

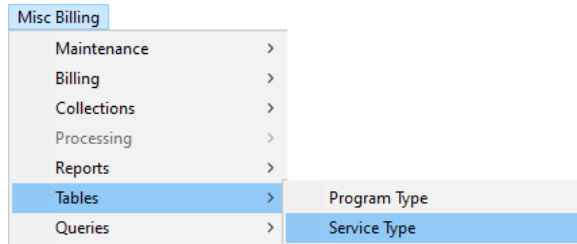


There are two ways to write off small balances in Misc. Billing. There is a process that will automatically select under/over balances up to a certain dollar amount and process them. To write off individual accounts, use the Adjustment Process.

1 Setup Revenue Write Off Accounts for Relevant Service Types

Set up a revenue write-off account in line 7 on all Service Types in the Service Type table that allow write-offs to be processed against them.

1.1 Service Type Table



Misc Billing ▶ Tables ▶ Service Types ▶ [3 Accounting]

Every service type in the system should have line 7 on the service type table set up with an account. *(The exception to this is Pre-Payments as there should be no write-offs on these invoices.)*

Year	Type	Program		
2023	95	HOAFEEES	HOA Fees	
<div style="display: flex; justify-content: space-between;"> 1 Service 2 Bill Rates 3 Accounting 4 Notes 5 Groups </div>				
Service	Description	Post to A/R	Adjustment Allowed this Category	
HOA	HOA Fees	<input checked="" type="checkbox"/>	<input type="radio"/> None <input type="radio"/> Charge <input type="radio"/> Payment <input checked="" type="radio"/> Both	
	Account Number	G/L Account Description		
1 Cash	01-000-1000-1001-000	CASH - NEWTOWN OPERATING ACCT		
2 Revenue or Liability	01-000-3000-3001-000	ASSESSMENTS		
3 Deferred Revenue	01-000-3000-3001-000	ASSESSMENTS		
4 A/R	01-000-1000-1100-000	ACCOUNTS RECEIVABLE - RESIDENTS		
5 Abatement	00-000-0000-0000-000	---6 Abatements		
6 Refund	00-000-0000-0000-000	---8 Refund		
7 Revenue Write-Off	01-000-1000-1140-000	ALLOWANCE FOR DOUBTFUL ACCTS.		
8 Fees	00-000-0000-0000-000	---7 Fees		

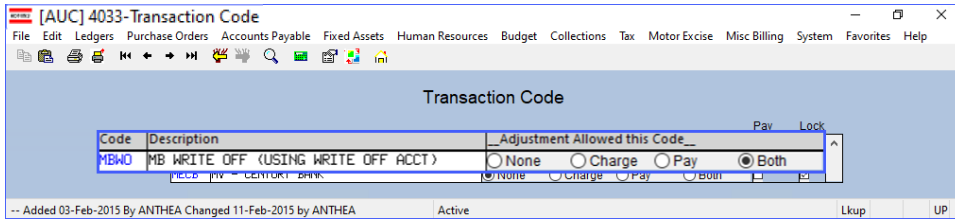
Note: **ADMINS** has updated the Revenue Write-off account on all the service types. Only update this if an account changes or a new service type is added.

1.1.1 Collections Module Transaction Code Table

Create an "MBWO" transaction code for this specific individual write-off via Adjustments. From the menu, select:

Collections ▶ Tables ▶ Transaction Code

This "MBWO" Code must be selected when making the adjustment to use the Revenue Write-Off account setup on the Service Type Table.



2 Write-Off Adjustments

The intent when writing off a small balance is to bring the balance of the invoice or certain lines on the invoice to zero. Therefore, any adjustments made using the new **MBWO** transaction code must bring the adjusted line balance to zero.

1. Create a new Adjustment Batch following the instructions in **MB-210 Adjustments and Transfers**
2. Click **Enter Adjust** ▶ **Adjustment Entry**
3. Select Customer/Invoice to Adjust

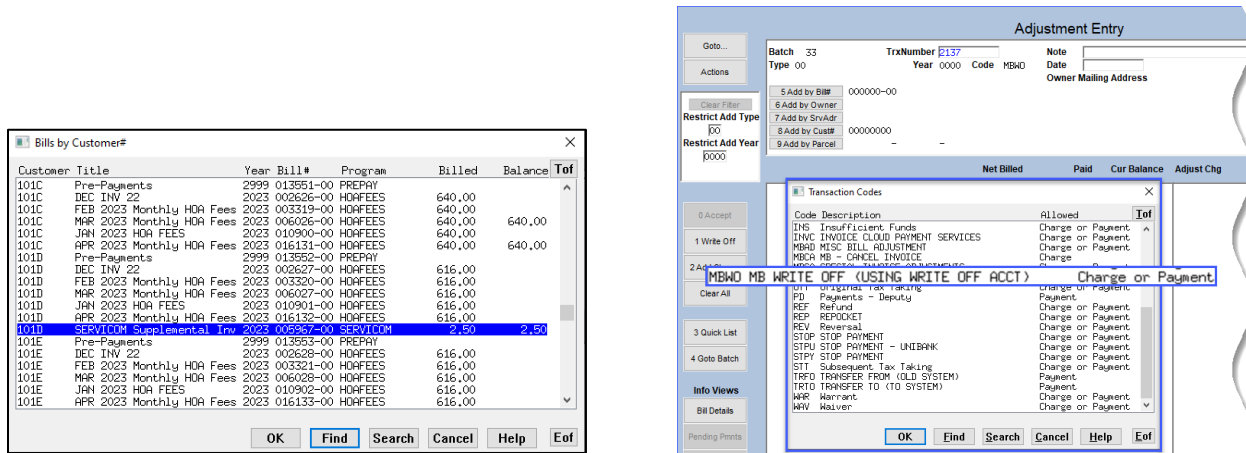


Figure 1 Select customer 101D, SERVICOM invoice from the lookup, then choose the MBWO transaction code

2.1 Write off Small Balance

If the Invoice had multiple lines [categories] listed with balances, individually adjust each line. Only lines with an adjustment charge or payment entered will be processed.



