Award Winning Online Accounting Software

Documents you will need:
For troubleshooting this section it is a good idea to have your sales and lodgement source documents to hand. If you use anything other than SortMyBooks to generate your sales invoices you will need those documents, for example, any sales docket books, or for retailers your till slips or POS printouts. If you use a lodgement book to record payments received and lodged to the bank it is good to have them to hand also.

NB: Make sure your bank reconciliations are completed and that you've checked them before you start this exercise. Also make sure you've reconciled all the bank accounts you have. Do you have a Paypal account? A foreign currency account? Those need to be reconciled also before you attempt to clean up your Debtors.

Debtors Year End:
Debtors – Click on the Accountant button on the tool bar and click on the link Debtors/Sales/Lodgments. Click on link Aged Debtor (V2) see screenshot below. This report defaults to showing '30, 60, 90' Balances. This allows you to see how long a debt has been outstanding and to weed out any bad debts. Year-end is a good time to write off Bad Debts. For how to write off bad debts read this article. https://sortmybooks.zendesk.com/hc/en-us/articles/235885108-How-do-I-handle-Bad-Debts-

Debtors, Sales and Lodgements

There are several sub-reports available. Please choose appropriate below. If you need access to other reports - click "All Reports" button above

Aged Debtors Report

This version of Report will be discontinued. Please use new Aged Debtor Report (v2) instead.

Sales Analysis

Customer Statement

no description

Lodgements Analysis

Debtor Control Report

SortMyBooks

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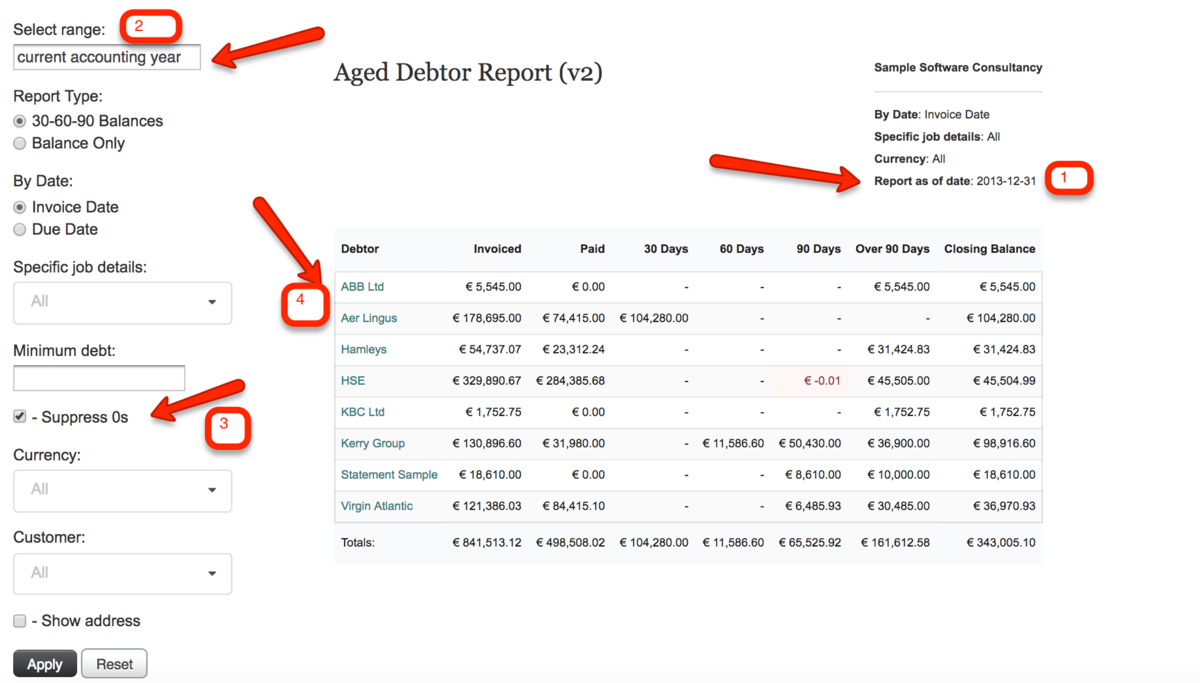


