

# Auditing the Accounts Receivable Balance

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This guide describes identifying and correcting accounts receivable errors. It is intended for advanced users.

If your accounts receivable (A/R) numbers do not align, there are a few ways you can audit them in aACE. For your A/R numbers to be correct, the A/R general ledger (GL) account, the total balance for all open invoices, and the grand total for the summary aging report for all invoices as of the current date should all have the same values. If the values on these records and report do not match, you must locate and correct the errors by auditing the A/R balance.

The screenshot displays three key areas of the aACE software interface, all showing a balance of 257,262.79, which is circled in red to indicate consistency.

**GL Accounts**

Account	Account Name	Header	Account Type	Cash Flow Section	Balance	Status
1202	Accounts Receivable	1200	Receivables	Accounts Receivable	257,262.79	ACTIVE

**Invoices**

Invoice	Date	Title	Order	Bill Terms	Customer	Grand Total	Balance	Pmnt Exp	Tracking Status	Status
> 50626	04/05/24	Centerville High School	50754	Net 30	Centerville	44,959.45	44,959.45	05/05/24	Doubtful	OPEN
> 50637	06/05/24	New Start Academy Charter School	50795	Net 30	New Start	4,281.75	4,281.75	07/18/24	Payment in Mail	OPEN
> 50638	06/17/24	Lynn High School of the Arts Painting Supplies	50800	Net 30	Lynn High	375.00	375.00	07/16/24		
> 50641	07/01/24	P.S. 118 - 8" Tablets	50788	Due on	P.S. 118	67,908.46	67,908.46	07/16/24		
> 50642	07/02/24	Credit Memo for Regina County Area School		Net 30	Regina	0.00	-50.00	08/01/24		
> 50645	07/10/24	Central Paving Co	50762	Net 30	Central	59,651.80	59,651.80	08/09/24		
> 50646	07/10/24	Charter Steel Trading Co Inc	50774	Net 30	Charter Steel	3,974.25	3,974.25	08/09/24		
> 50647	07/09/24	St. Catherine High School	50792	Net 30	St. Catherine	34,200.00	34,200.00	08/08/24		
> 50648	07/10/24	Chisholm High School Tablet Bundle		Net 30	Chisholm	31,587.08	31,587.08	08/09/24		
> 60000	10/02/25	Chisholm High School	60000	Net 30	Chisholm	150.00	150.00	11/01/25		
> 60004	09/21/25	Regina County Area School District	50829	Net 30	Regina	225.00	225.00	10/21/25		
> 60007	10/23/25	Future Dated Invoice		Net 30	AECOM	10,000.00	10,000.00	11/22/25		
<b>List Totals</b>						257,312.79	257,262.79			

**A/R Summary Aging Report - All Invoices**

Company	Balance	Current	1-2
AECOM Tishman	10,000.00		10,000.00
Centerville High School	44,959.45		
Central Paving Co	59,651.80		
Charter Steel Trading Co Inc	3,974.25		
Chisholm High School	31,737.08		
Lynn High School of the Arts	375.00		
New Start Academy Charter School	4,281.75		
P.S. 118	67,908.46		
Regina County Area School District	175.00		
St. Catherine High School	34,200.00		
<b>Grand Totals</b>	257,262.79	0.00	10,000.00

Before auditing A/R, ensure your Chart of Accounts preferences are correct. The GL Accounts module will display different values depending on multi-office preferences. If your totals for all open invoices and the A/R GL account are showing different numbers, it will cause auditing mistakes.

From the Main Menu, go to Accounting > Accounting Preferences > Chart of Accounts > Offices. In Multi-Office Preferences, enable or disable Manage office general ledgers separately. This preference will ensure you are comparing the right numbers (e.g. not comparing the A/R balance for all offices against open invoices for one office).

**aACE Accounting Preferences**

New + Edit ✎ Delete ✕ Print 🖨 Actions ➤

Chart of Accounts    **Accounting Settings**    Billing & Payment Terms    Code Designations    Currency Conversion    Period Management

Balance Sheet Accounts    Income Statement Accounts    **Offices**

Office	Disbursement (Bill Pay) Account	Inter-Office Due To Account (A/P)	Inter-Office Due From Account (A/R)
ABS	1115 Cash Checking (AI)		
AI	1115 Cash Checking (AI)	2201 Due to AI (A/P)	1251 Due from AI (A/R)
EE	1115 Cash Checking (AI)	2202 Due to EE (A/P)	1252 Due from EE (A/R)
MWRO	1115 Cash Checking (AI)	2203 Due to MWRO (A/P)	1253 Due from MWRO (A/R)

**Multi-Office Preferences**

- ☐ Prevent multi-office cash transactions.
- ☐ Manage office general ledgers separately.

