Ledger

- Posting Adjustments

Posting Adjustments

Posting an Adjustment

This guide walks users through creating a ledger adjustment from the Customer Ledger screen.

Overview

The Customer Ledger provides a complete history of invoices, payments, credits, promotions, deposits, and adjustments for a customer account. From this screen, users can post adjustments to correct balances or apply account-level changes.

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1. Navigate to the customer's account.
2. Select **Account Ledger**.
3. Review the transaction history, current balance, unpaid amount, and wallet balances.

To Start an Adjustment

1. Click **Post Adjustment**.
2. The **Post Adjustment** window will appear.

Available actions include:

- Apply Credit
- Cancel Invoice
- Chargeback
- Chargeback Reversal
- Transfer In
- Transfer Out
- General Adjustment

Select the Adjustment Type

From the **Action** dropdown, choose the adjustment you want to create.

Examples:

Adjustment Type	Purpose
Apply Credit	Apply an existing credit to a balance
Cancel Invoice	Reverse an invoice
Chargeback	Record a disputed payment
Chargeback Reversal	Reverse a chargeback
Transfer In	Move funds into the account
Transfer Out	Move funds out of the account
General Adjustment	Manual ledger correction

Select the Ledger Entry

1. Choose the affected transaction from the **Select Ledger Entry** field.
2. Review the transaction details displayed, including:
   - Date
   - Description

- Promotion information (if applicable)
- Payment or invoice references
- Current balance impact

Enter Adjustment Details

Complete the required fields:

- Adjustment amount
- Effective date
- Description or reason
- Related transaction (if applicable)

Verify the information before submitting.

Save the Adjustment

1. Click **Post Adjustment**.
2. The adjustment will be recorded in the ledger.
3. The transaction history and account balance will update automatically.

Verify the Result

After posting:

1. Return to the ledger history.

2. Confirm the new adjustment appears in the transaction list.
3. Verify the account balance reflects the change.
4. Review any related credits, deposits, or payments impacted by the adjustment.

Related Ledger Functions

The Customer Ledger also provides tools for:

- Budget Transfers
- Deposit Transfers
- Ledger Recalculation
- Statement Generation
- Payment History Review
- Wallet Balance Tracking
- Invoice and Receipt Management

This process ensures all account corrections are tracked directly in the customer ledger with a complete audit trail.