

CLEARING OUT ZERO BALANCES IN PINNACLE -

Jennifer 07/07/25 updated

OVERVIEW

We do this to “ clean out “ our accounts , items with zero balance mean no monies owing so we want to clear these off the accounts receivable A5 report

We have 2 scenarios as to why accounts have zero dollar balance

- 1.when a zero dollar order was attached to that account , we might do that as a note
- 2.when we have done a replacement items invoice and the first item is now credited so in total the account is in balance we simply must allocate the monies in refund to the monies owing

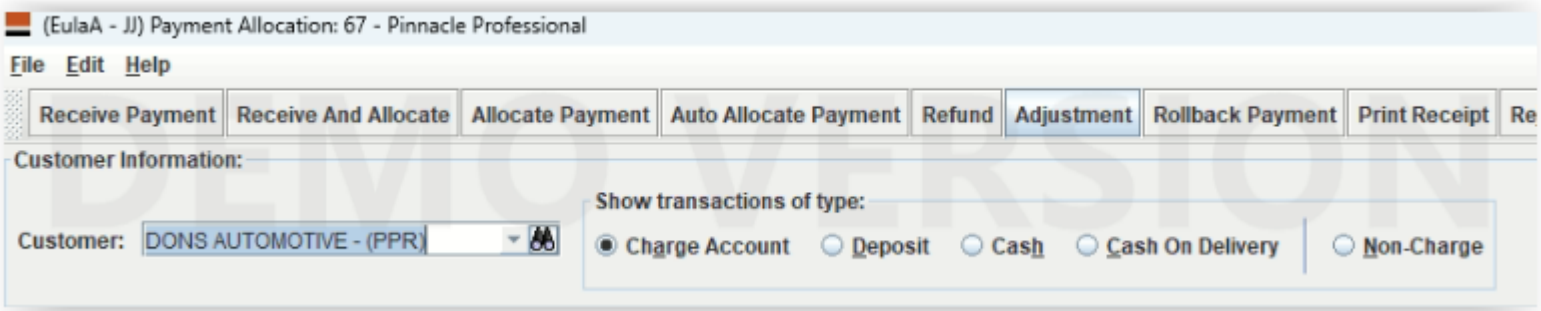
Once we “ clear off these accounts then the A5 report is clean and easier to manage

NOTE WE DON'T DO THIS TASK CUSTOMERS THAT ARE (CAP) CUSTOMERS AND IF CUSTOMER IS ZZZ CARS (INFRABUILD) (PPR)
For these customers dont action just skip to next customer

SETUP

Access to Pinnacle Payment screen - and adjustment button - manager to ask tech@ to mirror staff's Pinnacle to manager's

Need to be in accounts group in pinnacle so can access the adjustment button as per image below



REPORTING

[Link to reporting guide](#)