Debtor	Invoiced	Paid	30 Days	60 Days	90 Days	Over 90 Days	Closing Balance
ABB Ltd	€ 5,545.00	€ 0.00	-	-	-	€ 5,545.00	€ 5,545.00
Aer Lingus	€ 178,695.00	€ 74,415.00	€ 104,280.00	-	-	-	€ 104,280.00
Hamleys	€ 54,737.07	€ 23,312.24	-	-	-	€ 31,424.83	€ 31,424.83
HSE	€ 329,890.67	€ 284,385.68	-	-	€ -0.01	€ 45,505.00	€ 45,504.99
KBC Ltd	€ 1,752.75	€ 0.00	-	-	-	€ 1,752.75	€ 1,752.75
Kerry Group	€ 130,896.60	€ 31,980.00	-	€ 11,586.60	€ 50,430.00	€ 36,900.00	€ 98,916.60
Statement Sample	€ 18,610.00	€ 0.00	-	-	€ 8,610.00	€ 10,000.00	€ 18,610.00
Virgin Atlantic	€ 121,386.03	€ 84,415.10	-	-	€ 6,485.93	€ 30,485.00	€ 36,970.93
Totals:	€ 841,513.12	€ 498,508.02	€ 104,280.00	€ 11,586.60	€ 65,525.92	€ 161,612.58	€ 343,005.10

1. Make sure that the as of date is covering the whole of the accounting year you are currently working on.
2. If your **Report as of date** isn't correct then click here to change it.
3. Tick the **Suppress 0s** box so that Customers with no balance are not displayed on the report – but first have a quick look through the list to make sure that Customers that should have a balance are not displaying on the report with a 0 balance.
4. When you are ready to look at an individual customer you can click on their name to drilldown to their detailed transactions.

When you are satisfied with the settings click on **Apply**.

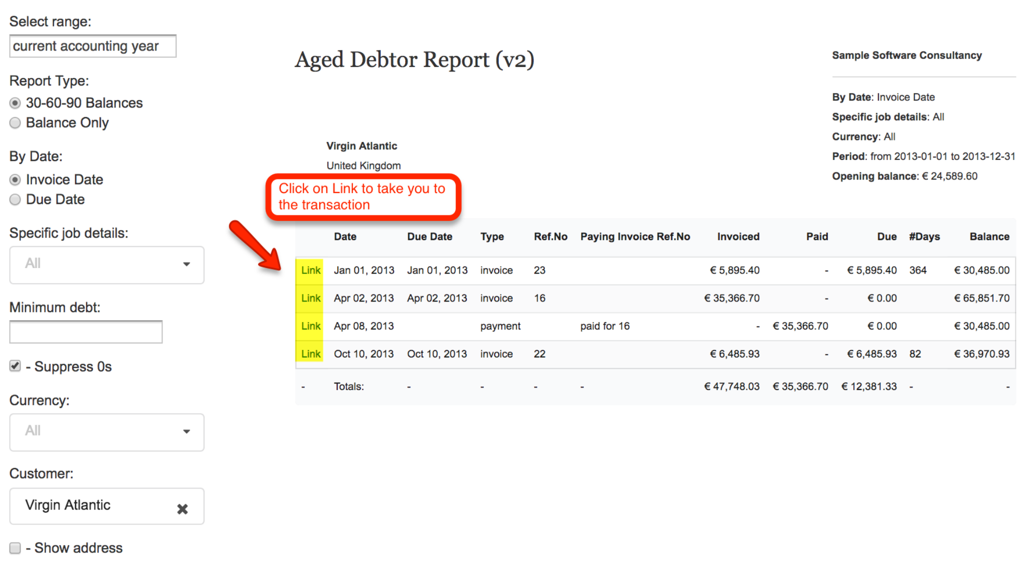
Common errors and things to watch out for:

a. If any of the Debtors are showing a negative balance that's a red flag. What this means is that the Customer has paid more than has been invoiced. These would be the ones that should be checked first.
b. Duplicate Customers – if the Customer has been entered into the system under 2 different names then you should merge them. Follow the steps in this article for merging. https://sortmybooks.zendesk.com/entries/20930571-How-To-merge-Customers-on-SortMyBooks-Online
c. If a customer's balance doesn't look correct to you then click on the customer's name to drilldown to the detail of their transactions.
d. Small amounts remaining on a customer's balance: Sometimes your Debtor listing is accurate but there is a small amount remaining that you want to write off. It can happen if a customer rounds down their payment. Let's say you

