

ILR EXTENSION PAYMENT POLICY

For internal information
(Revised October 12, 2009)

FOR INDIVIDUAL CUSTOMERS AND ORGANIZATIONS

Payment for individual customers (including small single person types of firms such as LLC's – limited liability corporations and DBA's – doing business as...) must be made at the time of registration by a credit card, check, or cash. The only exception to this policy is when an organization has given Cornell a Purchase Order, Union vouchers, or other payment guarantee covering all the student's costs.

Payment for registrations from the Cornell ILR Website, including eCornell and External Website registrations, must be made by credit card at the time of registration, no exceptions.

FOR ORGANIZATIONS

For All Public Workshops and Conferences:

Payment for attendees must be made at the time of registration. The only exception to this policy is when an organization has given Cornell a P.O. or other payment guarantee covering all the student costs. Payment must be received from the organization no later than 90 days after the start of the program. If payment is not received within those 90 days, no additional registrations will be accepted from the organization until full payment is received.

Contractual Teaching and Training:

There will be many types of contract agreements for workshops and conferences containing different terms of payment. However, ILR's standard billing provisions are stated below.

Billing:

Services will be billed by Cornell University through the ILR Extension and Public Service Division, and remitted for processing to the client organization.

Payment for services shall be made to Cornell ILR within thirty (30) days of receipt of the bill for services. Outstanding balances beyond 30 days will be assessed a penalty of 5% per month. Checks, payable to Cornell ILR, will be forwarded to the Cornell ILR, Accounts Receivable, PO Box 6838, Ithaca, New York 14851-6838. Purchase Orders can be forwarded to the ILR Customer Service Center at B12 Ives Hall, Ithaca, NY 14853, emailed to ilrcustomerservice@cornell.edu, or faxed to 607-255-9826.

Additional Fees:

International Registrants:

All international registrants must make payment in US Dollars at the time of registration, or provide a wire transfer tracking number. If a wire transfer is to be made, a \$20 fee will be assessed at the time of registration and all wire information, including tracking number, must be provided with the registration form. If an invoice is required by the organization in order to process a wire transfer, the organization will have 72 hours to submit the tracking number to the Customer Service Center, or the registration will be cancelled.

NSF Check Fee:

In cases where a check is returned from our bank due to insufficient funds, the payer will be assessed an additional \$25.00 NSF fee.

Check Policy:

Departments accepting checks must immediately restrictively endorse the checks "For Deposit Only to Cornell University", secure the checks in a locked cabinet or safe and send the batch of checks to the Office of Financial Operations and Budget Planning to be deposited. Per University policy, while the preferred frequency of deposit is daily, deposits must be made within five days of receipt of the checks, by the end of each workweek within which the checks are received.

Discount Policy:

A 15% discount is available for NYS government and not-for-profit organizations. There is a check box on the registration form for those types of organizations to identify themselves to ensure that they receive the discount. If they do not check the box but we know that they are a NYS government or not-for-profit organization, they will still receive the discount.

Cancellation/Refund Policy:

If ILR cancels a class after the payment of fees has been received, the participant will be allowed to sign up for another class or receive a refund. Refunds will be processed by the Program Administrator and will need to be processed within 30 days from the date of the cancellation of the class.

If a student or organization cancels their registration and requests a refund, the refund will be processed through the Customer Service Center. If the student would like to transfer the payment to another class, transfer of payment will be allowed no more than 3 times, and then a refund will be processed through the Customer Service Center.

Complimentary Class Policy:

The ILR School will allow for a very limited number of complimentary registrations for the following three reasons: 1) to market the course to a potential on-site or custom client; 2) to provide a complimentary course to a very dissatisfied customer or student; and 3) to allow special guests to attend, who could be government experts, who may not be able to pay for the registration fee but their presence adds to the program. If a student registration fee needs to be cancelled for a legitimate reason (such as the examples provided above), the Program Administrator will forward the reason for the cancellation to the ILR Customer Service Center at ilrcustomerservice@cornell.edu. The registration must be cancelled or the complimentary registration must be approved by someone in the Customer Service Unit, but the Customer Service Unit representative will consult with the Thematic Lead, Program Coordinator, or relevant administrator if the complimentary registration is to be denied. The reason for the cancellation will be entered into SDC and monitored on a periodic basis.

