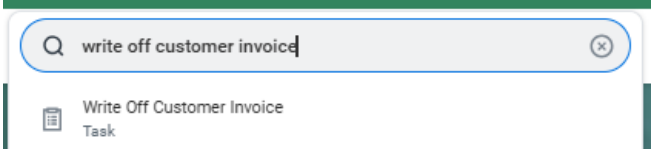


Customer Accounts/Revenue: Bad Debt Write Off

Audience / Role	Customer Billing Specialist Customer Deposit Specialist Customer Payment Specialist
Description	This job aid provides instructions to write off funds that are not able to be collected.
Before You Start	Identify the customer invoices that needs write off

Bad Debt Write Off

1	In the Search bar, enter Write Off Customer Invoice. In the search results, select Write Off Customer Invoice task. 
2	Under Write Off Customer Invoice, enter and/or validate the required following information: • Company – Select the company. • Customer – Select the customer. • Write Off Date – Defaults to today's date. Update if necessary. • Invoice Currency – Select USD. Select OK.
3	Under the Write Off Customer Invoice, for Customer Invoice Information, enter the following information: • Write Off Date – defaults to selected date. • Default Writeoff Reason – Select the writeoff reason: Customer Bankrupt, Disrupted Amount, Small Difference, or Uncollectable. • Memo – enter an explanation for the write off.
3	Under the Invoices tab, check the box in the Select column next to the invoice(s) to write off and select on Write-off Lines.
4	Under Attachments add an attachment – Attach Board Approval Doc
5	Select Submit.



Customer Accounts/Revenue: Bad Debt Write Off

What Happens Next?

- Write off transaction is routed for approval to Cost Center Manager
- Upon business process completion write off is created

Related Reports

- Find Customer Invoice Write-Offs
- Find Customer Invoices for a Company

Related Job Aids

- Create Customer Invoice and Adjustment
- Perform Customer Invoice Maintenance