Banner 9
ZFRWRIT – A Job Submission Automatic Write-off (W/O) Process

ZFRWRIT is a job-submission Automatic Write-off (W/O) Program that runs in both audit and update modes. It will summarize the dollar amount of the data to be written off so a management decision can be made before the update process is initiated. A listing will be prepared containing TCSG requested information pertinent to the receivables to be written off such as: name, address, debt information, and collection attempts. Totals by term and detail code with dollar amounts will be included. In update mode, the W/O detail code(s) will be placed on TSAAREV as well as a HOLD entered in SOAHOLD. Holds will not be placed on students with a 95 – Discharged Bankruptcy delinquency code.

This process is designed to generate the TCSG standard detail code for each receivable that needs to be written off (either a prior year (PY) or a current year (CY). It is flexible but you must understand the process and have the detail code(s) set up correctly before you run this process. In the Audit mode, the report will show you the W/O detail code that it intends to use when you finally update to *TSAAREV*.

The W/O limit (currently set to $3000) will be controlled within the program. If this amount changes, the code will require change and re-compilation by TCSG.

An optional SAO text file can be generated. As of July 1, 2019 SAO has change the way that the colleges will submit their write-offs. Colleges are now required to use an SAO excel template. ZFRWRIT has been updated to produce the data that is needed to be copied and pasted into the new template. This new text file will contain the following student information: Student ID, Last Name, First Name, Street Address, City, State, Zip, the summary Dollar Amount that you are requesting to write-off, Debt Description, Previous Write Off (YES or NO), Previous Amount(s) Written Off, Collection Actions Taken, Write Off Justifications, Date of Write-off and Comments. For students, the Debt Description is *Student Tuition and Fees*, and for Third Parties, *Vendor Payment not received*. If the Number of *GUIMAIL* Billing Attempts is greater than zero, the Comment Description will be *No response to last xx attempts*, where xx is the number of *GUIMAIL* billing attempts for the *Banner Letter Codes for Due Diligence* Parameter(s). Delinquency Code descriptions will also be attached if the student has a Delinquency Code established in *TSAACCT*. Students with a 95 – Discharged Bankruptcy will have Discharged Bankruptcy (or the description the college enters on TTVDELI for the 95 code) in the comments. ***NOTE: COMMENTS ARE NOT TO BE SUBMITTED TO SAO.THEY ARE THERE FOR THE COLLEGES USE ONLY.***

Students selected for Write Off will be pulled from receivables within the beginning and ending term. If an optional population selection (pop sel) is used only those students will be considered. Additionally any student who is now in a Write Off position due to a Transworld process (a *TWO* authorization exists in form *TVAAUTH)* will also be considered if that student's receivable balance falls between the from and to term selected. In the UPDATE mode, at End of Job, all Transworld authorizations will be deleted from TVAAUTH.

For the Technical Support Staff

If Class Updating - Each user must have maintenance access to the object ZFRWRIT. Give BAN_DEFAULT_M on ZFRWRIT to BAN_ARBASIC_C.

If USER ID Updating - Each user must have maintenance access to the object ZFRWRIT. Give BAN_DEFAULT_M on ZFRWRIT to the Banner user needing access to this report.

On the landing page enter ZFRWRIT, then press enter.
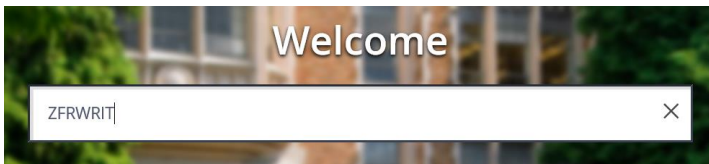
In Process Submission select **Go**
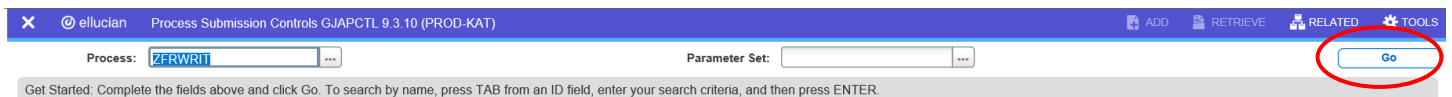
In the Printer Control Section – Enter **Database**

Alt Page Down to go to next section or click on the down arrow at the bottom of the page.
Enter your Parameter Values. Each Parameter is defined in red.

