

How to Make a Write Off Payment

Write Off payment will use the Write Off Account, instead of Undeposited Funds, to counter the AR Account. Below are the steps to create a write off payment.

1. Make sure to configure the **Company Configuration | Sales | Write Off Account** field. This is the account that will be used to counter the Accounts Receivable account during posting.

The screenshot shows the 'Company Configuration' window with the 'Sales' tab selected. The 'Write Off Account' field is highlighted with a red box. The 'Accounts Receivable' tab is also visible.

Accounts Receivable	
A/R Account:	12000-0000-000
Discount Account:	45001-0001-000
Write Off Account:	59100-0001-000
Interest Income Account:	42100-0001-000
Deferred Revenue Account:	42200-0001-000

2. Open a new Receive Payments Detail screen from **Sales | Receive Payment Details** menu.
3. On Receive Payments Detail screen, enter the needed details like **Customer No**, **Location**, **Currency**, and **Date Paid**. Refer to [Receive Payments Detail](#) | Field Description | Header Details to help you in filling out the fields.
 - a. Set **Payment Method** to **Write Off**. If this payment method is not in the list, you will have to add it to [Payment Method](#) screen.
 - b. Enter the **Check No** and **Notes** if needed.
4. Enter the receivables line item detail. Refer to [Receive Payments Detail](#) | Field Description | Grid Details to help you in filling out the fields.
 - a. Pick the invoice transaction you want to apply a payment for and enter the payment in the **Payment** field. If the invoice has a discount or interest, fill out these fields first before entering the payment.
 - b. Pick the credit that will be used to pay off the invoice and enter the payment in the Payment field. In below sample, we used a Credit Memo.
5. On **Amount Paid** field, enter the total payment received from the customer. If the credit and invoice offset each other, then you can skip this step.
6. Click the **Recap** button to review the GL details. This step is optional. You can proceed to the next step if you do not see the need to review the details.
7. Once done reviewing, **Post** the transaction.

Below is a sample Write Off payment.

The screenshot shows the 'Receive Payments Detail - ABC Reseller' window. The 'Details' tab is selected. The 'Payment Method' is set to 'Write Off'. The 'Notes' field contains 'This is a sample of write off payment.' Below the details is a table of receivables.

Location	Due Date	Invoice No.	Terms	Invoice Total	Discount	Interest	Amount Due	Payment
0001 ...	6/29/2016	SI-448	this is an Invoice	Due on Receipt	18.50	0.00	0.00	18.50
0001 ...	6/29/2016	SI-449	this is a Credit Memo	Due on Receipt	-18.50	0.00	0.00	-18.50
					0.00	0.00	0.00	0.00

1. Make sure to configure the **Company Configuration | Sales | Write Off Account** field. This is the account that will be used to counter the Accounts Receivable account during posting.

Company Configuration

System Manager
Tank Management
Sales
Purchasing
Help Desk
Notes Receivable
Contract Management
Payroll
Risk Management

Accounts Receivable | Audit Log (1)

General

A/R Account: 12000-0000-000
Discount Account: 45001-0000-000
Write Off Account: 59100-0000-000
Interest Income Account: 42100-0000-000

2. Open a new Receive Payments Detail screen from **Sales | Receive Payment Details** menu.
3. On Receive Payments Detail screen, enter the needed details like **Customer No**, **Location**, **Currency**, **Date Paid**, and **Bank Account**. Refer to [Receive Payments Detail](#) | Field Description | Header Details to help you in filling out the fields.
 - a. Set **Payment Method** to **Write Off**. If this payment method is not in the list, you will have to add it to [Payment Method](#) screen.
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7. Once done reviewing, **Post** the transaction.

Below is a sample Write Off payment.

Receive Payments Detail - New Orchard

New | Save | Search | Delete | Undo | Post | Unpost | Recap | Close

Details | Audit Log (1)

Customer No: 0001005072 | Date Paid: 01/14/2016 | Record No: RCV-19
Location: 0001 - Fort Wayne | Bank Account: 68215422 | Payment Method: Write Off
Amount Paid: 0.00 | Unapplied Amount: 0.00 | Check No:
Currency: USD
Notes: This is a sample write off payment.

Due Date	Invoice No.	Terms	Invoice Total	Discount	Interest	Amount Du...	Payment
12/07/2015	SI-99 this is an Invoice	Due on Receipt	18.50	0.00	0.00	0.00	18.50
01/01/2016	SI-100 this is a Credit Memo	Due on Receipt	-18.50	0.00	0.00	0.00	-18.50
			0.00	0.00	0.00	0.00	0.00

Posted

1. Make sure to configure the **Company Preferences | Sales | Write Off Account** field. This is the account that will be used to counter the Accounts Receivable account during posting.

Company Preferences

System Manager
Tank Management
Sales
Help Desk
Inventory
Notes Receivable
Contract Management

General

A/R Account: 12000-0000-000
Discount Account: 45000-0001-101
Write Off Account: 59100-0001-000

2. Open a new Receive Payments Detail screen from **Sales | Receive Payment Details** menu.
3. On Receive Payments Detail screen, enter the needed details like **Customer No**, **Location**, **Currency**, **Date Paid**, and **Bank Account**. Refer to [Receive Payments Detail](#) | Field Description | Header Details to help you in filling out the fields.
 - a. Set **Payment Method** to **Write Off**. If this payment method is not in the list, you will have to add it to [Payment Method](#) screen.
 - b. Enter the **Check No** and **Notes** if needed.
4. Enter the receivables line item detail. Refer to [Receive Payments Detail](#) | Field Description | Grid Details to help you in filling out the fields

- a. Pick the invoice transaction you want to apply a payment for and enter the payment in the **Payment** field. If the invoice has a discount, fill out this field first before entering the payment.
 - b. Pick the credit that will be used to pay off the invoice and enter the payment in the Payment field. In below sample, we used a Credit Memo.
5. On **Amount Paid** field, enter the total payment received from the customer.
 6. Click the **Recap** button to review the GL details.
 7. Once done reviewing, **Post** the transaction.
- Below is a sample Write Off payment.

Receive Payments Detail - New Orchard

New Save Search Delete Undo Unpost Recap Close

Details Audit Log

Customer No: 0001005067 Date Paid: 01/14/2016 Record No: RCV-5

Location: 0001 - Fort Wayne Bank Account: 68215422 Payment Method: Write Off

Amount Paid: 0.00 Unapplied Amount: 0.00 Check No:

Currency: USD

Notes: This is a sample Write Off payment.

Layout Filter Records (F3)

Due Date	Invoice No.	Terms	Invoice Total	Discount	Amount Due	Payment
12/30/2015	SI-33 this is an Invoice	Due on Receipt	13.50	0.00	0.00	13.50
01/14/2016	SI-34 this is a Credit Memo	Due on Receipt	-13.50	0.00	0.00	-13.50
			0.00	0.00	0.00	0.00

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