# 9.2 Writing an Item Off

**Purpose**: Use this document as a reference for writing an item off for an outstanding customer open item in ctcLink.

**Audience**: Accounts Receivable Specialist.

⚠ You must have at least one of these local college managed security roles:

- ZZ AR Item Entry

  You must also set these User Preference Definitions:

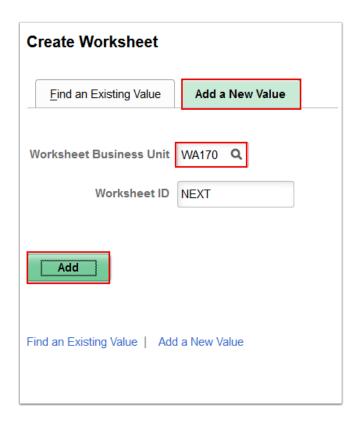- User Preferences: Accounts Receivable

  If you need assistance with the above security roles or User Preference Definitions, please contact your local college supervisor or IT Admin to request role access.
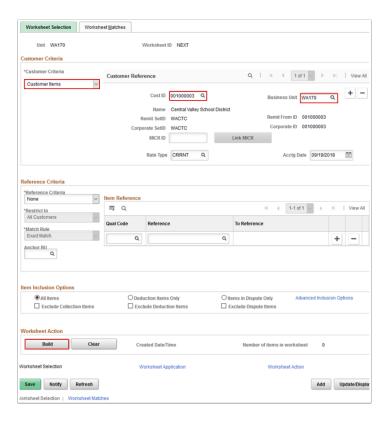
## Writing an Item Off

**Navigation:  NavBar > Navigator > Accounts Receivable > Receivables Maintenance > Maintenance Worksheet > Create Worksheet**

1. The **Create Worksheet** search page displays.  It defaults to the Find an Existing Value tab.  In this example, we'll create a new worksheet.
2. Select **Add a New Value**.
3. Select **Worksheet Business Unit**.
4. Leave **Worksheet ID** at its default value of 'NEXT' unless you have a compelling reason to assign a specific value.
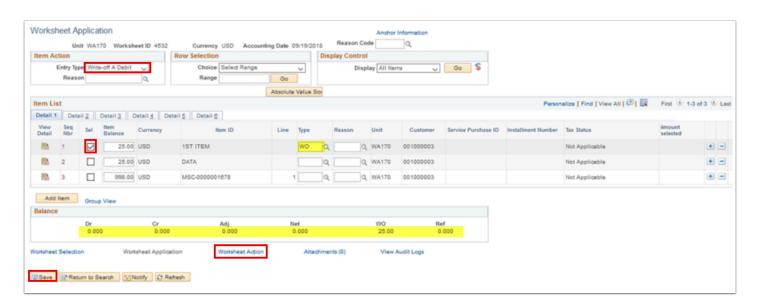5. Select **Add**.

**Create Worksheet**

| Find an Existing Value | **Add a New Value** |

Worksheet Business Unit   WA170   🔍

Worksheet ID   NEXT
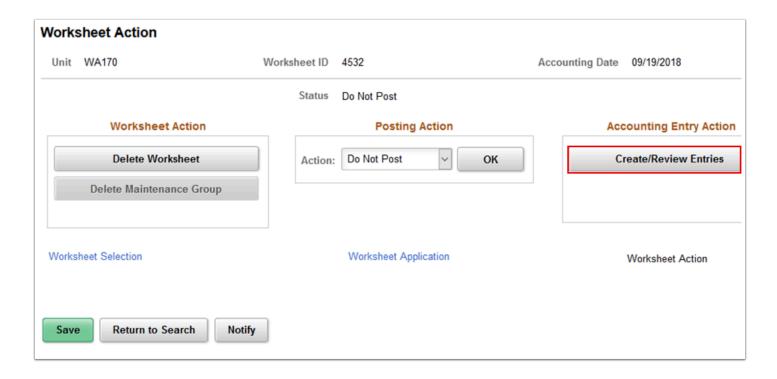
[ Add ]

