



Process Documentation

Department:

Customer Support

Last Updated:

4/4/2025 1:52 PM

NAME OF PROCESS

Writing Off Customer Receivables [RolePlay]

Use Case / Objectives

Whether it's due to unpaid invoices, disputes over equipment damage, or aged receivables, there are times when you'll need to clear balances that are no longer collectable. Following this process helps keep your books accurate, ensuring your equipment rental business has a clear view of its financial standing.


Configuration, Training, and Reporting

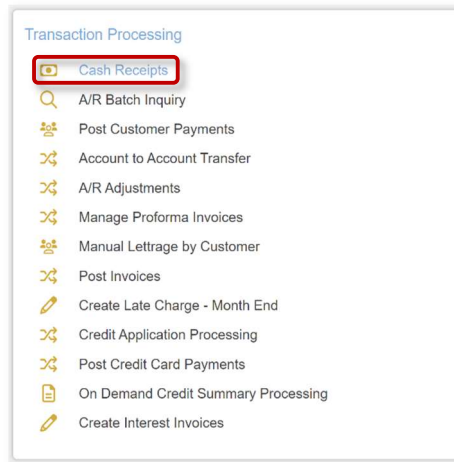
Menu options to access:

- Main Operations => Accounts Receivable => Cash Receipts

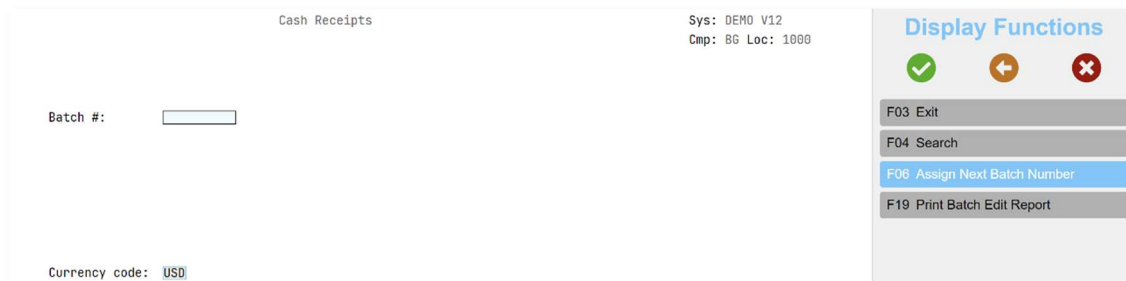
Writing off Customer A/R [RolePlay]

Process Steps

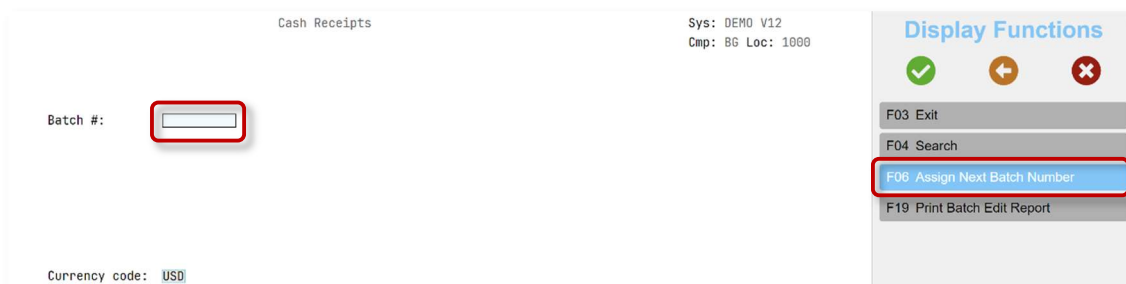
1. Log into the [Roleplay environment](#).
2. Navigate to the **Accounts Receivable** menu 
 - a. Under the **Transaction Processing** section, click on **Cash Receipts**.



3. While in the **Cash Receipts** screen, a **Batch #:** field will display.



- a. To assign a batch number click in the **Batch #:** field or press F6 on your keyboard or click on F06 under the **Display Functions** menu.



4. A *Batch Number* is automatically assigned, and more fields will populate. The *batch date*, *description*, and *payment code* will automatically fill in.

