

# Accounts Receivable was not updated from Order Entry Posting / Invoice Processing.

Use the following techniques to research any discrepancies:

- Verify that the *Update A/R Customer Balances?* field in *System Administrator / Application Options / Order Entry* is checked.
- Execute the *Order Entry / Reports / Audit Customer Balance* report for all customers. Enter a check mark in the *Update Accounts Receivable?* field. This function ensures that the order balance for the customer matches the active orders in the Order Entry files for this customer.
- To verify the postings which updated Accounts Receivable, print the *Accounts Receivable / Reports / All Activity* report for the day in which the postings should have occurred. Base the date range on the invoice date entered on the orders. To limit the information that would normally print for this report, enter a check mark in *Invoice* and *Credit Memo* and uncheck all the rest of the fields.