**ILR EXTENSION POLICY AND PROCESS FOR
WRITE OFF OF ACCOUNTS RECEIVABLES
(Aged Greater Than 180 Days / 6 months)**

Purpose: The purpose of this policy is to clarify ILR's procedures for collecting aged receivables and writing-off the amounts. The goal is to minimize and/or eliminate receivables beyond 30 days by implementing a firm pre-payment policy and not allowing students to enroll in courses if there are outstanding amounts owed to ILR. For individuals and LLC's this is achieved through requiring payments at the time of registration by a credit card or a check. Another purpose is to eliminate the discretion to alter the terms and conditions of payment or to completely excuse and expunge a client's invoice or past-due amount. The ILR School can no longer afford this practice of leniency or non-payment of legitimate invoices for services that have been rendered.

1. **180 Day Write-Off Policy:** The ILR School recognizes 180 days, or 6 months, from the class date as the "age" of the receivable. The rationale for using 180 days is that this is ample time to pay for a course. Also, when referring these aged receivables to a collection agency, the older the receivable the less likely it is that the collection agency can collect the funds. This receivable write-off policy will mostly concentrate on courses taken prior to July 1, 2009 since the new payment policy, which is effective July 1, 2009, should preclude any credit or receivable balances for individuals after that date.
2. **Age Classification of Invoice by Customer Service Center:** The ILR Customer Service Center will ensure that the SDC system is either equipped with an aging report which pulls by class start date to prevent clients from being sent to the collection agency prematurely, or will manually review records to ensure we are only collecting from students who truly have outstanding balances aged greater than 180 days for courses that have been taken.
3. **Responsibility for Collection:** Prior to the class start date, the Program Administrator is responsible for ensuring payment (for individuals or LLC's) or payment guarantee (for customers who utilize purchase orders) has been received from all Clients. During the first 6 months period after the class is held, the ILR Customer Service Center is responsible for the collection efforts. Any contacts with clients need to be fully documented in SDC. As required by the Fair Credit Act many parties cannot contact the client. Thus, program personnel cannot contact the clients for collection purposes except with the permission of the Customer Service Center; the contacts made by anyone need to be fully documented in SDC.
4. **Write-Off Process and Reduction and Restoration of Revenues:** When an account is sent to the collection agency, the revenue or receivable for a particular Thematic Team is reduced by the outstanding amount. In essence, this is a reduction in revenue for a Thematic Team. Under the old system, when the collection agency collects the funds, the revenue is not credited to the Thematic Team which generated the revenue. However, under this new policy, if outstanding balances are collected, the Customer Service Center will credit the revenue account of the Thematic Team that generated the registration. The exception to this is when the original account no longer exists, in which case the revenue will be credited to the Bad Debt account. The collection agency is being paid 20% of the revenue collected as its fee. The credit to the Thematic Team will have the 20% collection fee deducted.

As mentioned above, since sending an item to the collection agency results in an entry on the client's credit report, prior to sending an item to the collection agency, we will send a special

notification letter to the client stating that if we do not receive payment within 1 month from the date of the letter, we will be turning the collection of their debt over to the collection agency. This letter will be sent to clients when their receivable is approximately 140 days past due. After the date referred to in the letter is reached, information on potential write-offs will be sent to Extension Financial Leads, who share the information with Thematic Leads and Program Directors. Handling a write-off in this manner was requested by Extension departments so they are aware of the amount of revenue that will be removed from their operating account at the time of the write-off.

The Customer Service Center will set up a spreadsheet of the clients who have received the special past-due letters. If we receive payment in full as a result of a letter we have sent, the client's name will be removed from the list. The remaining names of the debtors on the list will be sent to the collection agency, with the exception of Union obligors, which will be written off as uncollectable but not sent to the collection agency.

Note: In a departure from the past, a Thematic Team will not be able to request that ILR not pursue a client with an outstanding debt. The ILR Extension Division needs to collect all revenues for services rendered, and we can no longer afford to extend credit or to excuse clients from paying the debts they owe to the School.