When the Aged Receivable Doesn't Match the Trial Balance

Your **Aged Receivable** report and the **Accounts Receivable** balance on your **Trial Balance** are built from the same ledger. When both are pulled **for the same date**, they must agree **to the cent**. Even a few cents out points to a real problem that is worth fixing — it is never "just rounding".

This guide explains the single most common cause, how to confirm it, and how to fix it yourself.

Step 1 — Always compare on the same date

Most "mismatches" are not errors at all — they happen when the two reports are pulled for **different moments in time**.

- The **Trial Balance** shows the balance **as at a chosen date** (for example, the last day of the month). It does not change afterwards.
- The **Aged Receivable**, if you open it today, shows what is **still owed right now** — so any payments received *after* month-end have already reduced it.

So you must set **both** reports to the **same period-end date** before comparing.

- Open **Accounting ▸ Reporting ▸ Aged Receivable**. At the top, set the **As of** date to your period end (for example 31/05/2026). Note the total.
- Open **Accounting ▸ Reporting ▸ Trial Balance**. Set the **same** end date. Find the **Accounts Receivable** line and note its balance.

If the two totals now match — there was never a problem. If they still differ, continue to Step 2.

Step 2 — Understand the usual cause

The most common reason for a genuine difference is a **cancelled customer payment (or credit note) that is still linked to an invoice**.

When a payment is allocated to an invoice and the payment is **later cancelled**, the link between them should be removed automatically. Occasionally it is left behind. The result is:

- The invoice still looks **Paid**, so the **Aged Receivable hides it**.
- But the cancelled payment is no longer real money in the books, so the **Trial Balance still carries the amount** as owed.

The gap between the two reports equals the value of that leftover link. The **Trial Balance is the correct figure** — the customer really does still owe it.

Step 3 — Find the affected invoice

1. Go to **Accounting ▸ Customers ▸ Payments**.
2. Use the **Filters** to show **Cancelled** payments (and do the same for **Credit Notes** under **Accounting ▸ Customers ▸ Credit Notes** if needed).
3. Open each cancelled item and look at the customer it belongs to. Open that customer's invoices and look for one marked **Paid** that the customer statement says should still be **owing**.

That invoice — the one showing **Paid** but still linked to a **cancelled** payment — is the culprit.

> Tip: the value of the mismatch tells you what to look for. If your reports are out by, say, R200.00, you are looking for a cancelled payment of exactly R200.00.

Step 4 — Remove the leftover link (unreconcile)

1. Open the affected **invoice** (**Accounting ▸ Customers ▸ Invoices**).
2. In the amount/payment area of the invoice you will see the payment(s) that were matched to it, each with a small **information (i)** icon.
3. Click the **i** next to the cancelled payment, then choose **Unreconcile** (remove the match).
4. The invoice now reopens and shows the correct **Amount Due** again.

The Aged Receivable will immediately include that amount, and it will once again match the Trial Balance for the period.

Step 5 — Confirm

Re-run **Step 1** for the same period-end date. The **Aged Receivable** total and the **Trial Balance** Accounts Receivable balance should now be **identical**.

Important — do not hide a real payment

Only remove the link when the payment was **genuinely cancelled** and the money was **not** received.

If the customer **did** pay and the payment was cancelled **by mistake**, do **not** simply unreconcile. Instead, capture the payment again correctly so the invoice is paid with real money. If you are unsure which situation applies, stop and check with whoever manages your banking before changing anything.

The same check works for suppliers

Exactly the same idea applies to the **Aged Payable** versus the **Accounts Payable** balance on the Trial Balance, caused by a cancelled **supplier payment or bill** still linked. Use **Accounting ▸ Vendors** and follow the same steps.

If you get stuck

If the reports don't match for a period and you cannot find the cancelled item, send us the **period-end date**, the **two report totals**, and the **branch** involved, and we will pinpoint the exact entry for you.