# PeopleSafe - Write Off Amount Showing in Transaction History

[Process](#_Toc95470467)

[Related Documents](#_Toc95470468)

**Description:** Instructions on how to handle a Write Off amount shown in Transaction History.

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| Process |

In most cases, a “Write Off” amount is an outstanding balance. Occasionally, former Members whose benefits are no longer active will call in to settle this amount, which usually appears as a “Miscellaneous Transaction” with a negative balance (**Example:** -$1.99) on their bill or on Caremark.com.

 Avoid using the term “Write Off.” The member will **not** see “Write Off” on their bill or Caremark.com balance, so using the term only confuses the issue. As appropriate to the situation, terms like “Past Due Balance,” “Outstanding Balance,” or “Payment Adjustment” may be more Member-friendly.

Perform the following steps:

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| **Step** | **Action** |
| **1** | View the People Safe Transaction History screen and verify a “Write Off” Transaction Type appears.    **OR**  Member states their website account reflects **Miscellaneous Transaction** with a minus dollar amount. |
| **2** | Verify how much the member wants to pay. The member can:   * Pay a partial amount towards the amount owed.   OR   * Pay the entire amount owed. |
| **3** | a. Create a **Payment Dispute** RM Task:   * **Task Category:** Billing/Payment * **Task Type:** Payment Dispute * **Queue:** Finance – Northbrook   b. Fill in the Order Number, Amount Disputed, and other information as appropriate. For Task Notes, see below. |
| **4** | Copy and paste the appropriate comment below into your Task Notes.  When notating Credit Card numbers, include **ONLY** the last 4 digits of the card on file.  Payment Received Statements can only be sent to the default address on file.   * Bill CC ending in [####] the amount of $ [amount member authorizes]. * Bill CC ending in [####] the amount of $ [amount member authorizes] and delete the CC off the account after payment is processed. * Bill CC ending in [####] the amount of $ [amount member authorizes] and send a Payment Received Statement to address on file. * Bill CC ending in [####] the amount of $ [amount member authorizes]. Delete CC off the account after payment is processed, and send a Payment Received Statement to address on file. |
| **5** | Submit the completed Payment Dispute RM Task.  If member requests a Confirmation Number, provide the RM Task number. |

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| Related Documents |

[Customer Care Abbreviations, Definitions, and Terms (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

[Log Activity (042891)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=08023401-0eee-4e2b-97fe-f0bc7c5aa2f0)

**Parent SOP:** [CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049)

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