

Re-Aging a Customer to Correct their Balance Due

01/03/2024 4:47 pm EST

CM – Balance Due is Incorrect on Customer Record

The Balance Due field on the customer record occasionally shows the incorrect value.

101621 RED LOBSTER (KIMBERLITE) ** At Collections **

RED LOBSTER
3000 SISK RD
MODESTO, CA 95350
(866) 638-0286
*** CANCELLED **
Effective: 12/20/2022

Balance Due: **\$303.34**
Last Statement Date: Never
* At Collections * 61 - 90 Days Past Due
Total Active RMR : \$213.21
Total Active RAR : \$2,558.52
Customer Type: Commercial
Customer Since: 1/1/1989
Last Payment Rec'd: \$7.11 (12/12/2022)
of Disp Last 90 Days: 1

Type	Date	Description	Invoice	Payment	Invoice	Balance
Applied Credit	4/7/2022	Credit 302182: 07/29/2019 -> Invoice: 302195	7.21			-7.21
Applied Credit	4/7/2022	Credit 302184: 08/28/2020 -> Invoice: 302195	7.21			-7.21
Applied Credit	4/7/2022	Credit 302172: 01/22/2021 -> Invoice: 302195	7.21			-7.21
Applied Credit	4/7/2022	Credit 302173: 03/18/2020 -> Invoice: 302195	7.21			-7.21
Applied Credit	4/7/2022	Credit 302174: 03/22/2021 -> Invoice: 302195	14.42			-14.42
Applied Credit	4/7/2022	Credit 302175: 04/26/2021 -> Invoice: 302195	14.42			-14.42
Applied Credit	4/7/2022	Credit 302176: 05/15/2019 -> Invoice: 302195	2.23			-7.21
Applied Credit	4/7/2022	Credit 302191: 12/20/2019 -> Invoice: 302195	7.21			-7.21
Applied Credit	4/7/2022	Credit 302192: 01/24/2020 -> Invoice: 302195	7.21			-7.21
Applied Credit	4/7/2022	Credit 302193: 06/01/2021 -> Invoice: 302195	14.42			-14.42
Payment	4/15/2022	Check 2700359526: 03/03/2022 -> Unapplied Cash	21.63			-7.21
Payment Applied	4/15/2022	Check 2700359526: 03/03/2022 -> Unapplied Cash		21.63		-28.84
Invoice	6/17/2022	Invoice: 311196			639.63	610.79
Payment	6/28/2022	ACH 159242 -> Invoice: 311196	639.63			610.79
Payment Applied	6/28/2022	ACH 159242 -> Invoice: 311196		639.63		-28.84
Payment	7/12/2022	Check 2700360595: 04/23/2022	14.42			-28.84
Payment Applied	7/12/2022	Check 2700360595: 04/23/2022 -> Unapplied Cash		14.42		-43.26
Payment	7/20/2022	Check 2700361641: 06/08/2022	7.21			-43.26
Payment Applied	7/20/2022	Check 2700361641: 06/08/2022 -> Unapplied Cash		7.21		-50.47
Payment	7/25/2022	Check 2700362020: 06/24/2022	7.21			-50.47
Payment Applied	7/25/2022	Check 2700362020: 06/24/2022 -> Unapplied Cash		7.21		-57.68
Payment	8/5/2022	Check 2700362707: 07/29/2022	7.21			-57.68
Payment Applied	8/5/2022	Check 2700362707: 07/29/2022 -> Unapplied Cash		7.21		-64.89
Invoice	9/9/2022	Invoice: 318755			639.63	574.74
Payment	9/21/2022	Check 2700363470: 09/07/2022	7.21			574.74
Payment Applied	9/21/2022	Check 2700363470: 09/07/2022 -> Unapplied Cash		7.21		567.53
Payment	10/26/2022	Check 2700364243: 10/18/2022	14.42			567.53
Payment Applied	10/26/2022	Check 2700364243: 10/18/2022 -> Invoice: 318755		14.42		553.11
Invoice	11/5/2022	Invoice: 322744			138.00	691.11
Payment	11/22/2022	ACH 182430	138.00			691.11
Payment Applied	11/22/2022	ACH 182430 -> Invoice: 322744		138.00		553.11
Credit	12/2/2022	Credit 325078		85.28		467.83
Applied Credit	12/2/2022	Credit 325078: 12/02/2022 -> Invoice: 318755	85.28			467.83
Applied Credit	12/2/2022	Credit 302193: 06/01/2021 -> Invoice: 318755	7.21			467.83
Unapplied Cash	12/2/2022	Unapplied Cash: 04/15/2022 -> Invoice: 318755			21.63	467.83
Unapplied Cash	12/2/2022	Unapplied Cash: 07/12/2022 -> Invoice: 318755			14.42	467.83
Unapplied Cash	12/2/2022	Unapplied Cash: 07/20/2022 -> Invoice: 318755			7.21	467.83
Unapplied Cash	12/2/2022	Unapplied Cash: 07/25/2022 -> Invoice: 318755			7.21	467.83
Unapplied Cash	12/2/2022	Unapplied Cash: 08/05/2022 -> Invoice: 318755			7.21	467.83
Unapplied Cash	12/2/2022	Unapplied Cash: 09/21/2022 -> Invoice: 318755			7.21	467.83
Payment	12/12/2022	Check 2700365114: 12/01/2022	7.11			467.83
Payment Applied	12/12/2022	Check 2700365114: 12/01/2022 -> Invoice: 318755		7.11		460.72
Applied Credit	12/13/2022	Credit 325078: 12/02/2022 -> Invoice: 318755	-85.28			460.72
Applied Credit	12/13/2022	Credit 302193: 06/01/2021 -> Invoice: 318755	-7.21			460.72
Unapplied Cash	12/13/2022	Unapplied Cash: 07/12/2022 -> Invoice: 318755			-14.42	460.72
Unapplied Cash	12/13/2022	Unapplied Cash: 04/15/2022 -> Invoice: 318755			-21.63	460.72
Applied Cash	12/13/2022	Unapplied Cash: 08/05/2022 -> Invoice: 318755			7.21	460.72
Applied Cash	12/13/2022	Unapplied Cash: 07/25/2022 -> Invoice: 318755			-7.21	460.72
Applied Cash	12/13/2022	Unapplied Cash: 07/20/2022 -> Invoice: 318755			-7.21	460.72

Resolution:

Age the customer directly on the customer record and then refresh the window. The value should update to the correct value.

49856 Jerry Seinfeld

Jerry Seinfeld

- Customer Information
- Payment Options

- Bill 10
 - Jerry Seinfeld
 - Contacts
 - Aging
 - Invoices
 - Credit Memos
 - Recurring
 - Elaine Barns
- Sites
 - (1) Apartment
 - (2) Jerry Seinfeld



Age Customer

- Aging
- Col
- Contacts
- Credit Memos
- Credit Auto
- Deferred Income (Unposted)
- Documents
- EFT History
- Inner Office Message
- Invoices
- Jobs
- Journal Detail
- Journal Summary
- Notes
- Payments
- Prospects
- Recurring
- Recurring History
- Refunds
- Sedona Event Log
- Service
- Systems