Structally

Structally User Guide

Accounting and construction job costing, step by step.

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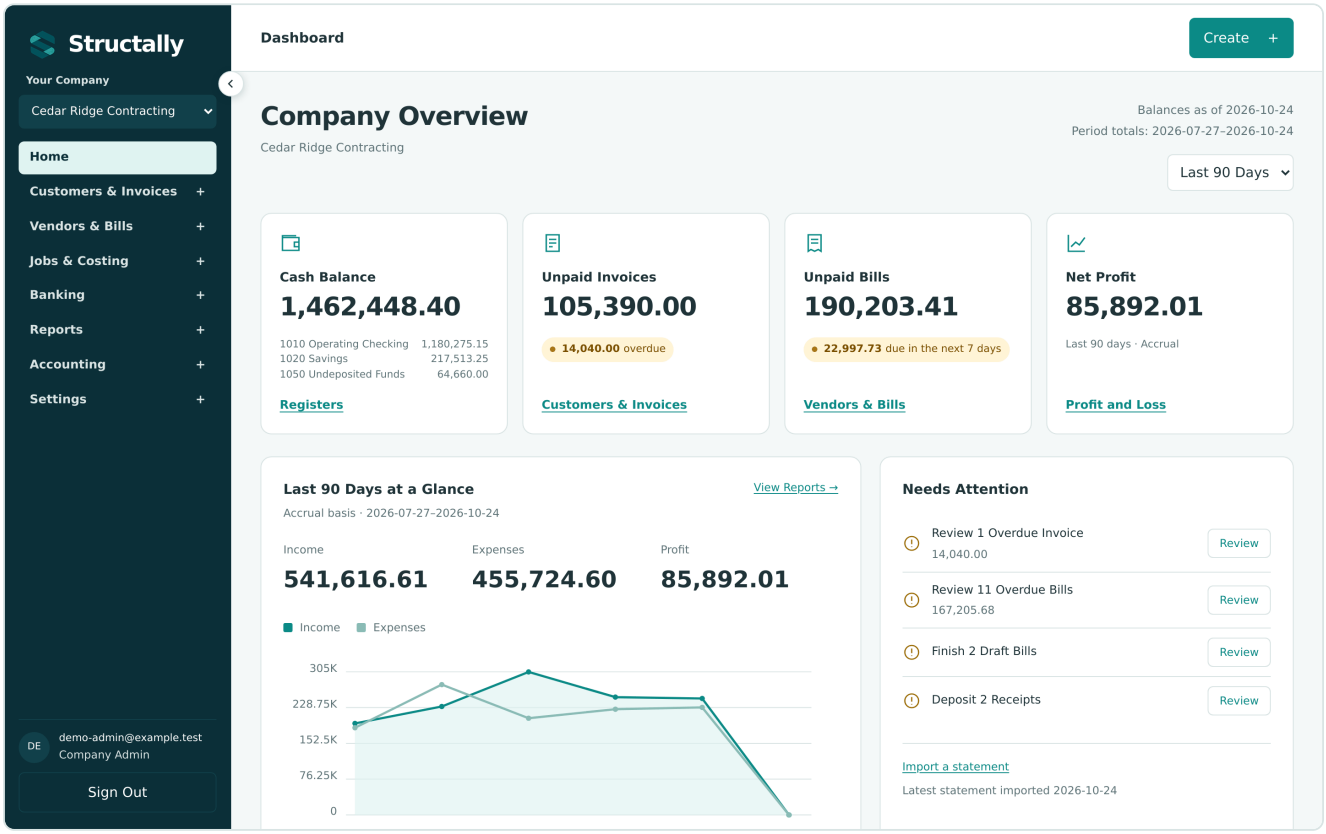
1 Structally Help Center

Structally is double-entry accounting built for contractors: invoices and bills, banking and reconciliation, and financial statements, joined to construction job costing (jobs, budgets, commitments, change orders, progress billing, retainage, forecasts and work in progress). This Help Center shows you how to do each of those tasks, step by step, with real screens from the product.



The Home dashboard of Cedar Ridge Contracting, the sample company used throughout this guide.

1.1 Where to Start

New to Structally?

Learn the layout, sign in, choose your company and set it up.

→ Getting Started

Learn by Doing

Follow one contractor from an empty company to a finished project.

→ Training Exercises

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Something Not Working?

What the messages mean, access problems and unexpected balances.

→ Troubleshooting

Looking Something Up?

Roles, every setting, the glossary and the keyword index.

→ Reference

1.2 Guides by Area

Customers & Invoices

Customers, items, invoices, sending, receiving payments and credit memos.

Vendors & Bills

Vendors, bills, expenses, paying bills and vendor credits.

Jobs & Costing

Jobs, cost codes, budgets, commitments, change orders, progress billing, retainage, forecasts and WIP.

Banking

Deposits, transfers, refunds, bank statement import, the bank feed and reconciliation.

Reports

Balance Sheet, Profit and Loss, Cash Flow, Trial Balance, General Ledger, aging and statements.

Accounting

The chart of accounts, journal entries, corrections, payment terms and the audit log.

Settings

Company details, document design, email, books closed, opening balances, classes and locations, users and imports.

1.3 About This Guide

Every instruction was checked against Structally 0.1.0 (build 1c874cce) on 2026-10-24, and every screenshot is a real screen of that build. The examples use **Cedar Ridge Contracting**, a fictional general contractor with three years of sample history; names, amounts and email addresses are invented.

Download the Complete Guide (PDF) | **Version and Conventions**

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2 Getting Started

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getting started | new user | overview | training

2.1 Getting Started

This chapter is for everyone who is new to Structally: bookkeepers and controllers who will keep the books, project managers and estimators who will work with jobs, and owners who want to read the numbers. It explains what Structally does, how to sign in and move around, what the Home dashboard tells you, and the few accounting rules that make the rest of the product predictable. Company Admins also find the checklist for preparing a new company here.

No earlier accounting software experience is assumed, but the guide uses ordinary accounting words (debit, credit, accounts payable). Each is explained the first time it matters, and all of them are in the Glossary.

Read in This Order

1. Introduction to Structally: what the product covers, how companies and users relate, the sample company used in every example, and a map of every area.
2. Signing In: logging in, setting and resetting your password, and signing out.
3. Choosing a Company: the **Your Companies** page and switching between companies.
4. Finding Your Way Around: the navigation, the **Create** menu, lists, record pages, forms, pickers, drawers and attachments.
5. The Home Dashboard: every tile and card on the Company Overview.
6. How Structally Records Transactions: double-entry, posting, drafts, voids and reversals, the Books Closed date, dimensions and document numbers.
7. Statuses and Lifecycles: every status you will meet and how records move between them. Keep it at hand as a reference.
8. Setting Up a New Company: for Company Admins, the setup steps in order.

After that, go to the chapter for the work you do (for example Vendors & Bills or Jobs & Costing), or learn by doing.

Learn by Doing: the Training Exercises

The Training Exercises follow one contractor from an empty company to a finished project, one task at a time. Work through them in order once you have read the pages above:

1. A: Setting Up a New Company
2. B: Starting a New Project
3. C: Recording Project Costs
4. D: Billing the Customer
5. E: Managing Change Orders

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6. F: Closing the Month
7. G: Correcting Mistakes
8. H: The Complete Project Lifecycle

What You Need

- A web browser and your company's Structally web address.
- An invitation from your Company Admin (or, for a new company, from Structally).
- For the exercises, a company you may practice in. Ask your Company Admin rather than practicing in your live books.

In This Chapter

Page	What It Covers
Introduction to Structally	The product, companies and users, the sample company, a map of the areas.
How Structally Records Transactions	The accounting rules behind every screen.
Signing In	Log In, Remember Me, password rules, password reset, signing out.
Choosing a Company	Your Companies, suspended companies, the company switcher.
Finding Your Way Around	The parts of every page and how to use them.
The Home Dashboard	The Company Overview, card by card.
Statuses and Lifecycles	Every status by kind of record.
Setting Up a New Company	The Company Admin's setup checklist.

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overview | areas | companies | users | sample company | jobs and costing

2.2 Introduction to Structally

Structally is accounting software for contractors. It keeps a complete set of double-entry books (invoices and bills, banking and reconciliation, financial statements) and joins them to construction job costing: jobs, budgets, commitments, change orders, progress billing, retainage, forecasts and work in progress.

You record everyday business documents; Structally writes the accounting entries behind them, keeps every balance up to date, and reports the results by account, by job and by cost code. Nothing posted is ever overwritten: corrections are made with voids and reversals, so the books always show what happened and when (see How Structally Records Transactions).

What Structally Covers

Area	What You Do There
Customers & Invoices	Keep customers and the items you sell, issue invoices, record customer payments and credit memos.
Vendors & Bills	Keep vendors, enter bills and paid expenses, pay bills, record vendor credits.
Jobs & Costing	Set up jobs, cost codes and cost types; budget them; issue subcontracts and purchase orders; manage change orders; bill with schedules of values and pay applications; hold and release retainage; forecast costs and prepare WIP schedules.
Banking	Move money between accounts, deposit customer payments, record refunds, import bank statements, review the bank feed and reconcile.
Reports	Balance Sheet, Profit and Loss, Cash Flow, Trial Balance, General Ledger, Journal, Tie-Out, aging reports and customer statements.
Accounting	The chart of accounts, journal entries, payment terms and the audit log.
Settings	Company details, document design, email sending, the Books Closed date, opening balances, classes and locations, users and access, and data imports.

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Jobs & Costing is a module: Structally turns it on for a company. When it is off, the rest of the product works as general accounting, and the navigation shows **Jobs & Costing** with a padlock.

Accrual Basis

Structally keeps **accrual** books. Income counts on the date you invoice and costs count on the date of the bill, whether or not money has moved. Unpaid invoices are an asset (accounts receivable) and unpaid bills a liability (accounts payable) until they are paid. The Profit and Loss report can also be viewed on a cash basis.

Companies and Users

A **company** in Structally is one set of books: its own chart of accounts, customers, vendors, jobs, settings and reports. Nothing is shared between companies.

A **user** is a person who signs in. Each user signs in with their email address and their own password, and can have access to several companies, with a **role** in each:

Role	In Short
Company Admin	Everything, including Settings and the company's users.
Accountant	All the accounting and Jobs & Costing work, including approvals; no Settings.
Viewer	Can look at everything except Settings; changes nothing.
Project Manager	Customers, vendors and jobs; no Banking, Reports, Accounting or Settings, and no approvals.
Custom	The Company Admin chooses **No Access**, **View** or **Edit** for each area.

Company Admins add users and set their roles on **Settings → Users & Access**. The full rules are in Roles and Permissions. Structally itself creates new companies, sets the month their fiscal year starts, turns modules on, and invites each company's first Company Admin.

The Sample Company Used in This Guide

Every screenshot and worked example in this guide comes from **Cedar Ridge Contracting**, a fictional general contractor. All its names, amounts and email addresses are invented.

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Fact	Sample Data
History	Three years of transactions: the books start on October 1, 2023 (with opening balances) and run to September 30, 2026.
Fiscal year	Starts in January.
Books closed	Through July 31, 2026.
Customers and vendors	12 customers (Willow Creek Homes, Summit Tech Park and others) and 14 vendors (Ridgeline Lumber Supply, Precision Drywall and others).
Jobs	40 jobs: service jobs numbered J-1001 to J-1036, and four contract jobs J-2001 to J-2004 with budgets, subcontracts, purchase orders, change orders, schedules of values and pay applications.
The active contract job	**J-2004 Summit Tech Park Office Building**, with issued subcontracts and purchase orders and Pay Application 10 sent.
Month-end work	Monthly reconciliations, an imported bank statement, forecasts and twelve monthly WIP schedules.
Users	A Company Admin, an Accountant and a Viewer, used to show what each role sees.

The screenshots were taken on October 24, 2026, after the last month of sample history, so period screens in this guide use dates such as September 2026 or the last 90 days to show figures.

A Map of Structally

The navigation on the left lists the areas your role can see. Click an area's name to open its main page, or **+** to show its pages:

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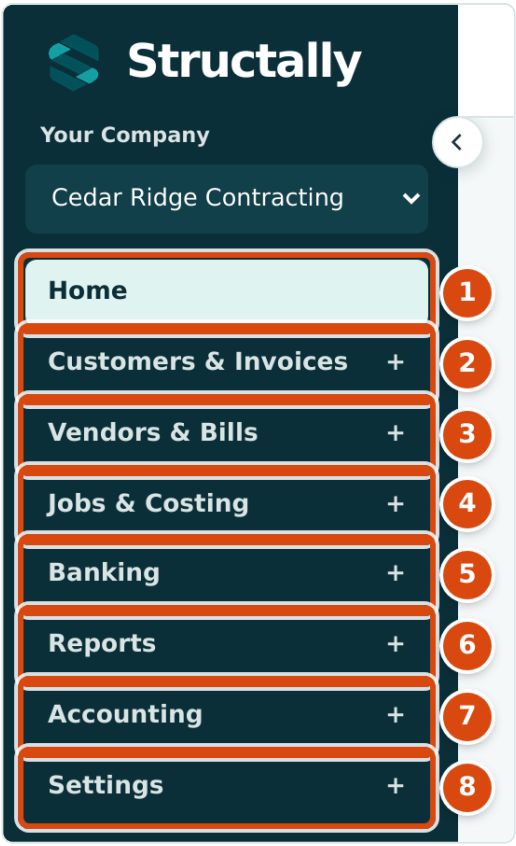

Figure 1-1 The navigation of a Company Admin, with every area.

1. **Home**: the Company Overview dashboard.
2. **Customers & Invoices**
3. **Vendors & Bills**
4. **Jobs & Costing** (when the module is turned on)
5. **Banking**
6. **Reports**
7. **Accounting**
8. **Settings** (Company Admins, and Custom roles given access)

Area	Pages in the Navigation	Guide Chapter
Home	The Company Overview dashboard	The Home Dashboard

Area	Pages in the Navigation	Guide Chapter
Customers & Invoices	**Overview**, **Invoices**, **Receipts**, **Customers**, **Items**, **Credit Memos**	Customers & Invoices
Vendors & Bills	**Overview**, **Bills**, **Expenses**, **Vendors**, **Payments**, **Vendor Credits**	Vendors & Bills
Jobs & Costing	**Overview**, **Jobs**, **Budgets**, **Job Costs**, **Commitments**, **Change Orders**, **Progress Billing**, **Forecasts & WIP**, **Job Costing Settings**	Jobs & Costing
Banking	**Transfers**, **Deposits**, **Refunds**, **Bank Feed**, **Reconciliation**, **Registers** (the group name opens the **Banking** page)	Banking
Reports	**Balance Sheet**, **Profit and Loss**, **Cash Flow**, **Trial Balance**, **General Ledger**, **Journal**, **Tie-Out**, **AP Aging**, **AR Aging**, **Statements**	Reports
Accounting	**Overview**, **Chart of Accounts**, **Journal Entries**, **Audit Log**, **Terms**	Accounting
Settings	**Overview**, **Company Details**, **Document Design**, **Email Sending**, **Books Closed**, **Opening Balances**, **Classes & Locations**, **Users & Access**, **Import Data**	Settings

Company Details, **Classes & Locations** and **Users & Access** appear only for Company Admins.

The Jobs & Costing Module

When Jobs & Costing is on, its **Overview** shows the state of your jobs at a glance:

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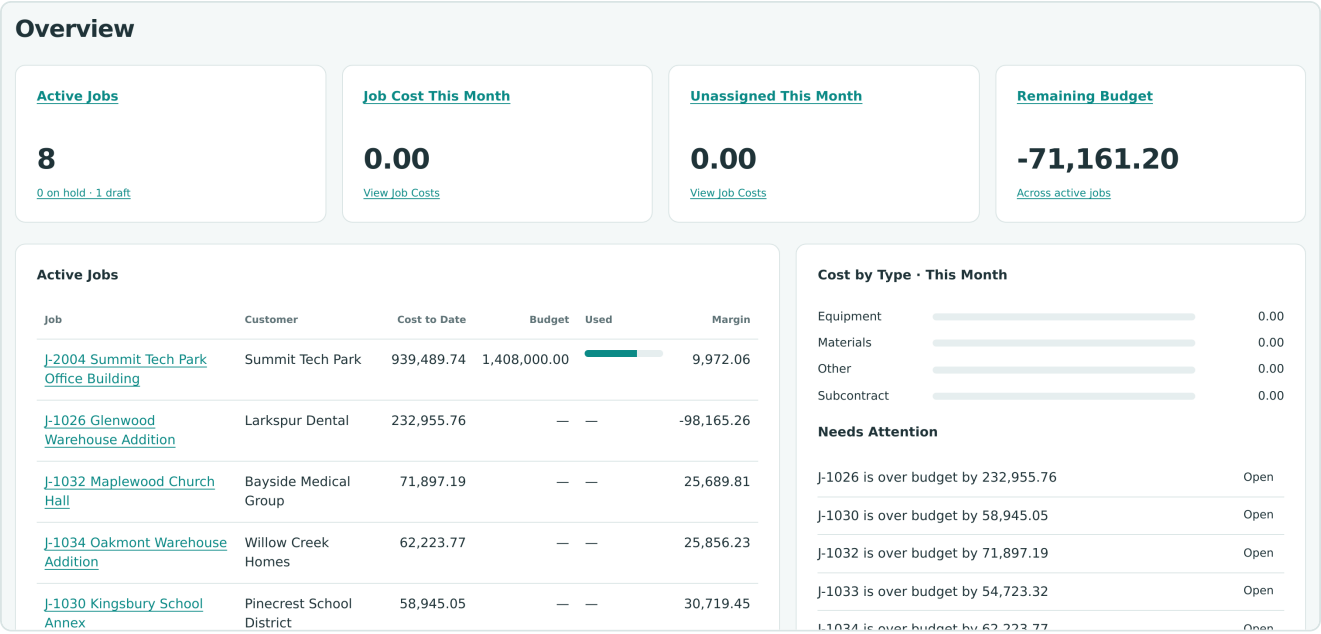

Figure 1-2 The Jobs & Costing Overview of the sample company.

Costs and revenue reach a job when you code invoice, bill, expense and journal lines to it with a job, cost code and cost type; budgets, commitments and change orders track what you expect to spend and bill; schedules of values and pay applications produce the progress invoices; forecasts and WIP schedules measure each job's progress at month end. The Jobs & Costing chapter covers each step.

Related Topics

- Getting Started
- How Structally Records Transactions
- Finding Your Way Around
- Training Exercises
- Glossary

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double-entry | journal entry | posting | accrual | books closed | document numbers

2.3 How Structally Records Transactions

You work in Structally with business documents: invoices, bills, expenses, payments, deposits. Behind each one, Structally keeps a set of books by **double-entry accounting** and writes the accounting entries for you. This page explains the few rules that make everything else in the guide predictable: what posting does, why posted records cannot be edited, how corrections work, and how documents are numbered.

Double-Entry in Plain English

Every transaction changes at least two accounts by the same amount, once on the **debit** side and once on the **credit** side. Total debits always equal total credits, so the books always balance.

Whether a debit increases or decreases an account depends on its section. Your chart of accounts has six sections:

Section	Increased By	Examples in the Sample Company
Assets	Debit	1010 Operating Checking, 1100 Accounts Receivable
Liabilities	Credit	2010 Accounts Payable, 2100 Company Credit Card
Equity	Credit	3010 Owner's Capital
Income	Credit	4010 Construction Revenue
Direct Costs	Debit	5040 Materials, 5030 Subcontractor Costs
Expenses	Debit	6030 Rent, 6050 Insurance

The side that increases an account is its **balance type**, shown in the **Balance Type** column of the chart of accounts.

Structally keeps **accrual** books: income counts when you invoice, and costs count when you enter the bill, not when money changes hands. Reports such as Profit and Loss can also show a cash-basis view.

Accounts and Account Roles

Every account belongs to one section and has a **Role** that says what kind of account it is, for example **Cash**, **Receivable**, **Prepaid** or **Credit Card**. The role decides where the account appears on the financial statements and its balance type.

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Accounts / Chart of Accounts

Chart of Accounts

Add Account

Code	Name	Role (1)	Balance Type (2)	Active	Status
1010	Operating Checking	Cash	Debit	Yes	Active
1020	Savings	Cash	Debit	Yes	Active
1050	Undeposited Funds	Cash	Debit	Yes	Active
1100	Accounts Receivable	Receivable	Debit	Yes	Active
1110	Retainage Receivable	Retainage Receivable	Debit	Yes	Active
1200	Prepaid Insurance	Prepaid	Debit	Yes	Active
1400	Costs in Excess of Billings	Costs in Excess of Billings	Debit	Yes	Active
1450	Uninstalled Materials	Uninstalled Materials	Debit	Yes	Active
1630	Equipment and Vehicles	Equipment	Debit	Yes	Active
1640	Accumulated Depreciation	Accumulated Depreciation	Credit	Yes	Active
2010	Accounts Payable	Payable	Credit	Yes	Active
2020	Retainage Payable	Retainage Payable	Credit	Yes	Active
2100	Company Credit Card	Credit Card	Credit	Yes	Active
2400	Billings in Excess of Costs	Billings in Excess of Costs	Credit	Yes	Active
2450	Provision for Contract Losses	Provision for Contract Losses	Credit	Yes	Active

Figure 1-3 The first accounts of the sample company's chart of accounts.

1. **Role**: the kind of account.
2. **Balance Type**: **Debit** or **Credit**, the side that increases the account.

A few roles have rules of their own:

Role	Rule
Cash	Bank accounts, petty cash and holding accounts such as Undeposited Funds. They are used for payments and deposits, appear in Banking, and make up the **Cash Balance** on Home.
Credit Card	Card accounts. Used for paying, and listed in Banking with the bank accounts.

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Role	Rule
Receivable, **Payable**	Accounts Receivable and Accounts Payable. Invoices, bills, credits and payments write to them; a bill or invoice line cannot use them.
Retainage Receivable, **Retainage Payable**	Retainage Receivable is written only by invoices and their retainage releases, Retainage Payable only by bills and theirs. Any other posting is refused, for example *Account 2020 accepts postings only from bills and retainage releases.*
WIP roles (Costs in Excess of Billings, Billings in Excess of Costs and others)	Written only by WIP schedules: *Account 1400 accepts postings only from WIP schedules.*

The six section headings (Assets, Liabilities and so on) are structural accounts that cannot be posted to, and an inactive account takes no new postings. See The Chart of Accounts.

Every Posted Document Writes One Balanced Journal Entry

Posting a document writes one **journal entry** dated on the document's date. Each entry:

- has at least two lines, each on a debit or credit side;
- balances exactly, to the cent;
- uses positive amounts with no more than two decimal places;
- is posted and **locked** at once: it can never be edited or deleted.

If anything is wrong (an unbalanced amount, an inactive account, a date in a closed period), nothing is saved at all: no entry, no half-posted document.

Open **Posting Entry** at the bottom of any posted document to see its entry. Here is invoice INV-2026-000052 to Greenfield Library:

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1 ▾ **Posting Entry** · 2026-09-27 · Posted · Locked · 3 Lines

Date: 2026-09-27 · Invoice

	Account	Description	Job	Cost Code	Cost Type	Debit	Credit
2	1100					43,275.00	0.00
3	4030	Consulting (hour)	J-1032			0.00	21,600.00
	4010	Roofing (square)	J-1032			0.00	21,675.00

Figure 1-4 The posting entry of an invoice.

1. The entry's date, **Posted**, **Locked**, and its number of lines.
2. The customer now owes you: **1100** Accounts Receivable is debited.
3. Income is credited on the accounts of the invoice lines, here coded to job J-1032.

When the bill payment PAY-2026-000150 paid Hilltop Equipment Rental $532.14, its entry reduced what is owed and the bank balance:

1 ▾ **Posting Entry** · 2026-09-30 · Posted · Locked · 2 Lines

Date: 2026-09-30 · Bill Payment

	Account	Description	Debit	Credit
2	2010		532.14	0.00
3	1010		0.00	532.14

Figure 1-5 The posting entry of a bill payment.

1. The entry of the payment, posted and locked on the payment date.
2. **2010** Accounts Payable is debited: you owe less.
3. **1010** Operating Checking is credited: the money left the bank.

The usual documents post like this:

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Document	Debit	Credit
Invoice	Accounts Receivable (amount due) and Retainage Receivable (any retainage held)	The income accounts on its lines
Credit memo	The accounts on its lines	Accounts Receivable
Customer payment	The account it is deposited to (a bank account or Undeposited Funds)	Accounts Receivable
Bill	The cost, expense or asset accounts on its lines	Accounts Payable (amount due) and Retainage Payable (any retainage held)
Vendor credit	Accounts Payable	The accounts on its lines
Expense	The accounts on its lines	The bank or card account it was paid from
Bill payment	Accounts Payable	The bank or card account paid from
Deposit	The bank account deposited to	The holding account, such as Undeposited Funds
Transfer	The account receiving the money	The account the money leaves
Journal entry	As you enter it	As you enter it

Jobs & Costing records such as budgets, commitments, change orders and forecasts do not post entries. Accepting a pay application creates and posts an invoice, a cost transfer between jobs posts a journal entry, and posting a WIP schedule writes its WIP adjustment entry.

Every journal entry, whatever wrote it, appears on the **Journal Entries** page of the Accounting area:

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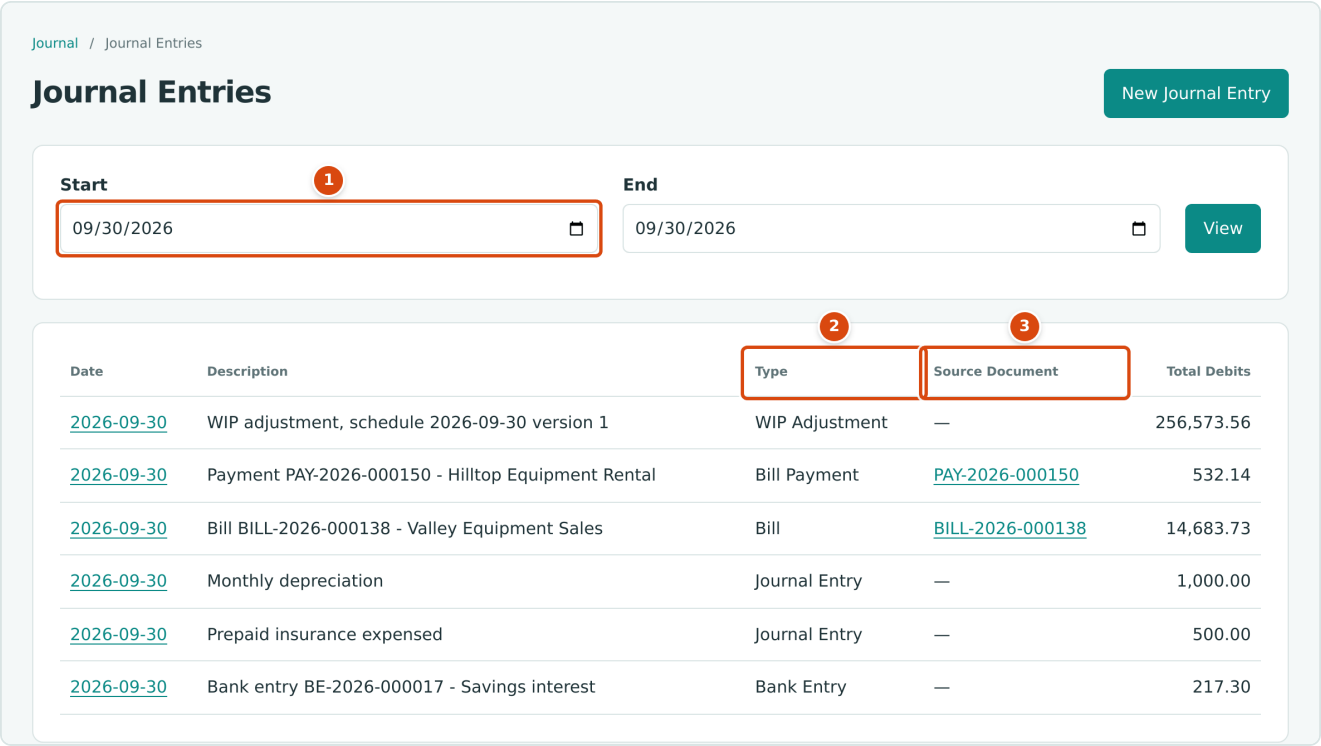

Figure 1-6 The journal entries posted on September 30, 2026.

1. **Start** and **End** choose the dates to list.
2. **Type**: what wrote the entry, for example **Bill**, **Bill Payment** or **Journal Entry**.
3. **Source Document**: the document behind the entry, with a link to it.

Drafts and Posted Documents

Invoices, bills, credit memos and vendor credits can be saved as a **draft** first. A draft:

- has a number but **no journal entry**, so it changes no balance or report;
- can be changed as often as you like with **Edit Draft**;
- becomes part of your books only when you post it (**Post Invoice**, **Post Bill**, and so on).

Other documents have no draft stage. Expenses, customer and vendor payments, deposits, transfers, refunds and journal entries are posted the moment you save them.

Posted Entries Are Locked: Corrections Are Voids and Reversals

A posted document cannot be edited or deleted. To correct one, you cancel its effect with a second entry and then enter it again correctly. The original and the correction both stay on record, so the history of your books is never rewritten.

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- Invoices, bills, credit memos and vendor credits are **voided** (**Void Invoice…**, **Void Bill…** and so on, in the ⋯ menu). They can be voided only while they are **Open** with nothing applied to them: reverse their payments and unapply their credits first.
- Expenses, payments, receipts, deposits, transfers and refunds are **reversed** (**Reverse Expense…**, **Reverse Payment…** and so on).
- Journal entries you entered by hand are reversed from the journal entry's page.

Voiding or reversing asks for a date and writes a **reversal entry** on that date: the same lines with debits and credits swapped. The date cannot be earlier than the original entry. In the sample company, bill BILL-2023-000008 was posted on November 4, 2023 and voided two days later:

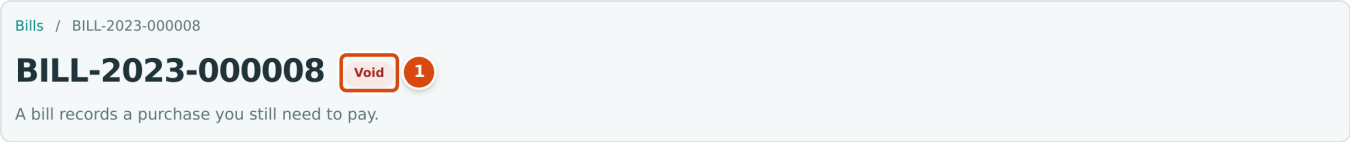

Figure 1-7 A voided bill keeps its number and shows the status Void.

1 The status **Void**.

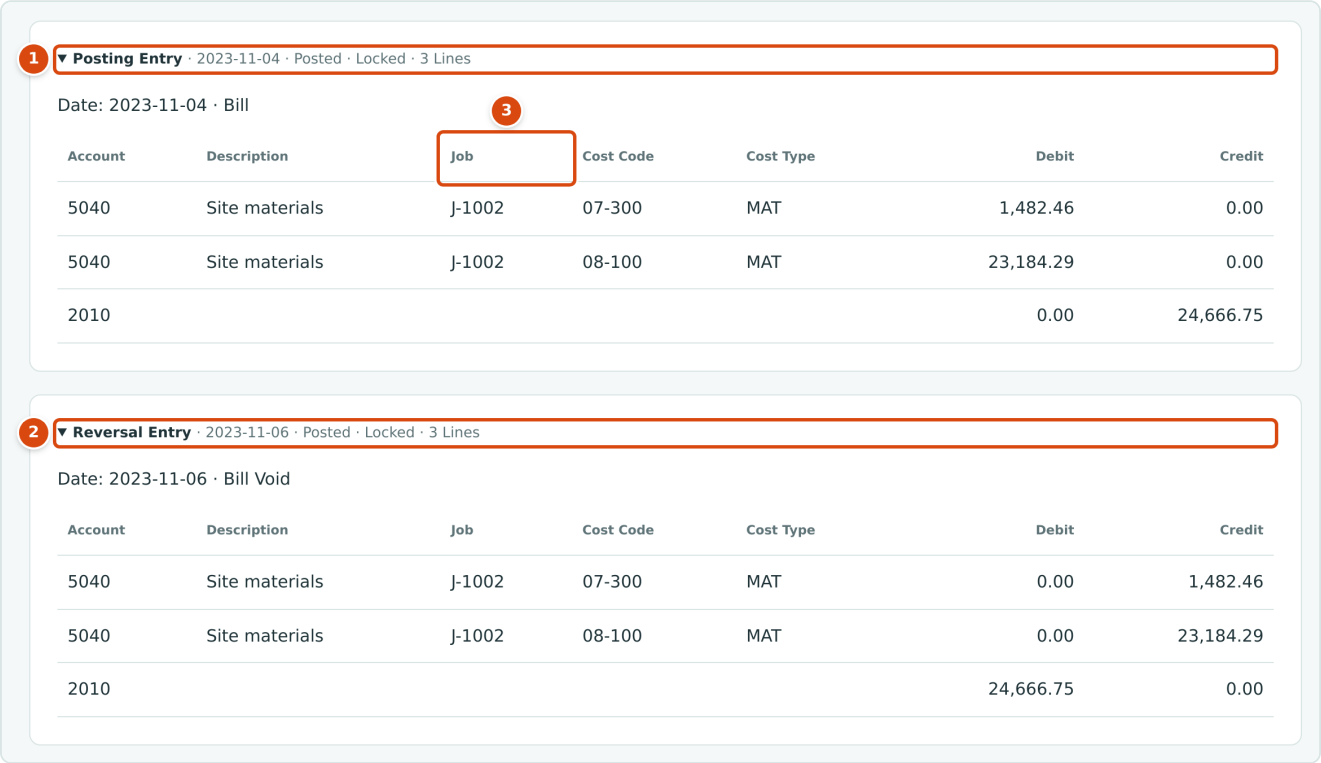

Figure 1-8 The original entry and the reversal entry of a voided bill.

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1. **Posting Entry**: dated 2023-11-04, debiting **5040** Materials on job J-1002 and crediting **2010** Accounts Payable 24,666.75.
2. **Reversal Entry**: dated 2023-11-06, the same lines on the opposite sides. Together the two entries add up to zero.
3. Job, cost code and cost type travel with each line, so the job's costs are reversed too.

See Reversing and Correcting Transactions for every kind of correction.

The Books Closed Date

When a period is finished (reconciled, reviewed, reported), a Company Admin sets the **Books Closed** date on **Settings** → **Books Closed**. After that, nothing can be posted, voided or reversed with a date on or before that date. Structally refuses with *Accounting date must be after the company closing date.*

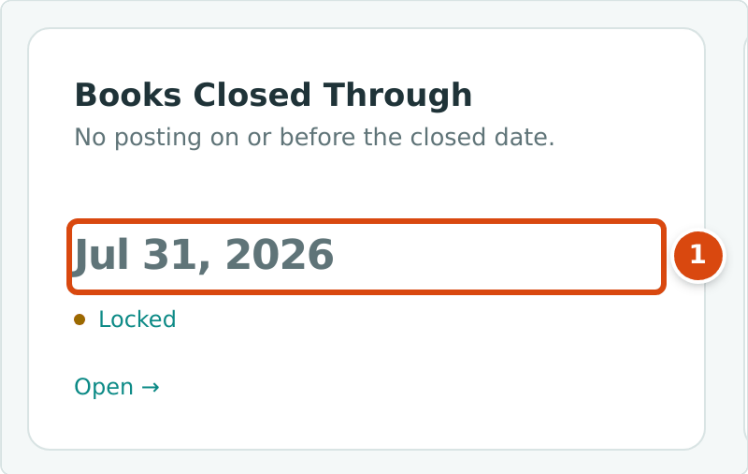

Figure 1-9 The sample company's books are closed through July 31, 2026.

