BLUEPRINT



!!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?

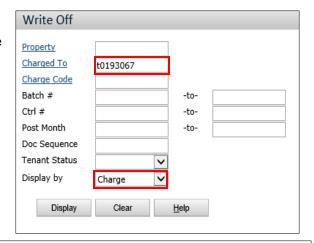
Outstanding account balances have not been written off as bad debt.

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 DatePost Month: Current Month
- Write-off Code: bad
- Check all charges to be written off
- Select Post



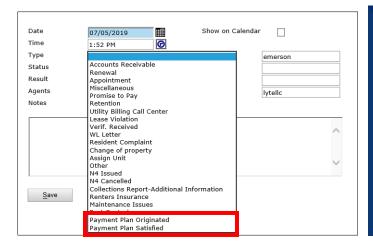


Charges											
Check All	Clear All										
Write Off	Property	Unit	Batch #	Charged To	Names	Status	Move Out	Ctrl #	Charge Code	Remaining Amount	Post Month
✓	prinwood	04-10333	275380	t0210956	Knight-Major	Past	08/15/2021	C-7277681	late	25.00	08/2021
	prinwood		276407	t0210956	Knight-Major	Past	08/15/2021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



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.

