Bad Debts

If a contact, such as a parent or guardian, won't pay for one or more of their invoices, you can write off all or part of those invoices as a bad debt, which will result in a reduction to their account balance.

To display the list of bad debts

Click "*Accounts*"

Click "*Bad Debts*"

To locate one or more bad debts in the list

The list of bad debts may become long; however, apart from browsing through the list, you can change the view so you only see the bad debts that you are interested in by applying one or more filters.

For example, to see all the bad debts with the word "tyler" in their Contact Name:

Click on the [ ] "*Down Arrow*" button in the "*Contact Name*" column header.

Click on "*Filter*" to display the filter details

Select "*Contains*" from the list of filter options.

Enter the text "tyler" (it doesn't matter if you enter the text in upper, lower, or mixed case).

Click on the "*Filter*" button to display the records that match the filter.

BAD DEBTS

Name | Bad Debt # | Bad Debt Date | Amount | Status

Tyler Allshouse (Parent) | BD-1002 | 01/12/2016 | $20.00 | Issued

1 - 1 of 1 items

The white background indicates a filter has been applied to this column.

When a filter is applied, the Trash Can button is displayed in red.

To remove all the filters

Click the "*Clear all Filters*" button.

All the filters will be removed, all the bad debts will be displayed, and the "*Clear all Filters*" button will be disabled and displayed in light grey.

To refresh the list of bad debts

If you set filters for multiple columns, you will need to select the "*Search*" button to apply all the filters to the list of bad debts.

BAD DEBTS

Name | Bad Debt # | Bad Debt Date | Amount | Status

Tyler Allshouse (Parent) | BD-1002 | 01/12/2016 | $20.00 | Issued

1 - 1 of 1 items

Click this button to refresh the list of bad debts.

NOTE:

The filters are remembered, which means if you close the window, the next time you open the Bad Debts window the filters will still be applied to the list of bad debts. To clear the filters, you will need to click the

 "Clear all Filters" button.

To create a new bad debt

Click the *"Create New Bad Debt"* button.

The following window will be displayed:

CREATE BAD DEBT

Select Contact

Contact

Select

Select the parent or guardian from the "Contact" list.

Click the "*Select*" button.

A window similar to the following window will be displayed for the selected contact:

You must enter a "***Bad Debt Date***", "***Comment***", and enter the "***Bad Debt Amount***" for at least one invoice that you checked (or ticked) before you can select the "**Save**" button to save the bad debt details.

Although you can type in a "***Bad Debt Date***", it is easier to select a date from the calendar that is displayed when you click on the date.

The "***Bad Debt Amount***" at the top of the window will automatically be updated as you enter the "***Bad Debt Amount***" for each applicable invoice.

You must enter a reason for the bad debt in the "***Comments***" field. This will be useful when you review your bad debt records at a later time.

You must check (or tick) at least one invoice to write off.

When you check (or tick) an invoice, the "***Bad Debt Amount***" for the invoice will automatically be set to the "***Outstanding Balance***" for that invoice.

Apply Bad Debt To Item?	Invoice Number	Invoice Date	Invoice Total	Outstanding Balance	Bad Debt Amount
☑	INV-1002	17/11/2016	$1,487.13	$406.13	406.13

NOTE:

The "Outstanding Balance" amount for an invoice may be less than the "Invoice Total" amount if part of the invoice has been previously written off or a receipt has been allocated to part of the invoice total instead of the full invoice total.

Only invoices with an "Outstanding Balance" will be included in the list of invoices available to write off.

If you don't want to write off the full "**Outstanding Balance**" amount, you can manually enter the "**Bad Debt Amount**" for that invoice, provided the amount you enter is greater than $0.00 and less than or equal to the "**Outstanding Balance**".

If you select the wrong invoice, simply uncheck (or untick) the invoice and the "**Outstanding Balance**" amount for the invoice will be automatically set to $0.00.

Once you have completed entering the "**Bad Debt Amount**" for the invoices you wish to write off, verify the Total "**Bad Debt Amount**" at the top of the window is correct before selecting the "**Save**" button to save the bad debt details.

NOTE:

Once an invoice or part of an invoice has been written off in a Bad Debt transaction, you cannot change or delete that bad debt transaction.

If the bad debt transaction was incorrect, you can create an "Account Balance Adjustment" entry for the parent to adjust their balance to the correct amount. See the tip sheet on "Educator Accounts Account Balance Adjustment" for details.

To view the details of a bad debt

From the list of bad debts, click the 🔍 "**View**" button for the bad debt transaction and a window will be displayed containing the bad debt details.

For example: