

BILLING BEST PRACTICES

Improving Student Account Resolutions

From collections to clarity, trust, and action

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A FAMILIAR COLLECTIONS MOMENT

“SHOW ME THE MONEY”

Jerry Maguire gives us a useful contrast:

TRANSACTIONAL

Clients • Contracts • Revenue



RELATIONAL

People • Trust • Connection

The balance matters. The relationship makes resolution possible.

What We Were Seeing

- Students and families confused by billing information
- Recurring or Repetitive Inquiries
- Outstanding Accounts & Financial Holds
- Parent escalations and access gaps
- Student avoidance and anxiety
- Frequent Account Write-Offs

What We Asked Ourselves

- Why are students falling behind in payments?
- Why aren't our messages getting their attention?
- How can we resolve accounts more efficiently?
- Why do students/families keep asking the same questions?
- Why are students avoiding us?

The New Reality

- Getting Student Bills Paid is More Complex Than Ever
 - Students and families expect immediate answers
 - Regulations have changed the traditional collection practices
 - Financial situations are more complicated
 - More campus offices influence the final balance.
- Student Accounts cannot resolve balances alone.

Traditional Tools Are Changing

What is shrinking

- Transcript withholding
- Broad collection pressure
- One-size-fits-all notices

What must grow

- Early intervention
- Engagement
- Clear communication
- Campus partnership
- Connection & trust

Shift the Mindset

Collections mindset

- Get payment
- Enforce the deadline
- Apply a hold
- Escalate

Resolution mindset

- Understand the gap/barrier
- Communicate Clearly
- Break down silos
- Connection/Trust

How Students See Us Matters

How Students May See Us

- The office that wants my money
- The office that puts holds on my account
- People who keep emailing me
- I don't understand what they're telling me

How We Want Students To Experience Us

- A partner in resolving their account
- Clear guidance on what to do next
- People who see the human behind the balance
- Clear, understandable information

OUR OPPORTUNITY

**Become the office that helps
students move toward resolution.**

A RESOLUTION MINDSET

“The goal is still to collect, but the path to payment begins with communication, collaboration, and trust.”



COMMUNICATION

Clear communication creates action.

Students are more likely to respond when the balance, deadline, and next step are easy to understand.



Account Resolution Starts Early

- Include families in webinars and billing education
- Encourage authorized-payer access early
- Anticipate and answer common billing questions
- Reach out before a deadline milestone is missed
- Provide consistent information across every channel

