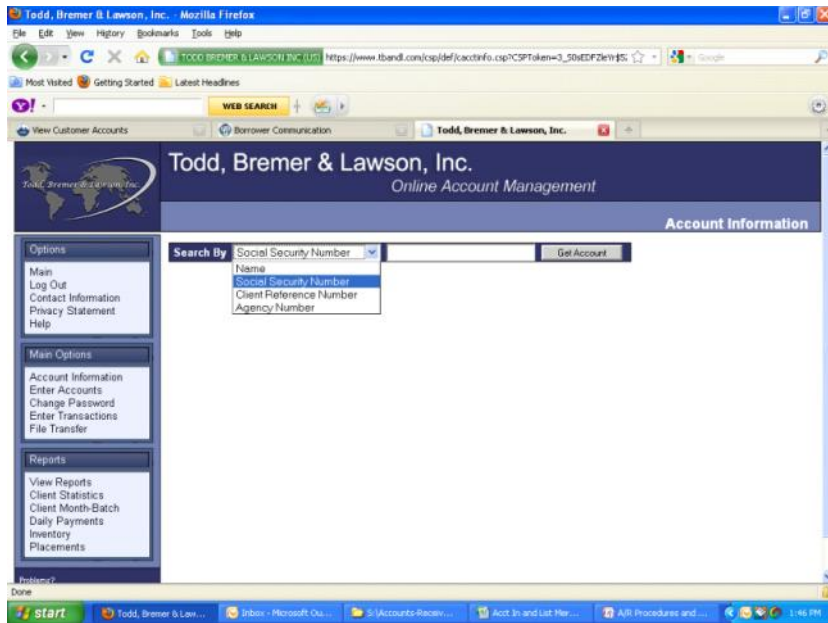
- Once the borrower's information is up, you can view more information by choosing a category under Page Options.

Remove an Account from TB&L
- If you discover an account needs to be closed or should have been closed in the past, just send an email to Cora (TB&L rep).
- In the email, state the borrower's name, last 4 on NID, and the reason why the account is being closed.
- Remember it is up to our discretion to remove a student from collections. If you feel they should be removed, let Cora know but make sure you are consistent in your decisions.

Check to See if Account is Closed with TB&L
- TB&L is notified by UAS when an account is should be closed. TB&L may not always close the accounts though.
- To ensure the account is closed, we can run a report that tells us the accounts no longer with TB&L.
- To do this, first log onto eUAS: https://loanmanager.uasecho.com/login.aspx.
- Then scroll over Reports on the left side and click on standard reports.
- Click on the report named Third Party Collection Agency
- This will give us every account that had a collection code placed on the account.
- Sort the file by Collection Agency and delete all accounts that are not TB&L.
- On TB&L's website, run the inventory report by clicking on "Inventory" on the left side of the page under Reports.
- Compare the eAUS and TB&L report. You can do this through access or by looking yourself.
- If TB&L has an account open that does not have the code in eUAS, we need to investigate and possibly pull the account from collections.

Close and Return Report
- A Closed and Return Report is produced every month to inform us who is out of TB&L collections. We can access the report by going to the report screenshot above (the 1st screenshot under the TB&L section - then go to View Reports under the Reports Section).
- We need to run this report once a month. The report is available at the beginning of each month.
- If the account becomes inactive due to a past due balance still owed after one year of being active with TB&L, the account has to be sent to our second placement agency - GRC.
- Instructions on how send to GRC is listed under the GRC section.
- Any questions with TB&L, contact Cora. Her information is listed in the contact section above.

Address Update Report
- If TB&L updates and address in their system, they will mail a report to us with the new address information on it.
- Check on eUAS to see if the addresses are the same. If the TB&L address is different, update eUAS to match TB&L.

GENERAL REVENUE CORPORATION (GRC) - 2ND PLACEMENT AGENCY

Background
- GRC is our 2nd Placement Collection Company.
- The contract was started 6/1/2011.
- Their contingency rate is 20.00%, and is paid by the borrower.
- Accounts stay open for 12 months.

How to Send Accounts to GRC
- An account is not automatically sent from UAS to GRC. We have to manually upload the accounts.
- We know who to send from TB&L's Close and Return report.
- You can also send an account to GRC 2nd placement if the account is old but you cannot assign to the Department of Education yet.
- To upload an account, we have to complete the template below.

AccountPlac
ements Te...

- Once the template is completed, load it onto GRC's website.
- To do this, log onto GRC's site. Then go to My Placements - Click Here for Multiple Borrowers Upload (at top of page).

- You can also do a single borrower by filling in the blanks once you are on the My Placements page.
- After you upload the accounts, send UAS a list of the borrowers on E-UAS. Email Sarah the list is uploaded. She will change the status in their system.
- The list has to have the borrowers name, fund number and loan number.
- An account will stay active with GRC for one year.
- GRC will request via email for us to keep the account open for more than one year if they feel they will collect on the account. It is our decision to say yes or no.

GRC Monthly Invoice
- If GRC collects a payment, they notify UAS and UAS records the payment in their system. GRC does this by sending UAS a copy of their monthly invoice. GRC will mail a check to UAS if a borrower pays GRC directly.
- All payments collected by GRC are on their monthly invoice. The invoice is uploaded to their website for us to access.
- To access the invoice, log into website at: http://www.generalrevenue.com/
- Then go to My Reports - Invoices and choice the correct month. The screenshot below is an example of when you click on My Reports.
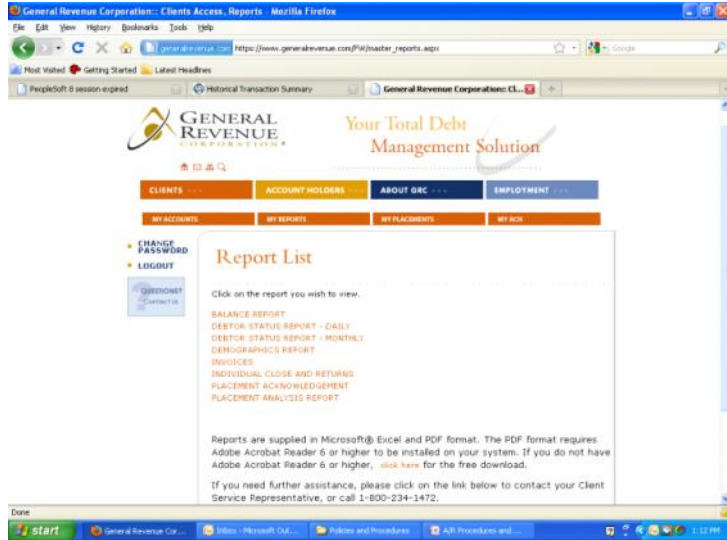
- Place a copy of all invoices in the General Revenue Corporation Folder on the S Drive - A/R Private and in our GRC Monthly Invoice binder.
- The invoice states the student's name, account number, and NID along with a breakdown of each payment collected by GRC. (Principal, Interest, Collection Cost , Late Fee)
- We have to reconcile the invoice so what GRC has recorded for collection cost matches what is in UAS's system for collection cost.
- Whatever amount we add or subtract from the collection cost, we have to do the opposite to principal.
- Here is an example: GRC invoice - Principal $1,000, Collection Cost $300, Interest $500. UAS has recorded - Principal $1,000, Collection Cost $250, Interest $500. Since the collection costs do not match, we have to change UAS to match GRC. To do this, we will add $50 to the Collection Cost and subtract $50 from Principal in UAS.
- To change the collection cost amount with UAS, we have to send Sarah at UAS an email.
- Below is an example of the monthly GRC invoice:

GRC Invoice

Check Invoice Before Payment
- Before we pay GRC, we have to ensure the correct collection amount is on the invoice.
- To do this, we have to look at each account on eUAS and ensure the collection charge is valid for every student on the invoice.
- If the collection charge should not be on the invoice, email GRC and they will credit next months invoice.
- If there is a credit GRC owes us, do not pay the amount of the credit. This will leave a balance for that month.
- GRC will issue a credit on the next months invoice to cancel out the balance.
- This will ensure we do not overpay GRC.
- After invoice is checked, scan a copy (invoice and signed check request) on S-Drive - AR Private - General Revenue folder.

