

Bad Debts

This option is only used if a Parent or Guardian has left with owing you money and won't pay, you can write off all or part of those invoices as a bad debt, which will result in a reduction to their account balance.

This tip sheet will walk you through:

- [Creating a bad debt](#)
- [Viewing and searching for charges](#)
- [Troubleshooting](#)

Summary

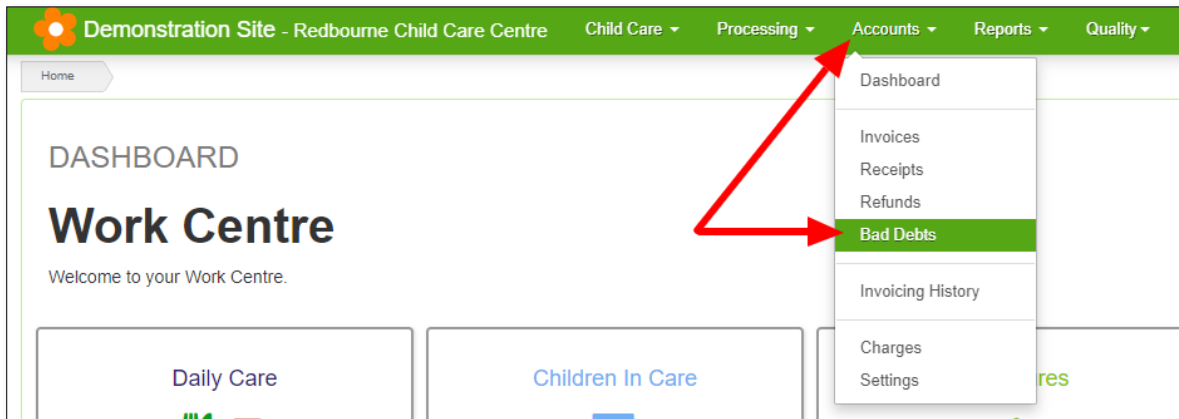
1. Click on Accounts
2. Click on Bad Debts
3. Click on Create New Bad Debt
 - a. Select Contact
 - b. Click on select
 - c. Change bad debt date (if needed)
 - d. Enter a comment
 - e. Tick 'apply bad debt to item' against each invoice you wish to write off
4. Click Save

Bad Debts

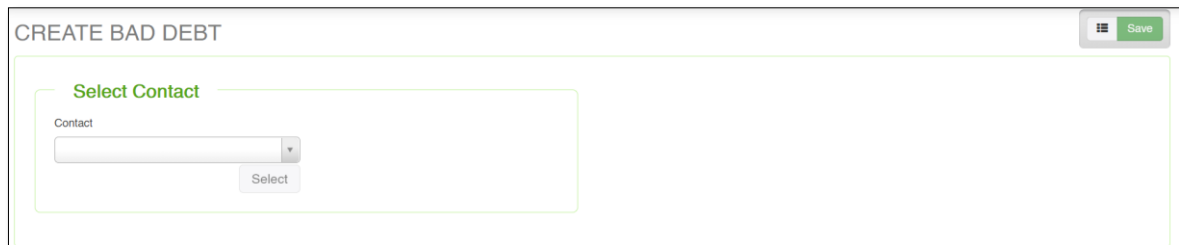
Detailed

Create a Bad Debt

From the **Accounts** menu select **Bad debts**:

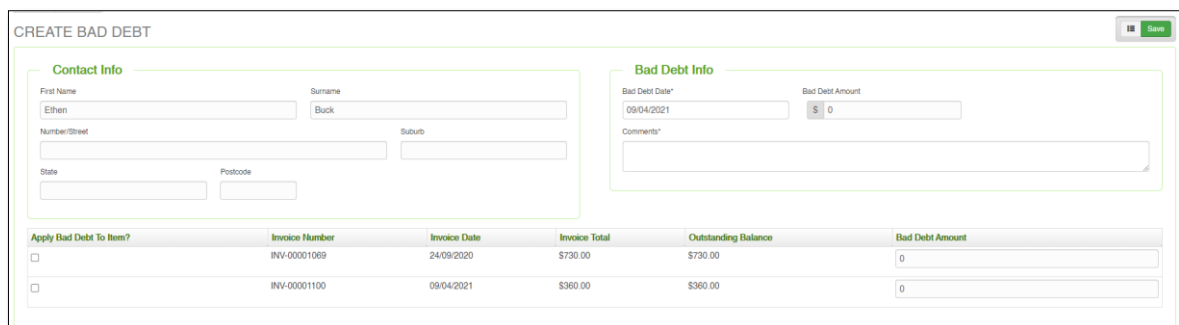


Click the **Create New Bad Debt** button and the following window will be displayed:



Select the parent or guardian from the **Contact** list and click the **Select** button.

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



On the left will display the parents contact information.

On the right display the bad debt information.

The **Bad Debt Date** will prefill to today's date however, you can change this by selecting a date from the calendar that is displayed when you click within the date field.