1. The closed date. Everything dated on or before it is locked.

A correction for a closed period is therefore dated in the open period, for example a reversal dated August 1, 2026 for a bill of July 15. See Books Closed.

Dimensions: Class, Location, Job, Cost Code and Cost Type

Besides the account, each journal line can carry tags that let reports slice the same figures differently. Structally calls them dimensions:

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Dimension	Used For	Set Up In
Class	Type of work, for example Commercial, Remodel, Residential.	Classes & Locations
Location	A place or branch.	Classes & Locations
Job	The project a cost or revenue belongs to.	Jobs
Cost Code	The work category within a job, for example 06-100 Rough Carpentry.	Cost Codes and Cost Types
Cost Type	The kind of cost, for example LAB Labor, MAT Materials, SUB Subcontract.	Cost Codes and Cost Types

Dimensions never change the debits and credits; they only label lines. Invoice lines also record the item sold. A dimension that is inactive cannot be used on a new posting, but past postings keep it. Your company may have renamed **Class** and **Location** (for example to Division); this guide uses the standard names.

Document Numbers

Structally numbers documents itself, in order, with a prefix, the year and a six-digit sequence:

Prefix	Documents	Example
`INV`	Invoices	INV-2026-000052
`CM`	Credit memos	CM-2026-000005
`RCPT`	Customer payments (receipts)	RCPT-2026-000067
`BILL`	Bills	BILL-2026-000138
`VCR`	Vendor credits	VCR-2026-000004
`EXP`	Expenses	EXP-2026-000135

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Prefix	Documents	Example
`PAY`	Bill payments	PAY-2026-000150
`DEP`	Deposits	DEP-2026-000029
`TRF`	Transfers	TRF-2026-000021
`RFD`	Refunds	RFD-2026-000002
`BE`	Bank entries (from the bank feed)	BE-2026-000017
`JE`	Journal entries, including those written by documents (see the note below)	JE-2026-000656
`PO`, `SC`	Purchase orders and subcontracts	SC-2025-000008
`V`, `C`	Vendors and customers (no year)	V-000001, C-000001

- The year is the **fiscal year** of the document's date, named after the calendar year in which that fiscal year starts. The fiscal year start is set when Structally creates your company. In the sample company the fiscal year starts in January, so the year matches the calendar year. With a July start, a bill dated March 15, 2027 would be numbered BILL-2026-….
- Each prefix starts again at 000001 in each fiscal year.
- Invoices, bills and credits get their number when first saved, even as drafts. Numbers are never reused, so a draft that is later discarded leaves a gap.
- Change orders, pay applications, budgets and forecasts are numbered per job (for example **CO-1**, **Application 10**, **Forecast 3**).
- Journal entries receive a `JE` number when they are posted, but the journal pages and reports identify an entry by its date, type and source document rather than by that number.

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Who Can Post and Correct

Posting, voiding and reversing need **Edit** access to the document's area. Company Admins and Accountants can post and correct everything; Project Managers can post and correct invoices, bills and the other customer and vendor documents their areas include; Viewers cannot post anything. Journal entries need **Edit** on Accounting. Setting the Books Closed date needs the Company Admin role (or a Custom role with **Edit** on Settings). See Roles and Permissions.

Common Messages

Message	Why It Happens	What to Do
Accounting date must be after the company closing date.	The date is on or before the Books Closed date.	Use a date in the open period, or ask a Company Admin.
Debits and credits must balance exactly.	A journal entry's debits and credits differ.	Correct the amounts until the totals agree.
Account 2020 accepts postings only from bills and retainage releases.	A retainage or WIP account was used on another kind of entry.	Use the document that owns the account, or another account.
Reversal date cannot be earlier than the journal entry date.	The reversal date is before the original.	Use the original date or later.
Bill has payments applied; reverse them first (and the same for invoices)	A document with payments cannot be voided.	Reverse the payment first, then void.

Related Topics

- Statuses and Lifecycles
- Journal Entries
- Reversing and Correcting Transactions
- The Chart of Accounts
- Books Closed

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- Glossary

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sign in | log in | password | reset password | invitation | sign out

2.4 Signing In

You reach Structally through a web browser. Every user signs in with the email address their Company Admin used to give them access, and a password the user chose. One sign-in works for every company you have access to: after you log in you choose the company to work in (see Choosing a Company).

This page covers the **Log In** page, setting your password the first time from an invitation, resetting a forgotten password, the password rules, and signing out.

Before You Begin

- A Company Admin has added you to the company on **Settings** → **Users & Access** (see Users & Access), and you have received the invitation email.
- Signing in needs no particular role: every user with access to a company signs in the same way. What you can see after signing in depends on your role (see Roles and Permissions).

Navigation

Open your company's Structally web address in your browser. If you are not signed in, Structally shows the **Log In** page first. When you followed a link to a particular Structally page, you are taken to that page after you log in.

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Logging In

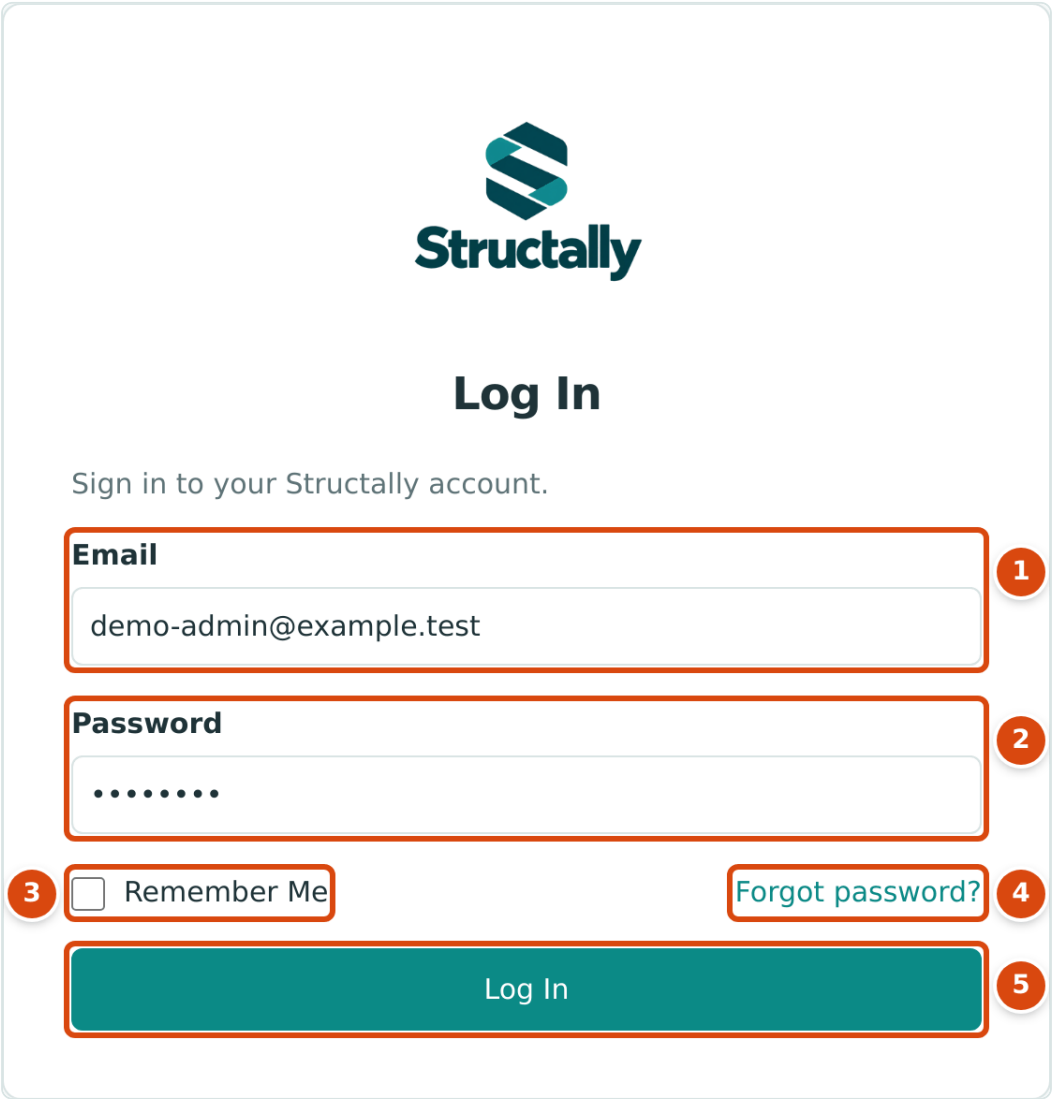

Figure 1-10 The Log In page.

1. **Email**: the email address your access was given to.
2. **Password**: your Structally password. It is hidden as you type.
3. **Remember Me**: keeps your email address filled in on this browser.
4. **Forgot password?**: request a link to choose a new password.
5. **Log In**: signs you in.

1. Open the **Log In** page.
2. In **Email**, type your email address in lowercase letters. Structally stores sign-in addresses in lowercase and the **Log In** page does not change what you type, so `Dana@Example.com` is refused where `dana@example.com` works.

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3. In **Password**, type your password. Passwords are case-sensitive.
4. Tick **Remember Me** if this is your own computer (see below).
5. Click **Log In**.

What opens next depends on your access:

Your Access	What Opens
One company	That company's Home dashboard.
Several companies	The **Your Companies** page, where you choose one (see Choosing a Company).
No company, or access not yet active	The **Your Companies** page with the message **No company access.**

If the email address or password is not right, the page opens again with a message above the fields and the password cleared:

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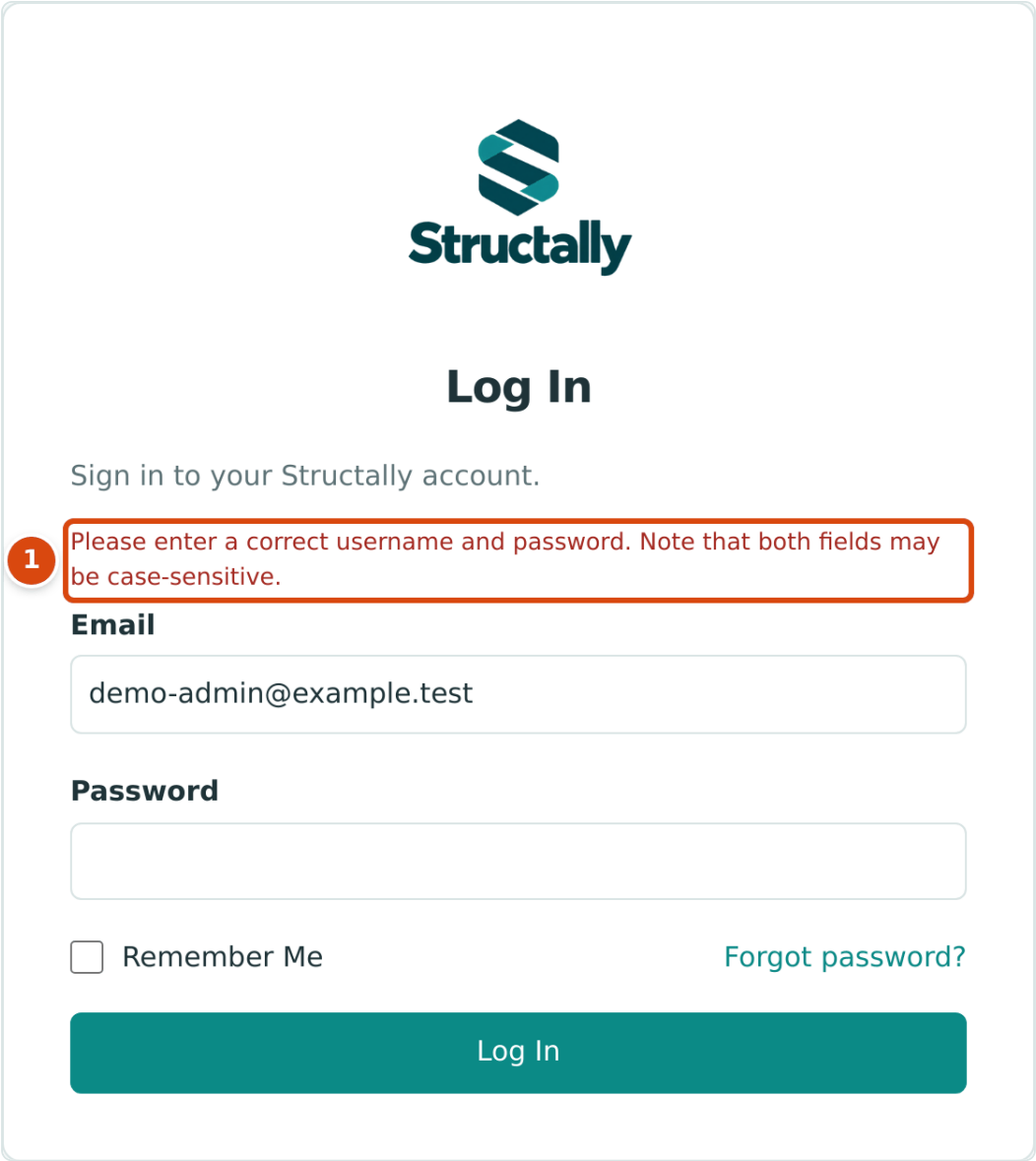

Figure 1-11 A refused sign-in.

1. The message names a "username": in Structally that is your email address. Check for capital letters in the email, then retype the password.

Remember Me

Remember Me saves your email address on this browser for one year, so the **Email** field is filled in the next time you open the **Log In** page. It does not keep you signed in and never saves your password. Log in once with **Remember Me** unticked to make the browser forget the address.

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How Long You Stay Signed In

Your sign-in ends when you close the browser, and after eight hours in any case. Log in again to continue. Anything you had not saved on the page you were using is lost, so save drafts as you go.

Setting Your Password from an Invitation

When a Company Admin adds you, Structally emails you an invitation with the subject *Your Structally invitation*. It reads *You have been invited to Structally for* (your company's name)*. Set your password to sign in.* and holds a link. The same link format is used when you reset a password.

1. Click the link in the email. The **Set Your Password** page opens.

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Figure 1-12 The Set Your Password page opened from an invitation link.

1. **New Password**: the password you want. 2. The rules a new password must meet (see Password Rules). 3. **Confirm New Password**: type the same password again. 4. **Set Password**: saves it.
2. Type your new password in **New Password** and again in **Confirm New Password**.
3. Click **Set Password**. The **Password Set** page confirms *Your password has been saved.*

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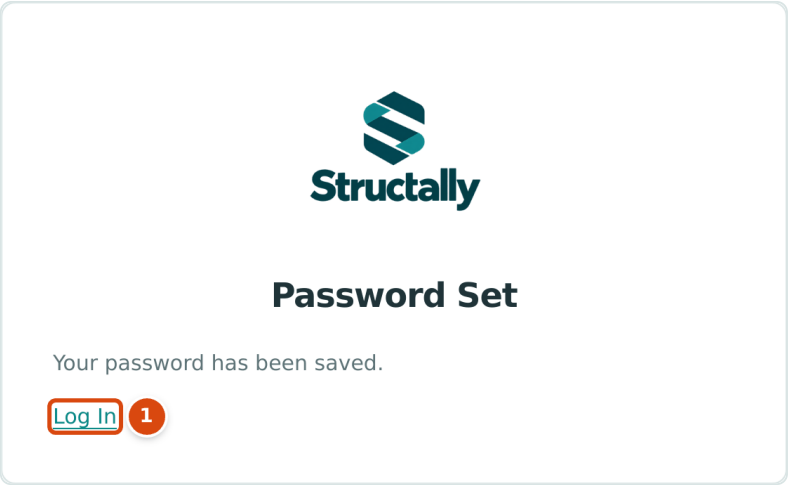

Figure 1-13 Your new password is saved.

1. **Log In** opens the **Log In** page. Setting a password does not sign you in.
4. Click **Log In** and sign in with your email address and the new password.

A password link works for three days. It stops working once a password has been set with it, and also if you sign in before using it. An old or used link opens this page instead:

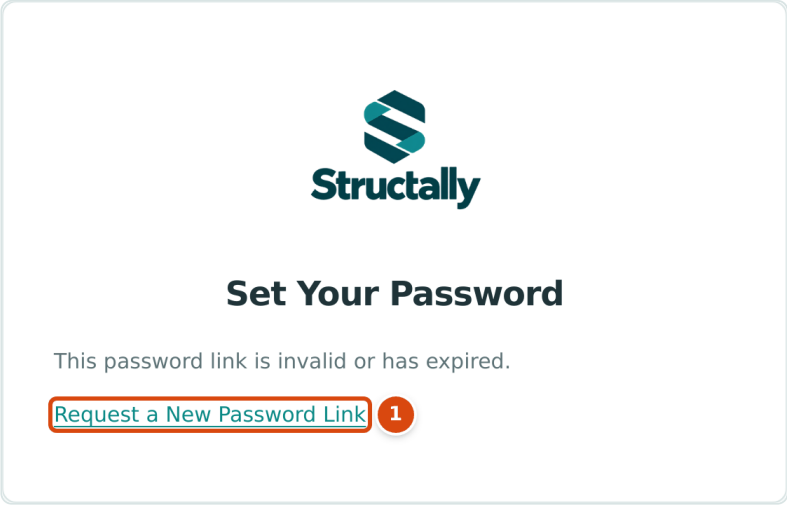

Figure 1-14 A password link that is too old or has already been used.

1. **Request a New Password Link** opens **Reset Your Password**. If you never set a password from your invitation, ask your Company Admin to resend the invitation instead (see Troubleshooting).

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Password Rules

A new password must meet every rule listed under **New Password**. Structally checks them when you click **Set Password** and lists each rule the password breaks:

Rule on the Page	Message When It Is Not Met
Your password must contain at least 8 characters.	*This password is too short. It must contain at least 8 characters.*
Include an uppercase letter, a lowercase letter, a number and a symbol.	*Add* followed by what is missing, for example *Add an uppercase letter and a symbol.* or *Add a symbol.*
Your password can't be a commonly used password.	*This password is too common.*
Your password can't be entirely numeric.	*This password is entirely numeric.*
Your password can't be too similar to your other personal information.	*The password is too similar to the username.* (your email address), or to your first name, last name or email address.
The two entries must be the same.	*The two password fields didn't match.*

A symbol is any character that is not a letter, a number or a space, such as `#`, `!` or `-`.

Forgot Your Password

1. On the **Log In** page, click **Forgot password?**. The **Reset Your Password** page opens.

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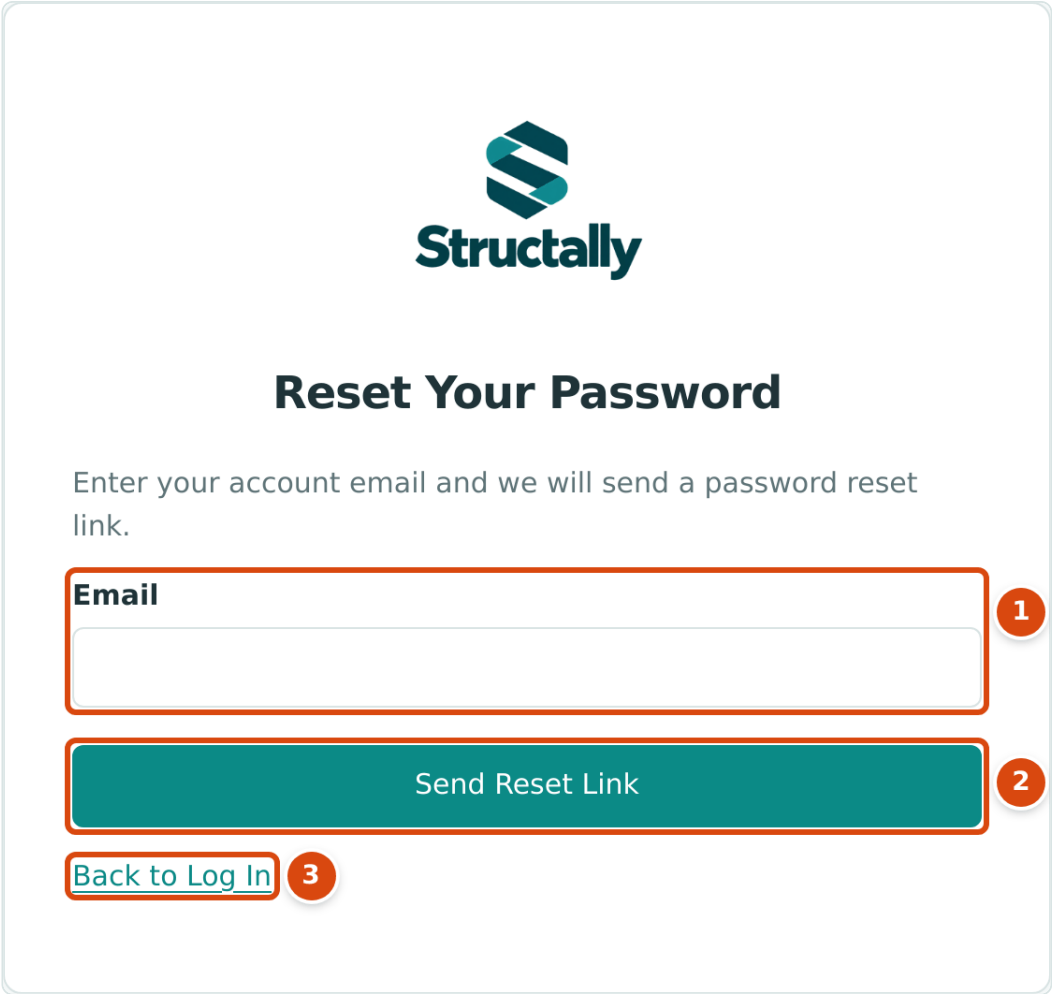

Figure 1-15 Requesting a password reset link.

1. **Email**: the address you sign in with. Capital letters do not matter here. 2. **Send Reset Link**: asks Structally to email you a link. 3. **Back to Log In**: returns without sending anything.
2. Type your email address and click **Send Reset Link**. The **Check Your Email** page opens.

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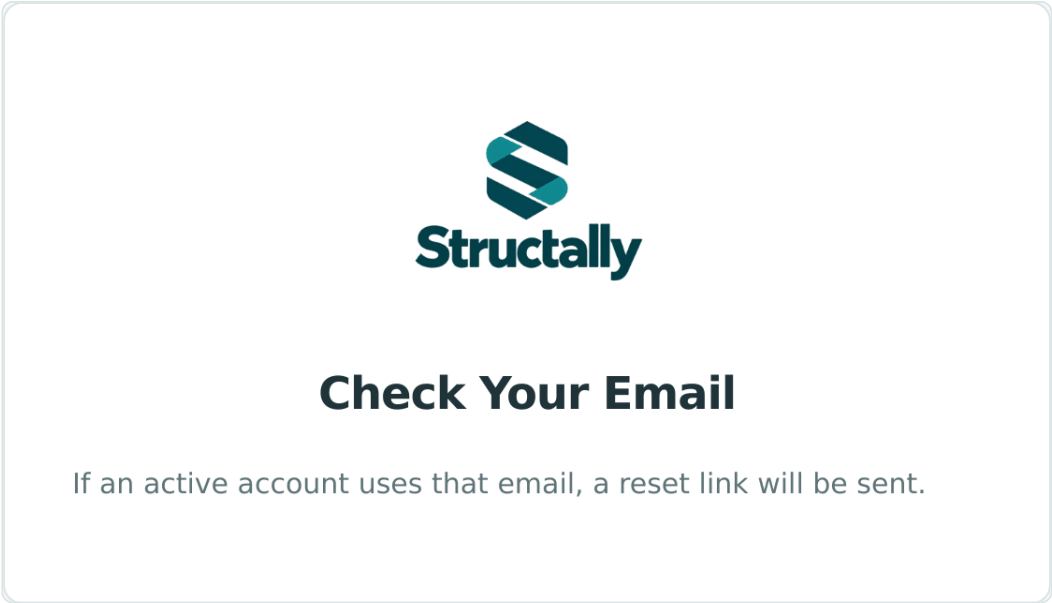

Figure 1-16 The confirmation shown after a reset request.

3. Open the email with the subject *Reset your Structally password* and click its link. Continue as in Setting Your Password from an Invitation, from step 2.

The confirmation always reads *If an active account uses that email, a reset link will be sent.*, whether or not the address belongs to a user, so the page never reveals who has a Structally sign-in. A reset email is sent only to an active sign-in that already has a password.

A Company Admin can also send you a reset link with **Reset Password** on the **Users & Access** page (see Users & Access).

Signing Out

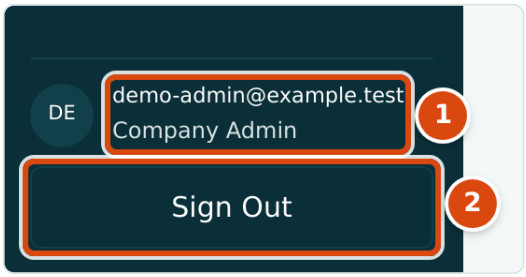

Figure 1-17 Who is signed in, and Sign Out.

1. Your email address and your role in the company you are working in.
2. **Sign Out** ends your session and returns you to the **Log In** page.

Sign Out is at the bottom of the navigation on every company page, and below the list on the **Your Companies** page. When the navigation is hidden (see Finding Your Way Around), show it again to reach **Sign Out**. Sign out when you finish on a shared computer.

Field Reference

Field	Description	Required	Example
Email (Log In)	The email address your access was given to, in lowercase.	Yes	dana@example.com
Password	Your password. Case-sensitive.	Yes	(hidden)
Remember Me	Keeps your email address filled in on this browser for one year.	No	Ticked
Email (Reset Your Password)	The address to send a reset link to. Not case-sensitive.	Yes	dana@example.com
New Password	The password you are choosing. Must meet the password rules.	Yes	(hidden)
Confirm New Password	The same password again.	Yes	(hidden)

Worked Example

The figures in this example are illustrative. A new project accountant receives her invitation and tries three passwords on the **Set Your Password** page:

Password Tried	Result
`sunrise2026`	Refused: *Add an uppercase letter and a symbol.*
`Sunrise2026`	Refused: *Add a symbol.*

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Password Tried	Result
`Sunrise#2026`	Accepted: 12 characters, with an uppercase letter, lowercase letters, numbers and a symbol.

She clicks **Log In** on the **Password Set** page and signs in. Because she has access to one company only, its Home dashboard opens straight away.

What Happens After You Sign In

	Result
Your session	Lasts until you close the browser, and at most eight hours.
The page that opens	A page you asked for before signing in, otherwise **Your Companies** or your only company's Home dashboard.
A notice from Structally	If Structally has posted a notice for your companies, it opens over the page (see Notices).
Your password and email	Change only through a reset link. There is no profile page for changing them.

Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
Please enter a correct username and password. Note that both fields may be case-sensitive.	The password is wrong, the email contains capital letters, or there is no active sign-in for this address. "Username" here means your email address.	Retype the email in lowercase and the password with the right capitals. If it still fails, use **Forgot password?**.

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Message or Symptom	Why It Happens	What to Do
This password link is invalid or has expired.	The link is more than three days old, was already used, or you signed in after receiving it.	Click **Request a New Password Link**, or ask your Company Admin to resend your invitation.
No reset email arrives.	The address has no active sign-in, or you never set a password from your invitation. The **Check Your Email** page looks the same either way.	Check your spam folder. Ask your Company Admin to use **Resend Invitation** or **Reset Password** on **Users & Access**.
The two password fields didn't match.	**New Password** and **Confirm New Password** differ.	Type the same password in both fields.
This password is too short. It must contain at least 8 characters.	Fewer than eight characters.	Choose a longer password.
This password is too common.	The password is on the list of widely used passwords.	Choose something less predictable.
The password is too similar to the username.	The password is close to your email address or name.	Choose a password unrelated to your name and email.
No company access. after logging in	Your access has not been given yet, is suspended or was removed.	Ask a Company Admin of your company (see Access Problems).
You are back on **Log In** in the middle of your work.	Your session ended after eight hours or when the browser closed.	Log in again.

Related Topics

- Choosing a Company
- Finding Your Way Around

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- Users & Access, for inviting users and resetting their passwords
- Roles and Permissions
- Access Problems

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company | switch company | your companies | suspended | access

2.5 Choosing a Company

Each company in Structally keeps its own books: its own chart of accounts, customers, vendors, jobs and reports. Nothing is shared between companies. One sign-in can have access to several companies (for example an operating company and a second entity), with a different role in each.

When you have access to more than one company, Structally asks which one to open after you sign in, and lets you switch from any page.

Before You Begin

- You are signed in (see Signing In).
- A Company Admin of each company has given you access on **Settings** → **Users & Access**. Your role in each company decides what you see there (see Roles and Permissions).

Navigation

The **Your Companies** page opens after you log in when you have access to more than one company. To come back to it later, open your main Structally address, or use **Back to Your Companies** on a page that cannot be found. To change company from inside a company, use **Your Company** at the top of the navigation.

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The Your Companies Page

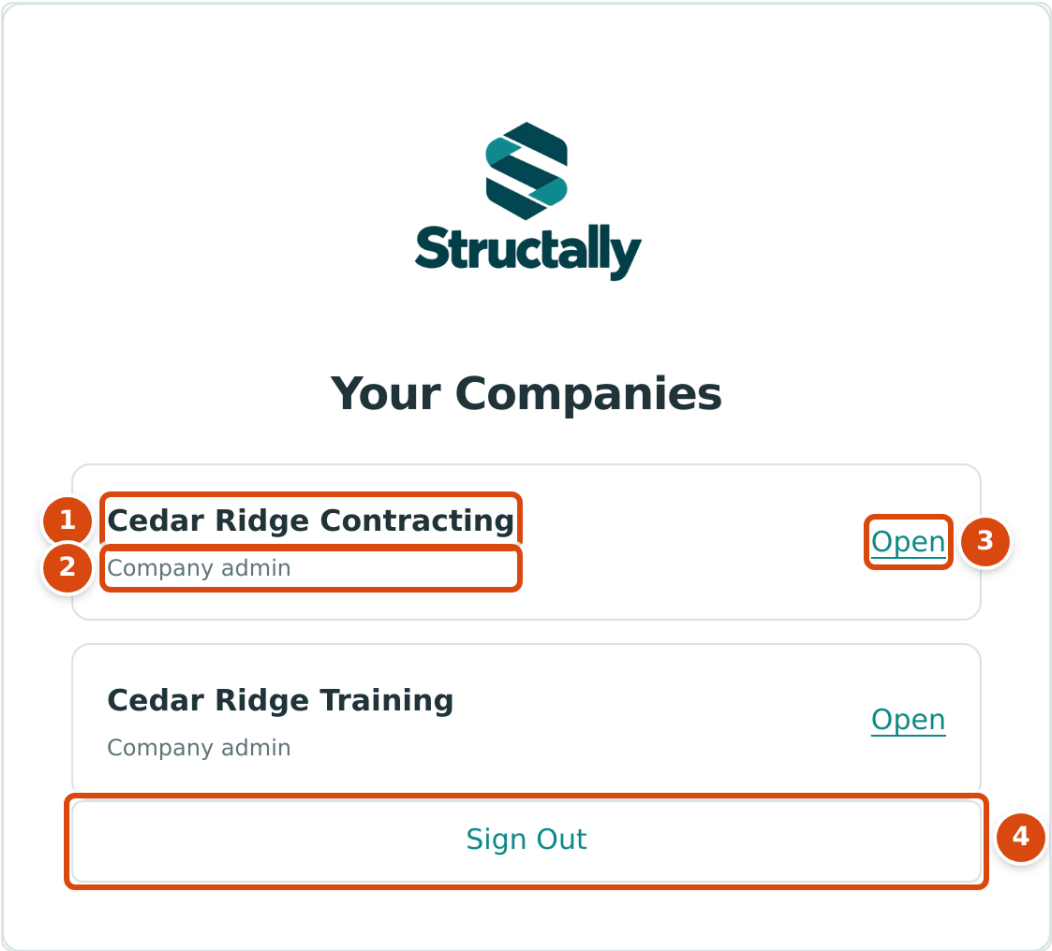

Figure 1-18 The Your Companies page for a user with two companies.

1. The company's name. Companies are listed in alphabetical order.
2. Your role in that company.
3. **Open** takes you to the company's Home dashboard.
4. **Sign Out** ends your session.

1. Find the company in the list.
2. Click **Open**. The company's Home dashboard opens, and the navigation shows the areas your role in that company allows.

If you have access to only one company, Structally skips this page and opens that company's Home dashboard straight after you log in.

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Suspended Companies

A company that Structally has suspended stays on the list, but its card shows *This company is suspended, contact support* instead of **Open**, and its pages cannot be opened. Your other companies are not affected. Contact your Structally representative or your Company Admin about the suspension.

No Screenshot of a Suspended Company

The sample companies are active, so a suspended company's card cannot be shown. It looks like the cards above, with the sentence *This company is suspended, contact support* in place of the **Open** link.

When you have no access to any company yet, the page shows **No company access.** and the **Sign Out** button.

Switching Companies

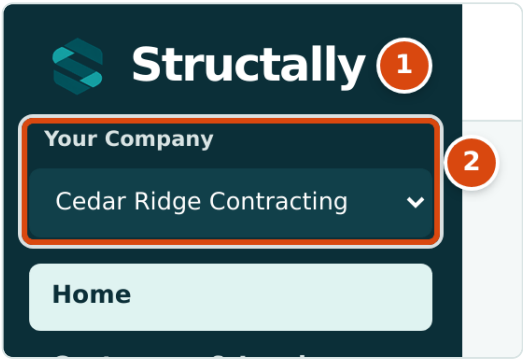

Figure 1-19 The company you are working in, at the top of the navigation.

1. The Structally logo opens the company page (see below).
2. **Your Company** shows the company you are in. Choose another company from the list to switch.

1. Click **Your Company** at the top of the navigation.
2. Choose the other company. Structally opens it at once; there is no button to confirm.

Structally keeps you in the same part of the product where it can: switching from the **Invoices** list, or from an invoice, opens the **Invoices** list of the other company; switching from Home opens the other company's Home; switching from a report opens the other company's **Reports** page, and from a Jobs & Costing page its Jobs & Costing **Overview**. Your role in the other company applies at once. If it does not include that area, you see **This Area Is Locked for You** (see Finding Your Way Around).

The list shows only active companies. A suspended company is not offered here.

Each browser tab shows one company at a time, and the name of the company is always visible: in **Your Company**, and next to the page title when the navigation is hidden. Check it before you enter anything.

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The Company Page

Clicking the Structally logo at the top of the navigation opens a short page for the company you are in.