STEPS

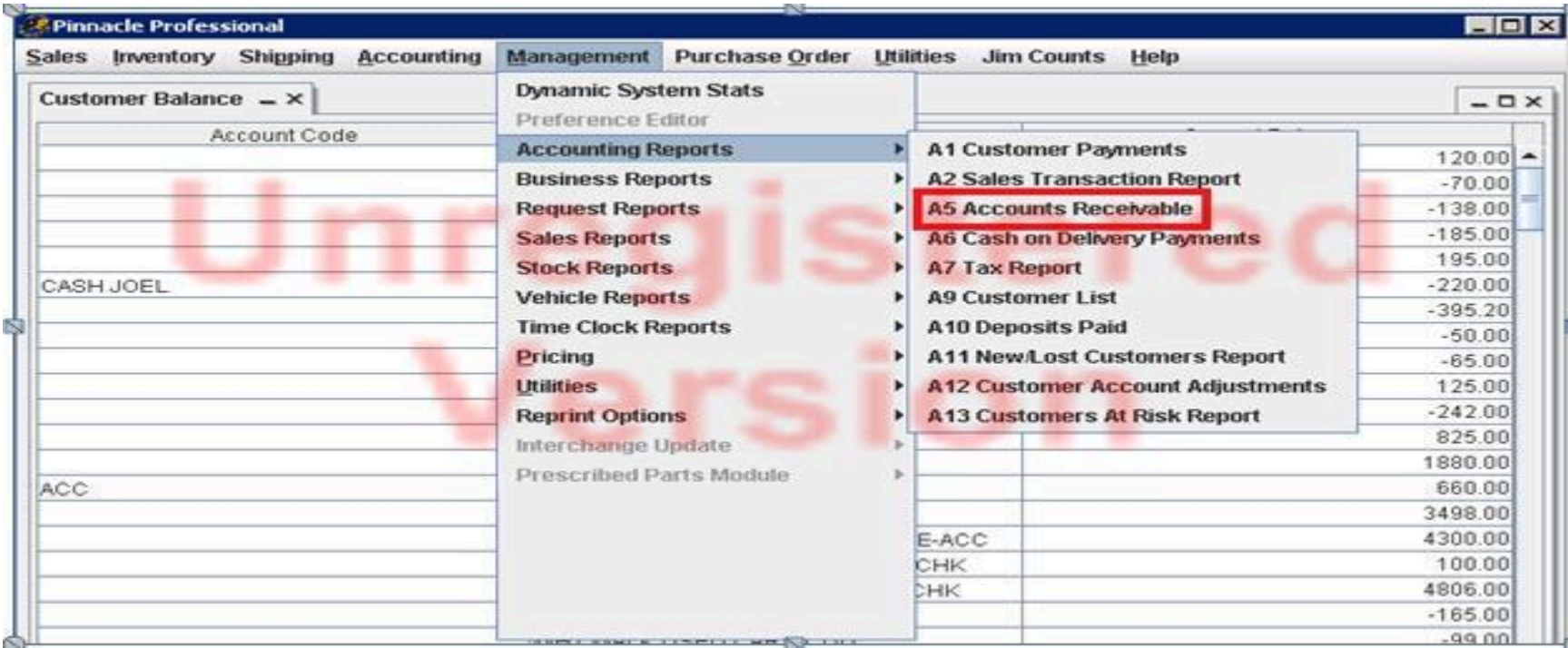
FOR SCENARIO 1- Account has zero dollar invoices -for this situation we adjust the balances to “ clear off “

[Link to video guide](#)

