

## DELINQUENT/OUTSTANDING ACCOUNTS

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### SUMMARY

The County's Credit & Collection Section (CCS) of the Finance Department provides collection services for Miami-Dade County and non-county delinquent accounts and dishonored checks (bad checks) as per Implementing Order (IO) No 3-9.

### PROCEDURE

1. Delinquent accounts be referred to CCS after 90 days past due.
2. Credit & Collections Section (CCS) executes Memorandum of Understanding (MOUs) with the departments to clearly delineate the scope of work, fees, settlement authorities, and whether CCS is to pursue debts further in court or by outside collection agencies or attorneys.
3. The referring Department is responsible to maintain the verification of the outstanding debt.
4. The referring Department is responsible for all write-offs and for all other follow-up.
5. Accounts are loaded electronically into the CCS collection system as per MOU specifications. Prepare data for electronic transfer with the following information:
  - a. Name of debtor
  - b. Address(es), City, State, Zip
  - c. Phone number(s)
  - d. Amount due
  - e. Account/Citation or Invoice Number
  - f. Date of Debt
  - g. Type of Debt
  - h. Other pertinent identifying factors to assist in the collection of the debt
  - i. Contact person in your department
  - j. Index code to be used for crediting amounts collected
6. Send notification of debt placement activity, in accordance with IO 3-9, to the Manager of Credit and Collection via e-mail, memo, or pursuant to an executed (MOU).
7. Credit & Collection Section will send an Acknowledgement File to confirm placement of receivables.
8. The Credit and Collection Section will continue the collection efforts as specified in its written policies and procedures.
9. A fee is required to cover the Finance Department costs. The exact amount is determined prior to beginning collection efforts, and the fee is based on the specific nature of the debt.

### CONTACT(S):

#### Department/Division

Finance Department/Tax Collector's Division, Credit and Collection Section