Cash Receipts

Sys: AW TRN
Cmp: AW Loc: 0001
New Batch

Batch #: 0000001005
Batch date: 9/26/24
Description: CASH RCPTS FOR 0001 - AWTRNLD
Payment code: K CHECK
Control total:

Currency code: USD

- The *Batch #*: is greyed out and cannot be changed or adjusted.
- The *batch date*, *description*, and *payment code* can be changed. To adjust these fields click in the box, and delete the text. You can type in a different date for the batch or adjust the description to describe the batch. The *payment code*, for this instance, should remain as *K* for check.
- The *control total* does not need to be entered for this task.
- Press enter to move to the next screen.

Cash Receipts

Sys: AW TRN
Cmp: AW Loc: 0001
New Batch

Batch #: 0000001005
Batch date: 9/26/24
Description: TEST CUSTOMER WRITE OFF 092624
Payment code: K CHECK
Control total:

Currency code: USD

- In the next screen, the cursor will populate in the invoice #: field. No need to fill in the invoice number yet.

9/26/24 11:09:16 Cash Receipts Sys: AW TRN
Cmp: AW Loc: 0001

Batch #: 0000001005 Batch Total:
Batch Date: 9/26/24 Batch Item Count:

Doc Amount: Doc currency: USD
Doc Number: Close Batch:

Invoice #: -
- or -
Inv summary #:
- or -
Cust # or name:
- or -
Invoice OCR #:

Display Functions

- F03 Exit
- F04 Search
- F06 Non Accounts Receivable
- F07 Select Checks
- F08 Select Invoices
- F09 Comments
- F12 Previous
- F19 Print Batch Edit Report

- Click in the **Doc Number** field and type a reference for this write off, example: write off abbreviation and the date of the invoice (WO091824).
- Next, click in the **customer # or name** field. Type in the customer name or number. If you need to search, press F4 or click on F04 in the **Display Functions** menu to search your database.
- Press enter. The customer name and address will populate. Press enter again to continue.

9/26/24 11:09:48 Cash Receipts Sys: AW TRN
Cmp: AW Loc: 0001

Batch #: 0000001005 Batch Total:
Batch Date: 9/26/24 Batch Item Count:

Doc Amount: Doc currency: USD
Doc Number: WO092624 Close Batch:

Invoice #: - ACCOUNT IS ACTIVE
- or - TEST CUSTOMER
Inv summary #: 999 TEST ST
- or - DALLAS, TX 75007
Cust # or name: 999999
- or -
Invoice OCR #:

Display Functions

- F03 Exit
- F04 Search**
- F06 Non Accounts Receivable
- F07 Select Checks
- F08 Select Invoices
- F09 Comments
- F12 Previous
- F19 Print Batch Edit Report

- The invoices for the selected customer will populate.

Status: A Invoice currency: Invoice Pay Code: Inv summary #:

Customer #: 999999 TEST CUSTOMER Phone #:

Batch #: 0000001005 Document #: WO092624 Doc Amt: .00

Document Pay Code: K Document currency: USD Applied: .00

Select-Open: Paid: Remain: .00

Options: X=Full P=Partial A=Multiple adjustments PA=Partial adj 1=Search

QP	Amount	Invoice#	Seq#	Date	St	Loc	Balance	Orig_amt	Pending	Cust#	QPD Date	QuickPayDisc
<input type="checkbox"/>		76445-0001		9/18/24	OP	0001	713.32	613.32		999999		
<input type="checkbox"/>		76446-0001		9/26/24	OP	0001	3130.04	3130.04		999999		
							USD 3843.36	3743.36				

- a. Click in the *OP column* (options) field. The options (abbreviations) to enter for this field are written in blue text.
- b. Since this process is for adjustments, type either an A (Multiple Adjustments) or PA (Partial Adjustment) in the *Options column*. Press enter.