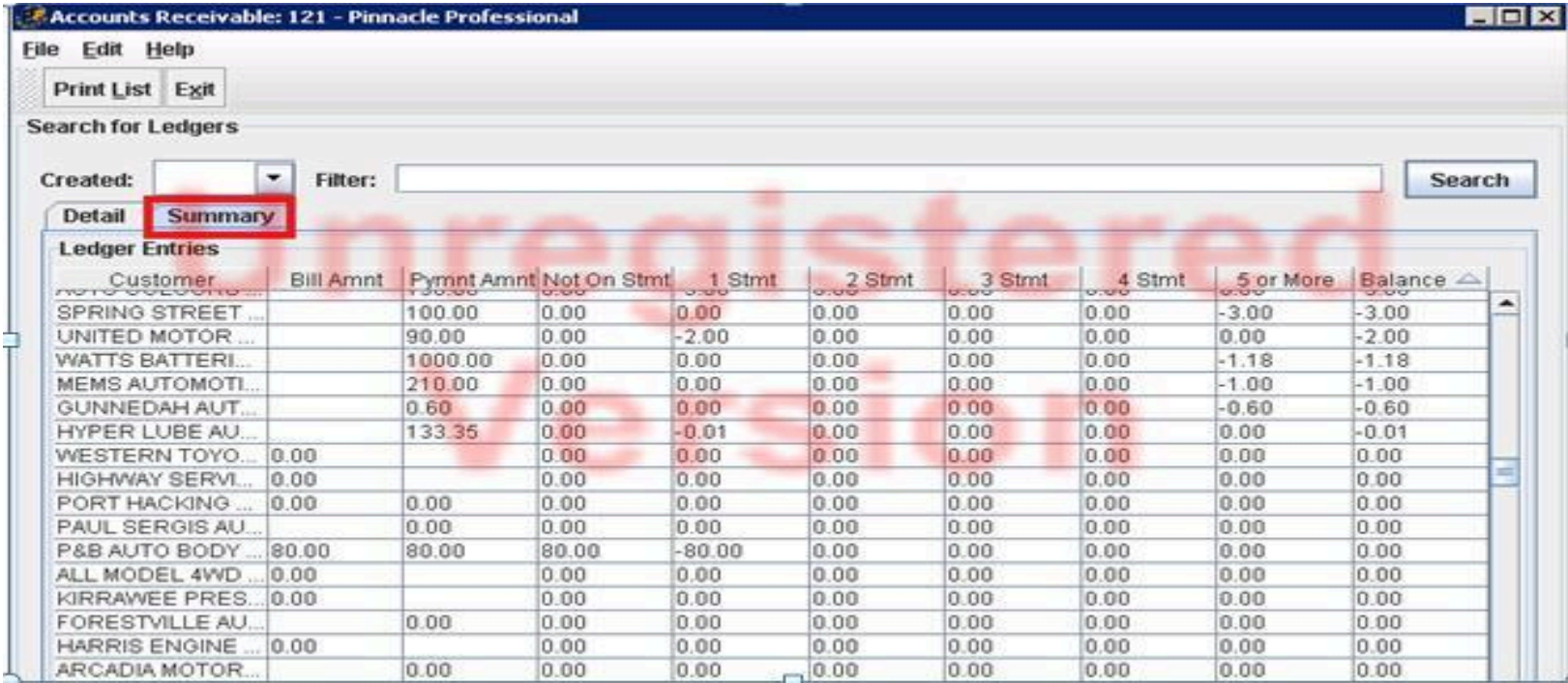
The goal of this task is to clear out all 0.00 balances. To do that, we have to make adjustments.