# Table of Contents

- Invoices with Future Dates
- Manual General Journal Entries
- Revenue Entries to A/R Account
- Reassigned GL Account
- Other Errors

## Invoices with Future Dates

If an invoice record has a date that is in the future, a reconciliation as of the current date will not include that future invoice. In this case, the values for the A/R GL account and the total for all open invoices will match, but the summary aging report for all invoices as of the current date will not.

To locate the specific invoice(s), go to Accounting > General Ledger. In the Quick Search bar, enter the A/R account number and then the current date followed by "...". For example, for a date of September 29, 2025, the Quick Search entry would be "9/29/2025...". Using this [search format](https://aace6.knowledgeowl.com/help/using-aace-key-commands) (https://aace6.knowledgeowl.com/help/using-aace-key-commands) will filter all invoices to ones dated for the current date and in the future.

General Ledger

Record: 1 of 6

New Edit Delete Print Actions

General Ledger

1202 9/29/2025...

Account	Transaction ID	Date	Office	Dept	Code	Order	PO	Debit	Credit	Debit Balance	Status
> 1202	> INV-60000	10/02/25	AI	AI		> 60000		150.00		150.00	OPEN
> 1202	> INV-60001	10/10/25	AI	AI		> 50801		11,353.93		11,353.93	OPEN
> 1202	> RCPT-60003	10/10/25	AI	AI		> 50801			11,353.93	11,353.93 CR	OPEN
> 1202	> INV-60007	10/23/25	AI	AI-A/R				10,000.00		10,000.00	OPEN
> 1202	> GJ-60003	09/30/25	AI						5,000.00	5,000.00 CR	OPEN
> 1202	> GJ-60004	09/30/25	AI					5,000.00		5,000.00	OPEN
<b>List Totals</b>								26,503.93	16,353.93	10,150.00	


Show All | Constrain to B/S Accounts | Constrain to I/S Accounts | Constrain to Inventoried Items | Omit Inventoried Items | More Finds | Related Records

After you have located the proper dates of the future invoices, you can run a new summary aging report for all invoices with the farthest date. For example, if you have an invoice dated in two days and one dated in four days, enter the date in the aging report for the invoice dated in four days. If this error was the reason for your A/R discrepancies, the new summary aging report for all invoices with the future date will show the same value as the A/R GL account and the total for all open invoices.

[?Top](#)

## Manual General Journal Entries

Team members may occasionally adjust the value of the A/R account using a general journal entry. However, because this is not an accounts receivable transaction (e.g. invoice or customer payment), the entries can cause variances. For example, if a user creates a general journal entry to account for bad debt, the total of all open invoices and the total for the account debit balance in the GL will not be the same.

You can search the GL by transaction source type to identify the transaction that is not A/R. Go to Accounting > General Ledger. Use the Quick Search bar to search the GL by the A/R account number. Select the Sort icon (  ), then select Transaction Source Type. This will sort all the GL entries by their source type.

If there is a transaction that is not an A/R entry, it will appear under a different source type than AR. If the entry was from a general journal entry, the transaction will appear under the

source type JE.

General Ledger

Record: 1,246 of 1,246

New Edit Delete Print Actions

General LedgerSorted by Transaction Source Type

1202

Account	Transaction ID	Date	Office	Dept	Code	Order	PO	Debit	Credit	Debit Balance	Status
> 1202	> RCPT-50574	07/02/24	AI	AI		> 50799			225.00	225.00 CR	OPEN
> 1202	> RCPT-50574	07/02/24	AI	AI-A/R					50.00	50.00 CR	OPEN
> 1202	> RCPT-50574	07/02/24	AI	AI		> 50803			225.00	225.00 CR	OPEN
> 1202	> INV-50643	06/17/24	AI	AI		> 50802		1.21		1.21	OPEN
> 1202	> INV-50644	04/25/24	ABS	ABS		> 50760		13,042.33		13,042.33	OPEN
> 1202	> RCPT-50575	07/09/24	ABS	ABS		> 50760			13,042.33	13,042.33 CR	OPEN
> 1202	> INV-50645	07/10/24	ABS	ABS		> 50762		59,651.80		59,651.80	OPEN
> 1202	> INV-50646	07/10/24	ABS	ABS		> 50774		3,974.25		3,974.25	OPEN
> 1202	> INV-50647	07/09/24	AI	AI		> 50792		34,200.00		34,200.00	OPEN
> 1202	> INV-50648	07/10/24	AI	AI				31,587.08		31,587.08	OPEN
> 1202	> INV-60000	10/02/25	AI	AI		> 60000		150.00		150.00	OPEN
> 1202	> INV-60001	10/10/25	AI	AI		> 50801		11,353.93		11,353.93	OPEN
> 1202	> RCPT-60003	10/10/25	AI	AI		> 50801			11,353.93	11,353.93 CR	OPEN
> 1202	> INV-60004	09/21/25	AI	AI		> 50829		225.00		225.00	OPEN
> 1202	> INV-60007	10/23/25	AI	AI-A/R				10,000.00		10,000.00	OPEN
AR								8,491,860.69	8,234,597.90	257,262.79	
JE											
> 1202	> GJ-60006	10/27/25	AI					1,000.00		1,000.00 CR	OPEN
JE								1,000.00		1,000.00 CR	
List Totals								8,491,860.69	8,235,597.90	256,262.79	

