

How do I research Accounts Receivable when it goes out of balance?

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1. Determine the last time Accounts Receivable was in balance.
2. The most common way to become out of balance is a journal entry to Accounts Receivable, Finance Charge Receivable or Customer Deposits. Research any journal entries that have been made.
3. Review Cash Receipts Journals for any credits or adjustments to the Accounts Receivable General Ledger account.
4. Print Customer History looking for the source "CV" and/or the amount you are out of balance. Only print the time period since you were last in balance.

When you locate the amount, you are out of balance, contact the Support Department for assistance in making the necessary adjustments.

If none of these suggestions have assisted in locating the problem, the following is recommended:

Compare the Customer Open Invoice Report to your paper open customer invoices. After the comparison, has been made, contact the support department or your accountant for assistance in solving the problem.