Paying GRC Invoice
- To pay GRC, we have to do a check request. Below is the form:

Check Request - ...

- Notice on the check request there are two account numbers (one positive amount and one negative amount). This is to record the payments GRC takes in themselves. Our General Accounting department has to record the money that is kept by GRC.
- If GRC collects a payment themselves, they will keep the collection cost from the payment.
- GRC will deduct the collection cost kept from the payment amount owed on our invoice. Remember this is only for payments GRC collect themselves.
- To show record of this, the total amount collected on the invoice is subtracted from the total amount GRC collected themselves. All of this is shown on the GRC invoice.
- Below is an example of an invoice and check request.

GRC Invoice-Wi...

- If GRC did not collect any money in house, the negative amount will be zero.
- After the check request is completed, the Bursar has to sign and approve the form.
- Before the check request and invoice is submitted to Accounts Payable, review invoice for errors. Instructions are listed in the section above.

GRC Collects Payment but UAS Does Not

- There are times when GRC collects a payment themselves, but UAS does not collect a payment for a GRC account. This means GRC owes UNO what the borrower paid (minus the collections fees).
- When this scenario occurs, GRC will forward a check to UNO for the amount the borrower(s) paid minus their collection cost.
- GRC may forward the check to UAS. If this is the case, UAS will forward the check to UNO.
- Once the check is received, we have to create a departmental deposit. get with General Accounting to create a Journal Entry.
- Below is an example of the spreadsheet that has to be turned into the front counter:

Deposit
Transmittal…

- In this example, GRC sent UNO $98.46. Give the check and spreadsheet to front counter cashier.
- After the transaction is deposited by front counter, they will give us a receipt.
- Give the receipt and copy of invoice and check to General Accounting Manager.
- Accounting will ensure the collection cost and payment is marked in our books.
- Accounting will give us a copy of everything once they are finished. Save a copy on the S-Drive
- Below is an example of the Invoice, Check, and JE.

GRC
Invoice-Wi…

Borrower's Account Details

- We can always look in GRC's system to see the details of an account such as payment history, if the account is active, comments, etc.
- To do so, log onto GRC's website and click on the Clients…Manage Accounts link. See the screen shot below:

- Once you are on the next page, click on My Accounts.
- Next type in the social or borrower's name and hit search. After hitting search, you will see an overview of the account.
- To bring up the borrower's detailed information, click on the social.
- Once the next page is up, it will allow you to choose whatever category you need from the menu on the left side.

Remove an Account From GRC Collections

- If you discover an account needs to be closed or should have been closed in the past, just send an email to Ailleen Cobbs (GRC rep).
- In the email, state the borrower's name, last 4 on NID, and the reason why the account is being closed.
- Remember it is up to our discretion to remove a student from collections. If you feel they should be removed, let Ailleen know but make sure you are consistent in your decisions.

Close and Return Report

- A Closed and Return Report is produced every month to inform us who is out of GRC collections. We can access the report by going to the report screenshot above (the 1st screenshot under the GRC section).
- We need to run this report once a month. The report is available at the beginning of the month.
- GRC should notifies UAS electronically when an account is closed.
- If the account becomes inactive due to a past due balance still owed after one year of being active with GRC, it is assigned to the Department of Education. Instructions on how to do this is further in the document.
- Any questions with GRC, contact Ailleen Cobbs.

Check to Ensure Accounts are Closed with GRC

- GRC is notified by UAS when an account is should be closed. GRC may not always close the accounts though.
- To ensure the account is closed, we can run a report that tells us the accounts no longer with GRC.
- To do this, first log onto eUAS: https://loanmanager.uasecho.com/login.aspx
- Then scroll over Reports on the left side and click on standard reports.

- Click on the report named Third Party Collection Agency
- This will give us every account that had a collection code placed on the account.
- Sort the file by Collection Agency and delete all accounts that are not GRC.
- Ask Ailleen to provide a list of our current inventory.
- Compare the eAUS and GRC report. You can do this through access or by looking yourself.
- If GRC has an account open that does not have the code in eUAS, we need to investigate and possibly pull account from collections.

GENERAL REVENUE CORPORATION (GRC) - 1ST PLACEMENT

- UNO use to use GRC as 1st placement. This contract ended in 5/31/2011.
- We did not want to remove our active 1st placements with GRC though.
- The reason why is our contract with TB&L states the account is active for 12 months. If we pull our active GRC accounts, they will be in 1st placement longer than 12 months.
- When these accounts are closed and returned, we will send them to GRC 2nd placement.
- After May 2012, all GRC first placements will be cycled out.
- The contingency rate is 23.00% and is paid by the borrower.

NATIONAL RECOVERY AGENCY (NRA) - 2ND PLACEMENT

Background
- UNO used NRA as 2nd placement from March 2010 to 5/31/2011.
- We did not want to remove our active 2nd placements with NRA though when contract ended.
- The reason why is our contract with GRC 2nd placement states the account is active for 12 months. If we pull our active NRA accounts, they will be in 2nd placement longer than 12 months, delaying the assignment process.
- When these accounts are closed and returned, we will assign to the Department of Education.
- After May 2012, all NRA accounts will be cycled out.
- The contingency rate is 8.00%, and is paid by the borrower.

Uploading and Sending an Account to NRA
- There should not be any more account uploads for NRA but incase there are, instructions are below.
- Accounts stay with NRA for one year unless NRA ask to extend an account.
- The following link is to their login page: https://www.crsnavigate.com/CRSNavigate25/p122/index.html.
- We have to upload a spreadsheet to NRA's system so they know which accounts to collect.
- The spreadsheet has to contain the information below in separate columns:
    - First Name
    - Last Name
    - NID
    - Street Address
    - City
    - State
    - Zip
    - Phone Number
    - Birth Date
    - Client Number (The number is always 005572-6)
    - Account Number (The Account Number is always 778, the Fund Number is either 97 or 95, and the Loan Number is the loan number from UAS. You can view the fund and account numbers on MACS).
    - Amount To Be Collected (Do Not Include the Collection Fees. NRA will add this)
    - Interest Rate (Always 5%)
    - Date of Service (Separation Date)
- Save the file on the S-Drive - AR Private - Collections - NRA - Correct Month - Perkins
- To upload the file, log into NRA's system. The click on the "Upload Accounts" link on the Left had side of the page.
- Upload the file under the title "Upload Accounts" on the top of the page.
- Once the file is uploaded, an email needs to be sent to intsup@nationalrecovery.com. CC Autumn Ware at aware@nationalrecovery.com.
- The email should state the total amount being submitted and the number of accounts submitted.
- After the accounts are uploaded, send the file to Sarah to change the account status in eUAS.

NRA Invoice
- Every month, NRA will provide an invoice of the money they collected. The money collected is wired to an UNO bank account.
- The invoices and wire confirmation are posted on the NRA website.
- To view them, log on and go to view reports.
- The screenshot below is the page you will see once the view reports page is up.

