



Employment & Independence

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**Client Service Memorandum 2015-01**

Date: May 29, 2015  
From: Aaron Thompson, Division Director  
To: Client Service Staff  
Subject: USOR Higher Education Late Fee Policy

This memorandum serves to define USOR's policy regarding late fees charged by higher education institutions. USOR should not be billed late fees, nor should late fees be paid for clients attending schools under Utah System of Higher Education (USHE) when an authorization is in place for tuition and fees to fund client participation in a training program. This specifically applies to the following schools:

- The University of Utah
- Utah State University
- Snow College
- Utah Valley University
- Weber State University
- Dixie State College
- Southern Utah University
- USU Eastern
- Salt Lake Community College
- Utah College of Applied Technology

Clients should be advised to contact their VR Counselors if late fees for unpaid tuition and fees is being charged to their student accounts. Counselor notification should be submitted through supervisory channels if an USHE institution is not recognizing a USOR authorization as payment. This process will assist the USOR Home Office in identifying problems, performing outreach when necessary, and resolving any issues regarding billing and payment practices on a statewide level.

Please note: exceptions may occur that necessitate USOR's payment for a late fee. If an error was made on behalf of USOR by not submitting an authorization for the services agreed upon in the IPE, USOR staff are first advised to contact the institution to request a waiver for the late fees. If an exception is still necessary and warranted, the VR Counselor must write a basic client service recommendation and obtain supervisory approval before providing payment for the late fee.