Find an Existing Value  |  Add a New Value

6. The **Worksheet Selection** page displays. Use it to specify customer and item information that should appear on the worksheet. ctcLink uses criteria information to retrieve all items matching the selection criteria when the worksheet is built.
   a. Use the **Customer Criteria** drop-down button to select the 'Customer Items' options.
   b. Enter or select the appropriate customer in the **Cust ID** field.
   c. If it didn't default in, enter or select the appropriate business unit in the **Business Unit** field.
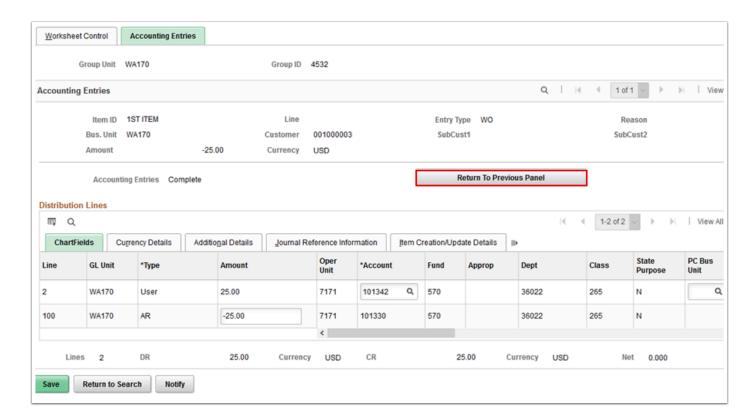   d. Select **Build**.

7. The **Worksheet Application** page displays.
   a. Use the **Entry Type** drop-down button to select the 'Write-off A Debit' option.
   b. Select the debit line item using the checkbox provided in the **Sel** (Selection) column on each line.  **Type** defaults automatically to 'WO' (Write-off a Debit).  The **Balances** section updates automatically.
   c. Select **Save**.
   d. Select **Worksheet Action**.



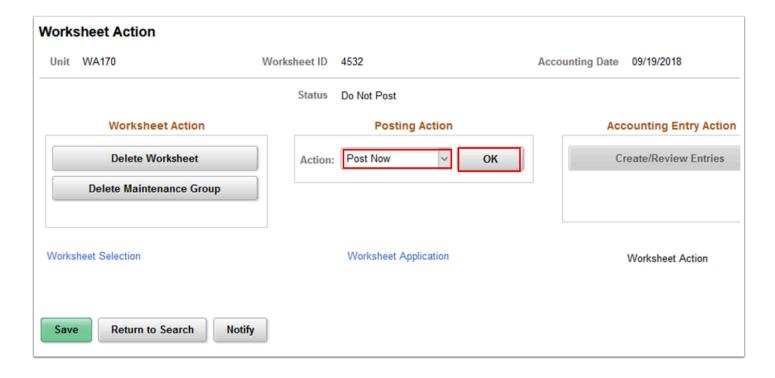8. The **Worksheet Action** page displays.
9. Select **Create/Review Entries**.

10. The **Accounting Entries** page displays.
11. Verify the ChartFields and accounts are correct.
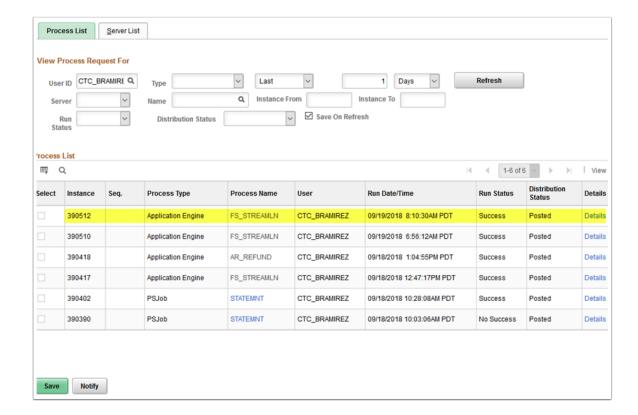12. Select **Return to Previous Panel.**



13. The **Worksheet Action** page displays.
14. Use the **Action** drop-down button to select the 'Post Now' option.
15. Select **OK**.