- The file name "state" is the statement and the Perkins Client Code is 0055726. The csv files are for excel format. Select view to see the report.
- Once we receive the invoice and wire information, we have to create a noncash payment so UAS can record the payment. (Follow the noncash log steps above under the **Payment Methods- Processing a Noncash Payment** section.)

Close and Return Report
- If NRA close a an account, the borrower's information is on their close and return report.
- The report is posted on their website.
- The file name is closed and the client code is 0055726.
- Instructions on how to run the reports are listed in the NRA Invoice section directly above.

ASSIGN ACCOUNT TO THE LOUISIANA ATTORNEY GENERAL'S OFFICE
- If there is still a past due balance after account has been with TB&L, GRC and/or NRA, the account has to be assigned to the Louisiana Attorney General's Office.
- First send a 30 day warning letter out to the borrower. Below is an example:

AG Warning
    Letter

- If the borrower has not responded within 30 days, turn over to the LA AGO.
- To do so, we need the Master Promissory Note
- We also have to submit the borrower's full name, SSN, balance owed.
- Have not submitted accounts to AGO yet. Finish this section when we send first batch. Update after send first batch.

ASSIGN ACCOUNT TO THE DEPARTMENT OF EDUCATION

- If there is still a past due balance after account has been with TB&L, GRC /or NRA, and AG office, the account has to be assigned to the Department of Education.
- The first step in assigning a loan to the DOE is to ensure the account has been with at least 2 agencies. To do this, view the collection section in eUAS or contact UAS.
- If loan was with 2 agencies, we have to send a 90 day Assignment Warning letter. Below is an example:

    Assign
Warning Le...

- Make sure you skip trace the address before you mail letter. Update eUAS if the address is different.
- After skip trace, mail the letter certified.
- Make a comment in eUAS after letter is mailed.
- If there is still a balance after 90 days, assign the loan to the DOE. UAS will help you determine what has to be sent to DOE to assign loan.
- Inform UAS when the account is sent to DOE so they update the account status to pending assignment on eUAS.
- The DOE will inform school when loan is assigned.
- Inform UAS when DOE confirms the loan is assigned. UAS will change the account status in eUAS to assigned.
- A letter needs to be sent to the borrower notifying them of the assignment as well.

Assignment
Form 2012

CREDIT BUREAU DISPUTE

- We cannot change or update a credit report
- If a borrower ever has a dispute about a their credit report, have them file a discrepancy with the actual credit agency or UAS.
- Filing a dispute will force UAS to verify if the borrower's report is legit. UAS will then adjust if needed.

ATTORNEY GENERAL

- Prior to 2000, delinquent loans were submitted to the Louisiana Attorney General's Office (AGO) for collection.
- A small number or Federal Perkins Loans remain with AGO.
- If we receive a payment from the AGO, it will come directly to UNO in the form of a check.
- Mailed with the check is a list of all the students included in the payment of the check and a payment breakdown down.
- On the payment breakdown, the last row is labeled "Institutional Total". This is the total amount UNO must record for that particular student. If you add all the institutional totals up for each student, the amount you get will be the total of the check.
- To process the check, we first have to give the check and a copy of the payment breakdown to the assistant bursar. Write the student ID for each student on the payment breakdown.
- The assistant bursar will deposit the check and apply a Perkins Payback to the student's UNO account.
- Once the check is deposited, send a copy of the check and the payment breakdown to UAS (Sarah) via eUAS to record the payment.
- The payment will be recorded as a noncash payment but a noncash log is not included since the AGO sends the payment breakdown.
- Make sure a copy of the check and breakdown is put in each student's folder.
- Scan a copy of the check and breakdown to the **S-Drive - A/R Private - Perkins Loan Dept - Attorney General -Perkins**.
- A good contact at the LA AG office is Mary Benoit.

AG Payments
- NEVER take a payment from a borrower if they are with the AG office. Their payment has to go through the AG. If we take the payment, UNO has to pay court fees.
- If a borrower pays the AG, the AG will send a check to UNO minus the collection cost.
- We have to create a non-cash log for the total amount on eUAS, even though the AG only sends the collection cost.
- With the check, there will be a breakdown which includes the total amount paid and the collection cost, principal, interest, late fees, and court cost. (We do not record court cost so do not include this in non-cash. The court cost are normally only on the borrowers final payment. The court cost is an agreement between the borrower and the clerk of court.)
- To deposit the check at UNO, we have to do a departmental deposit.
- Below is an example of the spreadsheet that has to be turned into the front counter:

Deposit
Transmittal...

- In this example, AG sent UNO $98.46. Give the check and spreadsheet to front counter cashier.
- After the transaction is deposited by front counter, they will give us a receipt.
- Give the receipt and copy of invoice and check to General Accounting Manager.
- Accounting will ensure the collection cost and payment is marked in our books.
- Accounting will give us a copy of everything once they are finished. Save a copy on the S-Drive and place backup in students folder.

UNO TRANSCRIPT AND REGISTRATION HOLDS

- It is UNO's policy to place a Registration/Transcript hold on a student's UNO account if a their account is past due.
- If the account is 2 months past due, place the hold on the student's account.
- This will cause the student to try to get their past due loan resolved so they can attend UNO or order a transcript.
- To see which accounts are past due, we need to run a report on eUAS.
- First log onto E-Manger: https://loanmanager.uasecho.com/login.aspx.
- Then scroll over Reports on the left side and click on Standard Reports .
- Click on the report named Loan Accounts. Save the file on the S Drive - AR Private- Perkins - Perkins Hold - Appropriate fiscal year and month.
- After this process is done, we have to pull all the delinquent Perkins holds that are in Student Financials.
- To get this, run the following query in Student Financials: U_SF_Rgt_Indicators. When you run the query, do it in excel.
- Delete the top row and sort the file by Srvc Reasn.
- ARDSL is the code for delinquent Perkins Loan. Delete all rows except the ARDSL.
- Save the file in the on the S-Drive - A/R Private - Perkins Loan Department - Perkins Holds-Appropriate fiscal year and month.
- Next Merge the files together through access. The Loan State file should be the main file with the common denominator the NID. Make sure you add the RGT and EMPLID from the webstar file to the merger.
- The only columns you need from the Loan State file are listed below. Remember we need the RGT and EMPLID from the RGT query and the Loan State file is the main file.

Borrower Client ID	Borrower SSN	Borrower Name	Loan Status	Loan State	Account Balance	Amount Due	Amount Past Due	Days Late	Last Payment Date	Last Payment Amount	Collection Start Date	Collection Agency

