

### Outstanding Bills with a Zero Balance

1. If you have bills showing under *Pay Bills>Quick Pay>View Outstanding Bills* with an Account Balance of zero
  - a. Go to *Transactions>Browse*
  - b. Find the *Bill* transaction, highlight and click *Correct*
  - c. Click to *Mark As Paid*, choose the payment and click *Save Correction*
2. If there are *Outstanding Bills* from a *Vendor* that will have a new bill in the current year
  - a. Wait until you get another *Bill* from that *Vendor* and then choose any and all *Outstanding Bills* on the *Pay Bills* screen
  - b. Edit the *Amount to Pay* to the amount of the current bill but leaving all the bills marked as paid
  - c. When you post the payment the bills will no longer be outstanding
3. If the *Outstanding Bills* are from a prior year
  - a. Go to *Special Functions>Manage Years>Change to Another Existing Accounting Year* and change to that year
  - b. Go to *Transactions>Browse*
  - c. Find the *Bill* transaction, *highlight and click Correct*
  - d. Click *Mark as Paid* choose the *Payment date* and click *Save Corrections*
4. If the outstanding bills are from a prior year and the year is closed
  - a. Go to *Transactions>Pay Bills>Quick Pay>View Outstanding Bills* and select each bill and post a 'fake' payment
  - b. Next post a *Journal Entry: Debiting the Checking account* and *Crediting the Vendor* for the amount of the 'fake' payment
  - c. Then on the *Bank Reconciliation* screen you can mark the 'fake' payment cleared and the *Journal Entry* cleared. This will "wash" the fake payment out of the system

OR

### Outstanding Bills with an Account Balance

1. If there is an amount in the *Account Balance*, there is a posting issue that needs to be reviewed.
  - a. To determine what is causing the balance, print an *Accounts Payable Journal* and/or a *General Ledger* report on each *Vendor* with a balance.
    - o Go to *Reports>Worksheets>Accounts Payable>Accounts Payable Journal*. The *Accounts Payable Journal* shows *Bill* and *Payment* transactions posted to that account and summary information such as beginning balance, total charges, total payments and current balance.
    - o Go to *Reports>Transactions>General Ledger*. The *General Ledger Report* will print a report that includes each account you select, its beginning balance, each transaction that affected that account (including reversals), and the account's running/ending balance.

- b. Review the report to determine the reason for the balance. The resulting correction will depend on the transaction affecting the *Vendor* balance.

Some possible reasons for a balance in the *Vendor* account include:

- Posting a *Bill* without entering a *Payment*
- Posting a *Payment* without entering a *Bill*
- Duplicate posting of the *Bill* and/or the *Payment*
- Posting part of a transaction to a wrong *Vendor*
- Original *Bill* and *Payment* posted correctly but one part of the transaction reversed
- Transferring money between two *Vendors*
- A *Bill* was posted as a *Credit Memo* by mistake

**An example:**

If you posted a *Bill* without entering the *Payment*, go to *Pay Bills>Quick Pay>View Outstanding Bills*, click in the check box to select the *Bill* and *Create the payment*. Then review and edit appropriately and post the *Payment*.

**Please Note:** Before any corrections are made, please backup your data!! Depending on the issues, going back in a previous year to make corrections may cause catastrophic problems to bank reconciliations and reports. We recommend a *Journal Entry* in the current year.