

City of South Bend Administration & Finance Policy Manual

2.22 Policy for Processing Direct Payments on Accounts in Collections Effective: January 1, 2015

Purpose: This policy defines the appropriate procedures to process direct payments on accounts in collections with the City's outside collections law firm.

Scope: This statement applies to all departments in the City of South Bend.

Responsibility: This policy is the responsibility of the Controller of the City of South Bend. Changes or revisions to this policy are effected only with the consent and approval of the Controller and Corporation Counsel.

Effective Date: This policy is effective January 1, 2015.

1.0 Policies

Once an account has been referred for collection to the City's outside collections law firm, Departments are to refer all inquiries regarding that account to the collections law firm. If a direct payment is received in person, by mail, or by another method of payment, the receiving Department must process the direct payment according to the procedures described in this policy.

2.0 Procedures

2.1 Department immediately provides a **Payment Acknowledgment and Notice of Continuing Obligation** (attached) to the debtor. If the payment is made in person, the document should be given to the debtor at that time; if the payment arrives by mail or another method, it should be mailed to the debtor.

2.2 Department deposits the payment to the revenue account that has been identified for each Department's collection receipts.

2.3 Department sends **Notice of Direct Payment** (attached) to the City Legal Department.

2.4 Legal Department sends **Notice of Direct Payment** to the collections law firm, which will then send the Legal Department an invoice for their fee, if any.

2.5 Legal Department will review the invoice from the collections law firm and forward it to Admin/Finance for payment, if approved. This invoice will be recorded against a "collections expense" account, which will be set up on an as-needed basis.

3.0 Responsibilities

3.1 Department Directors are responsible for ensuring that all the provisions of this policy/procedure are met.

3.2 Unless specific permission is granted to a Department by the Legal Department, Departments are not to contact the collections law firm.

3.3 The City Controller is responsible for recording the invoices from the collections law firm and communicating with various departments for budget transfers, if required, for collections expenses.

Approved By: City Controller

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CITY OF SOUTH BEND PETE BUTTIGIEG, MAYOR

DEPARTMENT OF LAW

CRISTAL C. BRISCO
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ALADEAN M. DE ROSE
CITY ATTORNEY

ACKNOWLEDGMENT OF PAYMENT AND NOTICE OF CONTINUING OBLIGATION

TO: Debtor Name
 Debtor Address
 City, State ZIP

This will acknowledge receipt of the following payment toward an obligation owed to the City of South Bend, Indiana.

Department	Account, Invoice, Call, or Citation Number
Date of Payment	Amount of Payment
Payer	Method of Payment (<i>include check number where applicable</i>)

The obligation owed on this account was previously referred to the law firm listed below for collection, and there may be additional fees owed on this debt or a case pending in court, even if this payment was for the total amount of the initial charge, fee or fine.

You must contact the law firm listed below for information and to make future payments:

Krisor & Associates Telephone: 574-271-4920
16801 Cleveland Road
Granger, IN 46530

No City Department is authorized to speak with you about this debt and you should make future payments to Krisor & Associates at the address above.

Acknowledgment Issued by: _____ Date: _____

Acknowledgment of Payment and Notice of Continuing Obligation, for use with Administration and Finance Policy 2.22 Policy for Processing Direct Payments on Accounts in Collections, Effective: October 1, 2014.



CITY OF SOUTH BEND
DEPARTMENT OF LAW

NOTICE OF DIRECT PAYMENT

To: Legal Department -- Collections
From: _____, _____ Department
Date: _____

The following payment was received on an account that was previously referred to the City's outside collections law firm.

Name on Account	Account Number (<i>Ticket Number, Invoice Number, Call Number, etc.</i>)
Date of Payment	Amount of Payment
Method of Payment (<i>include check number where applicable</i>)	Name, Address, Phone of Payer

Notice of Direct Payment, for use with Administration and Finance Policy 2.22 Policy for Processing Direct Payments on Accounts in Collections, Effective: October 1, 2014.