Write Off an Uncollectible Account Receivable

The Receive Payments window is used to process and record write off of accounts receivable that are uncollectible. After the write-off information has been updated and saved, the following has occurred:

Transactions	DR	CR	Subsidiary Records Updated	General Ledger Updated
Bad Debt Expense	$			✓
Accounts Receivable		$	✓	✓

Quick Reference Table

Step	Box or Other Location	Procedure
A	Home Page	Click the Receive Payments icon under Customers.
B	Received From	Select a customer from the drop-down list.
C	Payment Amount	Accept the "0.00" default.
D	Date	Accept the default date or edit.
E	Payment Method buttons	Select the Cash button.
F	Reference #	Type "write off."
G	Invoice number line being written off	Highlight anywhere on the relevant invoice number line. *(Skip this step if it is the only item or top item on the list.)*
H	Discount and Credits button	Click the Discount and Credits button to open the Discounts and Credits window, then click the Discount tab if it is not already open.
I	Amount of Discount	Enter the amount to be written off.
J	Discount Account	Select the Bad Debt Expense account from the drop-down list.
K	Discount and Credits window	Verify that the information entered is correct and click the Done button to return to the Receive Payments window.
L	Receive Payments window	Review the information to verify that it is correct.
M	Print button	Select the Print button to print the receipt.
N	Save & Close / Save & New buttons	Click the Save & Close or Save & New button.

Write Off an Uncollectible Account Receivable
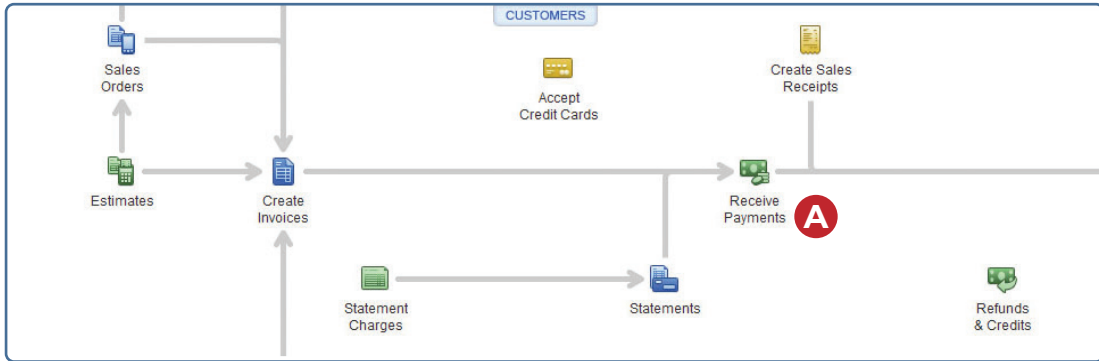
QuickBooks windows

(windows continued on the following page)

Write Off an Uncollectible Account Receivable

QuickBooks windows *(continued)*