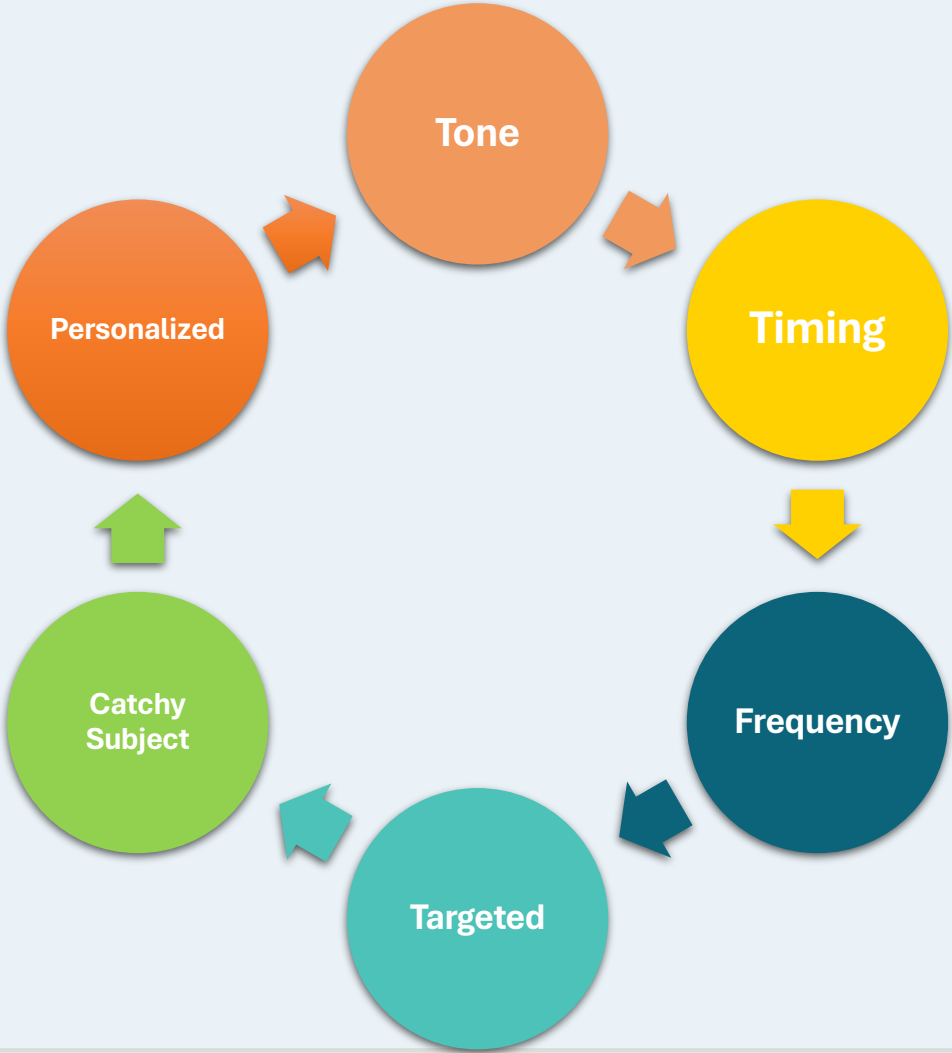
Students Need Clarity, Not Volume



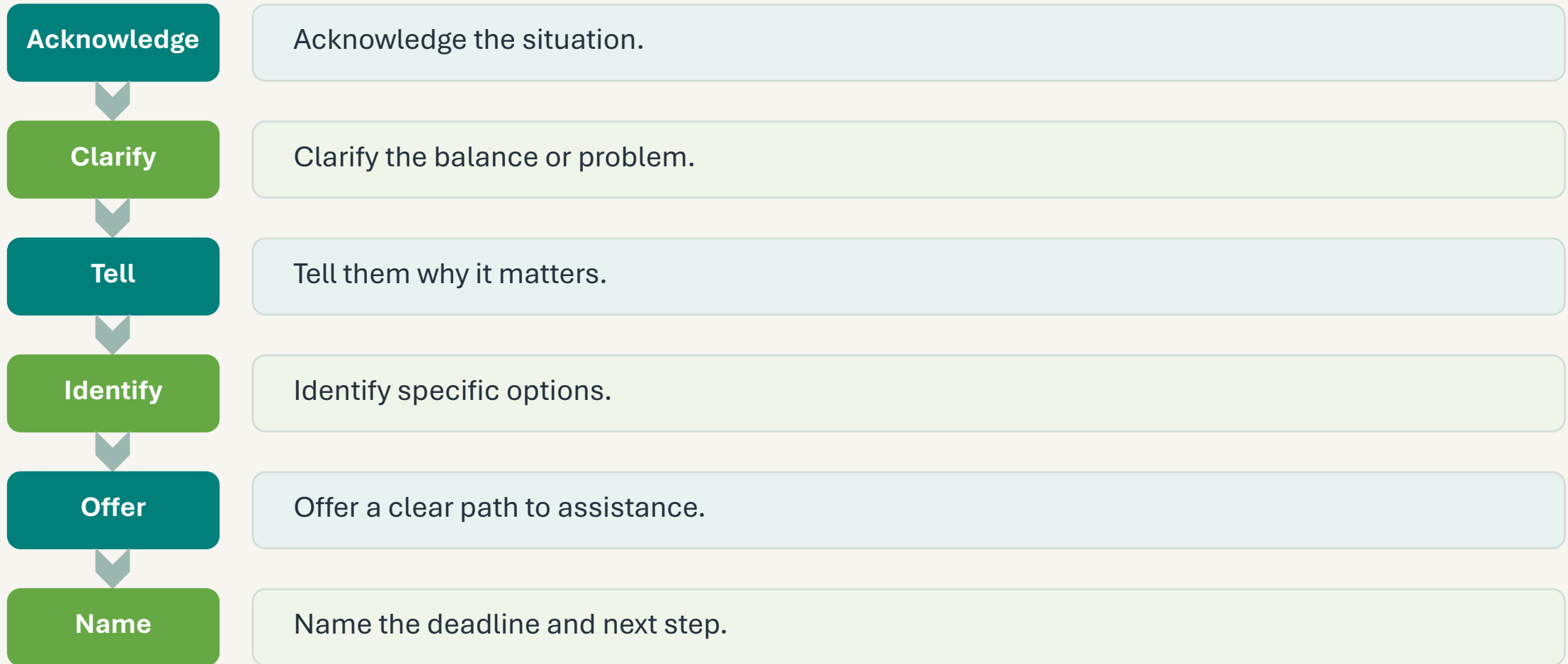
More clarity

- Simpler instructions
- A visible deadline
- One primary call to action
- A human connection

Communication That Drives Action



The A.C.T.I.O.N. Framework



Before

Dear Student,

Our records indicate your student account may be past due. We would like to ask you to review your statement in CashNet, and proceed with your payment. If you have any questions on the amount due, please contact our office. **If you have made your payment today or believe you received this email in error, please email us and we will be happy to review your account.**

Grace Period – March 10, 2025

Any past due balance not paid after the 10th of the month may be subject to a late fee of 1% of the past due amount. A financial hold will be added to all Past Due Accounts. The hold will prevent you from adding and/or dropping classes.

How to Pay:

1. View & pay your account online (RECOMMENDED):

[Student Portal](#) (Student)

[CASH Net system](#) (Parents/Authorized Users)

2. Mail a check to:

*Paper Checks Sent via Traditional Mail(USPS): **Scripps College, Dept. 8504, Los Angeles, CA 90084-8504***

Mail paper checks to be delivered by the U.S. Postal Service to the address above. Please include the student identification number in the memo line of all paper check payments. No cash payments will be accepted at this address.

*Paper Checks Sent via Overnight Courier (FedEx, UPS, DHL, etc.): **Scripps College-Box 848504, [3440 Flair Drive, 4th Floor, El Monte, CA 91731](#)***

