

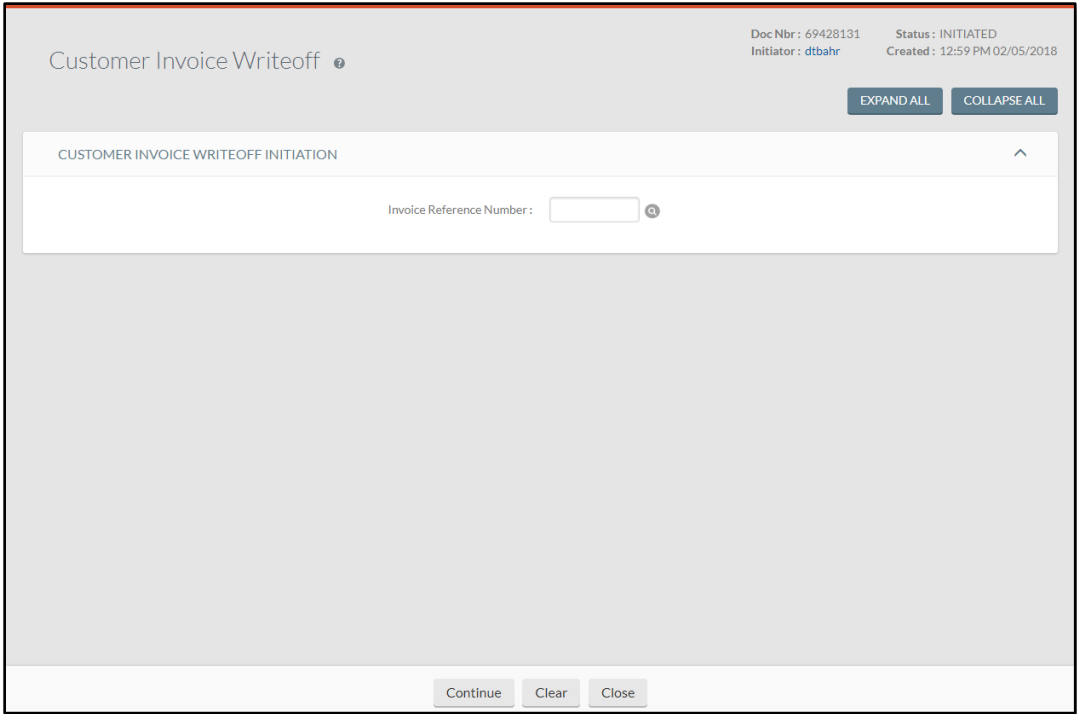
# Customer Invoice Write-off

The Customer Invoice Write-off document facilitates the entry and tracking of write-off information in the AR module. This document should only be used to record bad debt for invoices deemed uncollectible. Do not use this document to clear small balances from invoices.

## Document Layout


When you select Customer Invoice Write-off from the menu, the system displays the Customer Invoice Write-off Initiation tab.

## Customer Invoice Write-off Initiation Tab



This is the first of two displays related to the Customer Invoice Write-off document.

### Customer Invoice Write-off Initiation tab field definitions

Title	Description
Invoice Reference Number	<p>Required. The number of the invoice to be written off. If the invoice number is not known, use the custom document search screen for Customer Invoice Write-off Lookup to find it.</p> <p> For information about the Customer Invoice Write-off Lookup and other custom document searches, see Performing Custom Document Searches in the <i>Overview and Introduction to the User Interface</i>.</p>

# IU KFS AR MODULE 7.0 DOCUMENTATION

After you click **search**, the system displays the tabs of the main Customer Invoice Write-off screen.

## Customer Invoice Write-off Document, Main Screen

Doc Nbr : 69428131      Status : INITIATED  
Initiator : dtbahr      Created : 12:59 PM 02/05/2018

Customer Invoice Writeoff

EXPAND ALL    COLLAPSE ALL

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**DOCUMENT OVERVIEW** ^

OVERVIEW

\* Description:       Explanation:

Organization Document Number:

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**CUSTOMER INVOICE SUMMARY** ^

Invoice Information  
\* Invoice Reference Number : 69330297      Open Amount : 28.80

Customer Information  
Customer Number : IND2923      Customer Name : INDIANA UNIVERSITY FOUNDATION  
Address 1 : SHOWALTER HOUSE      City : BLOOMINGTON  
State : INDIANA      Postal Code : 47408

\* Note:

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**INVOICE ITEMS** ^

Invoice Items

Quantity	Description	Open Amount	Writeoff Amount
1:	1 THEATRE DANCE DEPT MEETING WITH LIBRARY HELD ON JANUARY 8, 2018 @ LIBRARY ROOM 301. SUPPLIED GOLD PEAK TEA (UNSWEETENED)	12.99	12.99
2:	7 ARTICHOKE PARMESAN DIP	13.93	13.93
3:	1 7% SALES TAX	1.88	1.88
Writeoff Total			28.80

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GENERAL LEDGER PENDING ENTRIES v

NOTES AND ATTACHMENTS (0) v

AD HOC RECIPIENTS v

ROUTE LOG v

Submit    Save    Blanket Approve    Cancel

# IU KFS AR MODULE 7.0 DOCUMENTATION

The main Customer Invoice Write-off document contains two unique tabs—**Customer Invoice Summary** and **Invoice Items**—in addition to the standard financial transaction tabs.

➔ For more information about the standard tabs, see Standard Tabs in the *Overview and Introduction to the User Interface*.

## Customer Invoice Summary Tab

The screenshot shows a web interface titled "CUSTOMER INVOICE SUMMARY" with a collapse icon in the top right. It is divided into two sections: "Invoice Information" and "Customer Information".

**Invoice Information:**

- \* Invoice Reference Number: 69330297
- Open Amount: 28.80

**Customer Information:**

- Customer Number: IND2923
- Customer Name: INDIANA UNIVERSITY FOUNDATION
- Address 1: SHOWALTER HOUSE
- City: BLOOMINGTON
- State: INDIANA
- Postal Code: 47408
- \* Note: [Empty text box]

This tab contains summary information that identifies the invoice and the customer.

The **Customer Invoice Summary** tab contains two sections: **Invoice Information** and **Customer Information**.

### Invoice Information Section

The screenshot shows a single-section interface titled "Invoice Information" with a collapse icon in the top right. It contains the following information:

- \* Invoice Reference Number: 69330297
- Open Amount: 28.80

### Invoice Information section field definitions

Title	Description
Invoice Reference Number	Required. The number of the invoice to be written off.
Open Amount	The dollar amount outstanding on the invoice.

# IU KFS AR MODULE 7.0 DOCUMENTATION

## Customer Information Section

Customer Information	
Customer Number: IND2923	Customer Name: INDIANA UNIVERSITY FOUNDATION
Address 1: SHOWALTER HOUSE	City: BLOOMINGTON
State: INDIANA	Postal Code: 47408
* Note: <input style="width: 150px; height: 20px;" type="text"/>	

### Customer Information section field definitions

Title	Description
Address 1	The first line of the mailing address; displays primary, required address information (typically a P.O. box number or street number and street name).
City	The customer's city. The system fills in this entry automatically.
Customer Name	The customer's name. The system fills in this entry automatically.
Customer Number	A unique number assigned to identify each vendor/organization as a customer.
Note	Required. Enter text to document the reason for the write-off. Please be descriptive, i.e. bankruptcy, collections, unresponsive, etc.
Postal Code	Also known as the zip code, this is typically a 5-digit number that represents a geographic region within a state.
State	The two-letter abbreviation for the U.S. state.

## Invoice Items Tab

INVOICE ITEMS <span style="float: right;">^</span>			
Invoice Items			
Quantity	Description	Open Amount	Writeoff Amount
1:	1 THEATRE DANCE DEPT MEETING WITH LIBRARY HELD ON JANUARY 8, 2018 @ LIBRARY ROOM 301. SUPPLIED GOLD PEAK TEA (UNSWEETENED)	12.99	12.99
2:	7 ARTICHOKE PARMESAN DIP	13.93	13.93
3:	1 7% SALES TAX	1.88	1.88
Writeoff Total			28.80

### Invoice Items tab field definitions

Title	Description
Description	A brief textual description of the item.
Open Amount	The dollar amount outstanding on the invoice per line item.
Quantity	The quantity of each item that is being written off.
Write-off Amount	The total dollar amount outstanding on the invoice per line item.

## *Process Overview*

### **Business Rules**

- The invoice must have an open amount.
- The write-off must include a note to describe why the 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.

### **Routing**

The Customer Invoice Write-off document is routed to the fiscal officer. The fiscal officer is obtained from the revenue account(s) being credited or written off. The document will be routed only if the write off is over the system's set write-off threshold.

### **Post Processing**

A note is added by the system to the Invoice indicating that the invoice has been closed and references the initiator, document type and document number of the Customer Invoice Write-off document.

## *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, DCH fell victim to a local economic downturn and went bankrupt. Given the small amount due and the large number of unsecured creditors, the arboretum decided to write off the debt. If the arboretum recalls the invoice number from the Customer Invoice document, a staff member may enter it directly on the Customer Invoice Write-off document in a manner similar to the Customer Credit Memo document.