PINNACLE- MANAGEMENT-ACCOUNTING REPORTS-A5 ACCOUNTS RECEIVABLE- SUMMERY -

SORT BY BALANCE OWING

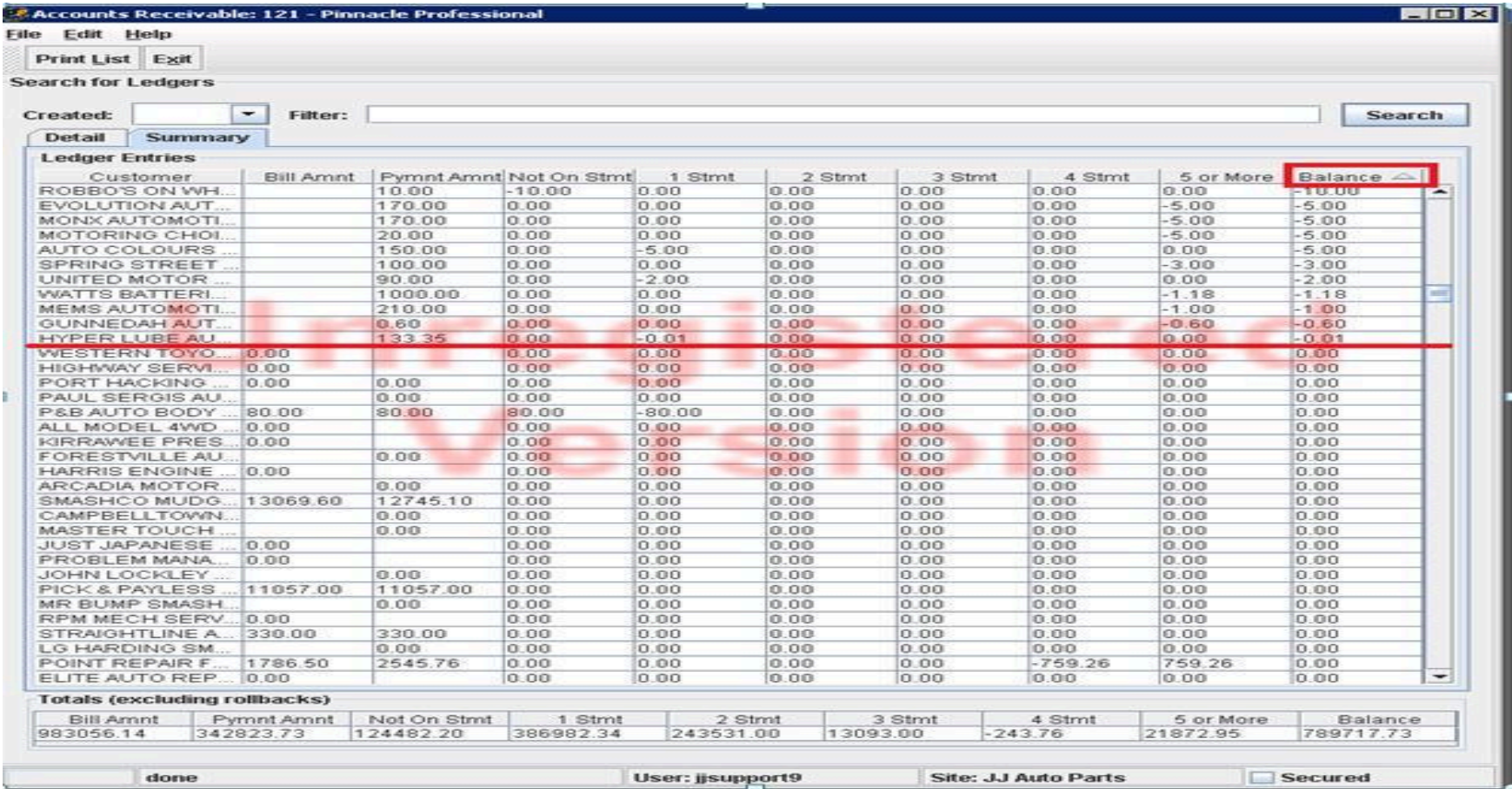


On the upper left side of the **ACCOUNTS RECEIVABLE** screen, click on **SUMMARY** tab



Click on **BALANCE** (rightmost column) until arrow shows up. This will sort the customer according to its BALANCE.

Scroll down to find all entries with **0.00** balance.



Double click the first customer with 0.00 balance to open the Payment Allocation screen

Payment Allocation: 67 - Pinnacle Professional

FileEditHelp

Receive PaymentReceive And AllocateAllocate PaymentAuto Allocate PaymentRefundAdjustmentRollback PaymentPrint ReceiptReject Capricorn

Customer Information:

Customer:WESTERN TOYOTA - COD*

Show transactions of type:

☒ Charge Account

☐ Cash On Delivery

☐ Deposit

☐ Cash

Bills & Refunds:

Description	Date	Total	Outstanding	Order Number	Capricorn
Invoice #425817	09/18 16:36	0.00	0.00	444043	☐

Payments & Credits:

Description	Date	Total	Unallocated	Order Number	Capricorn
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Click on “**ADJUSTMENT**” on the upper part of the Payment Allocation screen.

Payment Allocation: 67 - Pinnacle Professional

FileEditHelp

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Invoice #425817	09/18 16:36	0.00	0.00	444043	☐

The LEDGER ADJUSTMENT screen will pop up.

