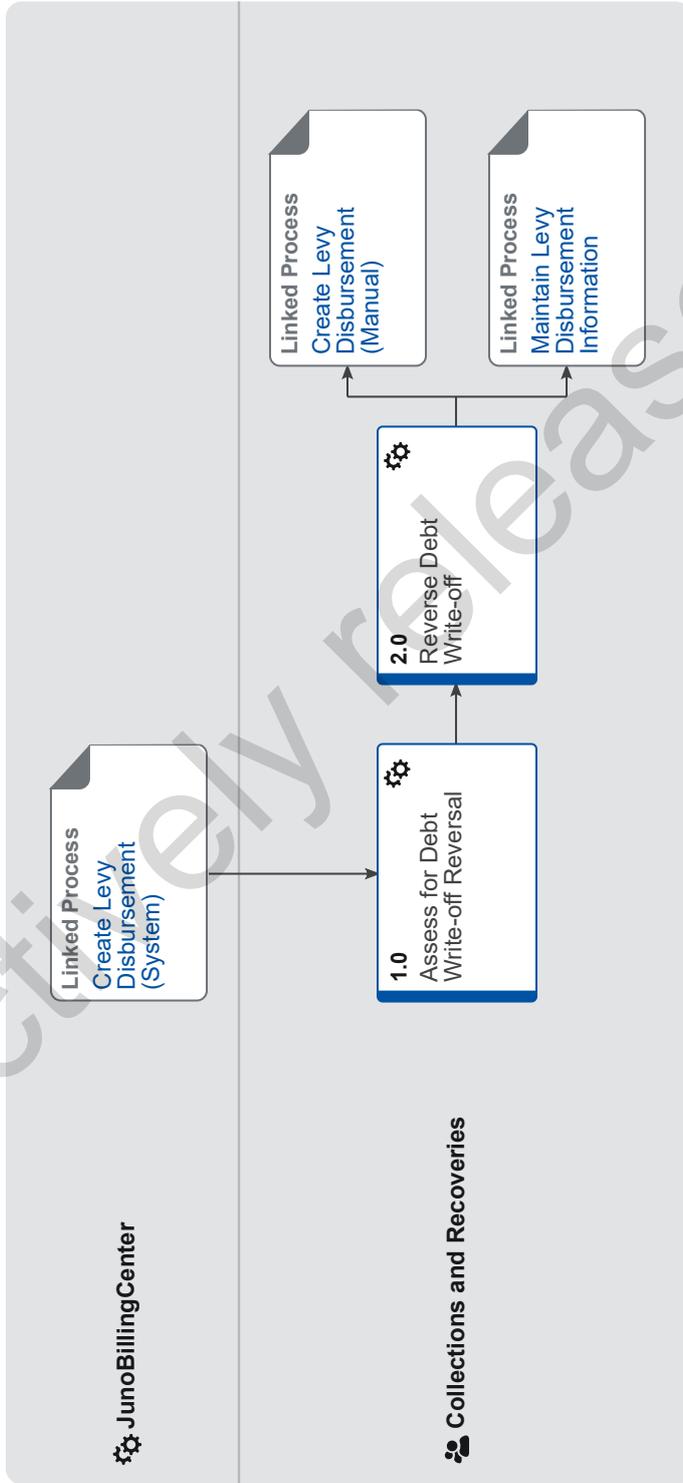


Proactive Release





Summary

Objective

To assess whether a credit can be used to reverse a previously written off debt, and then make the relevant reversal if necessary.

Background

Juno_BillingCenter runs a nightly batch job to identify disbursements, and creates an activity for Collections and Recoveries (C&R) if either:

- the customer's account has had a debt greater than \$50 written off in the last 5 years ('Disbursement Excluded' Activity)
- the disbursement is for a removed company ('Disbursement for non active account' activity)

Owner

[Name withheld]

Expert

Procedure

PROCESS Create Levy Disbursement (System) JunoBillingCenter

1.0 Assess for Debt Write-off Reversal

Collections and Recoveries

- a** View the 'Disbursement Excluded' or 'Disbursement for Non-active Account' Activity in Juno_BillingCenter.

View Activity Assigned to a User

- b** Review the customer's account in Juno_BillingCenter to identify write-offs greater than \$50 within the last 5 years (or longer if for 'Disbursement Non-active Account' Activity).

View Account Transaction History

- c** Confirm that there's an opportunity to reverse a debt write-off.

NOTE What if there is NO need to reverse a debt write-off as a result of a 'Disbursement Excluded' activity?

This will leave a credit remaining on the customer's account. Go to Create Levy Disbursement (Manual) to release the credit on the account. This process ends.

PROCESS Create Levy Disbursement (Manual)

NOTE What if there's NO need to a reverse a debt write-off as a result of a 'Disbursement for Non-active Account' activity?

This will leave a credit remaining on the customer's account. Do not create a manual disbursement as the disbursement will be for a removed company. Go to step 2.1 of the Maintain Disbursement Information process to use the LDC tool. This process ends.

PROCESS Maintain Levy Disbursement Information

NOTE What if the credit amount is more than the amount previously written off?

This will leave a credit remaining on the customer's account. Go to step b.

NOTE What if the credit amount doesn't fully cover the amount written off?

Partially reverse the debt write-off to bring the customer's account balance to zero.

Complete the 'Disbursement Excluded' Activity in Juno_BillingCenter.

This process ends.

- b** Complete the relevant Activity in Juno_BillingCenter.

Complete Activity

NOTE What if there's a credit remaining and the debt write-off reversal was as a result of a 'Disbursement Excluded' activity?

Go to the Create Levy Disbursement (manual) process to create a manual disbursement for the value of any remaining credit balance.

PROCESS Create Levy Disbursement (Manual)

NOTE What if there's a credit remaining and the debt write-off reversal was as a result of a 'Disbursement for Non-active Account' activity?

Do not create a manual disbursement as the disbursement will be for a removed company. Go to step 2.1 of the Maintain Disbursement Information process to use the LDC tool.

PROCESS Maintain Levy Disbursement Information

PROCESS Create Levy Disbursement (Manual) Collections and Recoveries

PROCESS Maintain Levy Disbursement Information Collections and Recoveries

2.0 Reverse Debt Write-off

Collections and Recoveries

- a** Reverse the debt write-off in full in Juno_BillingCenter.

Reverse Debt Write-off