



Knowledge Base Article

Free Download Real Estate Software - ProGold i2 web site: www.progoldi2.com
Real Estate Search Engine - ViewMyListing.com web site: www.viewmylisting.com
Search Local Classifieds – www.viewmylisting.com/buy-sale-trade
Agent Tools web site: www.viewmylisting9ae.com

Article ID: 4251
Subject: How to Write off an Unpaid Receivable Invoice or Balance
Last Modified: October 16, 2009

Applies to: Pro Gold i2 2.xx, 3.xx

Purpose: Accounts Receivable (invoicing) can be maintained and billed in Pro Gold. In certain situations, the company is left with invoices that will not be paid and need to be written off (such as when an agent leaves the company and has an outstanding invoice). The ideal way to handle these is to create a credit memo to write off the balance of the unpaid account because the credit memo books the expense write-off and there is a clear audit trail.

Procedure: Actions required to write-off and outstanding accounts receivable balances are explained below:

Step 1: Log into Pro Gold

Step 2: In the **Receivables Tab**, use the “**Issue Credit Memo**” icon to create a credit memo with the total balance the customer/agent owes

- a. If there is more than one customer/agent that needs amounts written off, then create a separate credit memo for each customer/agent
- b. For more information on how to use a credit memo, see [Knowledge Base Article 4173](#)

Step 3: Select the “Bad Debts” expense account as the Debit General Ledger Account on the credit memo

Step 4: Use the credit memo to pay off the invoices that are outstanding for the customer/agent.

Additional Information: Below is a link you can use to access Enhancement HelpNet Center resources, which includes the Knowledge Base Article (KBA) Library, Pro Gold i2 Documentation, and Training Webcasts:

<http://secured.progoldi2.com/webcast.aspx>

- The Enhancement HelpNet links are located on the right side of the web page.

Related articles: N/A

Keywords: Write Off Invoice, Agent Receivable, Receivables, Customer A/R, Writeoff, Bad Debt, Credit Memo, 4251