Show AllConstrain to B/S AccountsConstrain to I/S AccountsConstrain to Inventoried ItemsOmit Inventoried ItemsMore FindsRelated Records

After you have identified the offending transaction, you can void the record or [reassign the GL account](https://aace6.knowledgeowl.com/help/reassigning-gl-accounts-to-posted-transactions) (https://aace6.knowledgeowl.com/help/reassigning-gl-accounts-to-posted-transactions) for the transaction. The debit balance for the JE entries should be zero after you void the transaction and the voided JE transaction should appear in the general ledger list.

General Ledger

Record: 1,247 of 1,247

New Edit Delete Print Actions

General LedgerSorted by Transaction Source Type

1202

Account	Transaction ID	Date	Office	Dept	Code	Order	PO	Debit	Credit	Debit Balance	Status
> 1202	> RCPT-50574	07/02/24	AI	AI-A/R					50.00	50.00 CR	OPEN
> 1202	> RCPT-50574	07/02/24	AI	AI		> 50803			225.00	225.00 CR	OPEN
> 1202	> INV-50643	06/17/24	AI	AI		> 50802		1.21		1.21	OPEN
> 1202	> INV-50644	04/25/24	ABS	ABS		> 50760		13,042.33		13,042.33	OPEN
> 1202	> RCPT-50575	07/09/24	ABS	ABS		> 50760			13,042.33	13,042.33 CR	OPEN
> 1202	> INV-50645	07/10/24	ABS	ABS		> 50762		59,651.80		59,651.80	OPEN
> 1202	> INV-50646	07/10/24	ABS	ABS		> 50774		3,974.25		3,974.25	OPEN
> 1202	> INV-50647	07/09/24	AI	AI		> 50792		34,200.00		34,200.00	OPEN
> 1202	> INV-50648	07/10/24	AI	AI				31,587.08		31,587.08	OPEN
> 1202	> INV-60000	10/02/25	AI	AI		> 60000		150.00		150.00	OPEN
> 1202	> INV-60001	10/10/25	AI	AI		> 50801		11,353.93		11,353.93	OPEN
> 1202	> RCPT-60003	10/10/25	AI	AI		> 50801			11,353.93	11,353.93 CR	OPEN
> 1202	> INV-60004	09/21/25	AI	AI		> 50829		225.00		225.00	OPEN
> 1202	> INV-60007	10/23/25	AI	AI-A/R				10,000.00		10,000.00	OPEN
AR								8,491,860.69	8,234,597.90	257,262.79	
JE											
> 1202	> GJ-60006	10/27/25	AI					1,000.00		1,000.00 CR	OPEN
> 1202	> GJ-60008	10/27/25	AI					1,000.00		1,000.00	OPEN
JE								1,000.00	1,000.00	0.00	
List Totals								8,492,860.69	8,235,597.90	257,262.79	

Show AllConstrain to B/S AccountsConstrain to I/S AccountsConstrain to Inventoried ItemsOmit Inventoried ItemsMore FindsRelated Records

# Revenue Entries to A/R Account

The A/R account should not be the designated revenue account for a line item code. This can cause discrepancies for your A/R balance. For example, deposits should have their own liability account. However, team members may assign an A/R account to a deposit line item code. The transaction and the line item code must be corrected.

Line Item Codes

Record: 1 of 1

New Edit Delete Print Actions

Code: DEPOSIT | Deposit

ACTIVE

Code Setup

Notices Tasks Emails Docs

Accounting Setup

Revenue Account > 2102 | Customer Deposits

Cost Account > 1810 | Vendor Deposits

Inventory Account >

Department >

Commissions and Rate Setup

Excl from Commissions

Rate Type Rate Value VDS Price

Fixed Price 0.00 0.00

Commission Type Comm Value VCS Commission

Not Applicable

Unit Info

Proc Case Qty UOM UPC HTS

Sale Case Qty UOM GTIN ECCN

Preferences

These settings impact behavior throughout the system. Please consult the aACE knowledge base for additional info.

Sales Entry

Show in Code drop-down list for orders, quotes and invoices.

Print by default.

Enforce rate card billing.

Exclude customer discount.

