

## UVA Collections Glossary of Terms

**Collection Agency** – an outside third party that acts as an agent to the University, responsible for the collection of delinquent debts for a fee or percentage of the total amount that has been referred.

**Collection fees:** Fees assessed for costs incurred by the collection agency activity and efforts to collect delinquent debts on behalf of UVA. These fees are assessed up to 25% of total delinquent debt. See Collection Agency above.

**Dunning Letter:** A collection letter or series of letters, sent to past due or delinquent debtor with the purpose of receiving immediate payments. These letters remind the debtor of other possible collection actions that may be taken if payment is not received.

**Past Due (Delinquent) Receivables:** Receivables for which payment has not been received by the payment due date. The due date is the past due date utilized by actions associated with the timeline of activity. [See here for Days Past Due and Action Items taken.](#)

**Payment Arrangements:** A payment arrangement gives extra time to pay a balance on your account and possibly keep your account from being assigned to a collection agency.

**Promissory note:** A document signed by the customer containing a written promise to pay a stated sum to the University on a periodic basis until the debt is full repaid.

**Set-off Debt Collection Program (SODC):** Created through the Code of Virginia, this program provides state agencies with the ability to collect unpaid debts by withholding funds from income tax refunds, payments, lottery winnings, etc. issued by other state agencies. Information on the SODC program can be found on the Virginia Department of Taxation Website (<https://www.tax.virginia.gov/sites/default/files/inline-files/SETOFFPROGRAMGUIDE.pdf>)

**Unclaimed Property:** All tangible or intangible property that has remained unclaimed by its owner for an extended period of time. This includes but is not limited to wages or commissions, customer deposits, credit balances, gift certificates, credit memos, refunds, etc.

**Write Offs:** A transaction that removes from the University's financial accounting records a receivable that has been determined to be uncollectible. This occurs no sooner than 365 days from the original due date. Writing off the receivable does not relieve the debt. It remains owed to the University, but is no longer reported in the University's accounting system as a receivable. Accounts with Write-off activity will receive an [SFS Transcript Hold](#) until the debt is settled.