Difference Between Balance Due and Aging on Customer Statement

Last Modified on 12/04/2024 10:05 am CST

The Customer Statement shows a different balance due than the aging on the statement. The Statement shows a balance due of \$0.00, but the aging on the statement shows \$75.00 in the *Over 30* column.

In this case, there is probably an Invoice that is not marked as paid. To find the Invoice that is causing the concern, run the Agvance Data Validity Scan.

- \times 🖳 Agvance Utilities -- Database Checkup Select Checkups G/L Insert message here ... Customers Select All Products Blending Select Employees Vendors Fields General Scan for invalid characters Scan for entries in related tables Scan for possible setup problems Scan Scan Scan Setup Cancel
- 1. From the Hub, go to Utilities / Admin Utilities / Hub / Data Validity Scan.

- 2. Check the General Data box and choose the middle Scan button.
- 3. The program will return a report showing the invoice that should have been marked as paid.
- 4. Still in the Utilities, go to Accounting / A/R Utilities / Edit an Invoice's Paid Status.
- 5. Enter the invoice number and select Edit.

🖳 Select an Invoi	- • ×	
Invoice Number	1200765	Edit
		Cancel

6. Check the Invoice as Paid on the Customer line as well as at the Invoice Paid checkbox. Select Save.

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Invoice Paid								
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