- Save this merged file because we are going to have to use it twice to determine what holds to add and delete.
- To determine what holds to delete in webstar, delete every account that does not have an RGT hold. This should leave you with accounts that only have a RGT hold in webstar.
- Next sort the file by the past due amount. If the amount is zero and the account has the RGT hold, then remove the hold on webstar.
- Save this file as RGT- Remove Hold.
- To determine what holds to add in webstar, delete every account that has an RGT hold. This should leave you with accounts that do not have a RGT hold on webstar.
- Next, sort the file by "Days Late". If the days late is over 60 and the account does not have the RGT hold, then add the hold.
- Save this file as RGT- Remove Hold.
- This process is done once a month. Since this is done once a month, the accounts who have a hold longer than two months should have the hold placed on their account already. Skim though list to be safe though. Holds may be removed on accident. Add if necessary.
- To add the hold in Student Financials, go the navigation below and type in the Term, Service Indicator, and Service Ind Reason. Make sure you save at the bottom of the page once all of the information is typed in.
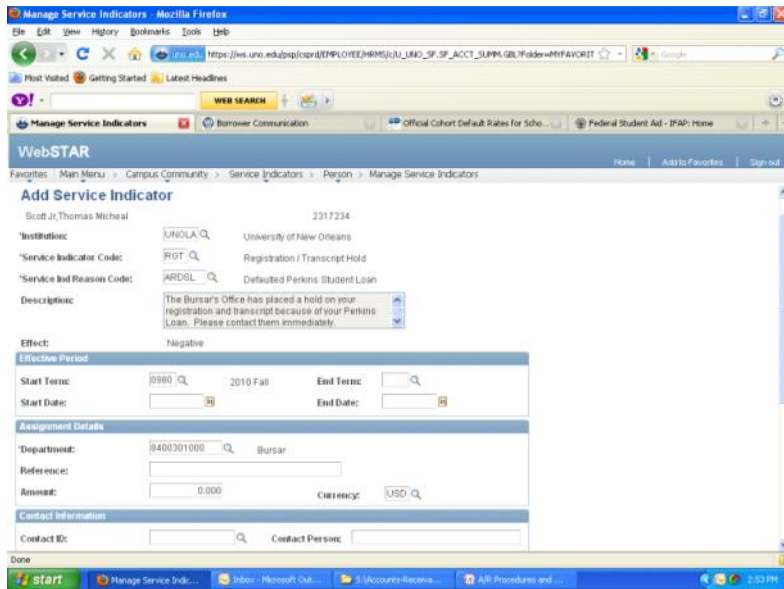
- To make this process easier every month, always remember to remove the hold if necessary once a payment is made or a deferment is processed.

WRITE OFF ACCOUNTS

- An account can be written off only if there is not a promissory not on file to collect on.
- Since the loan was disbursed to the student, the loan still has to be paid off.
- To write off an account, we would have to transfer money from another UNO account to pay off the loan.
- Once the money is transferred, we would complete a noncash payment and submit it to UAS.
- UAS will treat the write off like a regular payment.
- Have to have approval from the Vice Chancellor of Financial Services to write off an account.

RECONCILING ACCOUNTS

- Perkins accounts should be reconciled once a month.
- The General Accounting Department runs a query from Student Financials and compares it to the transaction journal from UAS.
- The name of the query is GEN_SF8_PERKINS_JOURNAL.
- If there is a difference in the loan amount on Student Financials compared to UAS's records, the account will show on the report.
- If payments or refunds do not match, it will show on the report.
- General Accounting will tell us what borrowers' information does not match.
- Student financials is what was actually disbursed to the student in regards to disbursement amounts.
    - When reconciling disbursement amounts, make sure what UAS recorded matches Student Financials.
    - If adjustments have to be made to a disbursement, you can update SML.com. See the SML.com section above for details.
    - After the disbursement adjustment is made, contact UAS (Sarah) so they can look for the adjustment on their side.
    - If the loan disbursement amount needs to be adjusted and it is not on SML.com, notify Sarah and she can help correct the account.
    - If you are reconciling an old loan, make sure you check to see if the student is deceased. (This is discussed in depth in the cancelation section above.)
- For reconciling payment amounts, you may have to research the borrower's folder, student financials, old emails and eUAS. We can always ask UAS for help as well.

REHABILITATION

Rehab Agreement: UNO - Borrower
- If a student is past due on their loan UNO Federal Perkins Loan and cannot repay the amount due, they can do a Rehabilitation (rehab).
- A rehab is when a borrower's loan is brought back to regular repayment status after completing nine consecutive monthly payments. Interest still accrues during a rehab.
- The amount of the payment is determined by the UNO Perkins Department.
- A rule to follow when determining the monthly payment is to take the normal monthly payment amount and multiply it by nine. Add the total you get to the total past due interest and divide by nine. This will ensure no money is lost and the student stays current with their monthly payments during the nine months.
- An example of determining a starting point for the payment amount is: $1,200 past due and interest is per month is $10. $1,200 + $90(10*9) = $1,290.00 / 9 = $143.33. $143.33 will be the monthly total.
- You can always decrease the amount if it is to high for the student.
- If you are not sure of an amount, ask Sarah at UAS and she will help.
- Once the 9th payment is completed, the loan will be brought back to regular repayment status and the past due loan is deleted from the student's credit report. The student will be removed from collections if necessary.
- The student will start to receive regular monthly invoices from UAS staring the month after the final payment is finished and will be required to make their regular monthly payment.
- To do a rehab, the student must sign a rehabilitation form. An example is below:

Rehabilitatio
n Request-…

- On the form, it states the date of the payments and where to send the payments.
- The first payment is sent to UNO along with the signed form. Payments 2- 9 are sent to UAS.
- If one payment is missed, the rehab contract is broke.

- A rehab can only be preformed once.
- Once we receive the first payment and signed form, we have to notify UAS so they can note a rehabilitation is being completed.
- A copy of the signed form and check has to be sent to UAS on eUAS.
- Send a copy of the signed form to the borrower for their records. Stamp the copy with the Perkins Stamp as well.
- Since we received the first payment, it is a noncash payment. This means we have to follow the noncash steps above under the *Payment Methods- Processing a Noncash Payment* section.

Rehab Agreement: Collection Company - Borrower

- Our collection company can offer a rehab to the student as well.
- The concept is the same as if UNO was to do the rehab. The main difference is the collection company will monitor and collect all payments.
- If the borrower is dealing with the collection agency and wants to do a rehab, the collection company will first determine a monthly payment amount.
- The agency will contact us and we have to approve the amount via email so we have record of the approval.
- Once an amount is agreed on between the borrower, agency and UNO, the collection agency mails the rehab form to the borrower.
- The rehab will start once the borrower signs and returns the form back to the collection company with their first payment.
- The collection company will notify us when the rehab has started. A copy of the signed form is forwarded to us as well.
- We can monitor the payments on our monthly invoices and the agency's website.
- The account is closed and returned with the collection agency after the ninth payment.
- We are notified by the agency after the ninth payment that the rehab is completed.
- Once the rehab is completed, we have to notify UAS to reset the loan.

BALANCES/CREDITS UNDER $25.00

- There are times when an account is going to have a negative or positive balance of under $25.00 on an account after a payment is made .
- This is because the timing of the payment with interest and collection cost accruing.
- If the balance/credit is under $25, it can be zeroed out.
- UAS provides a report to identify these accounts called the Account Balance Report. The report updates daily.
- You can retrieve the report on eUAS - Reports - Standard Reports - Account Balance Report.
- Once you run the report, sort by credit balance. It in this column you can see what accounts have a credit/balance under $25.00.
- To zero out the balance, we must contact UAS by email.
- Add a comment in eUAS when you request for the adjustment.
- When there is a small credit/balance on the account, request for UAS to cancel the balance.
- Once the adjustments are made, you will see on eUAS the account balance is zero.
- You should check the report in the beginning and end of the month to ensure the refunds are worked in a timely manner.

CREDIT BALANCES OVER $25.00 - REFUNDS

How to Find the Payment Source

- There are times when a borrower will have a credit balance over $25.00 on eUAS.
- You can view the accounts that have a credit balance of over $25.00 on the Account Balance Report on eUAS.
- You can retrieve the report on eUAS - Reports - Standard Reports - Account Balance Report.
- Once you run the report, sort by credit balance. It in this column you can see what accounts have a credit/balance under $25.00.
- The credit balance can be from overpayments from Direct Loans, the borrower, an old consolidation company, etc.
- The refund has to go to the last payment source.
- You can view who made the final payment by viewing the Last Payment Source column. You can also find the last payment source in eUAS.
- To view the last payment source on eUAS, go to the Borrower section - Data Views - L-Z - Payments.
- Once the payments appear, you can see the payments and the last payment made.
- Click on the Payment System ID and you can see the payment details.
- If you need more information, contact Sarah at UAS.
- You may be able to find information in the borrower's folder in the file room as well.
- You should check the report in the beginning and end of the month to ensure the refunds are worked in a timely manner.

