Understanding the Ledger

Open the Ledger from the customer profile overview or from **Billing > Ledger**. The Ledger is the transaction history that connects invoices, payments, credits, transfers, and adjustments.

Ledger Balances and Wallets

LEDGER AREA	WHAT IT REPRESENTS	AUTOMATIC BEHAVIOR
Account balance	Amount the customer currently owes	Increases with posted charges and decreases with payments or credits
Unpaid amount	Open, unpaid invoice value	Tracks what remains unpaid
Cash wallet	General account credit or overpayment	Applies automatically to open invoices
Deposit wallet	Funds intentionally held for a later purpose	Does not apply until an authorized deposit transfer is completed
Budget wallet	Funds collected for the customer's budget plan	Applies automatically to invoice types covered by that budget, commonly fuel

EXAMPLE A customer has $1,000 in the deposit wallet and owes $500. The deposit remains held until an authorized user transfers it. When $1,000 is transferred to cash, $500 can pay the open balance and the remaining $500 stays as cash-wallet credit for future invoices.

EXAMPLE A budget customer has extra budget funds but also owes an unrelated service invoice. An authorized user may transfer the needed amount from budget to cash so the cash wallet can pay the open invoice.

Chronological and Grouped Views

- **Chronological** lists activity by date and time, with the newest activity at the top. Use it to understand the sequence of charges and payments.

- **Grouped** connects an invoice with the payments applied to it. Expand a group to review the invoice and related payment details.

Search and Visible Columns

1. Open the ledger-column settings.
2. Turn on the fields needed for daily review.
3. Keep **Description** visible so invoice and transaction details remain searchable.
4. Use **Search Ledger** to find visible values such as an invoice reference, check number, wire reference, transaction type, or description.
5. Clear the search to return to the full Ledger.

Ledger search works from the information shown in the selected columns. If a detail is hidden, the search may not find it.

Generate an Account Statement

1. Open the customer's Ledger.
2. Select **Generate Statement**.
3. Choose a preset period or custom date range.
4. Review the date range.
5. Generate the statement PDF.
6. Before emailing, check the customer's contact list. Every address flagged to receive mail gets the statement. An address with a red **Blocked** tag will not receive it.
7. Download or email the statement according to company procedure.

Statements now include:

- Every invoice line item, not only totals.
- A delivery detail section and a tax summary.
- The amount the customer's budget plan covers for the period.
- Aging and amounts due calculated as of the statement's end date, not the day it was generated.

A card payment that lands in the cash wallet now prints once. Older statements also showed an "Account Credit" row for the same money, which customers read as a second payment.

Send Statements in Bulk

- **Statement Sending** sends the selected month, first day to last. Turn on the **To date** toggle to end the period today instead, for bulk email and bulk print. The confirmation names the period before anything is sent.

- Statement runs can be scheduled to send automatically.
- Bulk print combines every selected customer's statement into one PDF and lists any customers that were skipped.
- Statement balances are net of wallet credit, and budget-covered charges are not listed as due.

Blocked Email Addresses

- An address that bounces or reports spam is blocked. A red warning triangle appears beside Email in the customer header, and the address shows a red **Blocked** tag with the reason and date.
- After confirming the address is good, select the check icon on that row to clear the block. Retyping a corrected address clears it automatically.
- Temporary problems, such as a full mailbox, do not block an address.

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