



Department of Veterans Affairs Debt Management Center (DMC)

School Tuition Debt Payment Procedures

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Overview of Topics



- **About DMC**
- **Debt Establishment**
- **The Collection Process**
- **Making Payment to DMC**
- **The Treasury Offset Program (TOP)**
- **FAQ**



About DMC



DMC Mission Statement



The Debt Management Center provides distinctive, high quality accounts receivable services through a compassionate and value-added approach, empowering our stakeholders to focus on core missions.



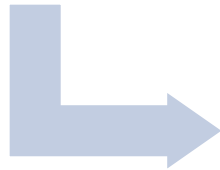
Debt Establishment



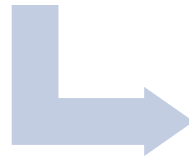
Debt Establishment



School certifies term and RPO issues payment



RPO receives updated certification/ identifies overpayment to school



RPO establishes debt and sends school a letter



DMC receives debt and begins collection



Why is a Debt Established for a School?



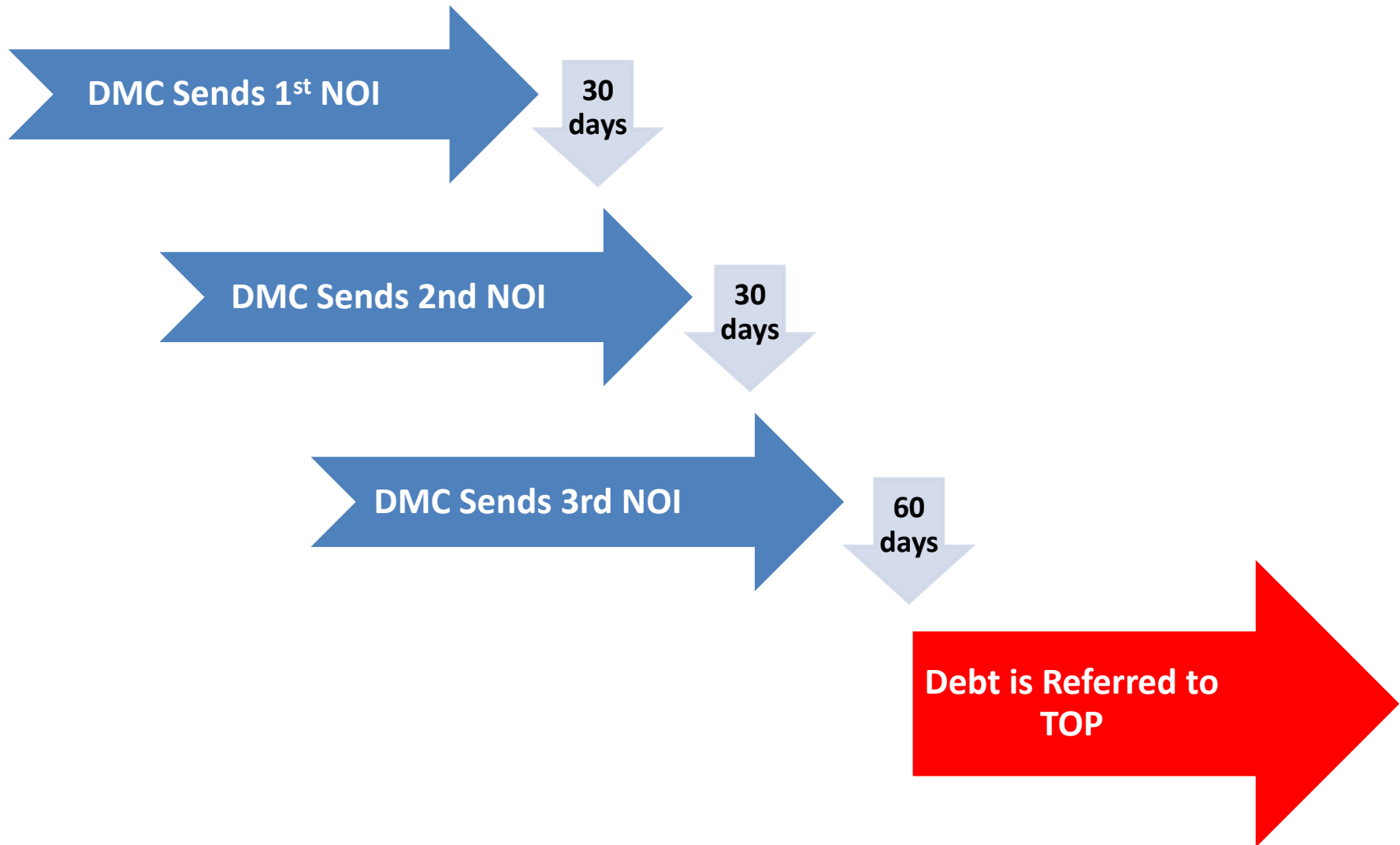
- Student never attended classes
- Student completely withdrew on or before the first day
- Student passed away during or before the term started
- School received a payment for the wrong student
- School received a duplicate payment
- School submitted an amended certification to report reduced tuition and fee charges and/or Yellow Ribbon
- VA issued payment above the amount certified



The Collection Process



The Collection Process





Making Payment to DMC



Making Payment to DMC



Electronic payments can be made on our website:

www.pay.va.gov

Information listed on DMC's letter will be needed to ensure proper credit.

