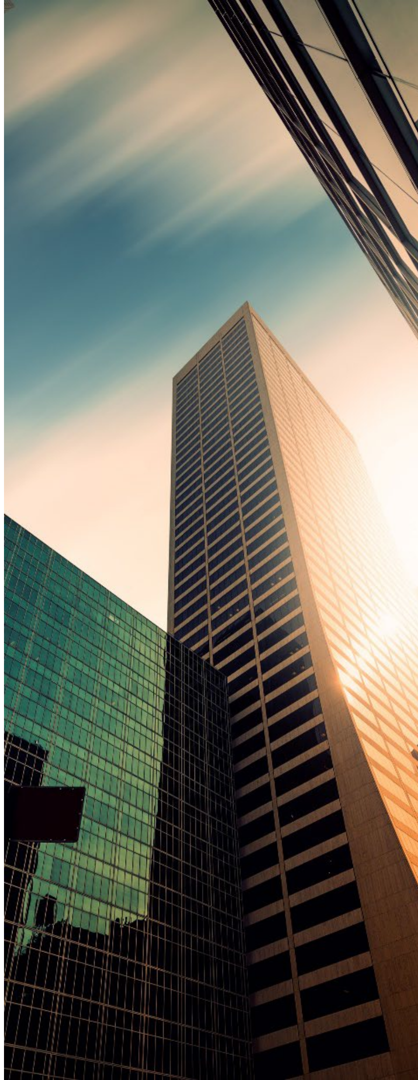
realcore applications

Accounting:
Writing Off a Transaction



If No Invoices are Paid

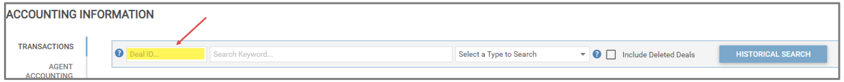
1. Find your deal by searching for it with the Deal ID in the Historical Search bar on the Accounting page.

2. After clicking on the deal in the Pipeline, select the Edit icon in the upper right corner.

3. After clicking the Edit icon, the transaction pages will appear on your screen. Click on "Details" on the left side.

4. Add a Commission Deduction under the "Commission Review" section by clicking on the icon. If your company does not already have one. you can create a deduction specific to write-offs by clicking the "Add New Deduction" button. In this example, we have created a new deduction called "Transaction Write-Off", and have added a note that these deductions are uncollectable. (This note will appear on the Deal Sheet for the transaction.)

1



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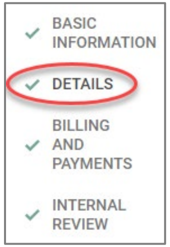

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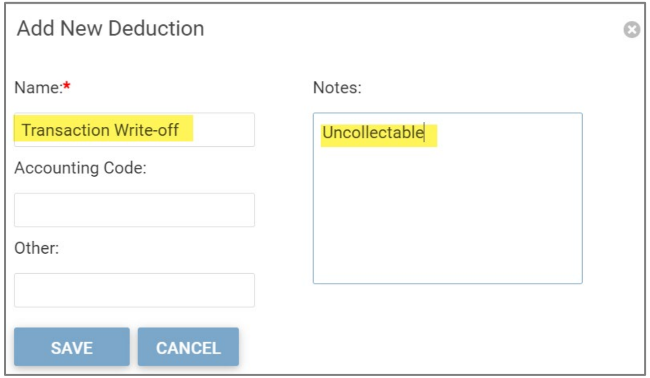
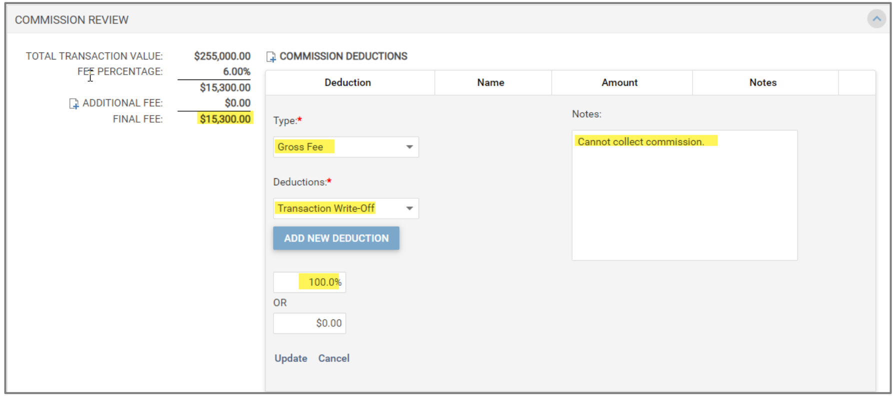


If No Invoices are Paid

5. Gross Fee and should include the total amount of the fee. In this example, we put 100% for the deduction amount. You can also add a note to document what happened to the deal. (This note will appear on the Deal Sheet for the transaction.) Click “Update” when you are done.

