

Customer Out of Balance between Prepay Bookings and Prepay Balance

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The customer checkup shows a customer out of balance between prepay Bookings and the prepay balance on file. At the *Reconcile Customer Prepay* screen, there are no Bookings in the grid to reconcile. The Booking Status report shows the customer has no filled or open Bookings even though the Prepay Statement shows there have been Bookings and there should be prepay money left.

This situation occurs if the prepay season was ended when one or more customers were out of balance in prepay, having a zero prepay Bookings balance but a non-zero prepay balance.

Because all Bookings are invoiced, ending the prepay season gets rid of Bookings. When the out-of-balance is discovered, there are no Bookings left to reconcile.

To fix the out-of-balance, there are two options:

1. Add a new prepaid Booking for zero quantity and the positive unit price desired for the selected product(s).
2. Reconcile customer prepay at the *Admin Utilities* screen.

OR:

1. Enter a negative Booking for the amount of the customer's prepay balance using a miscellaneous non-inventoried product.
2. Add a payment on the customer's account, check the *Prepay* option, tag the negative Booking, and pay it with a negative payment.
3. Void the Booking (Choose **OK** to the warning about the Booking being paid).
4. The prepay balance should now be zero.
5. Enter a new Booking (product specific or generic) for the correct amount of prepay and mark it *Paid*.

Remember to always run the customer checkup and fix any out-of-balances BEFORE ending the prepay season.