Payment Confirmation and Sufficient Backup

- For older credit balances (over three years old) that the borrower made themselves, we have to trust eUAS. We can issue a refund to the borrower if the balance is under $100. Make sure you skip trace to ensure you have the correct address. It the credit is over $100, we have to research more to find sufficient backup.

Payment To UAS - Backup

- Remember all cash payments are sent from the source to UAS.
- If a Direct Loans cash payment goes straight to UAS, the payment confirmation in the payment section described above. Please see the email below from UAS stating this:

FW Credit
Balance - C...

- We will go more into detail about Direct Loans Refunds in the section below labeled Processing Refunds for Direct Loans.
- If another consolation company made the cash payment to UAS, contact UAS to see if they have any backup.
- You may also try to contact the actual collection company.
  - **Sallie Mae - 1-888-272-4665: School Code is 002015-00 and School Zip is 70148**
- If a payment is made directly to UAS from the borrower, first check the eUAS.
- The email above also states if a payment is made on UAS's online system, we can view the payment confirmation on eUAS for our backup.
- To log onto eUAS, go to the following website: https://loanmanager.uasecho.com/login.aspx.
- Once you are logged in, type in the borrower's NID in the search field on the left side of the screen.
- Next, click on payment when the borrower's information comes up and you will see the confirmation.
- If the payment is not on the E-Manger site, contact UAS to see if they can provide any type of backup.
- If the payment went straight to UAS from a collection agency, the collection company's invoice is sufficient backup because it has a breakdown of the payment.
- If this is the case, make certain the collections fees on the collection invoice match in eUAS.

Payment Directly to UNO - Backup

- Remember all noncash payments are sent from the source to UNO.

- If the payment is submitted to UNO directly, we should have backup in the student's folder.
- 2009 is when the Perkins Payback procedure stated for noncash payments.
- Prior to 2009, the payments were processed as departmental deposits.
- If you cannot find backup in the student's folder, find the payment date on eUAS and search that day's departmental deposits for any type of backup.
- A noncash log may be saved on the S-Drive as well so you can have a good idea of what dates to search the departmental deposits.
- If nothing in the folder or departmental deposits, find the payment source on eUAS and contact the source for backup.

Processing a Refund Check - Accounts Payable

- Accounts Payable will process the refund check for us.
- Once you determine the payment source and gather all your backup, make two copies - one for the students folder and one for Accounts Payable.
- Next a check request form has to be submitted to Accounts Payable along with the copy of the backup.
- Fill in the appropriate information on the form. Always make sure you check off contact you to pick up the check.
- **On the form, the fund number is always 201XX and the account number is always 470000.**
- The attachment below is a copy of the check request form.

Check
Request - ...

- Drop form and backup off at A/P.
- Once the check is ready, A/P will contact you via email or phone to pick the check up at their office.
- If you are sending a refund back to the borrower, make sure the address in UAS is current before mailing check (contact student or skip trace to verify).
- After a refund is processed, make sure UAS is notified so they can add the refund in eUAS. After they add the refund, the borrower will be removed from the Account Balance Report.

Processing Refunds for Direct Loans

- As stated in the section above, if a Direct Loans payment causes a student's account to have a credit balance over $25, UNO must issue the credit back to Direct Loans.
- Below is an example of check request form submitted to Account Payable with all of Direct Loans information on it.

Check
Request - ...

- Submit the completed form and backup to A/P just like a regular check request.
- When the check is mailed, the following items must be included:
  - A letter stating the total amount of the refund check. See the example below:

Perkins-Dire
ct Loans-t...

  - A copy of the original check from direct loans if available.
  - A spreadsheet containing the following information: borrower's full name, account number, NID, amount of the refund for each borrower, amount of original payment, payment date and payment method. See the example below:

Direct Loan
Refund List

- Please note you can have multiple refunds on one check. You just have to provide the information on the spreadsheet to identify what amount of the refund goes to what borrower.
- After a refund is processed, make sure UAS is notified so they can add the refund in eUAS. After they add the refund, the borrower will be removed from the Account Balance Report.

COHORT GROUP

- Every fiscal year (July - June), we are given a sample of students who are in our Cohort Group.
- The default rate of our Cohort group has to be under 25% by the end of the year (June).
- If it is over 25% for three consecutive years or over 40% for one year, our program can be eliminated.
- To figure out the Cohort Rate, divide the Total Number of Borrowers who are Defaulted by the Total Number of Borrowers in the Group.
- Ex) Total number in group = 277. Total Defaulted = 40. 40/277=0.1444 or 14.44%.
- Very important to keep track of the Cohort group on a monthly basis.

How to Run the Cohort Report?

- To determine who is in our Cohort group, we can run a report on eUAS. UAS produces the report daily.
- To access the report, log in at the following link: https://loanmanager.uasecho.com/login.aspx.
- Next, scroll over Reports on the left side of the page and click on Standard Reports.
- Under Other Reports, select "Cohort Report is Cohort; Current Group; Funded Group One".
- On the results page, delete all columns but the ones listed below. These are the columns that should be the headings.

SSN / ITIN	Borrower Name	Loan State	Principal Balance	Cohort Status	Cohort Age (Months)	Amount Past Due	Total Loan Accounts	Collection Agency	Address Line 1	Address Line 2	City	State	Zip Code	Zip Code Extension	Country	Primary Email Address

- Save the report on the S Drive - AR Private - Perkins Department - Cohort Folder - Correct Year - Correct Month. The name should be Cohort Group - Month and Year.
- Since the Cohort group is for one fiscal year, the same students are on the report from July - June. Each month, their default status or months past due can change depending on their activity.

Preventing Cohort Group from Exceeding 25% Default

- For every student that is past due on the cross reference report, check to ensure a Registration/Transcript hold is on their Student Financials account.
- If the hold is not on the account, please view the UNO Transcript and Registration Holds section above for instructions on how to add the hold.
- Every month, we must contact the students who are defaulted and are approaching defaulted status.
- We will send out two letters/emails - one for students who are in default and one for the students approaching default. *(explained below)*.
- The letters/emails are sent out the first week of the month.
- Please note we have to wait until the 2nd of each month to send statements because the new billing cycle amount due shows on the 2nd of each month. If we do it on the first of the month, the prior month's past due amount will be sent out.

Defaulted Cohort Statements
- The first statements we send out are for the defaulted students.
- The Cohort; Current Group; Funded Group One report has all the information we need to send the letter/email.
- Add a tab in the file named Default.
- Next copy and past the entire results tab in the new defaulted tab. (The results tab is automatically produces when we run the report. This is everyone in our cohort group).
- Sort the file by Cohort Age Months. All accounts that are below 8 months past due delete (0 months to 7).
- Next, sort the Cohort Status to ensure all accounts are defaulted. There should not be any accounts that are labled not-defaulted.
- Now we have to do a mail merge to print the letters. Below is the file for the letter:

Perkins Past
Due- Def a...

- Include a Deferment form and FAF with the letter. Below are the forms:

Deferment

FAF

- We also need to send an email to the defaulted cohort borrowers. The email contains the same information as the letter. Below is an example to the email:

Perkins Past
Due Email -...

