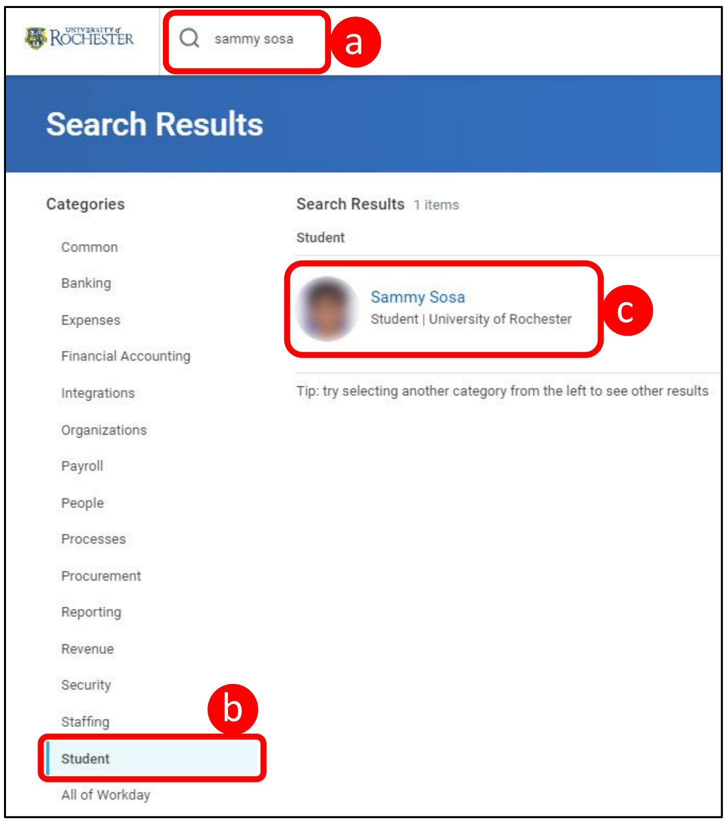
View Collection Flag on Account

Before responding to a student's question about their account, check to see whether the student's account is actively in collection status. If their account has been referred to a collection agency, you must refer the student to the collection agency for any inquiries about their account. Follow these steps to ensure you provide the student with the correct information and directions.

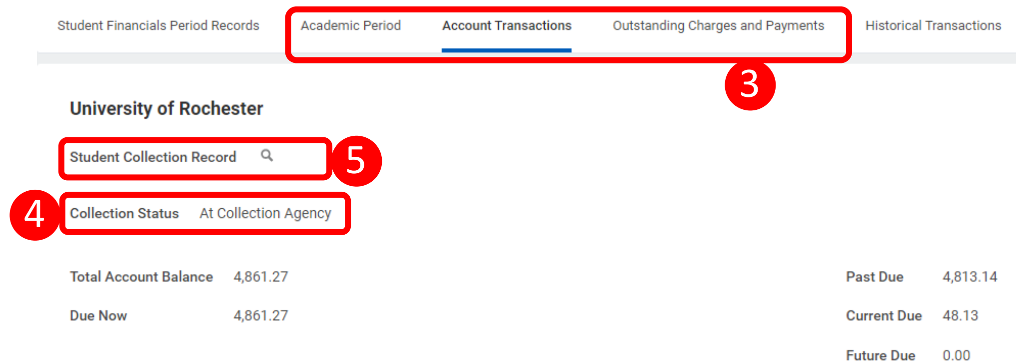
View Collection Flag

From your UR Student Home Page

1. Find the **student**
   a. Type the student name in search
   b. Select Student from the categories
   c. Click the student's name



2. Click **Student Financials** *(left blue column)*
3. Click on any of these tabs**: Academic Period, Payment Plan** (only appears if student has a payment plan), **Account Transactions or Outstanding Charges and Payments**
4. Look for **Collection Status = At Collection Agency**



5. For more details, click the magnifying glass next to Student Collect Record
6. Follow the standard business process for referring the student to the collection agency