



Training Dynamo Presents: Microsoft Dynamics GP Tips and Tricks

Writing Off AR Documents

Use the Write Off Documents window to write off outstanding credit or debit balance amounts for one or more customers. You can specify a writeoff limit and cutoff date, and whether to create one credit or debit memo for each customer or document. The debit or credit memos that you create will be posted and applied to the documents you're writing off balances for.

A screenshot of the "Write Off Documents" window in Microsoft Dynamics GP. The window has a blue title bar and standard Windows window controls. It contains several fields: "Writeoff Type:" with a dropdown menu set to "Underpayments"; "Create One Writeoff per:" with a dropdown menu set to "Customer"; "Writeoff Limit" with a text box containing "\$5.00"; and "Cut-off Date" with a text box containing "1/31/2007". Below these are "Customers:" with a dropdown menu set to "Customer ID", and radio buttons for "All", "From:", and "To:". There is also a "National Accounts:" section with two radio buttons: "Create writeoff from Parent" (selected) and "Create writeoff from Child". At the bottom right are three buttons: "Process", "Preview", and "Cancel".

1. Change the System Date to the date you want used for Credit and Debit Memos that will be created.
2. Open the window: TOOLS>ROUTINES>SALES>WRITE OFF DOCUMENTS
3. Writeoff Type:
 - a. Underpayments: Writeoff when a customer pays less than the invoice amount. This automatically creates and applies a Credit Memo for the customer. Remember, it will use the system date.
 - b. Overpayments: Writeoff when a customer pays more than the invoice amount. This automatically creates and applies a Debit Memo for the customer. Remember, it will use the system date.
4. Create One Writeoff per:
 - a. Customer: Groups all balances together and creates one Debit/Credit memo to writeoff the balance.
 - b. Document: Creates one Debit/Credit memo for each document being written off.



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5. Writeoff Limit: Choose the dollar amount limit for the search for items that will be written off.
6. Customers: You can select a range of customers based on:
 - a. Customer ID
 - b. Name
 - c. Class ID
 - d. Type
7. National Accounts: If you are using National Accounts, you can create the writeoff from the Parent or the Child customer record.
8. **Before you process, click PREVIEW!**
 - a. This will allow you to review a list of the documents that the system is planning on writing off. Click on the Blue Underlined Writeoff Amount to Zoom to the item that is going to be written off.
 - b. You can stop the system from writing off specific documents if you need them to stay on your aging if you are trying to collect. Simply uncheck the box next to the transactions you do not want to write off.

A screenshot of the "Write Off Preview" window in Microsoft Dynamics GP. The window has a blue title bar and standard Windows window controls. Inside, there are two buttons: "Unmark All" and "Mark All". Below these is a table with three columns: "Customer ID", "Customer Balance", and "Writeoff Amount". The table contains four rows of data, each with a checkbox in the first column. The first two rows have checkboxes that are not checked, and the last two have checked checkboxes. The "Writeoff Amount" column shows values of \$0.00, \$0.00, \$9.90, and \$10.00. At the bottom of the window, there is a summary section with two rows: "Total Writeoff Available" with a value of \$29.37, and "Total Writeoff Taken" with a value of \$19.90. An "OK" button is located at the bottom right of the window.

	Customer ID	Customer Balance	Writeoff Amount
<input type="checkbox"/>	ISNINDUS0001	\$14,978.34	\$0.00
<input type="checkbox"/>	LAWRENCE0001	\$23,642.79	\$0.00
<input checked="" type="checkbox"/>	MAHLERST0001	\$34,289.30	\$9.90
<input checked="" type="checkbox"/>	POLKVALL0001	\$21,461.08	\$10.00

Total Writeoff Available	\$29.37
Total Writeoff Taken	\$19.90

OK



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9. Note: The Writeoff will distribute to the account on the customer card. If this is blank, the writeoff will distribute to the account setup on the TOOLS>SETUP>POSTING>POSTING ACCOUNTS window. If this is blank, it will create the GL entry that cannot be posted until an account is entered.