Accounting Reports FAQs

Q. The Budget Billing Checkup is showing a difference between the Transaction Activity and the Budget Balance.

A. This difference may be caused by Customers who have budget balances but no tanks to represent those balances. To find these Customers, run the following query:

> select id, (custar.budget) from CustAr where id not in (select custid from LPTank where EQcycle <> '') and Budget <> 0

Tanks will need to be added for these Customers to address this issue.

Note: If the sum of the dollars returned on this query does not match the difference on the checkup, there may be other issues contributing to this difference.

Q. Customer names are not printing on labels.

A. Customers not printing had only the *Last Name* field filled out. **Edit** and **Save** each Customer and print again - the labels should print correctly.

Q. How can I find if there are products that have an amount-on-hand discrepancy between Agvance and Oracle?

A. The Agvance check-up report is a good place to start. In Accounting Reports, select the **Red Cross** button.
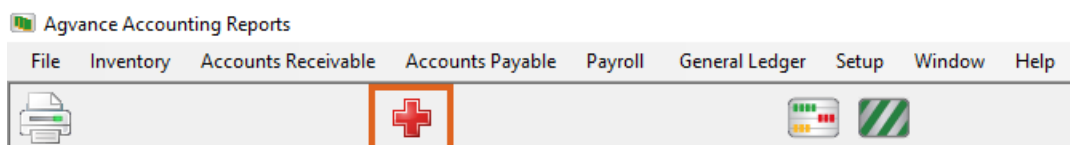
This report does not give an absolute list of discrepancies for amount on hand variance between Agvance and Oracle, but it is a good start. After selecting this report, check the *Inventory* box, leave the *Fiscal Range* set to *Starting* at 1 and *Ending* in the current month. Choose **Continue**. Any inventory Product with a discrepancy between amount on hand and the transaction details will be listed. This is a good starting point to compare Agvance to Oracle to see if Oracle has the same amount on hand for the Products on the list. If there is a difference between amounts on hand in Agvance and Oracle and all the transactions for that Product are in both Agvance and Oracle, then the amount on hand in Agvance may need to be adjusted to match Oracle.

Q. When running the Booking Status report for open and prepaid Bookings sorted by customer, the total dollar amount does not match the total dollar amount on the same report when sorted by product.

A. Most likely, Customer prepay had to be reconciled using the Reconcile Customer Prepay utility. This utility only adjusts the dollar amount on the prepay Bookings to force the Bookings to match the Customer's actual prepay balance. Quantities are not affected by the utility. The Booking Status report sorted by Product calculates the Booking dollars by multiplying the *Balance* by the *$/Unit* to arrive at the *Book Total* amount. The Booking Status report sorted by Customer calculates the *Book Total* by pulling the total dollar amount directly from the dollars left on the Booking.

Q. The customer has received the following error when saving the Company Owned Inventory Statement report as a pdf after exporting it:
The string is non-numeric.
Failed to export the report.
Error in File C:\Users\CFS\AppData\Local\Temp\invtCOst {54A901C1-B15E-48AA-B0C3-E9E38C371A69}.rpt:
Error in formula .
'whileprintingrecords;

'
The string is non-numeric.

A. In this case, the report could successfully be previewed but, after selecting to *Export Report to Adobe Acrobat (pdf)* and selecting **Save**, the error occurred. This error was caused by a Product on the report that had an incorrect Billing Divisor.

The reason the report previewed without error is because Crystal Reports just processes the data for the page that is being displayed. This allows the preview of the report to be generated more quickly. Since this Product was not on the first page of the report, the preview was successful. Upon export, all data on the report is checked which is why the error happened upon saving.

If after previewing the report it was selected to go to the last page, an error message screen (not an error report) would have been displayed where **OK** could be selected to return to the report criteria screen.

Q. I have an out of balance warning on an Analysis statement for a customer. An invoice appears to show the analysis line with the total dollars as well as each individual line item and dollars. When I run the statement

summarized or with product detail it is not out of balance.

A. In this instance, the out of balance was caused by an Invoice being entered in the following manner:

1. The *Price By* at the *Invoice* screen defaulted in as *Product*. This can also happen if a Blend Ticket is imported that is priced by Product.
2. After the Products were entered, *Price By* was changed to *Analysis.*
3. The analysis Products were checked then, on the *Analysis* screen, the analysis was set and and **Apply/Ok** was selected.
4. The *Price By* was changed back to *Product* before saving the Invoice.

This scenario caused the Invoice to appear on the Analysis Statement as if it was both priced by analysis and by Product, causing the Statement to be out of balance. To fix this, the Invoice needed to be voided/reversed and re-entered, leaving the *Price By* either set to *Product* or *Analysis* all the way through.