

# How to Age One Customer's Receivables

09/12/2024 5:44 pm EDT

When a customer makes payments or gets credit added to their account, the account will not show correct totals for receivables. A customer can manually Age the customer account

In the example below, you go to the Aging option where the arrow below is pointing and right-click, you then click on Age Customer.

The screenshot displays a software window titled "49706 Miguel Gutierrez (Master Account) \*\* Promise to Pay \*\*". The interface is divided into three main sections:

- Navigation Tree (Left):** A hierarchical list of options including "Miguel Gutierrez (Master Account)", "Customer Information", "Sub Accounts", "Payment Options", "Bill To", "Miguel Gutierrez", "Contacts", "Aging", "Invoices", "Credit Memos", "Abe Lincoln", "Monkey Man", "Activity Ledger", "Age Customer", "Contacts", "Credit Memos", "Credit Auto", "Deferred Income (Unposted)", "Documents", "EFT History", "Inner Office Message", "Invoices", "Jobs - Subs", "Journal Detail", "Journal Summary", "Notes", "Payments", "Prospects", "Refunds", "Sedona Event Log", "Service - Subs", and "Systems". A red arrow points to the "Age Customer" option under "Activity Ledger".
- Customer Information (Top Middle):** Displays details for "Monkey Man" at "1 Main street, Greenville, TX 75402".
- Summary Table (Top Right):** A table of account statistics:

Balance Due:	\$32,267.05
Last Statement Date:	5/16/2024
Last Late Fee:	\$2,062.15
** Promise to Pay **	15 Days Past Due
Total Active RMR :	
Total Active RAR :	
Customer Type:	Residential
Customer Since:	10/11/2022
Salesperson:	Queen NDUji
Last Payment Rec'd:	\$200.00 (9/28/2...
# of Disp Last 30 Days	0
- Aging Schedule (Bottom):** A table showing the breakdown of receivables by due date:

Current Due	\$0.00
1-30	\$0.00
31-60	\$101.09
61-90	\$0.00
91-120	\$0.00
Over 120 Day	\$32,165.96
Total Due	\$32,267.05
Unapplied Cash	\$0.00
Unapplied Credit	\$0.00
Advance Deposit	\$0.00
Total Credits	\$0.00
Net Due	\$32,267.05
Date Last Aged	6/28/2024 12:07:52 AM
Last Late Penalty	\$2,062.15
Last Statement Date	5/16/2024