

# 1 **Account Collection**

2 Effective: Moved to Policy Library from UPM 11.2(4)

3 Reviewed: December 2015

4 Contact: [Accounts Receivable Office](#)

## 5 **Introduction**

6 This policy provides a mechanism for payment on debts owed Iowa State University that will be  
7 compliant with federal and state collection law.

## 8 **Policy Statement**

9 Customer accounts in the University Receivables System with delinquent balances will be collected  
10 by the Accounts Receivable Office. Customer accounts that remain delinquent after in-house  
11 collection efforts have been exhausted may be assigned to an external collection agency.

## 12 **Resources**

### 13 **Links**

- 14 • [Accounts Receivable Office](#)

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