⬡ Troubleshooting A/R Out of Balance

2018 - Summer Edition

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Overview

In this guide, we will review troubleshooting steps for when the A/R Account is out of balance.

Troubleshooting an Out of Balance A/R Account

Updating the General Ledger Date

First, run the **AR Aging Report** by going to **Interactive Reports**, then **Membership**, then **AR Aging**.

Confirm the date that the account was in balance, and that the following day shows an out of balance account.

Next, in the **General Ledger** enter the **start date** the **1st day of the month** and schedule the **end date** the **AS OF date** of the **AR Aging Reporting**.

Put the **AR Account number** in the **Search Field** and **click** the **Refresh** arrows.

The ending balance in the General Ledger grid should now match the AR Aging Report.

Reopen & Close Incorrect Period

If the balance is still incorrect, go to **General Ledger** across the top. **Click Manage**, and then **Ledger Periods**.

Find the last period that was closed and **reopen it** (**double click on the period > uncheck Closed > Save**), then as soon as that completes, **close it**.

Go back and **run** the **aging report** again for the date that had the incorrect balance, and now see if it now is in balance.

For most cases, the balance will be corrected by now, but if not you will want to analyze the batches that were posted on that both for both the member charges and the payment batches.

Analyzing Each Batch

Open each payment batch and confirm that the amount hitting the **A/R Account** is equal to the amount total you see hitting the member accounts. An out of balance account will only result if the member had a **Non-Member Cash receipt** in the batch, and that would be clearly labeled in the details of the batch.

If all the payment batches are correct, then check the **charge batches**.

Look at each **POS batch** and ensure the total in the **Member Charge settled column** is what is posting to the A/R Account.

If the amount is not the same, find the different batch and look for a ticket for that amount. **Correct** the **item settings** and **unpost/repos**t and it will post the right amount.

Check the **member charge batches** to make sure the **total activity** is what is posting to the A/R Account and again, if it isn't, most likely an item isn't set right with the right A/R override, or has the A/R Account as the sales account.

Unpost the **batch**, correct the item, and **repost** and then should be in balance.