



### !!FIX YOUR COMPLIANCE ALERT RIGHT NOW!!

Repeated Compliance Alerts are not a good thing. There are only three possible excuses:

*"I don't know how to do it - please train me more."*

### BAD DEBT WRITE OFF PAST DUE

#### What is the Compliance Alert?

Outstanding account balances have not been written off as bad debt.

#### Why did I receive this Alert?

Past residents are given 25 days from the date of move out before account needs written off. The exception is Evictions and Skips, which should be written off and sent to collections immediately.

#### How do I resolve the Alert today?

- Use Dashboard Left Menu: Charges > Write Off Charge
- Enter the applicable t-code into the "Charged To" field
- Select Display
- Post Date: Current Date
- Post Month: Current Month
- Write-off Code: bad
- Check all charges to be written off
- Select Post

Write Off

Property

Charged To

Charge Code

Batch #

Ctrl #

Post Month

Doc Sequence

Tenant Status

Display by

t0193067

Charge

-to-

-to-

-to-

Display

Clear

Help

Charge Details

Charge Date

Post Month

WriteOff Code

12/19/2017

12/2017

bad

Bad Debt Writeoff

Notes

| Charges                             |          |          |         |            |              |        |            |           |             |                  |            |
|-------------------------------------|----------|----------|---------|------------|--------------|--------|------------|-----------|-------------|------------------|------------|
|                                     |          |          |         |            |              |        |            |           |             |                  |            |
| Write Off                           | Property | Unit     | Batch # | Charged To | Names        | Status | Move Out   | Ctrl #    | Charge Code | Remaining Amount | Post Month |
| <input checked="" type="checkbox"/> | prinwood | 04-10333 | 275380  | t0210956   | Knight-Major | Past   | 08/15/2021 | C-7277681 | late        | 25.00            | 08/2021    |
| <input checked="" type="checkbox"/> | prinwood |          | 276407  | t0210956   | Knight-Major | Past   | 08/15/2021 | C-7294043 | sewer       | 18.60            | 09/2021    |
| <input checked="" type="checkbox"/> | prinwood |          | 276407  | t0210956   | Knight-Major | Past   | 08/15/2021 | C-7287495 | utilserv    | 3.62             | 09/2021    |
| <input checked="" type="checkbox"/> | prinwood |          | 276407  | t0210956   | Knight-Major | Past   | 08/15/2021 | C-7291706 | water       | 12.99            | 09/2021    |
| <input checked="" type="checkbox"/> | prinwood | 04-10333 | 276463  | t0210956   | Knight-Major | Past   | 08/15/2021 | C-7301794 | water       | 12.00            | 08/2021    |
| <input checked="" type="checkbox"/> | prinwood | 04-10333 | 276463  | t0210956   | Knight-Major | Past   | 08/15/2021 | C-7301793 | utilserv    | 3.17             | 08/2021    |
| <input checked="" type="checkbox"/> | prinwood | 04-10333 | 276463  | t0210956   | Knight-Major | Past   | 08/15/2021 | C-7301792 | utilterm    | 10.00            | 08/2021    |
| <input checked="" type="checkbox"/> | prinwood | 04-10333 | 276463  | t0210956   | Knight-Major | Past   | 08/15/2021 | C-7301795 | sewer       | 23.00            | 08/2021    |
| <input checked="" type="checkbox"/> | prinwood | 04-10333 | 276463  | t0210956   | Knight-Major | Past   | 08/15/2021 | C-7301788 | garage      | 39.00            | 08/2021    |
| <input checked="" type="checkbox"/> | prinwood | 04-10333 | 276463  | t0210956   | Knight-Major | Past   | 08/15/2021 | C-7301789 | garage      | 39.00            | 08/2021    |

**NOTE:** If a payment arrangement has been made for an account receiving this alert, the bad debt should still be written off and the account denoted with a Payment Plan Originated memo.

## How to Denote a Payment Plan

The screenshot shows the BlueU system interface for creating a memo. The 'Date' is set to 07/05/2019 and the 'Time' is 1:52 PM. The 'Show on Calendar' checkbox is unchecked. The 'Type' dropdown menu is open, displaying a list of options. The last two options, 'Payment Plan Originated' and 'Payment Plan Satisfied', are highlighted with a red rectangular box. Other options in the list include Accounts Receivable, Renewal, Appointment, Miscellaneous, Promise to Pay, Retention, Utility Billing Call Center, Lease Violation, Verif. Received, WL Letter, Resident Complaint, Change of property, Assign Unit, Other, N4 Issued, N4 Cancelled, Collections Report-Additional Information, Renters Insurance, and Maintenance Issues. The 'Agents' field is set to 'emerson' and the 'Notes' field is empty. A 'Save' button is located at the bottom left of the form.

From the Resident Account: Data > Memos  
When a Payment Plan has been agreed to in order to collect the balance in-house:

- Select Type: "Payment Plan Originated"

*Refer to BlueU for Posting Payment After Write-Off*

Once the Payment Plan is satisfied, an additional Resident Memo will need created.

- Select Type: "Payment Plan Satisfied"

## How do I make sure I never get this Alert again?

Routinely review Reports > Receivables > Resident Delinquency Summary for past, canceled and denied accounts with balances owed.