

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. The system automatically reverses sales beyond that date, leaving a \$0 balance.

-OR-

Cancel as of today, and the balance will remain to be written off per the 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 but write off unpaid balances per the instructions below.

2. Adjust (Write off) unpaid balances

◦ Follow the procedure for [Manual Sale Adjustment on Existing Activity](#)

◦ Select the transaction code **Write Off**

3. Add a message to document the write-off.

4. If applicable, start the process with a third-party collections agency per your YMCA policies.