Process: ZFRWRIT W/O Report Parameter Set:

PRINTER CONTROL

Printer	DATABASE	...	Submit Time		PDF Font Size
Special Print			MIME Type	None	Delete After Days
Lines	55		PDF Font	...	Delete After Date

PARAMETER VALUES

Number *	Parameters		Values
01	Beginning Term	the beginning term included in the W/O process	
02	Ending Term	the ending term included in the W/O process. The ending term must be greater than or equal to the beginning term. If the starting term is 200601 and the ending term is 200604, the program will look at terms 200601, 200602, 200603, and 200604.	
03	Accounts (P)ers,(C)omp, or %	% indicates that both Students and Third Parties will be considered. P means only Students will be considered; C means that only Third Parties will be considered.	
04	DCAT Code for W/O Code	the category code used to find the appropriate W/O detail code. It is recommended that all prior year W/O detail codes use DCAT code PY and that all current year W/O codes use CY. This means that the W/O detail code set up in **TSADETC** should have PY or CY, respectively. If setting up PY or CY, ensure these entries have first been set up in TTVDCAT before using them. Note: Refer to the print screen of **TTVDCAT**. **Only one DCAT code can be used for this process.** **BIG NOTE:** If you need to generate W/Os for prior year and current year for the same student, you will have to do this manually once the TXT file has been generated. The process can't handle this situation because you will have to run ZFRWRIT twice, first for Prior Year and then for Current Year. You have balances in both prior and current year that you are trying to write off and the rule of thumb is that you must write off the entire balance or you can't write off anything.	
05	Show Collection Attempts (Y/N)	the option to show Collection Attempts Y or N. If Y, the program reads GURMAIL to see how many times the student has been billed. It looks for the Letter code process or processes (all parameters for **Letter Code for Due Diligence**). It is recommended that the student be billed three times before he/she is in a Write-Off position, but not required with this program. If you are not using the TCSG recommended AR Billing process, then you may optionally decide not to print 'Collection Attempts' on the report. **It is recommended by TCSG procedures that Collection Attempts be included on the W/O report and that three attempts be done before you write-off the account.**	
06	Write off attempts (2, 3)	Valid entries are 0, 2, 3. If 2 is entered, it assumes you are using a Collection Agency. If 3 is entered, it assumes you aren't. The default is 3. Note: The Show-stopping error messages for this parameter include --- **2 WRITEOFFS NOT DONE, 3 WRITEOFFS NOT DONE.** Write-off attempts will be ignored if the student has a discharged bankruptcy. The number of attempts will be set to 5 on the report with **BANKRUPTCY DISCHARGE** in the comments.	
07	Letter code for Due Diligence	BILLED_STUDENTS is the default letter code. This is the Letter Code used when Due Diligence letters were produced. Multiple Letter Codes can be considered. Some schools may wish to also use BILLED_BOT. Note: This is the only Multiple entry parameter for this process.	
08	Start Date for Letter Code(s)	Enter the starting date to consider for Due Diligence. Some schools enter the first day of the fiscal year, i.e. 01-JUL-2006. This starting date is considered for all Letter Code(s).	03/14/2019
09	Create SAO Text File (Y/N)	the option to create the SAO text file Y or N. If Y, the program generates the SAO text file information in accordance with SAO requirements. If N is entered, the txt file is not created. SAO requires the following information: Name/Address, Amount, Previous Write Off, Debt Description, and Comments. Date and approval verbiage is located at the bottom of the txt file. The debt description will print *Student Tuition and Fees* for students and *Vendor Payment not received* for Third Party accounts. Comments include: *No response to last xx attempts, Student has been turned over to Collections, Discharged Bankruptcy.* Note: Once this file is created, it can be entered into EXCEL and updated to reflect additional SAO information.	
10	Create Additonal Hold (Y/N)	the option to create an additional Hold Code is available. If the value = Y, a WO, BU, or BO code will be generated during the update mode. If the value is N, no additional hold code will be generated. Students with a discharged bankruptcy will have an additional hold code generated, but it will be deactivated with a reason code of BANKRUPTCY DISCHARGE – DEACTIVATED. Students with a discharged bankruptcy will also have any active WO, BU, BK, or BO hold codes deactivated with a reason code of BANKRUPTCY DISCHARGE – DEACTIVATED.	
11	Audit/Update (A/U)	A means audit mode, U means update mode. If other than A or U is entered, the program defaults to the A – audit mode. DO NOT RUN THIS PROGRAM IN THE UPDATE MODE until you have first run it in audit mode, cleaned up necessary errors, and are comfortable with the dollar amount that this program is generating. When the Audit Indicator = U, data will be written in **TSAAREV** and holds will be put on **SOAHOLD**.	

