Debt Management
Create Debtor/Customer Master and Debt/Invoice

Debt Management Processor
- Responsible for the core debt management processes in GFEBS. Activities and processes include: 1) Front-end activities (manual & automated interfaces) with entitlement and revenue systems, 2) Back-end process with US Treasury debt referrals, 3) Core processes of recording debt/invoices, coordinating customer/debtor master data, aware of debt collections/DCAS processing, running interest program, running dunning process, creating installment plans and maintaining debt/debtor statuses.

Customer Master Data Controller
- Responsible for creating and maintaining 1) Reimbursable customer master records, 2) Debtor customer master records in GFEBS.

A/R Reporter
- Responsible for running Accounts Receivable related reports. Debt Management Processor, Debt Allowance Processor and the Debt Write off Processor needs to have the A/R Reporter to fully execute their activities for Debt Management.

Purchase Order Processor
- Responsible for creating purchase orders/funds commitments document directly into GFEBS as required. Entitlement system debts (over, duplicate & erroneous payments) requires the A/R debtor be linked to the obligation. If the obligation doesn't exist, then the Purchase Order Processor will need to create an obligation record. Revenue system debts don't require an obligation A/R link.

Debt Interface Monitor
- Responsible for front-end and back-end interfaces monitoring.
Debt Management
Interest, Fees & Penalties and Dunning Process

Eligible Debts (e.g. Day 31, Day 61) → Automatically generate Demand Letters & Billing Notices → Send to DLA printing office → DLA printing office Demand Letters & billing notices

Performs Dunning Process for eligible debts → Performs Interest Process for delinquent debts

Debt MGMT Processor

Is Debt eligible for Treasury referral? (Yes) → Automatically transfer Debt Management (No) → Debt remains in GFEBS

A/R Reporter

Debt MGMT Processor

Debt Management Processor

Responsible for the core debt management processes in GFEBS. Activities and processes include: 1) Front-end activities (manual & automated interfaces) with entitlement and revenue systems, 2) Back-end process with US Treasury debt referrals, 3) Core processes of recording debt/invoices, coordinating customer/debtor master data, aware of debt collections/DCAS processing, running interest program, running dunning process, creating installment plans and maintaining debt/debtor statuses.

A/R Reporter

Responsible for running Accounts Receivable related reports. Debt Management Processor, Debt Allowance Processor and the Debt Write off Processor needs to have the A/R Reporter to fully execute their activities for Debt Management.
Debt Management
Debt Referrals to U.S. Treasury

**Debt Management Processor**

- Responsible for the core debt management processes in GFEBS. Activities and processes include:
  1. Front-end activities (manual & automated interfaces) with entitlement and revenue systems,
  2. Back-end process with US Treasury debt referrals,
  3. Core processes of recording debt/invoices, coordinating customer/debtor master data, aware of debt collections/DCAS processing, running interest program, running dunning process, creating installment plans and maintaining debt/debtor statuses.

**A/R Reporter**

- Responsible for running Accounts Receivable related reports. Debt Management Processor, Debt Allowance Processor and the Debt Write off Processor needs to have the A/R Reporter to fully execute their activities for Debt Management.

**Debt Interface Monitor**

- Responsible for front-end and back-end interfaces monitoring.
Debt Management
Allowance for Doubtful Accounts

Debt Allowance Processor

- Notification to estimate / record bad debt expense
- Execute Transfer Posting for Doubtful Receivables F103
- Process Batch Input Session of Doubtful Receivables SM35
- Verify A/R has been transferred with Special G/L Indicator “L” FBLSN
- Provision for Doubtful Receivables F104
- Notify Debt Management Processor F103 and F104 executed
- Monitor G/L 1319 for abnormal balance

A/R Reporter

- Responsible for running Accounts Receivable related reports. Debt Management Processor, Debt Allowance Processor and the Debt Write off Processor needs to have the A/R Reporter to fully execute their activities for Debt Management.

Debt Allowance Processor

- Responsible for maintaining the general ledger accounts; Allowance for Doubtful Accounts and Bad Debt Expenses. Separate bad debt business rules exist for Entitlement Debts versus Revenue Debts. Estimates based on either time (e.g. 180 days/50%) or individual debts status.
Debt Management
A/R Write-off Process - Manual

Debt MGMT Processor
- Responsible for the core debt management processes in GFEBS. Activities and processes include: 1) Front-end activities (manual & automated interfaces) with entitlement and revenue systems, 2) Back-end process with US Treasury debt referrals, 3) Core processes of recording debt/invoices, coordinating customer/debtor master data, aware of debt collections/DCAS processing, running interest program, running dunning process, creating installment plans and maintaining debt/debtor statuses.

