ECi DDMS®

Balancing A/R If You Deleted a Customer

Your Accounts Receivable can get out of balance for many reasons. One common stumbling block is when you delete a customer with an outstanding A/R balance. It's certainly not the best way to write off a bad customer. If their outstanding invoices are posted to A/R Trade, the A/R Trial Balance will be less than your G/L.

However, a special report shows deleted customers and their outstanding balances. Once you have that information, you can add the customer back in and add their total charges onto the A/R Trial Balance.

Finding the Deleted Customer's Invoices.

To view deleted customers and their balance when you deleted them, follow these steps:

1. From your DDMS Main Menu, double-click the **KeyOp** icon, then double-click **Specials**.
2. To select Modify A/R Records, select the [**B]** action code.
3. To Verify Customer Number, select the [**V]** action code.
4. To Print, select the [**P]** action code.
   or to View Only, select the [**V]** action code.
5. When prompted, "Are you sure?" press the **Y** key.

In the figure below, the report shows the customer's order numbers, dates, and amounts and total debits and credits.

```
13:48:09                    A/R SPECIALS                              01/30/08


C=CHANGE DATE, S=SELECT DATE, V=VERIFY CUSTOMER NBR ?V

P=PRINT, V=VIEW ONLY ?V

ARE YOU SURE (Y/N) ?Y
      BOB      123-0 01/30/08               25.00         .00
      BOB    10756-0 01/16/08               19.95         .00

DEBITS       44.95 CREDITS         .00 TOTAL        44.95
ANY KEY TO CONTINUE
```

6. When you are finished viewing the report, press **Enter.**
7. In A/R History, look up the invoice numbers in question to find the Customer Number. For detailed instructions on this step, see your online help.

Setting Next Customer Number

Set your text-based (LA) parameters so that the Next Customer Number is blank:

8. From your DDMS Main Menu, double-click the **KeyOp** icon, then double-click **Parameters**.
9. In the Parameter Editor window, double-click **Text Base Parameters**.
10. The (L) Parameters screen opens. Select the [**A] Customer & A/R** action code.
11. In the (LA) screen, select the **[C] Change** action code.

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12. In the G/L Loc field, enter the location for which to set or change parameters. (This field defaults to the location entered for your terminal in the (L1) Terminal and Tickets Parameters screen.) You can enter a new location or accept the default location:

13. The first field is **Next Customer #**. ***Make a note of the number here, so you can return to automated numbering later as needed.***

14. Press the **Space** bar until it fills the field.

15. To save your changes, press Enter until you exit from the text-based window.

Adding the Deleted Customer Back Into Your Database

16. In your DDMS Customers database, add the customer record in again. For detailed instructions on this step, see your online help.

    - If you are adding a customer that you deleted by mistake, you may wish to fill all the appropriate fields to continue doing business with them.
    - If you are only going to write the customer off, all you really need is the name and account number.

17. (Optional) Once you add the customer back in, running the (+B-V-U) Special report will no longer show that customer as deleted.

Add Total Charges to (OR-B) Trial Balance

18. In your Standard A/R Reports, run the [B] Trial Balance to add the customer's total charges. For detailed instructions on this step, see your online help.

Writing Off the Bad Debt

19. (Optional) If you need to write off the customer's outstanding invoices as bad debt, the right way is to post an adjustment:

    a. From your DDMS Main Menu, double-click **Accounts Receivable.**

    b. Click the **Post/Change** tab.

    c. Select the **customer**.

    d. In the **Batch Information** dialog box, specify the batch information and click **OK**.

    e. Click .

    f. Click the down arrow in the **Type** box, and click **Adjustment**. Press **Tab**.

    g. In the **Invoice #** box, enter the number of the invoice to adjust.

    h. In the Date box, enter a different date, or accept the default date. Enter the date in one string. For example, to enter a date of 02/05/2007, enter 02052007. Press Tab.

    i. To write off a bad debt, decrease the A/R balance. Make your adjustment in the **Payments** box. For example, if you are writing off a bad debt of $100.00, enter 100.00 in the Payments box.

    j. In the **Reverse G/L** box, specify the appropriate reverse general ledger number for your adjustment. In this case, specify your bad debt account as the reverse. (If you're not using general ledger, accept the default reverse account.)

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a. **Note:** In the DDMS General Ledger Chart of Accounts, the default Bad Debt expense account is 01-651-31.

k. In the **Remarks** box, enter text to describe this adjustment, or accept the default remarks. You can enter up to 11 alphanumeric characters.

l. Click **OK**.

m. Click  to save your changes.

n. At the Are You Sure prompt, click **Yes**.

Run Another A/R Trial Balance

20. In your Standard A/R Reports, run the [B] Trial Balance to add the customer's total charges. For detailed instructions on this step, see your online help.

Checking the Customer's Outstanding Balance

21. Pull up the customer again in Accounts Receivable to make sure their outstanding balance is zero.

Resetting Next Customer Number

22. Set your text-based (LA) parameters so that the Next Customer # is the number you noted in step 13.

Auditing Your Work

23. Use your day-end reports to collect critical A/R totals for your audit.
    For detailed instructions, see *Balancing A/R* on the DDMS support site.

24. To calculate sums and variances to make sure A/R is in balance, use our spreadsheet, *DDMS Daily Audit Log for Accounts Receivable*, on the DDMS support site.

Deleting A Customer You No Longer Do Business With

25. If you will no longer do business with that customer, you can delete their record from the Customer database. Just be sure that their outstanding balance is zero from step 21, and that your A/R is in balance again.

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