



Collection Process for Non-Accounts Receivable using Departments

If your department wishes to turn an account over to the collection company, the following will need to be provided to Accounts Receivable:

- Contact attempts with your customer
- Any signed contracts or agreements with your customer
- Current contact information of your customer

Once the above documentation is provided, your customer will receive a letter from Accounts Receivable informing them that they have 30 days to pay their outstanding balance before their account will be turned over to a third-party collection agency. After 30 days, if payment is still not received, the customer will receive another letter stating that their account has been officially turned over to collections.

After the customer account is placed with the third-party collection agency, Accounts Receivable will work with your department to process the collections placement journal entry.

*For balances that have remained outstanding for one year or more, collection is unlikely and it is recommended that the amount be written off.



If you have any questions regarding the collection process, please contact the Accounts Receivable Department at accountsreceivable@boisestate.edu.