12	Selection Identifier	If a Population Selection is used, all four parameters are required; (Selection Identifier, Application
13	Application Code	Code, Creator ID, and User) only those students in the given Population Selection are considered.
14	Creator Id	Do not enter just one of these parameters. Make sure all four parameters are blank if you do not use
15	User	a Population Selection with this process.
16	Output Selection Identifier	If these parameters are entered, ZFRWRIT generates a n Output Population Selection (the user's
17	Output Application Code	USERID is assumed in the Population Selection). The Output Population Selection is only created
18	Output Creator Id	when the Update parameter = Y.
19	Line Limit	For formatting purposes, you may change the lines per page for the report. The default is 55.

|◄ ◄ [2] of 2 ► ►| | 10 ∨ | Per Page |

LENGTH: 1 TYPE: Character O/R: Required M/S: Single

Enter A for Audit, U for Update

▾ SUBMISSION

|	☐ Save Parameter Set as			Hold / Sul
Name		Description		

Note:

ZFRWRIT generates a .lis and a .log file and an optional .txt file.

After you have entered your parameters **Alt Page Down** to go to next section or click on the down arrow at the bottom of the page. ⊼ ⊻

Press F10 to save or select the SAVE button at the bottom right corner to run the process. SAVE

Once the process is run you will see informational message in the top right corner of your page. It will also identify the sequence number.

ADD   RETRIEVE   RELATED   TOOLS   2

ⓘ   Your request is being processed.

✓   Sequence number is: 1412120
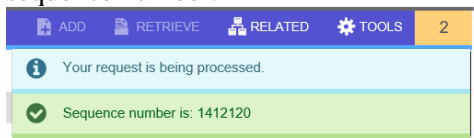
To view your .log and .lis file, click the RELATED tab at the top right of the page and then select Review Output [GJIREVO]

ADD   RETRIEVE ➡ RELATED   TOOLS   2

🔍

➡ Review Output [GJIREVO]

Click on the … to view your .log or .lis file.

Your sequence number will be showing. (If the process is complete)

✕ ◎ ellucian   Saved Output Review GJIREVO 9.3.7.1 (PROD-KAT)   ADD RETRIEVE RELATED TOOLS

Process: ZFRWRIT   WI? Report   Number: 1412127 [...] ⬅   Go

File Name: [   ] [...]   Beginning Date: [   ] 🗓

          Saved

Lines:

Get Started: Complete the fields above and click Go. To search by name, press TAB from an ID field, enter your search criteria, and then press ENTER.

You will see your available files.

Select either your .lis file, log file or .txt file to view.

Then click OK

Below is sample output information of your .log, .lis and .txt file.

Example of ZFRWRIT.log

To go back and look at the .log file, click the Start Over button on the top right hand corner of the page.
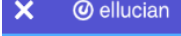
Start Over

You can select your lis file to review.

