

Out of Balance

Last Modified on 02/02/2026 5:06 pm EST

An account is out of balance when the last statement balance plus the history line items as of the last statement date do not match the balance on the customer's *Accounts Receivable* tab or the balance in the history line items does not match the balance on the customer's *Accounts Receivable* tab. All out of balance customers should be corrected before proceeding to *Posting Finance and Service Charges*.

Print Out of Balance Report

1. From the Master Menu, choose **Month End Menu**.
2. Select **Out of Balance**.
3. On the *Out of Balance Menu* window, enter the *Division* range to print or press **F5** to select the Division from the list.

The screenshot shows the 'Out of Balance Menu' window with the following search parameters:

- Division:** 1 to 2
- Customer Number:** to
- From Cycle Code:**
- To Cycle Code:**

4. In the *Customer Number* fields, enter the range to print or press **F5** to select the from the list.
5. Enter the *Cycle Codes* to process.
6. Select *Printer*.

Note: An option to download to Excel is also available.

7. Choose **Print**.
8. On the *Print* window, select **Print**.
9. Close the *Out of Balance Menu* window.

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Division	1 ABC PROPANE COMPANY	to	2 ABC SUB LOCATION	
	Customer Number	1 to	9999999999	
	Start Cycle Code	1	End Cycle Code	99
1 10085 VOLTAIRE,RYAN		Cycle Code 1	****OUT OF BALANCE****	
Customer File	(\$85.00)	(\$85.00)		Check last statement date and last statement amount.
Statement	\$11,898.00			
History Line Items	(\$85.00)			
1 10094 DOE,JOHN		Cycle Code 1	****OUT OF BALANCE****	
Customer File	\$519.90	\$519.90		Check customer balances.
Statement	\$769.90			
History Line Items	\$769.90			
1 100000 DOE,JOHN		Cycle Code 1	****OUT OF BALANCE****	
Customer File	\$4,190.61	\$4,190.61		Check customer balances.
Statement	\$4,514.52			
History Line Items	\$4,514.52			
1 100005 BROCK,MICHAEL		Cycle Code 1	****OUT OF BALANCE****	
Customer File	(1,280.10)	(1,280.10)		Check customer balances.
Statement	\$5,891.70			
History Line Items	\$5,891.70			
1 100006 ALLISON,JENNY		Cycle Code 1	****OUT OF BALANCE****	
Customer File	\$3,178.37	\$3,178.37		Check customer balances.
Statement	\$3,588.37			
History Line Items	\$3,588.37			
1 100007 ADAMS,ANSEL		Cycle Code 1	****OUT OF BALANCE****	
Customer File	\$19,546.29	\$19,546.29		Check customer balances.
Statement	\$19,754.29			
History Line Items	\$19,754.29			
1 9876543210 NEWFER, JENNIFER		Cycle Code 1	****OUT OF BALANCE****	
Customer File	(1,097.00)	(1,097.00)		Check customer balances.
Statement	(1,201.00)			
History Line Items	(1,201.00)			

Correct Customer Balances

1. Go to *Master Menu / Customer Menu / Customer Maintenance*.
2. Select customer account.
3. Select the *Accounts Receivable* tab.
4. Note the *Statement* dollar amount compared to the *Out of Balance* report.
5. Select **History Inquiry**.
6. Review customer account balance as of the last statement date.
7. Return to the customer maintenance screen and press **Ctrl+M** to modify.
8. Update the *Last statement balance* field to reflect the account balance in step 6. Press **Ctrl+Q** to save.
9. Return to the *Out of Balance* report program once all corrections have been made. Reprocess the report to ensure all accounts are now in balance.

This scenario happens when statements have been updated and a transaction has been entered after updating for the month. There maybe another issue that needs to be reviewed, but generally it is because of transactions after a statement update. To control this, change the *Posting Date* under the *Supervisor Menu* as soon as statements have been updated.