Enable tax automation. Tax code:

Shipping and Fulfillment

Enable outgoing shipments in Orders.

Drop ship by default.

Special order by default.

Do not create a sub-assembly job.

Time & Expenses

Show in Code drop-down list for expense envelopes.

Non-Billable

Paid Time Off (PTO)

Auto-Updates

Disable updates for Product Description and Unit Cost.

Update the Est Unit Cost to the greater of the weighted avg. of

A) current inventory or

B) purchasing activity within the last number of days:

0 (Leave empty to consider all purchasing activity.)

Record Access

Accessible to all offices.

Accessible to selected offices only.

All Offices

Oversight Notifications

Send notice when an order or PO is opened.

Send notice if sold with margin less than: 0

Barcode Scanning

Barcode input: CODE50002

Finance & Accounting Additional Info


To locate discrepancies, go to General Ledger > Search Options icon ( ) > Go To Advanced Search. In the Advanced Search, enter the Accounts Receivable ID in the GL Account ID field and an asterisk (\*) in the Code field. This will search for entries that use a line item code with the A/R account linked to it.



You can correct the GL account for the line item code(s) by navigating to the General Ledger > searching for entries with discrepancies > Admin Actions > Update GL Account for List from Line Item Codes. aACE will update the GL account linked to the line item code. Then, you must reassign the GL account for the entries. For more information on this process, refer to [Reassigning GL Accounts for Posted Transactions](https://aace6.knowledgeowl.com/help/reassigning-gl-accounts-to-posted-transactions) (<https://aace6.knowledgeowl.com/help/reassigning-gl-accounts-to-posted-transactions>).

[?Top](#)

## Reassigned GL Account

If a team member reassigns the GL account for an A/R entry, it will cause variances. If you are unable to identify where the error occurred, go to Accts Receivable > Invoices. In the Quick Search bar, search the invoices by date beginning with the current month. After searching by a month, select Admin Actions (  ) > Find A/R Balance Discrepancies. Repeat this process beginning with the current month until discrepancies are found.

Invoices

Record: 1 of 4Regular ViewNewEditDeletePrintActions

Invoices

10/2025

Invoice	Date	Title	Order	Bill Terms	Customer	Grand Total	Balance	Pmnt Exp	Tracking Status	Status
> 60000	10/02/25	Chisholm High School	60000	Net 30	Chisholm	150.00	150.00	11/01/25	Sent via Email	OPEN
> 60001	10/10/25	Chestnut Ridge Middle School	50801	Net 30	Chestnut	11,353.93	0.00	11/09/25		CLOSED
> 60006	10/20/25	Southglen High School	50003	Net 30	Southglen	499.90	0.00	11/19/25	Sent via Email	PENDING
> 60007	10/23/25	Future Dated Invoice		Net 30	AECOM	10,000.00	10,000.00	11/22/25	To Be Sent	OPEN
List Totals						22,003.83	10,150.00			

Admin Options

Attach/Detach Documents to/from List

Attach/Detach Tasks to/from List

Run Balance Update for List

Go to Related General Ledger Entries

Go to Related Inventory Transactions

Find A/R Balance Discrepancies

Admin Export

Show AllFind My Open & Pending InvoicesFind Open & Pending InvoicesFind Open InvoicesFind Past Due InvoicesRelated Records

If you know the month that the error occurred in, begin the date search with that month. aACE will display any invoices with discrepancies.

When discrepancies are found, you can view the invoice record and select the record Admin Actions > Go to Related General Ledger Entries > sort by Account. By sorting the entries by account, you can see any entries that are not assigned to A/R.

General Ledger - 2

Record: 1 of 2NewEditDeletePrintActions

General LedgerSorted by Account ID

Account	Transaction ID	Date	Office	Dept	Code	Order	PO	Debit	Credit	Debit Balance	Status
1201   Uncategorized Receivables											
> 1201	> INV-60001	10/10/25	AI	AI		> 50801		11,353.93		11,353.93	OPEN
1201   Uncategorized Receivables								11,353.93		11,353.93	
4020   Tablet Sales											
> 4020	> INV-60001	10/10/25	AI	AI-FFMT	TBLT-BUNDLE-8	> 50801		11,353.93		11,353.93 CR	OPEN
4020   Tablet Sales								11,353.93		11,353.93 CR	
List Totals								11,353.93	11,353.93	0.00	

Show AllConstrain to B/S AccountsConstrain to I/S AccountsConstrain to Inventoried ItemsOmit Inventoried ItemsMore FindsRelated Records

To correct the discrepancy, assign the GL entries to the A/R GL account.

[?Top](#)

## Other Errors

If the A/R error is not any that are previously listed, contact your system administrator with information about the records you're working with, what you've tried, and any other details that could be used to identify the issue.

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