



## 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