Attorney General Write-Offs

Student Accounts will attempt to collect overdue fines for the library. If they do not have success, they may transfer the invoice to the Attorney General for collection. The Attorney General will attempt to collect the funds, but after one year they may Write-Off the invoice.

1. If an invoice is written off, the patron's PeopleSoft record will indicate the invoice is written off, and a zero amount will appear on the PeopleSoft record. The university no longer actively tries to collect the invoice.
2. Invoices may show a zero balance, but the funds are still owed. A PeopleSoft block (Service Indicator) with a zero balance is an indicator.
3. Patron's who want their transcripts are often the most effected. They request transcripts and realize their PeopleSoft account is blocked by the library, so they contact us to pay.
4. The library must reach out to Student Accounts by phone to request the invoice be reactivated on the patron's PeopleSoft account.
5. Once the invoice is reactivated, the patron is provided with a special E-Pay link by Student Accounts, so they can pay the invoice.
6. The patron will usually call to say they have paid. Once payment is verified the PeopleSoft block (Service Indicator) can be removed, and the paper invoice can be shredded.
7. Often times there is not an ALMA record associated with Attorney General write offs because they tend to be older, but sometimes there is. If an ALMA record exists, update the Note to indicate that payment was received, followed by the date and your initials.