2.1.1 Example of Writing Off the Total Balance on an Invoice

Adjustment Entry

Batch 21 TrxNumber 31469 Note write off under-payment 1
 Type 95 Misc Billing Year 2023 Code MBWO Date 05-Apr-2023 2
 Owner Mailing Address Program SERVICOM
 SERVICOM Supplemental Invoices

5 Add by Bill# 005967-00
 6 Add by Owner
 7 Add by SrvAdr
 8 Add by Cust#
 9 Add by Parcel

	Net Billed	Paid	Cur Balance	Adjust Chg	Adjust Pay	Adjusted Balance
Security Assisted Lockouts	2,50		2,50	-2,50		0

- 1: Enter a note as to why this amount is being written off
- 2: Date the write-off is to be processed in the GL
- 3: Reduce the Charge to make the Adjusted Balance calculate to zero. In this case, we are reducing the charges by the current balance (the current balance is a positive \$2.50; the adjustment must be a negative \$2.50.)
- 4: Adjusted Balance column must be zero [0] for an **MBWO** transaction to be processed

This is not limited to underpayments. If no refund should be issued for a small credit balance and an overpayment will not be moved to a future bill, process a write-off of the overpayment to the doubtful accounts. In this case, the current balance on the line will be a negative number; to zero out the line, enter the corresponding positive number on the Adjust Pay column.

2.1.2 Example of Writing Off Some of the Balance on the Invoice

Here we are just writing off the Finance Change – Late Fee. There is still a balance on this invoice, but the late fee charge will be written off to the Doubtful account.

[AUC] 10344-Adjustment Entry [theresa]

File Edit Ledgers Purchase Orders Accounts Payable Fixed Assets Human Resources Budget Collections Tax Motor Excise Misc Billing System Favorites Help

Adjustment Entry

Batch 33 TrxNumber 2136 Note
 Type 95 Misc Billing Year 2022 Code MBWO Date 05-May-2023
 Owner Mailing Address Program HOA FEES
 HOA Fees

5 Add by Bill# 001636-00
 6 Add by Owner
 7 Add by SrvAdr
 8 Add by Cust#
 9 Add by Parcel

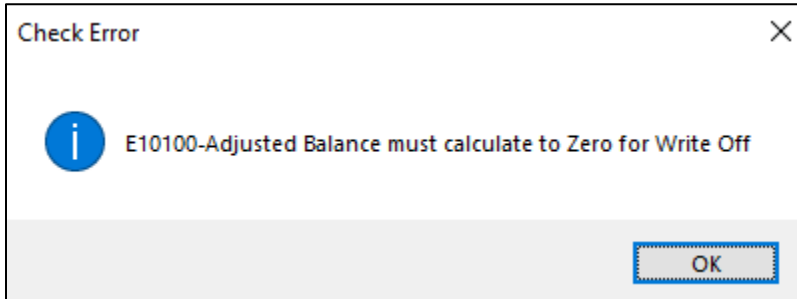
	Net Billed	Cur Balance	Adjust Chg	Adjust Pay	Adjusted Balance
HOA Fees - NOV 2022 HOA Fees	638,00	638,00			638,00
Finance Change - Late Fee - Nov 202	35,00	35,00			35,00

Line balance went from \$35.00 to Zero

	Net Billed	Cur Balance	Adjust Chg	Adjust Pay	Adjusted Balance
HOA Fees - NOV 2022 HOA Fees	638,00	638,00			638,00
Finance Change - Late Fee - Nov 202	35,00	35,00	-35,00		0,00



If the Adjusted balance column does not calculate to zero for that line the system will pop up this message:



Once you have accepted the adjustment and entered any other adjustments, process the batch.

Using the Example above where we are adjusting the late fees, the posting to the GL will move the money from the Other Income – Late Fees to the Allowance for Doubtful Accts.

Misc. Billing Posting Report - Summary by GL#

Posting#: 253						
FY	Date	Batch#	Account#	Description	Debit	Credit
2023	05-Apr-2023	21	01-000-1000-1100-000	ACCOUNTS RECEIVABLE - RESIDENTS		40.00
2023	05-Apr-2023	21	01-000-1000-1140-000	ALLOWANCE FOR DOUBTFUL ACCTS.	40.00	
2023	05-Apr-2023	21	01-000-2500-2901-000	REVENUE CONTROL	40.00	40.00
BALANCE SHEET					80.00	80.00
2023	05-Apr-2023	21	01-000-3000-3700-000	OTHER INCOME - A/R LATE FEES	40.00	40.00
SUBSIDIARY LEDGER					40.00	40.00
*** GRAND TOTAL ***						
Balance Sheet					80.00	80.00
Subsidiary Ledger					40.00	40.00

Note: the [Write-Off] button on the Adjustment screen only sets the Adjust Charge or Adjust Payment to the amount of the Current Balance on the line. It does not process write-offs using the Write-off account.