ILLINOIS

Veterinary Diagnostic Laboratory

Reviewed by Chiefs of Staff	9/8/2026
Reviewed by Executive Director	9/8/2026
Reviewed by Assoc. Director	9/2/2026

Reviewed by Human Resources	N/A
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Next Review Due	9/9/2028

Finance: Application of Payment and Associated Issues

Policy

This policy establishes the process for the application of client payments to the Illinois Veterinary Diagnostic Laboratory (ILVDL).

Guidelines

All payment activities are determined by the University of Illinois System Accounts Receivable and will be followed by the ILVDL.

Procedure

Payment

The lab sends invoices for services when a case is finalized. Clients will receive the invoice by email along with the final report. Copies of invoices can also be downloaded at any time through the ILVDL Client Portal.

If there is activity on an account, the client will receive a monthly statement from the University Bursar detailing recent account activity. Statements are issued on the second business day of each month and are due by the 28th of the same month. Each new statement reflects the updated account balance, including new charges, payments, and applicable fees.

Please note that payments are applied by the University Bursar to the oldest outstanding balance on the account. Monthly statements will continue to be issued until the account balance is paid in full.

Account balances are expected to be paid in full by the stated due date. In accordance with University of Illinois System policy, all customers billed through the Accounts Receivable system are subject to a monthly late payment charge of $1.00 or 1.5% of the outstanding balance, whichever is greater, on any amount not paid by the due date.

Accounts that are 60 days or more past due will also incur a $2.00 monthly past due charge, in addition to the standard late payment charge.

Delinquent Account and Submission Suspension

To support the timely collection of outstanding balances and maintain efficient operations, clients are expected to pay all account balances by the stated due date.

Accounts with past due balances may be subject to applicable late payment and past due charges. Accounts with balances that remain unpaid for 90 days or more may also be subject to suspension of new submissions and services.

Late Payment Charges

In accordance with University of Illinois System policy, customers billed through the Accounts Receivable system are subject to:

- A monthly late payment charge of **$1.00 or 1.5% of the outstanding balance, whichever is greater**, for amounts not paid by the due date.
- An additional **$2.00 monthly past due charge** on accounts that are **60 days or more past due**, in addition to the standard late payment charge.

Submission Suspension

An account with an outstanding balance that remains unpaid for **90 days or more past the applicable due date** may be placed on submission suspension.

Before an account is placed on suspension, the ILVDL may contact the client regarding the outstanding balance and provide an opportunity to resolve the delinquency or establish an approved payment arrangement.

While an account is under suspension:

- New submissions may not be accepted or processed.
- New services may be delayed or withheld.
- Existing financial obligations remain due and payable, including applicable late payment and past due charges.

- Suspension of new submissions does not eliminate or otherwise modify the client's obligation to pay outstanding balances.

The ILVDL reserves the right to determine when submission suspension will be initiated based on the account balance, length of delinquency, payment history, and other relevant circumstances.

Restoration of Services

Submission privileges may be reinstated once:

- The outstanding balance has been paid in full; or
- An alternative payment arrangement has been approved by the ILVDL.

The ILVDL reserves the right to require payment in full before restoring submission privileges when circumstances warrant.

Exceptions

Exceptions to this policy may be granted at the discretion of the ILVDL based on documented circumstances, approved payment arrangements, or other business considerations.

Questions and Account Resolution

Clients with questions regarding account balances, payments, or payment status are encouraged to contact the ILVDL Business Office as soon as possible, preferably before an account becomes delinquent.

Clients experiencing difficulty paying an outstanding balance should contact the Business Office to discuss the account and determine whether an approved payment arrangement may be available.

Short Version for Client Invoices

Payment is due by the stated invoice due date. Accounts with balances remaining unpaid for **90 days or more past due may be subject to suspension of new submissions and services** until the account is brought into good standing. Late payment and past due charges will be assessed in accordance with applicable University of Illinois System Accounts Receivable policies.