

Statewide Collection Services Contract #E194-241

- 1) Available at the following web address: www.dgs.state.va.us or call DGS at (804) 786-0205
- 2) Contract expiration date: February 29, 2012
- 3) Contractors: NCO Financial Systems, Inc.
eVA Vendor Number E23947
DUNS # 074017021
- 4) Rates: <http://dps.dgs.virginia.gov/DPS/DownLoad/PF-284-60Fee.pdf>
- 5) How to utilize this State contract:
 - a) Process an on-line purchase order for NCO Financial Systems, Inc.
 - b) In the description field of the purchase order, state the following:

“For collection agency services under state contract # E194-241.”
 - c) Determine the estimated amount of collection cost your department’s receivables would generate for a one-year period. Please note this amount must accurately reflect the anticipated fee due to the collection agency for the contract period. Inaccurate estimates will result in incorrect eVA fees to the agency. (Remember the \$5,000 limit for departmental approvals.)
 - d) The charge code will be your Banner index and account 600072.
 - e) Contact Brooke Singletary at NCO (1-229-219-7377 or email brooke.singletary@ncogroup.com) to determine the method your department will utilize to send accounts and answer questions either party may have about the receivables or process. Please note (g) below: do not net the commission with the collections.
 - f) Refer the appropriate accounts to NCO, including the amount due for collection cost. The University charges a 25% collection cost rate even though the contract rates are less. **Therefore, add an additional 25% to the amount due for collection upon referral. Upon successful collections, the agencies will bill you (the department) for the actual contractual rate, even though they collected on the 25% rate, and the department therefore gets the difference above the collection point to assist in covering administrative expenses.**
 - g) On a monthly basis, NCO will return 100% of all funds collected and a report detailing the accounts collected upon. An invoice for their commission based on the amount collected is sent to Accounts Payable. Deposit the collected funds and, through the on-line system, receipt the invoice for payment through Accounts Payable.
- 6) If you have any additional questions about utilizing a state contract, call Procurement at 828-1077.