

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.
- Use the **Customer Criteria** drop-down button to select the 'Customer Items' options.
 - Enter or select the appropriate customer in the **Cust ID** field.
 - If it didn't default in, enter or select the appropriate business unit in the **Business Unit** field.
 - Select **Build**.

Worksheet Selection Worksheet Matches

Unit WA170 Worksheet ID NEXT

Customer Criteria

*Customer Criteria Customer Items

Customer Reference

Cust ID 001000003 Business Unit WA170

Name Central Valley School District

Remit SetID WACTC Remit From ID 001000003

Corporate SetID WACTC Corporate ID 001000003

Rate Type CRRNT Acctg Date 09/19/2018

Reference Criteria

*Reference Criteria None

*Restrict to All Customers

*Match Rule Exact Match

Anchor BU

Item Reference

Qual Code	Reference	To Reference

Item Inclusion Options

☒ All Items ☐ Deduction Items Only ☐ Items in Dispute Only [Advanced Inclusion Options](#)

☐ Exclude Collection Items ☐ Exclude Deduction Items ☐ Exclude Dispute Items

Worksheet Action

[Build](#) [Clear](#) Created DateTime Number of Items in worksheet 0

Worksheet Selection Worksheet Application Worksheet Action

[Save](#) [Notify](#) [Refresh](#) [Add](#) [Update/Display](#)

Worksheet Selection | Worksheet Matches

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**.

Worksheet Application

Unit WA170 Worksheet ID 4532 Currency USD Accounting Date 09/19/2018 Reason Code

Item Action Entry Type Write-off A Debit Reason

Row Selection Choice Select Range Range Go

Display Control Display All Items Go

Item List

View Detail	Seq Nbr	Sel	Item Balance	Currency	Item ID	Line	Type	Reason	Unit	Customer	Service Purchase ID	Installment Number	Tax Status	Amount selected
	1	<input checked="" type="checkbox"/>	25.00	USD	1ST ITEM		WO		WA170	001000003			Not Applicable	
	2	<input type="checkbox"/>	25.00	USD	DATA				WA170	001000003			Not Applicable	
	3	<input type="checkbox"/>	998.00	USD	MSC-0000001678	1			WA170	001000003			Not Applicable	

Balance

Dr	Cr	Adj	Net	WO	Ref
0.000	0.000	0.000	0.000	25.00	0.000

Worksheet Selection Worksheet Application **Worksheet Action** Attachments (0) View Audit Logs

[Save](#) [Return to Search](#) [Notify](#) [Refresh](#)

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

Worksheet Action

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

Status Do Not Post

Worksheet Action

Delete Worksheet
Delete Maintenance Group

Posting Action

Action: Do Not Post
OK

Accounting Entry Action

Create/Review Entries

Worksheet Selection

Worksheet Application

Worksheet Action

Save
Return to Search
Notify

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

Worksheet Control Accounting Entries

Group Unit WA170
Group ID 4532

Accounting Entries

Item ID 1ST ITEM

Line

Entry Type WO

Reason

Bus. Unit WA170

Customer 001000003

SubCust1

SubCust2

Amount -25.00

Currency USD

Accounting Entries Complete

Return To Previous Panel

Distribution Lines

ChartFields

Currency Details

Additional Details

Journal Reference Information

Item Creation/Update Details

Line	GL Unit	*Type	Amount	Oper Unit	*Account	Fund	Approp	Dept	Class	State Purpose	PC Bus Unit
2	WA170	User	25.00	7171	101342	570		36022	265	N	
100	WA170	AR	-25.00	7171	101330	570		36022	265	N	

Lines 2
DR
25.00
Currency USD
CR
25.00
Currency USD
Net 0.000

Save
Return to Search
Notify

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

Delete Worksheet
Delete Maintenance Group

Posting Action

Action: Post Now
OK

Accounting Entry Action

Create/Review Entries

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.

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
<input type="checkbox"/>	390512		Application Engine	FS_STREAMLN	CTC_BRAMIREZ	09/19/2018 8:10:30AM PDT	Success	Posted	Details
<input type="checkbox"/>	390510		Application Engine	FS_STREAMLN	CTC_BRAMIREZ	09/19/2018 6:56:12AM PDT	Success	Posted	Details
<input type="checkbox"/>	390418		Application Engine	AR_REFUND	CTC_BRAMIREZ	09/18/2018 1:04:55PM PDT	Success	Posted	Details
<input type="checkbox"/>	390417		Application Engine	FS_STREAMLN	CTC_BRAMIREZ	09/18/2018 12:47:17PM PDT	Success	Posted	Details
<input type="checkbox"/>	390402		PSJob	STATEMNT	CTC_BRAMIREZ	09/18/2018 10:28:08AM PDT	Success	Posted	Details
<input type="checkbox"/>	390390		PSJob	STATEMNT	CTC_BRAMIREZ	09/18/2018 10:03:06AM PDT	No Success	Posted	Details

Save

Notify

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**.

Create Worksheet

[Find an Existing Value](#) [Add a New Value](#)

Worksheet Business Unit

Worksheet ID

[Add](#)

[Find an Existing Value](#) | [Add a New Value](#)

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).

