

# Southampton Solent University

## Management of Debt owed by Companies and other Organisations

**1. BACKGROUND** This policy has been produced to help Companies and other Organisations which owe money to the university understand the financial requirements of the University. The policy relates to all fees and charges payable by Companies and other Organisations to the University, including tuition fees, the use of its facilities and the provision of any other services.

**2. SCOPE AND TYPES OF FEES** The scope of this policy covers all fees charged both on and off campus.

The following types of fees are covered by this policy:- (i) Tuition Fees (ii) Other Fees and Charges

**Tuition Fees** This covers the provision of tuition which students receive and the cost of University facilities, including the libraries and computers. Fees do not cover, for example, the cost of reference books, stationery needed for study, or any University goods or services used which are not necessary parts of the course. Such additional costs vary from course to course.

**Other Fees and Charges** This includes all other charges applied by the University, for goods and services rendered

**3. INVOICING** Tuition fees and other charges are raised for companies and other organisations as appropriate during the year:-

- Where a Company or other organisation is sponsoring a student for his tuition fees an invoice will be raised upon receipt by the University of a fully completed Company/Organisational Sponsorship Form, Purchase Order, or Sponsorship letter.
- Where a sponsor agrees to meet any of the above fees and charges and the University has issued an invoice to the company, the student remains personally responsible until such time as the sponsor discharges the liability.
- Payment of all invoices are due within 30 days of the invoice date, unless different terms are specified or agreed by the university.
- All credit agreements are subject to review and can be altered or withdrawn at any time at the discretion of the university.

**4. PAYMENT OPTIONS** Tuition fees and other charges are raised for companies and other organisations Payment are due in full by the specified date. Payment can be made by cheque, bankers, draft, bacs or debit/credit card. Details on how to pay can be found in the tuition fees booklet, and on the Fees website <http://www.solent.ac.uk/fees/feesinfo.aspx#pay>.

**5. LATE PAYMENT** The following procedures apply to overdue fees and charges due to the University from companies and other organisations:-

**5.1 Tuition Fees:** Where a company has sponsored a student for tuition fees and failed to pay an invoice by the due date, reminder letters will be issued on a timetable agreed by the Director of Finance. Continued failure to pay will result in the cancellation of the sponsorship agreement, and the fees being recharged to the student. This could result in the imposition of sanctions on the student's account.

**5.2 Other fees and Charges** Failure to pay for fees and charges other than tuition will result reminder letters which will be issued to a timetable agreed by the Director of Finance. Continued failure to pay will result in the customer's account being placed on stop and in addition may result in the customer being referred to a debt collection agency at the discretion of the Director of Finance.

**5.4** The university will not provide any goods or services, or take bookings where a company's account with the university is on stop.

**5.3** Where a company cannot make payment by the due date of any of the fees above either through Financial difficulty or for any other reason they should contact the Finance Office at the earliest opportunity.

**6. INVOICE QUERIES** Invoice queries should be submitted to the Income Team no later than 14 days from the date the invoice is issued. Where a query has been received, further collection action will be suspended until the query has been resolved. Where a query has been submitted excessively late, payment may be still be required, with a refund issued should the total owed be reduced as a result of the query.