

## Negative Vendor Account Balances

### Overview

Just as the Accounts Payable staff manages invoices/vouchers due to vendors, any accounts with credit balances (money the vendor owes the agency) must also be monitored. Any vendor account totaling to a credit should be handled in the following ways: 1) Taken by reducing the amount of a regular voucher (positive dollars) or 2) Received to the agency as a refund check from the vendor. Option 2 should be used if the agency does not plan to do business with that vendor before the fiscal year end. All credits should be taken by fiscal year end.

Below is the suggested method for locating those vendors with current negative account balances, and how to deal with the results.

1. Run the Query 'CT\_CORE\_FIN\_AP\_VENDOR\_CREDIT' to locate all vendors for your agency who have a negative account balance:
  - a. Navigation: EPM Reporting Tools>Query>Query Manager  
(insert query name above)

### Query Manager

Enter any information you have and click Search. Leave fields blank for a list of all values.

[Find an Existing](#)

| [Create New Query](#)

Query

\*Search

Query Name

begins with

By:

[Advanced Search](#)

### Search Results

\*Folder

View:

\*Action:

Query				Customize	Find	View All	First	1 of 1	Last
Select	Query Name	Descr	Owner	Folder	Edit	Run to HTML			
<input checked="" type="checkbox"/>	CT_CORE_FIN_AP_VENDOR_CREDIT	Vendors w/credit balance	Public	AP	<a href="#">Edit</a>	<a href="#">HTML</a>			

[Find an Existing](#)

| [Create New Query](#)

Query

b. Run the query to HTML, entering your Business Unit

**CT\_CORE\_FIN\_AP\_VENDOR\_CREDIT - Vendors w/credit balance**

Unit:

[View Results](#)

Unit	SetID	Vendor	Vendor Name 1
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- This Business Unit has one vendor, the Warehouse Store Fixture Co. that has a credit balance on account of -\$734.00.

Unit:

[View Results](#)

Download results in : [Excel SpreadSheet](#) [CSV Text File](#) (1 kb)

View All First  1-1 of 1  Last

	Unit	SetID	Vendor	Vendor Name 1	Sum Pymnt Gross Amt	On Hold
1	DOCS1	STATE	0000010088	WAREHOUSE STORE FIXTURE COMPANY	-734.000	N

- Open a new window, and run a Vendor Current Balance inquiry to confirm this negative Gross Amount.  
Navigation: Accounts Payable>Review AP Information>Vendors>Vendor Current Balance.
- Enter your Business Unit and the Vendor's ID from the EPM query results.
- Then Search.
- Running the Vendor Current Balance inquiry confirms the credit balance for this vendor. (see Helpful Hints for when these balances do not agree)
- Next, click on the Voucher Inquiry link to see what transactions make up this Gross Amount. It could be one voucher or several.

### Vendor Current Balances

Search Name

**From**  **To**

Business Unit

Vendor SetID

Vendor ID

Vendor Location

Currency

Max Rows

Sort Criteria

\*Sort By:  \*Sort Asc/Desc:

Display Currency Criteria

Vendor Current Balances							
Vendor ID	Short Vendor Name	Business Unit	Transaction Currency	Gross Amount	Unapplied Prepayments	Payable Balance	Voucher Inquiry
0000010088	<a href="#">061078532F-001</a>	DOCS1	USD	-734.00		-734.00	



8. In this case, the Gross Amount on account is from one Adjustment Voucher, ID# 00017365.

Voucher Inquiry

**Search Criteria**

Search Name: ALL

**From** Business Unit: DOCS  
**To** Business Unit: DOCS

Voucher ID: [ ]  
 Invoice ID: [ ]

Vendor SetID: STATE  
 Short Name: [ ]

Vendor ID: 000001008E  
 Vendor: [ ]

Location: [ ]  
 Accounting Dt: [ ]  
 Invoice Date: [ ]  
 Due Date: [ ]  
 Entered Date: [ ]