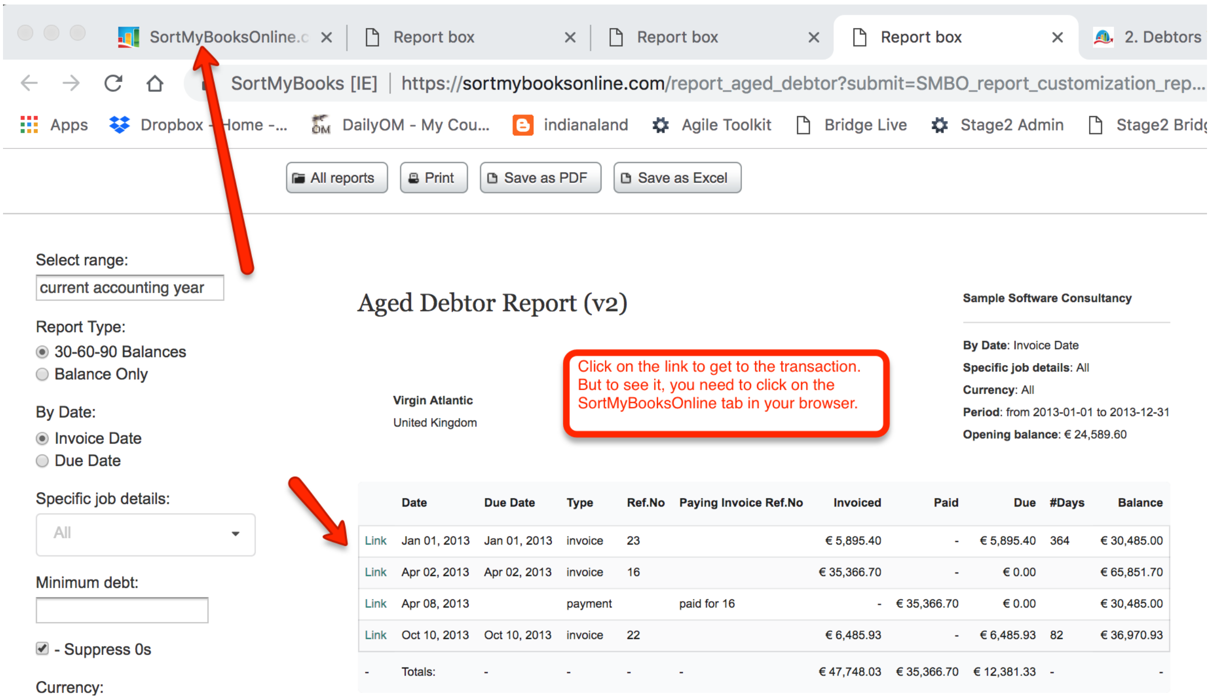
invoice them 125.50 and they only paid 125 and now you're left with an annoying .50 cent balance. To write this off follow the instructions listed previously for bad debts.

e. If your customer has a small negative balance that means they overpaid you. So taking my previous example let's say when you invoiced them 125.50 they paid you 126. In a case like this you need to create a sales invoice for the .50 cent amount, making sure you date it within the accounting year you're working on.
f. After you've made any adjustments make sure to check your Aged Debtors report again to see that the balance is correct.

Debtors' Drilldown Report



	Date	Due Date	Type	Ref.No	Paying Invoice Ref.No	Invoiced	Paid	Due	#Days	Balance
Link	Jan 01, 2013	Jan 01, 2013	invoice	23		€ 5,895.40	-	€ 5,895.40	364	€ 30,485.00
Link	Apr 02, 2013	Apr 02, 2013	invoice	16		€ 35,366.70	-	€ 0.00		€ 65,851.70
Link	Apr 08, 2013		payment		paid for 16	-	€ 35,366.70	€ 0.00		€ 30,485.00
Link	Oct 10, 2013	Oct 10, 2013	invoice	22		€ 6,485.93	-	€ 6,485.93	82	€ 36,970.93
-	Totals:	-	-	-	-	€ 47,748.03	€ 35,366.70	€ 12,381.33	-	-



The detailed list shows all of the invoices and payments to and from that customer. On the top right hand side you can see the date range covered. Opening balance shows the balance coming forward at the beginning of your accounting year. If you want to see all the transactions for this customer from the beginning, you can click on the select range and change the setting to All.

The table can be explained as follows:

Link	Date	Due Date	Type	Ref. No	Paying Invoice Ref No	Invoiced	Paid	Due	#Days	Balance
1	2	3	4	5	6	7	8	9	10	11

1. Link – if you click on this link it will take you back to the actual invoice. When you click on it, to view it you will need to click on the SortMyBooks Online tab in your browser – see screenshot below.
2. Date on the Invoice, when you typed in the date on your invoice this date is what displays here.
3. Due Date – this is the Due date that is on the invoice.
4. Type – this lets you know whether the transaction is an invoice or a payment.
5. Ref No – if the type is an invoice then this will be the invoice number that either you typed in or that the system automatically generated. If the type is a payment then this will be the payment reference typed in when you added the payment to the system.
6. Paying Invoice Ref No – this field is used only for payments, it lets you know what invoice the payment has been allocated to. If there is no number here it means that the payment is not allocated to any invoices.

7. Invoiced – this field is only used for invoices. This is the total amount on the invoice including VAT.
8. Paid – this field is only used for payments. This is the total amount of the payment.
9. Due – for invoices an amount displayed here means that is how much is still owing on that invoice. For payments an amount displayed here lets you know how much of the payment has not been allocated to an invoice.
10. #Days – for invoices this date is calculated from the Report as of date minus the Invoice date. For payments this date is calculated from the Report as of date minus the payment date.
11. Balance – this field is calculated from the Opening Balance, plus any sales invoices, minus any payments.