



# Process Documentation

*Department:*

Customer Support

*Last Updated:*

8/12/2025 9:04 AM

## NAME OF PROCESS

## Entering an AR Write-off [Roleplay]

## Use Case / Objectives

This guide will walk you through how to write off all or a portion of an A/R invoice.

## Configuration, Training, and Reporting

This document assumes you know how to perform basic search functionality to find information in the system (i.e. F4 search). The steps for this are not included within this document.

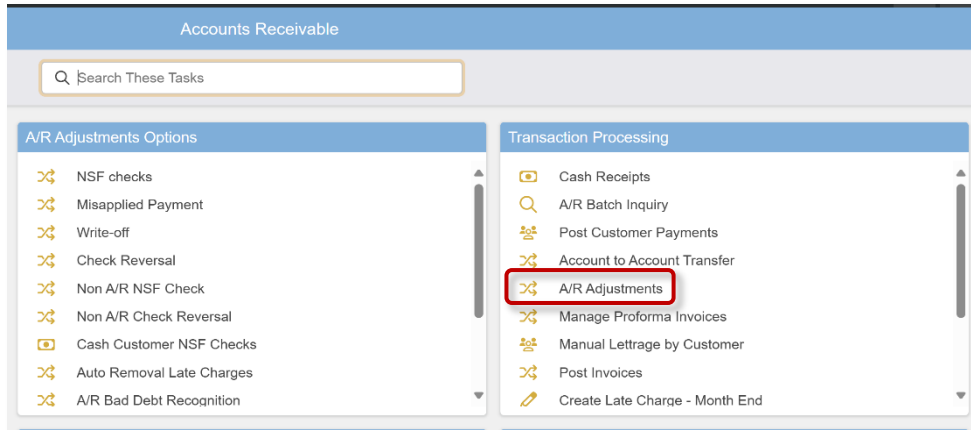
**Field definitions for applicable tasks are available in the Reference Glossary. To view these definitions either click on the screen name in the task or scroll to the end of the documentation to view the Glossary.**

Menu options to access:

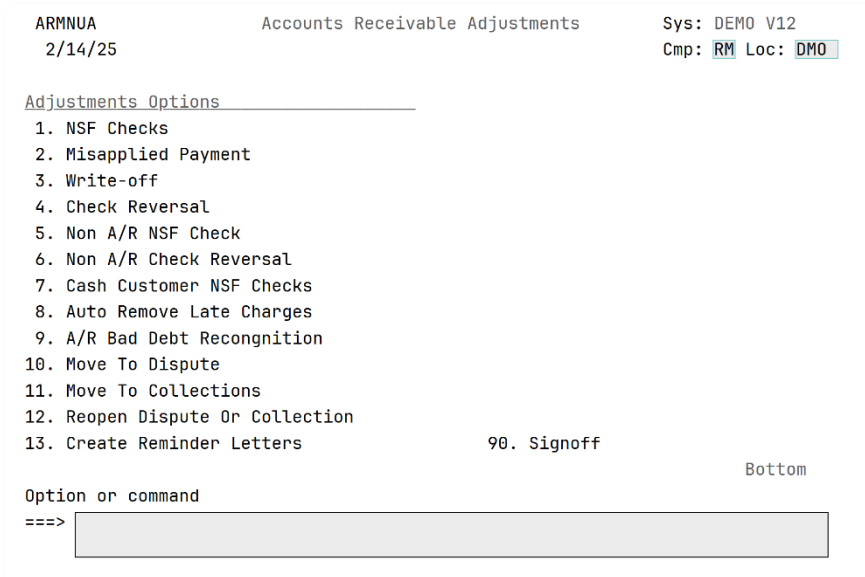
Accounts Receivable => A/R Adjustments => 3: Write-off

## Write-offs

1. Log into the [Roleplay Environment](#) using your credentials.
2. If the **Accounts Receivable** screen is not displayed, click on the **Accounts Receivable** menu option on the left side of the screen.
3. In the **Transaction Processing** section, click on the **A/R Adjustments** option.



- a. This opens the **Accounts Receivable Adjustments** screen.



4. In the *Option or command* field, type 3 for **Write-off** and press Enter.

- a. The Write-off - Launch screen opens.

```

Write-off                               Sys: DEMO V12
                                         Cmp: RM Loc: DMO

Customer #: 

Currency:  USD
    
```

- 5. Type in the customer’s number for whom you want to process the write-off in the *Customer Number* field; press Enter.

**NOTE:** if you do not know the customer’s number, press F4 on your keyboard or press F04 Search in the **Display Functions** menu to search for the customer.