Debt Allowance Processor
- Performs A/R debt provisioning (debt at 100% uncollectable)

Debt MGMT Processor
- Update Reason Code on A/R to “EW”

Debt Allowance Processor
- Notify Allowance Processor of uncollectable debt(s)

Debt MGMT Processor
- Perform A/R debt provisioning (debt at 100% uncollectable)

Debt Reversal Processor
- Reverse uncollectable Fees & Penalties (if necessary)

Debt MGMT Processor
- Run FBL5N for list of A/R with Reason Code “EW” for Write-Off

Debt MGMT Processor
- Write off Debt w/ Write-Off Reason Code

A/R Reporter
- Recommend A/R debt for Write Process

Debt MGMT Processor
- Notify Purchase Order Processor to adjust obligation

Debt MGMT Processor
- Update A/R debt provisioning (debt at 100% uncollectable)

Debt MGMT Processor
- Reverse uncollectable Interest (if necessary)

Purchase Order Processor
- Responsible for creating purchase orders/funds commitments document directly into GFEBS as required. Entitlement system debts (over, duplicate & erroneous payments) requires the A/R debtor be linked to the obligation. If the obligation doesn’t exist, then the Purchase Order Processor will need to create an obligation record. Revenue system debts don’t require an obligation A/R link.

A/R Reporter
- Performs A/R debt provisioning (debt at 100% uncollectable)

Debt MGMT Processor
- Notify Purchase Order Processor to adjust obligation

Debt MGMT Processor
- Reverse uncollectable Fees & Penalties (if necessary)

Debt MGMT Processor
- Monitor Accounts Receivable debts (currently not Collectable status)

Debt MGMT Processor
- Run FBL5N for list of A/R with Reason Code “EW” for Write-Off

Debt MGMT Processor
- Update A/R debt provisioning (debt at 100% uncollectable)

Debt MGMT Processor
- A/R Reporter

Debt Write-Off Processor
- Responsible for querying all debts eligible for write-off, validates that all write-off requirements are met, and performs the necessary transactions to complete the write-off in GFEBS.

A/R Reporter
- Responsible for running Accounts Receivable related reports. Debt Management Processor, Debt Allowance Processor and the Debt Write Off Processor needs to have the A/R Reporter to fully execute their activities for Debt Management.

Debt Reversal Processor
- Responsible for reversing the uncollectable balance of Fees and Penalties receivables. Changing the debt status to “CNC” and/or clear A/R debt principal (A/R and Allowance for Doubtful Accounts)
Debt Management
A/R Write-off Process - Workflow

Debt MGMT Processor
Selects eligible A/R debts based on time (e.g. 2 yrs) and/or debt status

Debt Allowance Processor
Confirms A/Rs for Write Off

Debt Allowance Processor
Confirms A/Rs for Close Out

Debt Write-Off Processor
Confirms A/Rs for Close Out

Provision
Deposits 100% to Allowance for Doubtful Accounts

Change Reason Code to Currently Not Collectible

Close Out

Change Reason Code to Closed Out

Clear A/R debt principal balance (A/R and Allowance for Doubtful Accounts)

Reverse uncollectable Interest, Fees & Penalties (if necessary)

Yes

No

Yes

No

Yes

No

Yes

No

End

End

End

End

Debt Management Processor
Responsible for the core debt management processes in GFEBS. Activities and processes include: 1) Front-end activities (manual & automated interfaces) with entitlement and revenue systems, 2) Back-end process with US Treasury debt referrals, 3) Core processes of recording debt/invoices, coordinating customer/debtor master data, aware of debt collections/DCAS processing, running interest program, running dunning process, creating installment plans and maintaining debt/debtor statuses.

Debt Write-Off Processor
Responsible for querying all debts eligible for write-off, validates that all write-off requirements are met, and performs the necessary transactions to complete the write-off in GFEBS.

Debt Allowance Processor
Responsible for maintaining the general ledger accounts; Allowance for Doubtful Accounts and Bad Debt Expenses. Separate bad debt business rules exist for Entitlement Debts versus Revenue Debts. Estimates based on either time (e.g. 180 days/50%) or individual debts status.
Debt Management
Debt Case Management Activities

Manage Deferrals and Installment Plans (e.g. waivers, remissions)

Adjustment A/R debts (e.g. reclassified, waiver adjusted amount, Currently not Collectable reinstated)

Debt Management Processor

Responsible for the core debt management processes in GFEBS. Activities and processes include; 1) Front-end activities (manual & automated interfaces) with entitlement and revenue systems, 2) Back-end process with US Treasury debt referrals, 3) Core processes of recording debt/invoices, coordinating customer/debtor master data, aware of debt collections/DCAS processing, running interest program, running dunning process, creating installment plans and maintaining debt/debtor statuses.