DMC's mailing address is:

DMC (389)

PO Box 11930

St. Paul, MN 55111-0930



Making Payment to DMC



1. Make sure a debt has been established before sending funds to DMC
2. Always include the DMC payment stub from the bottom of our letter with your payment
3. Sending a payment without verifying that a debt exists or including the payment stub from the DMC letter will delay application of your payment



The Treasury Offset Program (TOP)



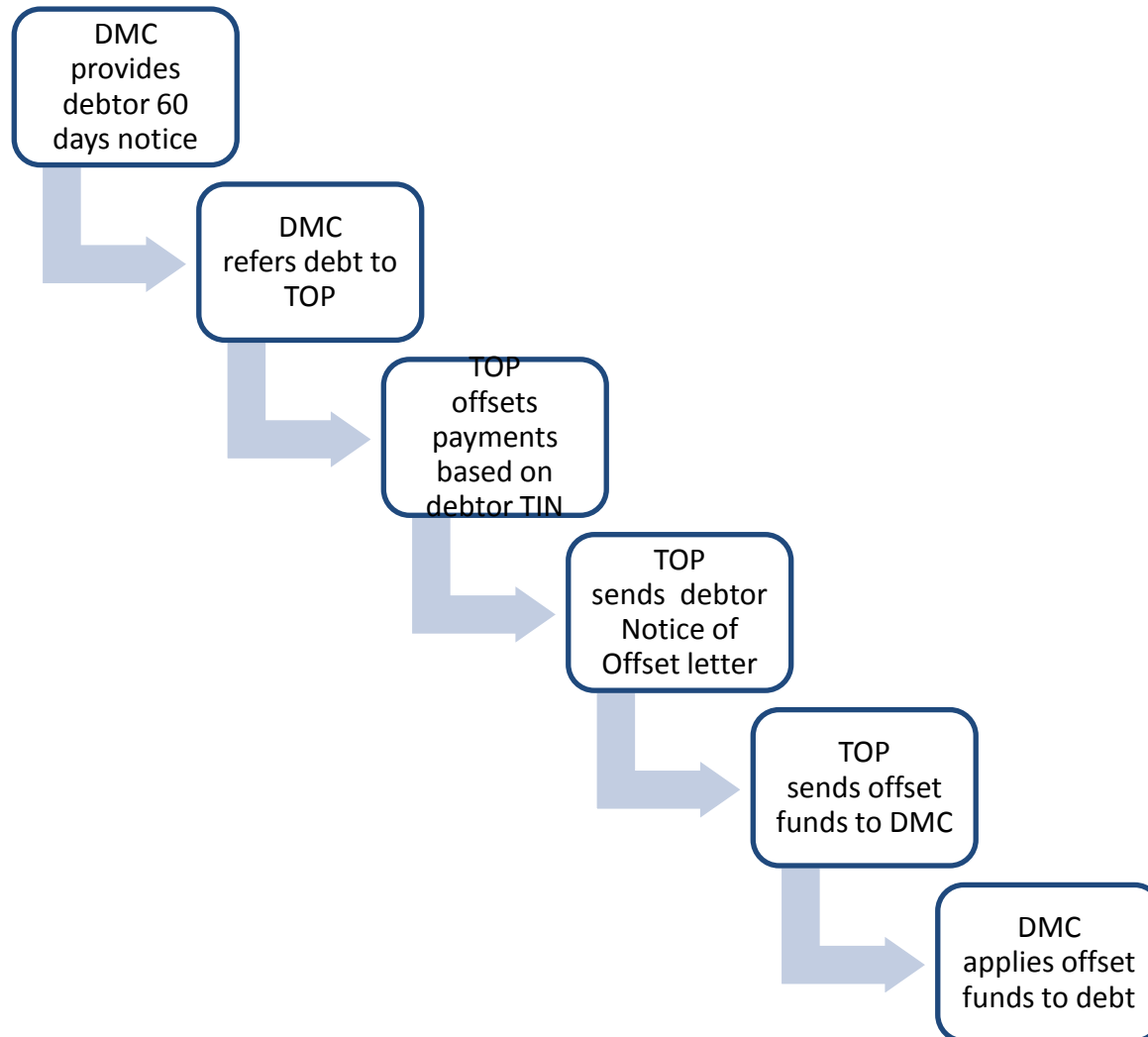
What is TOP?



