



Summary

Objective

To identify uncollectable levies and write them off as a bad debt.

Background

Links are provided to Collections and Recoveries Team Space which is a secured area. If you require access, click on the link and request access when message comes up 'Access Denied'.

Owner

[Name withheld]

Expert

Procedure

 **PROCESS** **Maintain Business Account Status (Manual)**
Collections and Recoveries

 **PROCESS** **Manage Delinquent Accounts (Pursue Payment)**
Business Customer Solutions Partner,
Collections and Recoveries

1.0 Create Write-off Transaction

Collections and Recoveries

a View Activity and/or related CRM_Interactions

NOTE **What if the write off request is for a Deceased customer with a CPX Policy?**

Policy Admin will cancel the CPX Policy. Monitor the customer's account (BCSD). Proceed once the CPX Policy has been cancelled and the invoice reassessed.

b Identify the relevant policy or policies.

 Search for Invoice

c Review the Collections & Recoveries Write Off Policy to establish the category of debt.

 Collections & Recoveries Write Off Policy

NOTE **How do you establish the category of debt?**

Business customer debts are classified as follows:

- 1) Aged debt – no longer viable to pursue or are statute barred
- 2) Insolvent debt – bankrupt, in liquidation or in receivership
- 3) Ceased trading debt – removed from Companies Register
- 4) Deceased debt – deceased estates
- 5) GNA (Gone No Address) – for longer than 4 years
- 6) Hardship debt – due to financial or medical hardship

d Determine if the invoices meet the eligibility criteria to be written off, according to the Collections & Recoveries Write Off Policy.

NOTE **What if the debit is over \$100,000?**

- 1) Complete a write off memorandum providing details of the type of write-off, reason for the write-off and total number and value of invoices to be written off.
- 2) Hand this to the first DFA Approver.
- 3) Attach the memorandum to the customer's account in Juno_BillingCenter.

 Add Note to an Account or Policy

NOTE **What if the debt does not meet the write off eligibility criteria?**

The customer's account returns to the delinquency workflow. This process ends.

 Manually Trigger Delinquency

e Create a debt write-off transaction for the value of the debt.

 Create Write-off

NOTE **What if the value of the write off exceeds your delegated financial authority (DFA)?**

An alert banner advises approval is required. Go to Manage Levy Approvals process.

 **PROCESS** Manage Levy Approvals

f Complete the Activity and record the customer interaction in Juno_CRM.

 Complete Activity

 Create Interaction on Customers Account

g Attach documents and correspondence to the customer's account in Juno_BillingCenter.

 Upload a document to an Account