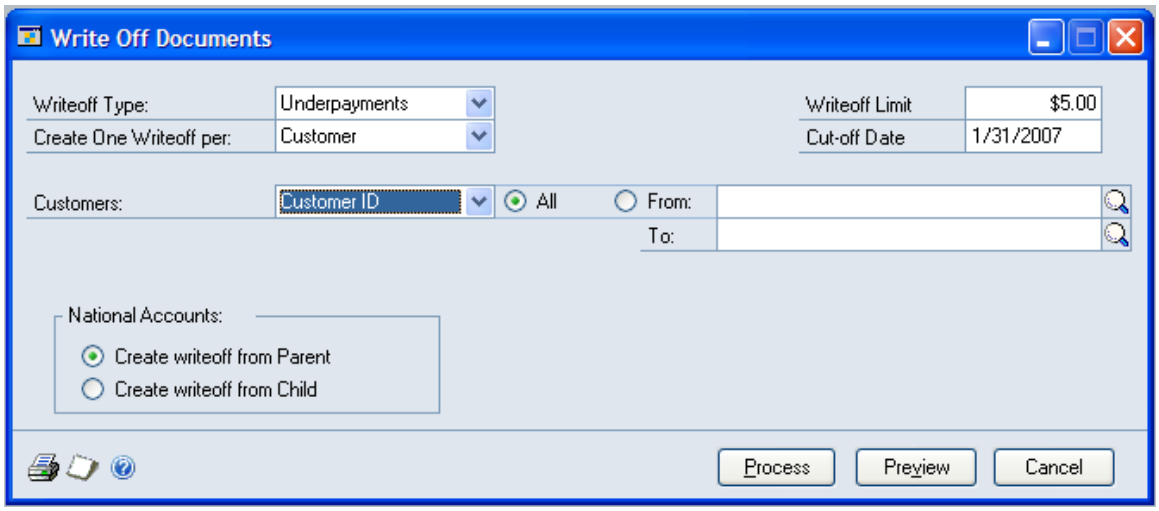
Training Dynamo Presents:
Microsoft Dynamics GP
Tips and Tricks

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.



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.

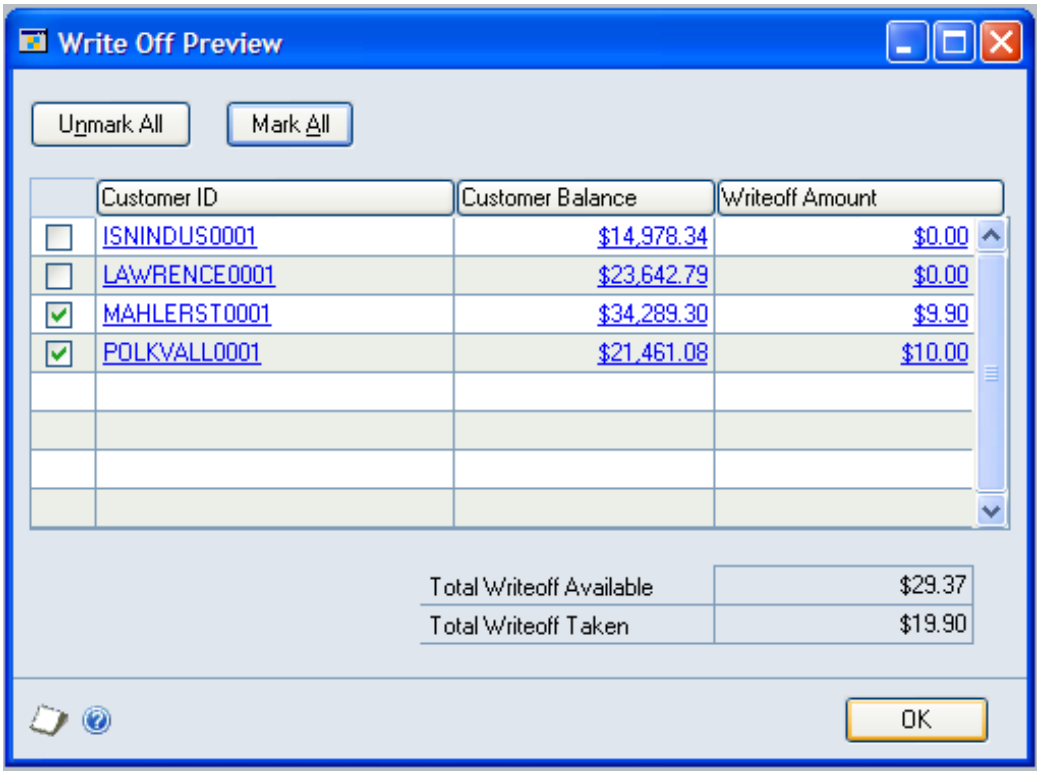
4. Create One Writeoff per:
    a. Customer: Groups all balances together and creates one Debit/Credit memo to writeoff the balance.
    b. Document: Creates one Debit/Credit memo for each document being written off.

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.



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.