- A centralized offset program managed and operated by the Department of Treasury's Financial Management Services (FMS)
- Federal agencies are required by law to submit delinquent debts to TOP
- TOP offsets payments based on a payee's taxpayer identification number (TIN) and name
- Pursuant to regulations governing TOP, all subdivisions or organizations sharing a single TIN are responsible for all debts associated with that TIN
- Before submitting a debt to TOP, a creditor agency must certify that the agency complied with all the due process pre-requisites prior to offset



TOP Offset Process





Information Sources



TOP can provide:

- Offset information by TIN, including lists of offsets
- Copies of offset notices or address to which notice was mailed
- Agency debt number associated with a particular offset (for school debts referred by DMC this number will end in 0075)

DMC can provide:

- Debt information for a specific agency debt number
- List of current outstanding debts by facility code



How to Contact TOP



**Schools may contact TOP by calling the TOP Call Center:
1-800-304-3107**

In order to provide you with information about an offset, Treasury will need to know:

- The caller's name, department and job title. The job title will need to indicate a need-to-know position.
- At least one of the following:
 1. the date of the payment
 2. the amount of the original payment
 3. the amount of the offset



Frequently Asked Questions



How can schools help a student with a VA debt?



All information regarding the debt will be sent to the student.

Encourage the student to contact DMC as soon as possible.

The initial student debt notification from DMC contains a form notifying debtor of their rights and obligations, the student can also request this information by calling DMC.

DMC's website is a good resource: www.va.gov/debtman



Student vs. School Debt Resolution Options



RPO of Jurisdiction evaluates certifications and payments

Student Debt

Student contacts DMC

Pay in Full
Waiver
Reduced Benefit Offset
Dispute
Payment Plan
Compromise

No Action

Benefits offset in Full
Referral to:
TOP
Cross-Servicing
Credit Reporting

School Debt

School contacts DMC

Pay in Full
Dispute

No Action

Referral to
TOP



How can a school pay a tuition debt assessed to a student?



If the DMC receives a payment from a school, in order to apply it to a student debt we **must** receive one of the following with the check:

1. The remittance stub for the student debt
2. A letter specifically stating that the school wants to pay the student debt

PLEASE NOTE: If there is no school debt and DMC receives a payment from a school without one of the above items, or if the payment DMC receives for the student is for more than the amount of the student debt, the payment will be forwarded to Muskogee for processing.



How do I Submit a Dispute or Inquiry to DMC?



- Emailing dmcedu.vbaspl@va.gov is the best method for submitting a school debt dispute or inquiry
- Please include the following information in your email:
 - The student's First Initial, Middle Initial, and last Name
 - The last four digits of the student's File Number or SSN
 - Your school's name and facility code
 - The debt amount you are disputing/inquiring about
 - A detailed explanation



What Happens When DMC Receives My Dispute?



- If DMC can address the dispute or inquiry, we provide a response
- If a review by the RPO is needed, we forward your dispute/inquiry to the RPO for review
- Collection action on the account is suspended until the dispute is resolved, unless the account has already been referred to the Treasury Offset Program (TOP)
- Once the RPO notifies us that their review is complete, we contact you regarding their findings and any change in collection status
- Responses from the RPO should be received within 30 days. Disputes are tracked by DMC on a recurring basis



Can I Send One Check for Multiple Students?



- Yes, however, you should send the remittance stubs with your payment and a list with the file numbers and dollar amounts the check covers
- Make sure that the check you send totals the amount of debts to which you wanted applied
- If you send funds and DMC does not know what debt to apply them to, DMC may have to return the check to you



What if I have funds to return but no school debt?



1. Review the reasons that debts are established for schools and verify that certifications are up to date
2. If the SCO Handbook indicates the debt should **not** be assessed to the school, your school should follow its internal guidelines for issuing a refund to the student
3. If the SCO Handbook indicates the debt should be assessed to the school, contact your RPO of jurisdiction directly to ask them to establish the debt



How do I Contact DMC?



School email inquiries may be directed to:

dmcedu.vbaspl@va.gov

The toll-free number to our call center is:

1-800-827-0648

1-612-970-5782 fax



What if I have a debt issue that isn't getting resolved?



If you have concerns about the quality of a response you have received via the dmcedu.vbaspl@va.gov or DMC's 800 number, you may contact:

Gary Greenwood	gary.greenwood2@va.gov
Julie Lawrence	julie.lawrence@va.gov



Questions?

