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Data Corruption

A/R Balance Problems

Following are some common causes for inaccurate or corrupt A/R balances.

Data Deletion:

- Deleting a billed A/R transaction cuts links to other records. This will result in inaccuracies in the Aged Balances by Date report. Deleting billed A/R transactions is no longer possible in Timeslips 2009.

Purging:

- Purging A/R data will also cut links to other records and cause inaccuracies in the Aged Balances by Date report. Do not purge A/R transactions for any clients that are active or inactive, or for any client that may become active in the future.

Data Verification:

- If you use the Data Verification procedure to fix a Validation or Integrity error that it has detected with A/R, links to other records are often lost, resulting in an inaccurate Aged Balances by Date report, loss of data and incorrect balances. It is recommended that you contact a Timeslips Data Repair specialist or Timeslips Technical Support before attempting to use Data Verification to repair an error associated with A/R.

Reverse Payments:

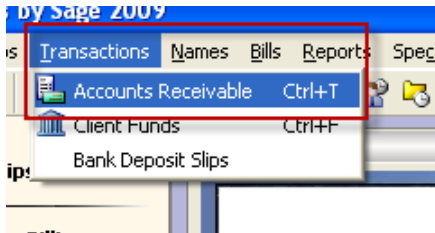
- If you are using Timeslips 2005, Service Release 0 and older, a Reverse Payment could cause a problem with the A/R Balance. If the condition exists, it may not be corrected by converting to a newer version.

Bill Stage Problems:

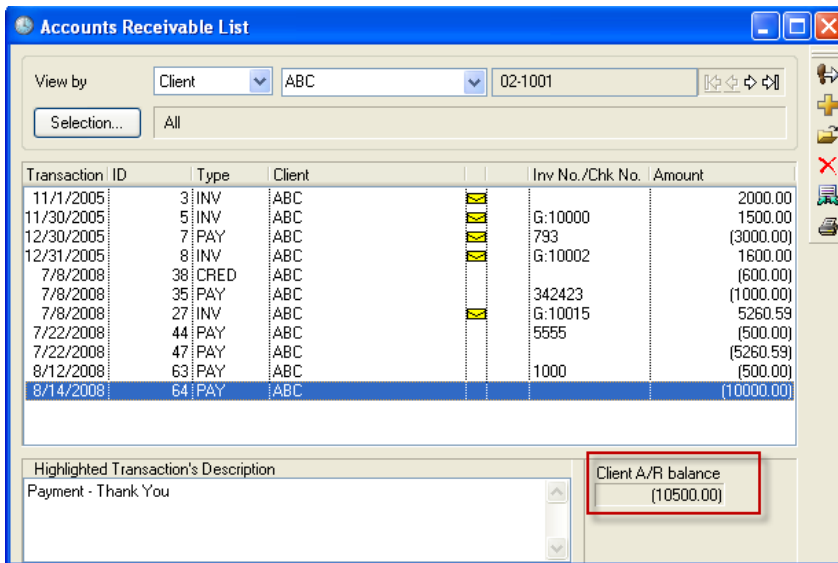
- If you have a problem, such a “freezing” or power outage while generating or approving a bill, the A/R balance may be affected.
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Correcting the Problem:



Go to the Accounts Receivable List for the client that has a problem. Verify the transactions and balances.



The screenshot shows the 'Accounts Receivable List' window. The 'View by' dropdown is set to 'Client', and the client is 'ABC'. The 'Selection...' dropdown is set to 'All'. The table below shows a list of transactions with columns for Transaction ID, Type, Client, Inv No./Chk No., and Amount. The transaction on 8/14/2008 is highlighted. Below the table, the 'Highlighted Transaction's Description' is 'Payment - Thank You'. A red box highlights the 'Client A/R balance' of (10500.00).

Transaction ID	Type	Client	Inv No./Chk No.	Amount
11/1/2005	3 INV	ABC		2000.00
11/30/2005	5 INV	ABC		1500.00
12/30/2005	7 PAY	ABC	G:10000 793	(3000.00)
12/31/2005	8 INV	ABC	G:10002	1600.00
7/8/2008	38 CRED	ABC		(600.00)
7/8/2008	35 PAY	ABC	342423	(1000.00)
7/8/2008	27 INV	ABC	G:10015	5260.59
7/22/2008	44 PAY	ABC	5555	(500.00)
7/22/2008	47 PAY	ABC		(5260.59)
8/12/2008	63 PAY	ABC	1000	(500.00)
8/14/2008	64 PAY	ABC		(10000.00)

Highlighted Transaction's Description
Payment - Thank You

Client A/R balance
(10500.00)

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Go to the Billing Assistant for the same client. Note that the Billing Assistant will include the unbilled transactions as part of the balance. You will need to subtract the current unbilled fees and expenses from the Billing Assistant Balance to get a balance that will agree with the Accounts Receivable list.

Billing Assistant

Client: ABC 02-1001

Billing Assistant Single Client View

ABC Corporation
 17 North Thunder Way
 Suite 1002
 Boston, MA 02111
 (617) 555-2313
 abc@example.com

Bill Overview

Date of last bill	7/8/2008	Funds accounts balance	16739.41
Date of last payment	8/14/2008	Funds replenishment	0.00
Previous balance	7360.59	Client hold	No
Total fees (time charges)	1637.50	Is this a split bill?	No
Total costs (expense charges)	601.50	Is this a consolidated bill?	Yes
Total fees and costs	2239.00	Billing arrangement	Fees: 1 Adjustment defined; Costs: By billing valu...
Total interest and finance charges	0.00	In Reference to	name of project
Total taxes	0.00		
Total Payments and other A/R transactions	17860.59		
New balance	8261.00		

Release slips marked hold (slips marked Hold will be included on the bill)

Generate Bills to Display Print Options

Pre-bill Worksheet Generate Bill Budget Analysis History Aged WIP Analysis Approve Last Bill

Billing Date (Today): 10/5/2008

If the two balances do not match, you will need to run the Rebuild A/R for the client in the Data Verification:

Timesteps by Sage 2009

File Edit Slips Transactions Name:

- New
- Open Database...
- Schedule Backups...
- Backup...
- Restore...
- Data Verification...**

Data Verification

All tables in the database

Look for errors Exclude Bill Images

Attempt to repair

Rebuild data indices Validation errors Integrity errors

Accounts receivable balances

Rebuild accounts receivable balances

All Clients

ABC

Rebuilding accounts receivable balances will remove bills for selected Clients from all bill stages (Proof Stage, Revision Stage, and Audit Stage). This also prevents you from undoing approved bills for selected Clients.

Funds balances

Rebuild funds balances

All Clients

ABC

OK Cancel Help

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After running this procedure, you should receive a message that the A/R Balances have been successfully rebuilt. You should then check both the Billing Assistant and the A/R Transactions to make sure both balances match. If they do not, you should contact a Certified Timeslips Consultant or Timeslips Technical Support to resolve the issue.