Status: A Invoice currency: Invoice Pay Code: Inv summary #:
 Customer #: 999999 TEST CUSTOMER Phone #:
 Batch #: 000001005 Document #: W0092624 Doc Amt: .00
 Document Pay Code: K Document currency: USD Applied: .00
 Select-Open: Paid: Remain: .00

Options: X=Full P=Partial A=Multiple adjustments PA=Partial adj 1=Search

OP	Amount	Invoice#	Seq#	Date	St Loc	Balance	Orig_amt	Pending	Cust#	QPD Date	QuickPayDisc
<input type="checkbox"/>		76445-0001		9/18/24	OP 0001	713.32	613.32		999999		
<input checked="" type="checkbox"/>		76446-0001		9/26/24	OP 0001	3130.04	3130.04		999999		
USD						3843.36	3743.36				

7. The Cash Receipts Adjustments box will populate. While in the *CD* (code) *column*, press F4 to search.

Status: A Invoice currency: Invoice Pay Code: Inv summary #:
 Customer #: 999999 TEST CUSTOMER Phone #:
 Batch #: Doc Amt: .00
 Document Pay Adjusted: .00
 Select-Open: Paid: New bal:
 Options: X=F P=Partial payment

OP Amount *P=Partial payment* *New bal:* *Orig_amt* *Pending* *Cust#* *QPD Date* *QuickPayDisc*
 PA *CD* *Amount* *Description*

Enter the adjustment codes and amounts.

F03 Cancel

F04 Search

F06 Display Invoice

F12 Cancel

Bottom

- a. The **A/R adjustment codes** will populate. Select the best code that applies to the scenario. In this example we will select *Bad Debt*. Type 1 in the *O* (options) *column* to select. Press enter.

Status: A Invoice currency: Invoice Pay Code: Inv summary #:
 Customer #: 999999 TEST CUSTOMER Phone #:
 Ba *tments* *arch*
 Do *Balance:* 3130.04
 Se *Adjusted:* .00
 Op *Opt: 1=Select* *New bal:*
 Position to code: *Orig_amt* *Pending* *Cust#* *QPD Date* *QuickPayDisc*
 CD Adjustment description

OP **1** **BD BAD DEBT**
 PA CC CREDIT CARD FEE'S
 OS OVER SHORT PAYMENTS
 PF PROCESSING FEE
 RF REFUND
 TR TAX ON ACCOUNT IN ERROR

Bottom

8. The *adjustment code* will now be in the left column.

Status: A Invoice currency: ___ Invoice Pay Code: _ Inv summary #:
 Customer #: 999999 TEST CUSTOMER Phone #:
 Batch #:
 Document Pay Cash Receipts Adjustments
 Select-Open:
 Options: X=F Invoice #: 76446-0001 Balance: 3130.04
 Paid: .00 Adjusted: 300.00
 P=Partial payment New bal:
 CD Amount Description
 PA **BD** 300.00 BAD DEBT
 Verify and press Enter to continue.

Orig_amt	Pending	Cust#	QPD_Date	QuickPayDisc
613.32		999999		
3130.04		999999		
3743.36				

Bottom

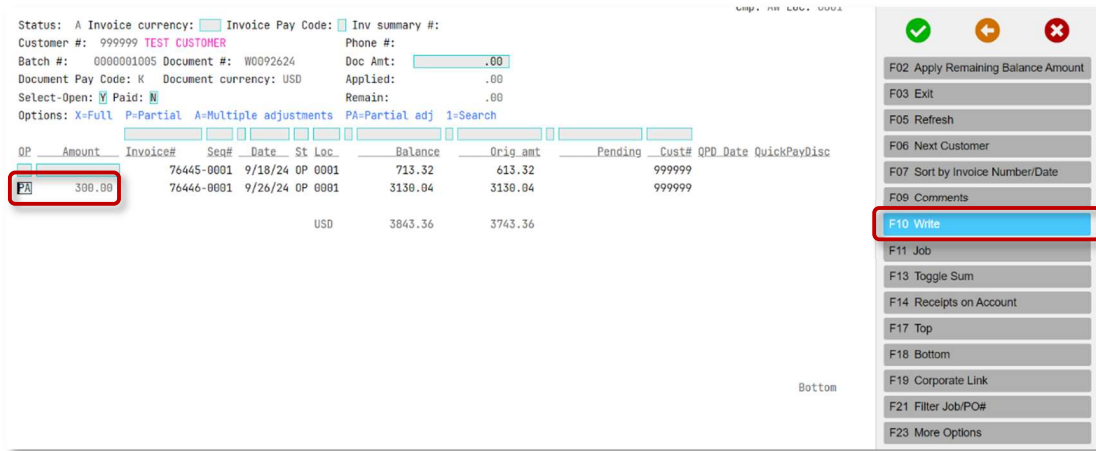
- a. In the *amount column*, type the amount that needs to be adjusted and press enter twice to verify.