6. The new deduction will show in the Commission Review. The Final Fee and Fee Percentages will show as $0.00. Click “Next” at the bottom to take you to the Billing and Payments page.

5



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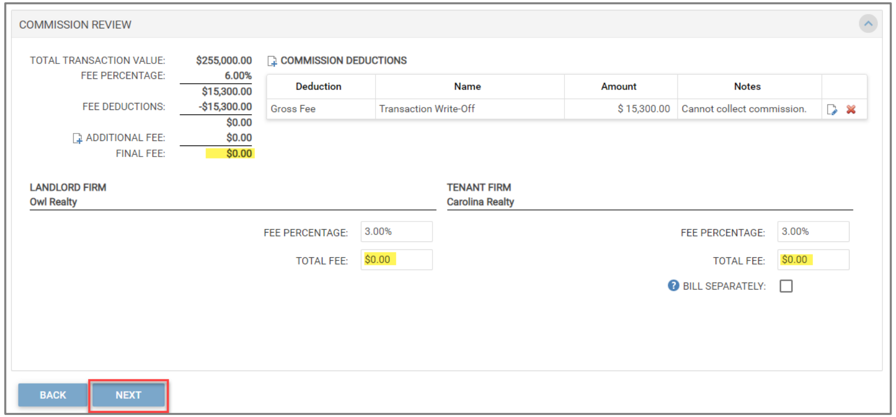


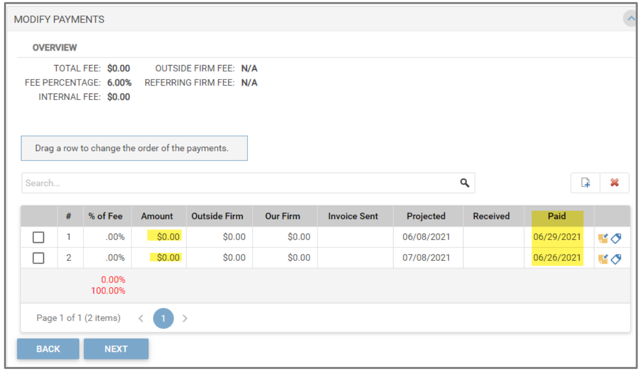
If No Invoices are Paid

7. On the Billing & Payments page we want to zero out the invoices shown in the Modify Payments section. Simply enter $0.00 for any amount in the table, and then enter the current date as the “Paid” date. When all cells within the table show $0.00, click Next to go to the Internal Review.

8. Your Internal Review should show a Final Fee of $0.00, and all agents on the deal should also have a Percentage and Fee of zero. You can click Done at the bottom of the screen to save your changes.

Writing off the transaction is now complete.

7



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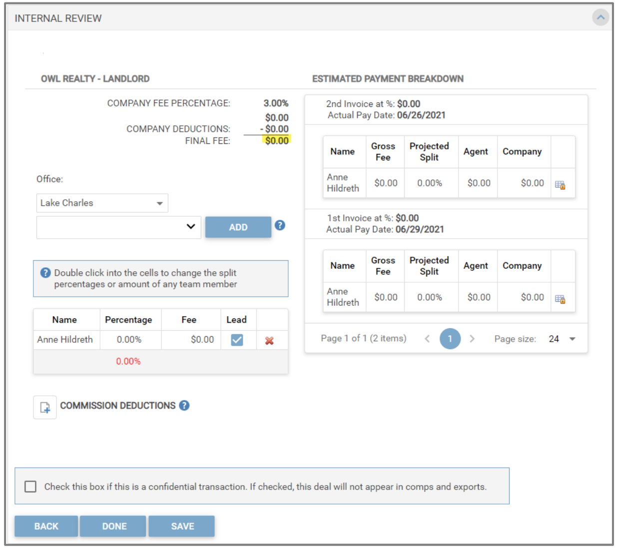


