



Medical College of Georgia

Administrative  
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## Campus Invoicing & Collections Policy

### CITATION REFERENCE

**Official Title:** Campus Invoicing & Collections

**Abbreviated Title:** Campus Invoicing Policy

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**Responsible Office:** Office of the Controller

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### Policy Statement

The Medical College of Georgia is required by the Board of Regents and by State Auditors to accurately record and timely collect all receivables owed to the institution. Execution of these responsibilities is accomplished through the coordination and regulation of the invoicing and collection process through the Office of the Controller.

### Reason for Policy

This policy outlines centralization of billings and collections to ensure the Office of the Controller has complete information regarding all revenue-generating activities on campus and can exercise due diligence in timely collection of receivables.

### Entities Affected By This Policy

Any department who invoices an outside entity or person for the purpose of collecting balances due for products or services. Specifically excluded divisions include only Continuing Education and Sponsored Program Administration.

### Who Should Read This Policy

Any departmental member responsible for invoicing for billable goods, services or contracts, and for collection of such.

### Contacts

Contact	Phone	e-mail/URL
Cashier's Office	706-721-2926	CASHIERS_OFFICE@mcg.edu

### Website Address For This Policy

<http://www.mcg.edu/policies/documents/campusinvoicing.pdf>

## **Related Documents**

None.

## **Definitions**

Banner: The Medical College of Georgia system used to store student records and institutional receivables.

IDR (Inter-Departmental Request): The form used whereby one MCG department or division charges another for billable products or services. These forms are prepared by originating departments and submitted to the Office of the Controller for processing.

Invoice: Bill given to receiver of goods or services indicating what has been provided, the amount owed, due date, and remittance address. Invoices to closely related entities are managed by the Office of the Controller.

## **Overview**

The Cashier's Office of the Office of the Controller is required by the Board of Regents to conduct due diligence in collecting all institutional receivables; therefore, the Office has authority to defer collection of aged receivables to a collection agency, as they deem appropriate. Departments should provide prompt and reasonable assistance to the Cashier's Office, should assistance with collection activities be necessary.

**Departmental Responsibilities:** Departments providing goods or services to third parties should enter all billable products and services into Banner no later than 30 days of providing the goods or services. Departments who invoice for products or services provided by the institution should adhere to this policy for all invoices. This includes invoices generated in relation to contracts or memoranda of understanding. Departmental staff members responsible for billing activities should attend mandatory Banner training in order to receive access to the Banner system. After Banner training is complete, the staff should contact the Cashier's Office for further direction.

**Cashier's Office Responsibilities:** The Cashier's Office has responsibility for generating and mailing the invoices, monitoring for timely collection, and coordinating any collection activities which may become necessary.

**Exceptions:** Specific exclusions have been granted to the Division of Continuing Education and to Sponsored Program Administration, as receivables for those systems are tracked in separate, dedicated systems. Also excluded are Inter-Departmental Requests (IDRs) for billable services and billings to closely related entities, such as MCG Health, Inc., the MCG Foundation, the MCG Dental Foundation, the Physician's Practice Group, Georgia War Veterans Home, and Georgia Correctional HealthCare.

**Process/Procedures**

None.

**Responsibilities**

The responsibilities each party has in connection with the *Campus Invoicing Policy* are:

Vice President for Finance	Oversee the financial operations of the institution and all policies associated with such operations.
Controller	Oversee accounting and management of all financial resources, including investment, receipt and deposit, compliance, and reporting.
Accounts Receivable (Cashier's) Office	Provide financial service to students, faculty, staff and external customers through coordination and regulation of billing and invoicing.
Departments billing for goods or services	Adhere to the Campus Invoicing Policy to ensure accurate recording and timely collections of funds for products and services rendered.

**Forms**

None.

**Appendices**

None.