Ledger Adjustment: 95 - Pinnacle Professional

FileEditHelp

Save

Account Adjustments

Customer:WESTERN TOYOTA - COD*

Adjustment Type:Adjustment Credit

Sale Type:

☒ Charge Account

☐ Cash On Delivery

☐ Deposit

☐ Cash

Amount:0.01

Reference:

The status

User: jjsupport9

Site: JJ Auto Parts

☐ Secured

Customer: Make sure we are crediting the correct customer.

Adjustment Type: **Adjustment Credit**

Sale Type: Charge Account (by default)

Amount: \$0.01

Reference: Leave it blank

Select “**SAVE**” then a small screen will pop up, click “**OK**”.

Payment Allocation screen will now reflect the Adjustment Credit.

Payment Allocation: 67 - Pinnacle Professional

File Edit Help

Receive PaymentReceive And AllocateAllocate PaymentAuto Allocate PaymentRefundAdjustmentRollback PaymentPrint ReceiptReject Capric

Customer Information:

Customer: WESTERN TOYOTA - COD*

Show transactions of type:

☒ Charge Account

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Bills & Refunds:

Description	Date	Total	Outstanding	Order Number	Capricorn
Invoice #425817	09/18 16:36	0.00	0.00	444043	☐

Payments & Credits:

Description	Date	Total	Unallocated	Order Number	Capricorn
	12/05 18:37	0.01	0.01		☐

Again, click on “ADJUSTMENT”. This time, we will enter **Adjustment Refund**.

Ledger Adjustment: 95 - Pinnacle Professional

File Edit Help

Save

Account Adjustments

Customer: WESTERN TOYOTA - COD*

Adjustment Type: Adjustment Refund

Sale Type:

☒ Charge Account

☐ Cash On Delivery

☐ Deposit

☐ Cash

Amount: 0.01

Reference:

The status

User: jjsupport9

Site: JJ Auto Parts

☐ Secured

Customer: Make sure we are crediting the correct customer.

Adjustment Type: Adjustment Refund

Sale Type: Charge Account (by default)

Amount: \$0.01

Reference: Leave it blank

Select “**SAVE**” then a small screen will pop up, click “**OK**”.

Payment Allocation screen will now reflect the Adjustment Refund.

Payment Allocation: 67 - Pinnacle Professional

File Edit Help

Receive Payment Receive And Allocate **Allocate Payment** Auto Allocate Payment Refund Adjustment Rollback Payment Print Receipt Reject Capri

Customer Information:

Customer: WESTERN TOYOTA - COD*

Show transactions of type:

☒ Charge Account ☐ Cash On Delivery ☐ Deposit ☐ Cash

Bills & Refunds:

Description	Date	Total	Outstanding	Order Number	Capricorn
Invoice #425817	09/18 16:36	0.00	0.00	444043	☐
	12/05 19:17	0.01	0.01		☐

Payments & Credits:

Description	Date	Total	Unallocated	Order Number	Capricorn
	12/05 18:37	0.01	0.01		☐

Hold **Ctrl** or **Shift** key to select both 0.00 and 0.01 entries. Make sure they are highlighted like this:

Payment Allocation: 67 - Pinnacle Professional

File Edit Help

Receive Payment Receive And Allocate **Allocate Payment** Auto Allocate Payment Refund Adjustment Rollback Payment Print Receipt Reject Capri

Customer Information:

Customer: WESTERN TOYOTA - COD*

Show transactions of type:

☒ Charge Account ☐ Cash On Delivery ☐ Deposit ☐ Cash

Bills & Refunds:

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Payments & Credits:

Description	Date	Total	Unallocated	Order Number	Capricorn
	12/05 18:37	0.01	0.01		☐

On the upper left side of the screen, select **ALLOCATE PAYMENT**.

You will see this

Input

How much should be allocated? (MAX: 0.00)

0.00

OK Cancel

Click on **OK**.