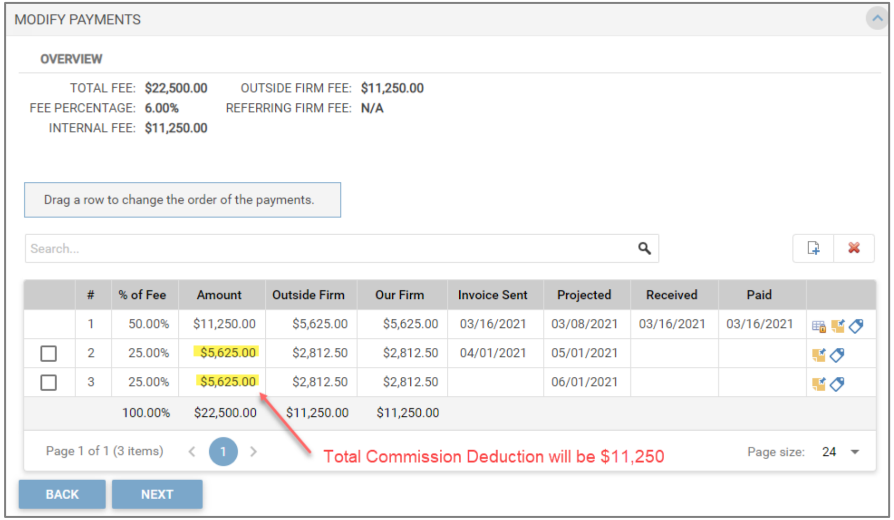
If One or More Invoices are Paid

For this situation, it is important to note that one or more invoices have been paid to the transaction. In this case, we will only be writing off the amount off the outstanding invoices.

1. Find your deal Follow steps 1-2 on page 1 of this document to find your deal.

2. Click on Billing and Payments on the left side of the screen and go to the Modify Payments section. On this screen we can see that two payments will not be paid. These two payments will be our Commission Deduction. Once you have calculated the deduction, click the Back button at the bottom.

2

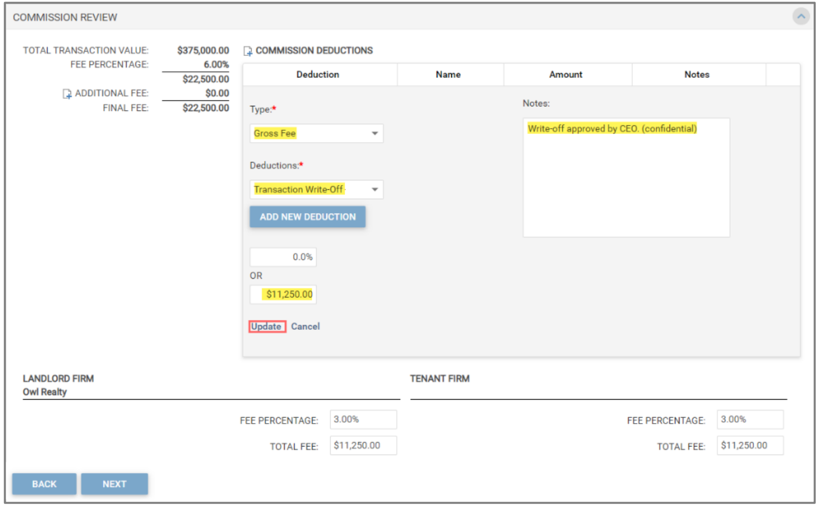


If One or More Invoices are Paid

3. Add a Commission Deduction under the Commission Review section by clicking on the icon. The deduction should be a Gross Fee and should be the total amount of any unpaid invoices. In this example, the amount is $11,250. You can also add a note to document what happened to the deal. (This note will appear on the Deal Sheet for the transaction.) Click “Update” in the commission box when you are done.

4. The new deduction will show in the Commission Review. The Final Fee will show as the amount that has already been paid on the deal. This amount will be shown in the Total Fee as well for your firm and the outside firm (if applicable). Click “Next” at the bottom to take you to the Billing and Payments page.

3



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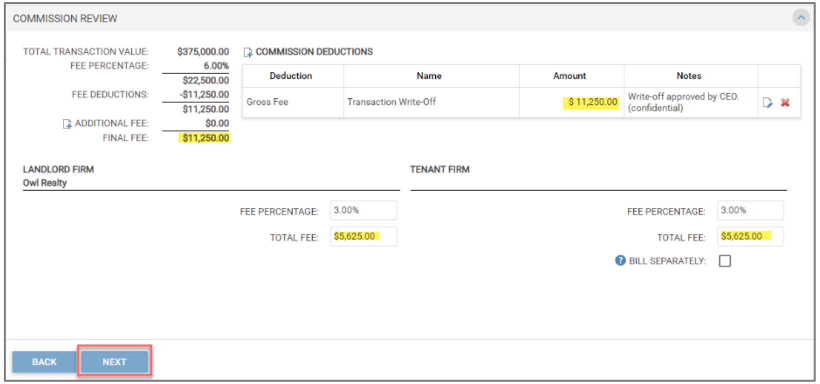

If One or More Invoices are Paid

6. On the Billing & Payments page we want to zero out the invoices shown in the Modify Payments section. Simply enter $0.00 for any amount in the table, and then enter the current date as the “Paid” date. When all cells within the table for the unpaid payments show $0.00, click Next to go to the Internal Review.