Status: A Invoice currency: ___ Invoice Pay Code: _ Inv summary #:
 Customer #: 999999 TEST CUSTOMER Phone #:
 Batch #:
 Document Pay Cash Receipts Adjustments
 Select-Open:
 Options: X=F Invoice #: 76446-0001 Balance: 3130.04
 Paid: .00 Adjusted: 300.00
 P=Partial payment New bal:
 CD Amount Description
 PA **BD** 300.00 BAD DEBT
 Verify and press Enter to continue.

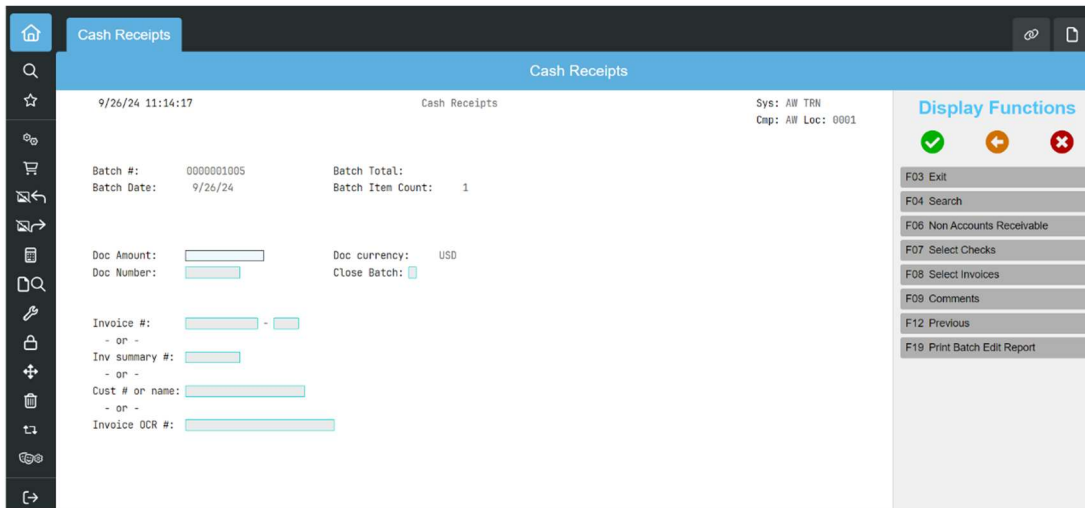
Orig_amt	Pending	Cust#	QPD_Date	QuickPayDisc
613.32		999999		
3130.04		999999		
3743.36				


Bottom

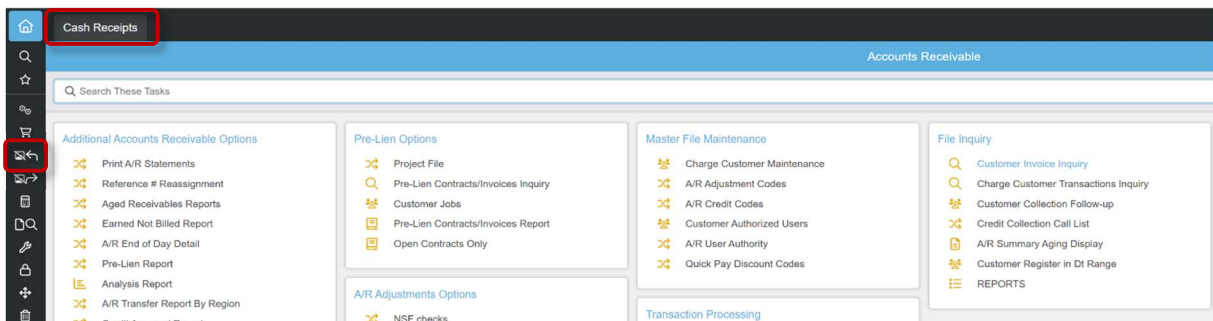
9. The amount will now be populated in the Amount column.
 - a. Press F10 to write the detail (batch).