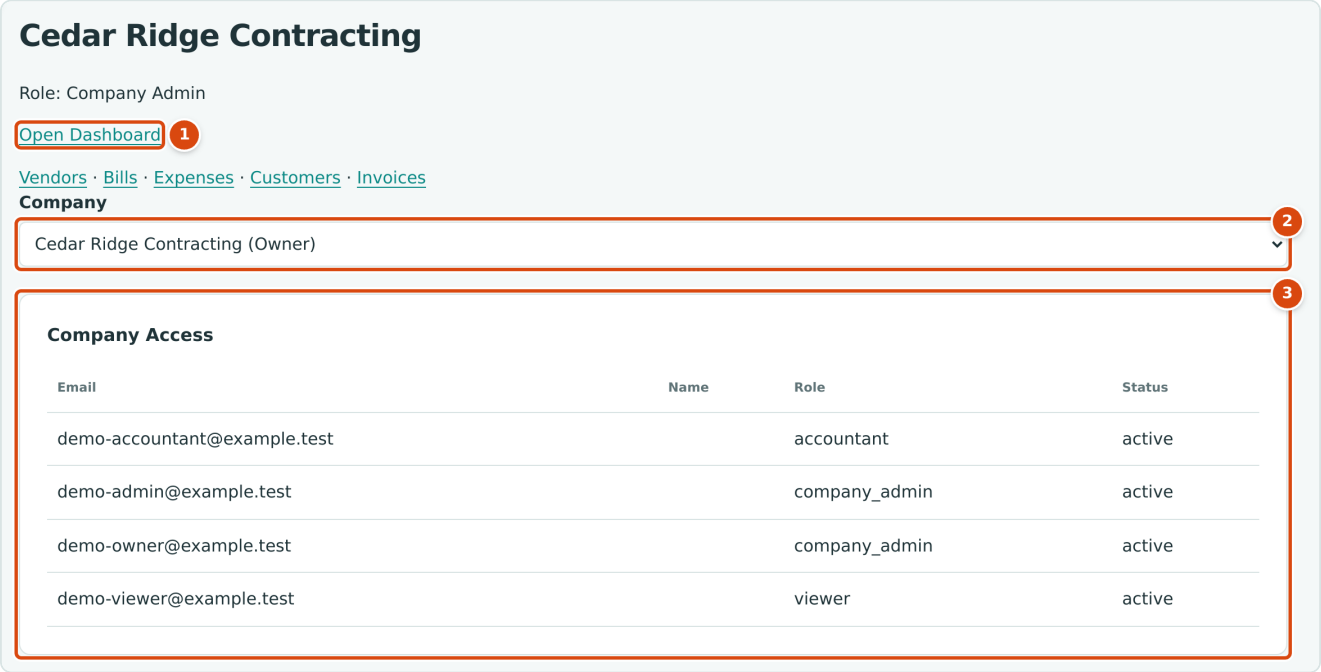

Figure 1-20 The company page opened from the Structally logo.

1. **Open Dashboard** opens the company's Home dashboard. Below it are quick links to **Vendors**, **Bills**, **Expenses**, **Customers** and **Invoices**.
2. **Company**: another way to switch companies. Each company is listed with your role in it.
3. **Company Access**: shown to Company Admins only, a plain list of the users with access to this company, with their role and status. Manage users on Users & Access instead, which uses the product's full role names.

Most work starts from the Home dashboard rather than this page.

Worked Example

In the sample data, the Company Admin `demo-admin@example.test` has access to two companies, **Cedar Ridge Contracting** and **Cedar Ridge Training**, so the **Your Companies** page opens after each sign-in (see the first figure). The Accountant `demo-accountant@example.test` has access to Cedar Ridge Contracting only, so signing in opens its Home dashboard directly.

Working on the **Invoices** list of Cedar Ridge Contracting, the Company Admin chooses **Cedar Ridge Training** in **Your Company**. The **Invoices** list of Cedar Ridge Training opens. Choosing **Cedar Ridge Contracting** again returns to its **Invoices** list.

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What Happens After You Choose a Company

	Result
The page that opens	**Open** goes to the company's Home dashboard; **Your Company** goes to the same list in the other company, or its Home.
The navigation	Shows only the areas your role in this company can see.
Your sign-in	Unchanged. Switching does not sign you out.
Remembered choices	Filters remembered on the **Audit Log** and **Users & Access** pages are kept separately for each company. Line column widths you set on entry forms follow you into every company.

Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
We Can't Find That Page with *The link may be old, or it may point to a company you don't have access to.*	The link points to a company you have no active access to (never given, suspended, removed, or the company itself is suspended), or to a page that does not exist.	Click **Back to Your Companies** and open the company from the list. Ask a Company Admin if a company is missing.
This company is suspended, contact support on a company card	Structally has suspended the company.	Contact your Company Admin or Structally.
No company access.	You have no active access to any company.	Ask the Company Admin who invited you.
A company is missing from **Your Company**	The list shows active companies only. A suspended company appears only on **Your Companies**, without **Open**.	Open **Your Companies** to see its state.

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Message or Symptom	Why It Happens	What to Do
This company is being updated. Try again in a minute.	Structally is applying an update to the company.	Wait a minute and reload the page.
This company is being moved. Try again in a few minutes.	Structally is moving the company. You can still open pages, but saving is paused.	Wait a few minutes, then save again.
This Area Is Locked for You after switching	Your role in the other company does not include the area you were in.	Use the navigation to go to an area you can open, or ask that company's Company Admin.

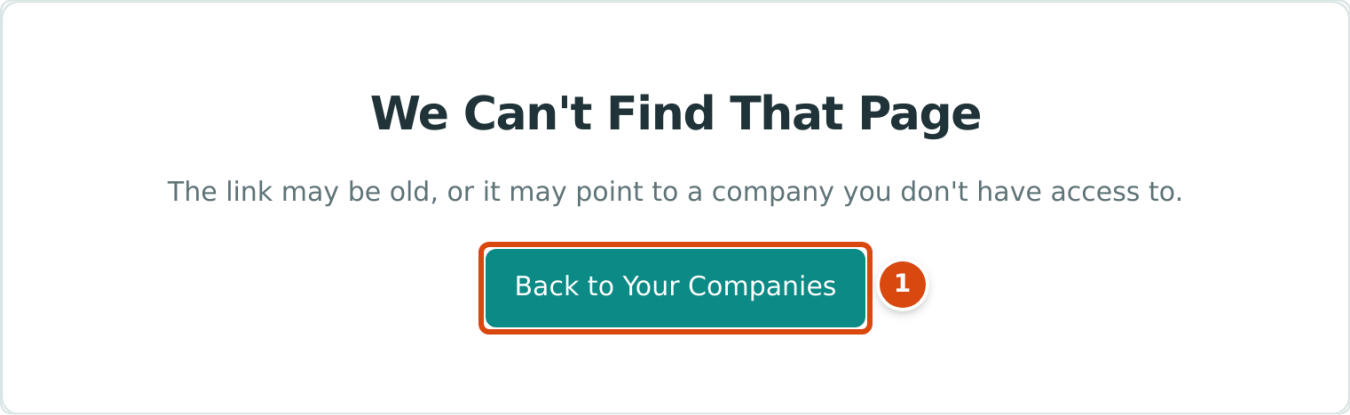

Figure 1-21 The page shown for a link to a company you cannot open.

1 **Back to Your Companies** returns to the company list.

Related Topics

- Signing In
- The Home Dashboard
- Users & Access
- Roles and Permissions
- Access Problems

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navigation | layout | create menu | lists | pickers | attachments | sidebar

2.6 Finding Your Way Around

Every page in Structally is built from the same parts: the navigation on the left, a top bar, and the page itself. Lists, record pages and entry forms also work the same way in every area, so once you know one, you know them all. This page shows those common parts using the sample company's invoices; the area chapters then describe each screen in detail.

Before You Begin

- You are signed in and have opened a company (see Signing In and Choosing a Company).
- What you see depends on your role: areas your role cannot see are left out of the navigation, and buttons for actions you cannot perform are not shown (see Roles and Permissions).

The Page Layout

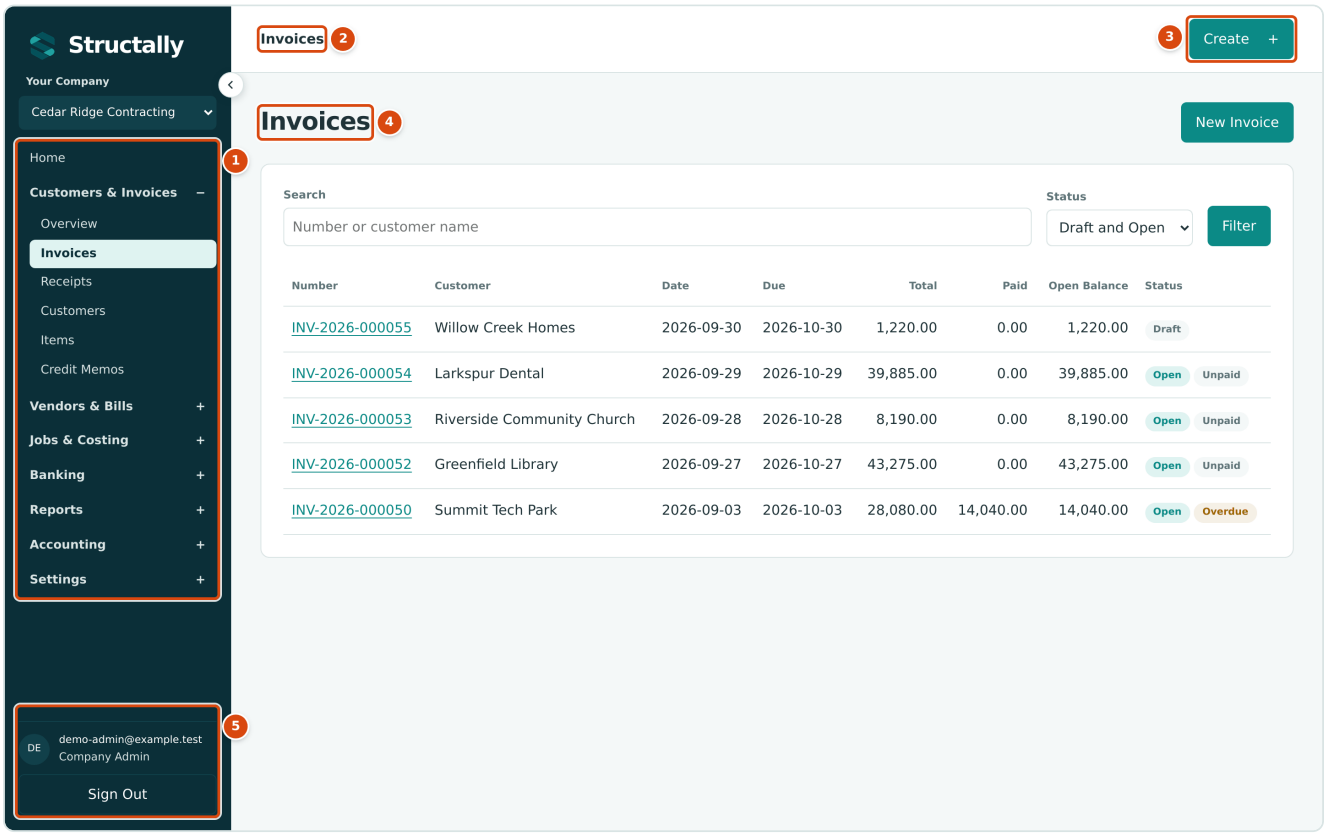

Figure 1-22 The parts of a Structally page, on the Invoices list.

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1. The navigation: **Home** and one group for each area you can see.
2. The top bar names the section you are in.
3. **Create** starts the most common entries from any page.
4. The page heading, with the page's own buttons on the right (here **New Invoice**).
5. Who is signed in, your role in this company, and **Sign Out**.

Above the navigation, **Your Company** shows the company you are working in (see Choosing a Company).

The Navigation

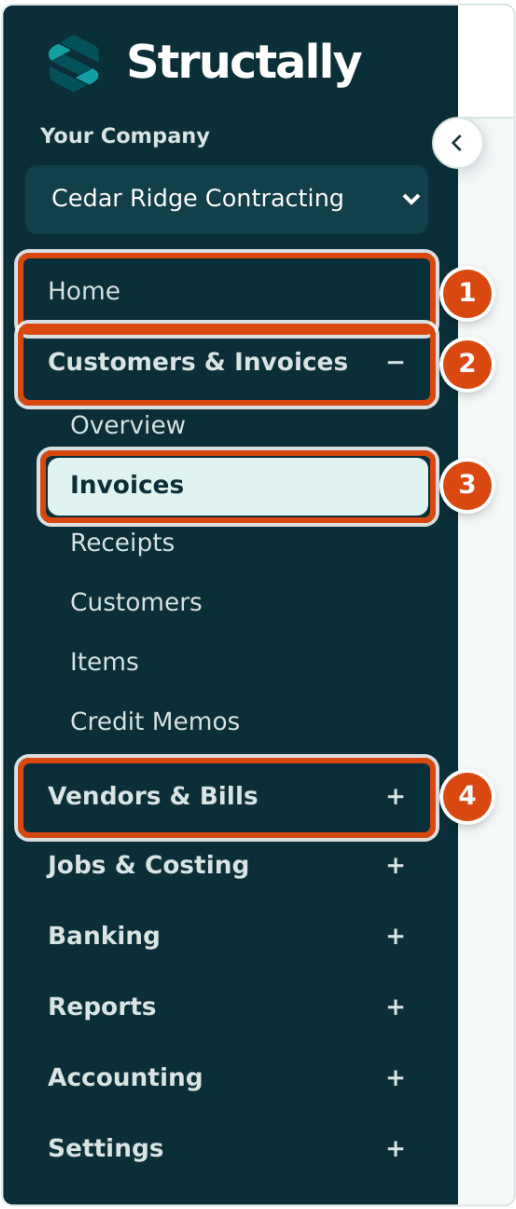

Figure 1-23 The navigation with one group open.

1. **Home** opens the Home dashboard.
2. An open group. Click its name to go to the area's main page; click **–** to fold it.
3. The page you are on is highlighted.
4. A folded group. Click **+** to show its pages without leaving the page you are on.

The group of the page you are on opens by itself, and the navigation keeps its scroll position as you move from page to page. The areas and their pages are listed in Introduction to Structally.

Jobs & Costing appears only when the module is turned on for your company. When it is off, the navigation shows **Jobs & Costing** with a padlock and the hint *Jobs & Costing is not turned on for this company*. Structally turns modules on for a company; ask your Company Admin.

Hiding the Navigation

Click the arrow button at the edge of the navigation (**Hide Navigation**) to make room for wide tables. The navigation shrinks to a rail of section icons:

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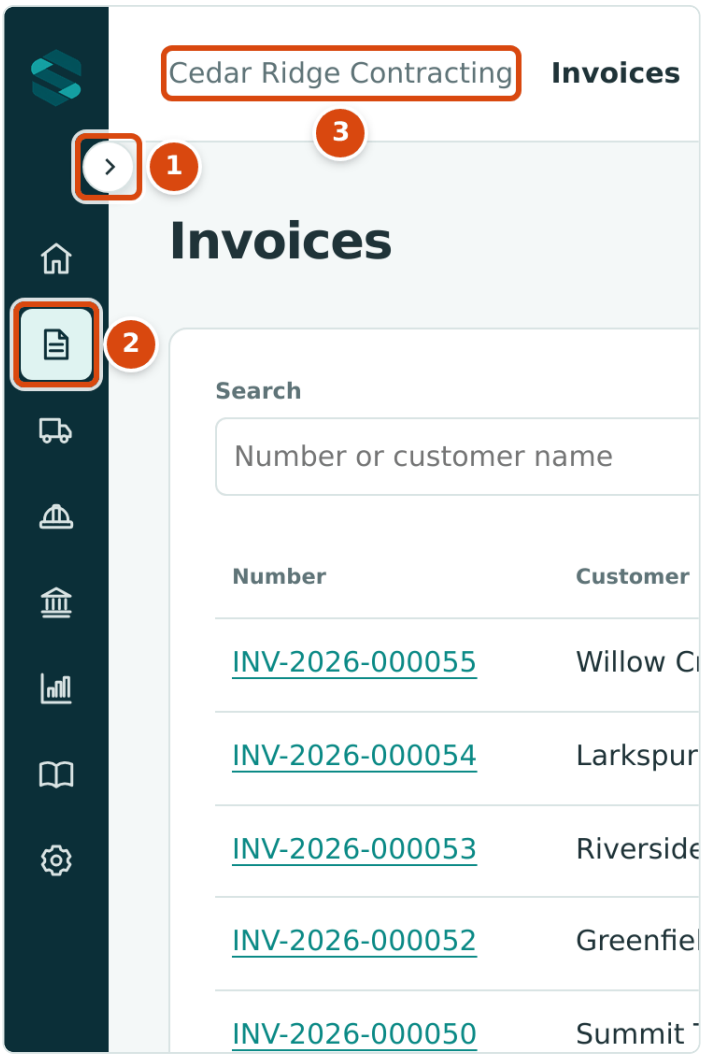

Figure 1-24 The navigation hidden, with the rail of section icons.

1. **Show Navigation** brings the full navigation back.
2. Each icon opens an area; hover over it to see its name. The area you are in is highlighted.
3. With the navigation hidden, the company name appears in the top bar.

Your browser remembers the choice, so the navigation stays hidden or shown on every page until you change it. The rail does not include **Your Company** or **Sign Out**; show the navigation to use them.

In a browser window 900 pixels wide or narrower (a tablet, for example), the navigation is hidden and the top bar shows a **Menu** button that opens it.

The Top Bar and the Create Menu

Create opens a menu of the most common entries. It lists only the entries your role can make, and it does not appear at all if you can make none of them.

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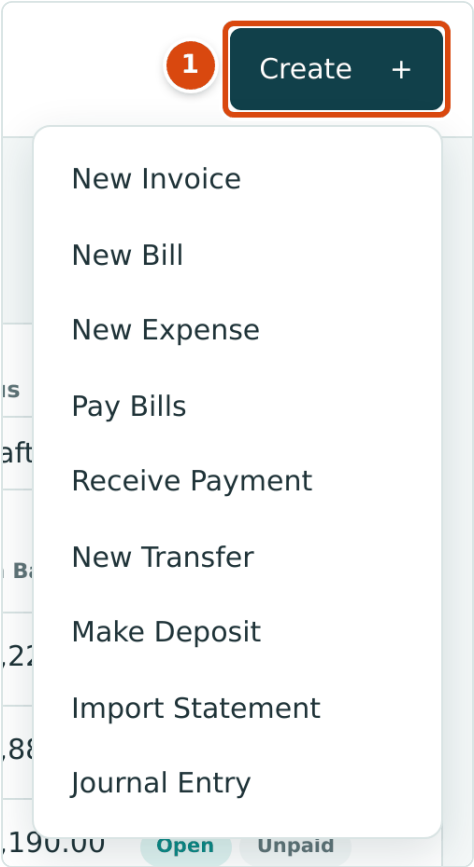

Figure 1-25 The Create menu of a Company Admin.

1 **Create** opens and closes the menu.

Menu Item	Opens	Shown When You Have Edit Access To
New Invoice	A new invoice	Customers & Invoices
New Bill	A new bill	Vendors & Bills
New Expense	A new expense	Vendors & Bills
Pay Bills	Paying bills	Vendors & Bills
Receive Payment	Receiving a customer payment	Customers & Invoices

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Menu Item	Opens	Shown When You Have Edit Access To
New Transfer	A new transfer	Banking
Make Deposit	A new deposit	Banking
Import Statement	The **Bank Feed** page, to import a bank statement	Banking
Journal Entry	A new journal entry	Accounting

The Help Menu

Where your Structally site offers this guide online, the top bar also has a round **?** button to the left of **Create**. It opens a menu with **Help Center**, this guide, and **User Guide (PDF)**, the same guide as one PDF. Both open in a new browser tab, so the page you were on stays open. Where the site does not offer the guide online, the button is not shown (as in the screenshots of this guide).

Lists

Each kind of record has a list page: **Invoices**, **Bills**, **Vendors**, **Jobs** and so on.

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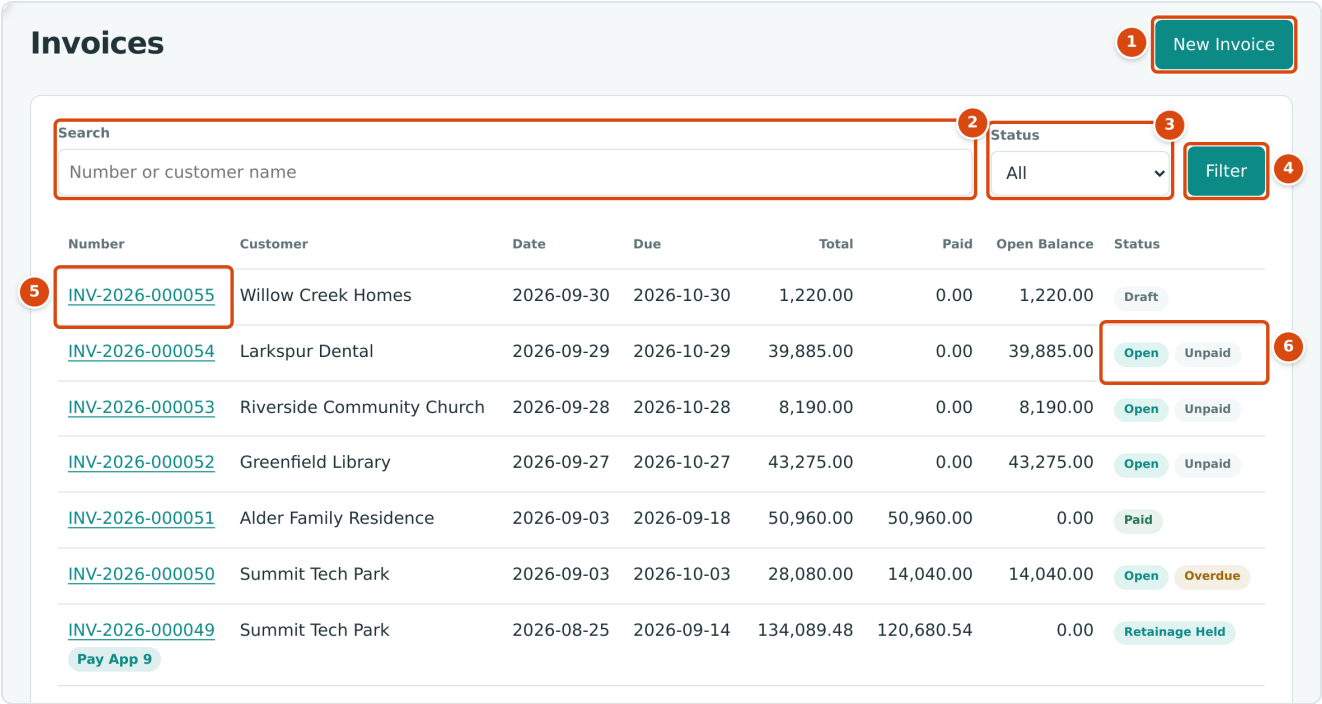

Figure 1-26 The Invoices list with every status shown.

1. The button that creates a new record of this kind.
2. **Search**: part of a number or a name. The placeholder says what is searched, here *Number or customer name*.
3. **Status**: which records to show. Invoices, bills, vendor credits and credit memos start with **Draft and Open**; choose **All** to include paid and void ones.
4. **Filter** applies the search and status.
5. The number opens the record.
6. Status pills (see Statuses and Lifecycles).

Document lists are sorted newest first and show 25 rows to a page. Below the last row, **Previous**, the page count and **Next** move between pages:

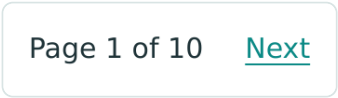

Figure 1-27 Moving between pages of a long list.

A list with nothing to show says so, for example **No invoices yet** with *Your records will appear here.*, and offers the button to create the first one if your role allows it.

The **Audit Log** and **Users & Access** lists remember the filters you last used, separately for each company, and apply them the next time you open the page. Other lists start from their default filter each time.

Record Pages

Clicking a record's number opens its page.

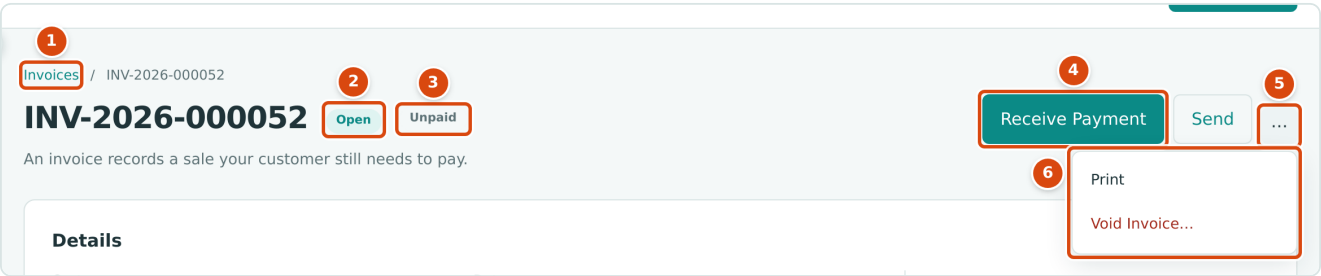

Figure 1-28 The top of a record page, with the More Actions menu open.

1. The breadcrumb: click the first part to go back to the list.
2. The record's status.
3. A second pill for invoices and bills that are open: **Unpaid**, **Partly Paid** or **Overdue**.
4. The main actions for the record in its current status, here **Receive Payment** and **Send**.
5. **⋯** (More Actions) holds less frequent actions.
6. The menu: here **Print** and **Void Invoice…**. An action that ends in **…** opens a panel or dialog before anything happens.

Below the heading, a **Details** card shows the record's fields and amounts, and cards below it show the lines and related records (for example the payments applied to an invoice). When you opened the record from a report, a **Back to Report** link above the breadcrumb returns you to the report.

At the bottom of a posted record, two folded panels show its accounting and its history. Click a panel's title to open it:

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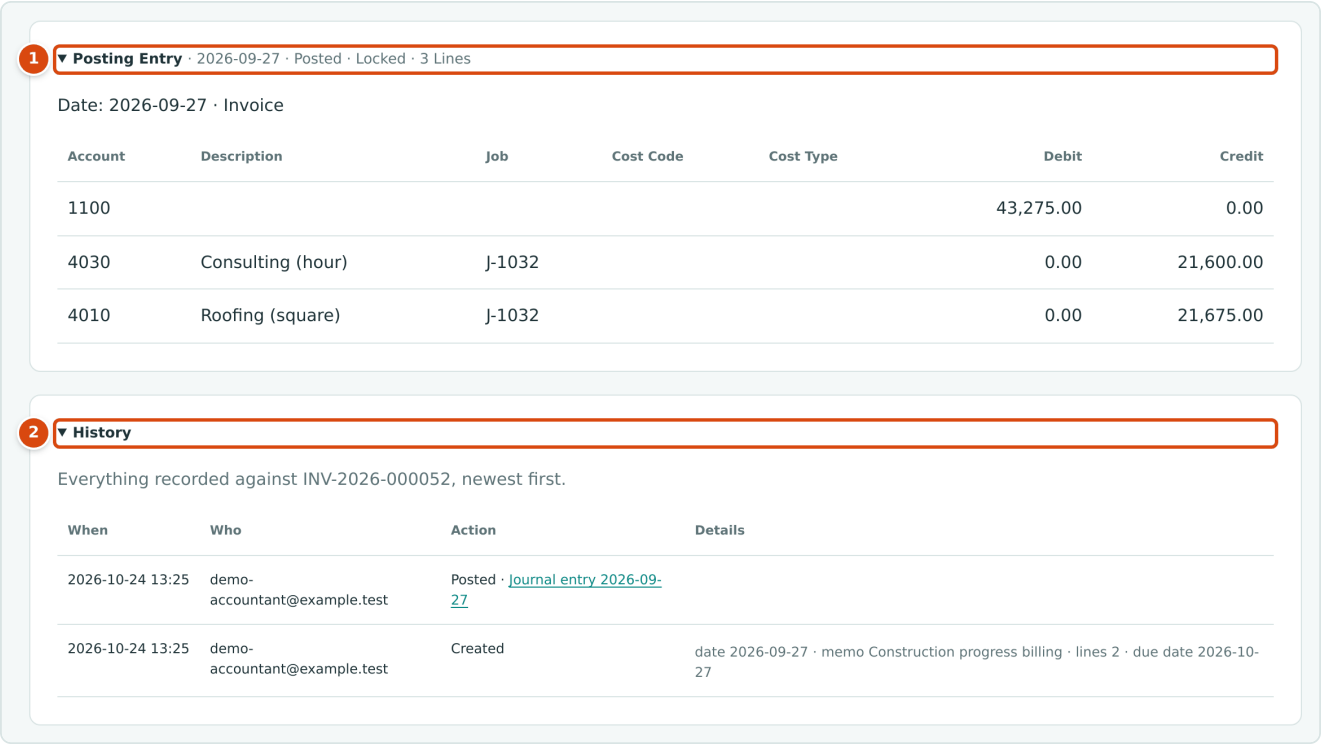

Figure 1-29 The Posting Entry and History panels of an invoice.

1. **Posting Entry**: the journal entry the record wrote, with its date, the words **Posted** and **Locked**, and its lines.
2. **History**: *Everything recorded against* the record, newest first: when, who, the action and its details, with links to the journal entries written.

See How Structally Records Transactions for what the posting entry means.

Forms

Searchable Pickers

Fields that choose from a list (vendor, customer, account, job, cost code, terms, class, location and so on) are searchable pickers. Click the field and start typing; the list narrows to the entries that contain what you typed, with the matching letters in bold.

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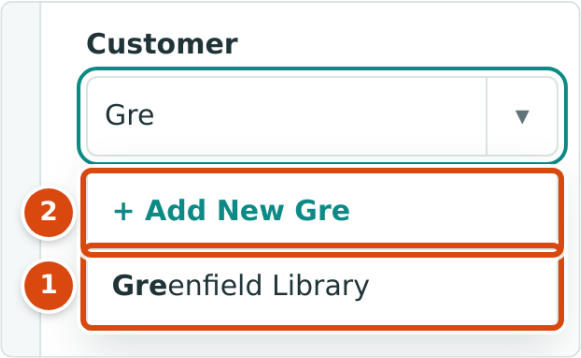

Figure 1-30 A picker filtered as you type.

1. A matching entry. Click it, or use the arrow keys and press Enter.
2. **+ Add New** followed by what you typed creates a new entry without leaving the form.

Press Escape to close the list without choosing.

+ Add New appears in the vendor, customer, terms, account, item, class and location pickers when your role can create that kind of entry. It opens a creation panel with the name already filled in:

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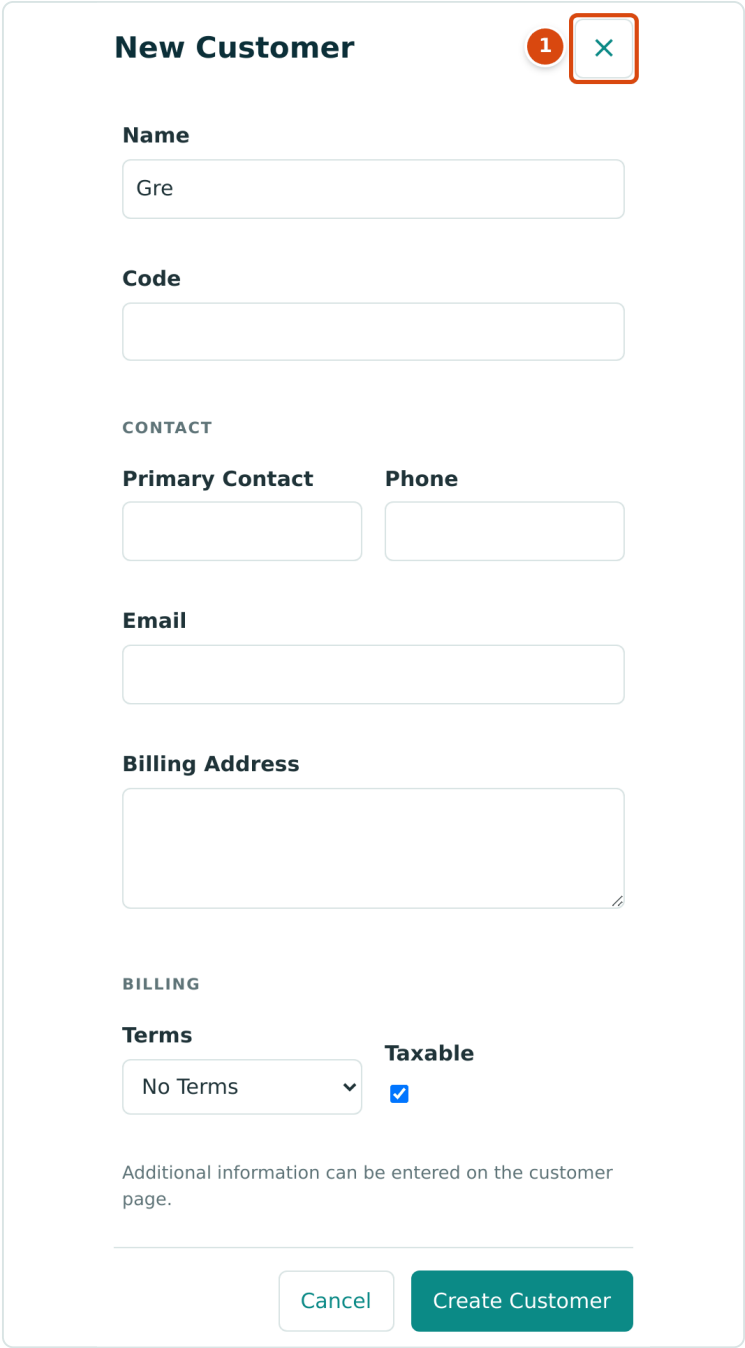

Figure 1-31 The New Customer panel, opened from + Add New.

1. × closes the panel without creating anything, like **Cancel** or the Escape key.

Fill in the panel and click its create button (here **Create Customer**). The panel closes and the new entry is chosen in the picker.

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Required Fields and Saving

Structally does not mark required fields with an asterisk. If a required entry is missing when you save, nothing is saved and the field is pointed out, by your browser or by a message under the field such as *This field is required.*

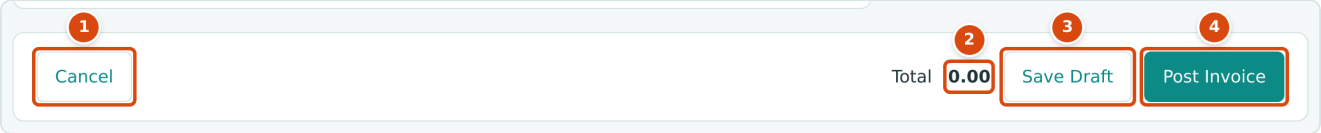

Figure 1-32 The footer of an entry form.

1. **Cancel** leaves the form without saving.
2. The running total of the lines.
3. **Save Draft** keeps the document without affecting your books.
4. **Post Invoice** (on a bill, **Post Bill**, and so on) saves and posts it.

Expenses have one button, **Save Expense**, because an expense is posted when it is saved. Payments, receipts, transfers, deposits and journal entries are also posted as soon as you save them. See How Structally Records Transactions.

After you click a save or post button, it is disabled until the page responds, so a double-click cannot save the same document twice.

When the page reloads, a message at the top confirms what happened, for example that a bill was posted. Click **×** to dismiss it; confirmations disappear by themselves after eight seconds, while error messages stay until you close them.

Line Tables and Column Widths

Documents with lines (invoices, bills, expenses, credits, journal entries, opening balances, budgets, commitments, amendments and change orders) have **Add Line** below the lines and a remove button on each line.

You can widen a column by dragging the boundary at the right edge of its heading. Structally saves the widths for you, for that kind of form, and uses them in every company you work in. After you change a width, a **Reset Column Widths** link appears next to **Add Line**; it restores the standard widths and reloads the page.

> ⚠ **Save before resetting the columns**
>
> **Reset Column Widths** reloads the form. Anything you typed and did not save may be lost, so save a draft first.

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Attachments

Most documents can hold attachments: the vendor's invoice, a receipt photo, a signed change order.