Mail paper checks sent via overnight courier to the address above. Please include the student identification number in the memo line of all paper check payments. No cash payments will be accepted at this address.

1. Wire Transfer:

Contact our office for wire instructions.

We're Here to Help

If there are questions on your bill, please contact Student Accounts at 909-621-8259 or via email

Scripps_Student_Accounts@scrippscollege.edu

Revised Email Demonstrates A.C.T.I.O.N.

Dear Student,

Our records indicate that your student account may be past due.

Please take action by September 10, 2026

Log in to CashNet to review your balance and make a payment. Any past-due balance remaining after September 10 may be subject to:

- A late fee of 1% of the past-due amount
- A financial hold on the student account

Payment Options

- **Pay online:** Use the [Student Portal](#) (Student) or [CASH Net system](#) (Parents/Authorized Users)
- **Pay by check:** Mail the payment using the appropriate address listed below. Include the student ID in the memo line.
 - Traditional Mail(USPS): **Scripps College, Dept. 8504, Los Angeles, CA 90084-8504**
 - Overnight Courier (FedEx, UPS, DHL, etc.): **Scripps College-Box 848504, [3440 Flair Drive, 4th Floor, El Monte, CA 91731](#)**
- **Pay by wire transfer:** Contact Student Accounts for Instructions

We're Here to Help

If there are questions on your bill, please contact Student Accounts at 909-621-8259 or via email Scripps_Student_Accounts@scrippscollege.edu

A → “Your student account may be past due.”

C → “Review your statement in CashNet.”