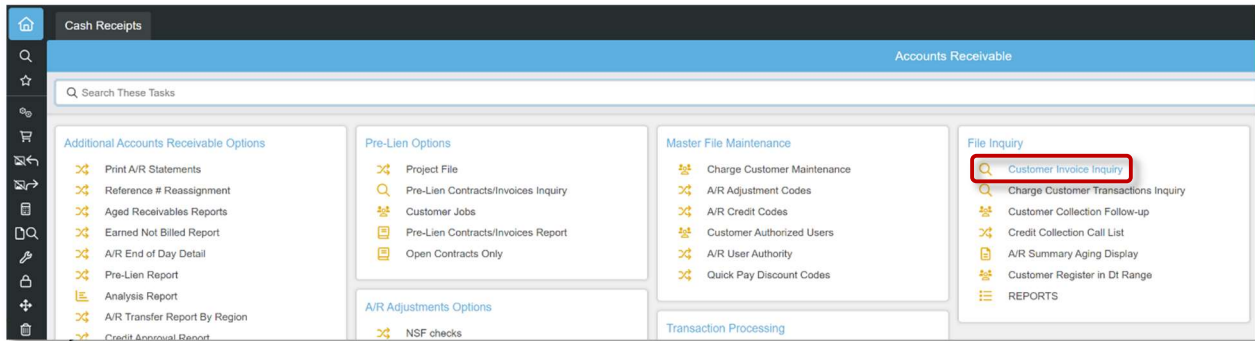
It will take you back to the batch screen to enter more document numbers, or customers for the batch. It is encouraged to just create one batch for write offs or credits to accounts. This way it can be organized and separate from other transactions.



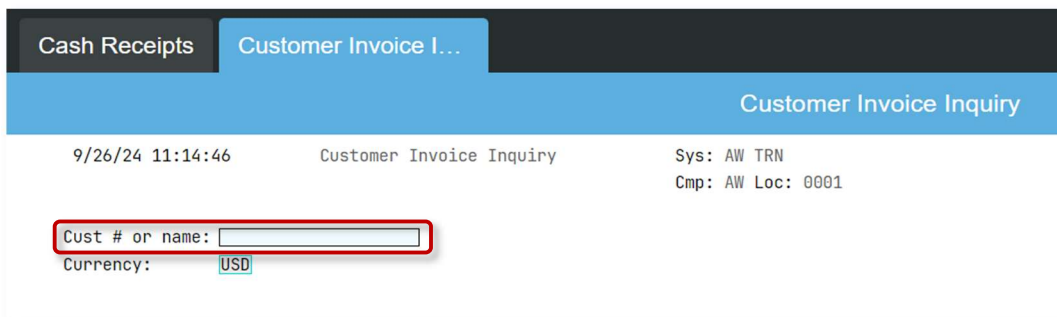
10. To verify the write off was applied to the invoice, keep the **Cash Receipts** tab open and click the **A/R Menu** button  .



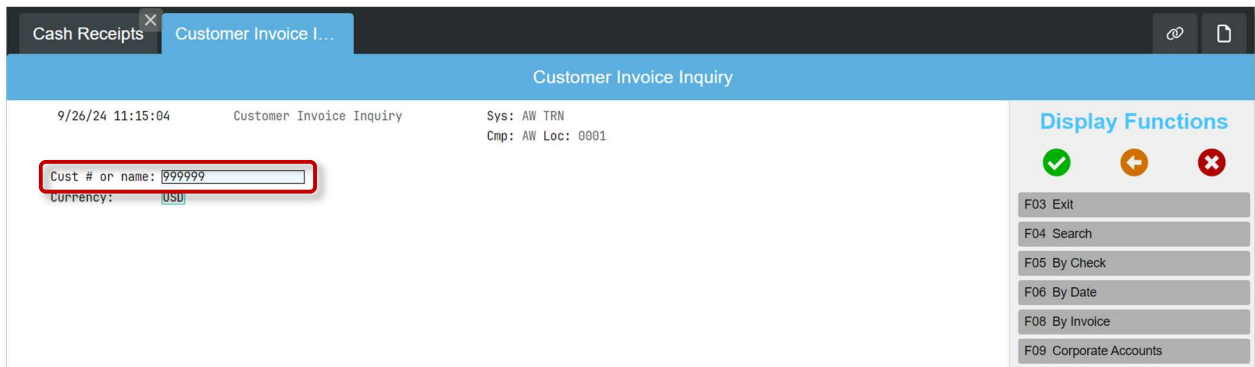
11. Under the **File Inquiry** section, click on Customer Invoice Inquiry.



