Troubleshooting Errors from Billing or Payment Terms

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aACE validates the billing and payment terms that users enter for companies, orders, invoices, purchase orders, and purchases. This feature prevents problems by encouraging users to select valid options from the drop-down list.

Billing and payment terms can also be typed manually or imported with other record data. This may result in terms different from the valid list. Likewise, if your system administrator updates the valid list of terms in Accounting Preferences, previously correct terms may trigger the data validation. Records with billing or payment terms that do *not* match the valid list will return an error message. This error will prevent company records from being saved and prevent transaction records from being opened.

For example, suppose the valid list includes the billing term "Due *upon* Receipt". If a user tries to enter a billing term of "Due *on* Receipt", the validation will trigger.

If you receive error messages about the billing or payment terms, you can resolve them in several ways:

Correcting an Order Record

The billing terms for orders are automatically pulled from the bill-to company specified on the order. If you receive an error message that the Billing Terms are invalid, you can select a valid option from the drop-down list.

Correcting a Purchase Order or Purchase Record

The payment terms for POs and purchases are automatically pulled from the vendor company specified on the record. If you receive an error message that the Payment Terms are invalid, you can select a valid option from the drop-down list.

Correcting a Company Record

The billing and payment terms specified in the company record set the default values for new transaction records. You can change a specific company's Billing Terms or Payment Terms by selecting a new option from the drop-down list:

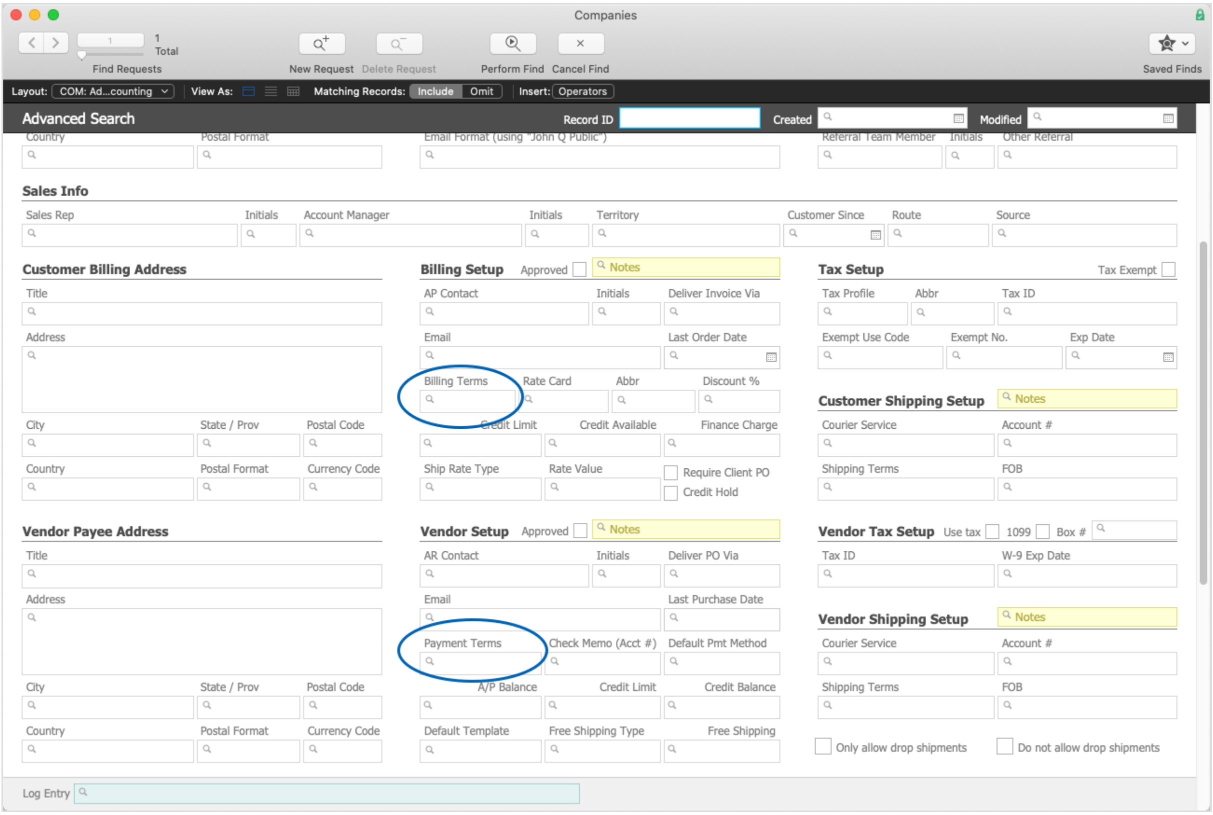
- Update customer Billing Terms — Navigate to Customer Details tab > Billing Setup sub-tab. Click Edit, then click the Billing Terms field to select an option.

- Update vendor Payment Terms — Navigate to Vendor Details tab. Click Edit, then click the Payment Terms field to select an option.

Correcting Multiple Company Records

It may be more efficient to update company billing/payment terms in a batch:

1. Navigate to **Menu** > **CRM & Sales** > **Companies**.
2. Click the drop-down arrow next to the Search icon ( ) and select **Go to Advanced Search**.
3. Scroll down and enter the Billing Terms or Payment Terms that need to be updated. For example, to find all vendors that currently use "Due on Receipt", click the Payment Terms field and select that option.


Companies
Find Requests
New Request
Delete Request
Perform Find
Cancel Find
Saved Finds
Layout: COM: Ad...counting
View As:
Matching Records: Include Omit
Insert: Operators
Advanced Search
Record ID
Created
Modified
Sales Info
Sales Rep
Initials
Account Manager
Territory
Customer Since
Route
Source
Customer Billing Address
Billing Setup
Approved
Notes
Tax Setup
Tax Exempt
Billing Terms
Rate Card
Customer Shipping Setup
Vendor Payee Address
Vendor Setup
Vendor Tax Setup
Payment Terms
Check Memo (Acct #)
Default Pmt Method
Vendor Shipping Setup
Only allow drop shipments
Do not allow drop shipments
Log Entry

4. Click the **Perform Find** button ( ).
5. At the Companies list view, review the companies that were found.
6. In the bottom-right corner, click the **Admin** icon ( ), scroll down, then select **Update Payment/Billing Terms for List**.
7. At the dialog, enter the new payment/billing terms value and click **Update**.

Correcting the List of Billing and Payment Terms

Your system administrator can change the list of Billing and Payment Terms.