Last Modified on 09/29/2026 12:22 pm EDT

A/R Invoice Write-Offs

Daily > Accounts Receivable Invoices > Write off A/R Invoices

When an outstanding receivable invoice is no longer collectible from the customer, a write-off is necessary to eliminate the receivable balance and charge the proper write-off expense account. The Write-off process is intended for a valid invoice that the customer will not pay, as opposed to an invalid invoice, for which the void process should be used.

Write-off A/R Invoice

Customer ID: You can select the appropriate customer by typing in the long field to the right of the magnifying glass or clicking the magnifying glass to select the customer from the list.

Write-off Period: This defines the fiscal period in which the write-off entry will be posted—both the elimination of the receivable and the associated income/expense entry.

Write-off Date: This is an informational field for the entry's date—it defaults to today—but it is irrelevant to the period in which the entry hits the financials.

Distribution Method: Choose between **Entry,** which allows for one or multiple invoice items to be written off to the same Write-off account, and **Line item,** which allows for separate/different Write-off accounts per invoice line to be recorded.

- **Entry:** The Write-off account can be chosen using the magnifying glass, and a Write-off comment can be written for the full transaction
- **Line Item:** Each invoice can be written off using a separate write-off account and a separate comment.

Open Invoice Balances: The check box lets you choose which invoice to write off. The amount will default to the full invoice amount, but can be changed to a partial amount. The Select/Deselect All checkbox at the bottom allows you to choose all of the current customer’s invoices to be written off.

Write-off button: Once you’ve made all appropriate selections and amounts of invoices to write off, either by the Entry or Line Item method, click the Write-off button in the top left corner of the screen, and the system will record the Write-off entry.