Write-off of Sponsor Invoice

Use this procedure to write off all or part of a customer/sponsor invoice.

1. Navigate to the customer invoice that needs the write off. On the related actions select Customer Invoice<Write Off Bad Debt.
2. Select the Write off Date of the invoice and select ‘Uncollectible’ as the reason in the header.

3. In the “Invoices” section at the bottom, the Invoice Number will auto populate for you. Hit the “+” to add lines so that the write off can be distributed (optional) to several worktags to divide the cost of the write off. Enter the same ‘Balancing Worktag’ and distribute the total invoice that should equal the ‘Total Invoice Amount” in the middle of the screen.
4. Scrolling to the right of this screen, you can see by adding the ‘Additional Worktags’, the rest of the data auto populates. When completely filled out, hit the OK at the bottom.

5. After approval, navigate back to the invoice and you will see that the ‘Amount Due’ is zero. However, the ‘Payment Status’ indicates Paid even though it has not been paid but written off.

6. Process Complete