Write Off an Uncollectible Family Account (Bad Debt)

Occasionally, it may be necessary to write off the balance on a Family account when it can't be collected. In order to properly record the bad debt in Jackrabbit, you'll need to add a couple of new drop-down list names.
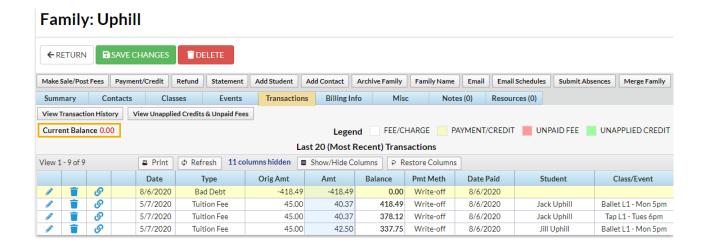
Add Drop-down List Names

1. Go to the **Gear** (icon) > **Settings** > **General** > **Drop-down Lists** (left menu).
2. Click **Transaction Type** from the left menu.
3. Click the **Add Row** button.
4. Add a new *Transaction Type* named **Bad Debt**. Click **Save Changes.**
5. Click **Payment Method** from the left menu.
6. Click the **Add Row** button.
7. Add a new *Payment Method* named **Write-off.** Click **Save Changes.**
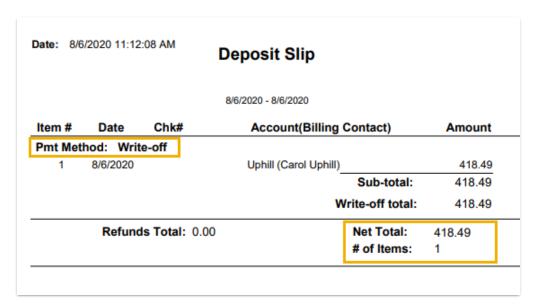
Record the Bad Debt

Once you have created the new drop-down list (above), you can record the bad debt by following these steps.

1. Ensure you're on the correct family. Click the **Payment/Credit** button.
2. Select the *Transaction Type*, **Bad Debt** from the Transaction Type drop-down list. *It is very important you change the* Transaction Type *to* Bad Debt.
3. In the pop-up box that says, *Transaction Types set to anything other than "Payment" are considered non-monetary and do not appear on revenue reports including the Paid Fees report*, click **OK**.
4. Select the *Payment Method*, **Write-off** from the *Method* drop-down list.
5. Optionally, add a **Note.**
6. Enter the unpaid debt **amount** in the *Payment* field.
7. Click **Apply to Oldest Fees First** or select specific fees by clicking in the fee **Apply Amt** field. Click **Save Payment**.

The family balance is now 0.00 and the bad debt is linked to the appropriate fees.

Family: Uphill

[← RETURN] [💾 SAVE CHANGES] [🗑 DELETE]

| Make Sale/Post Fees | Payment/Credit | Refund | Statement | Add Student | Add Contact | Archive Family | Family Name | Email | Email Schedules | Submit Absences | Merge Family |

| Summary | Contacts | Classes | Events | Transactions | Billing Info | Misc | Notes (0) | Resources (0) |

View Transaction History | View Unapplied Credits & Unpaid Fees

Current Balance 0.00

Legend ☐ FEE/CHARGE ☐ PAYMENT/CREDIT ■ UNPAID FEE ■ UNAPPLIED CREDIT

Last 20 (Most Recent) Transactions

View 1 - 9 of 9 | 🖶 Print | ↻ Refresh | 11 columns hidden | ▦ Show/Hide Columns | ⟳ Restore Columns

			Date	Type	Orig Amt	Amt	Balance	Pmt Meth	Date Paid	Student	Class/Event
✏	🗑	🔗	8/6/2020	Bad Debt	-418.49	-418.49	0.00	Write-off	8/6/2020		
✏	🗑	🔗	5/7/2020	Tuition Fee	45.00	40.37	418.49	Write-off	8/6/2020	Jack Uphill	Ballet L1 - Mon 5pm
✏	🗑	🔗	5/7/2020	Tuition Fee	45.00	40.37	378.12	Write-off	8/6/2020	Jack Uphill	Tap L1 - Tues 6pm
✏	🗑	🔗	5/7/2020	Tuition Fee	45.00	42.50	337.75	Write-off	8/6/2020	Jill Uphill	Ballet L1 - Mon 5pm

Revenue reports are not impacted because the *Transaction Type* was changed, however, this information can be reported on by changing the *Transaction Type* to **Bad Debit** in the search criteria of the *Deposit Slip* report and **Bad Debit (Credit)** *Transaction Listing* (under the *Reports* menu) or *Search* (under the *Transactions* menu).

Date: 8/6/2020 11:12:08 AM

Deposit Slip

8/6/2020 - 8/6/2020

Item #	Date	Chk#	Account(Billing Contact)	Amount
Pmt Method:	**Write-off**			
1	8/6/2020		Uphill (Carol Uphill)	418.49
			Sub-total:	418.49
			Write-off total:	418.49

Refunds Total: 0.00

Net Total: 418.49
# of Items: 1

QUICK tip! Your Bookkeeper/Accountant will need to be aware of these amounts as they are business expenses.