7. Your Internal Review should show a Final Fee of the paid payments only, and all agents on the deal should also have a percentage and fee according to those payments. You can click Done at the bottom of the screen to save your changes.

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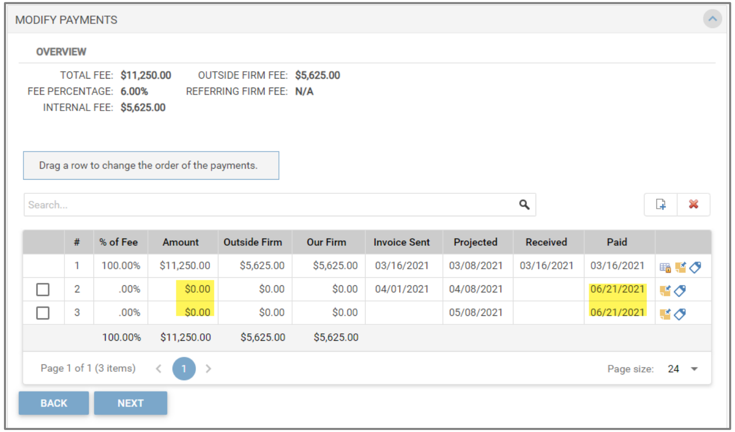

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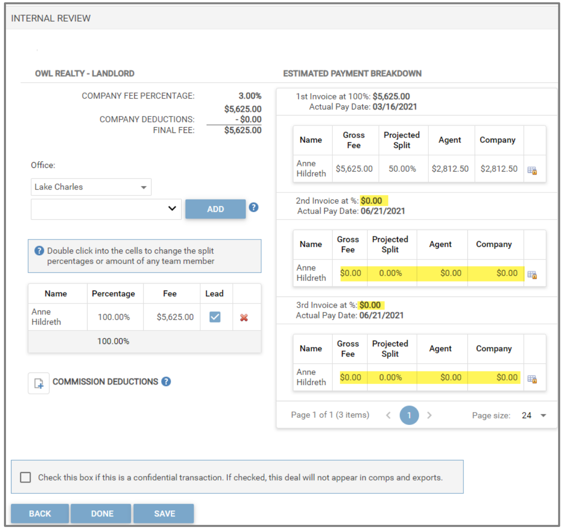


Helpful Tips!

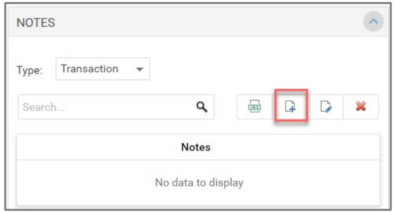
Each write-off may have a unique reason. Be sure to add detailed notes when possible to document the reason for needing to zero-out a transaction. Not only can you write notes when adding the deductions, but you can also add notes on the Internal Review page.

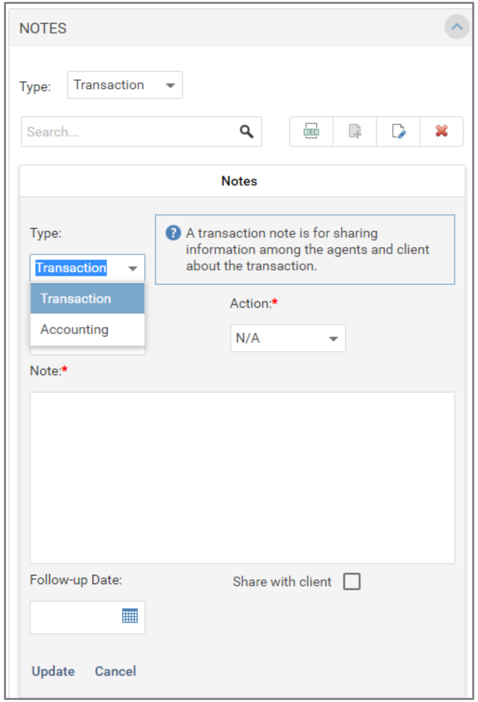
The Notes section is on the right side of the Internal Review page. Add a note on the transaction using the icon.

You can choose to do a Transaction note, or an Accounting note.

Transaction notes are for sharing information among the agents and client about the transaction.
An Accounting note is for sharing information with the support and accounting team.

For write-offs, it is best to select an Accounting note.





Please contact us with any questions.

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