Origin Set ID: [ ]  
 Origin: [ ]  
 Control Group ID: [ ]

Contract ID: [ ]  
 Lease Number: [ ]  
 Item ID: [ ]

\*Amount Rule: Any  
 Amount: [ ]  
 Currency: USD  
 \*Voucher Style: All Vouchers  
 Post Status: [ ]  
 Approval Status: [ ]  
 Voucher Balance: Balance Remains  
 Voucher Source: [ ]  
 User ID: [ ]  
 GL Business Unit: [ ]  
 Account: [ ]  
 Department: [ ]  
 VAT No: [ ]  
 Process Instance: [ ]  
 Match Status: [ ]

Max Rows: 300 [Search] [Clear]

**Sort Criteria**

\*Sort By: Voucher ID \*Sort: Ascending Sort Displ: [ ]  
 Asc/Desc: [ ]

Display Currency Criteria [ ]  
 Late Interest Analysis [ ]

**Voucher Inquiry Results** Customize | Find | View All | First 1 of 1

Business Unit	Voucher ID	Invoice Number	Invoice Date	Vendor ID	Gross Amount Paid	Voucher Style	Close Status	Accounting Entries	Match Status	Match WorkBench
DOCS1	00017365	294572AV	08/15/2007	0000010088	0.00	Adjustment	Open		Matched	

- Use the 'Show All Columns' icon to view all details of the results.
- The details below confirm that this credit adjustment voucher is entirely unpaid.

Gross Invoice Amount	Voucher Unpaid Balance	Unapplied Prepayments	Total Non-Merch	Entered VAT	Net Amount Paid
-734.00	-734.00	0.00	0.00	0.00	0.00

**HELPFUL HINT:** If the EPM Query ‘CT\_CORE\_FIN\_AP\_VENDOR\_CREDIT’ does not agree with the Vendor Current Balance Gross Amount, a payment has probably occurred within the last 24 hours, and the EPM tables don’t have that payment information yet. (Remember, EPM data is one day behind.)

10. At this point, agency staff should consider their business activities in the near future with this vendor. Ask yourself the following questions:
  - a. Are we going to create a voucher to this vendor soon that will negate or substantially reduce the amount of this credit? (is there a dispatched PO to this vendor pending payment?)
  - b. Are we close to fiscal year end?
  
11. If you are nearing fiscal year end, or if you do not plan to purchase from this vendor soon, then contact the vendor to request a refund to be deposited as an AR transaction. If you see other purchase orders to this vendor whose vouchers will eventually reduce or eliminate the credit balance, then monitor this vendor, and check back when those vouchers are in the system.

### Troubleshooting Vendors with Negative Account Balances

You may incur a vendor that has a negative account balance, and you know that you’ve been processing regular vouchers (with positive \$\$) to that vendor. The sample query below shows that A & A Office Systems for this Business Unit has a negative account balance. In this case, there are two adjustment vouchers pending payment on this account. Both vouchers are on payment ‘Hold’. This means that regardless of regular vouchers being paid to the vendor, this credit balance will not be eliminated or reduced until the payment ‘Hold’ is unchecked on these vouchers.

Another reason for a credit not being taken could be that the voucher is checked for ‘Separate Payment’ on the Payments page. This means that the voucher is marked to NOT combine with a regular voucher (with positive \$\$); thus paying a reduced amount.

Unit:

[View Results](#)

Download results in : [Excel Spreadsheet](#) [CSV Text File](#) (1 kb)

View All

First  1-1 of 1  Last

	Unit	SetID	Vendor	Vendor Name 1	Sum Pymnt Gross Amt	On Hold
1	DPHM1	STATE	0000010011	A & A OFFICE SYSTEMS INC	-291.090	Y

For additional help troubleshooting vouchers not paying, see the Job Aid titled, “*Reviewing the Voucher to Determine Why it Has Not Been Paid,*” in the AP Job Aid folder on the Core-CT Website.