



TEEX 21.01.04.N0.02 Receivables – Past Due Accounts

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Next Scheduled Review: December 13, 2027

Summary

In the normal course of operations, Divisions provide a variety of services to their customers. These services frequently result in a contractual need to prepare an invoice for these services. The invoice will be prepared and mailed no later than 14 days after services have been delivered.

Requirements

1. ROLES & RESPONSIBILITIES:

Division Directors are responsible for collecting revenues timely. Past dues collections are to receive priority and comply with Federal, State, System and TEEX laws, policies and procedures.

2. PROCEDURES:

Divisions are responsible for mailing past due letters to customers for invoices not paid by the due date. The letters must:

- Be printed on Division letterhead
- Contain Division contact name and phone number
- Be signed by Division designee
 - Original signed letter and invoice copy must be sent to the customer by either email or mailing via US Postal Service.
 - Copy of signed letter must be sent to Financial Services within 5 business days of letter date

To appoint a designee, delegation of this authority must originate from the Division Director or Division Business Manager.

Divisions must use [Past Due Letter-16 Days \(FS-02\)](#) for customers not paying within 16 days of due date.

- Should Division have a business reason for not sending they must:
 - Send a copy of this letter to Financial Services with [Receivables Past Due Letter Unsent form \(FS-98\)](#) completed.
- Divisions must follow up with a phone call or email 14 days after the letter is sent.
 - Document information obtained from the phone call or email on [Receivable-Past Due Accounts Correspondence Documentation \(FS-01\)](#).
 - Email replies must be attached.

Divisions must use [Past Due Letter – 61 Days \(FS-03\)](#) if the invoice remains unpaid 61 days beyond the invoice due date. Divisions must:

- Send via certified mail
 - Indicate should the invoice not be paid within 30 days of the date of the letter, the customer may be placed on the State of Texas Warrant Hold List
- Should Division Director have a business reason not to send this letter:
 - Division Director or their designee must complete [Receivables Past Due Letter Unsent form \(FS-98\)](#).
 - Submit to CFO [Receivables Past Due Letter Unsent form \(FS-98\)](#) for approval within 5 business days of the letter date.
 - Divisions must retain CFO approval.
 - Should CFO not approve, letter must be sent to the customer.

If no response or payment is received from the customer after the invoice is 90 days past due, and the Division determines the invoice to be uncollectable, an [Invoice/Billslip Correction Notice Request \(FS-10\)](#) must be submitted along with all correspondence and documentation to Financial Services requesting that the invoice is to be written off. Write-offs must be signed by the Division Director or the Associate Division Director.

Billable fees not paid within 90 days of the date of invoice that are deemed collectable by the Division, will require a second request (a renewal) be submitted on the [TEEX Extension of Credit form \(FS-73\)](#). The written request must be submitted to the CFO for approval before the invoice reaches the 90 day mark. The CFO's response will be retained for documentation.

Financial Services upon receipt of documentation for an invoice to be written off, will verify the customer is on warrant hold with the State Comptroller and also listed on the TEEX "Delinquent Customer" list. Customers on the "Delinquent Customer" list will be required to pay in advance before further services are rendered to that customer. Financial Services will submit all write-offs to the TAMUS General Counsel for approval and all further handling.

Employees with uncollected travel receivables may be placed on warrant hold with the State Comptroller 45 days after trip ends. Divisions are responsible to tracking uncollected travel receivables for all employees assigned to their adloc.

Past Due Receivables Timeline

Day 1	Past Due Letter 16 Day	Day 30 Log	Past Due Letter 61 Day	Past Due at 90 days
Date invoice prepared and mailed within 14 days of services being delivered.	Division sends first letter to customer.	Division follows up with telephone call or email and documents.	Division sends second letter to customer informing them they may be placed on State Warrant Hold if not resolved within 30 days.	Division sends documentation to Financial Services requesting invoice be written-off or if deemed still collectable submit request to continue to extend credit. Any future services from TEEX will require payment in advance. To re-establish credit the division must submit and receive approval for TEEX Extension of Credit from CFO.

Quality Assurance Measures

This section includes how the managing department will ensure that SAPs are followed. SAPs must include a monitoring process to ensure systematic and effective implementation. Quality assurance measure(s) ensure that individuals affected by the SAP understand how they will be held accountable.

Related Statutes, Policies, or Requirements

Supplements [System Policy 21.01](#) and [System Regulation 21.01.04](#)

Office of Responsibility

Financial Services
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