12. In the **Customer Invoice Inquiry** screen, the *Customer # or name* field will display.



- a. Type in the customer number or name.
- b. Press enter.



13. The customer invoices will populate on the screen.

9/26/24 11:15:15 Customer Invoice Inquiry Sys: AW TRN
 Status: A Total : 3,843.36 Cmp: AW Loc: 0001
 Cus#: 999999 TEST CUSTOMER Ph: Cur: USD PO #:
 Open: Paid: Opt: 2=Cus Case 3=Pay/Adj 4=Remind Date 5=Display 6=Reprint 7=Fax/Email 8=G/L journal 9=Print labels

Op	Invoice #	Inv Date	Due date	Ltg #	Job location	Loc	St	I	Balance	Payment/Adj	Orig amount
<input type="checkbox"/>	76445-0001	9/18/24	9/18/24	111	TEST AVE, DALLA	0001	OP	0	713.32	100.00	613.32
<input type="checkbox"/>	76446-0001	9/26/24	9/26/24	111	TEST AVE, DALLA	0001	OP	0	3,130.04		3,130.04
Total									3,843.36	100.00	3,743.36

- a. Type 3 for *Pay/Adj* in the *Options column* to look at the payments/adjustments. Press enter.

9/26/24 11:15:41 Customer Invoice Inquiry Sys: AW TRN
 Status: A Total : 3,843.36 Cmp: AW Loc: 0001
 Cus#: 999999 TEST CUSTOMER Ph: Cur: USD PO #:
 Open: Paid: Opt: 2=Cus Case **3=Pay/Adj** 4=Remind Date 5=Display 6=Reprint 7=Fax/Email 8=G/L journal 9=Print labels

Op	Invoice #	Inv Date	Due date	Ltg #	Job location	Loc	St	I	Balance	Payment/Adj	Orig amount
<input type="checkbox"/>	76445-0001	9/18/24	9/18/24	111	TEST AVE, DALLA	0001	OP	0	713.32	100.00	613.32
3	76446-0001	9/26/24	9/26/24	111	TEST AVE, DALLA	0001	OP	0	3,130.04		3,130.04
Total									3,843.36	100.00	3,743.36

- b. The batch with the write off amount will be on the screen. Press F3 to exit and click on the Cash Receipts tab.

9/26/24 11:15:52 Payment History Sys: AW TRN
 Cmp: AW Loc: 0001 Invoice currency: USD

Cust #: 999999 TEST CUSTOMER

Invoice#_and Date	Loc	SI	Orig amount	Total pymts	Total adj	Balance
76446-0001 0001 OP			3130.04			3130.04
9/26/24						

Batch dt	System dt	Type	Amount	Document#	Batch #	Ltg #	Rsn
9/26/24	9/26/24	BAD DEBT	300.00-	W0092624	0000001005		PENDING

Display Functions

F03 Exit

F11 Fold/Unfold

F12 Previous

It is vital, though up to your company, to close the batch for a write-off. This is to ensure that there are no positive entries to offset the negative.

14. To close the batch, type a **Y** in *Close Batch*. Press enter twice to verify.

Batch #:	0000001002	Batch Total:	
Batch Date:	9/18/24	Batch Item Count:	1
Doc Amount:		Doc currency:	USD
Doc Number:		Close Batch:	<input checked="" type="checkbox"/>
Invoice #:	<input type="text"/> - <input type="text"/>		
- or -			
Inv summary #:	<input type="text"/>		
- or -			
Cust # or name:	<input type="text"/>		
- or -			
Invoice OCR #:	<input type="text"/>		

15. Back in the **Customer Invoice Inquiry** screen, look up the customer account once again and the invoices displayed will have the *Payment/Adjustment* taken from the invoice. Press **F3** to exit.

Customer Invoice Inquiry											
Op	Invoice #	Inv Date	Due date	Ltg #	Job location	Loc	St	I	Balance	Payment/Adj	Orig amount
<input type="checkbox"/>	76445-0001	9/18/24	9/18/24		111 TEST AVE, DALLA	0001	OP	0	713.32	100.00	613.32
<input checked="" type="checkbox"/>	76446-0001	9/26/24	9/26/24		111 TEST AVE, DALLA	0001	PP	0	2,830.04	300.00-	3,130.04
Total									3,543.36	200.00-	3,743.36