- Add a comment in eUAS after. See the end of the Approaching Default section for instructions.

Approaching Default Statements
- The second statement we send out is for the non-defaulted students approaching default.
- Since a defaulted loan is 8 months or more, the non-defaulted loans students we want to target are 3 - 7 months past due.
- Add a tab in the Cohort; Current Group; Funded Group One report named NonDefault.
- Next copy and past the entire results tab in the new NonDefault tab.
- Sort the file by Cohort Age Months. All accounts that are not between 3 - 7 months delete.
- Next, sort the Cohort Status to ensure all accounts are not-defaulted. There should not be any accounts that are labeled defaulted.
- Now we have to do a mail merge to print the letters. Below is the file for the letter:

Perkins Not
Defaulted -...

- Include a Deferment form and FAF with the letter. Below are the forms:

Deferment

FAF

- We also need to send an email to the non defaulted cohort borrowers. The email contains the same information as the letter. Below is an example to the email:

Perkins Not
Defaulted ...

- After the emails are sent and the letters are stuffed and mailed, add a bulk memo in eUAS.
- The memo should say "Mailed and Emailed past due cohort notice with deferment and FAF form".
- This comment should go on both the defaulted and non-defaulted borrowers.
- It is easier to do a Mass Memo. Above in the Memo section of eUAS, there are instructions on how to do a group memo upload.

Projected Cohort
- After the current cohort borrowers' notices are sent, you should work the Projected Cohort.

- The projected group is next years cohort group. By working this group, we can help lower next years rate in advance.
- The same procedures as the current group apply to the projected group.
- The report used is Cohort; Projected Group; Funded Group One report under standard reports.
- Again, the same procedures are used as the current group. If defaulted, send defaulted letter. If not defaulted, send approaching default letter. Put comment in memo after notices are sent.

How to Work Past Due Accounts Close to the End of the Year
- As the end of the year approaches, make sure we make every effort to contact students who are defaulted or will become defaulted by June 30th.
- In May and June, start calling the students who are in default to try to get a payment or set up a deferment or financial arrangement.
- Also, UAS can help by sending letters and contacting the students. Notify UAS no later than March to help.

SKIP TRACING

- If a letter we mail out is returned, we must skip trace student's address to get the correct address.
- We use **Lexis Nexis' Alumni Finder** for this. To login, go to the following website: http://www.alumnifinder.com/.
- Once on the main page, click on account login and type in your information.
- Once logged in, go to People Search.
- To search, type in SS# or by name. (Searching by SS# is better because it narrows down your search.)
- Print results and update address in eUAS. (Instructions for address updating in eUAS are in the eUAS - Address Change section above.)
- Resend letter to correct address
- File the returned letter and Alumni Finder printout in the student's file.
- If you skip trace for Accounts Receivable, give printout to manager. If you skip trace for bursar's office, give printout to Bursar.
- This program charges UNO per $0.35 per search so make sure you type the correct information in when searching.

UAS INVOICE - PAYMENT

- UAS mails their monthly invoice to the AR manager by the 20th of the month. If it is not received by the 20th, contact Sarah at UAS to request a copy.
- For the invoice to get paid, there has to be three parts:
    - The Main Page which includes the total amount due.
    - The Billing Registry
    - The Cam Detail
- Once the invoice is received, the AR manager will approve the payment.
- The signed invoice is then sent to UNO's Accounts Payable Office.
- Below is an example of the completed invoice approved by the AR manager.

UAS
Billing-013…

PERKINS POLICY OFFICE

- The Department of Education's Perkins Policy Office can help with any questions you may have.
- If you are unsure, contact the policy office.
- A good contact is Brian Smith (Brian.Smith@ed.gov is email; do not have phone number). Below are email on various cases we discussed.
- This email below discusses some old recon issues we had from several years back. This helped us determine what to do if:
    - There is a loan that was paid in full but has the correct amount was not recorded to UAS and NSLDS.
    - How to correct an account that is not PIF but the incorrect loan amount was reported to UAS and NSLDS
    - What to do if we do not have a promissory note on file and the loan is PIF or not PIF.

RE
University …

- The email below states if we can use NSLDS to add a deferment:

RE UNO
Federal Per…

UAS MONTHLY REPORTS and ORIGINAL DOCUMENTS

- Before our conversion to eUAS on 10/1/2011, UAS would mail the reports listed below to our office:
    - Intent to Accelerate
    - Clearinghouse Deferment Errors
    - End of Month Label Listing
    - Credit Bureau Exceptions
    - New Loan and Advance Transactions
    - Deferred/Paid/Cancelled Loans with Outstanding Penalty Charges
    - Small Balance/Overpayment Report
- These reports are filed in the appropriate binders which are located in the Perkins Coordinator's Office.
- Now all this information is in the reports section of eUAS. There in no reason for UAS to mail this information to us anymore.
- UAS mails us all of the original documents sent to them from the borrower.
- These documents have to be filed in the student's folder.

HELPFUL STUDENT LINKS

UNO Federal Perkins Page	http://www.bursar.uno.edu/loans.cfm
UAS's Main Page:	https://www.uaservice.com/
Department of Education	http://federalstudentaid.ed.gov/students.html
Direct Loan Consolidations	http://www.loanconsolidation.ed.gov/
GRC	http://www.generalrevenue.com/borrowers.aspx.
TB&L	https://www.tbandl.com/
NRA	http://www.nationalrecovery.com/
Perkins Policy Rules and Guidelines	http://ecfr.gpoaccess.gov/cgi/t/text/text-idx?c=ecfr&sid=bb791ce62ccfea617060699418318ccf&rgn=div5&view=text&node=34:3.1.3.1.37&idno=34

OVERVIEW OF PERKINS ACCOUNTING PROCEDURES

Recording a Borrower's Payment from One Payment Source Collected by UNO
- If a Perkins Loan payment is collected directly by UNO, the payment is posted in student financials.
- If there is only a single borrower from the payment source (one payment for one borrower), a cashier will complete the transaction.
- The cashier will post a Perkins Payback charge to the borrower's account in student financials for the amount of the payment.
- When the cashier processes the payment, the charge is offset by the payment. The payment target used in student financials is Perkins Payback Check/Cash or Credit Card, whichever is applicable. This ensures the money goes to the Perkins Fund.
- After the payment is processed, a noncash payment is processed on eUAS so UAS so can record the payment in their system.

Recording Multiple Borrower Payments from One Payment Source Collected by UNO
- UNO can also process a single payment which includes multiple borrowers.
- There are two instances this can occur which are listed below:
    - A single check is sent by the Louisiana Attorney General's Office which contains multiple borrowers on the payment.
    - A wire sent from our second placement collections agency – National Recovery Agency (NRA) can contain multiple borrowers.

Louisiana Attorney General's Office (LA AG's Office)
- NEVER take a payment from a borrower if they are with the AG office. Their payment has to go through the AG. If we take the payment, UNO has to pay court fees.
- If a borrower pays the AG, the AG will send a check to UNO minus the collection cost.
- We have to create a non-cash log for the total amount on eUAS, even though the AG only sends the collection cost.
- With the check, there will be a breakdown which includes the total amount paid and the collection cost, principal, interest, late fees, and court cost. (We do not record court cost so do not include this in non-cash. The court cost are normally only on the borrowers final payment. The court cost is an agreement between the borrower and the clerk of court.)
- To deposit the check at UNO, we have to do a departmental deposit.
- Below is an example of the spreadsheet that has to be turned into the front counter:

Deposit
Transmittal...

