

# Write Off Customer Balance Utility

Last Modified on 03/01/2024 10:46 am CST

This utility, found under the *A/R* menu, was designed to automatically write off small balances from customer accounts. Prior to using this utility, the *Maximum A/R Balance to Write Off* must be established for each location using the utility. This setting is found at *Setup / Locations* on the *Preferences* tab.

The Write-off Customer Balance utility easily writes off multiple customer balances simultaneously. It is recommended to set up a Pay Method to use with this utility.

A Pay Method can be set up at *Accounting / Setup / A/R / Pay Methods*. Select **Add Row** and enter a name in the *Pay Method* such as *Bad Debt* and a *Short and Long Description*. Double-click in the *Location* column and select the general ledger account to which this pay method should post. If there are multiple locations, a general ledger account must be chosen for each location. Select **OK** to save.

The screenshot shows the 'Setup Pay Methods' window. It contains a table with the following columns: Pay Method, Long Description, <00MAIN>, 00MAIN Acct I, and Require Signature. The table lists 16 pay methods, including Check, Cash, Credit Card, Debit Card, Adjustment, Farm Plan, AMEX, Visa, MasterCard, Discover, Budget DNU, Cash Back, Gift Cert, Financed Prod, Respray, and Bad Debt. Below the table is an 'Add Row' button and 'OK' and 'Cancel' buttons.

	Pay Method	Long Description	<00MAIN>	00MAIN Acct I	Require Signature
1	Check	Check	Undeposited Cash	1100000-00	<input type="checkbox"/>
2	Cash	Cash	Undeposited Cash	1100000-00	<input type="checkbox"/>
3	Credit Card	Credit Card	Credit Card Clearing	1102000-00	<input type="checkbox"/>
4	Debit Card	Debit Card	Credit Card Clearing	1102000-00	<input type="checkbox"/>
5	Adjustment	Adjustment	Clearing Account	9999000-00	<input type="checkbox"/>
6	Farm Plan	John Deere Fin...	Clearing Account	9999000-00	<input type="checkbox"/>
7	AMEX	AMEX	Credit Card Clearing	1102000-00	<input type="checkbox"/>
8	Visa	Visa	Credit Card Clearing	1102000-00	<input type="checkbox"/>
9	MasterCard	MasterCard	Credit Card Clearing	1102000-00	<input type="checkbox"/>
10	Discover	Discover	Credit Card Clearing	1102000-00	<input type="checkbox"/>
11	Budget DNU	Budget DNU	Budget Billing Receivable	1220000-00	<input type="checkbox"/>
12	Cash Back	Cash Back	Undeposited Cash	1100000-00	<input type="checkbox"/>
13	Gift Cert	Gift Certificates	Gift Certificates	2730000-00	<input type="checkbox"/>
14	Financed Prod	Financed Prod	Financed Product Clearing	4400000000	<input type="checkbox"/>
15	Respray	Respray	Respray Clearing	1103000-00	<input type="checkbox"/>
16	Bad Debt	Bad Debt Expen...	Bad Debt Expense	6800000-00	<input type="checkbox"/>

A maximum balance to write-off must be set up before using the utility. To set this up, go to *Accounting / Setup / Locations* and choose the *Preferences* tab. In the lower portion of the window, enter the *Maximum AR Balance to Write Off* which should reflect the highest dollar amount to write off to the G/L Account established with the Pay Method. Any A/R balance equal to or less than this number will be written off when this utility is used.

