



Write Off Bad Debts

Set-up:

Go to Item No Details under Maintenance, enter 2 New items:

Paid By	P	P
Item No	WOF	WOL
Description	Write off frame	Write off lenses
Tax %	10	0
Report Group	Frame	Lens

If the patient hasn't made any payment yet:

e.g. the original bill is

By	Item No	Health Fund Description	Tax %	Amount \$
PF	110	Spectacle Frame	10	220.00
PL	212	Single Vision Lenses		100.00
Patient Closing Balance \$				320.00

To write off is just like patient cancelling the whole job:

Go to the patient's Billing screen, create a **New Bill** with today's date

By	Item No	Health Fund Description	Tax %	Amount \$
Patient Opening Balance				320.00
P	WOF	Write off frame	10	- 220.00
P	WOL	Write off lenses		- 100.00
Patient Closing Balance \$				0.00

Note:

- The total amount written off for frame and the total amount written off for lenses will show up in Billing reports such as Billing Item / Cash Sale Report as negative amounts.
- (Optional) You can also go to Billing Search by Item No under Financial to print out the patients with item No WOF or WOL.



If the patient has already made a deposit:

The deposit was proportioned into frame and lenses at the time of the payment and GST has been paid accordingly. If you want to change that deposit for lenses payment only (no GST) and you are going to put the frame back into stock, you need to reverse the original bill and payment (i.e. refund) and then re-enter a new bill for just the lenses and the payment for just the lenses.

e.g. the original bill is

By	Item No	Health Fund Description	Tax %	Amount \$
PF	110	Spectacle Frame	10	220.00
PL	212	Single Vision Lenses		100.00

with a deposit Payment of \$20, hence a balance of \$300

To write off:

1. Go to the patient's Billing screen, create a **New Bill** with today's date for FULL credit and FULL refund.

By	Item No	Health Fund Description	Tax %	Amount \$
		Patient Opening Balance		300.00
P	WOF	Write off frame	10	- 220.00
P	WOL	Write off lenses		- 100.00
RF	Cash	Refund by Cash		20.00
		Patient Closing Balance \$		0.00

2. Create a separate new Bill (with today's date) to re-enter the lens charge that the deposit for:

By	Item No	Health Fund Description	Tax %	Amount \$
P	WOL	Write off lenses		20.00

Then enter a new Payment (with today's date) for this \$20, leaving patient's balance to zero.

Note:

- A Refund of \$20 and a Payment of \$20 will cancel off each other.
- In the Payment reports, there will be a negative GST on the frame portion you paid before.
- It is better to enter both the Refund and Payment as Cash regardless of what the original payment type was. Cash Refund and Payment cancel off neatly in Banking reports.