

Write Off Batches

Description: In this topic, the user will learn how to process write-off batches. This could occur when an entry violates an authorization. It could also be necessary to write off a batch if an entry exceeded the authorization remaining balance, daily max, weekly max, or monthly max while these business rules were enabled in Mode 2 (allow punch through). The write-off batch process will create up to two billing entries - one as a write-off for the unbillable amount and one for the billable amount, if any.

Role Required: Super User, Billing Team

Permission Required: N/A

Create a Write Off Batch

1. Log in with an appropriate profile
2. Select **Billing** from the main menu
3. Select **Unbillable Entries** from the submenu
4. Use the filters to locate the entries to be included in the write-off batch and click **Search**
5. Use the checkboxes to select the entries or select the header row checkbox to select all available entries
 - a. Only select entries with the same units. A different batch will be required for each unit type.
6. Click the blue **Refresh Billable Amount** button if necessary
 - a. The system will verify any changes in billable amount if an authorization has been updated. This process runs automatically nightly but can be run manually. A notification will populate when the process is complete.
7. Click the light blue **New Write Off Batch** button to create a new batch, or click the white **Add to Write Off Batch** button to add to an existing batch.
8. Name the batch, add a description, and review the summary.
9. Click **Save** and **Yes** to confirm
10. Click the green **Process** button on the batch details page
11. Click **Yes** to confirm
 - a. The Batch status will update to InProcess. A notification will populate when the process is complete.
 - b. Once processed, the batch status will update to Pending. Billing entries will be created for each punch entry. If an entry was partially billable, two billing entries will be created:
 - i. Entry in Write-Off status for the unbillable portion
 - ii. Entry in Pending status for the billable portion
12. Review the entries and make any manual overrides if necessary. To manually override:
 - a. Click a **Billing Entry** to open the Entry Details page
 - b. Click **Actions**
 - c. Select **Edit Entry** from the drop-down menu
 - d. Make the desired changes
 - e. Click **Save** and **Yes** to confirm
13. Click **Approve** on the batch details page
14. Click **Yes** to confirm
 - a. The batch status will update to Transmit InProcess. A notification will populate when the process is complete.
 - b. Once processed, the batch status will update to Transmitted. The billable billing entry will be updated to a status of Approved.
15. Click the **Attachments** tab to view the Raw Billing Dump File

After the organization has received payment for the billable entries, the batch can be reconciled by clicking **Reconcile** and uploading an appropriately formatted CSV file. Write-off entries are not reconciled.

Related articles

- [Status - Quick Reference](#)
- [Write Off Batches](#)