Edit Location - 00MAIN SSI Farm Services - IL

Profile G/L Posting Preferences Remit Address Transfers

<Finance Charge Item> Finance Charge

Sales Tax Multiplier 0

<Commission Item>

<Surcharge Product> Surcharge

Extra Charges

Document Numbering

Document	Auto Numbering	Last Used#
Invoice		1200894
Payment		120322
Purchase Order	<input checked="" type="checkbox"/>	120026
Booking		1200266
Quick Ticket		120006
Inventory Adjustments		120013
Sales Order		
AP Purchase Order	<input type="checkbox"/>	119999
Purchase Order Request	<input type="checkbox"/>	119999

Use Sales Tax on Sales Order ☐

Use Booking Sales Tax Check ☒

Allow Sales Tax to be Prepaid ☒

<Estimated Sales Tax Item> Prepaid Sales Tax

☐ Print list price on any booking line item where the price does not match the list price

☒ Use transaction date for payment at roll-thru payment

☐ Default quantity when loading out by ticket in Mobile Inventory

Maximum AR Balance to Write Off 2.00

Moneris Bank Card Processing

☒ None

☐ Moneris eSelect Plus (IDTech)

☐ Moneris Secure Pass Thru (POSPAD)

Dept Code

Save Cancel

To run the utility, go to *Accounting / A/R / Write-off Customer Balance*. Select specific customers or accept the default of *All*, choose the *Date* to post the write-off, specify the *Payment Method*, and enter a *Description* if needed.

Write-off Customer Balance

Select Customers All Select

Date 11/10/2023

Payment Method Adjustment ☒ Preview Payments

Description Write-off Customer Balance

Load Set Save Set

Post Cancel

Select the *Preview Payments* option before choosing **Post** to display each customer whose balance will be written off along with their balance and the Invoice number(s) that hold(s) the balance. If *Preview Payments* is not selected, when choosing **Post**, the balances are written off without display each transaction first.

Payments for each customer will display. Choosing **Skip** will not post the payment for that customer and their balance will remain in Agvance.

**Payment on Accounts**

Date: 11/10/2023 Payment Number: 120323

<Customer ID> Cryst Crystal Creek Farms, Inc.

Payment Amount: Regular

Surcharge Amount: 0.00

Payment Collected: 0.00

Discount Amount: 0.5 <Disc Acct> 9999000-00

Total Credit: .50 Control #

Clear Locks

Description: Write-off Customer Balance

☒ Use U/A Cash

Auto Apply

	Pay Method	Ref #	Pay Amount	Surcharge	Apply S
1	Adjustment		0.00		
2					

	Date	Invoice #	Due	Gross	Unpaid Amt	Disc Date	<Discount>	Payment	Invoice Terms	Cor
1	<input checked="" type="checkbox"/> 07/05/2023	1200054	08/15/2023	0.50	0.50	Expired	0.50	0.00		3290

View Invoices

Apply Untag All Print Form

Totals .50 0.00

☐ Print on Save ☐ Issue Check

Cancel Save Skip

When running the Payment Register found at *Accounting / Reports / Accounts Receivable / A/R Status*, the balance written off will be itemized with the detail payment records included on the report. However, the Location Recap, G/L Recap, and Payment Method Recap do not reflect the balance written off in the *Total* column. To verify this information in more detail, it is recommended to run an Account Detail report for the G/L account used when setting up the Payment Method.

Payment Register											
Date 11/10/2023 TO 11/10/2023											
All Locations											
Sorted By Payment # / Payment Date											
Payment #	Control #	Date	ID	Name	Payment Type	Payment Method	Reference Number	Payment Amount	Amount Received	Discount	Total Credit
120323		11/10/2023	Cryst	Crystal Creek Farms, Inc		Adjustment		0.00	0.00	0.50	0.50
				Invoices Paid:							
				1200054	0.50						
Grand Totals									0.00	0.50	0.50
Location Recap											
<u>Location</u>		<u>Method of Payment</u>				<u>Total</u>		<u>G/L Account</u>			
00MAIN		Adjustment				0.00		9999000-00			
		Total for 00MAIN				0.00					
G/L Account Recap											
<u>G/L Account</u>				<u>Total</u>							
9999000-00				0.00							
Payment Method Recap											
<u>Method of Payment</u>				<u>Total</u>							
Adjustment				0.00							