Accounts Receivable

Customer Invoice Writeoff

The Customer Invoice Writeoff document facilitates the entry and tracking of writeoff information in the AR module. When you select Customer Invoice Writeoff from the Main Menu, the system displays the Customer Invoice Writeoff Initiation tab.

Customer Invoice Writeoff Initiation Tab

This is the first of two displays related to the Customer Invoice Writeoff document.

Customer Invoice Writeoff Initiation tab definition

<table>
<thead>
<tr>
<th>Title</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invoice Reference Number</td>
<td>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 Writeoff Lookup to find it. For information about the Customer Invoice Writeoff Lookup and other custom document searches, see “Performing Custom Document Searches” in the KFS Overview and Introduction to the User Interface.</td>
</tr>
</tbody>
</table>

After you click continue, the system displays the tabs of the main Customer Invoice Writeoff screen.
The main Customer Invoice Writeoff document contains two unique tabs—**Customer Invoice Summary** and **Invoice Items**—in addition to the standard financial transaction tabs.

*Note:* For more information about the standard tabs, see “Standard Tabs” in the *KFS Overview and Introduction to the User Interface.*

**Customer Invoice Summary Tab**

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

**Invoice Information Section**

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

<table>
<thead>
<tr>
<th>Title</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quantity</td>
<td>The quantity of each item that is being written off.</td>
</tr>
<tr>
<td>Description</td>
<td>The invoice accounting line description of the item.</td>
</tr>
<tr>
<td>Open Amount</td>
<td>The dollar amount outstanding on the invoice per line item.</td>
</tr>
<tr>
<td>Writeoff Amount</td>
<td>The total dollar amount outstanding on the invoice per line item.</td>
</tr>
</tbody>
</table>

Process Overview

Business Rules

- The invoice must have an open amount.
- The writeoff must include a note (over 5 characters) to describe why the invoice is to be written off.

Routing

The Customer Invoice Writeoff document is routed to the fiscal officer. The fiscal officer is obtained from the revenue account(s) being credited or written off. The Customer Invoice Writeoff document is routed to the fiscal officer. The fiscal officer is obtained from the revenue account(s) being credited or written off.

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 *arborvita* 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 Writeoff document in a manner similar to the Customer Credit Memo document.