FAQ#: CMS-1991

Question: How can I correct the balance on an Account Detail Transaction?
TBRACCD/TSAAREV/TGRAPPL

Answer: Here are the steps to take to correct AR balances. This would be done if when you add up the TSAAREV charges column and then add up the payments column they net to zero, but the account shows a non-zero balance; or if you see that a particular transaction has a weird balance - like a payment of 100.00 that has a balance of -324,398.

1. Run unapplication of payments on the account. Use either TSAUNAP form or TSAACCT form in conjunction with TGRUNAP process. This can be done either by term code, by date, or for a particular tran number. The choice
depends on how many transactions look incorrect, and how many transactions the 'bad' transaction applied to.

2. Examine the account on TSAAREV, looking for any balances that are still incorrect after the unapplication. A correct balance is the balance that would have been there when the transaction was first entered. Only look at
the transactions that were unapplied.

For a charge, balance should = amount. SIGN on AMT and BAL must be the SAME
For a payment, balance should = -(amount). SIGN on AMT and BAL must be OPPOSITE

3. For any transaction with an incorrect balance, use SQL to reset the balance:

For a charge: set TBRACCD_BALANCE = TBRACCD_AMOUNT
For a payment: set TBRACCD_BALANCE = -(TBRACCD_AMOUNT)

4. Run application of payments (TGRAPPL) on the account. At this point the account should be correct.

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