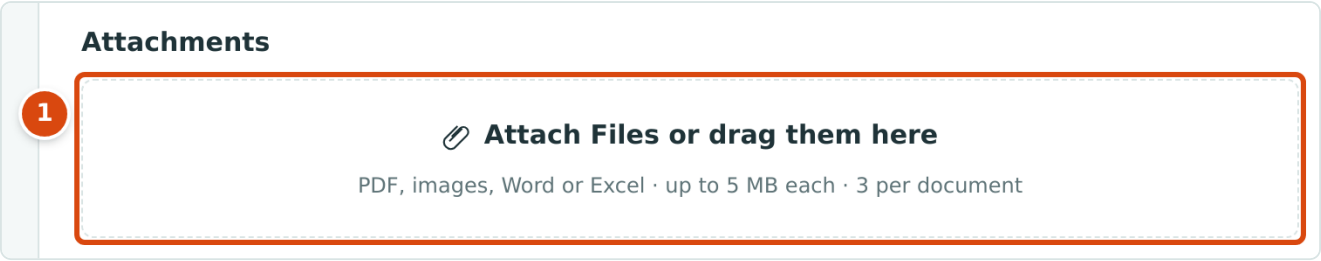

Figure 1-33 The Attachments area of an entry form.

1. Click **Attach Files** or drag files onto the box. The note gives the limits: *PDF, images, Word or Excel · up to 5 MB each · 3 per document* (25 on job, commitment and commitment amendment forms).

On a saved record, the **Details** card shows **Attachments** with a count, **+ Add Files** while there is room, and for each file **Download** and **Remove**. Company Admins and Accountants can add and remove attachments, as can Project Managers and Custom users with **Edit** access to any area that holds documents. Everyone who can open the record can download its attachments.

Drawers and Dialogs

Actions that need a little more information open a **drawer**, a panel over the page. For example, **Void Invoice…** opens:

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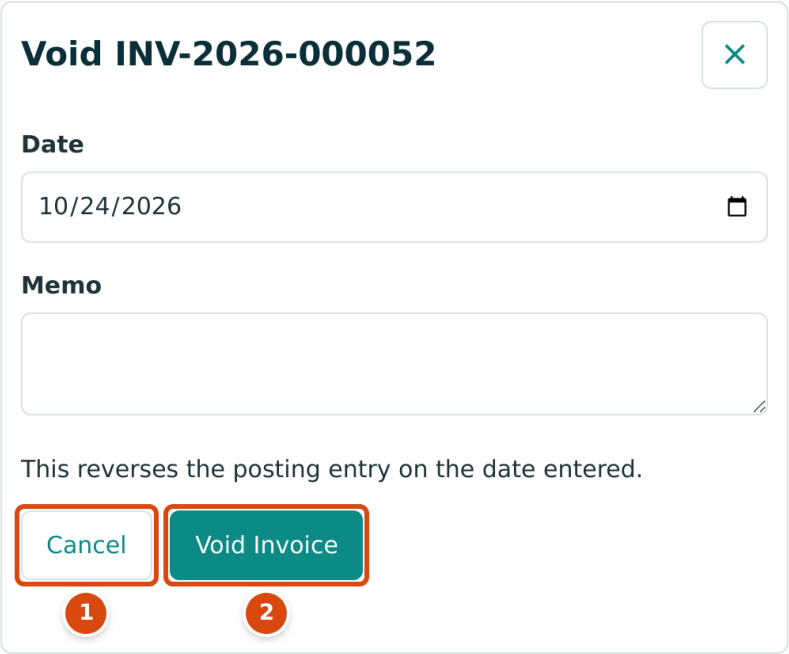

Figure 1-34 A drawer that asks for a date and memo before voiding.

1. **Cancel** closes the drawer; nothing changes. ×, the Escape key and a click on the shaded page do the same.
2. The button that carries out the action.

Status changes on jobs, commitments, change orders and forecasts ask for confirmation in a **dialog**. The dialog explains the effect; some also ask for a reason and refuse to continue without one (on a job: *Enter a reason.*).

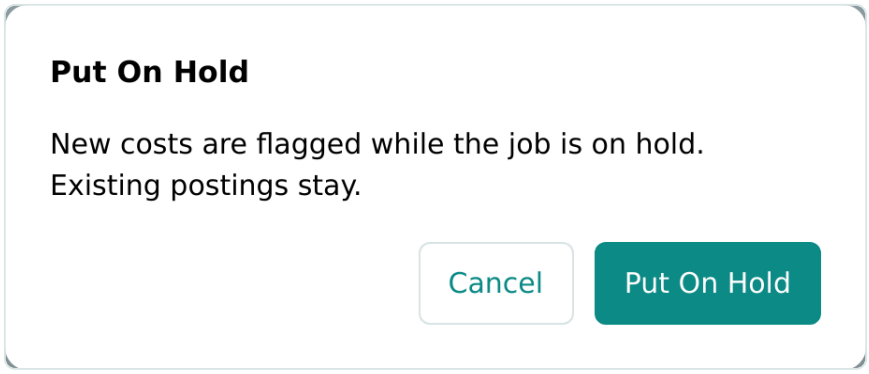

Figure 1-35 The dialog shown when a job is about to be put on hold.

Click **Cancel** (or press Escape) to leave everything as it was, or the action's own button (here **Put On Hold**) to go ahead.

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Locked Areas

If you open a page of an area your role does not include, for example from a bookmark or a link someone sent you, Structally shows:

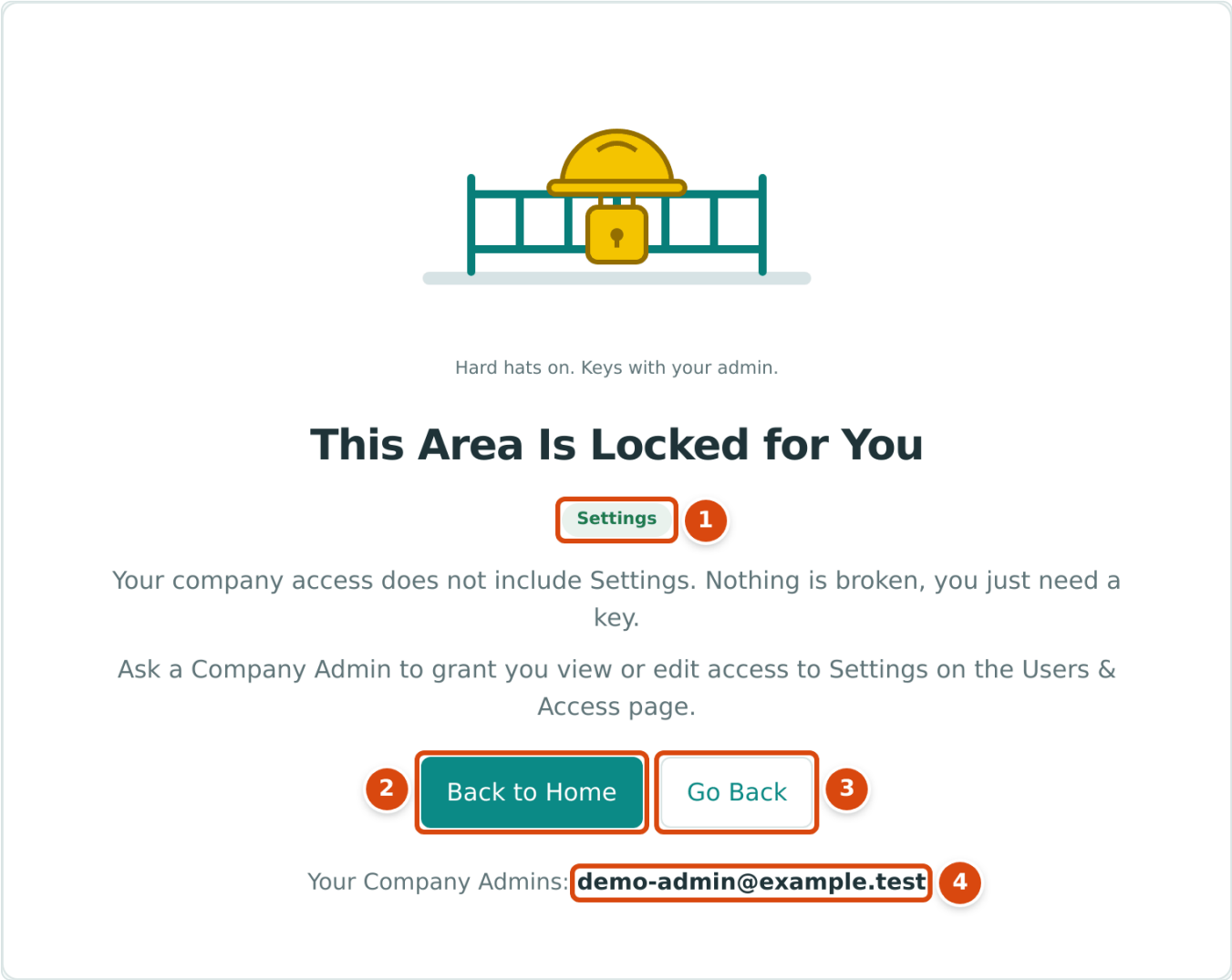

Figure 1-36 What an Accountant sees on opening Settings.

1. The area that is locked.
2. **Back to Home** opens the Home dashboard.
3. **Go Back** returns to the page you came from.
4. **Your Company Admins**: who can change your access.

Pages reserved for Company Admins (such as **Company Details** and **Users & Access**) say *This page is for Company Admins only.* A user with view-only access who tries to change a record sees **Write Access Required** with *You can view this company's accounting records.*

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Notices

Structally sometimes posts a notice for all companies or for your company, for example about planned maintenance. A notice opens in a panel over the page, on company pages and on **Your Companies**, and shows:

- its kind, **Announcement** or **Attention**, its title and its message;
- *From Structally* (a notice for every company) or *From Structally support* (a notice for your company), with the date it starts.

Notice Type	Buttons	Effect
Information only	**Got It**	The notice closes and does not appear again.
Needs your acknowledgment	**Remind Me Tomorrow** and **I Understand**	**I Understand** closes it for good. **Remind Me Tomorrow** hides it for 24 hours.

Until you answer it, the notice appears again on each page you open. When several notices are waiting, they appear one at a time, oldest first.

No Screenshot of a Notice

No notice is active in the sample company, so the notice panel cannot be shown. It appears over the page with the parts and buttons described above.

Related Topics

- Introduction to Structally
- The Home Dashboard
- Statuses and Lifecycles
- How Structally Records Transactions
- Roles and Permissions

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home dashboard company overview cash balance needs attention coming due

2.7 The Home Dashboard

Home is the first page you see in a company. Its heading reads **Company Overview**, and it brings together the figures most people check every day: how much cash you have, what customers owe you, what you owe vendors, how the period is going, and what needs doing next. Every figure links to the page or report behind it.

The dashboard always works from today's date. Balances (cash, unpaid invoices and bills) are as of today; period totals (income, expenses, money in and out) cover the period you choose.

Before You Begin

- Every user with access to the company can open Home.
- Each card appears only when your role can see the area behind it (see Who Sees Which Cards).

Navigation

Click **Home** at the top of the navigation, or the house icon when the navigation is hidden. When you have access to one company only, Home opens right after you sign in.

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The Dashboard at a Glance

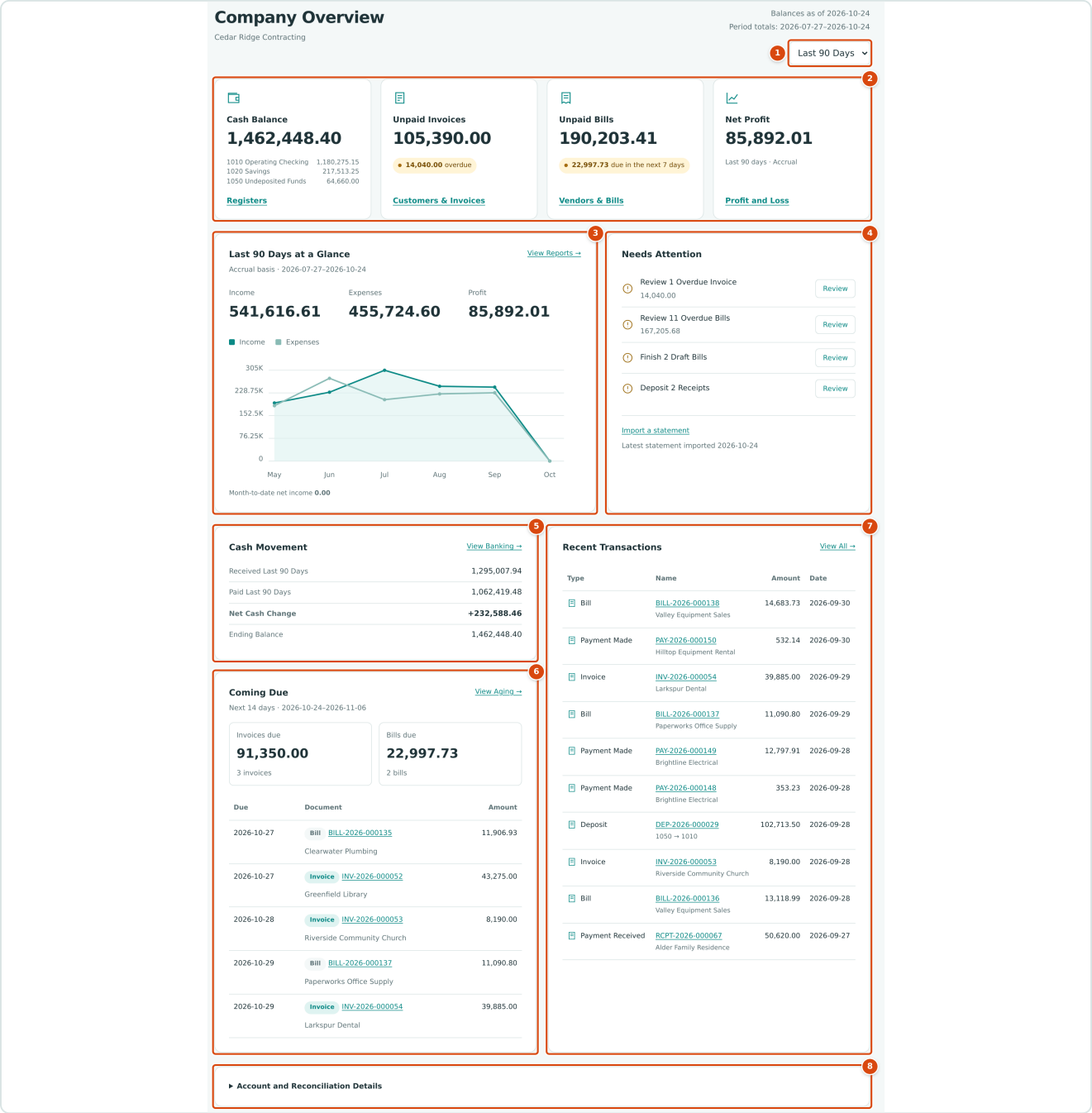

Figure 1-37 The Home dashboard of the sample company, for the last 90 days.

1. The period menu: **This Month**, **Last 30 Days** or **Last 90 Days**.
2. Four tiles: **Cash Balance**, **Unpaid Invoices**, **Unpaid Bills** and **Net Profit**.
3. *Period* **at a Glance**: income, expenses, profit and a six-month chart.

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4. **Needs Attention**: work waiting for you.
5. **Cash Movement**: money in and out of your cash accounts in the period.
6. **Coming Due**: invoices and bills due in the next 14 days.
7. **Recent Transactions**: the ten latest posted documents.
8. **Account and Reconciliation Details**: a folded panel with each bank and card account.

The Period Menu

The heading shows **Balances as of** today's date and **Period totals** with the first and last date of the chosen period. Choose the period from the menu below them; the page reloads at once.

Period	From	To
This Month (the default)	The first day of the current month	Today
Last 30 Days	29 days before today	Today
Last 90 Days	89 days before today	Today

The period changes **Net Profit**, the **at a Glance** card and **Cash Movement**. It does not change the balances, **Needs Attention**, **Coming Due**, **Recent Transactions** or the chart, which always shows the last six calendar months. Home opens on **This Month** each time.

The Tiles

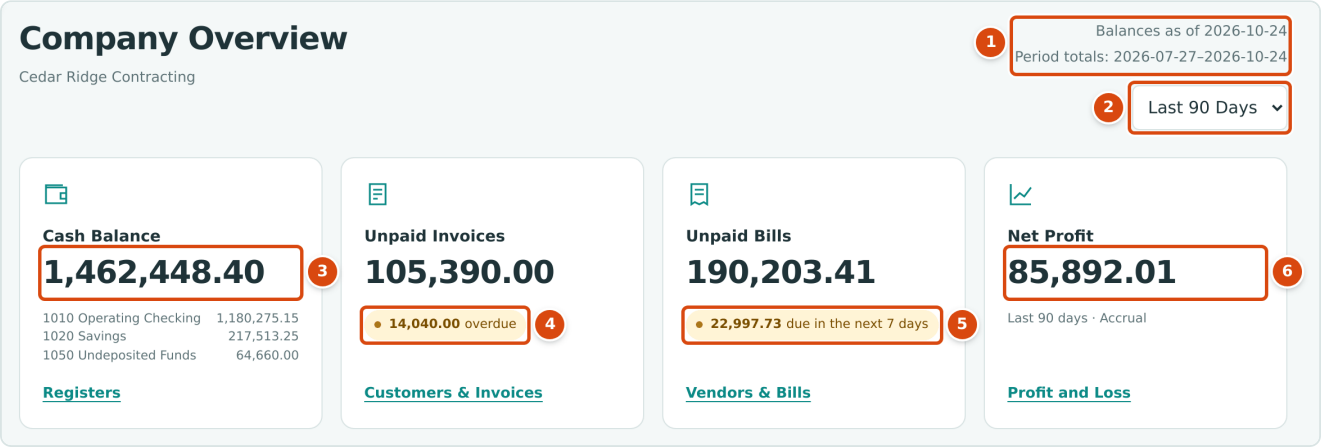

Figure 1-38 The heading and the four tiles.

1. **Balances as of** today, and the dates of the period totals.
2. The period menu.
3. **Cash Balance**: the total of your cash accounts, with each account listed below.
4. **Unpaid Invoices**: the overdue part, or **Nothing overdue**.
5. **Unpaid Bills**: the part due within seven days, or **Nothing due this week**.
6. **Net Profit** for the period, with the period name and **Accrual**.

Tile	What the Figure Is	Note Below the Figure	Link
Cash Balance	The book balance today of every active account with the Cash role (bank accounts and holding accounts such as Undeposited Funds). Credit card accounts are not included.	Each cash account with its balance.	**Registers** (Account Registers)
Unpaid Invoices	What customers owe you today: the open balance of posted invoices (excluding retainage still held), less payments received and credits not yet applied to an invoice.	The open balance of invoices past their due date, as **… overdue**, or **Nothing overdue**.	**Customers & Invoices** (The Receivables Overview)
Unpaid Bills	What you owe vendors today: the open balance of posted bills (excluding retainage held), less payments and vendor credits not yet applied.	The open balance of bills due from today through the next seven days, as **… due in the next 7 days**, or **Nothing due this week**.	**Vendors & Bills** (The Payables Overview)
Net Profit	Income less expenses for the period, on the accrual basis.	The period, for example **Last 90 days · Accrual**.	**Profit and Loss** (Profit and Loss)

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At a Glance and Needs Attention

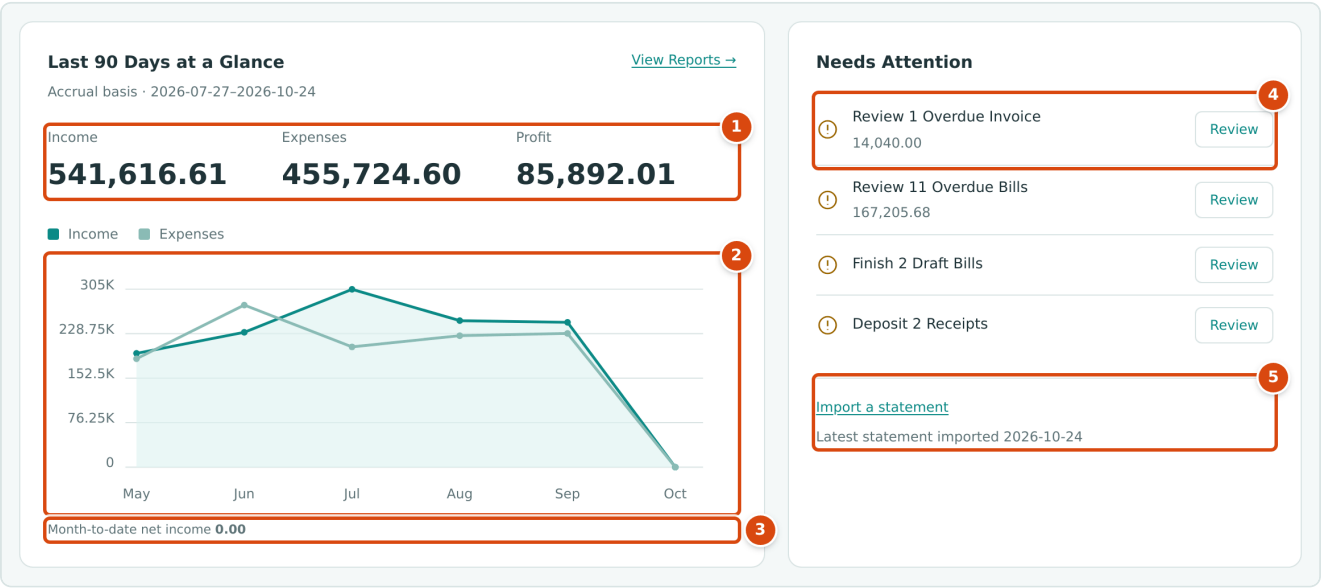

Figure 1-39 The at a Glance card and the Needs Attention card.

1. **Income**, **Expenses** and **Profit** for the period.
2. The chart: income and expenses for each of the last six calendar months, including the current one. Hover over a point to see the month and amount.
3. **Month-to-date net income**: profit from the first of this month to today, whatever period is chosen.
4. A task with its amount and a **Review** button.
5. The bank feed link and the date of the latest statement import.

At a Glance

The card's title follows the period (**This Month at a Glance**, **Last 30 Days at a Glance** or **Last 90 Days at a Glance**), and its subtitle reads **Accrual basis** with the period's dates. **Income** is the total of your income accounts. **Expenses** is your direct costs plus operating expenses, reduced by other income and increased by other losses, so that **Income** less **Expenses** equals **Profit**, the net income of the period. **View Reports** → opens the Reports page.

Needs Attention

Needs Attention lists, in this order, the tasks that apply today:

Task	Appears When	Review Opens
Review *n* **Overdue Invoice(s)**, with the overdue amount	Posted invoices are past their due date and not fully paid.	The **Invoices** list filtered to **Overdue**
Review *n* **Overdue Bill(s)**, with the overdue amount	Posted bills are past their due date and not fully paid.	The **Bills** list filtered to **Overdue**
Review *n* **Bank Transactions**	Imported bank or card statement lines are new or flagged as possible duplicates.	The **Bank Feed**
Finish *n* **Draft Bills**	Bills are saved as drafts.	The **Bills** list filtered to **Draft**
Complete *account* **Reconciliation**	A reconciliation of that account is still open.	That reconciliation
Deposit *n* **Receipts**	Customer payments are waiting in a holding account such as Undeposited Funds.	**Make Deposit**

You see only the tasks of areas your role can open. When there is nothing to do, the card shows **Nothing needs your attention.**

Users with Banking access also see a link at the bottom of the card: **Review the feed** when statement lines are waiting, otherwise **Import a statement**, with **Latest statement imported** and its date (or **No statements imported**).

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Cash Movement and Coming Due

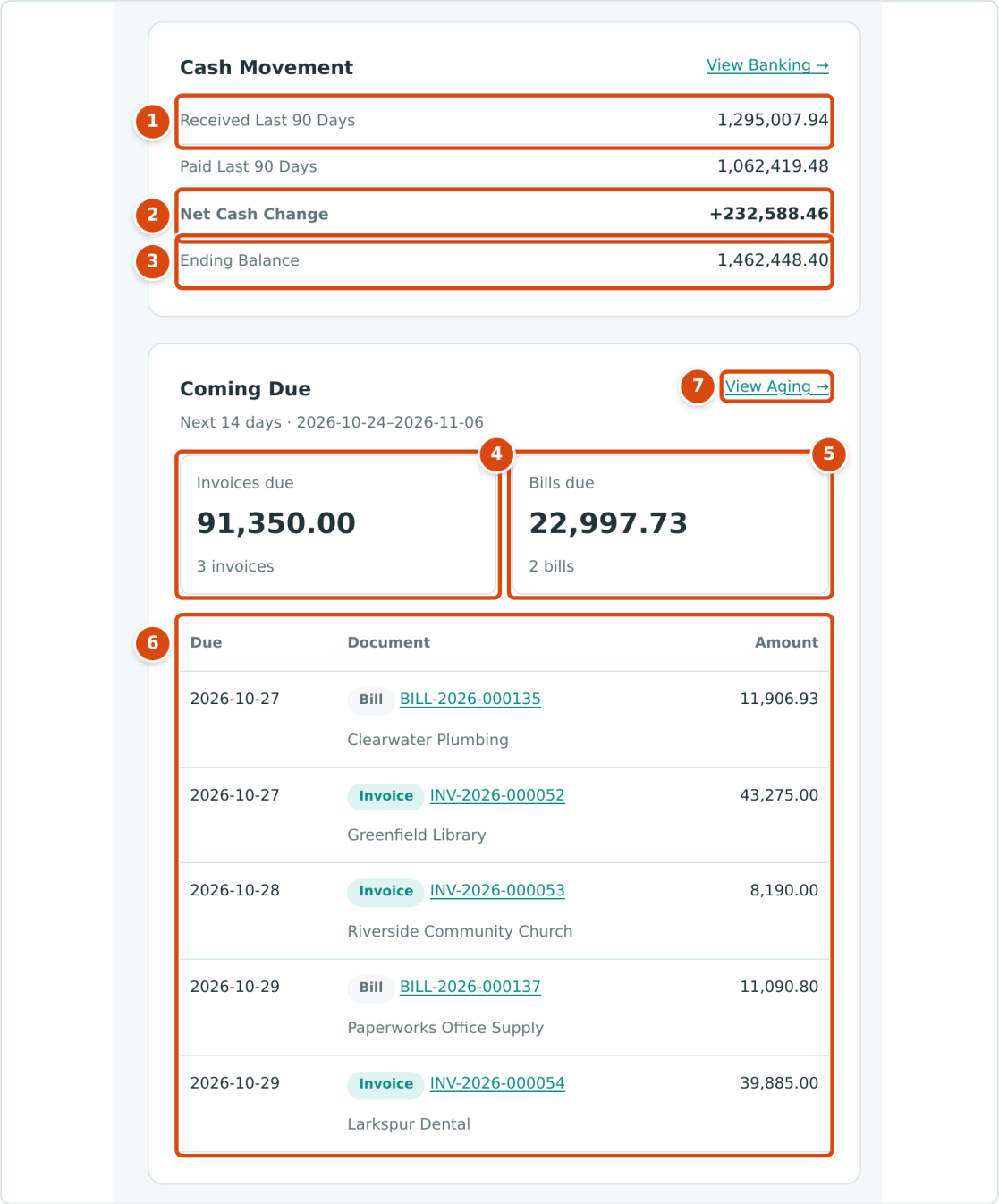

Figure 1-40 Cash Movement for the last 90 days, and what falls due in the next 14 days.

1. **Received** in the period: everything posted into your cash accounts.
2. **Net Cash Change**: received less paid.
3. **Ending Balance**: the same total as the **Cash Balance** tile.

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4. **Invoices due**: the open balance and number of invoices due in the next 14 days.
5. **Bills due**: the same for bills.
6. The documents due, earliest first.
7. **View Aging** → opens the AR Aging report (the AP Aging report for users without access to Customers & Invoices).

Cash Movement

Received and **Paid** add up every amount posted into and out of your cash accounts in the period. Money moved between two of your own cash accounts, such as a deposit from **1050 Undeposited Funds** into **1010 Operating Checking**, appears in both lines, so it does not change **Net Cash Change**. **View Banking** → opens Account Registers.

Coming Due

Coming Due covers today and the following 13 days (**Next 14 days** with the dates). The totals count every posted invoice and bill due in that window that is not fully paid; the table lists up to eight of them by due date, each with an **Invoice** or **Bill** pill, its number (which opens it), the customer or vendor, and the open balance. When nothing is due, the card says **Nothing due in the next 14 days**. **Invoices due** and **Bills due** each open the matching aging report (Aging Reports).

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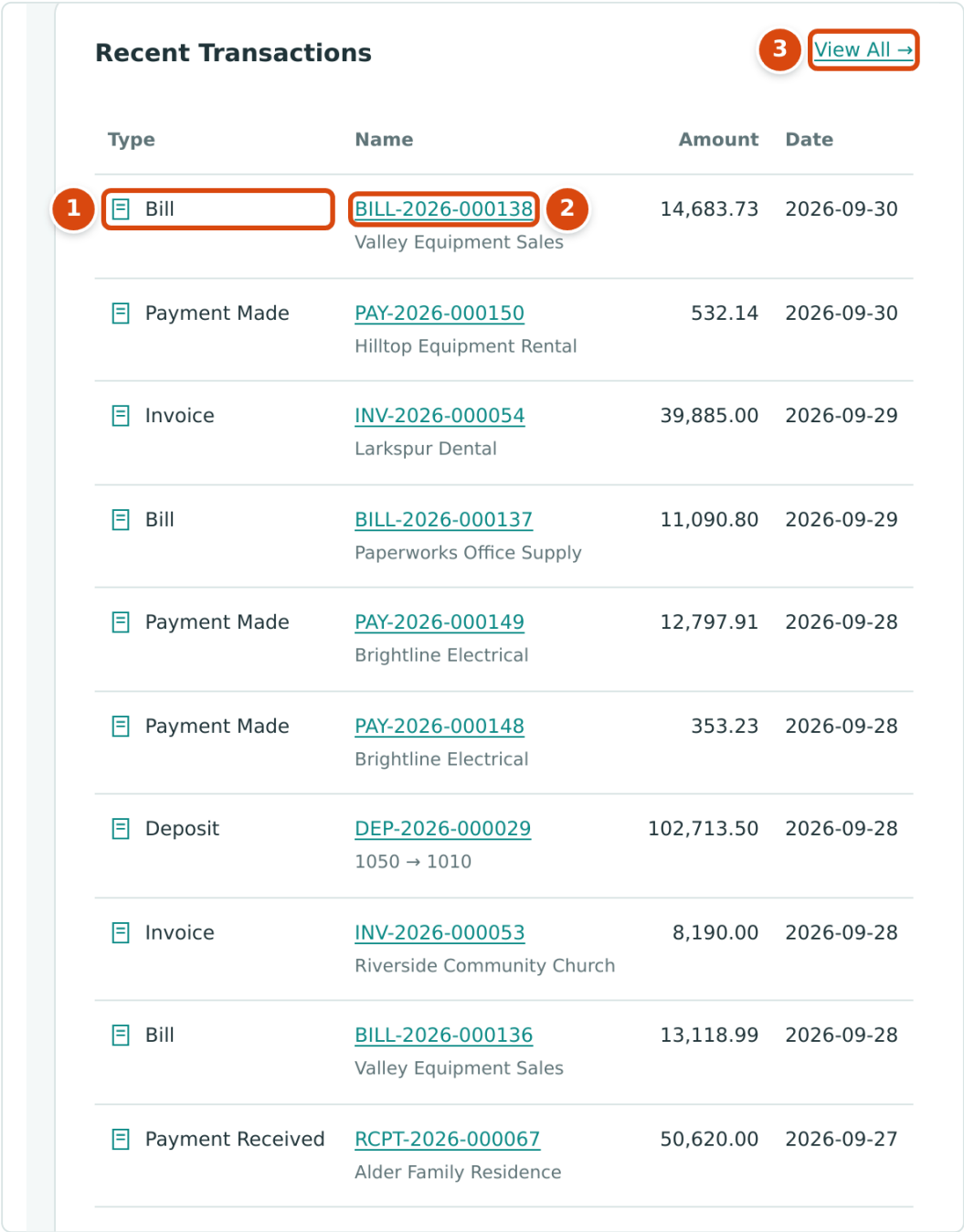
Recent Transactions



Recent Transactions

3 View All →

Type	Name	Amount	Date
1 Bill	BILL-2026-000138 2 Valley Equipment Sales	14,683.73	2026-09-30
Payment Made	PAY-2026-000150 Hilltop Equipment Rental	532.14	2026-09-30
Invoice	INV-2026-000054 Larkspur Dental	39,885.00	2026-09-29
Bill	BILL-2026-000137 Paperworks Office Supply	11,090.80	2026-09-29
Payment Made	PAY-2026-000149 Brightline Electrical	12,797.91	2026-09-28
Payment Made	PAY-2026-000148 Brightline Electrical	353.23	2026-09-28
Deposit	DEP-2026-000029 1050 → 1010	102,713.50	2026-09-28
Invoice	INV-2026-000053 Riverside Community Church	8,190.00	2026-09-28
Bill	BILL-2026-000136 Valley Equipment Sales	13,118.99	2026-09-28
Payment Received	RCPT-2026-000067 Alder Family Residence	50,620.00	2026-09-27

Figure 1-41 The ten most recent posted documents.

1. **Type**: **Bill**, **Invoice**, **Expense**, **Payment Made**, **Payment Received**, **Transfer** or **Deposit**.
2. **Name**: the document number, which opens it, with the customer or vendor (for transfers and deposits, the two account codes).
3. **View All** → opens Journal Entries.

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The card lists the ten most recent posted documents dated today or earlier, of the seven types above, by date. Drafts, journal entries, refunds, credits and bank entries are not listed here. **Amount** is the document's total (or the amount paid, received, transferred or deposited).

Account and Reconciliation Details

Click **Account and Reconciliation Details** at the bottom of the page to unfold it:

▼ **Account and Reconciliation Details**

Code	Account	Book Balance	New Feed Lines	Flagged Feed Lines	Reconciled Through	Statement Balance
1010	Operating Checking	1,180,275.15	0	0	2026-08-31	1,090,646.86
1020	Savings	217,513.25	0	0	2026-09-30	217,513.25
1050	Undeposited Funds	64,660.00	0	0	None	—
2100	Company Credit Card	1,000.88	0	0	2026-09-30	1,000.88

Undeposited Funds

Code	Holding Account	Total
1050	Undeposited Funds	64,660.00

Figure 1-42 Each bank, cash and card account, and the money waiting to be deposited.

1. One row for each active cash and credit card account.
2. **Undeposited Funds**: the receipts waiting in each holding account.

Column	Meaning
Code, **Account**	The account.
Book Balance	The account's balance in your books today.
New Feed Lines	Imported statement lines not yet matched, categorized or excluded.
Flagged Feed Lines	Imported lines flagged as possible duplicates.
Reconciled Through	The statement date of the latest completed reconciliation, or **None**.

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Column	Meaning
Statement Balance	The ending balance of that reconciliation, or **—**.

The **Undeposited Funds** table lists each account that has received customer payments or been the source of a deposit, with the total of receipts not yet deposited (**None — 0.00** when there is none). See Making Deposits and Reconciling an Account.