Example of ZFRWRIT.lis file.
Top of file

Process: ZFRWRIT W/O Report   Number: 1412127 File Name: zfrwrit_1412127.lis Beginning Date Saved: Lines: 1,139

▼ SAVED OUTPUT REVIEW

```
DATE: 14-MAR-2019                                                                          PAGE:      1
                              UPDATE TCSG AUTOMATIC WRITE OFFS - (201812-201916)


TERM    RECEIVABLE          AMT     TERM   W/O DESC      ATTEMPTS   W/O AMT




910186161  BUDDY       AMENDOLAR                         3
                   343 Clarks Bridge Crossing
                   Gainesville, GA 30506
201814 PUBLIC SAFETY FEE          25.00  201814 WRITE-OFF PUBLIC SAFETY F   25.00
201814 INSURANCE/ACCIDENT          4.00  201814 WRITE OFF-ACCIDENT INS       4.00
201814 INSTRUCTIONAL FEE          55.00  201814 WRITE-OFF INSTRUCTIONAL F   55.00
201814 REGISTRATION FEE           50.00  201814 WRITE OFF-REGISTRATION FE   50.00
201814 PARKING FACILITY FEE       20.00  201814 WRITE OFF-PARKING FACILIT   20.00
201814 CAMPUS SUPPLY FEE          40.00  201814 WRITEOFF/SUPPLY FEE         40.00
201814 TECHNOLOGY FEE            105.00  201814 WRITE OFF-TECHNOLOGY FEE   105.00
201814 TUITION CHARGE            267.00  201814 WRITE OFF-TUITION          267.00
                                 566.00


910196554  CASSANDRA    ARRERA                           7
                   208 Wisteria Way
                   Athens, GA 30606
201814 ACTIVITY FEE               30.00  201814 WRITE OFF-ACTIVITY FEE      30.00
201814 PUBLIC SAFETY FEE          25.00  201814 WRITE-OFF PUBLIC SAFETY F   25.00
201814 INSURANCE/ACCIDENT          4.00  201814 WRITE OFF-ACCIDENT INS       4.00
201814 INSTRUCTIONAL FEE          55.00  201814 WRITE-OFF INSTRUCTIONAL F   55.00
201814 REGISTRATION FEE           50.00  201814 WRITE OFF-REGISTRATION FE   50.00
201814 PARKING FACILITY FEE       20.00  201814 WRITE OFF-PARKING FACILIT   20.00
201814 PROGRAM FEE-LEARNING SUPP  70.00  201814 WRITEOFF/SUPPLY FEE         70.00
201814 CAMPUS SUPPLY FEE          40.00  201814 WRITEOFF/SUPPLY FEE         40.00
201814 TECHNOLOGY FEE            105.00  201814 WRITE OFF-TECHNOLOGY FEE   105.00
201814 TUITION CHARGE            267.00  201814 WRITE OFF-TUITION          267.00
201814 TUITION CHARGE            267.00  201814 WRITE OFF-TUITION          267.00
201814 TUITION CHARGE            267.00  201814 WRITE OFF-TUITION          267.00
                                1200.00
```

Example of ZFRWRIT.lis – Bottom of file

Process: ZFRWRIT W/O Report   Number: 1412127 File Name: zfrwrit_1412127.lis Beginning Date Saved: Lines: 1,139

▼ SAVED OUTPUT REVIEW

```
201812  INSURANCE/ACCIDENT            50.00
201812  INSTRUCTIONAL FEE            687.50
201812  LATE REGISTRATION FEE        221.00
201812  REGISTRATION FEE             625.00
201812  PARKING FACILITY FEE         231.00
201812  PELL Book Charge              21.91
201812  PROGRAM FEE-LEARNING SUPPORT 105.00
201812  CAMPUS SUPPLY FEE            500.00
201812  TECHNOLOGY FEE             1,312.50
201812  TUITION CHARGE             6,715.28
201814  ACTIVITY FEE               1,337.00
201814  PUBLIC SAFETY FEE          1,200.00
201814  INSURANCE/ACCIDENT           192.00
201814  INSURANCE/MALPRACTICE         44.00
201814  INSTRUCTIONAL FEE          2,640.00
201814  LATE REGISTRATION FEE        585.00
201814  GRADUATION FEE                40.00
201814  REGISTRATION FEE           2,400.00
201814  PARKING FACILITY FEE         941.00
201814  PROGRAM FEE-LEARNING SUPPORT 560.00
201814  PROGRAM FEE-KAPLAN ASSESSMENT 135.00
201814  CAMPUS SUPPLY FEE          1,920.00
201814  TECHNOLOGY FEE             5,040.00
201814  TUITION CHARGE            30,388.00
                      UPDATE TCSG AUTOMATIC WRITE OFFS - (201812-201916)


TERM TOTALS                 W/O AMOUNT


201812                      11,156.69
201814                      47,422.00



                            58,578.69



Signature  _____   Date _____



Signature  _____   Date _____
```

Example of ZFRWRIT.txt file. Top of file.