T → “Late fee / financial hold.”

I → “Here are your payment options.”

O → “We’re Here to Help.”

N → “September 10.”

COLLABORATION

Billing is a campus-wide process.

The fastest path to resolution often crosses Financial Aid, Registrar, Admissions, Housing, and other campus partners.



Benefits of Collaboration

- When staff work together effectively:
 - Students and families receive consistent information across offices
 - Teams share resources and align messaging
 - Accounts are resolved more proactively

Cross-Campus Collaboration at Scripps

- **Office of Financial Aid:** Coordinate on holds and aid options
- **Admissions:** Maintain a shared calendar
- **Parent Engagement:** Partner on webinars and family education
- **Events:** Align graduate-clearance processes

TRUST

Demonstrate That You Care. Build Trust.

We may not control every policy or outcome, but we absolutely have an impact. Every interaction shapes trust.

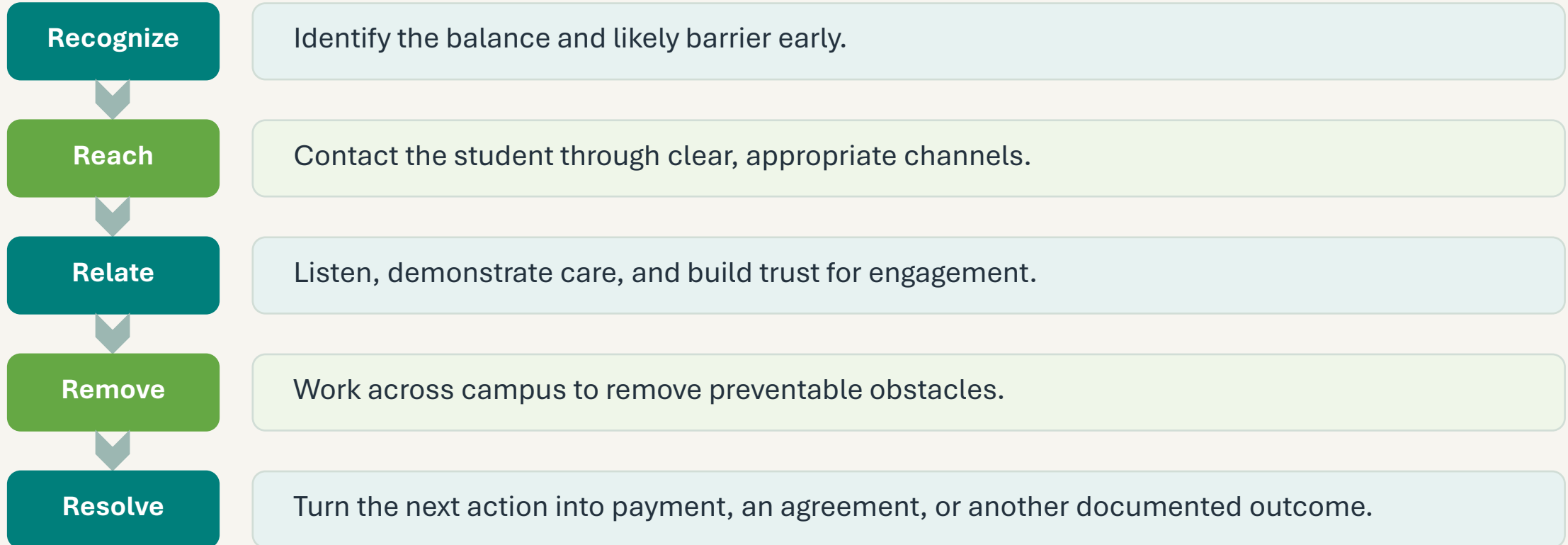