- a. The **Write-off - Detail** screen refreshes to display invoices for the entered customer.

```

2/14/25 11:22:48                               Write-off

Customer #: 799 Turnkey Customer 2             317-555-1212
Write off amount:                               USD

Options: 1=Select for write-off  4=Deselect invoice  5=Display invoice
O Invoice number  Inv date  Amount  Loc
  69170-0002  1/24/25  1789.97  DMO
  69170-0003  1/27/25   944.28  DMO
  69170-0004  1/27/25   233.26  DMO
    
```

- 6. To view an invoice, type 5 in the *O* column next to the desired invoice and press Enter.

- a. The **Display Contract Customer Info** screen displays. Press Enter through the screens or press F12 to go back to the previous screen.

```

2/14/25 11:34:56                               Display Contract Customer Info
PARTIAL RTN                                     Order comments exist
Cust #: 799                                     Cont #: 69170-0002 Rtn loc: DMO
                                                Cur: USD

Billing Information                               Shipping Information
Name: Turnkey Customer 2                         Name: Turnkey Customer 2
Addr 1: 456 MAIN ST                             Addr 1: 456 MAIN ST
Addr 2:                                           Addr 2:
City: GREENWOOD                               State: IN      City: GREENWOOD   State: IN
Zip/Ph: 46142                                 Zip/Ph: 46142 -555-1212
Open date/time: 1/09/25 11:51
Job Loc/ #: 456 MAIN ST, GREENWOOD              #: 1 - Turnkey Customer
P.O. Number:                                     D/W: Y Rep: 2237 Ter: 1 Cty: LA
Start Dt/Tm: 1/09/25 10:54 Return Dt/Tm: 1/24/25 10:28 Dy/hr: 15
Est Return: 2/20/25 10:54 Est Days/Hrs: 42      Sys Dt/Tm: 1/24/25 10:57
Ordered By: DANA                               Sign: Net N
Delivery: Y (Y/N) Date: 1/09/25 Code: DELIVERY Amt: 45.00
Pickup: Y (Y/N)                               Code: PK Amt: 50.00
Taxes: Rnt: Y Sls: Y                           Tax Dist: 150810580

Employee: RM0001DA                               Employee closing: RM0001DA
    
```

7. If the customer has multiple invoices displayed, press F7 to change the sort by invoice number and date.
8. To select an invoice for write-off, type 1 in the **O** column next to the desired entry and press Enter.
  - a. The *Write off amount* field populates with the invoice amount from the selected invoice.

```

2/14/25  11:38:10                                     Write-off

Customer #:      799  Turnkey Customer 2                317-555-1212
Write off amount: 1789.97  USD

Options: 1=Select for write-off  4=Deselect invoice  5=Display invoice
O  Invoice number  Inv date  Amount  Loc
  69170-0002  1/24/25  1789.97  DMO
  69170-0003  1/27/25   944.28  DMO
  69170-0004  1/27/25   233.26  DMO

```

9. Press Enter to confirm your selection.
  - a. The **Write-off G/L Distribution** screen opens for the selected invoice.

```

2/14/25  11:41:40                                     Write-off

Customer #:      799  Turnkey Customer 2                317-555-1212

Write-off amount: 1789.97  USD

Invoice #      G/L Acct #      Amount  Description
69170-0002    1000-0003-0005-00    1672.87  A/R BAD DEBTS
69170-0002    2240-0000-0010-00    117.10   SALES TAX PAYABLE

1789.97  Total

```

10. Confirm or update the G/L accounts affected by the write-off and press Enter.
11. **NOTE:** If you do not know the G/L account number, press F4 to search in the G/L Account number field.
12. Press Enter again to confirm the write-offs.

## Reference Glossary

### Field Definitions for Tasks

#### Write-Off Launch

- *Customer Number* - Enter the number of the customer for whom you are processing a write-off.
- *Currency* - Enter or accept the currency of the write-off.

#### Write-Off Detail

- *Customer Number* - Displays the number of the customer for whom you are writing off invoices.
- *Write-off Amount* - Displays the calculated amount of all write-offs based on the invoices selected.
- *Comment* - Displays the comment entered for the write-offs.
- *Invoice Number* - Displays the number of the customer's invoice.
- *Invoice Date* - Displays the date of the customer's invoice.
- *Amount* - Displays the amount remaining on the invoice that is written off when the invoice is selected.
- *Location* - Displays the location that originated the invoice

#### Write-Off G/L Distribution

- *Customer Number* - Displays the number of the customer for whom you are writing off invoices.
- *Write-off Amount* - Displays the calculated amount of all write-offs based on the invoices selected.
- *Invoice Number* - Displays the number of the invoice you are writing off.
- *G/L Account Number* - Enter or accept the general ledger account that is affected by the write-off. The default A/R Bad Debt account and default Sales Tax Payable account are entered in Default System G/L Values Maintenance.
- *Amount* - Enter or accept the amounts to be written off to the G/L accounts.
- *Description* - Displays a description of the entered G/L account