Now that we have eliminated the 0.00 balance, we then **ALLOCATE** the 0.01 balance:

Payment Allocation: 67 - Pinnacle Professional

FileEditHelp

Receive PaymentReceive And AllocateAllocate PaymentAuto Allocate PaymentRefundAdjustmentRollback PaymentPrint ReceiptReject Capric

Customer Information:

Customer:WESTERN TOYOTA - COD*

Show transactions of type:

Charge Account

Cash On Delivery

Deposit

Cash

Bills & Refunds:

Description	Date	Total	Outstanding	Order Number	Capricorn
	12/05 19:17	0.01	0.01		☐

Payments & Credits:

Description	Date	Total	Unallocated	Order Number	Capricorn
	12/05 18:37	0.01	0.01		☐

This will pop up:

Input

?

How much should be allocated? (MAX: 0.01)

0.01

OKCancel

Click on **OK**.

Now that the 0.01 balances have been allocated, we could see that there are no more entries in the Payment Allocation screen.

Payment Allocation: 67 - Pinnacle Professional

FileEditHelp

Receive PaymentReceive And AllocateAllocate PaymentAuto Allocate PaymentRefundAdjustmentRollback PaymentPrint ReceiptReject Capric

Customer Information:

Customer:WESTERN TOYOTA - COD*

Show transactions of type:

Charge Account

Cash On Delivery

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Bills & Refunds:

Description	Date	Total	Outstanding	Order Number	Capricorn
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Payments & Credits:

Description	Date	Total	Unallocated	Order Number	Capricorn
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We go back to A5 Accounts Receivable and we see that the name of the customer is gone. We then proceed to the next customer.

Accounts Receivable: 121 - Pinnacle Professional

FileEditHelp

PrintListExit

Search for Ledgers

Created:

Filter:

Search

DetailSummary

Ledger Entries

Customer	Bill Amnt	Pymnt Amnt	Not On Stmt	1 Stmt	2 Stmt	3 Stmt	4 Stmt	5 or More	Balance
ROBBO'S ON WH...	10.00		-10.00	0.00	0.00	0.00	0.00	0.00	-10.00
EVOLUTION AUT...	170.00		0.00	0.00	0.00	0.00	0.00	-5.00	-5.00
MONK AUTOMOTI...	170.00		0.00	0.00	0.00	0.00	0.00	-5.00	-5.00
MOTORING CHOI...	20.00		0.00	0.00	0.00	0.00	0.00	-5.00	-5.00
AUTO COLOURS ...	150.00		0.00	-5.00	0.00	0.00	0.00	0.00	-5.00
SPRING STREET ...	100.00		0.00	0.00	0.00	0.00	0.00	-3.00	-3.00
UNITED MOTOR ...	90.00		0.00	-2.00	0.00	0.00	0.00	0.00	-2.00
WATTS BATTERI...	1000.00		0.00	0.00	0.00	0.00	0.00	-1.18	-1.18
MEMS AUTOMOTI...	210.00		0.00	0.00	0.00	0.00	0.00	-1.00	-1.00
GUNNEDAH AUT...	0.60		0.00	0.00	0.00	0.00	0.00	-0.60	-0.60
HYPER LUBE AU...	133.35		0.00	-0.01	0.00	0.00	0.00	0.00	-0.01
HIGHWAY SERVI...	0.00		0.00	0.00	0.00	0.00	0.00	0.00	0.00
PORT HACKING ...	0.00		0.00	0.00	0.00	0.00	0.00	0.00	0.00
PAUL SERGIS AU...	0.00		0.00	0.00	0.00	0.00	0.00	0.00	0.00
P&B AUTO BODY ...	80.00		80.00	-80.00	0.00	0.00	0.00	0.00	0.00
ALL MODEL 4WD ...	0.00		0.00	0.00	0.00	0.00	0.00	0.00	0.00
KIRRAWEE PRES...	0.00		0.00	0.00	0.00	0.00	0.00	0.00	0.00
FORESTVILLE AU...	0.00		0.00	0.00	0.00	0.00	0.00	0.00	0.00
HARRIS ENGINE ...	0.00		0.00	0.00	0.00	0.00	0.00	0.00	0.00
ARCADIA MOTOR...	0.00		0.00	0.00	0.00	0.00	0.00	0.00	0.00
SMASHCO MUDG...	13069.60		12745.10	0.00	0.00	0.00	0.00	0.00	0.00
CAMPBELLTOWN...	0.00		0.00	0.00	0.00	0.00	0.00	0.00	0.00
MASTER TOUCH ...	0.00		0.00	0.00	0.00	0.00	0.00	0.00	0.00
JUST JAPANESE ...	0.00		0.00	0.00	0.00	0.00	0.00	0.00	0.00
PROBLEM MANA...	0.00		0.00	0.00	0.00	0.00	0.00	0.00	0.00
JOHN LOCKLEY ...	0.00		0.00	0.00	0.00	0.00	0.00	0.00	0.00
PICK & PAYLESS ...	11057.00		11057.00	0.00	0.00	0.00	0.00	0.00	0.00
MR BUMP SMASH...	0.00		0.00	0.00	0.00	0.00	0.00	0.00	0.00
RPM MECH SERV...	0.00		0.00	0.00	0.00	0.00	0.00	0.00	0.00
STRAIGHTLINE A...	330.00		330.00	0.00	0.00	0.00	0.00	0.00	0.00
LG HARDING SM...	0.00		0.00	0.00	0.00	0.00	0.00	0.00	0.00
POINT REPAIR F...	1786.50		2545.76	0.00	0.00	0.00	-759.26	759.26	0.00
ELITE AUTO REP...	0.00		0.00	0.00	0.00	0.00	0.00	0.00	0.00
NEW MODEL WR...	0.00		0.00	0.00	0.00	0.00	0.00	0.00	0.00

