



Eleven customers — unapplied credit notes

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€34,000 · fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **No accounting offset is performed**. An offset is a transaction, it may require both parties' agreement, and it belongs to the accountant.

Customer	Owes you	You owe them	Real balance	Chaser already sent?
A	€4,200	€3,800	€400	No
B	€9,100	€2,400	€6,700	Yes
C	€1,800	€2,200	– €400	Yes
D	€6,400	€1,100	€5,300	No
E	€3,300	€3,300	€0	Yes
F to K	€28,000	€21,200	€6,800	No
Total	€52,800	€34,000	€18,800	3

Customers C and E are the two most awkward cases: one owes nothing, the other is in credit — and both received a chaser.

The letter proposed for customer A

Order of elements	Content
1	Confirmation of the credit note of 12/06
2	Summary of the two invoices
3	Balance requested: €400

The letter starts from the credit note, not from the debt. The amount demanded becomes beyond dispute, and the customer has no reason to reply with anything but a payment.

What this cross-check required

Source	Role
Aged balance	What customers owe
Credit notes issued	What the company owes
Allocation records	Checking no credit note was already applied

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