

Enterprise - How to "Write Off" a Small Invoice Balance

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Do you have one, two, or a handful of invoices that are carrying a small or next-to-nothing balance? One option that you have when it comes to short paid invoices is to write off that small balance within the AR module of Enterprise.

Note If you are unsure how many invoices have been short paid and/or what balance they are carrying, you can utilize the "Short Pay Invoices" report. This report will display a list of invoices that have had a payment applied to them but still have an open balance.

The screenshot displays the Enterprise software interface. On the left is a navigation menu with categories: employee, customer, order, assignment, contact, pay / bill, and reports (highlighted in dark blue). The main content area shows a list of menu items under 'My Favorites', including 'All', 'Affordable Care Act', 'Customer', 'Employee Info', 'Employee Reporting', 'Exports', 'Financial', 'Forecast', 'Log Information', 'Order & Assignment', 'Productivity', 'Sales & Invoicing', 'Tasks', 'Tax Administration', 'Time & Pay', and 'User Security Setup'. On the right, a window titled 'short pay' is open, showing a report card for 'Short Pay Invoices' with a description: 'Displays a list of invoices that have had a payment applied to them but still have an open balance.'

Run Short Pay Invoices Report:

The "Short Pay Invoices" report can be run by branch and grouped by either branch or customer. In the following write-off example, let's use the invoice #45800 for Murphy Construction that has a current balance of \$0.41.

Report Viewer - Short Pay Invoices

Branch: Memphis SW Group By: Branch View Report

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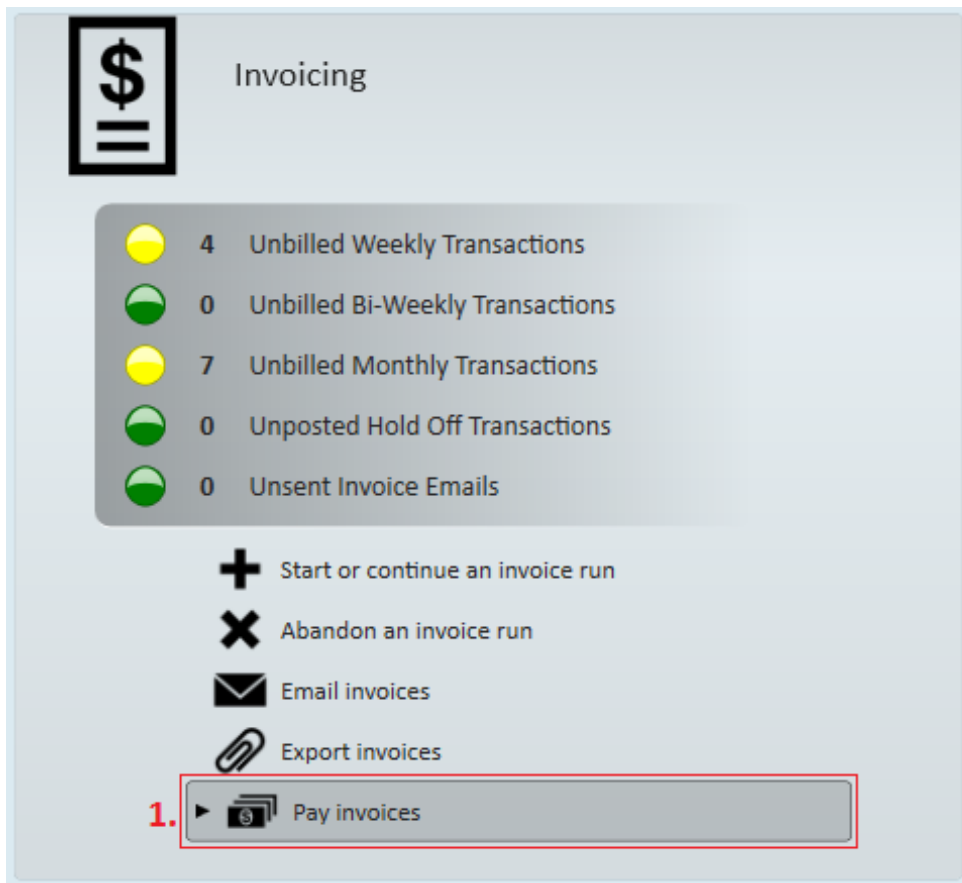
Short paid invoices grouped by Branch, from the following selected branches: 'Memphis SW'.