Totals (excluding rollbacks)

Bill Amnt	Pymnt Amnt	Not On Stmt	1 Stmt	2 Stmt	3 Stmt	4 Stmt	5 or More	Balance
983056.14	342823.73	124482.20	386982.34	243531.00	13093.00	-243.76	21872.95	789717.73

done

User: jjsupport9

Site: JJ Auto Parts

Secured

=====

SCENARIO2 .when we have done a replacement items invoice and the first item is now credited so in total the account is in balance we simply must allocate the monies in refund to the monies owing

[Link to video guide](#)

[Link to video - example 2](#)

The key is the check details of the invoice owing and the refund,if they are for the same part type and amounts are equal then ok to auto allocate and clear teh account

For the invoice owing you can double click to get details or the credit note then you must F5 and then enter in the details

If for different part types then need to investigate the payment and invoice history of al related transactions so can get a match

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SCENARIO 3 - IF NO \$0 INVOICE OWING BUT HAVE \$0 CREDIT

[LINK TO VIDEO GUIDE](#)

Click on Adjustment - adjust amount to 0.01 (adjustment credit)

Click save

Click on Adjustment again - (adjustment refund) - SAVE

Highlight all entry and click on the Allocate payment button then OK

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TRANSCRIPT SCENARIO 1

0:00 Okay, here's a video guide for how to clear off the A5 zero dollar balances in Pinnacle. Um, so we just go to Management, Accounting Reports, A5, Summary, Search, where the key is to sort it, have this balance column on the end, um, and you can sort it.

0:23 We want to go down to the zero dollar transactions. Um, in this For this example, we're looking for these ones like this.

0:30 Um, that are just a zero dollar transaction there. We just want to clear them off. So we use this Adjustment field to do that.

0:38 So we just click on Adjustment. The first thing we do is we just credit that. We're just going to credit that one cent.

0:45 Um, and we select Save with that. We go back out. Um, and now we're going to select to re, um, do an adjustment as well.

