

Out of Balance

Last Modified on 08/19/2022 10:30 am EDT

An account is out of balance when the last statement balance plus the history line items as of the last statement date do not match the balance on the customer's *Accounts Receivable* tab or the balance in the history line items does not match the balance on the customer's *Accounts Receivable* tab. All out of balance customers should be corrected before proceeding to *Posting Finance and Service Charges*.

Print Out of Balance Report

1. From the Master Menu, choose **Month End Menu**.
2. Select **Out of Balance**.
3. On the *Out of Balance Menu* window, enter the *Division* range to print or press **F5** to select the Division from the list.

The screenshot shows a search interface with the following fields:

- Division:** 1 ABC COMPANY
- to:** 2 ABC SUB LOCATION
- Customer Number:** 1 to 999999999
- From Cycle Code:** 1 ALL CODES
- To Cycle Code:** 99 MISCELLANEOUS

4. In the *Customer Number* fields, enter the range to print or press **F5** to select the from the list.
5. Enter the *Cycle Codes* to process.
6. Select *Printer*.
7. Choose **Print**.
8. On the *Print* window, select **Print**.
9. Close the *Out of Balance Menu* window.

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Out Of Balance Report

Division 1 K&K -MAIN (NEWTON ALSO) to 9999
Customer Number 1 to 999999999
Start Cycle Code 1 End Cycle Code 99

Customer ID	Customer Name	Customer File	Statement	History Line Items	Cycle Code	Balance
1	122 ADAMS, CHAD	\$1,845.93	\$1,863.66	\$1,863.66	1	****OUT OF BALANCE****
		\$1,845.93				Check customer balances.
1	32448 3 F INC	\$1,938.04	\$1,936.35	\$1,936.35	1	****OUT OF BALANCE****
		\$1,938.04				Check customer balances.
1	888902 ADAM,APPLES	\$392.45	\$401.36	\$401.36	99	****OUT OF BALANCE****
		\$392.45				Check customer balances.

Correct Customer Balances

1. Go to *Master Menu / Customer Menu / Customer Maintenance*.
2. Select customer account.
3. Select the *Accounts Receivable* tab.
4. Note the Statement dollar amount compared to the Out of Balance report.
5. Select **History Inquiry**.
6. Review customer account balance as of the last statement date.
7. Return to the customer maintenance screen and press **Ctrl+M** to modify.
8. Update the Last statement balance field to reflect the account balance in step 6. Press **Ctrl+Q** to save.
9. Return to the *Out of Balance* report program once all corrections have been made. Reprocess the report to ensure all accounts are now in balance.

This scenario happens when statements have been updated and a transaction has been entered after updating for the month. There may be another issue that needs to be reviewed, but generally it is because of transactions after a statement update. To control this, change the *Posting Date* under the *Supervisor Menu* as soon as statements have been updated.