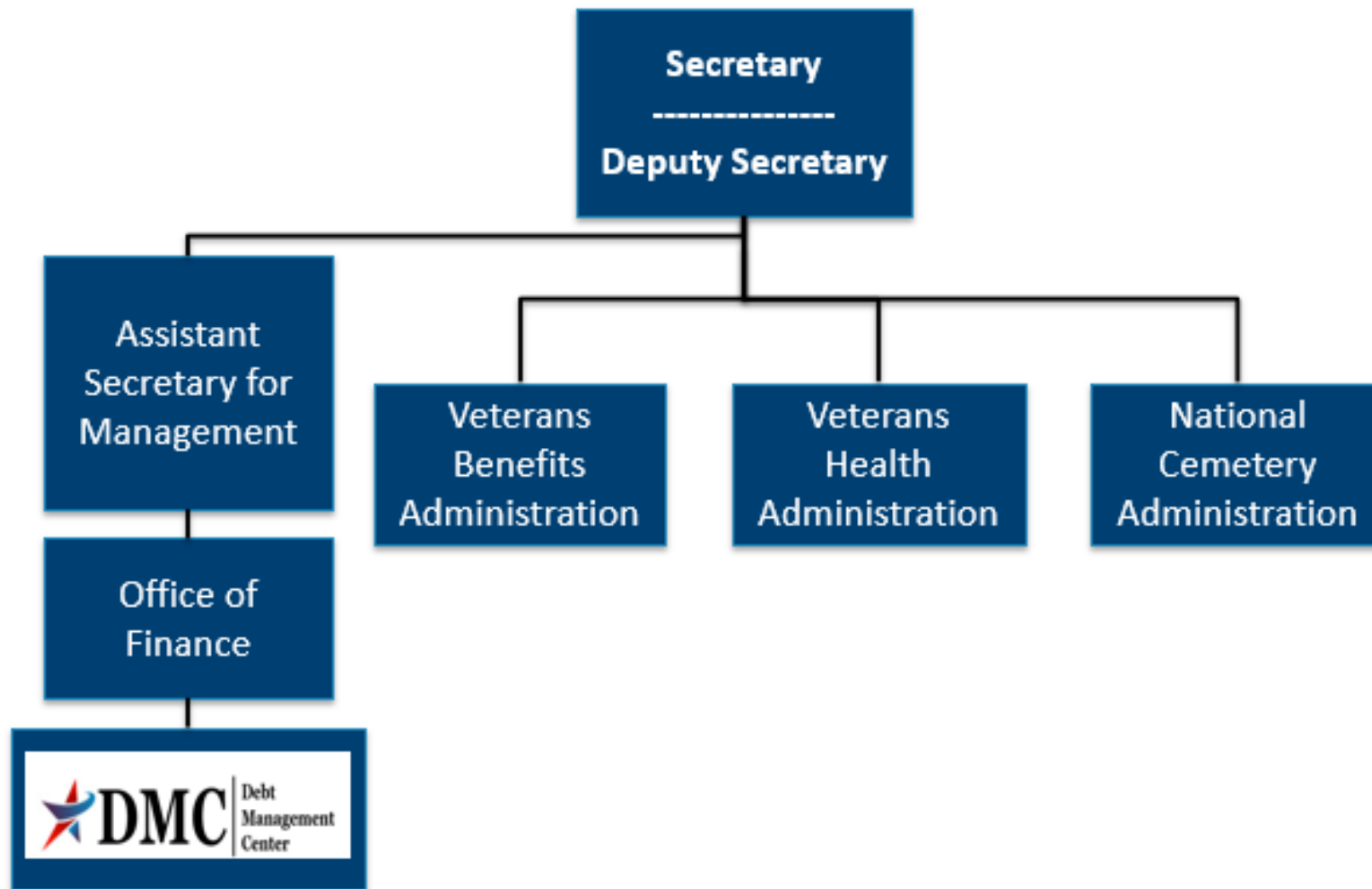




VA Debt Management Center (DMC)

**School Certifying Official Training
FAVES Bursar Session**

Organization Chart



Debt Establishment



SCO Certifies Student

- Communicates with student about certification process

RPO Processes Certifications

- Evaluates entitlement
- Issues payments and establishes debts
- Sends a letter when payments are issued or debt created

DMC Collects Debts

- Sends collection letters for debts
- Processes collection actions

Debt Establishment



Education and Training Institutions

Schools are financially responsible for benefits paid under the Post 9/11 GI Bill:

1. Tuition and fees
2. Yellow Ribbon Program

Students

Students will receive VA debts for:

1. Books and Supplies
2. Housing Stipend/Kicker

DMC School Official Debt Line

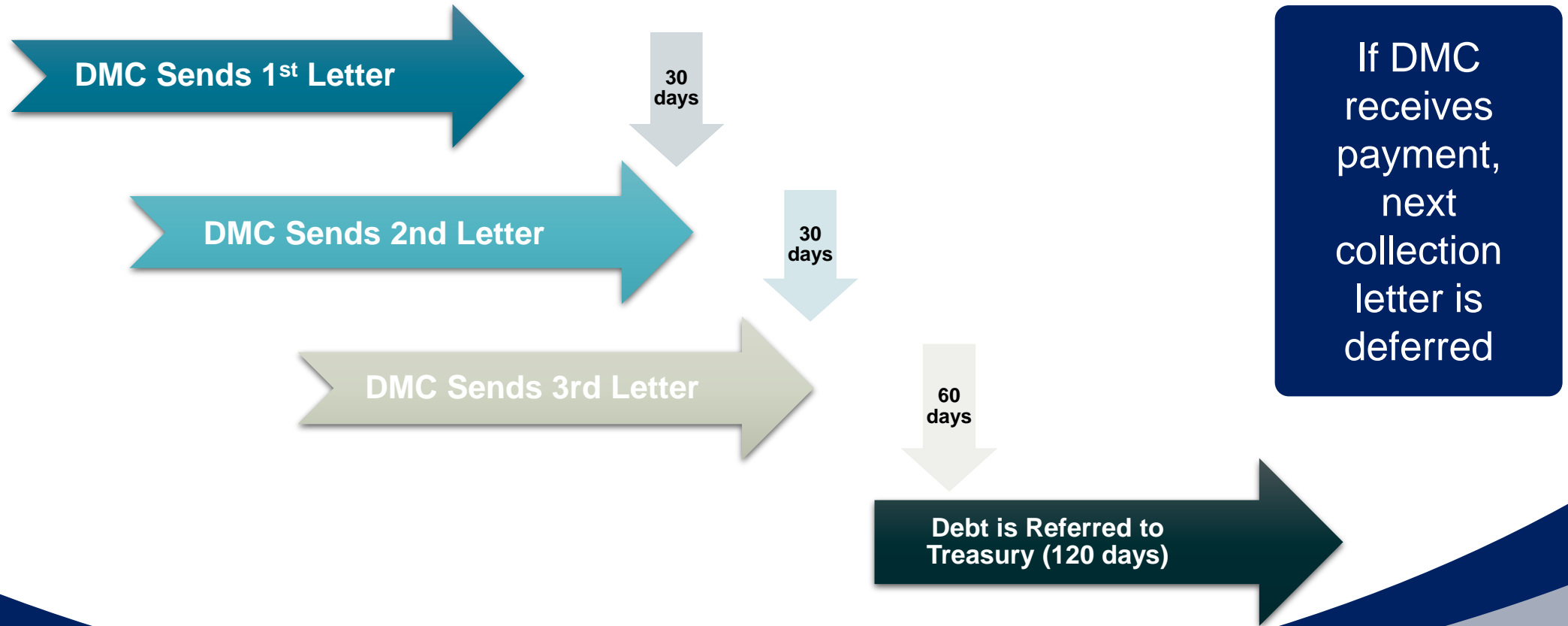
- ☐ 833-720-2574 (international 612-843-6508)
- ☐ Use for questions on Post 9/11 GI Bill Tuition and Fees debts such as:
 - Term dates for a debt
 - Confirm a payment was received
 - Confirm an outstanding balance
 - Assistance with an online payment

Disputes regarding the existence or amount of the debt should be sent via <https://ask.va.gov/> (Select category: “Veterans Affairs-Debt” and topic: “A School Official”)

School Debt Collection Process



DMC sends Notice of Indebtedness letters, monitors accounts, and advises debtor of any delinquency, including the requirement to refer their account to Treasury



Ask VA (AVA) for School Inquiries



- All school inquiries and disputes should be submitted using AVA (<https://ask.va.gov/>)
- Select “Veterans Affairs- Debt” as the category and “A School Official” as the topic
- Under “My inquiry is” select “On behalf of a Veteran”- this enables you to select School Certifying Official or Other (Business) under relationship to Veteran
- You must log in to receive a response that receives specific debt information

Create Account/Sign in to start your message

Ask VA (AVA) for School Inquiries



Tell us about your question

Which category best describes your question? *

(*Required)*

Veteran Affairs - Debt

Veterans Affairs- Debt

Which topic best describes your question? * (*Required)

A School Official

A School Official

Tell us the reason you're contacting us? (*Required)

Question

Question

My inquiry is: (*Required)

On behalf of a Veteran

On behalf of a Veteran

Are you currently an employee of the VA? *

No Yes

Your relationship to the Veteran (*Required)

School Certifying Official

School Certifying Official

Requesting a debt list in Ask VA (AVA)



- DMC can provide debt lists by facility code upon request
- Since the debt list is not associated with one specific Veteran, you can choose **general question** to submit your debt list by facility code request (you must still be signed in to AVA)

My inquiry is: (*Required)

A general question

Tips for School Inquiries



When submitting disputes and inquiries via AVA, please include:

- One inquiry per student
- Identifying information for the student
- School name and facility code
- Debt amount
- Supporting details (front and back of cashed check, when was updated certification sent, etc.)

How to Pay a Debt



- Pay by check: mail the check, payment coupon(s) and/or letter to:
VA Debt Management Center
Bishop Henry Whipple Federal Building
P.O. Box 11930
St. Paul, MN 55111-0930
- Pay online: www.pay.va.gov
- Check SCO handbook for other options



Treasury Overview Debt Collection Tools



Treasury has two main programs for student and school debt collection

Treasury Offset Program (TOP)

- Federal grants
- Social Security
- Civilian pay
- Military retirement

Cross-Servicing (CS)

- Private Collections Agencies (PCA)
- Telephone collections
- Administrative Wage Garnishment (AWG)

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:
 - date of the payment
 - amount of the original payment
 - amount of the offset
- Make sure to obtain the Debt Account ID related to the offset from Treasury (typically ends in 0075 for school tuition) **before** contacting DMC about an offset

Become a Debt Superstar (Contact DMC)



<https://www.va.gov/manage-va-debt/>

Veteran Debt Portal

<https://ask.va.gov>

Online inquiry system
(subject: Veterans Affairs- Debt, topic: A School Official)

833-720-2574

DMC School Official Debt Line

800-827-0648

DMC Toll Free Line - Students



Issue Not Getting Resolved?



- Julie Lawrence – Chief Education and External Relations
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- Nicole Haselberger – Assistant Chief Education and External Relations
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DMC Presentation Survey



DMC values your time and feedback on our presentation. We would appreciate it if you're able to complete the survey below.

<https://www.surveymonkey.com/r/DMCSCO>