Who Sees Which Cards

Home is open to everyone with access to the company. Each card needs **View** or **Edit** access to its area:

Card	Needs Access To
Cash Balance, **Cash Movement**, **Account and Reconciliation Details**, the bank feed link in **Needs Attention**	Banking
Unpaid Invoices	Customers & Invoices
Unpaid Bills	Vendors & Bills
Net Profit, **at a Glance**	Reports
Coming Due	Customers & Invoices or Vendors & Bills (each shows its own half)
Recent Transactions	Accounting
Needs Attention	Everyone; each task appears only if you can open its area

For example, a Project Manager (Customers & Invoices, Vendors & Bills and Jobs & Costing only) sees **Unpaid Invoices**, **Unpaid Bills**, **Needs Attention** and **Coming Due**. See Roles and Permissions.

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Worked Example

The figures above are the sample company's Home on October 24, 2026, with **Last 90 Days** chosen (July 27 to October 24, 2026). They fit together like this:

Check	Arithmetic	Result
Cash Balance	1,180,275.15 (1010) + 217,513.25 (1020) + 64,660.00 (1050)	$1,462,448.40
Net Profit	541,616.61 income − 455,724.60 expenses	$85,892.01
Net Cash Change	1,295,007.94 received − 1,062,419.48 paid	+$232,588.46
Unpaid Invoices	39,885.00 + 8,190.00 + 43,275.00 + 14,040.00 still open on four invoices	$105,390.00
Overdue invoices	INV-2026-000050 was due October 3 and has 14,040.00 open	$14,040.00
Invoices due in 14 days	43,275.00 (October 27) + 8,190.00 (October 28) + 39,885.00 (October 29)	$91,350.00, 3 invoices
Bills due in 14 days, and due within 7 days	11,906.93 (BILL-2026-000135, October 27) + 11,090.80 (BILL-2026-000137, October 29)	$22,997.73, 2 bills

Month-to-date net income is 0.00 because nothing is posted in October in the sample data. **Needs Attention** lists one overdue invoice, eleven overdue bills (167,205.68), two draft bills and two receipts to deposit; the 64,660.00 in **1050 Undeposited Funds** is those receipts.

Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
Net Profit and **at a Glance** show 0.00.	Nothing is posted yet in the chosen period, for example early in a month on **This Month**.	Choose **Last 30 Days** or **Last 90 Days**, or open Profit and Loss for any dates.

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Message or Symptom	Why It Happens	What to Do
A tile or card is missing.	Your role has no access to its area.	See Who Sees Which Cards.
Cash Balance differs from your bank's balance.	The tile shows your book balance, including recorded payments the bank has not cleared yet, and it includes Undeposited Funds.	Compare in a reconciliation.
A credit card balance is not in **Cash Balance**.	Card accounts are not cash; they appear in **Account and Reconciliation Details**.	Unfold that panel.
Unpaid Invoices is lower than the total of open invoices.	A customer payment or credit is recorded but not yet applied to an invoice, or retainage is held.	Apply the payment or credit (see Receiving Customer Payments).
The period goes back to **This Month**.	Home always opens on **This Month**.	Choose the period again.

Related Topics

- Finding Your Way Around
- The Receivables Overview and The Payables Overview
- Profit and Loss and Aging Reports
- Reviewing the Bank Feed
- Roles and Permissions

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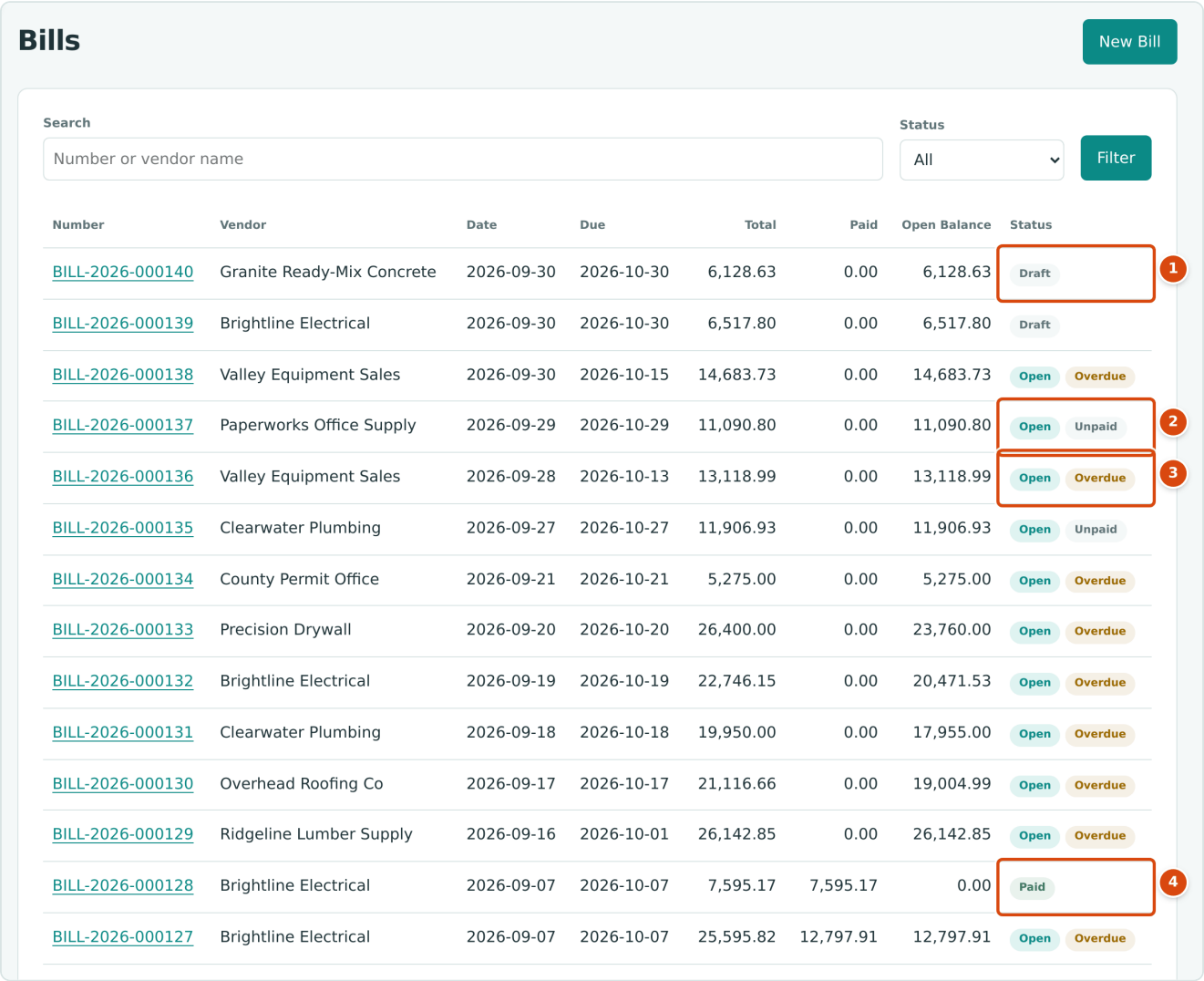
status lifecycle draft posted void approved

2.8 Statuses and Lifecycles

Every record in Structally carries a status, shown as a colored pill on its page and in its list. The status tells you what the record does to your books and what you can still do with it. This page lists every status by kind of record, with the action (the button) that moves a record from one status to the next.

Two rules hold everywhere:

- Only a **Draft** can be edited. Once a document is posted (or a construction record approved or issued), changes are made with a new record: a void, a reversal, an amendment, a revision.
- Actions you cannot perform in your role are not shown. Some steps are reserved for Company Admins and Accountants (see Roles and Permissions).



Number	Vendor	Date	Due	Total	Paid	Open Balance	Status
BILL-2026-000140	Granite Ready-Mix Concrete	2026-09-30	2026-10-30	6,128.63	0.00	6,128.63	Draft
BILL-2026-000139	Brightline Electrical	2026-09-30	2026-10-30	6,517.80	0.00	6,517.80	Draft
BILL-2026-000138	Valley Equipment Sales	2026-09-30	2026-10-15	14,683.73	0.00	14,683.73	Open Overdue
BILL-2026-000137	Paperworks Office Supply	2026-09-29	2026-10-29	11,090.80	0.00	11,090.80	Open Unpaid
BILL-2026-000136	Valley Equipment Sales	2026-09-28	2026-10-13	13,118.99	0.00	13,118.99	Open Overdue
BILL-2026-000135	Clearwater Plumbing	2026-09-27	2026-10-27	11,906.93	0.00	11,906.93	Open Unpaid
BILL-2026-000134	County Permit Office	2026-09-21	2026-10-21	5,275.00	0.00	5,275.00	Open Overdue
BILL-2026-000133	Precision Drywall	2026-09-20	2026-10-20	26,400.00	0.00	23,760.00	Open Overdue
BILL-2026-000132	Brightline Electrical	2026-09-19	2026-10-19	22,746.15	0.00	20,471.53	Open Overdue
BILL-2026-000131	Clearwater Plumbing	2026-09-18	2026-10-18	19,950.00	0.00	17,955.00	Open Overdue
BILL-2026-000130	Overhead Roofing Co	2026-09-17	2026-10-17	21,116.66	0.00	19,004.99	Open Overdue
BILL-2026-000129	Ridgeline Lumber Supply	2026-09-16	2026-10-01	26,142.85	0.00	26,142.85	Open Overdue
BILL-2026-000128	Brightline Electrical	2026-09-07	2026-10-07	7,595.17	7,595.17	0.00	Paid
BILL-2026-000127	Brightline Electrical	2026-09-07	2026-10-07	25,595.82	12,797.91	12,797.91	Open Overdue

Figure 1-43 Status pills in the Bills list of the sample company.

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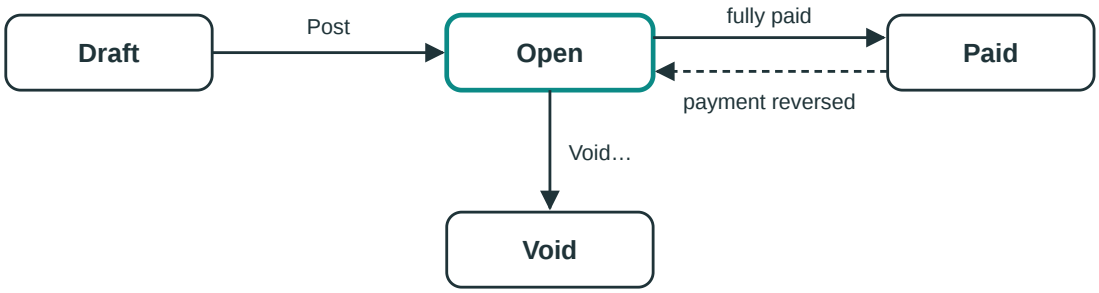
1. **Draft**: saved, not posted.
2. **Open** with **Unpaid**: posted, nothing paid, not yet due.
3. **Open** with **Overdue**: posted and past its due date.
4. **Paid**: fully settled.

Invoices and Bills

Invoices and bills share one lifecycle.



Status	Meaning	How a Record Gets There
Draft	Saved with a number, but nothing posted. Can be changed with **Edit Draft**.	**Save Draft** on the form.
Open	Posted: the journal entry is written and the amount is owed.	**Post Invoice** or **Post Bill** (on the form or on the draft's page). Also back from **Paid** when a payment is reversed or a credit unapplied.
Paid	The amount due is fully settled by payments and credits.	Recording the payment or applying the credit that clears the balance.
Void	Canceled by a reversal entry. Stays on record, cannot be changed.	**Void Invoice…** or **Void Bill…** in the ⋯ menu of an **Open** document with no payments, credits or retainage releases applied.

Next to **Open**, a second pill shows the payment state:

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Second Pill	Meaning
Unpaid	Nothing paid yet, and not past the due date.
Partly Paid	Some of the amount due is paid, and not past the due date.
Overdue	Past the due date with a balance left (whether or not part is paid).

For documents that hold retainage, **Retainage Held** replaces **Paid** once the amount due is paid while retainage is still held; it stays until the retainage is released (see Retainage). An invoice created by an accepted pay application cannot be voided directly: its ··· menu says *Void is not available: reverse Pay Application* (number) *instead.*

Step	Invoice to Cash	Bill to Cash
1. Save	**Save Draft**: **Draft**	**Save Draft**: **Draft**
2. Post	**Post Invoice**: **Open** and **Unpaid**	**Post Bill**: **Open** and **Unpaid**
3. Part payment, or due date passes	**Partly Paid** or **Overdue**	**Partly Paid** or **Overdue**
4. Settle	**Receive Payment** for the rest: **Paid**	**Pay Bills** for the rest: **Paid**

See Posting, Editing, and Voiding Invoices and Posting, Editing, and Voiding Bills.

Credit Memos and Vendor Credits

Status	Meaning	How a Record Gets There
Draft	Saved, not posted.	**Save Draft**.
Open	Posted; some or all of the credit is still available.	**Post Credit Memo** or **Post Vendor Credit**. Also back from **Applied** when an application is undone or a refund reversed.

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Status	Meaning	How a Record Gets There
Applied	The whole credit has been used, by applying it to invoices or bills or by refunding it.	Applying or refunding the last of the credit.
Void	Canceled by a reversal entry.	**Void Credit Memo…** or **Void Vendor Credit…** on an **Open** credit with nothing applied or refunded.

See Credit Memos and Vendor Credits.

Payments, Expenses and Banking Documents

These documents are posted when you save them and have two statuses:

Status	Meaning
Posted	The journal entry is written.
Reversed	A reversal entry cancels it. The record stays, read-only.

Document	Posted By	Reversed By	Before Reversing
Expense	**Save Expense**	**Reverse Expense…**	
Bill payment	**Pay Bills**	**Reverse Payment…**	Reverse any refund of it. The bills it paid return to **Open**.
Customer payment (receipt)	**Receive Payment**	**Reverse Receipt…**	Reverse any refund of it, and the deposit that includes it. The invoices it paid return to **Open**.
Deposit	**Make Deposit**	**Reverse Deposit…**	

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Document	Posted By	Reversed By	Before Reversing
Transfer	Saving a new transfer	**Reverse Transfer…**	
Refund	Saving a refund	**Reverse Refund…**	
Bank entry	Categorizing a bank feed line as a bank entry, or adding one while reconciling a paper statement	For one created from the bank feed: **Undo Categorization** on its line	Unclear the line if it is in a reconciliation.

Refunds also show their kind, **Vendor Refund** or **Customer Refund**. See Reversing and Correcting Transactions.

Journal Entries

Journal entries have no status pill: every journal entry is **Posted** and **Locked** from the moment it exists, as its **Posting Entry** panel shows. A journal entry you entered by hand (and an opening balances or cost transfer entry) is corrected with **Reverse** on its page, which posts a reversal entry; the two entries link to each other as **Original Entry** and **Reversal Entry**. Entries written by documents are corrected through their document. See Journal Entries.

Bank Feed Lines

Each line of an imported bank or card statement has a status. The **Bank Feed** groups them under **For Review**, **Matched**, **Categorized** and **Excluded**.

Status	Meaning	Gets There By	Leaves By
New (listed under **For Review**)	Not yet dealt with. Its hint reads **Needs Category** or the number of **Possible Matches**.	Importing a statement, or undoing one of the actions below.	Matching, categorizing or excluding it.
Flagged (under **For Review**)	Looks like a duplicate of a line already imported: **Flagged Duplicate**.	Importing a statement.	**Keep Line** (it becomes **New**) or **Exclude Line**.

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Status	Meaning	Gets There By	Leaves By
Matched	Linked to a posting already in your books; nothing new is posted.	**Match** or **Confirm Match**.	**Unmatch** (back to **New**).
Categorized	Recorded as a new expense, transfer or bank entry.	**Categorize as Expense**, **Categorize as Transfer** or **Categorize as Bank Entry**.	**Undo Categorization**, which reverses what it created (back to **New**).
Excluded	Left out of your books on purpose.	**Exclude Line**.	**Restore Line** (back to **New**).

A line that is cleared in a reconciliation must be uncleared first: *Line is cleared in a reconciliation; unclear it first*. See Reviewing the Bank Feed.

Reconciliations

Status	Meaning	Gets There By
Open	A statement being reconciled. The account shows **In Progress** on the **Reconciliation** page.	**Start Reconciliation**, or **Reopen** on a completed one (a reason is required).
Completed	Finished: the difference is 0.00.	**Complete**. Refused with *Reconciliation difference is* (amount)*; it must be 0.00* while there is a difference.

An **Open** reconciliation can be thrown away with **Discard**. Only the latest completed statement of an account can be reopened. See Reconciling an Account.

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Jobs

Status	Meaning
Draft	Being set up.
Active	Accepting coded costs and revenue.
On Hold	Paused. *New costs are flagged while the job is on hold. Existing postings stay.*
Closed	*The job stops accepting new costs. Posted costs and revenue stay on the job. You can reopen it later.*
Archived	*The job leaves every list* and takes no further postings. Final.

Change a job's status with the **Status** list on the job's page; a dialog confirms each change:

From	Action	To	Notes
Draft	**Activate**	**Active**	Needs at least one active cost code assigned and one active cost type.
Draft, **Closed**	**Archive**	**Archived**	A reason is required.
Active	**Put On Hold**	**On Hold**	
Active, **On Hold**	**Close**	**Closed**	Asks for a closing date, not after today.
On Hold	**Resume**	**Active**	
Closed	**Reopen**	**Active**	A reason is required.

See Creating and Managing Jobs and Closing and Reopening Jobs.

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Budgets

Status	Meaning	Gets There By
Draft	Being prepared; can be edited or discarded.	Creating a budget.
Approved	In force.	**Approve**. Budget revisions created by an approved change order (kinds **Owner Change** and **Internal Transfer**) start as **Approved**.
Rejected	Turned down; kept for the record.	**Reject**, with a reason.
Withdrawn	Withdrawn by its preparer.	**Withdraw**.

See Job Budgets.

Commitments and Amendments

Subcontracts and purchase orders:

Status	Meaning	Gets There By
Draft	Being written; can be edited or discarded.	Creating it, or **Withdraw** on an approved one (*Withdraw this commitment to draft?*).
Approved	Agreed internally, not yet issued. Can be printed.	**Approve**.
Issued	Sent to the vendor. *Issued lines are frozen; changes go through amendments.* Bills can be matched to it.	**Issue** (*Issue this commitment? Its lines will be frozen.*).
Closed	Finished; the unused amount is recorded.	**Close Commitment**, with the unused amount and a reason.

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A commitment amendment is **Draft** until **Approve** makes it **Approved** and changes the issued commitment. Only an issued commitment can be amended, and only a draft amendment can be discarded. See Commitments and Commitment Amendments.

Change Orders

Status	Meaning	Gets There By
Draft	Being prepared; can be edited or discarded.	Creating it.
Submitted	Waiting for a decision. Pending contract changes appear on the job as **Pending, Not in Revised Contract**.	**Submit**.
Approved	Accepted. A contract change order changes the revised contract and, when it adds to the contract, a line to the schedule of values; cost lines become an approved budget revision.	**Approve…** (Company Admins and Accountants).
Rejected	Turned down, with a reason.	**Reject…** (Company Admins and Accountants).
Withdrawn	Withdrawn before a decision.	**Withdraw** on a submitted change order.

Approved, rejected and withdrawn change orders cannot change status again. See Change Orders.

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Schedules of Values and Pay Applications

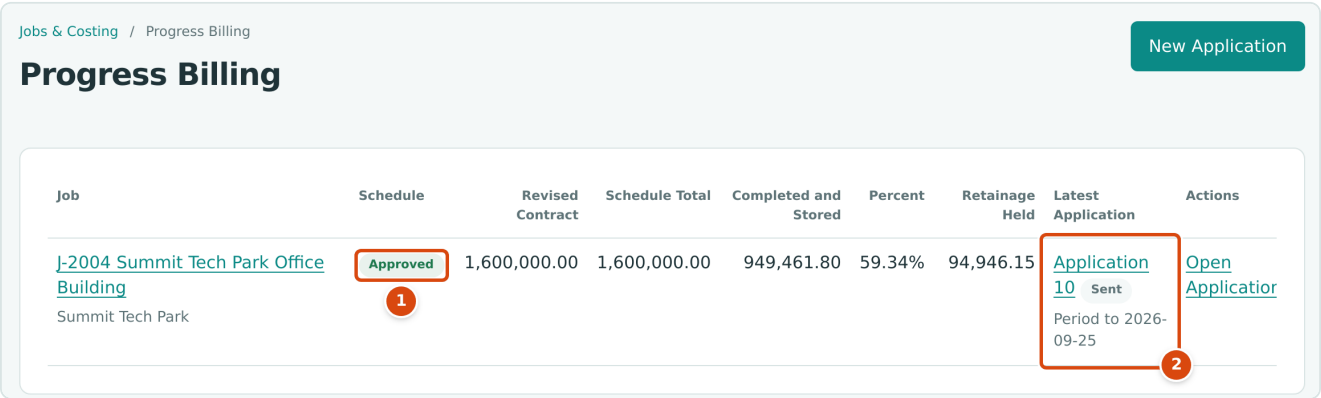

Figure 1-44 The schedule and latest pay application of job J-2004.

1. The schedule of values status: **Approved** (or **Draft**, or **Revision Draft** while a revision is being prepared).
2. The latest pay application and its status, here **Sent**.

Each revision of a schedule of values has a status:

Status	Meaning	Gets There By
Draft	Being prepared.	**Set Up Schedule**, or **Revise Schedule** on an approved schedule.
Approved	The schedule in force. Its total must equal the job's revised contract.	**Approve** (**Approve Revision** for a later revision). Company Admins and Accountants.
Superseded	Replaced by a later approved revision.	Approving the next revision.

Pay applications:

Status	Meaning	Gets There By
Draft	Being prepared; can be discarded. Only one application per job can be in progress.	**New Application** or **Start Application**.

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Status	Meaning	Gets There By
Sent	Sent to the owner for approval.	**Mark as Sent**.
Superseded	Replaced by a revised version of the same application.	**Revise** on a sent application, which creates a new draft revision. Discarding that draft makes the earlier version **Sent** again.
Accepted	Approved by the owner. Structally creates and posts the progress invoice.	**Accept…** on a draft or sent application (Company Admins and Accountants).
Reversed	Canceled after acceptance; its invoice is voided.	**Reverse…** on the latest accepted application (Company Admins and Accountants).

See Schedules of Values and Pay Applications.

Forecasts and WIP Schedules

Record	Status	Meaning	Gets There By
Forecast	**Draft**	Being prepared. One draft per job at a time.	**New Forecast**.
Forecast	**Approved**	The job's approved estimate at its cutoff date.	**Approve Forecast** (Company Admins and Accountants).
WIP schedule	**Draft**	Being prepared. One draft at a time.	Creating a schedule, or **New Version**.
WIP schedule	**Approved**	The approved schedule for its cutoff date. After **Post WIP Entries**, the page shows when and by whom it was posted.	**Approve** (Company Admins and Accountants).

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Record	Status	Meaning	Gets There By
WIP schedule	**Replaced**	An earlier approved version for the same cutoff date.	Approving a newer version.

Drafts of both can be thrown away with **Discard Draft**. See Forecasts and WIP Schedules.

Users' Company Access

On **Settings** → **Users & Access**, each user's access to the company has a status:

Status	Meaning	Gets There By
Pending	Invited, but the user has not set a password yet.	Adding the user. **Resend Invitation** sends the invitation again.
Active	The user can open the company.	The user sets a password; or **Reactivate** on a suspended user.
Suspended	The user cannot open the company for now.	**Suspend**.
Removed	Access ended; listed under **Removed Users**.	**Remove**.

See Users & Access.

Related Topics

- How Structally Records Transactions
- Finding Your Way Around
- Reversing and Correcting Transactions
- Roles and Permissions

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setup | new company | checklist | company admin | opening balances

2.9 Setting Up a New Company

When Structally creates your company, it is empty apart from a starting chart of accounts and, if Jobs & Costing is turned on, the standard cost types. Before your team starts entering invoices and bills, the Company Admin works through a short setup. This page gives the steps in the order that avoids rework, with a link to the page that explains each one.

Before You Begin

- You are the company's **Company Admin**: you received the invitation from Structally, set your password and signed in (see Signing In).
- Decide your **books start** date: the first day whose transactions you will enter in Structally. Have your trial balance for the day before it at hand.
- If you will use Jobs & Costing, check that it appears in the navigation. Structally turns modules on; when it shows a padlock, ask Structally.

Navigation

Most steps start from **Settings**. Click **Settings** in the navigation to open the overview of every setting.

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The Settings Overview

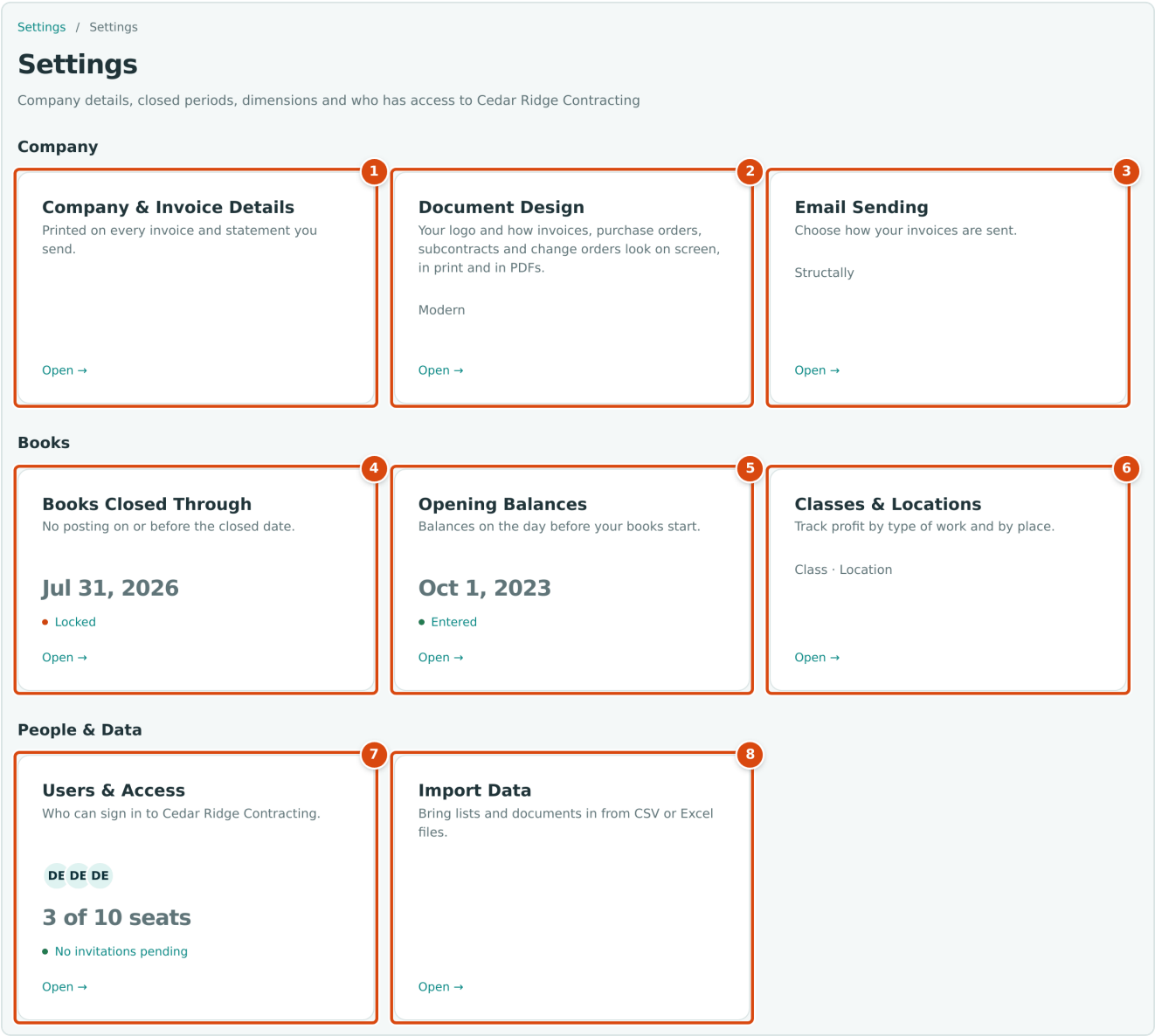

Figure 1-45 The Settings overview, the starting point of the setup.

1. **Company & Invoice Details**: name, address, tax ID, date format and time zone (the **Company Details** page).
2. **Document Design**: your logo and the look of invoices and other documents.
3. **Email Sending**: how invoices are emailed.
4. **Books Closed Through**: the date up to which the books are locked.
5. **Opening Balances**: the balances on the day before your books start.
6. **Classes & Locations**: tags for profit by type of work and by place.
7. **Users & Access**: who can sign in, with seats used and invitations pending.

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8 **Import Data**: lists and documents from CSV or Excel files.

Each card shows the current state (for example the closed date, or **Books start not set**) and opens its page with **Open** →.

The Setup Checklist

Work through the steps in this order. Steps 1 to 3 shape everything entered later; steps 7 and 8 depend on the accounts and lists being complete.

Step	What to Do	Who Can Do It	Where It Is Explained
1. Company details and time zone	Enter the legal name, address, phone, email and tax ID printed on your documents, and choose the **Date Format** and **Time Zone**. The time zone decides what "today" is for due dates and the Home dashboard.	Company Admin	Company Details
2. Chart of accounts	Review the starting chart: rename accounts to your names, add the income, cost and expense accounts you need, and deactivate those you will not use. You can also import a chart from a file.	Company Admin, Accountant	The Chart of Accounts, Creating and Editing Accounts
3. Bank and card accounts	Make sure there is one account with the **Cash** role for each bank account (plus Undeposited Funds for payments waiting to be deposited) and one with the **Credit Card** role for each card.	Company Admin, Accountant	Bank and Cash Accounts

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Step	What to Do	Who Can Do It	Where It Is Explained
4. Payment terms	Add the terms you use (for example Net 30) on **Accounting** → **Terms** and mark one as **Company Default**. A new company has none.	Company Admin, Accountant	Payment Terms
5. Classes and locations	Optional. Add the classes and locations you want to report by, and rename the labels if you prefer other words.	Company Admin	Classes & Locations
6. Jobs & Costing settings	If the module is on: add your cost codes (a new company has none) and check the standard cost types; then set the job cost account rules, commitment overruns, retainage accounts and defaults, and the WIP accounts.	Cost codes and types: anyone with **Edit** on Jobs & Costing. Account rules, overruns, retainage and WIP accounts: Company Admin	Job Costing Settings, Cost Codes and Cost Types
7. Import your lists	Bring in customers, vendors, items, cost codes and cost types from CSV or Excel files instead of typing them.	Company Admin	Import Data
8. Opening balances	Enter the balance of each balance sheet account on the day before your books start. The difference goes to Opening Balance Equity, and the first posting sets the books start date.	Company Admin	Opening Balances
9. Books Closed	Once the opening balances are checked, set **Books Closed** so that nothing can be posted on or before the day they were entered.	Company Admin	Books Closed

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Step	What to Do	Who Can Do It	Where It Is Explained
10. Document design and email sending	Upload your logo, choose the document layout, and choose whether invoices are sent through Structally or your own email account. Send a test email.	Company Admin	Document Design, Email Sending
11. Users and access	Invite your team and give each person a role, or a Custom set of area levels. The **Users & Access** card shows how many of your seats are in use.	Company Admin	Users & Access, Roles and Permissions

A Custom role with **Edit** access to **Settings** can also do steps 7 to 10. **Company Details**, **Classes & Locations** and **Users & Access** stay with Company Admins.

Jobs & Costing Settings

Job Costing Settings is the last page of the **Jobs & Costing** group in the navigation, not part of **Settings**:

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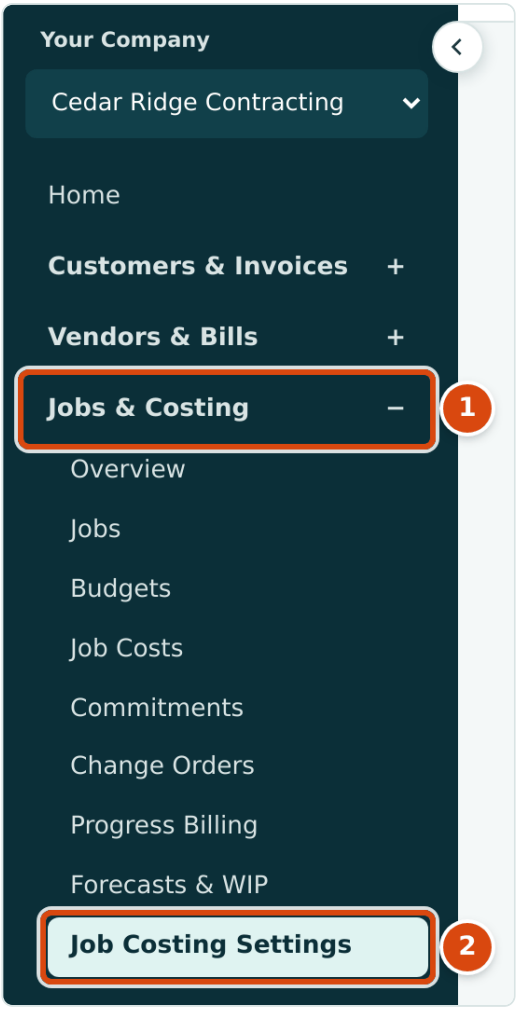

Figure 1-46 Where Job Costing Settings sits in the navigation.

1. The **Jobs & Costing** group.
2. **Job Costing Settings**: cost codes, cost types and job cost accounts.

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What You Start With

Item	In a New Company
Chart of accounts	The standard chart (42 accounts such as 1010 Operating Checking, 1100 Accounts Receivable, 2010 Accounts Payable, 3900 Opening Balance Equity, 4010 Contract Revenue, 5040 Materials, 6030 Rent), unless Structally created the company to receive your own chart, in which case only the six section accounts (Assets, Liabilities, Equity, Income, Direct Costs, Expenses) exist.
Fiscal year	Set by Structally when the company is created.
Cost types	With Jobs & Costing on, the standard cost types are added for you.
Cost codes, jobs, customers, vendors, items, terms, classes, locations	None.
Users	You, as Company Admin.

Worked Example

The figures in this example are illustrative. A remodeling contractor starts using Structally with books starting January 1, 2027:

1. On **Company Details** the Company Admin enters the company's address and tax ID and sets **Time Zone** to the company's local time.
2. In the chart of accounts, they rename **4010 Contract Revenue** to match their statements, add an account for their second bank, and deactivate accounts they will not use.
3. On **Terms** they add **Net 30** (30 days) and **Due on receipt** (0 days) and make **Net 30** the company default.
4. They import 85 customers, 60 vendors and 40 cost codes from their old system's exports.
5. On **Opening Balances** they enter the December 31, 2026 balances of each bank, receivables, payables and loan account, then set **Books Closed** to December 31, 2026.
6. Finally they invite their bookkeeper as **Accountant** and two project managers as **Project Manager**.

Training Exercise A: Setting Up a New Company walks through the same steps in detail.

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Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
Company Details, **Classes & Locations** or **Users & Access** is missing from the navigation.	These pages are for Company Admins only.	Sign in as the Company Admin, or ask one.
Jobs & Costing shows a padlock.	The module is not turned on for the company.	Ask Structally to turn it on.
Accounting date must be after the company closing date. while entering opening figures	**Books Closed** was set before the opening balances were entered.	A Company Admin moves the Books Closed date back, enters the balances, then closes again.
Invited users cannot sign in.	Their invitation link expired after three days, or they have not set a password.	Use **Resend Invitation** on **Users & Access**.