Customer Name	Invoice Number	Invoice Date	Invoice Amount	Paid Amount	Balance	Last Payment
Memphis SW						
Balloons Inc.	46282	11/25/2015	\$1,893.40	(\$355.25)	\$2,248.65	12/4/2015
Murphy Construction	45737	6/5/2015	\$444.57	\$400.00	\$44.57	6/16/2015
Murphy Construction	45797	6/18/2015	\$537.60	\$577.50	(\$39.90)	12/10/2015
Murphy Construction	45800	6/18/2015	\$111.41	\$111.00	\$0.41	9/15/2015
Murphy Construction	121	7/29/2015	\$853.18	\$405.04	\$448.14	12/10/2015
Murphy Construction	46028	8/28/2015	\$749.16	\$500.16	\$249.00	9/3/2015
Toro Company	46081	9/9/2015	\$760.00	\$190.00	\$570.00	11/2/2015
Toro Company	46120	10/1/2015	\$665.00	(\$185.00)	\$850.00	11/18/2015
Worthington Industries	46739	4/7/2016	\$0.00	\$0.51	(\$0.51)	4/7/2016
9 Invoices						
Report Totals	9 Invoices		\$6,014.32	\$1,643.96	\$4,370.36	

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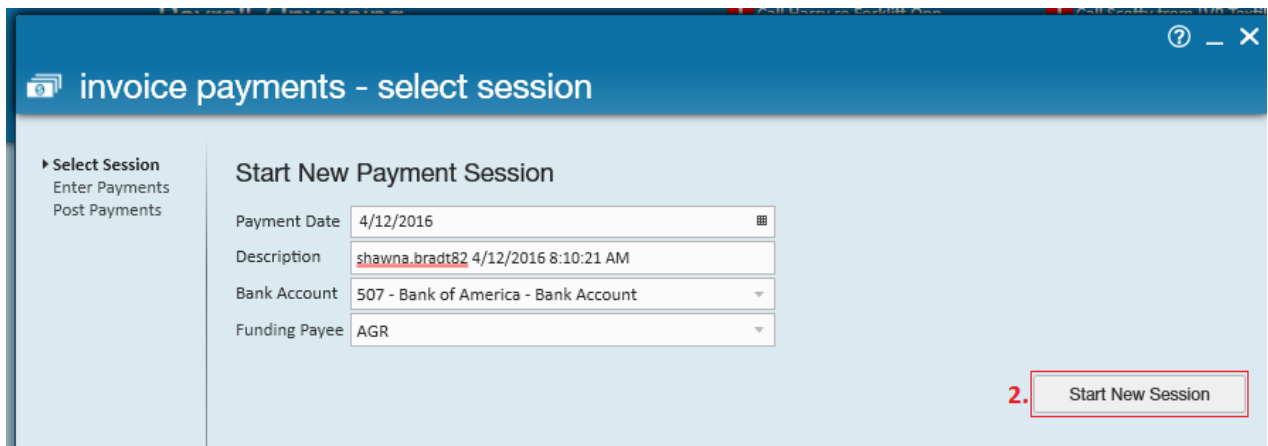
How to "write off" a small balance

1. Begin by expanding the invoicing box from the pay/bill dashboard of Enterprise and select to (1.) pay invoices.



This will automatically open the invoice payments wizard.

2. Select to (2.) start a new session.



3. Upon selecting this, users will automatically be advanced to the "enter payments" step of the wizard.

In the following example, within the "Find Invoices" tab of the enter payments screen we enter the (3.) invoice number 45800 and select the magnifying glass to search.

invoice payments - enter payments

Select Session
Enter Payments
 Post Payments

enter payment amounts

Find Invoices Quick Pay Lock Box Corrections


Start Date [] Customer Name [] Branch Name [] Unpaid
 End Date [] Customer ID [3.] Inv Number 45800 Partially paid
 Inv Amount [] Inv Balance [] Paid in full
 Overpaid
 This Session Only

Show more options Search Clear Criteria

4. As expected, this search returns one result - our \$0.41 invoice for Murphy Construction. To write off the balance, we set the (4.) action dropdown to write off and the (5.) reason dropdown to small balance write off (SBWO). Not seeing the action or reason columns? [Click here for help.](#)

Default Pay Date: 6/5/2017 This Session Only

Invoice #	Customer	Date	Total	Balance	Pending Balance	Action	Reason	Check #
▶ 47657	Fringe Labor	4/12/2017	\$860.00	\$860.00	\$860.00	Payment		
▶ 47658	SalesTaxingMonthly	4/12/2017	\$857.00	\$857.00	\$857.00	Payment		
▶ 47659	Bill's Packing	4/13/2017	\$775.60	\$775.60	\$775.60	Payment		
▶ 47664	Toro	4/17/2017	\$145.00	\$145.00	\$145.00	Write Off	SBWO	
▶ 47668	Crom Equipment	4/19/2017	\$295.20	\$295.20	\$295.20	Payment		
▶ 47676	The Tile Shop	4/21/2017	\$999.99	\$999.99	\$999.99	Payment		
▶ 47677	Sasquatch Steel	4/21/2017	\$1,276.56	\$1,276.56	\$1,276.56	Payment		
▶ 47678	Walker Signs	4/24/2017	\$14,665.00	\$9,145.00	\$9,145.00	Payment		
▶ 148	ABC Broom co	4/25/2017	\$6,600.00	\$6,600.00	\$6,600.00	Payment		
▶ 149	Coaster Company...	4/25/2017	\$5,963.00	\$5,963.00	\$5,963.00	Payment		