0:54 But this time we do it as a refund by one cent. And we just click Save like that. Okay, so now we have the one cent here.

1:04 Um, and the one cent at the top. See, I've just highlighted those two. Then we just select to allocate the payment.

1:14 That clears that one off. Then we just select to allocate the payment again. Clears that one off. Um, and that's them done.

1:22 Then we just go down to the next one. I'm sorry, pick this one. Same situation, we're just going to select Adjustment.

1:32 Um, with credit at one cent. Save. Adjustment. We're going to put the refund at one cent. Save. Allocate the payment.

1:52 Clears it off. So we just keep working through and clearing them off like that. Um, and that's how that works.

1:56 Thank you.

TRANSCRIPT SCENARIO 2

0:00 Okay, this is an example of, uhm, with the penny call clearing off the zero balance invoices. So what it's saying for this company, Horsley Drive Automotive, is that they actually owe us, uhm, zero dollars.

0:13 Uhm, there's a credit and there's a bill that obviously equal. So what we need to do is just to make sure that those are for the same transaction or related transaction, uhm, before we clear it off.

0:24 So what we do is we double click to see the so we've got an invoice sewing here and we've got a credit that's been paid.

0:30 So we just want to make sure they're for the same type of part, so we know they're related. Uhm, with the invoice, we can double click on that.

0:40 It shows us for a Captiva air compressor, so that's great. Uhm, with the credit though down here, uhm, we can't double click on that.

0:48 We've just got to press F5 to get the details, so we do that. Uhm, 910862. Ah, okay, so that's for a Captiva air compressor.

1:01 Okay, so we know they're a match, so what we can do is actually, uhm, auto-allocate that payment, uhm, and then it'll zero off, uhm, because we're trying to clear off this A5 report.

1:11 So if we click on auto-allocate payment, boom, it's done. So if we were to have a look in here, it's disappeared off this, uhm, A5 report.

1:19 Uhm, and that's it, that works. Thank you.

0:00 This is just an example guide for the task of the A5 report and also part of the clearing out the zero balances.

0:08 So, just as a guide, when we look at the A5 report, which shows the money owing versus the money in credit or whatever, we've just got to remember that it's the outstanding amount that's the money that's outstanding.

0:22 So this invoice was \$2200. Uhm, I assume there's been a credit or the customer's paid or something. um, the is, ah, \$900.

0:34 So we can see that on the invoice. Yeah, so the customer's paid \$900 and there's only, and there's \$1300 left.

0:43 Uhm, so there's the \$1300 in credit. Had a look at that, it's for the same sort of thing. So, yeah, what's the purpose of this video?

0:50 Just to show you that it's actually, it's the \$1300 we're matching to the \$1300. It's the outstanding amount that matters for the A5 report, not the total.

1:00 But yeah, once again, if we're doing that, uhm, task, we're just going to allocate the payment. Cleared those off and we're done.

1:08 And that's how that works. Thank you.

TRANSCRIPT SCENARIO 3

0:00 Okay, now for clearing out the zero balances in Pinnacle Task, where the situation is, we have a zero credit value here at the bottom, but there is no zero, um, owing invoice showing here at the top on the payment screen.

0:16 So, um, the step on how to fix this is we click on the adjustment button here, and then adjustment type is the adjustment credit, that's by default, and then just adjust this, um, to .01, and then click on save, and then just click okay.

0:31 you exit out the screen and then you will see there's that adjustment there and then just click on adjustment again and then just this time is for adjustment refund just click again on save and the amount is by default 0.01 and click on save and then just click ok and then close out the screen again

0:53 and then we will just have to highlight, um, that, um, invoice there at the top and then, um, this two credit here at the bottom, so just make sure, um, all are highlighted and then just click on allocate payment and just click OK.

1:11 And that's it. It's clear. Thank you.

TRAINING STAGE

STAGE 1

Shadow session (1-2- session)



STAGE 2 - end of training

Trainee does all steps