

Introduction

Accounts receivable are the result of various types of financial transactions including but not limited to: student tuition, fees, room, board, miscellaneous student accounts, short-term loans from State funds, as well as from sales of products and services to the general public and private sector. It is necessary that procedures be in place to maximize collection of delinquent accounts receivable and minimize the administrative cost of those efforts.

It is the responsibility of the institution to establish the terms and/or conditions for payment at the time an account is created and to follow up routinely and diligently on all accounts receivable. Credit should not be extended to students, individuals or entities who are in default on other obligations or for whom previous obligations have been written off as uncollectible. If a student account is in default, transcripts may be withheld. However, during the pendency of a bankruptcy action, transcripts shall not be withheld. Click [here](#) to see the UW System Financial Administration Policy Paper on Collections and Write-offs (F326).

The Accounts Receivable Office goal is to provide efficient and effective processing of the University of Wisconsin-Milwaukee's accounts receivables.

- I. To achieve this goal, the Accounts Receivable Office administers student accounts receivable, loan funds, university receivables and provides collection services.
 - A. Administering includes record keeping, billing, file retention and maintenance, as well as special servicing.
 - B. Providing collection services includes all actions taken on delinquent accounts, such as monitoring accounts, contacting delinquent students, sending collection letters, making payment arrangements, referrals to collection agencies, and writing off uncollectible accounts.
- II. Accounts Receivable services both large and small accounts, which may be either federally, or campus funded.
- III. The following persons should be contacted with questions about student accounts, loan funds and collection services.

Bursar Interim	Cameron Stearns	(414) 229-4302
Student Accounts & Third Party Billing	Celestine Guma	(414) 229-1195
Accountant	Vacant	(414) 229-3116
Collection Specialist	Angelique Nieskes	(414) 229-3113
Collection Specialist	Francisco Cruz	(414) 229-3114
Collection Specialist	Vacant	(414) 229-6556
Collection Specialist	Jasmine Overton	(414) 229-7216

- IV. See Accounting Services Staff Directory for Auxiliary Accounts Receivable.