Related Topics

- Training Exercises
- Settings
- How Structally Records Transactions
- Roles and Permissions

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3 Customers & Invoices

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customers invoices accounts receivable receipts credit memos

3.1 Customers & Invoices

Customers & Invoices is where you bill the people you work for and record the money they pay you. Every invoice you post adds to **accounts receivable** (the money customers owe you); every receipt and every credit memo reduces it. The area keeps each customer's balance, shows what is overdue, and feeds the AR Aging and customer statement reports.

How the Pieces Fit Together

A sale moves through these steps:

1. **Set up the customer.** Add the customer once, with contacts, a billing address and an email address for sending invoices. See Managing Customers.
2. **Set up products and services (optional).** Items such as *Carpentry labor (hour)* carry a rate and an income account, so invoice lines fill themselves in. See Items.
3. **Create the invoice.** Enter the lines with quantities and rates, and code revenue to jobs when Jobs & Costing is turned on. Save it as a draft or post it straight away. See Creating an Invoice.
4. **Post the invoice.** Posting records the sale in your books (revenue and accounts receivable) and makes the invoice **Open**. A posted invoice cannot be edited; you correct it by voiding it. See Posting, Editing, and Voiding Invoices.
5. **Send it.** Email the invoice as a PDF, or print it. See Sending and Printing Invoices.
6. **Receive the payment.** Record the check or transfer and apply it to one or more invoices. A fully paid invoice becomes **Paid**. See Receiving Customer Payments.
7. **Deposit it.** Receipts recorded into **Undeposited Funds** are moved into the bank with a deposit in Banking. See Making Deposits.

When you owe a customer a reduction instead (a goodwill credit, a billing error, a returned item), issue a credit memo and apply it to the customer's open invoices.

Contract jobs that bill through a schedule of values get their invoices from pay applications in Jobs & Costing, and retainage the customer withholds is billed later with a retainage release. Those invoices appear in this area next to the ones you create by hand, and you receive payments for them the same way.

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The Area at a Glance

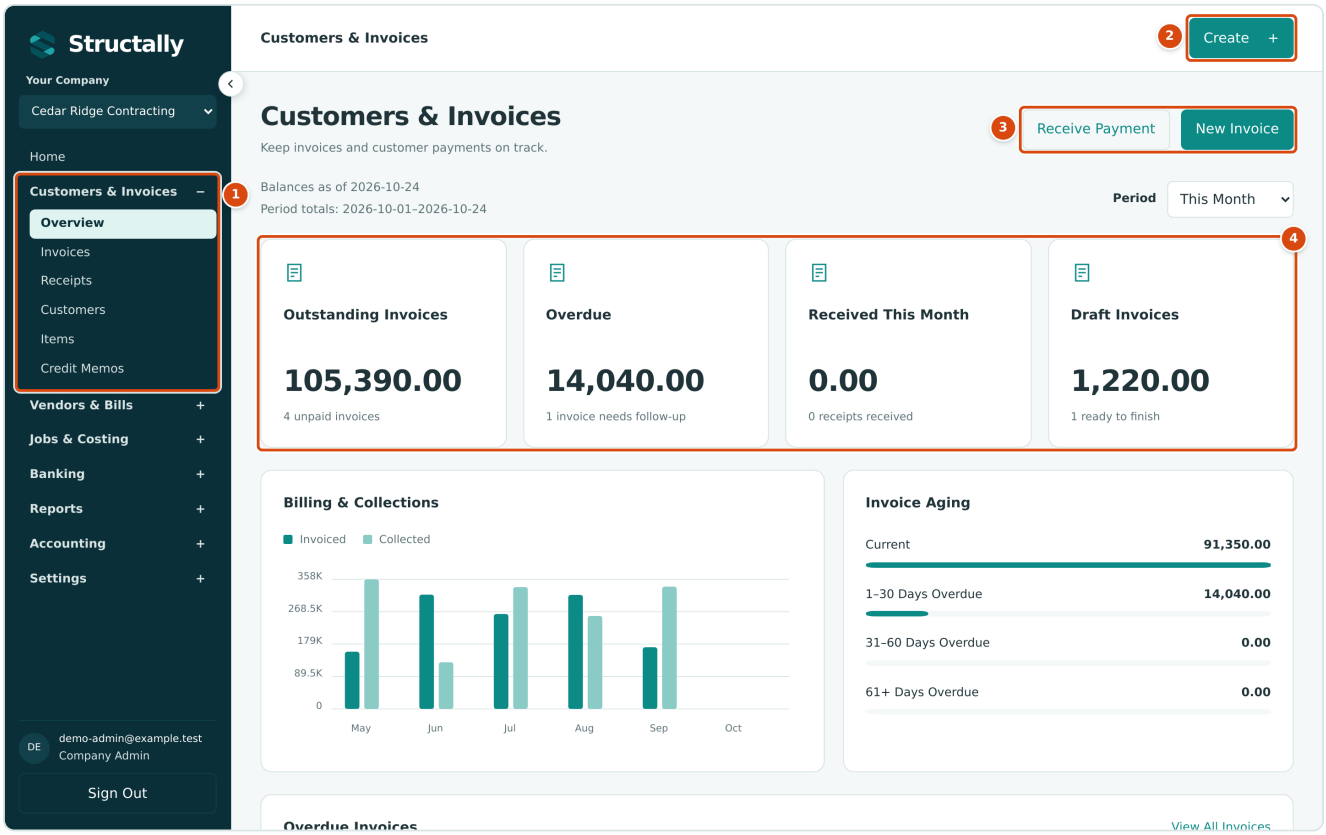

Figure 2-1 The Customers & Invoices overview, the area's landing page.

1. **Customers & Invoices** in the navigation opens the area's pages: **Overview**, **Invoices**, **Receipts**, **Customers**, **Items** and **Credit Memos**.
2. **Create**, at the top of every page, offers **New Invoice** and **Receive Payment** among the entries your access allows.
3. **Receive Payment** and **New Invoice** start the two everyday tasks.
4. The tiles total what customers owe, what is overdue, what you received in the period and the draft invoices waiting to be finished.

Who Can Use This Area

The area is listed in the navigation for users with **View** or **Edit** access to **Customers & Invoices**. Company Admins, Accountants and Project Managers have **Edit** access: they can create, post, void and send invoices, receive payments, issue credit memos and manage customers and items. Viewers can open every page here but cannot change anything (they can still print an invoice). A Custom user has whatever level was chosen for this area. See Roles and Permissions.

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Pages in This Section

Page	What It Covers
The Receivables Overview	The landing page: outstanding, overdue and received totals, billing and collections by month, invoice aging and overdue invoices.
Managing Customers	The customer list, adding a customer, the customer page with balances and recent activity, editing details, deactivating and reactivating.
Items	Items with a rate and an income account, how they fill invoice lines, and marking items active or inactive.
Creating an Invoice	The New Invoice form in full: items, quantities and rates, terms and due date, job coding, the Extra flag, retainage, attachments, Save Draft and Post Invoice.
Posting, Editing, and Voiding Invoices	Invoice statuses, posting a draft, editing drafts, voiding, and invoices billed by a pay application.
Sending and Printing Invoices	Emailing an invoice as a PDF, the print view, and where the document's look is set.
Receiving Customer Payments	Recording receipts, applying them to invoices, partial payments, unapplied credit, unapplying and reversing.
Credit Memos	Creating, posting, applying, unapplying and voiding credit memos.

The related reports are in the Reports area: Aging Reports (AR Aging) and Customer Statements. Refunds of a customer's credit are recorded in Banking; see Recording a Refund.

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accounts receivable | overview | overdue invoices | collections | aging

3.2 The Receivables Overview

The **Customers & Invoices** overview is the landing page of the area. It answers the questions a bookkeeper asks every morning: how much do customers owe, how much of it is late, how much came in this month, and which invoices need a phone call. Every figure links to the documents behind it, so you can go straight from a total to the invoice or the customer.

The page only reads your books; nothing on it changes a balance.

Before You Begin

- You need **View** or **Edit** access to **Customers & Invoices**. The **Receive Payment** and **New Invoice** buttons appear only with **Edit** access. See Roles and Permissions.

Navigation

Customers & Invoices → **Overview**. Clicking **Customers & Invoices** in the navigation opens the same page.

Totals and Period

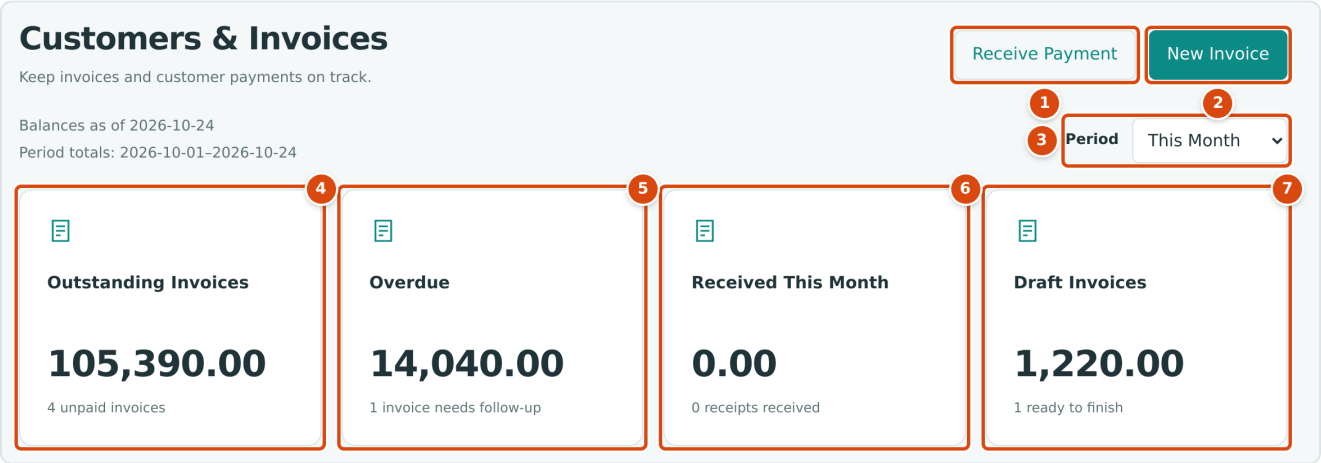

Figure 2-2 The header, the period selector and the four tiles.

1. **Receive Payment** opens Receive Payment to record money from a customer.
2. **New Invoice** opens the New Invoice form.

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3. **Period** chooses **This Month**, **Last 30 Days** or **Last 90 Days**. It changes only the received total; the line above it shows the dates used.
4. **Outstanding Invoices**: the unpaid amount of all posted invoices, with the number of unpaid invoices.
5. **Overdue**: the part of that amount on invoices past their due date.
6. **Received This Month** (or the period you chose): customer receipts dated in the period, with their count.
7. **Draft Invoices**: the total of invoices saved as drafts and not yet posted.

Balances as of shows the date the balances are worked out for, which is always today. **Period totals** shows the first and last day of the period you chose: from the first of the month to today for **This Month**, or the last 30 or 90 days including today.

Tile	What It Includes	What It Leaves Out
Outstanding Invoices	The open balance of every posted invoice: its amount due, less receipts and credit memos applied to it.	Drafts, voided invoices, and retainage the customer is holding. Retainage held appears on each customer's page.
Overdue	Open balances on invoices whose due date is before today.	Invoices without a due date.
Received	The amount of each customer receipt dated in the period, whether or not it has been applied or deposited.	Reversed receipts.
Draft Invoices	The total of every invoice with the status **Draft**, whatever its date.	Posted invoices.

In the sample company on October 24, 2026, four invoices are unpaid: INV-2026-000050 (14,040.00 still due), INV-2026-000052 (43,275.00), INV-2026-000053 (8,190.00) and INV-2026-000054 (39,885.00). Together they make the **Outstanding Invoices** total of 105,390.00. Only INV-2026-000050 is past its due date of October 3, so **Overdue** shows 14,040.00.

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Billing & Collections and Invoice Aging

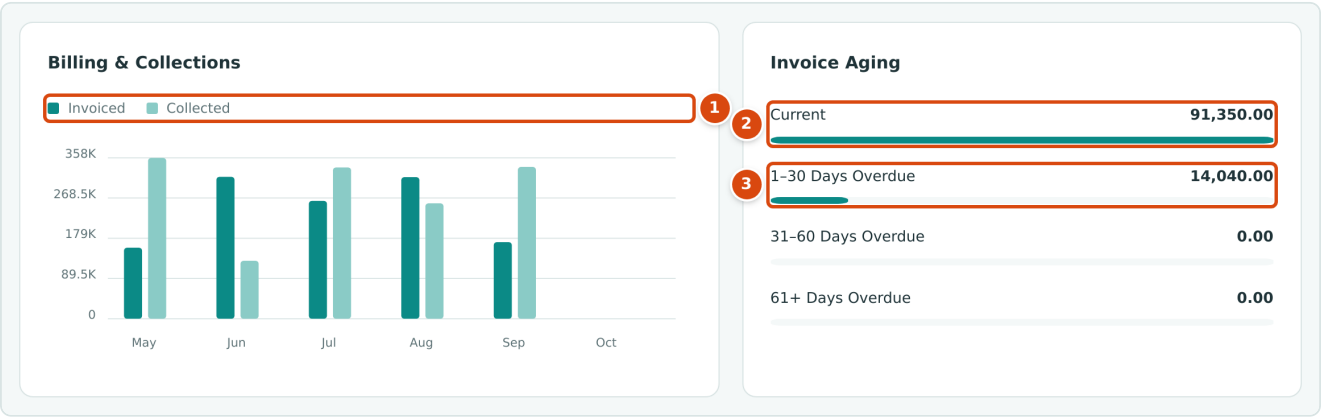

Figure 2-3 Six months of billing and collections, and the age of what is unpaid.

1. **Billing & Collections** compares, month by month, what you **Invoiced** (the totals of posted invoices dated in the month, not counting retainage releases) with what you **Collected** (customer receipts dated in the month). It always shows the last six calendar months, including the current one. Point to a bar to see its amount.
2. **Current**: unpaid amounts that are not yet past due.
3. **1–30 Days Overdue**, and below it **31–60 Days Overdue** and **61+ Days Overdue**: unpaid amounts by how late they are.

Each aging row is a link to the AR Aging report, which breaks the same amounts down by customer.

Overdue Invoices

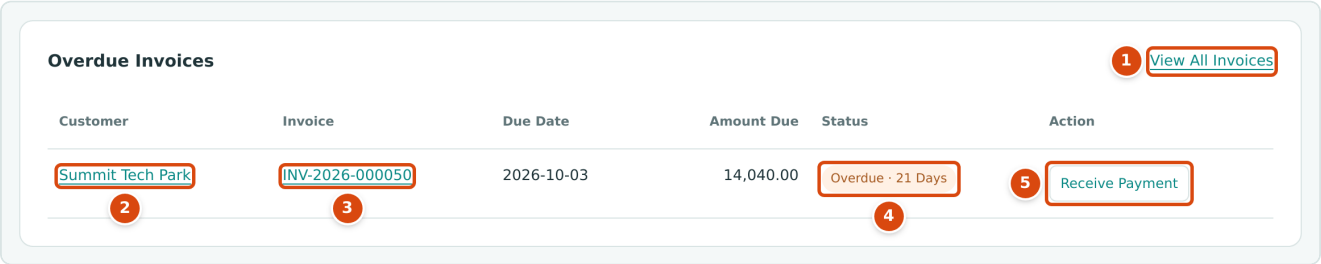

Figure 2-4 Invoices past their due date, oldest due date first.

1. **View All Invoices** opens the Invoices list filtered to **Overdue**.
2. The customer's name opens the customer's page.
3. The invoice number opens the invoice.

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4. How many days have passed since the due date.
5. **Receive Payment** opens Receive Payment with the customer chosen and the invoice's open balance already entered. It appears only with **Edit** access.

The table lists up to ten open invoices whose due date has passed. The **Amount Due** column is what is still unpaid on the invoice. When nothing is late, the table reads *No overdue documents.*

Overdue invoices on the Home dashboard

The Home dashboard also lists overdue invoices under **Needs Attention** (for example *Review 1 Overdue Invoice*), together with receipts waiting to be deposited.

Related Topics

- Creating an Invoice
- Receiving Customer Payments
- Managing Customers
- Aging Reports and Customer Statements
- The Payables Overview, the same page for vendors and bills

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customers | customer balance | contacts | deactivate customer | billing address

3.3 Managing Customers

A **customer** is anyone you invoice: a property owner, a general contractor, a school district. Every invoice, receipt and credit memo belongs to one customer, so the customer record is where you see what that customer owes, what is late, what credit they have with you, and everything you have billed and collected.

Add a customer before you invoice them, or add one from the invoice itself without leaving the form. Keep the email address and billing address current: Structally uses them when it sends and prints invoices.

Before You Begin

- To add, edit, deactivate or reactivate customers you need **Edit** access to **Customers & Invoices**. Company Admins, Accountants and Project Managers have it; Viewers can open the list and the customer pages only. See Roles and Permissions.
- Payment terms you want to record on the customer exist in Payment Terms, or you add them from the form if you have **Edit** access to **Accounting**.

Navigation

Customers & Invoices → Customers.

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The Customers List

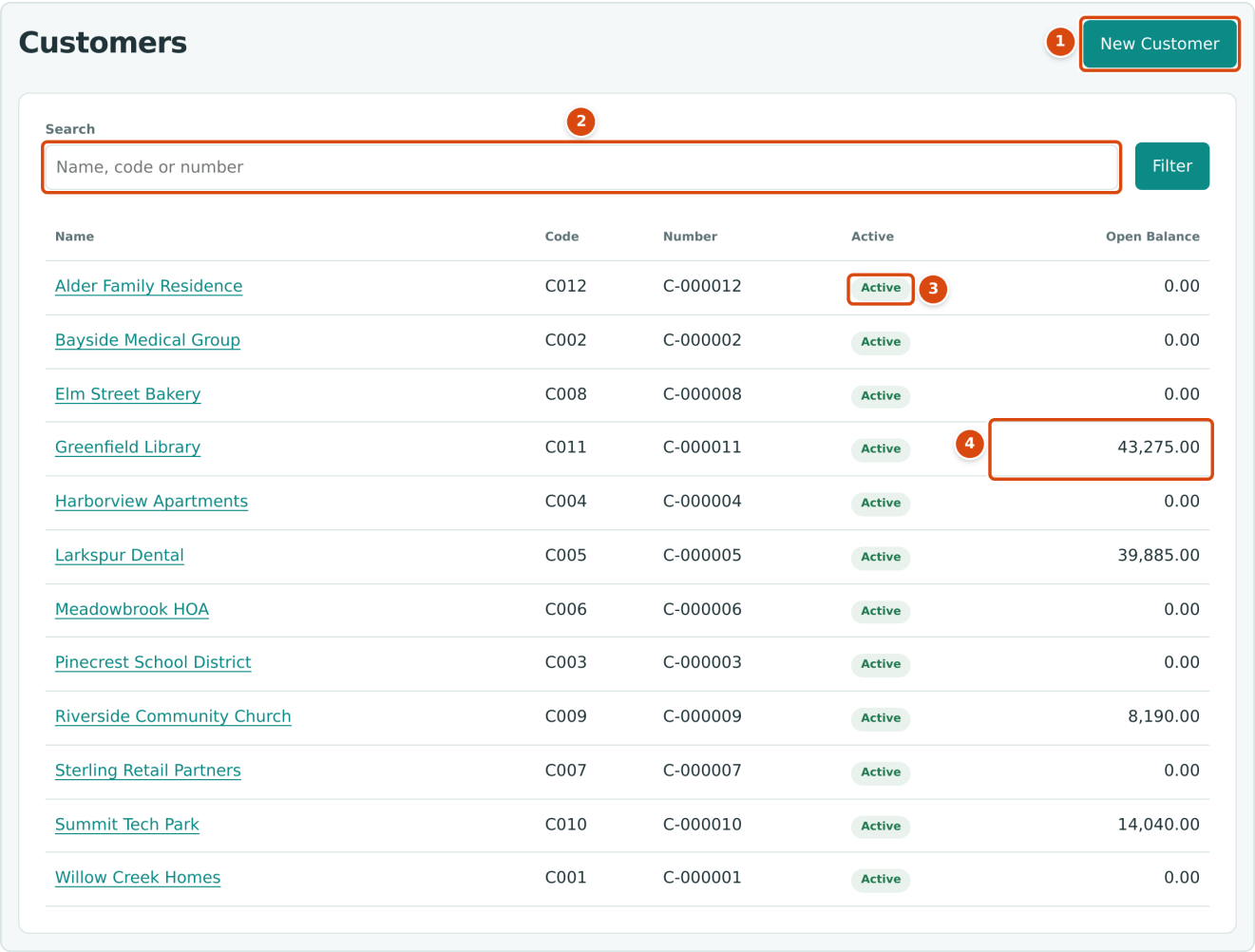

Figure 2-5 The Customers list of the sample company.

1. **New Customer** opens the form for a new customer.
2. **Search** finds customers by name, code or number. Click **Filter** to run it.
3. **Active** or **Inactive**: whether new documents can be created for the customer.
4. **Open Balance**: what the customer owes today.

The list shows active and inactive customers together, in name order, 25 to a page. Click a name to open the customer's page.

Open Balance is the unpaid amount of the customer's posted invoices, less any receipts not yet applied to an invoice and any credit memo amounts not yet used. It leaves out retainage the customer is holding. A negative figure means the customer has credit with you.

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Adding a Customer

1. Open **Customers & Invoices** → **Customers** and click **New Customer**.
2. Type the **Name** as you want it to appear on invoices.
3. Fill in the other fields you need (see the figure and the Field Reference).
4. Click **Save**. The customer's page opens. **Cancel** returns to the list without saving.

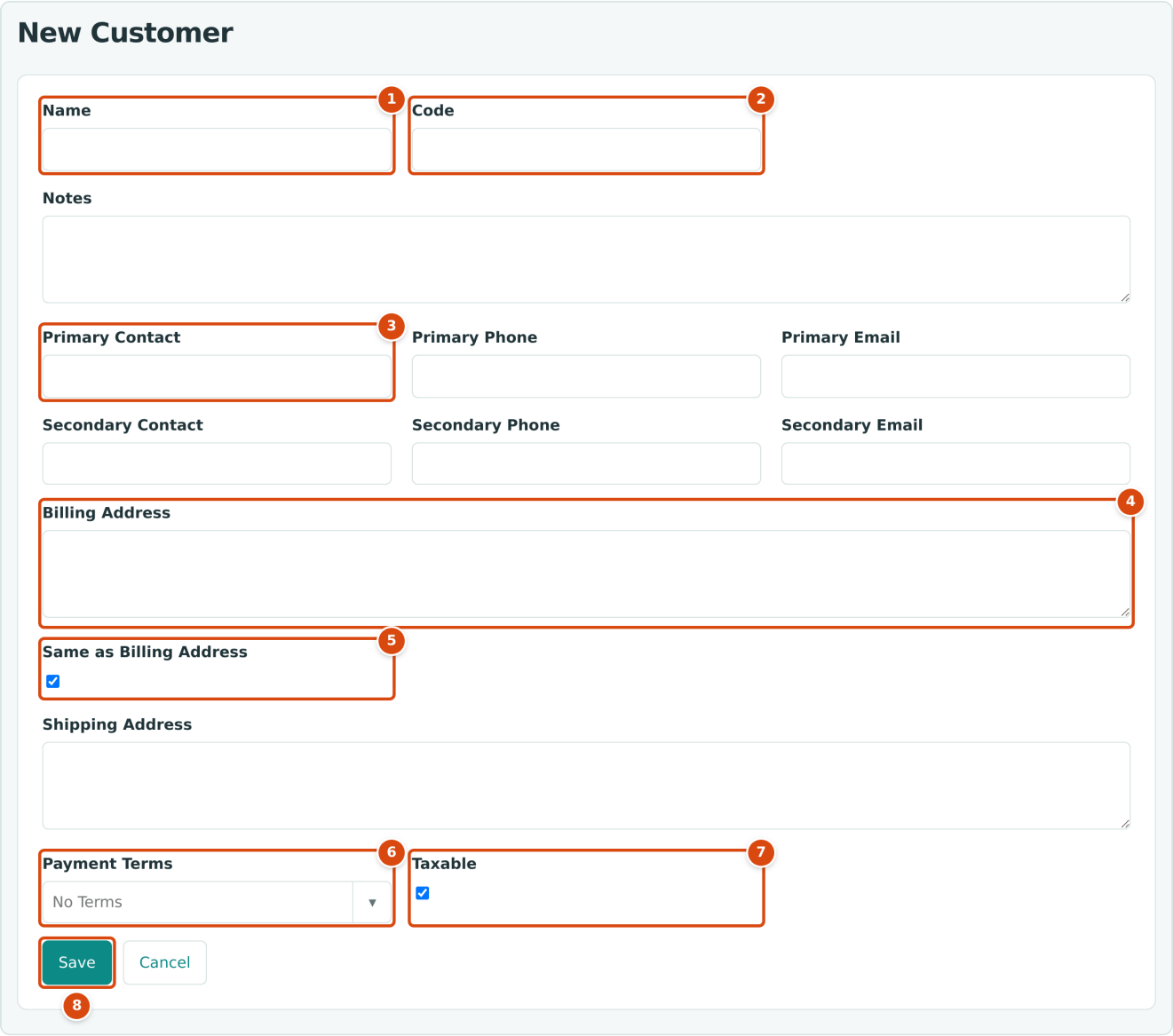

Figure 2-6 The New Customer form.

1. **Name**: required, up to 100 characters.
2. **Code**: an optional short code of your own, such as *C014*. It must be unique.

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3. **Primary Contact**, with **Primary Phone** and **Primary Email** beside it. The primary email is the address an invoice is sent to.
4. **Billing Address**: printed under **Bill To** on the invoice.
5. **Same as Billing Address**: leave it ticked when goods and crews go to the billing address; untick it to type a separate **Shipping Address**.
6. **Payment Terms**: the terms you agreed with this customer, for reference.
7. **Taxable**: a flag you can record for the customer.
8. **Save** creates the customer.

Structally numbers each customer automatically (**C-000013**, **C-000014** and so on). The number and the code appear under the name on the customer's page.

> **Adding a customer while you write an invoice**
>
> In the **Customer** list of a new invoice, credit memo or payment, type the name and choose **+ Add New**. A short **New Customer** panel asks for the name, code, contact, email, billing address, terms and the taxable flag; **Create Customer** adds the customer and selects it. See Adding a Customer While You Enter an Invoice.

The Customer Page

Click a customer in the list, or a customer's name on any invoice, receipt or report, to open the customer's page.

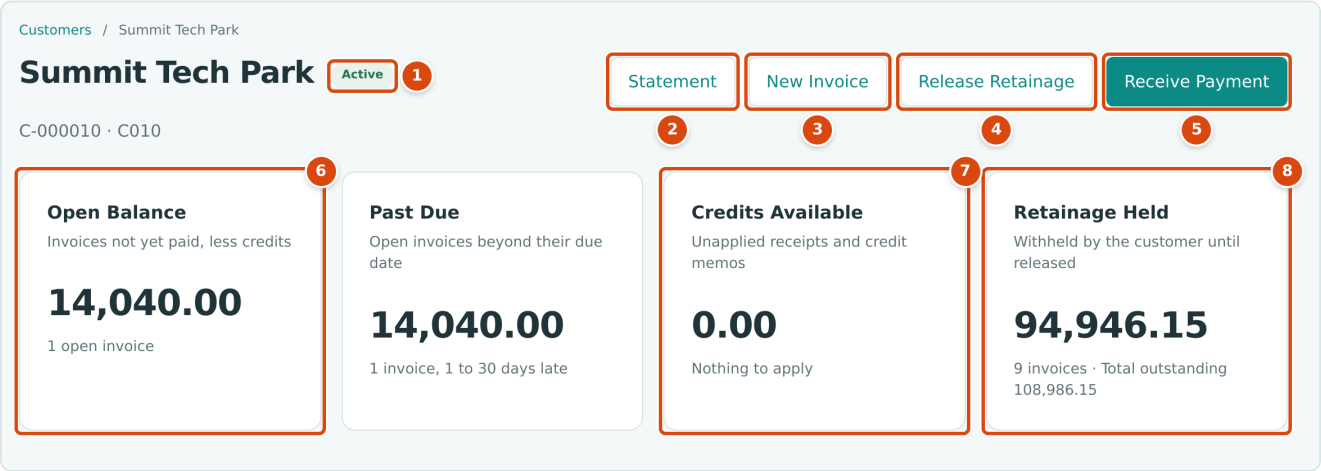

Figure 2-7 The top of a customer's page: status, actions and balances.

1. The status, **Active** or **Inactive**. Under the name are the customer number and code.
2. **Statement** opens the Customer Statement for this customer, from the start of the fiscal year to today.
3. **New Invoice** opens the New Invoice form.

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4. **Release Retainage** bills retainage this customer is holding (see Releasing Retainage). It appears only while retainage is held.
5. **Receive Payment** opens Receive Payment with this customer's open invoices loaded. It appears only while the customer has an unpaid invoice.
6. **Open Balance**: invoices not yet paid, less credits, with the number of open invoices.
7. **Credits Available**: receipts not yet applied and credit memo amounts not yet used, ready to apply to invoices.
8. **Retainage Held**: retainage the customer withheld on posted invoices and you have not yet billed back, with the total still outstanding including it.

The second tile, **Past Due**, is the part of the open balance on invoices past their due date; its note names the oldest bracket, such as *1 invoice, 1 to 30 days late*. The **Retainage Held** tile appears only when your company has a Retainage Receivable account (set in Job Costing Settings). Except for **Statement**, the buttons need **Edit** access.

> **New Invoice does not choose the customer for you**
>
> **New Invoice** on the customer's page opens a blank New Invoice form. Choose the customer in the **Customer** list as usual.

Recent Activity

The **Recent Activity** card lists the customer's posted invoices, receipts, credit memos and refunds, newest first. Drafts are not listed.

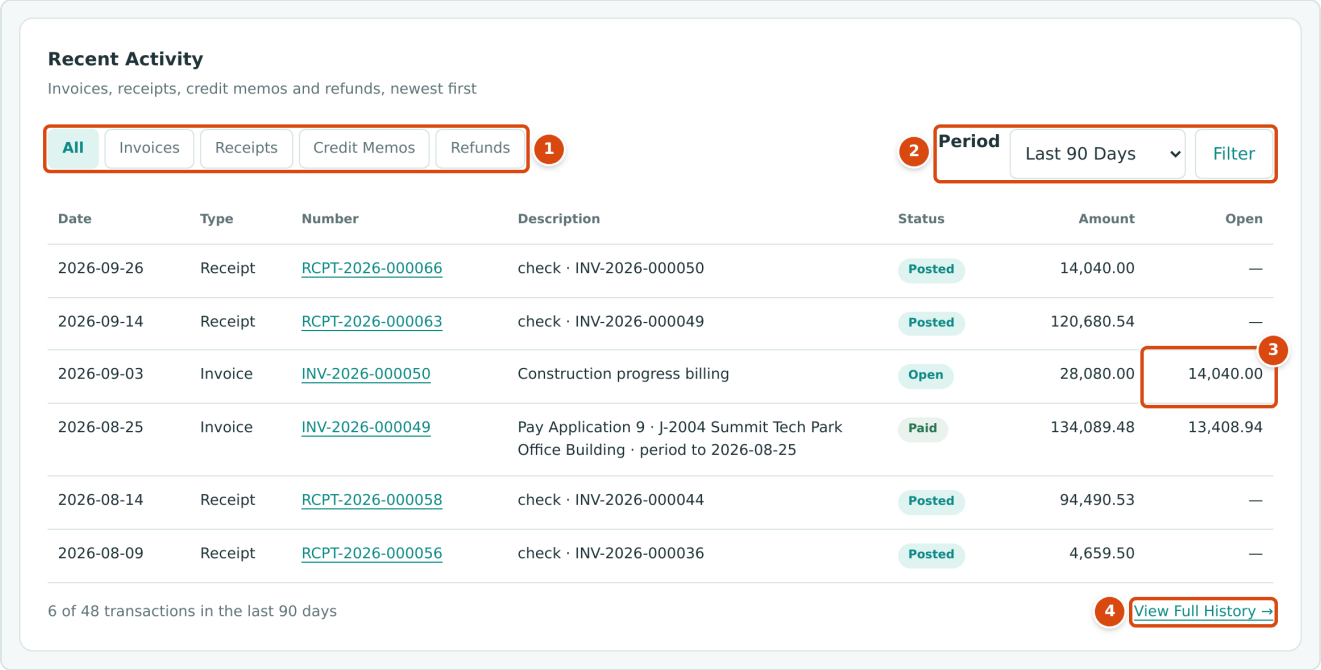

Figure 2-8 A customer's recent activity for the last 90 days.

1. The type buttons show **All** transactions, or only **Invoices**, **Receipts**, **Credit Memos** or **Refunds**.
2. **Period**: **Last 12 Months** (the default), **Last 90 Days**, **This Fiscal Year** or **All Time**. Click **Filter** to apply it.
3. **Open**: what is still open on an invoice or credit memo. For an invoice it is the total less the receipts and credits applied, so retainage withheld on the invoice is included; that is why a **Paid** pay-application invoice can show an open amount.
4. **View Full History** shows all time. The note beside it counts the transactions shown and the customer's total.

Each number opens the transaction. For receipts and refunds the **Description** shows the method and reference; for invoices and credit memos it shows the memo.

Editing a Customer's Details

The **Customer Details** card lists the contacts, addresses, **Payment Terms**, **Taxable**, **Code** and **Notes**. To change them:

1. On the customer's page, click **Edit Details**. The card turns into a form.
2. Change the fields.
3. Click **Save**. Structally confirms *Customer updated.* **Cancel** discards your changes.

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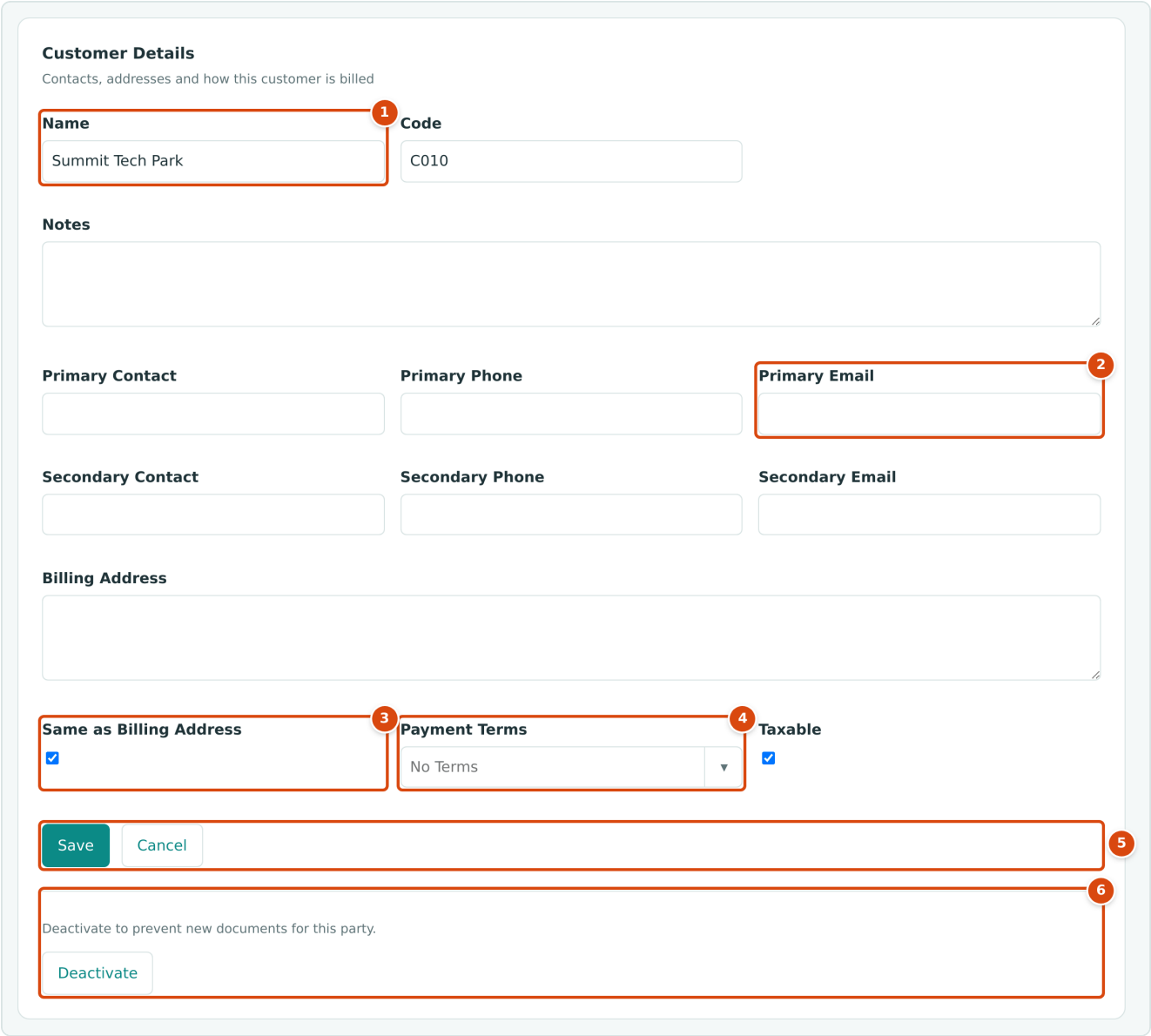

Figure 2-9 Editing a customer's details on the customer's page.

