

Customer Invoice Write-off Lookup

The Customer Invoice Write-off Lookup document facilitates searching for one or more invoices to write off in the AR module. If multiple invoices are selected for write-off, the system generates individual write-off documents for each.

Document Layout

The screenshot shows a web form titled "Customer Invoice Writeoff Lookup". It contains several input fields: "Customer Number" (text box), "Customer Name" (text box), "Customer Type" (dropdown menu), "Invoice Number" (text box), and "Age" (text box). At the bottom of the form are three buttons: "Search", "Clear", and "Cancel".

The initial display of the Customer Invoice Write-off Lookup is a simple lookup screen.

Customer Invoice Write-off Lookup search field definitions

Title	Description
Age	Specifies the least number of days past due of desired invoices in the search results.
Customer Name	The textual name that commonly references or represents the customer organization. Leave blank to search for multiple customers.
Customer Number	A unique number assigned to identify each vendor/organization as a customer. Leave blank to search for multiple customers.
Customer Type	The grouping for the desired type of customer (Individual, private business, etc.).
Invoice Number	The number uniquely assigned to the Invoice record in the associated organization's accounting system. Leave blank to search for multiple invoices.

After entering search criteria, click the **Search** button. The system displays the search results beneath the search fields.

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Customer Invoice Write-off Search Results

Viewing rows 1 to 1

Select All Unselect All Return Selected

Customer Number	Customer Name	Customer Total
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Write Off	Document Number	Age	Billing Date	Invoice Total Amount	Open Amount
<input type="checkbox"/>	55843780	434	11/28/2016	200.00	200.00
<input type="checkbox"/>	56593855	411	12/21/2016	232.50	232.50
<input type="checkbox"/>	56889969	396	01/05/2017	183.79	183.79
<input type="checkbox"/>	59177809	326	03/16/2017	204.75	204.75
<input type="checkbox"/>	60257778	292	04/19/2017	168.80	168.80
<input type="checkbox"/>	61367721	262	05/19/2017	148.00	148.00
<input type="checkbox"/>	61657148	250	05/31/2017	56.18	56.18
<input type="checkbox"/>	62098918	237	06/13/2017	180.00	180.00

Customer Invoice Write-off search results field definitions

Title	Description
Age	The number of days that the invoice is past due.
Billing Date	The date the invoice was created (mm/dd/yyyy format).
Customer Name	The name of the customer organization.
Customer Number	A unique number assigned to identify each vendor/organization as a customer.
Customer Total	The total outstanding amount due
Document Number	The number of the invoice.
Invoice Total Amount	The total amount billed to the original invoice.
Open Amount	The dollar amount outstanding on the invoice.
Write-off	Check the appropriate box for each invoice to be written off.

Select invoices by clicking one or more boxes in the **Write Off** column, or click **Select All** to select them all. Once the invoices have been selected, click **Return Selected**.

The system retrieves the specified invoices and displays them in the Customer Invoice Write-off Summary screen.

Customer Invoice Write-off Summary

Customer Invoice Writeoff Summary

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INVOICES TO WRITEOFF

Doc Nbr	Age	Billing Date	Invoice Total Amount	Open Amount
55843780	434	11/28/2016	200.00	200.00
56593855	411	12/21/2016	232.50	232.50

CUSTOMER NOTE

* Note:

This screen contains a tab for each customer for which you are writing off one or more invoices.

Customer Invoice Write-off Summary field definitions

Title	Description
Age	Display-only. The number of days the invoice is past due.
Billing Date	Display-only. The date the original invoice was billed.
Doc Nbr	Display-only. The invoice number.
Invoice Total Amount	Display-only. The total amount due on each invoice.
Note	Required. Enter text to document the reason for writing off this invoice or invoices for this customer.
Open Amount	Display-only. The amount still due on each invoice.

Click **Create** to generate Customer Invoice Write Off Documents for each customer.

Process Overview

Business Rules

- Invoice must have an open amount
- Must have note to describe why invoice is to be written off
- If parameter ALLOW_SALES_TAX_LIABILITY_ADJUSTMENT_IND=N, entries reverse the receivable on the income account and the sales tax account, the offset is to Fund Balance. The sales tax write off will post to the write off account listed on Organization Account Defaults.
- The general ledger pending entries will post either to the accounting string listed in the Organization Accounting Default Organization Write-off Account Defaults; or to the accounting string on the invoice.

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Routing

Customer Invoice Write-off documents generated by this process are routed to the fiscal officer. The fiscal officer is obtained from the revenue account(s) being credited or written off. A document will be routed only if the amount of the write-off is above the system's set write-off threshold.

Example

The department of Arboretum Administration at Kuali University offers surplus plants to the general public following research activities. Customers include local nurseries, individuals, and municipalities.

After making their partial payment towards the eleven remaining *arborvitae* and two dogwood trees, customer DCH fell victim to a local economic downturn and went bankrupt. If DCH has multiple outstanding invoices, or if the arboretum does not recall the invoice number, the appropriate staff member may conduct a search by clicking the **Customer Invoice Write-off Lookup**.