# TROUBLESHOOTER:

# AR – Clearing Marked transactions

## Introduction

This document outlines important details for clearing marked transactions

Dated: 02 July 2015

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## STEPS

|  |  |
| --- | --- |
| Instructions to clear marked transactions on a customer | |
| **Accounts Receivable>Common>Customers>All Customers** | |
|  | Open the customer, click **Settle > Settle open transactions** |
|  | If the marked document exists in a journal, you can see it here  Select **Inquiry > Specifications** |
|  | Open the journal form, and update the transaction as necessary: |
|  | Journal header |
|  | Journal Lines |
|  | Go to **Functions > Settlement** |
|  | Option to generically remove settlements: |

|  |  |
| --- | --- |
|  | **Or** select **Mark** to highlight lines and click **Clear all** to remove |