The **Comments** field is required. You may use this field to enter a reason for the bad debt. This will be useful when you review your bad debt records at a later time.

The **Bad Debt Amount** field is greyed out and will automatically update as you select which outstanding invoices you wish to write off.

As you move down you will see a list all the outstanding invoices.

Select which invoice to write of by ticking **Apply Bad Debt to Item?**

Contact Info

First Name: Surname:

Number/Street: Suburb:

State: Postcode:

Bad Debt Info

Bad Debt Date*: Bad Debt Amount:

Comments*:

Apply Bad Debt To Item?	Invoice Number	Invoice Date	Invoice Total	Outstanding Balance	Bad Debt Amount
<input type="checkbox"/>	INV-00001069	24/09/2020	\$730.00	\$730.00	<input type="text" value="0"/>
<input type="checkbox"/>	INV-00001100	09/04/2021	\$360.00	\$360.00	<input type="text" value="0"/>

When you do this the outstanding balance will apply to the **bad debt amount** field:

Contact Info

First Name: Surname:

Number/Street: Suburb:

State: Postcode:

Bad Debt Info

Bad Debt Date*: Bad Debt Amount:

Comments*:

Apply Bad Debt To Item?	Invoice Number	Invoice Date	Invoice Total	Outstanding Balance	Bad Debt Amount
<input checked="" type="checkbox"/>	INV-00001069	24/09/2020	\$730.00	\$730.00	<input type="text" value="730"/>
<input type="checkbox"/>	INV-00001100	09/04/2021	\$360.00	\$360.00	<input type="text" value="0"/>

Viewing and searching bad debts

Viewing

From the list of bad debts, click on the View button:

Name	Educator	Bad Debt #	Bad Debt Date	Amo...	Status
Ethen Buck (Parent)		BD-00001006	09/04/2021	\$22,130.00	Issued
Letty Jones (Parent)		BD-00001005	29/03/2021	\$1,320.00	Issued
Victoria Harding (Parent)		BD-00001003	09/04/2021	\$1,440.00	Issued

1 - 3 of 3 items

A window will be displayed containing the bad debt details:

BAD DEBT BD-00001005

Contact Info

First Name: Letty, Surname: Jones
 Number/Street: 1234 Kangaroo Street, Suburb: Chermerside
 State: QLD, Postcode: 4032

Bad Debt Info

Bad Debt Date*: 29/03/2021, Bad Debt Amount: \$ 1320
 Comments*: -

Invoice Number	Invoice Date	Invoice Total	Bad Debt Amount
INV-00001005	05/07/2018	\$220.00	\$120.00
INV-00001006	08/08/2018	\$1,200.00	\$1,200.00

Searching

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 then click on the Down Arrow in the **Contact Name** column header, click on **Filter** to display the filter details:

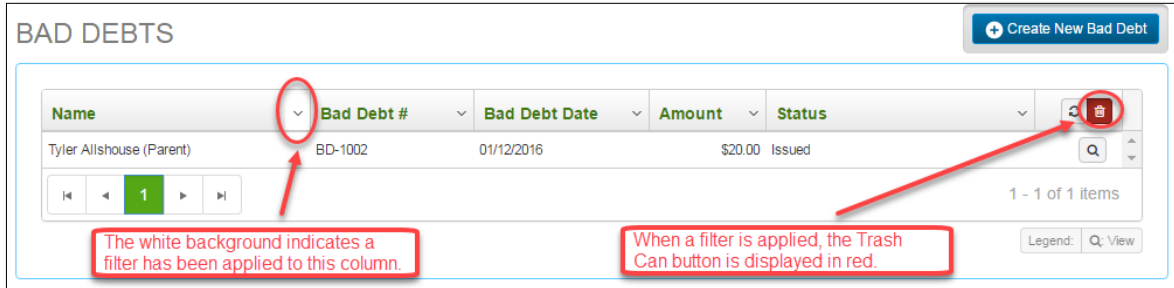
Clicking this button displays the menu for the Contact Name column.

Enter the text and select the "Filter" button.


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.



The screenshot shows the 'BAD DEBTS' interface. At the top right is a button 'Create New Bad Debt'. Below it is a table with columns: Name, Bad Debt #, Bad Debt Date, Amount, and Status. The first row contains: Tyler Allshouse (Parent), BD-1002, 01/12/2016, \$20.00, Issued. A filter is applied to the Name column, indicated by a white background and a red circle around the filter icon. The Trash Can button is highlighted in red. Below the table is a pagination control showing '1' of 1 items. Two red boxes with white text provide instructions: 'The white background indicates a filter has been applied to this column.' and 'When a filter is applied, the Trash Can button is displayed in red.'

Click the  Clear all Filters button

Bad Debts

Troubleshooting

Issue: How can I delete a bad debt that has now been paid by the parent?

Resolution: You cannot delete a Bad Debt record. You will need to create a non-attendance invoice for the same amount of the bad debt. Once created you can enter the receipt.