**AccountMate®**
SOFTWARE THAT FITS

# Article # 1142

**Technical Note: Understanding the Recalculate Customer Data Feature**

**Difficulty Level:** Advanced Level AccountMate User, Intermediate Level Visual FoxPro Programmer, Intermediate Level SQL Programmer

**Version(s) Affected:** AccountMate 7 for SQL, Express and LAN
AccountMate 6.5 for SQL, MSDE and LAN

**Module(s) Affected:** AR, SO

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## DESCRIPTION

When customer balances are incorrect due to data corruption, you may fix data inconsistencies by performing recalculation of customer data using the **Recalculate Customer Data** feature in the **Data Manager** function.

This Technical Note discusses the customer data inconsistencies that necessitate recalculation, the requirement that must be met prior to performing recalculation, the recalculation procedures, the AccountMate tables validated by the recalculation routine, and the issues that cause the recalculation process to fail.

## SOLUTION

### A. Conditions for performing recalculation of customer data

- A customer's balance shown in the **Balance** field does not match the net total of the amounts shown in the **Balance for Customer #** window.

  *Note:* The system displays the **Balance for Customer #** window when you click the **Detail Analysis** button beside the **Balance** field.

- A customer's open credit amount is incorrect.

- A customer's open order amount is incorrect.

- A customer's un-invoiced shipments amount is incorrect.

### B. Requirement for recalculation of customer data

**You must always backup the company database prior to recalculating customer data.**

### C. Steps to recalculate customer data

1. Access the **Data Manager** function from the **Utilities** menu.
2. Enter the Supervisor password when prompted.
3. Mark the **Recalculate Customer Data** checkbox in the **Data Manager** function window.
4. Click the **Process** button.

### D. Tables validated during the recalculation of customer data

When you recalculate customer data, the system updates the **Customer Table (ARCUST)**, specifically the customer balance (ARCUST.nbalance), open credits (ARCUST.nopencr), open order amounts (ARCUST.nsoboamt) and un-invoiced shipments amounts (ARCUST.nuishpamt).

The system recalculates the customer balance (ARCUST.nbalance) in the **Customer Table (ARCUST)** by deducting from the customer's invoice balance (ARINVC.nbalance) in the **AR Invoice Table (ARINVC)** the difference between the paid (ARCASH.npaidamt) and applied (ARCASH.nappamt) amounts in the **AR Payment Table (ARCASH)**.

Each customer's open credit amount (ARCUST.nopencr) is updated by calculating the difference between the paid (ARCASH.npaidamt) and applied (ARCASH.nappamt) amounts in the **AR Payment Table (ARCASH)** and summing the result with total Credit Invoices (represented by negative customer invoice balances) from the **AR Invoice Table (ARINVC)** (ARINVC.nbalance).

The system recalculates the open order amount (ARCUST.nsoboamt) by first using information in the **Sales Order Line Item Table (SOSTRS)** to determine the backorder quantity. The backorder quantity is computed by deducting the shipped quantity (SOSTRS.nshipqty) from the order quantity (SOSTRS.nordqty). The result is then multiplied by the inventory item's net unit price (SOSTRS.nprice) to determine the backorder amount. The backorder amount is computed exclusive of any discount amounts.

The un-invoiced shipments amount (ARCUST.nuishpamt) is updated by adding the sales amounts (SOSPTR.nsalesamt) net of sales discounts (SOSPTR.ndiscamt) in the **Shipment Line Item Table (SOSPTR)**. The sales amounts net of sales discounts included in the computation are only those from shipments that have not yet been invoiced.

*\*\*Note: AccountMate started updating the un-invoiced shipment amounts (ARCUST.nuishpamt) during customer data recalculation in AccountMate 7.*

### E. Issues that cause recalculation to fail

The recalculation of customer data fails when the **Data Manager Table (AMMGR.DBF)** is corrupted or the data and/or index in the affected tables (ARCUST, ARINVC, ARCASH, SOSPTR and SOSTRS) is corrupted.

Understanding the Recalculate Customer Data feature can help you identify the instances that necessitate recalculation of customer data, requirements prior to

recalculation, steps in performing recalculation, tables validated by the recalculation routine, and the main issues causing failure of the recalculation process.

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