Demonstrate That You Care

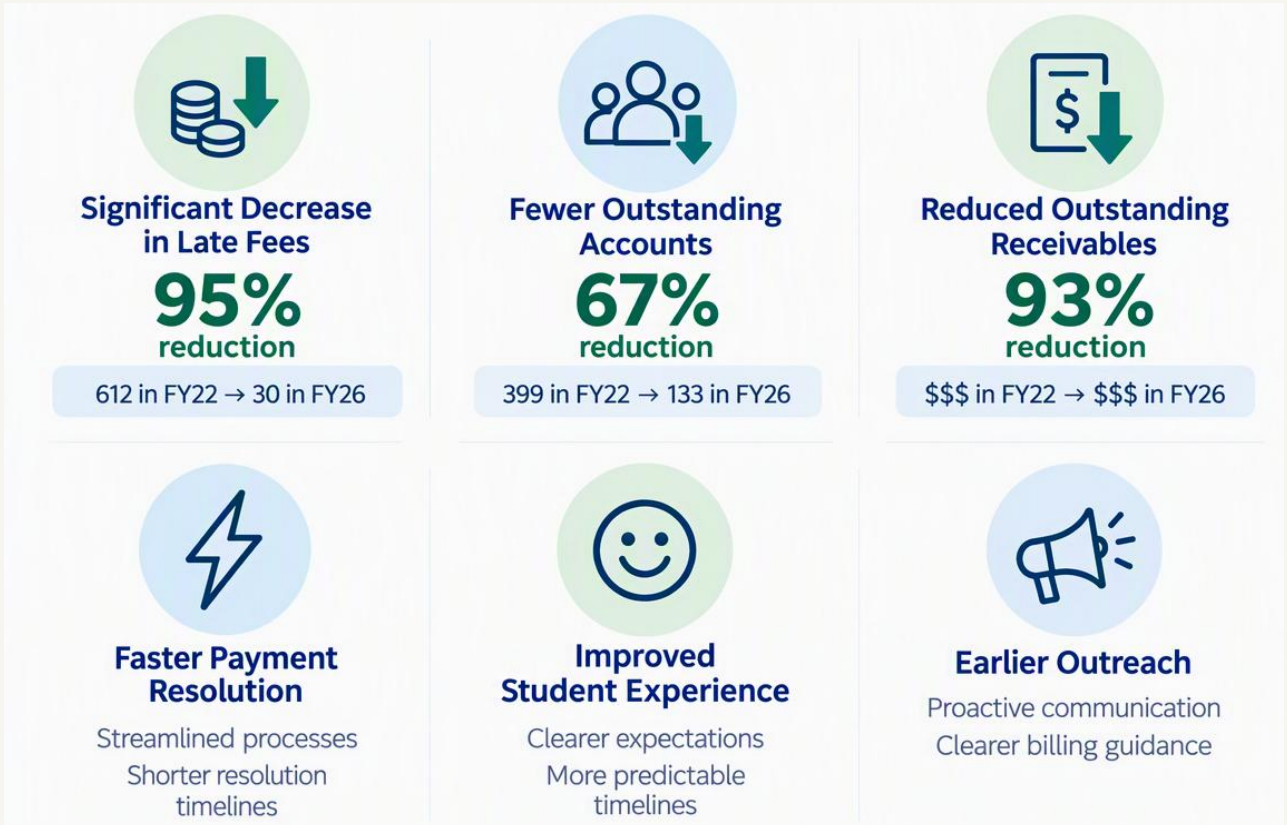
- Bring your best: every interaction shapes trust
- Listen first
- Explain clearly and honestly
- Follow through consistently
- Apply policy fairly while helping students understand their options
- Students may not like every answer, but they should understand it and know they were heard

“To ensure consistency and fairness for all students and families, we are unable to temporarily remove financial holds while a balance remains outstanding.”

The Five R's of Account Resolution



How We've Improved



Key Takeaways

PREVENT

Intervene before a balance becomes delinquent.

COMMUNICATE

Make the next action easy to understand.

COLLABORATE

Make resolution a shared campus effort.

BUILD TRUST

Pair accountability with respect and follow-through.

CLOSING

The future of account resolution is stronger engagement.

When we communicate, collaborate across campus, and build trust, we create a clearer path toward account resolution.