- In this example, AG sent UNO $98.46. Give the check and spreadsheet to front counter cashier.
- After the transaction is deposited by front counter, they will give us a receipt.
- Give the receipt and copy of invoice and check to General Accounting Manager.
- Accounting will ensure the collection cost and payment is marked in our books.
- Accounting will give us a copy of everything once they are finished. Save a copy on the S-Drive and place backup in students folder.

National Recovery Agency (NRA)
- UNO's 2nd placement collections company, NRA, sends a wire to UNO once a month for the payments they collected.
- Once confirmation is received the wire is in UNO's bank account, the Perkins Loan Coordinator ensures the wire amount matches that month's invoice. The coordinator also ensures the charges on the invoice are correct.
- The invoice and wire transfer confirmation is forwarded to Lina Ryu - Accounting Specialist in the Bursar's Office. Lina completes a group post to record the Perkins payment in student financials.
- The group post will apply a Perkins Payback charge to the student's account for the amount of the payment, and the payment offsets the charge. The payment target used in student financials is Perkins Payback Check/Cash. This ensures the money goes to the Perkins Fund.
- After the payment is processed, a noncash payment is submitted on eUAS so the payment is recorded in UAS' system.

Employee Payroll Deduction
- An UNO employee can setup payroll deduction to pay for their Perkins Loan.
- The payroll department sends a file every pay period to the Perkins Loan Coordinator. The file indicates which employees had a payroll deduction to pay for their Perkins Loan and how much was deducted.
- This file is forwarded to Lina Ryu - Accounting Specialist in the Bursar's Office. Lina completes a group post to record the Perkins payment in student financials.
- The group post will apply a Perkins Payback charge to the student's account for the amount of the payment, and the payment offsets the charge. The payment target used in student financials is Perkins Payback Check/Cash. This ensures the money goes to the Perkins Fund.
- After the payment is processed, a noncash payment is processed on eUAS so UAS so can record the payment in their system.

UAS Wire
- UNO's Perkins Loan administrator is University Accounting Service (UAS). Borrowers can pay UAS directly for the repayment of their Perkins Loan.
- UAS wires the funds to UNO for the payments they collected daily. UNO's Bursar's Office posts the wire in the Perkins Fund as they arrive.

Refund Procedures
- Every month, UAS provides a Small Balance/Overpayment report informing UNO who has a credit balance on their account.
- The borrowers who have a credit balance should be issued a refund for the overpayment of their Perkins Loan. The refund should go to the last payment source, and backup of the payment is needed to process the refund. I
- When a refund is issued, a check request is submitted to Accounts Payable, and the check request is signed by the Accounts Receivable Manager. The account number on the check request is 470000, and the fund number is 201XX which is linked to the Perkins Fund.
- If the credit is under $25, UAS can move the credit to interest so a refund does not have to be issued. UNO has to request for UAS to do this.

TB&L Invoice Payment
- When the invoice is received, it is reviewed by the Perkins Loan Coordinator to ensure all charges are correct.
- To pay TB&L, we have to do a check request. Below is the form:

Check
Request - ...

- Notice on the check request there are two account numbers (one positive amount and one negative amount). This is to record the payments TB&L takes in themselves. Our General Accounting department has to record the money that is kept by TB&L.
- If TB&L collects a payment themselves, they will keep the collection cost from the payment.
- TB&L will deduct the collection cost kept from the payment amount owed on our invoice. Remember this is only for payments TB&L collect themselves.
- To show record of this, the total amount collected on the invoice is subtracted from the total amount TB&L collected themselves. All of this is shown on the TB&L invoice.
- If GRC did not collect any money in house, the negative amount will be zero.
- After the check request is completed, the Bursar has to sign and approve the form.
- If TB&L collect a payment in-house and this is the only payment, we will not owe them money. They will owe UNO. TB&L will keep their collection cost and send us the difference by check.
- When we receive the check, a departmental deposit has to be created.
- Below is an example of the spreadsheet that has to be turned into the front counter:

Deposit
Transmittal...

- In this example, TB&L sent UNO $64.00. Give the check and spreadsheet to front counter cashier.
- After the transaction is deposited by front counter, they will give us a receipt.
- Give the receipt and copy of invoice and check to General Accounting Manager.
- Accounting will ensure the collection cost and payment is marked in our books.
- Accounting will give us a copy of everything once they are finished. Save a copy on the S-Drive.

GRC Invoice Payment
- When the invoice is received, it is reviewed by the Perkins Loan Coordinator to ensure all charges are correct.
- To pay GRC, we have to do a check request. Below is the form:

Check
Request - ...

- Notice on the check request there are two account numbers (one positive amount and one negative amount). This is to record the payments GRC takes in themselves. Our General Accounting department has to record the money that is kept by GRC.
- If GRC collects a payment themselves, they will keep the collection cost from the payment.
- GRC will deduct the collection cost kept from the payment amount owed on our invoice. Remember this is only for payments GRC collect themselves.
- To show record of this, the total amount collected on the invoice is subtracted from the total amount GRC collected themselves. All of this is shown on the GRC invoice.
- Below is an example of an invoice. There are two pages to this invoice because this month's invoice was split into two.

GRC Sample
Invoice

- You can see the numbers match the Check Request above.
- If GRC did not collect any money in house, the negative amount will be zero.
- After the check request is completed, the Bursar has to sign and approve the form.
- There are times when GRC collects a payment themselves, but UAS does not collect a payment for a GRC account. This means GRC owes UNO what the borrower paid (minus the collections fees).
- When this scenario occurs, GRC will forward a check to UNO for the amount the borrower(s) paid minus their collection cost.
- GRC may forward the check to UAS. If this is the case, UAS will forward the check to UNO.
- Once the check is received, we have to create a departmental deposit. get with General Accounting to create a Journal Entry.
- Below is an example of the spreadsheet that has to be turned into the front counter:

Deposit
Transmittal...

- In this example, GRC sent UNO $98.46. Give the check and spreadsheet to front counter cashier.
- After the transaction is deposited by front counter, they will give us a receipt.
- Give the receipt and copy of invoice and check to General Accounting Manager.
- Accounting will ensure the collection cost and payment is marked in our books.
- Accounting will give us a copy of everything once they are finished. Save a copy on the S-Drive
- Below is an example of the Invoice, Check, and JE.

GRC
Invoice-Wi…

NRA Invoice Payment

- UNO's 2nd placement collections company is National Recovery Agency (NRA). NRA bills UNO monthly for its' 2nd placement collections service.
- When the invoice is received, it is reviewed by the Perkins Loan Coordinator to ensure all charges are correct.
- Once the invoice is found acceptable to pay, the Accounts Receivable Manager signs and approves the payment of the invoice.
- The signed copy of the invoice is then submitted to Accounts Payable.
- The PO used to pay the invoice is 40724
- The account number used to pay for the NRA invoice is 665115, and the fund number is 101XX. Please note this fund number is for the General Fund, not the Perkins Fund.

MONTHLY PROCEDURES

- Below are the basic duties performed by the Federal Perkins Loan Coordinator.
- Throughout the month, more tasks will arise, but below are the monthly responsibilities the coordinator must perform.

Skip Trace

- Skip tracing should be done once a week starting on the 1st of the month for the entire month.
- Instructions on how to skip trace can be found in the "**Skip Tracing**" section above.

