



## **Returned Payments**

### **Purpose**

This policy establishes processes for the handling and resolution of any returned payments received by the university.

### **Persons Affected**

Any person that makes payment by check, credit card, debit card, draft or other format which is returned to the university unpaid due to no fault of the bank or the university is affected by this policy.

### **Definition**

*Returned Payment:* Any payment by check, credit card, debit card, draft or other format which is returned to the university unpaid due to no fault of the bank or the university.

### **Policy**

The student business services office shall assess a returned payment fee for each returned item. Returned payments on employee, student or departmental accounts may be turned over for collection to a collection service, collection agency and/or attorney. If a returned payment is turned over for collection, applicable fees assessed by the collection service, collection agency and/or attorney will be charged to the debtor. Additional legal action may be taken.

Returned payments on student accounts will be treated as outstanding charges until paid. Delinquent accounts will be subject to the university's policies and procedures for handling student accounts receivables.

Returned payments received from departmental deposits will be charged back to the originating account and the applicable department will be notified. If a returned payment is received from a donor, the university will coordinate the chargeback of the gift through the development office. The development office may contact the donor for resolution.

#### **A. Additional Consequences**

After receipt of three returned payments from any individual, organization or business, the university reserves the right to refuse certain types of payments from those payers and may demand payment by cash, cashier's check, debit card, credit card or money order.

Employees with returned payments should make restitution to the university within ten business days of notification. If the employee has not reimbursed the university for returned payments and any applicable service charges, the university may reduce or withhold any payments due to an employee by amounts due the university, in accordance with Texas law.

### **Procedures**



Should there be a discrepancy between a Regent Rule and/or a UTS policy and this HOP, the Regent Rule or the UTS policy prevails.

**Related Statues or Regulations, Rules, Policies, or Standards**

UTS 166 Cash Management and Cash Handling Policy

SFA HOP 05-210 Student and Non-Student Accounts Receivable

**Responsible Executive**

Vice President for Finance and Administration, Director of Treasury and Student Business Services

**Forms**

None

**Revision History**

September 1, 2023 (original)