**Worksheet Action**

Unit   WA170                    Worksheet ID   4532                    Accounting Date   09/19/2018

Status   Do Not Post

| Worksheet Action | Posting Action | Accounting Entry Action |
|---|---|---|
| Delete Worksheet | Action: Post Now  OK | Create/Review Entries |
| Delete Maintenance Group | | |

Worksheet Selection                    Worksheet Application                    Worksheet Action

Save     Return to Search     Notify

16. The **Process Monitor** opens in a new window.  Refer to the Process Monitor QRG for instructions.
17. Use the **Process List** page to view the status of submitted process requests.

> ℹ️ **Note:** The process has finished successfully when the **Run Status** column indicates 'Success.'

18. Close the **Process Monitor** window.
19. Process complete.

# Writing an Item Off using Workflow Approvals

The Write-Off approval workflow is designed to require approval for write-off amounts entered on the maintenance worksheet that are below the write-off tolerances for the business unit but above the approval-needed limit for the user. This approval workflow is controlled by the Approval Framework feature in PeopleSoft Enterprise Components. The user is not able to set the worksheet to Post until the write-off amount is approved. Both the approver and the worksheet user can set the worksheet to post after approval is granted.
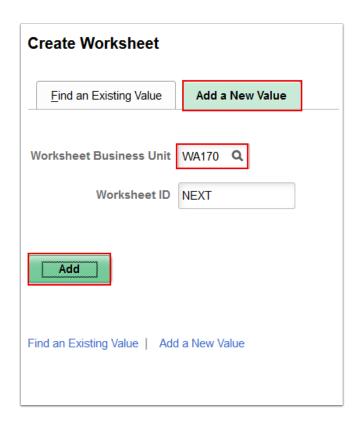
⚠ A Write-Off approval process can have a chain of Approvers. The current Approver can question the prior Approver's approval by initiating a push back. When a push back is initiated, approval control is transferred to the previous Approver and previous Approver is also notified of the Pushback.

If email approval is enabled, the Approver can approve or deny write-off or refunds directly on the email and hence bypassing the need to sign in to the PeopleSoft Receivables system. Pushback cannot be initiated from email.

For both online and email approval, the Approver needs to include comments when denying a write-off or refunds while comments are optional when approving.

**Navigation: NavBar > Navigator > Accounts Receivable > Receivables Maintenance > Maintenance Worksheet > Create Worksheet**

1. The **Create Worksheet** search page displays.
2. Select **Add a New Value**.
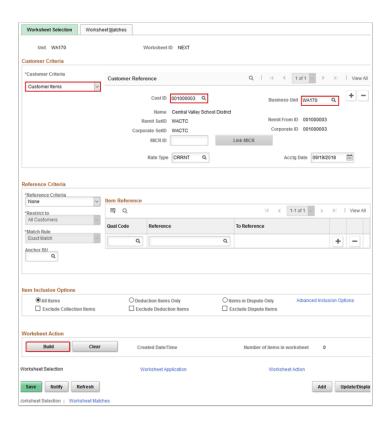3. Select **Worksheet Business Unit**.
4. Select **Add**.



5. The **Worksheet Selection** page displays. Use it to specify customer and item information that should appear on the worksheet. ctcLink uses criteria information to retrieve all items matching the selection criteria when the worksheet is built.
   a. In the Customer Criteria section, use the drop-down button to select **Customer Items**.
   b. Enter or select the appropriate customer in the **Cust ID** field.
   c. If it didn't default in, enter or select the appropriate business unit in the **Business Unit** field.
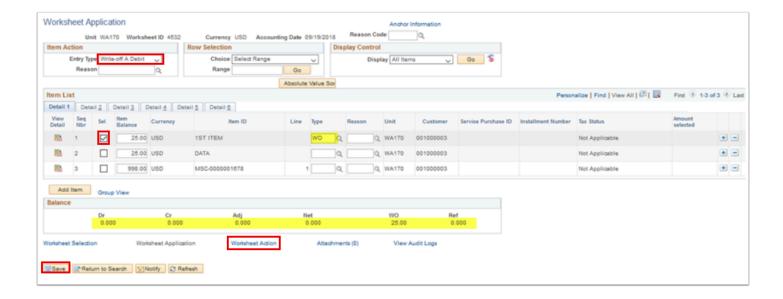   d. Select **Build**.

> 💡 Optional: instead of the Customer Criteria section, optional to use the **Reference Criteria** section to select specific items. Use the **Qual Code** look up I = Item/Invoice and **Reference** to look up the specific Item/Invoice ID(s).