Perkins Disbursements

- It is essential that the Perkins Coordinator keeps up with the Perkins Loan disbursements issued by the Financial Aid Office.
- As registration approaches and during registration, this should be checked every day.
- After the first financial aid disbursements are added to students' fee bills, the disbursements can be checked once a week.
- Instructions on how to work the disbursements are listed under the **"PERKINS LOAN DISBURSMENTS"** section above.

Account Balance Report

- At the beginning and end of the month (by the 3rd of the month), you should check the Account Balance Report on eUAS.
- This will allow you to view the accounts that have a credit balance or small balance.
- Under the **"Balance / Credit Under $25"** and **"Credit Above $25 - Refund"** sections above, you will find instructions on how to process refunds or write off the small balances/credits.

Cohort - Current and Projected

- The cohort group contains all the borrowers who go into repayment status during the prior fiscal year.
- The cohort rate is the percentage of borrowers who have become defaulted in the group.
- This rate is like UNO's report card. By July 1st, the rate has to be under 25%. If it is not, the Federal funding for the Perkins Program can be eliminated.
- UAS and our collection agencies work our cohort accounts to ensure our default rate is under 25%.
- The Perkins Loan Coordinator should send out notices (mail and email) asking the borrower to pay the balance owed or defer the balance by the 2nd of every month.
- UAS provides UNO with the current cohort group list and the projected list. The notices should be sent out to both.
- Instructions on how to send the notices are listed in the **"Cohort"** section above.

Perkins RGT Holds

- Once a borrower is 2 months past due, an RGT hold should be placed on their account. This is an internal procedure used to ensure students clear their Perkins balance.
- The RGT hold will prevent students from registering and receiving their transcripts.
- It is also necessary to remove the hold after a student clears their balance.
- The procedures to add and remove a RGT hold is in the **"UNO Transcript and Registration Holds"** section.

Deferment Report

- UAS is in the process of creating a Deferment Report for us.
- This report will tell us which borrowers had a deferment processed for a particular month.
- We should check the borrowers on the report to see if they were in collections, and ensure their account was removed from collections.
- Many times, the collection company will not check UAS' system and try to collect money even though the account was cleared. If the borrower pays the collection agency, UNO will be responsible for the collection cost.
- This should be done by the 3rd of the month.
- Will update further when report is ready.

GRC 2nd Placements

- GRC is our second placement collections agency.
- If an account is closed with our first placement agency due to non-payment, we have to send the accounts to our 2nd agency.
- Once our accounts are closed with our second agency, we have to make certain UAS removes the collection indicator in eUAS.
- Both of these procedures can be found in the **"General Revenue Cooperation - GRC 2nd Placement Agency"** under the headings - **How To Send Accounts to GRC** and **Close and Return Report**. This is listed above.
- This should be done by the 3rd of every month.

GRC Invoice

- GRC's invoice is available online by the 2nd of each month.
- Once the invoice is online, UNO should pay it immediately. The invoice should be sent to UNO's Accounts Payable office by the 3rd of the month.
- Instructions on how to pay the invoice are in the **"General Revenue Cooperation - GRC 2nd Placement Agency"** under the heading **Monthly Invoice**.

NRA Closed Accounts

- NRA is our old 2nd placement agency. All our accounts should be closed with their agency by May 2012.
- Until then, we have to work their Closed and Return report to ensure UAS removes the collection indicator in eUAS after the account is closed due to non-payment.
- Instructions on how to do this are in the **"NATIONAL RECOVERY AGENCY (NRA) - 2ND PLACEMENT"** section under the heading **Closed and Return Report**.

Payroll Deduction

- The payroll manager will send a spreadsheet of our Perkins payroll deduction accounts (if we have any) by the 3rd of the month. If we have not received it by the 3rd, contact Payroll.
- Once we receive the file, we have to add the payroll deduction payment in eUAS and in the Perkins Fund.
- Instructions on how to do this is listed in the **"Payroll Deduction Payment"** section above.

TB&L Invoice
- TB&L is our first placement collection agency.
- The TB&L invoice is normally posted online by the 5th of the month on their website. TB&L also mails a hard copy which is usually received around the 10th of the month.
- Instructions on how to pay the invoice are in the "**TODD, BREMER & LAWSON (TB&L) - 1ST PLACEMENT AGENCY** "section above, under the **"TB&L Pay Monthly Invoice"** heading.

NRA Invoice
- NRA is our old 2nd placement agency. All our accounts should be closed with their agency by May 2012.
- If we have payments made with NRA, they provide an invoice to us.
- The invoice is online on their website by the 3rd of the month, but we cannot pay the invoice until the NRA wire comes through.
- This normally comes in by the 10th of the month and when it does, the AR manager is sent a confirmation email.
- Instructions are listed in the **"NATIONAL RECOVERY AGENCY (NRA) - 2ND PLACEMENT"** section under the heading **NRA Invoice.**

AR Monthly Notices
- The Perkins Loan Coordinator determines and sends monthly notices on the 15th of the month for Accounts Receivable in student financials. This is not Perkins related.
- The notices that are sent are the PreNRA and Payment Reminder (above and below $60.00) notices.
- During this process, it is also determined who needs to be sent to NRA collections.
- Instructions are listed in the "**Procedures on Monthly Billing-Student Financials-Defaulted Tuition Accounts"** - Accounts Receivable section.

Employee Receivables (A/R)
- The Perkins Loan Coordinator also determines and sends monthly notices on the 15th of the month for Accounts Receivable for employees who have an outstanding balance in student financials. This is not Perkins related.
- The notices that are sent are the Soft Employee Receivable notice and Hard Employee Receivable notice.
- During this process, it is also determined who needs to be sent to Payroll Deduction.
- Instructions are listed in the **"Employee Receivables"** - Accounts Receivable section.

Perkins Employee Receivables
- There are many UNO employees who are in repayment status for their UNO Perkins Loan.
- A/R-Perkins Office has authority to payroll deduct an employee if they are past due.
- This is determined by the 15th of the month.
- Two notices have to be sent to the employees if this is a forced payroll deduction.
- Instructions how to set up a Perkins Employee Receivable and rules are listed under the **"PAYROLL DEDUCTION PAYMENT"** section above.

LA Attorney General Payments
- If a borrower makes a payment to the attorney general's office (AGO), the AGO will send a check to UNO minus the collection fee and a payment breakdown sheet.
- The check and breakdown is normally received by the 17th of the month.
- Once the check is received at UNO, we have to add the payment on eUAS and deposit it into the Perkins Fund.
- The coordinator has to ensure the entire amount of the payment is recorded by UAS and UNO.
- Instructions on how to process an Attorney General Payment is found under the **"ATTORNEY GENERAL"** section.

UAS Invoice
- UAS mails their invoice to the AR manager every month. It is usually received by the 20th of the month. If it is not, contact Sarah at UAS.
- For the invoice to be paid by UNO, the cover page which includes the total amount due, the billing registry, and cam detail has to be included.
- The A/R manager approves the payment. After the invoice is approved, it is sent to UNO's Accounts Payable Office.
- Instructions on how to process and pay the invoice are listed in the **"UAS INVOICE - PAYMENT"** section.

UAS Processed Forms
- Throughout the month, the Perkins Coordinator will post several forms and projects on eUAS for UAS to complete.
- As the month ends, it is good to contact Sarah at UAS to ensure she completes everything you posted by the end of the month.
- This should be done no later than the second to last day of the month.
- If you do not follow up with UAS, items may be forgotten and buried on the eUAS site. This helps remind you and UAS what needs to be finished that you posted to eUAS.

Monthly Calendar
- Below is a sample monthly calendar for the Perkins Monthly Procedures listed above:

Perkins
Monthly C…