1. **Name** and the other fields are the same as on the New Customer form.
2. **Primary Email**: the address invoices are sent to.
3. **Same as Billing Address**: while it is ticked the **Shipping Address** field is hidden.
4. **Payment Terms**: the customer's agreed terms.
5. **Save** and **Cancel**.
6. The **Deactivate** section (see below).

A changed name or address is used from then on: invoices you print or send later show the new details, including invoices posted earlier.

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Deactivating and Reactivating a Customer

Deactivate a customer you no longer work with. Nothing is deleted: the customer keeps their history, balances and documents, stays in the Customers list with the **Inactive** status, and still appears in reports.

1. On the customer's page, click **Edit Details**.
2. Under *Deactivate to prevent new documents for this party.* click **Deactivate**. Structally confirms *Customer deactivated.*

An inactive customer is no longer offered in the **Customer** list of New Invoice, New Credit Memo or Receive Payment, and Structally refuses to save or post an invoice or credit memo, or to record a receipt, for that customer.

To bring the customer back, open **Edit Details** again and click **Reactivate** under *Reactivate to allow new documents for this party.* Structally confirms *Customer reactivated.*

Collect before you deactivate

Check the **Open Balance** and **Credits Available** tiles first. Customers cannot be deleted, and receipts cannot be recorded for an inactive customer.

Field Reference

Field	Description	Required	Example
Name	The customer's name on invoices, statements and reports. Up to 100 characters.	Yes	Lakeview Medical Center
Code	Your own short code. Letters, digits, hyphens and underscores, up to 50 characters, unique. Searchable in the list.	No	C013
Notes	Internal notes, shown on the customer's page.	No	Billing contact changes in January
Primary Contact, **Primary Phone**, **Primary Email**	The main contact. **Primary Email** fills the **To** field when you send an invoice.	No	Dana Ruiz · (555) 014-2290 · ap@example.com

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Field	Description	Required	Example
Secondary Contact, **Secondary Phone**, **Secondary Email**	A second contact, for your reference.	No	
Billing Address	Printed under **Bill To** on invoices.	No	410 Lakeview Drive
Same as Billing Address	Ticked by default. Untick it to enter a **Shipping Address**.	No	Ticked
Shipping Address	A separate delivery address, for your reference.	No	
Payment Terms	The terms agreed with the customer. New invoices start with your company's default terms instead, so choose the customer's terms on the invoice when they differ.	No	Net 15
Taxable	Ticked by default. A flag kept on the customer; Structally does not add sales tax to invoices.	No	Ticked

Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
Customer code already in use	Another customer, active or inactive, has the same code.	Choose a different code, or leave **Code** empty.
Customer code must contain only letters, digits, hyphens and underscores.	The code has a space or another character.	Remove spaces and punctuation, for example *C-013* or *C013*.

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Message or Symptom	Why It Happens	What to Do
Enter a valid email address.	An email field is not a complete address.	Correct it, or leave it empty.
Customer must be active.	You tried to save or post an invoice or credit memo, or record a receipt, for an inactive customer.	Reactivate the customer first.
A customer is missing from the **Customer** list of a new invoice.	The customer is inactive.	Reactivate it on its page, or check the spelling in the Customers list.
The customer's **Payment Terms** did not appear on a new invoice.	New invoices always start with the company default terms.	Choose the terms on the invoice.

Related Topics

- Creating an Invoice
- Receiving Customer Payments
- Credit Memos
- Customer Statements and Aging Reports
- Releasing Retainage
- Import Data, to add many customers at once

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items | products and services | rates | sku | income account

3.4 Items

An **item** is something you bill again and again: an hour of carpentry labor, a square of roofing, a service call, a permit-handling fee. Each item has a **SKU** (a short code), a **Name**, a **Rate** and an **Income Account**. When you choose an item on an invoice or credit memo line, Structally fills in the account, the description, a quantity of 1.00 and the rate, and works out the amount as you change the quantity. Items save typing and keep revenue going to the right income account.

Items are optional. You can always write an invoice line with just an account and an amount.

Before You Begin

- The income accounts you will use exist in the Chart of Accounts. Only active income accounts can be chosen.
- To add, edit or deactivate items you need **Edit** access to **Customers & Invoices**. Company Admins, Accountants and Project Managers have it; Viewers can only look at the list. See Roles and Permissions.

Navigation

Customers & Invoices → **Items**.

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The Items List

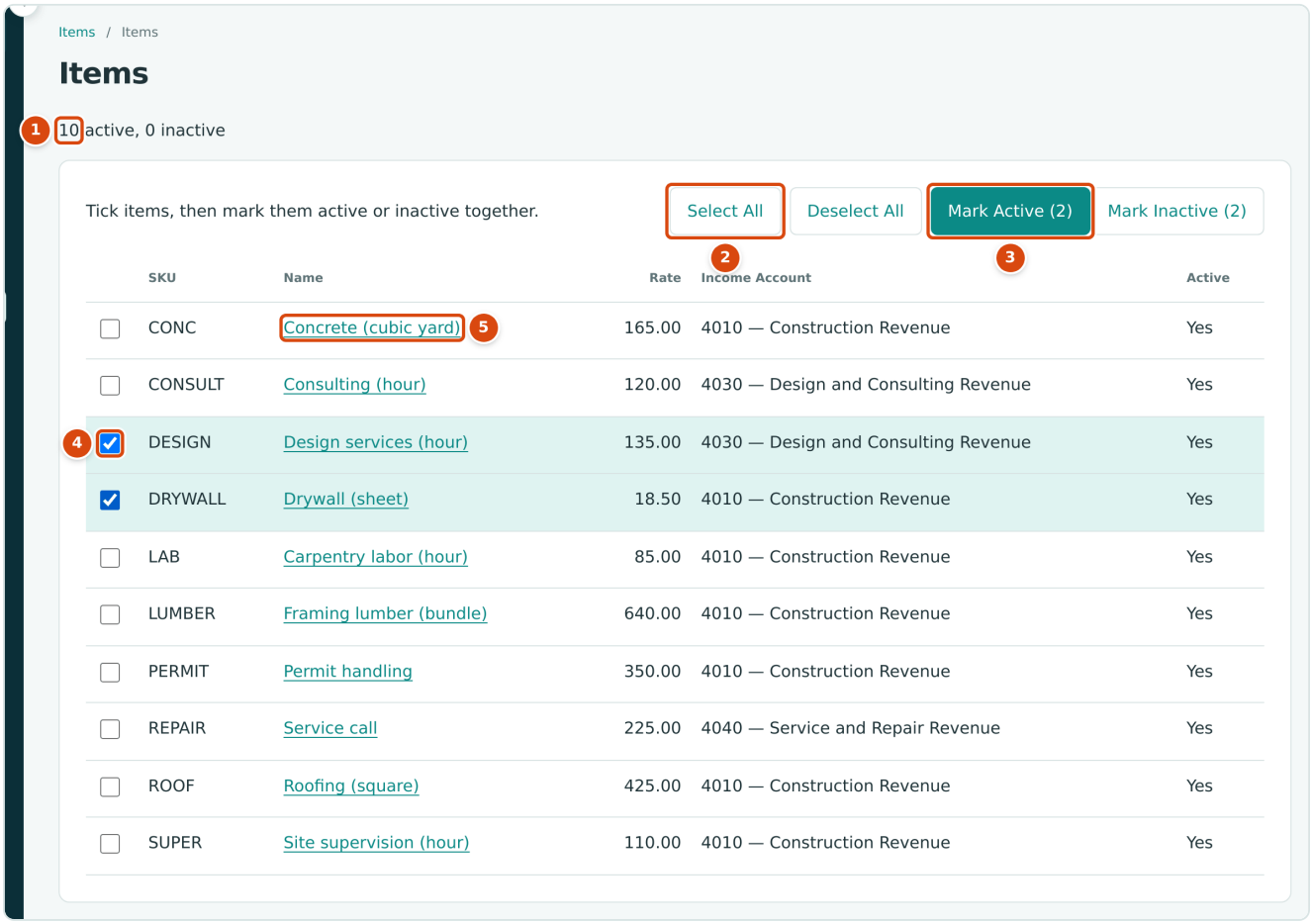

Figure 2-10 The Items list with two items ticked.

1. How many items are active and how many inactive.
2. **Select All** ticks every item on the page; **Deselect All** clears the ticks.
3. **Mark Active** and **Mark Inactive** change every ticked item at once. The number in brackets counts the ticked items.
4. The tick box of one item.
5. The item's name opens its page.

The list is sorted by SKU, 25 items to a page, and shows each item's **Rate**, **Income Account** and whether it is **Active**. The tick boxes, the buttons and the **Add Item** card appear only with **Edit** access.

Adding an Item

1. Open **Customers & Invoices** → **Items**.

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2. In the **Add Item** card below the list, type the **SKU** and the **Name**.
3. Enter the **Rate**, the price of one unit.
4. Choose the **Income Account** the sales are recorded in.
5. Click **Add Item**. The new item's page opens.

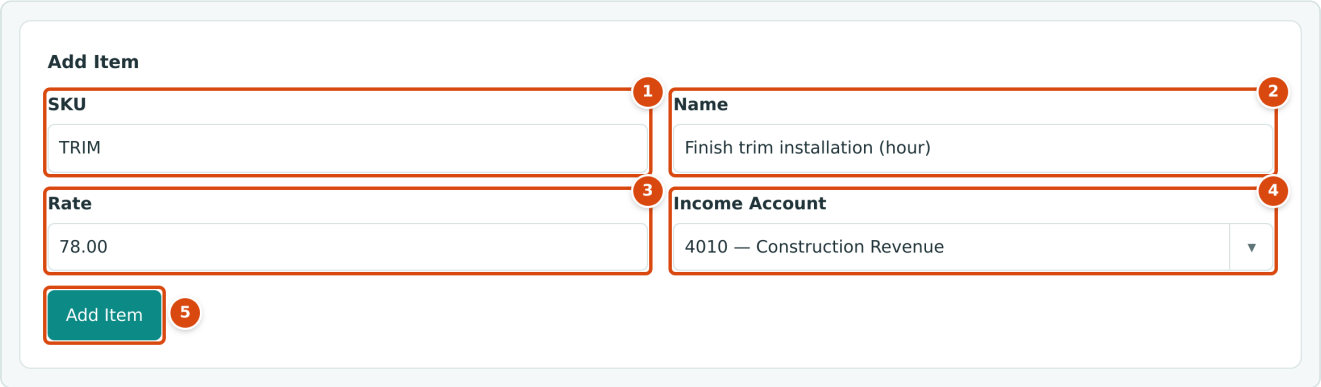

Figure 2-11 Adding an item for finish trim installation, billed by the hour.

1. **SKU**: a short, unique code, up to 40 characters.
2. **Name**: what the customer sees on the invoice line, up to 120 characters. Putting the unit in the name, as the sample items do, keeps quantities clear.
3. **Rate**: the price per unit, at least 0.01.
4. **Income Account**: an active income account.
5. **Add Item** saves the item.

Adding an Item While You Enter an Invoice

On an invoice or credit memo line, type in the **Item** list. If nothing matches, choose **+ Add New**:

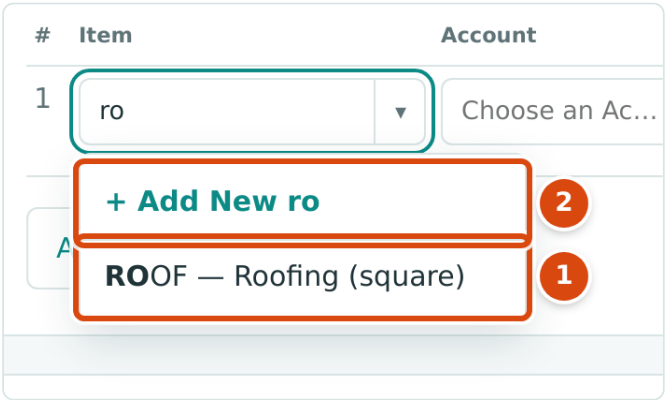

Figure 2-12 The Item list on an invoice line, filtered as you type.

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1. An existing item that matches what you typed, by SKU or name.
2. **+ Add New** opens a panel to create an item.

The **New Item** panel asks for the same four fields, with the name filled in from what you typed. **Create** adds the item and puts it on the line.

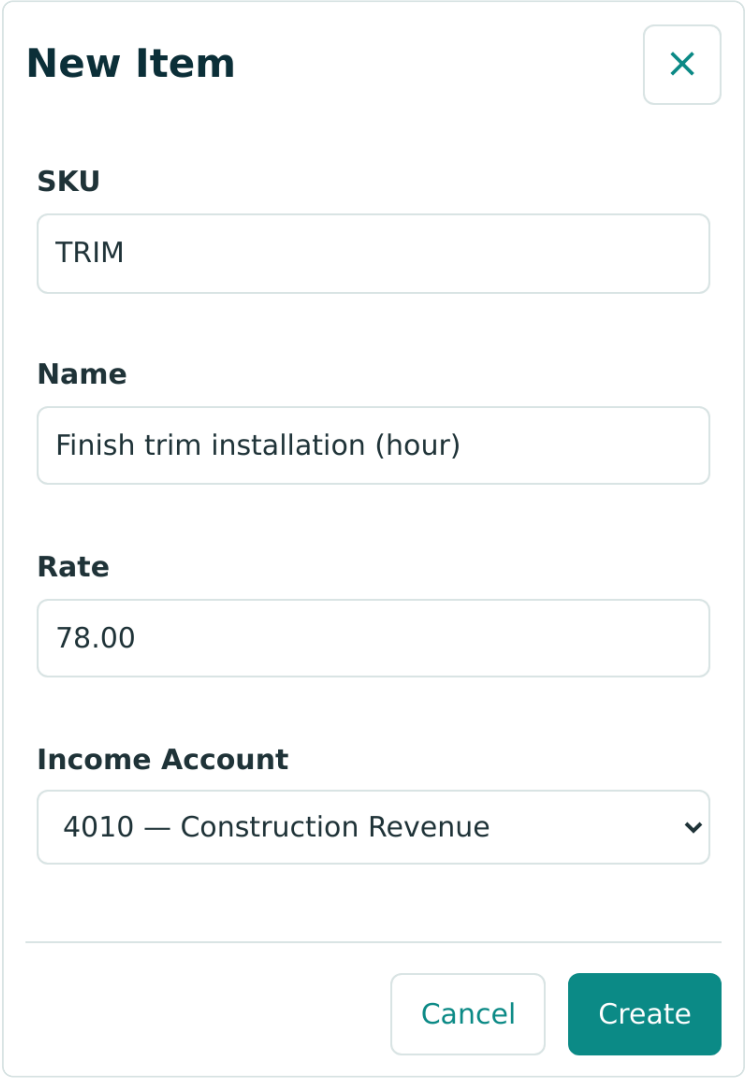

Figure 2-13 The New Item panel opened from an invoice line.

Editing an Item

1. Click the item's name in the list. The item's page shows its **Item Details**.
2. Click **Edit**.
3. Change the **SKU**, **Name**, **Rate**, **Income Account** or **Active**.
4. Click **Save**. Structally confirms *Item saved.* **Cancel** discards the changes.

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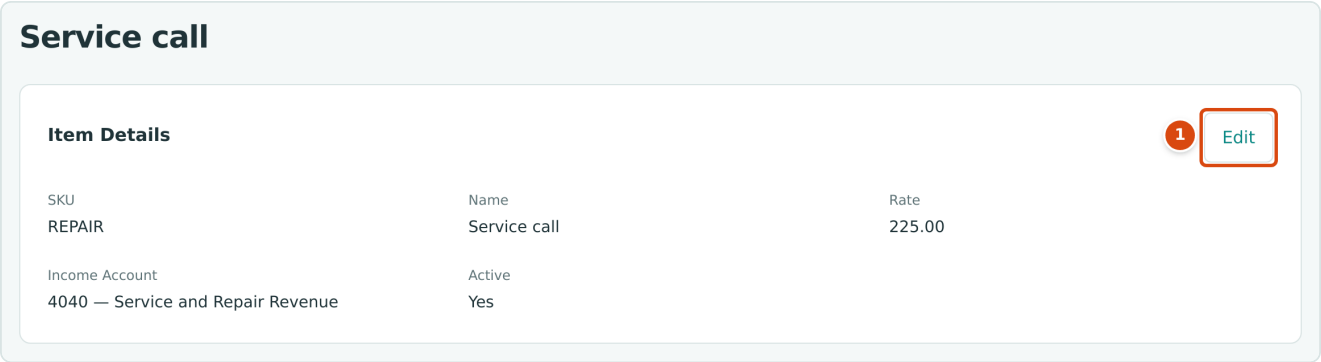

Figure 2-14 The page of the Service call item.

1. **Edit** opens the details for editing.

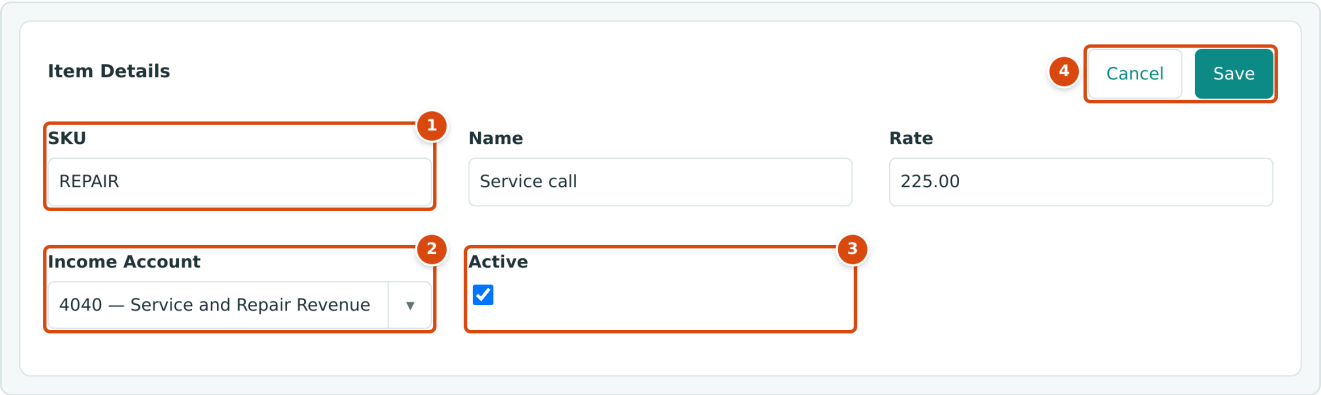

Figure 2-15 Editing an item.

1. **SKU**, **Name** and **Rate** can all be changed.
2. **Income Account**: where future sales of the item are recorded.
3. **Active**: untick it to stop offering the item on new lines.
4. **Cancel** and **Save**.

Changing an item does not change invoices that already use it. Each invoice line keeps the quantity, rate, account and description it was saved with.

Marking Items Active or Inactive

Mark an item inactive when you stop selling it. Inactive items are not offered on new invoice and credit memo lines. Drafts that already use the item keep it, but they cannot be posted while the item is inactive: Structally refuses with a message that the item is inactive. Posted invoices are not affected. Items cannot be deleted.

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1. On the Items list, tick the items to change, or click **Select All**.
2. Click **Mark Inactive** (or **Mark Active** to bring items back).
3. Structally confirms, for example, *2 items marked inactive.* and the counts above the list change.

To change a single item you can also untick or tick **Active** on its page.

How Items Fill Invoice Lines

When you choose an item on an invoice or credit memo line:

Line Field	What Structally Fills In
Account	The item's **Income Account**.
Description	The item's **Name**.
Qty	1.00
Rate	The item's **Rate**.
Amount	**Qty** × **Rate**, rounded to the cent. While both are filled in, the amount is worked out for you and cannot be typed.

Only empty fields are filled, and you can change any of them on the line. For example, choosing **ROOF — Roofing (square)** and entering a quantity of 52.00 gives 52.00 × 425.00 = 22,100.00 on account **4010 — Construction Revenue**. See the figure in Creating an Invoice.

The item's name can also appear above the description on the printed invoice, if your Document Design is set to show it.

Field Reference

Field	Description	Required	Example
SKU	A short code, unique in your company (capital and small letters count as the same). Up to 40 characters.	Yes	REPAIR

Field	Description	Required	Example
Name	The item's name, used as the invoice line description. Up to 120 characters.	Yes	Service call
Rate	The price of one unit, at least 0.01, with up to two decimals.	Yes	225.00
Income Account	An active income account where sales of the item are recorded.	Yes	4040 — Service and Repair Revenue
Active	On the item's page only. Inactive items are not offered on new lines.	No	Ticked

Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
Item SKU already in use	Another item has the same SKU, perhaps with different capitals.	Choose a different SKU.
Select at least one row.	**Mark Active** or **Mark Inactive** was clicked with nothing ticked.	Tick the items first.
Item must be active.	A new invoice or credit memo line uses an item that was marked inactive.	Mark the item active, or choose another item.
A draft cannot be posted: the message says an item is inactive.	An item on the draft was marked inactive after the draft was saved.	Mark the item active, post the draft, then mark the item inactive again; or edit the draft to use another item.

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Message or Symptom	Why It Happens	What to Do
An item is missing from the **Item** list on a line.	The item is inactive.	Mark it active on the Items list.
The account you want is not in **Income Account**.	Only active income accounts are listed.	Add or reactivate the account in the Chart of Accounts.

Related Topics

- Creating an Invoice
- Credit Memos
- The Chart of Accounts
- Document Design

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invoices | accounts receivable | billing | items | job costing | retainage | extra

3.5 Creating an Invoice

An **invoice** records a sale your customer still needs to pay: a month of service work, a repair call, a fixed-price job billed in stages. Creating the invoice records the revenue in the right income accounts (and, for construction work, on the right job) on the invoice date, and adds what the customer owes to **accounts receivable** until the customer pays.

Create an invoice by hand for service work, time and materials and any job that is not billed through a schedule of values. Contract jobs that bill through a schedule of values get their invoices from pay applications instead; you add only separate extra work to them by hand (see Jobs Billed Through a Schedule of Values).

Before You Begin

- The customer exists, or you add it from the invoice (see Adding a Customer While You Enter an Invoice).
- The income accounts you will use exist in the Chart of Accounts. Items are optional (see Items).
- For job coding: Jobs & Costing is turned on for your company and the job is **Active**. See Coding Transactions to Jobs.
- For retainage: a Retainage Receivable account is set up in Job Costing Settings.
- You need **Edit** access to **Customers & Invoices**. Company Admins, Accountants and Project Managers have it; Viewers do not. See Roles and Permissions.

Navigation

Customers & Invoices → **Invoices** → **New Invoice**, or **Create** → **New Invoice** at the top of any page. **New Invoice** on the overview and on a customer's page opens the same form.

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The New Invoice Form

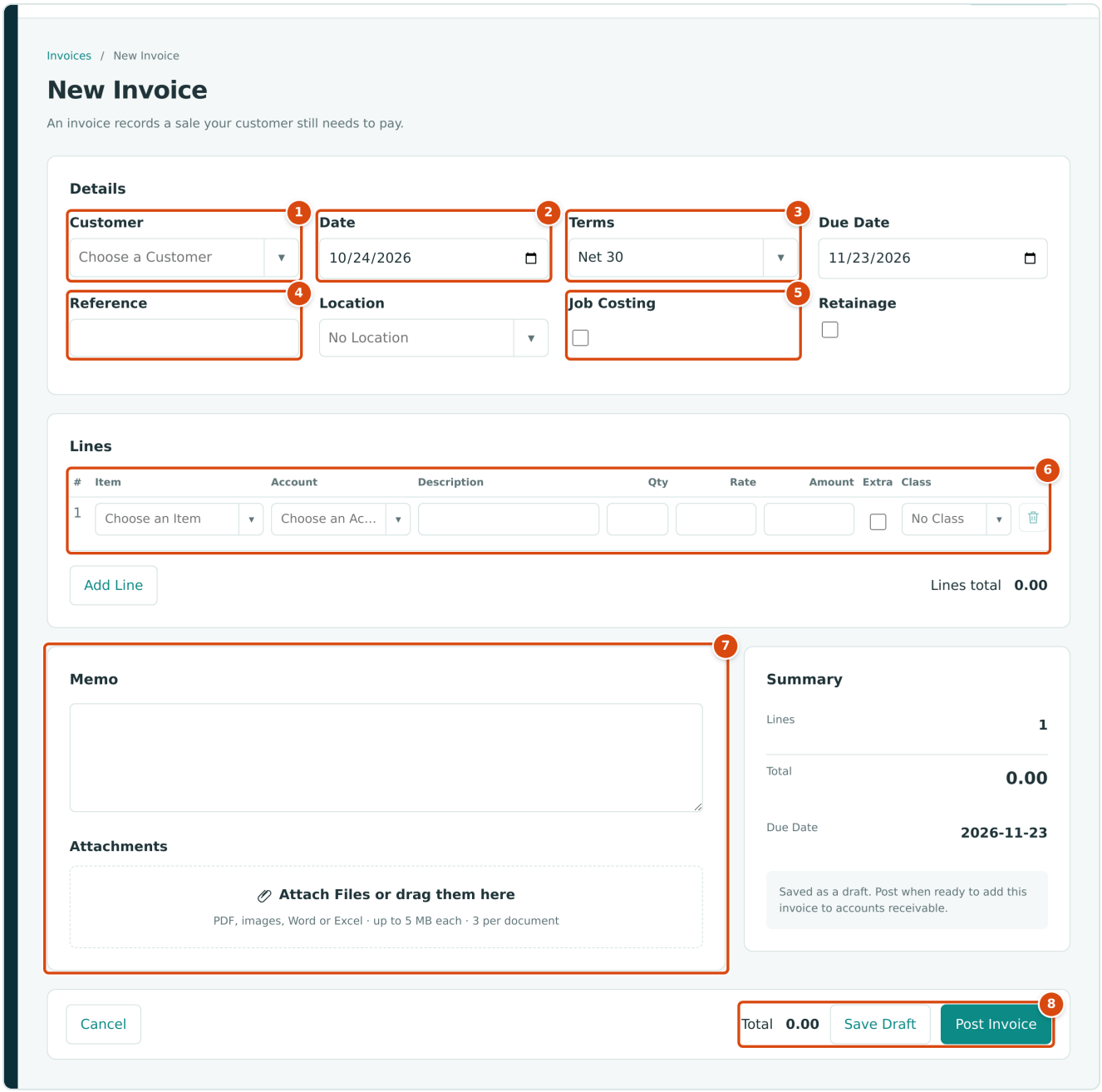

Figure 2-16 The New Invoice form, ready for a new invoice.

1. **Customer**: who you are billing. Type to search; only active customers are listed.
2. **Date**: the invoice date. It is the accounting date of the sale and starts as today.
3. **Terms** and **Due Date**: the terms work out the due date from the invoice date. You can change either one.
4. **Reference**: the customer's purchase order or reference number. It prints on the invoice as **Your Reference**.

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5. **Job Costing** and **Retainage**: switches that add job and retainage columns to the lines. They appear only when Jobs & Costing is turned on (and, for **Retainage**, a Retainage Receivable account is set up).
6. **Lines**: what you are billing, one row per item or account.
7. **Memo** and **Attachments**: a note and supporting files.
8. **Total**, **Save Draft** and **Post Invoice**: the running total and the two ways to finish.

The **Summary** card beside the memo repeats the number of lines, the **Total** and the **Due Date** as you type.

Step by Step

Enter the Details

1. Open **Customers & Invoices** → **Invoices** and click **New Invoice**.
2. In **Customer**, start typing the customer's name and choose it from the list. Choosing a customer does not fill anything else in.
3. Set **Date** to the invoice date.
4. Check **Terms**. It starts with your company's default terms (**Net 30** in the sample company), not with the terms saved on the customer, so pick the customer's terms if they differ. **Due Date** follows the terms and the date; you can also type a due date yourself, and it then stays as typed.
5. In **Reference**, type the customer's purchase order number, if any.
6. Optionally choose a **Location** for the whole invoice.

Enter the Lines

Each line is either an **item** or an **account** with an amount.

1. To bill an item, choose it in **Item**. Structally fills in the **Account**, **Description**, a **Qty** of 1.00 and the **Rate**. Change **Qty** to the number of units; **Amount** is worked out as quantity × rate.
2. To bill without an item, choose the **Account** (an income account such as **4040 — Service and Repair Revenue**) and type the **Amount**, or a **Qty** and a **Rate**.
3. Type or adjust the **Description**. It is what the customer reads on the invoice.
4. Optionally choose a **Class** for the line.
5. Click **Add Line** for each additional item or account; the trash icon removes a line. **Lines total** and the footer **Total** update as you type.

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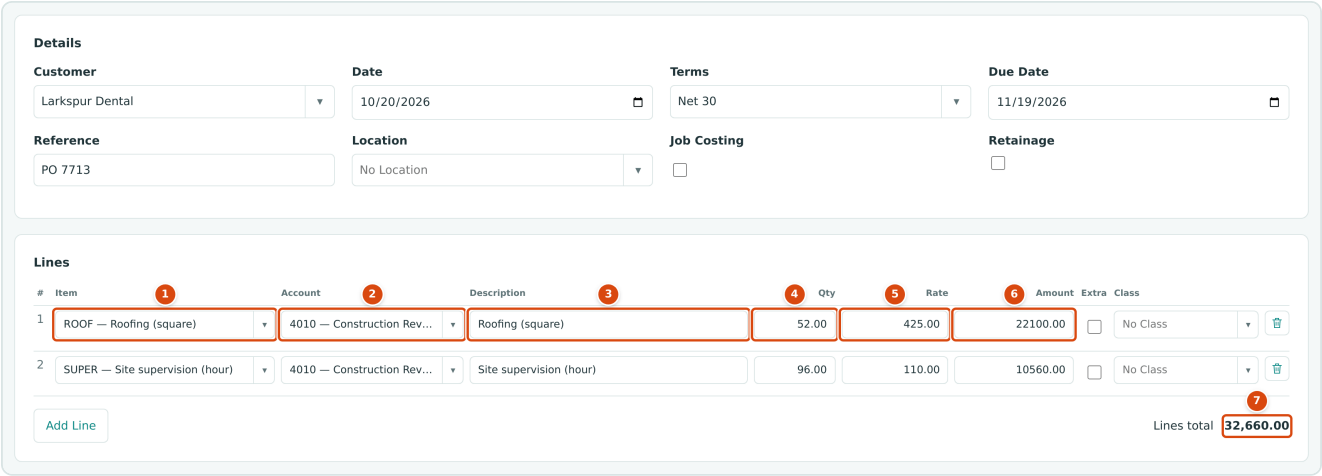

Figure 2-17 Item lines: quantity times rate.

1. **Item**: here **ROOF — Roofing (square)**.
2. **Account**: filled from the item, **4010 — Construction Revenue**. Only income accounts are offered.
3. **Description**: filled with the item's name.
4. **Qty**: the number of units, up to two decimals.
5. **Rate**: filled from the item; you can change it for this invoice.
6. **Amount**: 52.00 × 425.00 = 22,100.00, worked out for you.
7. **Lines total** adds up every line.

Finish: Save Draft or Post Invoice

- Click **Save Draft** to keep the invoice without touching your books. Drafts have the status **Draft** in the **Invoices** list and are counted in the **Draft Invoices** tile of the overview. You can change anything on a draft except the customer.
- Click **Post Invoice** to record it. Posting adds the invoice to accounts receivable and writes its journal entry. A posted invoice cannot be edited; to correct one, void it and enter it again (see Posting, Editing, and Voiding Invoices).

Structally confirms with a message such as *Invoice INV-2026-000056 saved as a draft.* or *Invoice INV-2026-000056 posted to accounts receivable.* and opens the invoice. Invoice numbers are assigned automatically as **INV-**year**-**sequence.

Coding Revenue to a Job

Tick **Job Costing** to record a line's revenue on a job. The lines gain a **Job** column and a **Split** column. Revenue lines take a job only: there are no cost code or cost type columns on an invoice.

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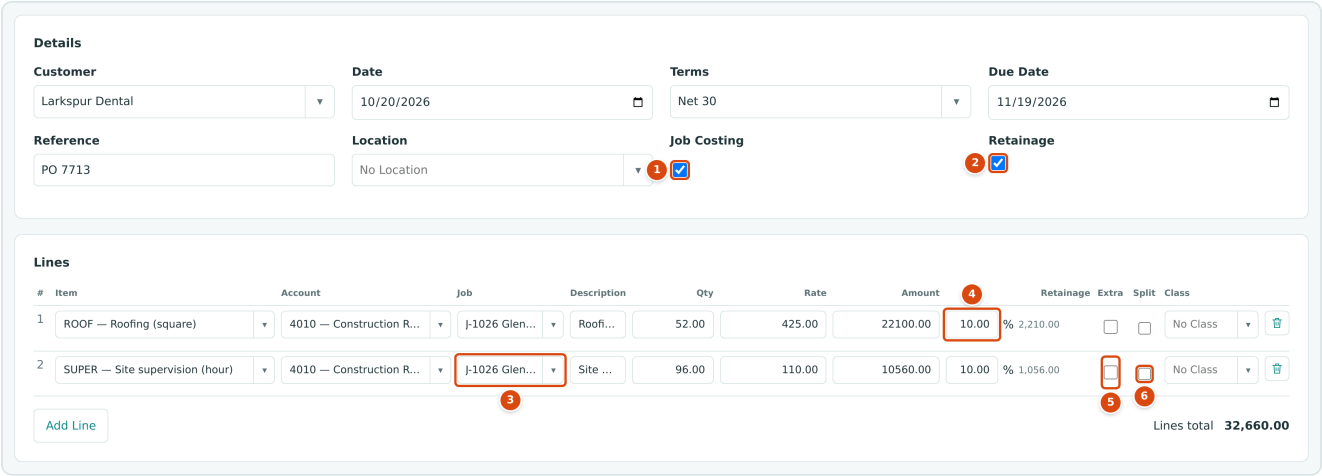

Figure 2-18 Revenue coded to a job. Choosing the job turned on Retainage.

