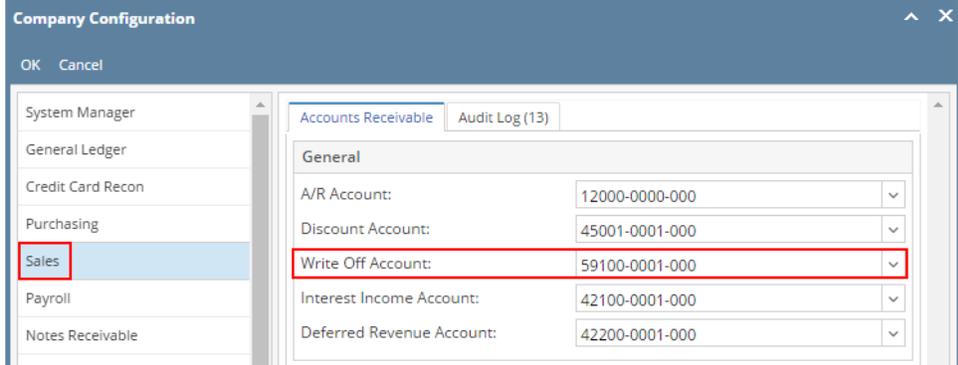


# How to Make a Write Off Payment

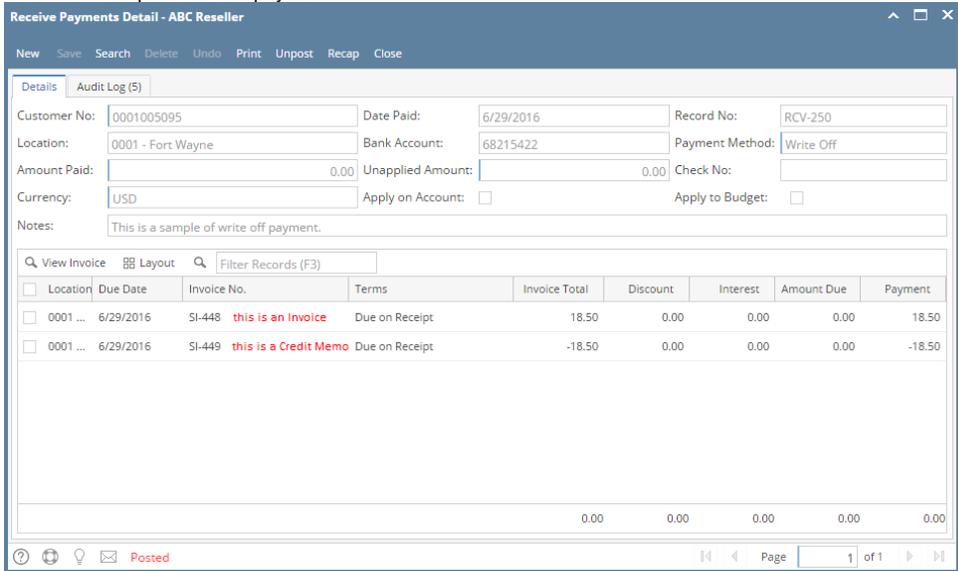
Write Off payment will use the Write Off Account, instead of Undeposited Funds, to counter the AR Account. Below are the steps to create a write off payment.

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.



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.



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.
  - 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.
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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.

**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	18.50
01/01/2016	SI-100	this is a Credit Memo	Due on Receipt	-18.50	0.00	0.00	-18.50
				0.00	0.00	0.00	0.00

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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** of 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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