Worksheet Selection | Worksheet Matches

Unit: WA170 | Worksheet ID: NEXT

Customer Criteria

*Customer Criteria: **Customer Items** (selected)

Customer Reference

Cust ID: 001000003 | Business Unit: WA170

Name: Central Valley School District

Remit SetID: WACTC | Remit From ID: 001000003

Corporate SetID: WACTC | Corporate ID: 001000003

MICR ID: | Link MICR

Rate Type: CRRNT | Acctg Date: 09/19/2018

Reference Criteria

*Reference Criteria: None

*Restrict to: All Customers

*Match Rate: Exact Match

Anchor BU:

Item Reference

Qual Code	Reference	To Reference

Item Inclusion Options

☒ All Items ☐ Deduction Items Only ☐ Items in Dispute Only [Advanced Inclusion Options](#)

☐ Exclude Collection Items ☐ Exclude Deduction Items ☐ Exclude Dispute Items

Worksheet Action

Build (highlighted) | Clear

Created DateTime: | Number of Items in worksheet: 0

Worksheet Selection | Worksheet Application | Worksheet Action

Save | Notify | Refresh | Add | Update/Display

Worksheet Selection | Worksheet Matches

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**.

Worksheet Application

Unit: WA170 Worksheet ID: 4532 Currency: USD Accounting Date: 09/19/2018 Reason Code: Anchor Information

Item Action
Entry Type: **Write-off A Debit** Reason:

Row Selection
Choice: Select Range Range: Go

Display Control
Display: All Items Go

Item List

View Detail	Seq Nbr	Sel	Item Balance	Currency	Item ID	Line	Type	Reason	Unit	Customer	Service Purchase ID	Installment Number	Tax Status	Amount selected
	1	<input checked="" type="checkbox"/>	25.00	USD	1ST ITEM		WO	<input type="text"/>	WA170	001000003			Not Applicable	<input type="text"/>
	2	<input type="checkbox"/>	25.00	USD	DATA			<input type="text"/>	WA170	001000003			Not Applicable	<input type="text"/>
	3	<input type="checkbox"/>	998.00	USD	MSC-0000001078	1		<input type="text"/>	WA170	001000003			Not Applicable	<input type="text"/>

Balance

Dr	Cr	Adj	Net	WO	Ref
0.000	0.000	0.000	0.000	25.00	0.000

Worksheet Selection Worksheet Application **Worksheet Action** Attachments (0) View Audit Logs

Save Return to Search Notify Refresh

7. The **Worksheet Action** page displays.

8. Select **Create/Review Entries**. Once selected, the Create/Review Entries will be grayed out.

< Accounting Entries **Worksheet Action** New Window

Unit: WA230 Worksheet ID: 59 Accounting Date: 05/12/2021

Status: Do Not Post

Worksheet Action

Posting Action

Action: Submit to Workflow

Accounting Entry Action

Create/Review Entries

Worksheet Selection Worksheet Application Worksheet Action

Save Return to Search Notify

9. The **Accounting Entries** page displays.

10. Verify the ChartFields and accounts are correct.

11. Select **Return to Previous Panel**.

Worksheet Control

Accounting Entries

Group Unit

WA170

Group ID

4532

Accounting Entries

Item ID

1ST ITEM

Line

Entry Type

WO

Reason

Bus. Unit

WA170

Customer

001000003

SubCust1

SubCust2

Amount

-25.00

Currency

USD

Accounting Entries Complete

Return To Previous Panel

Distribution Lines

ChartFields

Currency Details

Additional Details

Journal Reference Information

Item Creation/Update Details

Line	GL Unit	*Type	Amount	Oper Unit	*Account	Fund	Approp	Dept	Class	State Purpose	PC Bus Unit
2	WA170	User	25.00	7171	101342	570		36022	265	N	
100	WA170	AR	-25.00	7171	101330	570		36022	265	N	

Lines

2

DR

25.00

Currency

USD

CR

25.00

Currency

USD

Net

0.000

Save

Return to Search

Notify

12. The **Worksheet Action** page displays.

13. Use the **Action** drop-down button to select the **Submit to Workflow** option.

14. Select **OK**.

< Accounting Entries

Worksheet Action

New Window

Worksheet Action

Unit

WA230

Worksheet ID

59

Accounting Date

05/12/2021

Status Do Not Post

Worksheet Action

Posting Action

Accounting Entry Action

Delete Worksheet

Delete Maintenance Group

Action: Submit to Workflow

OK

Submit to Workflow

Create/Review Entries

Worksheet Selection

Worksheet Application

Worksheet Action

Save

Return to Search

Notify

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.

< Accounting Entries **Worksheet Action** New Wir

Worksheet Action

Unit WA230 Worksheet ID 59 Accounting Date 05/12/2021

Status Do Not Post

Worksheet Action

Delete Worksheet

Delete Maintenance Group

Posting Action

Action: Pending Approval OK

Accounting Entry Action

Create/Review Entries

Worksheet Selection Worksheet Application Worksheet Action

Save Return to Search Notify

- ! 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

Delete Worksheet
Delete Maintenance Group

Posting Action

Action: Batch Standard
OK

Accounting Entry Action

Create/Review Entries

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.

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
<input type="checkbox"/>	390512		Application Engine	FS_STREAMLN	CTC_BRAMIREZ	09/19/2018 8:10:30AM PDT	Success	Posted	Details
<input type="checkbox"/>	390510		Application Engine	FS_STREAMLN	CTC_BRAMIREZ	09/19/2018 6:56:12AM PDT	Success	Posted	Details
<input type="checkbox"/>	390418		Application Engine	AR_REFUND	CTC_BRAMIREZ	09/18/2018 1:04:55PM PDT	Success	Posted	Details
<input type="checkbox"/>	390417		Application Engine	FS_STREAMLN	CTC_BRAMIREZ	09/18/2018 12:47:17PM PDT	Success	Posted	Details
<input type="checkbox"/>	390402		PSJob	STATEMNT	CTC_BRAMIREZ	09/18/2018 10:28:08AM PDT	Success	Posted	Details
<input type="checkbox"/>	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.