

MUSKEGON COUNTY BOARD OF COMMISSIONERS
ACCOUNTS RECEIVABLE AND
DEBT RECOVERY POLICY
POLICY NO. 2007-362
APPROVAL DATE: July 24, 2007
REVISION DATE: November 19, 2009
REVISION DATE: December 19, 2019
REVISION DATE: January 26, 2021

The County of Muskegon renders services to individuals, businesses and organizations for which it occasionally fails to receive payment. Therefore, the Muskegon County Board of Commissioners adopts the following Accounts Receivable and Debt Recovery Policy:

1. The Department that is to render services shall, whenever possible, procure payment prior to providing the services.
2. Any applicable licenses or permits shall not be issued until full payment has been received and the check(s) have cleared.
3. Whenever there is an unpaid amount on an account for County service, further services shall be withheld until full payment, plus accrued interest has been received.
4. There will be a one and one-half (1 ½%) percent, per month, delinquent fee applied to any unpaid balance past due for more than thirty (30) days from the invoice date.
5. Delinquent fees will not be charged to those units of the Federal, State and local governments or public utilities that currently do not charge the County of Muskegon delinquent fees.
6. The Department that rendered the services will send out thirty (30), and sixty (60) day demand letters on accounts that are not current.
7. If payment has not been made within two (2) weeks after the sixty (60) day letter has been mailed, the Department will determine the collectible status of the account. If the account is deemed still collectible, the Department will forward to the Accounting office such information as necessary for the County collection agency to pursue collection against the delinquent payor. Information should include name, address, telephone number, amount owed and all supporting documentation on the services or products provided.

If the amount is deemed uncollectible, the Department will forward a recommendation for write off to the Administrator, or the Administrator's designee for review and action.

8. If payment has not been made within ninety (90) days of placement with the County collection agency, the County collection agency will forward to Outside Collections

Counsel such information as is necessary for Outside Collections Counsel to pursue collection against the delinquent payor, including name, current address, amount owed, and all supporting documents such as account statements, invoices and contracts.

If Outside Collections Counsel determines that there is little chance of collection on those delinquent accounts, then Outside Collections Counsel shall so advise the Department and the Administrator, or the Administrator's designee.

If the Administrator agrees that there is little chance of collection on such accounts, then the Administrator, or the Administrator's designee, shall submit a recommendation for write-off of such accounts to the Board of Commissioners.

The Courts of Muskegon County have staff dedicated specifically to collection of court ordered debt and have established their own policy regarding court ordered debt collections. Accordingly, the Muskegon County Courts are exempt from this policy.