To go back and look at the .log file, click the Start Over button on the top right hand corner of the page.

Start Over

If you click the X at the top left, you will go back to Process Submission Control GJAPCTL – Process ZFRWRIT.

NOTE:

Processing Steps for the Audit Mode

For each student within the starting and ending terms, identify those students who are in a write-off position. Do not allow for write-offs under the following Show-stopping conditions (error messages will print):

1. The Student is not in a W/O Position. This means that the student was coded as: **Do not Write Off**, and, that it was set up on the student in *TSAACCT* as a Delinquency Code of 99. NOTE: In order to use this feature, a one-time entry must be made in *TTVDELI*. This feature is used to exempt students from the Write-Off process. See the example on page 4 that further explains this process. You may also use 97 for Collection Agencies.

2. Filed for Bankruptcy. This means that the student was coded as: **FILED FOR BANKRUPTCY** and, that it was set up on the student in *TSAACCT* as a Delinquency Code of 96. NOTE: In order to use this feature, a one-time entry must be made in *TTVDELI*. This feature is used to exempt students from the Write-Off process. See the example on page 4 that further explains this process. You may also use 97 for Collection Agencies

3. The student's balance is greater than the W/O limit ($3000.00)

4. The student has application of payment issues (at least one outstanding payment does not have a zero balance)

5. The student has a remaining balance outside of the Write-Off Period (Beginning thru Ending Terms)

6. Banner doesn't have the WO, BU or BO Hold Code loaded in *STVHLDD*. If all codes are loaded, the student will get the WO Hold Code, otherwise the BU or BO codes depending on what code is loaded in Banner. The reason will be 'AUTOMATIC W/O'.

7. Write off if 3 attempts = Y and the student has less than three W/Os.

8. Banner doesn't have the correct W/O detail code for the correct charge and the correct DCAT code. In other words, Banner doesn't know what detail code to use.
Note: If the correct write-off detail code for the receivable (priority and DCAT code is either inactive or is not loaded in *TSADETC*) nothing will post to *TSAAREV* when the Update Mode is selected.

The WRIT detail is no longer recognized as a valid TCSG write-off code.

Provide an informational message but allow the write-off to take place if the student is enrolled in a term outside of the Write-Off period (registration is greater than the W/O Ending Term) or if the student has an invalid address. Note: It would be a good idea to get invalid addresses corrected, if possible.

For each student having receivables within the W/O period, print the following information: name, address, description of each debt (term, tuition, fees, etc. and dollar amount). Optionally, print the number of collections attempts (from the Letter Code(s) and *GUIMAIL*). The W/O detail code that is associated to the Receivable being written off will print showing you what payment will be posted For example: (WTUI). Print error messages as applicable (see above). Further, in the audit mode, if any of the show-stopping errors occur, each receivable line will print but an '*' will appear next to the write-off amount. This dollar amount WILL NOT be included in any of the report totals. In the update mode, these show-stopping errors will not be included on the report.

Most importantly, verify the report and ensure that the correct W/O detail code will be posted for each receivable. You may have the incorrect payment W/O code set up or the priority code for the W/O detail code may be incorrect. Once the process is run in 'Update', you will have to manually reverse out these W/O payment detail codes if you find they are incorrect.

A summary by term and detail code with dollar amounts will be included. Remember that dollar amounts for the show-stopping accounts are not included in the report totals but will print on the totals line in parenthesis. Signature lines will be provided for authorized approvals.

Processing Steps for the Update Mode
For each student within the specified terms who meet all show-stopping error checks will be considered for a write-off. These students will be the only students who print in on the report in Update Mode.

For each charge to be written off, the following will occur: The program will use the priority code of the charge, find the matching WXXX detail code with the designated DCAT code. It is recommended that all PY W/O codes be established with DCAT PY and that all CY W/O detail codes be established with CY. If there are no codes matching these criteria, an error message will be generated for each receivable.