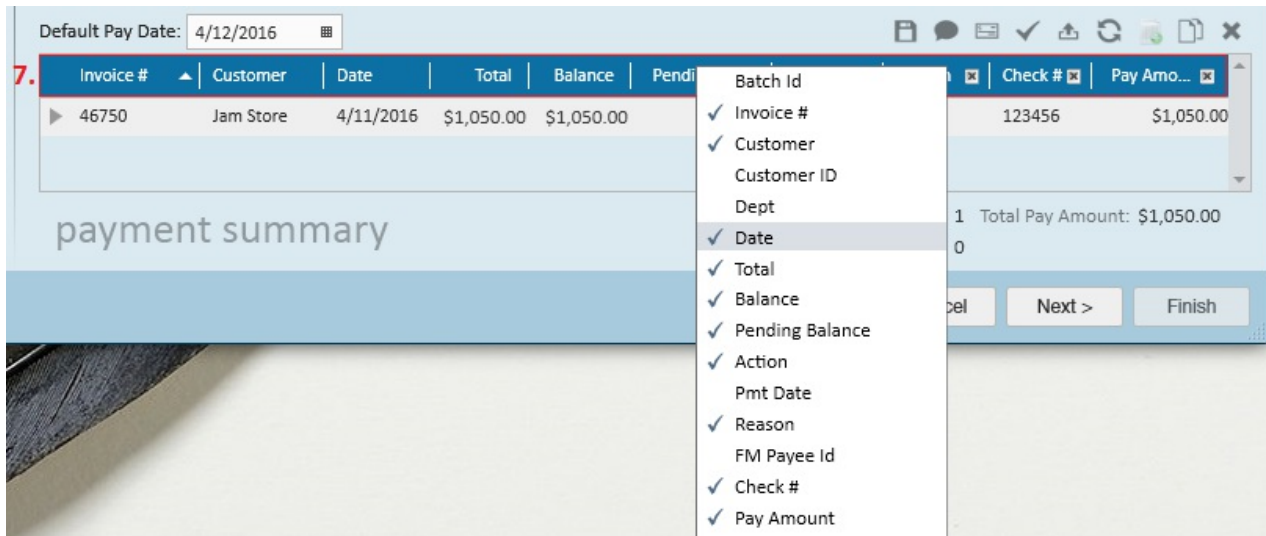
5. Next, enter (6.) \$0.41 in the pay amount column. Select the save icon →  (or use the hot key combination of ctrl + s) to run this command.

Balance	Pending Bal...	Action	Reason	Check #	Pay Amount
\$0.41	\$0.41	Adjustment	SBWO		6. .41

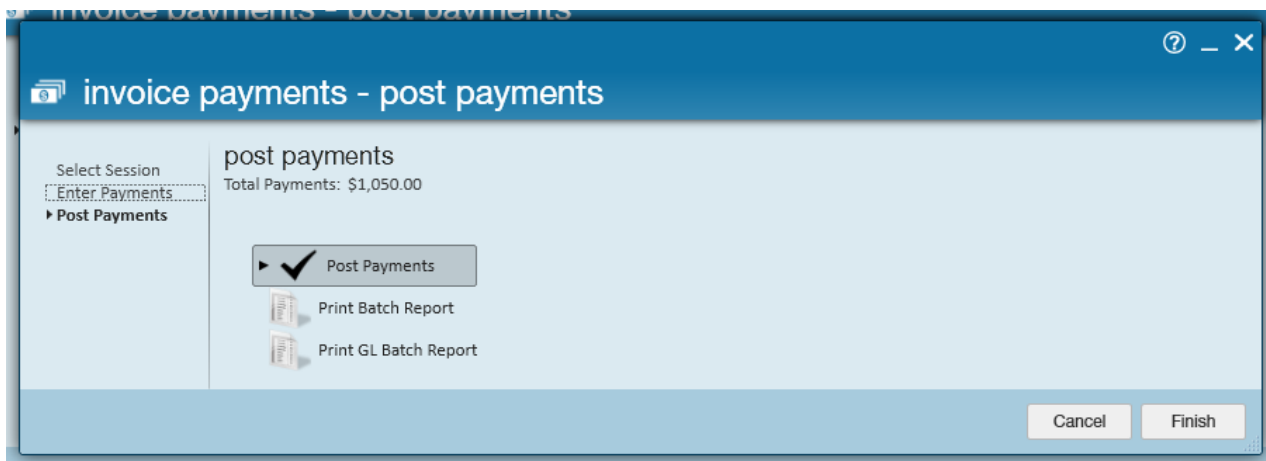
6. You may continue to locate invoices to apply payments and adjust balances. Once you are done entering in payments/adjustments, select the "next" button to move to the "post payments" step of the invoice payments wizard.

Note Friendly reminder that if you are not seeing the "Action" or "Reason" column within your invoice payments wizard, this means it simply hasn't been included in your table. Each user has the ability to customize the columns that display in nearly all tables within Enterprise.

Anytime you'd like to change the displaying columns, simply right click the (7.) column header and select/de-select from the options listed. Changes that are made will be "remembered" by Enterprise even after logging out and logging back in.



7. Click "post payments" when ready and select "finish" to exit the wizard.



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