

## Uncollectible Balances

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### **UNCOLLECTIBLE BALANCES**

Always follow your YMCA's policies and procedures for collections.

1. Cancel per your YMCA's policies

- Membership:

Cancel as of the last day of the last paid billing cycle. System will automatically reverse sales beyond that date leaving a \$0 balance

-or-

Cancel as of today and balance will remain to be written off per instructions below

- Programs and other activities:

Cancel only if the individual does not owe the uncollected amount and should be removed from the roster. In most cases, you will not cancel programs and will instead write off unpaid balances per instructions below.

2. Adjust (Write off) unpaid balances

- Follow procedure for Manual Sale Adjustment on Existing Activity

- Select the transaction code "Write Off"

3. Add a message to document the write off

4. Start process with third party collections agency per your YMCA policies, if applicable

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