For each student, the following information will be printed: name, address, description of each debt (term, tuition, fees, etc. and dollar amount) and description of the write off detail code (term, tuition, fees, etc. and dollar amount). Optionally, show Collection Attempts. Annotate the report if the student is enrolled outside of the W/O period (registration is greater than the Ending Term).

Holds will be placed on the student account. If WO write-off code is valid, WO will be used. Otherwise, the BU or the BO code will be used. If WO, BU nor BO codes are valid within Banner, no write-off will be generated. Holds will be valid through 31-DEC-2099. You will see these holds on screen *SOAHOLD* (see page 6). Students with a 95 – Discharged Bankruptcy will have additional holds generated, but those holds will be deactivated with a reason on DISCHARGED BANKRUPTCY – DEACTIVATED. All active WO, BO, and BU holds will be deactivated with a reason on DISCHARGED BANKRUPTCY – DEACTIVATED.

The USERID running this process will be used for all Banner updates. A summary by term and detail code with dollar amounts will be provided. Signature lines will be provided for authorized approvals.

One time Set-up Screen – *TTVDCAT*

✕	@ ellucian	Detail Category Code Validation TTVDCAT 9.3 (PROD-KAT)

▼ DETAIL CATEGORY CODE VALIDATION

Code *	Description *	Voice Response Message Number
CY	Current Year W/O Category	
PY	Prior Year W/O Category	

|◁ ◁ 1 of 1 ▷ ▷| 10 ∨ Per Page

This one time set up (*TTVDCAT*) is required. Set this up and you never have to go to this screen again for PY and CY W/Os.

The Exemption Process

Code *	Description *
95	Discharged Bankruptcy
96	Filed for Bankruptcy
97	Do not send to collections.
99	Do not Write Off Account.

This one time set up (*TTVDELI*) is required if you intend to have any students exempted from this process. Delinquency code of 99 indicates that you do not want to write-off the student. A 96 code indicates that the student filed for bankruptcy and will not be written-off. A 95code indicates that the student has a discharged bankruptcy and will be written-off no matter the write-off attempts as long as the students balance is < $3000 to be written-off.

To exempt a student from the W/O process, use screen *TSAACCT.* Enter the ID of the student that you want to exempt. Enter the Delinquency code of 99 or 96 and save the record. When the student is exempted from the W/O process, a message will appear on the report when it is run in the Audit Mode – **STD IS NOT IN A W/O POSITION** for 99 and **FILED FOR BANKRUPTCY** for 96.   When the report is run in the Update Mode, this student will be ignored.

Note: If you enter a delinquency code of 95 – DISCHARGED BANKRUPTCY the student will be written off no matter write-off attempts as long as the students balance is < $3000.

When the report is produced, only those accounts without the show-stopping errors will add to the report totals.

This is the Hold Code (WO) that gets generated when the Update Mode is run if parameter *Create Additional Holds is set to Y* or if the student doesn't have any WO, BU or BO codes present. (If WO is not a valid code in STVHLDD, a BU hold code is generated; otherwise a BO will be generated.) If neither WO, BU or BO are valid codes, this program will not update write offs to TSAAREV because TCSG procedures require that a hold be placed on the student account when the W/O is generated. If *Additional Holds* are set to N and valid WO, BU or BO holds exist, the additional hold will not generate.

Any additional holds generated will be deactivated if the student is a Discharged Bankruptcy student. All active WO, BU, BO, and BK holds on the students account will be deactivated.

If active TCSG standard detail codes are not set up for each receivable an error message will be generated for each receivable.

If the standard TCSG detail codes are individually loaded for each receivable, the appropriate W/O detail code will be posted to the student account (Update Mode only). Due to the structure of the A and Bs for each detail code, it is recommended that the TCSG standard detail codes for both PY and CY be used.

If a student has a 95 – Discharged Bankruptcy code on TSAACCT, the description for each write-off will be changed to BANKRUPTCY DISCHARGE. This will allow your cashier's to be able to see that the debt was written off due to a Discharged Bankruptcy and they should not try to collect this debt from the student.