6. The **Worksheet Application** page displays.
   a. Use the **Entry Type** drop-down button to select the 'Write-off A Debit' option.
   b. Select the debit line item using the checkbox provided in the **Sel** (Selection) column on each line. **Type** defaults automatically to 'WO' (Write-off a Debit). The **Balances** section updates automatically.
   c. Select **Save**.
   d. Select **Worksheet Action**.

7. The **Worksheet Action** page displays.
8. Select **Create/Review Entries**. Once selected, the Create/Review Entries will be grayed out.



9. The **Accounting Entries** page displays.
10. Verify the ChartFields and accounts are correct.
11. Select **Return to Previous Panel.**

12. The **Worksheet Action** page displays.
13. Use the **Action** drop-down button to select the **Submit to Workflow** option.
14. Select **OK**.



15. The Posting Action updates to **Pending Approval** status.

❗ The workflow notification is sent to the Approver and when the Post Action Status field is changed to Pending Approval.



❗ The Approver receives a notification in the Worklist (or AR WorkCenter) that a Write-Off amount or Refund requires Approval. From the Worklist or AR WorkCenter, the Approver can access the WorkSheet Application page for the Payment Worksheet or Maintenance Worksheet to view details of the Write-Off.

❗ Depending upon your college business practice, either the Approver or AR Staff is able to return to Work Sheet Action page to update the Posting Action to Batch Standard, Post Now, or Post to the GL.

16. On the Worksheet Action page, select the desired Posting Action, such as **Batch Standard.**
17. Select **OK**.

## Worksheet Action

Unit  WA230                  Worksheet ID  57              Accounting Date  05/12/2021

Status  Batch Standard

| Worksheet Action | Posting Action | Accounting Entry Action |
| --- | --- | --- |
| Delete Worksheet | Action: [Batch Standard ▼]  [OK] | Create/Review Entries |
| Delete Maintenance Group | | |

Worksheet Selection                     Worksheet Application                   Worksheet Action

[Save]  [Return to Search]  [Previous in List]  [Next in List]  [Notify]

18. The **Process Monitor** opens in a new window.  Refer to the Process Monitor QRG for instructions.
19. Use the **Process List** page to view the status of submitted process requests.

> ℹ **Note:** The process has finished successfully when the **Run Status** column indicates 'Success.'

| Process List | Server List |
| --- | --- |

**View Process Request For**

User ID  CTC_BRAMIRE 🔍     Type  [  ▼]  [Last ▼]  [  1] [Days ▼]   [Refresh]
Server  [  ▼]     Name  [  🔍]   Instance From [  ]   Instance To [  ]
Run Status  [  ▼]     Distribution Status  [  ▼]   ☑ Save On Refresh

**Process List**

|  |  |  |  | 1-6 of 6 ▼ | ▶ ▶| | View |
| --- | --- | --- | --- | --- | --- | --- |

| Select | Instance | Seq. | Process Type | Process Name | User | Run Date/Time | Run Status | Distribution Status | Details |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| ☐ | 390512 | | Application Engine | FS_STREAMLN | CTC_BRAMIREZ | 09/19/2018 8:10:30AM PDT | Success | Posted | Details |
| ☐ | 390510 | | Application Engine | FS_STREAMLN | CTC_BRAMIREZ | 09/19/2018 6:56:12AM PDT | Success | Posted | Details |
| ☐ | 390418 | | Application Engine | AR_REFUND | CTC_BRAMIREZ | 09/18/2018 1:04:55PM PDT | Success | Posted | Details |
| ☐ | 390417 | | Application Engine | FS_STREAMLN | CTC_BRAMIREZ | 09/18/2018 12:47:17PM PDT | Success | Posted | Details |
| ☐ | 390402 | | PSJob | STATEMNT | CTC_BRAMIREZ | 09/18/2018 10:28:08AM PDT | Success | Posted | Details |
| ☐ | 390390 | | PSJob | STATEMNT | CTC_BRAMIREZ | 09/18/2018 10:03:06AM PDT | No Success | Posted | Details |

[Save]  [Notify]

20. Close the **Process Monitor** window.
21. Process complete.