

## Guidelines for Submitting Past-Due Accounts to the Debt Setoff Program

1. Utilize the Debt Setoff Referral list for accounts that have become 30 days past due:
  - a) enter the social security number without dashes (123121234); accounts must have a valid SSN
  - b) enter the name formatted as Last Name (column B) then First Name (column C) using upper case and lower case letters
  - c) enter the referral amount with 2 decimal positions and no "\$" symbol (588.88)
  
2. Send the completed spreadsheet, via secure email, to the attention of Jacqueline Clare ([jnclare@vcu.edu](mailto:jnclare@vcu.edu)). Please include your Banner index and account for deposits in the referral email.
  
3. Any changes to previously submitted accounts must be sent to Jacqueline Clare immediately. Do not send multiple referrals for the same person. If an account has already been referred, the dollar amount on the most recent spreadsheet will replace the existing amount in the DSO system.
  
4. Monthly submissions to the Debt Setoff program is recommended to ensure all accounts 30 days or more past due are timely referred to the program.
  
5. If payments are received, you will receive written notice of name(s) and amount(s) received. Funds will be deposited directly to the Banner index specified in the referral email.