1. **Job Costing** turned on.
2. **Retainage** turned on by Structally when the job was chosen, because the job has a billing retainage percentage (see Holding Retainage on an Invoice).
3. **Job**: the job the revenue belongs to. Only **Active** jobs are listed.
4. **Retainage**: the job's billing retainage percentage, with the amount held shown beside it.
5. **Extra**: marks separate work on a job billed through a schedule of values.
6. **Split**: shares one line among several jobs.

1. Tick **Job Costing**.
2. On each line that belongs to a job, choose the **Job**. Lines that are not job revenue can stay without a job.
3. Check the **Retainage** column, which may have been filled in for you.

Splitting a Line Among Jobs

Tick **Split** on a line to divide its amount among allocation rows (up to 20), each with its own **Job**, description and amount. Use it when one line of the invoice covers more than one job. The allocations must add up exactly to the line amount; each allocation posts as its own revenue line. A split line cannot hold retainage, because retainage needs a job on the line itself.

Jobs Billed Through a Schedule of Values

When at least one job in your company has an approved schedule of values, invoice lines show an **Extra** tick box. A job with an approved schedule of values bills its contract through pay applications, so Structally refuses a hand-made invoice line on that job unless the line is ticked **Extra**: work outside the contract, such as an owner-requested addition.

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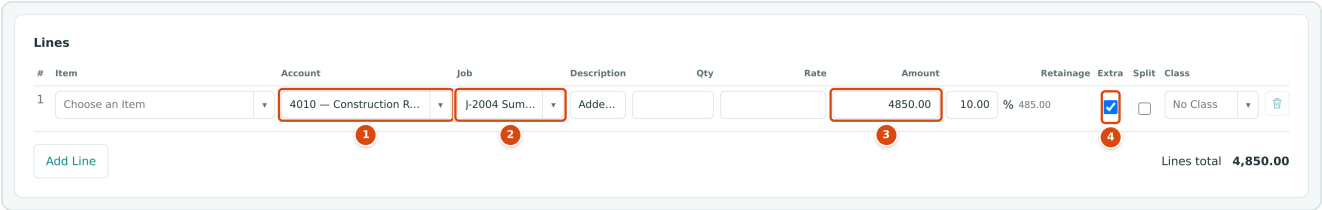

Figure 2-19 Extra work billed on J-2004, a job with a schedule of values.

1. **Account**: an income account.
2. **Job**: **J-2004 Summit Tech Park Office Building**, which bills through its schedule of values.
3. **Amount**: the price of the extra work.
4. **Extra**: ticked, so the line is accepted as work outside the schedule.

Without the tick, saving or posting stops with *Line 1: J-2004 bills its contract through its schedule of values. Tick Extra for separate work outside the schedule.* Extra lines show an **Extra** label on the invoice page.

Holding Retainage on an Invoice

Retainage is the part of each billing the customer keeps back until the work is accepted, often 5% or 10%. With retainage on an invoice line, the customer owes only the **Amount Due** now; the retained part is billed later with a retainage release.

1. Tick **Retainage**, or let Structally tick it: choosing a job that has a **Billing Retainage** percentage turns **Retainage** on and fills in that percentage, unless you have already turned the switch on or off yourself on this form.
2. Check the percentage on each line, from 0 to 100. Set it to 0.00 on lines the customer does not retain. The amount held appears beside the percentage.
3. A line that holds retainage must have a job.

The footer then shows both the **Total** and the **Amount Due** (the total less the retainage held):

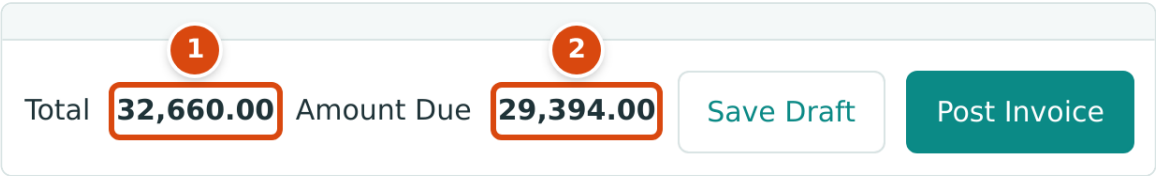

Figure 2-20 Total and amount due on an invoice with retainage.

1. **Total**: everything billed. This is the revenue recorded.
2. **Amount Due**: what the customer owes now.

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Unticking **Retainage** after percentages are filled in asks *Turn off Retainage and clear the retainage on every line?* first.

Adding a Customer While You Enter an Invoice

You do not have to leave the invoice to add a missing customer.

1. In **Customer**, type the new customer's name. The list starts with **+ Add New** followed by what you typed.
2. Click **+ Add New**. The **New Customer** panel opens with the name filled in.
3. Complete **Name** (required) and any of **Code**, **Primary Contact**, **Phone**, **Email**, **Billing Address**, **Terms** and **Taxable**, then click **Create Customer**. The panel closes and the new customer is selected on the invoice.

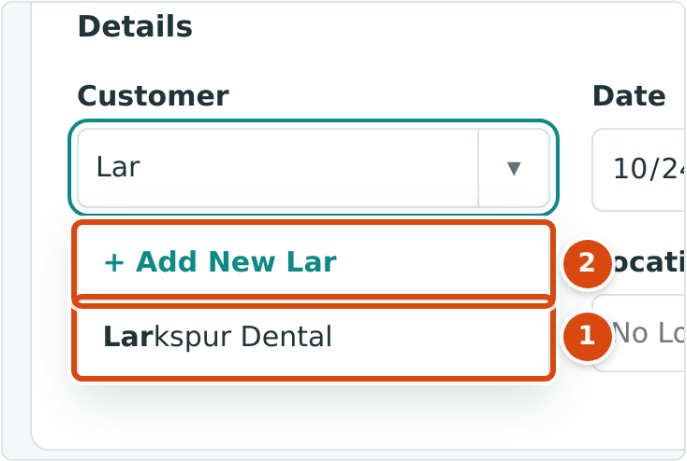

Figure 2-21 The customer list filtered as you type.

1. An existing customer that matches what you typed.
2. **+ Add New** opens a short form to create the customer.

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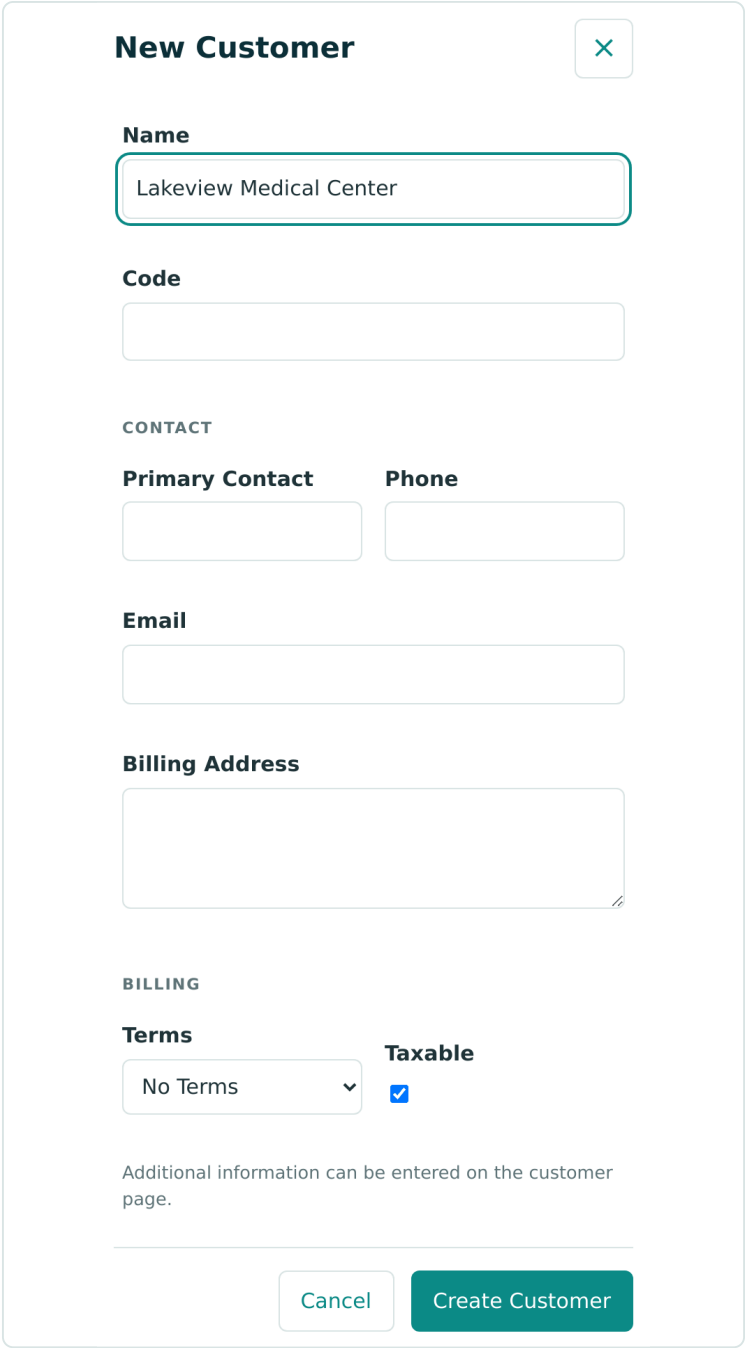

Figure 2-22 The New Customer panel opened from the invoice.

Items, income accounts, payment terms, classes and locations can be added the same way from their own lists, if your role allows creating them. Complete the customer's other details later on its page (see Managing Customers).

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Memo and Attachments

- **Memo** is a note of up to 240 characters. It shows on the invoice page and, if your Document Design is set to show it, on the printed invoice.
- **Attachments** keeps supporting files with the invoice: PDF, images, Word or Excel, up to 5 MB each and 3 per invoice. Click **Attach Files** or drag files onto the box. You can add files later on the invoice page with **+ Add Files**, and attach them to the email when you send the invoice.

Field Reference

Field	Description	Required	Example
Customer	The customer billed. Active customers only. Cannot be changed after the first save.	Yes	Larkspur Dental
Date	Invoice date and accounting date. Must be after the Books Closed date to post.	Yes	10/20/2026
Terms	Payment terms used to work out the due date. Starts with the company default.	No	Net 30
Due Date	When payment is due. Drives the **Overdue** status and the AR Aging report. An invoice without a due date is never overdue.	No	11/19/2026
Reference	The customer's purchase order or reference, up to 60 characters. Prints as **Your Reference** when your Document Design shows it.	No	PO 7713
Location	A location for the whole invoice, for reports by location.	No	North
Job Costing	Shows the **Job** and **Split** columns.	No	Ticked

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Field	Description	Required	Example
Retainage	Shows the **Retainage** percentage column.	No	Ticked
Item (line)	A product or service; fills the account, description, quantity and rate.	No	ROOF — Roofing (square)
Account (line)	The income account credited. Needed when no item is chosen.	With no item	4010 — Construction Revenue
Job (line)	The active job the revenue belongs to.	With job costing	J-1026 Glenwood Warehouse Addition
Description (line)	What the customer reads on the invoice line.	No	Roofing (square)
Qty and **Rate** (line)	Units and price per unit, entered together. **Amount** is their product.	No	52.00 × 425.00
Amount (line)	The line total, positive, up to two decimals.	Yes, or Qty and Rate	22,100.00
Retainage (line)	Percent of the line held back, from 0 to 100. Needs a job on the line.	No	10.00
Extra (line)	Marks work outside the schedule of values on a job that bills through one.	On such jobs	Ticked
Split (line)	Divides the line among allocation rows by job.	No	Ticked
Class (line)	A class for the line, for reports by class.	No	Commercial
Memo	A note shown on the invoice.	No	October roofing progress

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Field	Description	Required	Example
Attachments	PDF, image, Word or Excel files, up to 5 MB each and 3 per invoice.	No	Roofing-sheet.pdf

Worked Example: Roofing Work With Retainage

On October 20, 2026, Cedar Ridge bills Larkspur Dental for roofing on job J-1026 Glenwood Warehouse Addition, under the customer's purchase order PO 7713. The job's **Billing Retainage** is 10%, and the terms are Net 30.

Line	Arithmetic	Amount	Retainage (10%)
ROOF — Roofing (square)	52.00 × 425.00	22,100.00	2,210.00
SUPER — Site supervision (hour)	96.00 × 110.00	10,560.00	1,056.00
Total		**32,660.00**	**3,266.00**
Amount Due (32,660.00 − 3,266.00)		**29,394.00**	

You choose **Larkspur Dental**, set the date to October 20, 2026 (the due date becomes November 19, 2026), type **PO 7713**, add the two item lines, tick **Job Costing** and choose **J-1026** on both lines. Structally turns on **Retainage** at 10.00%. The form shows **Total 32,660.00** and **Amount Due 29,394.00**, as in the figures above. Posting records this entry:

Account	Debit	Credit
1100 Accounts Receivable	29,394.00	
4010 Construction Revenue (J-1026), Roofing (square)		22,100.00
4010 Construction Revenue (J-1026), Site supervision (hour)		10,560.00
1110 Retainage Receivable	3,266.00	

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All $32,660.00 is revenue now. Larkspur Dental owes $29,394.00 by November 19; the $3,266.00 waits in Retainage Receivable until you bill it with a retainage release. Without retainage, the whole $32,660.00 would be debited to Accounts Receivable.

The sample company holds a similar invoice for Larkspur Dental without retainage, posted on September 29, 2026: **INV-2026-000054**, for 47 squares of roofing and 181 hours of site supervision. Its page and posting entry appear in the next section.

What Happens After You Save or Post

	Draft (Save Draft)	Posted (Post Invoice)
Status	**Draft**	**Open**, shown with **Unpaid**, **Partly Paid** or **Overdue**; later **Paid**.
Journal entry	None	One balanced entry on the invoice date, locked
Accounts receivable and the customer's balance	Unchanged	Increased by the amount due
Revenue and job revenue	Unchanged	Recorded
Can be changed	Yes, with **Edit Draft** (except the customer)	No; void it and enter it again

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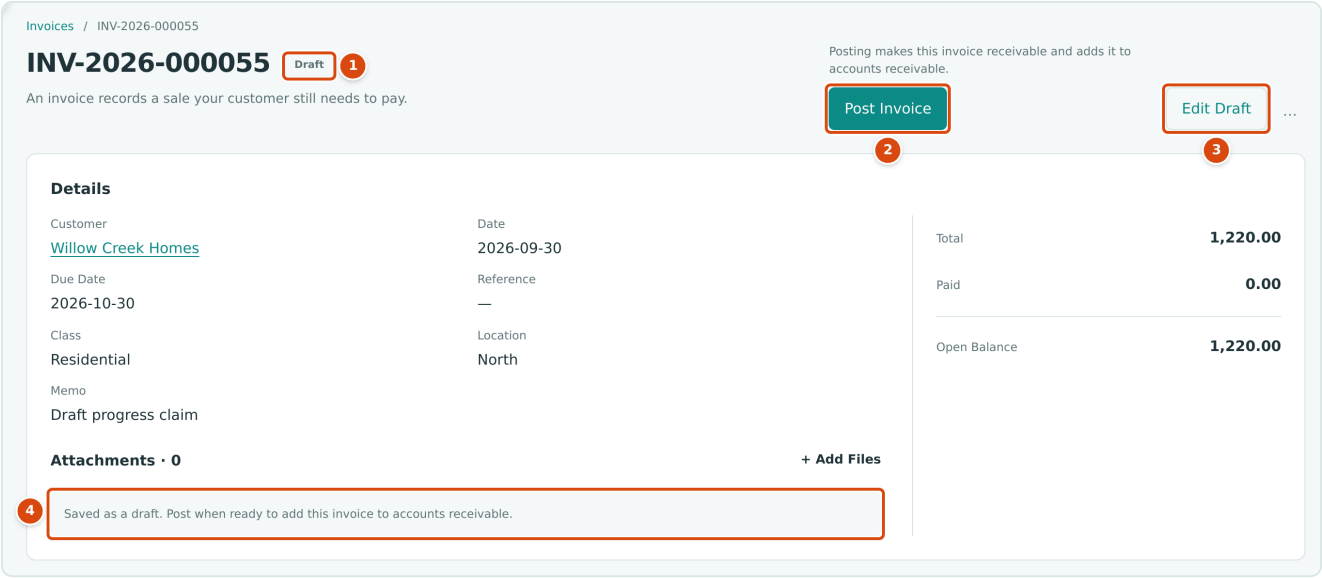

Figure 2-23 A draft invoice: nothing has been posted yet.

1. The **Draft** status.
2. **Post Invoice** posts the draft as it stands.
3. **Edit Draft** reopens the form.
4. The reminder that the draft has not reached accounts receivable.

After posting, the invoice page shows what is owed and offers the next steps:

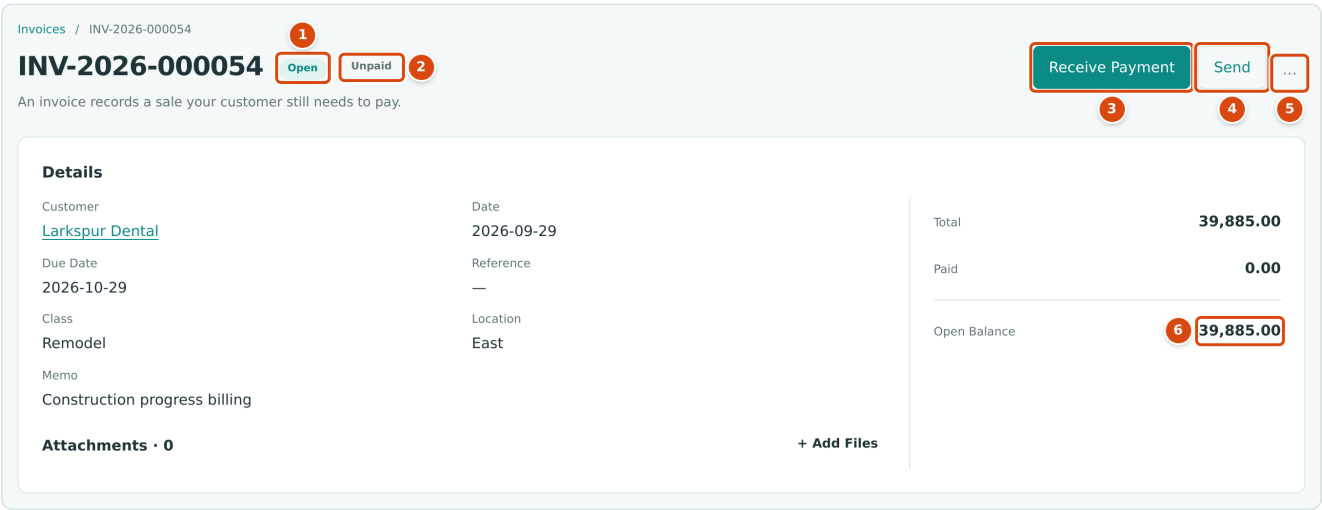

Figure 2-24 A posted invoice waiting for payment.

1. **Open**: the invoice is posted and not fully paid.

2. **Unpaid**: nothing has been received yet. It changes to **Partly Paid** after a partial payment, and to **Overdue** once the due date has passed.
3. **Receive Payment** starts a receipt for this invoice (see Receiving Customer Payments).
4. **Send** emails the invoice (see Sending and Printing Invoices).
5. The ⋯ menu holds **Print** and **Void Invoice…**.
6. **Open Balance**: what the customer still owes on this invoice.

The Posting Entry

Open **Posting Entry** near the bottom of a posted invoice to see the journal entry Structally wrote, with the job on each revenue line:

▾ **Posting Entry** · 2026-09-29 · Posted · Locked · 3 Lines

Date: 2026-09-29 · Invoice

Account	Description	Job	Cost Code	Cost Type	Debit	Credit
1100					39,885.00	0.00
4010	Roofing (square)	J-1033			0.00	19,975.00
4010	Site supervision (hour)	J-1033			0.00	19,910.00

Figure 2-25 The posting entry of INV-2026-000054.

Every invoice debits **Accounts Receivable** for the amount due and credits its line accounts. When retainage is held, **Retainage Receivable** is debited for the retained part. A split line posts one credit per allocation.

Review the result on the customer's page, in the Receivables Overview, in the AR Aging report and in the Profit and Loss.

Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
Customer must be active.	The customer was deactivated.	Reactivate it on its page, or choose another customer.
Choose an account or an item.	A line has an amount but neither an item nor an account.	Choose an item or an income account, or remove the line.

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Message or Symptom	Why It Happens	What to Do
Enter an amount or a quantity and rate.	A line has an account but no amount.	Type the amount, or a quantity and a rate.
Quantity and rate must be given together.	Only one of **Qty** and **Rate** is filled on a line without an item.	Fill in both, or clear both and type an amount.
Line 1 needs a job to hold retainage.	A retainage percentage is on a line without a job, or on a split line.	Choose the job, or set the retainage to 0.
Line 1: J-2004 bills its contract through its schedule of values. Tick Extra for separate work outside the schedule.	The line's job bills through an approved schedule of values.	Tick **Extra** if the work is outside the contract; bill contract work with a pay application.
Turn on Job Costing or clear the job coding on the lines.	**Job Costing** was unticked while lines still name jobs.	Tick it again, or clear the jobs.
Turn on Retainage or clear the retainage on the lines.	**Retainage** was unticked while lines still hold a percentage.	Tick it again, or clear the percentages.
Retainage percent must be from 0 to 100 with at most two decimals.	The percentage is out of range.	Correct it.
Line 1 allocations must equal the line amount.	Split rows do not add up to the line.	Adjust the allocations.
Add at least one allocation or untick Split.	**Split** is ticked on a line with no allocation rows.	Add allocations or untick **Split**.
Account 4020 cannot carry job coding.	Your Job Costing Settings exclude the account from job coding.	Remove the job from the line, or use another account.

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Message or Symptom	Why It Happens	What to Do
Accounting date must be after the company closing date.	The invoice date is in a closed period.	Use a date after the Books Closed date, or ask a Company Admin.
Set up retainage in Job Costing Settings before posting invoices with retainage.	No Retainage Receivable account is set.	Ask a Company Admin to set it up, or remove the retainage.
A document can have at most 3 attachments. or *Attachments must be at most 5 MB.*	Too many or too large files.	Attach at most three files of 5 MB or less.
A job is missing from the **Job** list.	Only **Active** jobs can take revenue.	Check the job's status in Jobs & Costing.
A draft invoice cannot be deleted.	There is no discard button for draft invoices.	Leave it as a draft (drafts never affect your books) or edit it into the invoice you need.

Related Topics

- Posting, Editing, and Voiding Invoices
- Sending and Printing Invoices
- Receiving Customer Payments
- Credit Memos
- Items
- Retainage and Releasing Retainage
- Pay Applications and Schedules of Values

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invoices | invoice status | post invoice | void invoice | draft | pay application

3.6 Posting, Editing, and Voiding Invoices

An invoice moves through a short life: it is saved as a **Draft**, posted to become **Open**, and becomes **Paid** when receipts and credit memos settle it. A draft can be changed freely because it has not touched your books. A posted invoice is locked; to correct it you **void** it, which reverses its journal entry, and then enter a new invoice. This page covers the Invoices list, the statuses, posting and editing drafts, and voiding.

Before You Begin

- To post, edit or void invoices you need **Edit** access to **Customers & Invoices**. Company Admins, Accountants and Project Managers have it. Viewers can open invoices and print them, nothing more. See Roles and Permissions.

Navigation

Customers & Invoices → **Invoices**, then click an invoice number.

The Invoices List

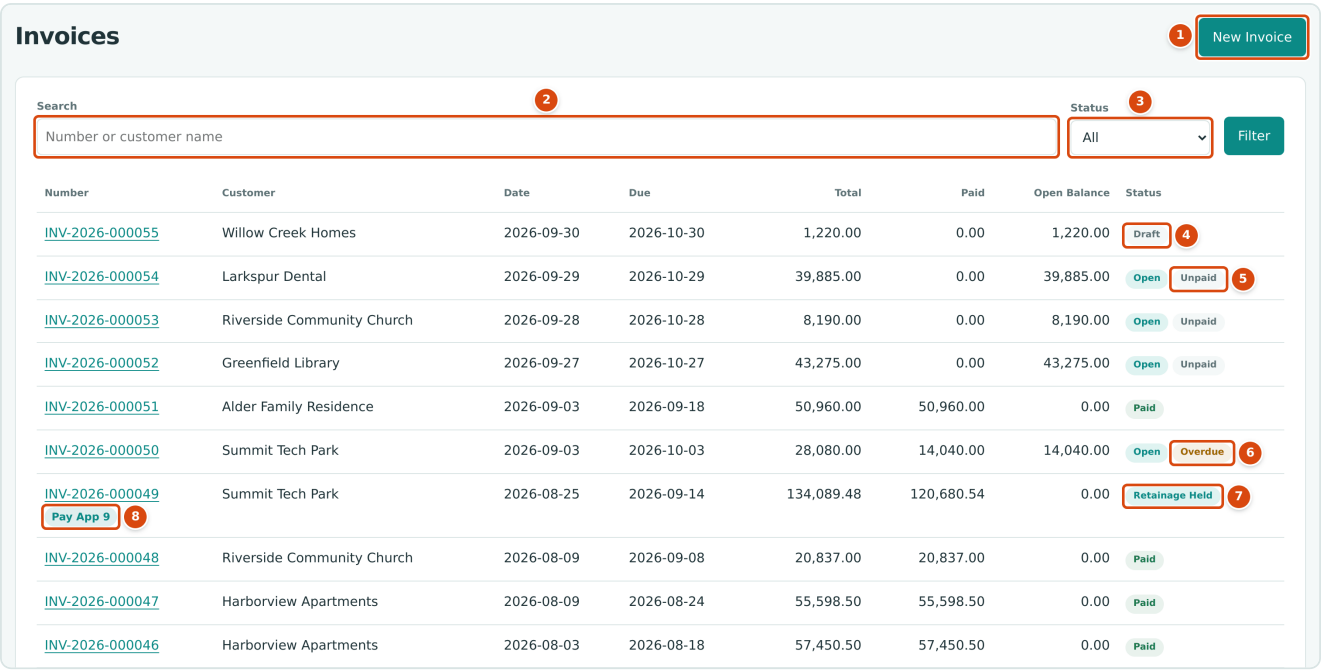

Figure 2-26 The Invoices list with the status filter set to All.

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1. **New Invoice** opens the New Invoice form.
2. **Search** finds invoices by number or customer name.
3. **Status** filters the list. Click **Filter** to apply it.
4. **Draft**: saved, not posted.
5. **Open** with **Unpaid**: posted, nothing received yet.
6. **Open** with **Overdue**: posted and past its due date.
7. **Retainage Held**: paid, except for retainage the customer still holds.
8. **Pay App 9**: the invoice was created by pay application 9 of its job.

The list shows the newest invoices first, 25 to a page, with the **Total**, how much has been **Paid** and the **Open Balance** still owed (both leave out retainage held). Invoices that bill released retainage carry a **Retainage Release** tag.

The **Status** filter offers:

Choice	Shows
Draft and Open (the default)	Drafts and posted invoices that are not fully paid.
Draft	Drafts only.
Open	Posted invoices not fully paid.
Overdue	Open invoices whose due date is before today.
Partly Paid	Open invoices not yet due that have received a receipt or credit.
Paid	Fully settled invoices, including those with retainage still held.
Void	Voided invoices.
All	Everything.

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Invoice Statuses

Status	Meaning	What You Can Do
Draft	Saved but not posted. No journal entry; the customer's balance is unchanged.	**Post Invoice**, **Edit Draft**, print.
Open	Posted and not fully paid. A second label tells you more: **Unpaid** (nothing received), **Partly Paid** (part received, not yet due) or **Overdue** (past the due date, whether or not part was paid).	**Receive Payment**, **Send**, print, **Void Invoice…**.
Paid	The amount due is fully settled by receipts and credit memos.	**Send**, print. To void, first undo the payments.
Retainage Held	Shown instead of **Paid** while the customer still holds retainage you have not yet billed back.	Bill the retainage with **Release Retainage**.
Void	Voided. Its posting entry has been reversed.	View and print only.

After an invoice has been emailed successfully, a **Sent** label also appears next to its status on the invoice page.

A **Paid** invoice goes back to **Open** if a receipt applied to it is reversed or unapplied, or a credit memo applied to it is unapplied.

The Invoice Page

The invoice page brings everything about one invoice together:

- the status labels and the action buttons at the top;
- **Details**: customer, dates, reference, class, location, memo, attachments, and the amounts (**Total**, **Retainage Held**, **Amount Due**, **Paid** and **Open Balance**);
- **Lines**, with the job on each line when job costing is used, and the retainage held per line;
- **Retainage Releases**, on an invoice that holds retainage;
- **Deliveries**, once the invoice has been emailed;
- **Receipt Allocations** and **Credits Applied**: the receipts and credit memos that paid it;
- **Posting Entry**, **Reversal Entry** (after voiding) and **History**, which you open by clicking them.

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See the figures in Creating an Invoice for a draft and an open invoice.

Posting a Draft

1. Open **Customers & Invoices** → **Invoices**, set **Status** to **Draft** if needed, and click the draft's number.
2. Check the details and lines. The page reads *Posting makes this invoice receivable and adds it to accounts receivable.*
3. Click **Post Invoice**.

Structally confirms *Invoice INV-2026-000055 posted to accounts receivable.* The invoice becomes **Open** and its posting entry is written on the invoice date (not on the day you post). The customer must still be active, and the invoice date must be after the Books Closed date.

Editing a Draft

1. On the draft's page, click **Edit Draft**.
2. Change what you need. The customer cannot be changed.
3. Click **Save Draft**. There is no **Post** button on this form: post from the invoice page afterward.

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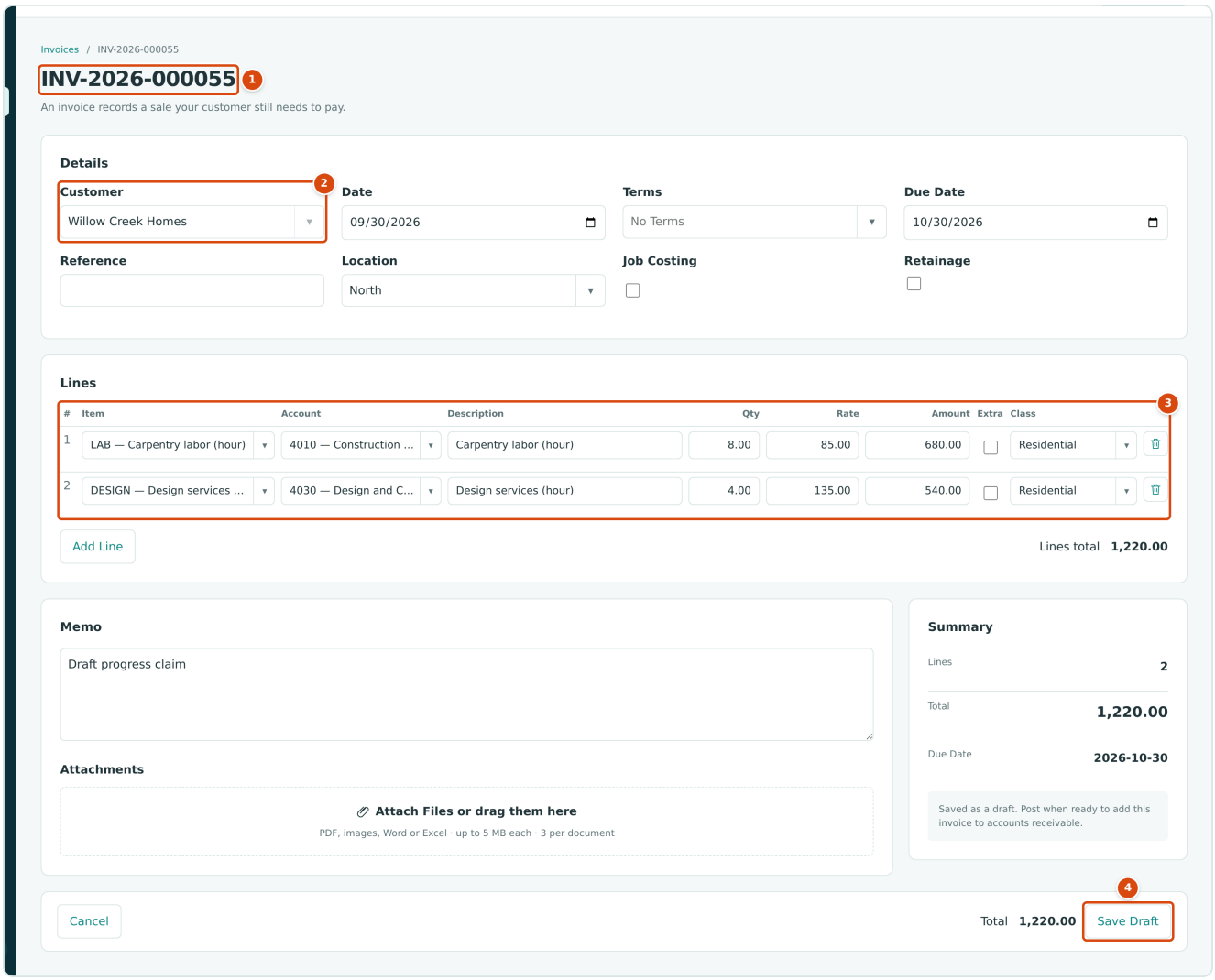

Figure 2-27 Editing the draft INV-2026-000055.

1. The form is titled with the invoice number.
2. **Customer** is shown but cannot be changed. To bill another customer, start a new invoice.
3. The lines, as saved. Change, add or remove lines as on a new invoice.
4. **Save Draft** keeps the changes; the invoice stays a draft.

Draft invoices cannot be deleted. A draft never affects your books, so leaving an unwanted draft does no harm; you can also edit it into the invoice you need.

Voiding an Invoice

Voiding cancels a posted invoice. Structally writes a **reversal entry** that undoes the posting entry on the date you choose, and the invoice becomes **Void**. The invoice keeps its number and stays in the list for your records. Voiding cannot be undone; to bill again, create a new invoice.

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An invoice can be voided only when:

- it is **Open**;
- no receipt is applied to it: unapply or reverse the receipt first;
- no credit memo is applied to it: unapply it first;
- no posted retainage release bills its retainage;
- it was not created by an accepted pay application (see Invoices Billed by a Pay Application).

To void an invoice:

1. Open the invoice and click ⋯ at the top right.
2. Click **Void Invoice…**.
3. Set the **Date** of the reversal. It starts as today; it cannot be earlier than the invoice date or fall in a closed period.
4. Optionally explain why in **Memo**.
5. Click **Void Invoice**. **Cancel** closes the panel without voiding.

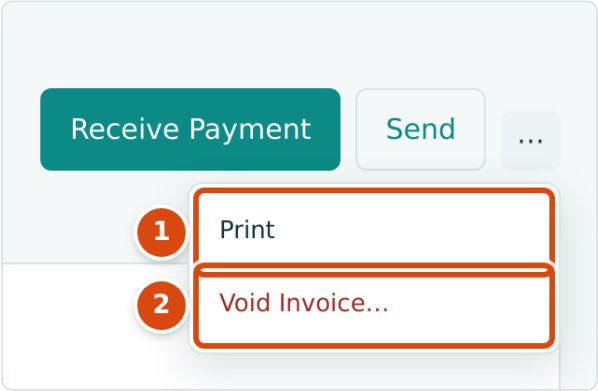

Figure 2-28 The more menu of an open invoice.

1. **Print** opens the print view.
2. **Void Invoice…** opens the void panel. It is offered only while the invoice is **Open**.

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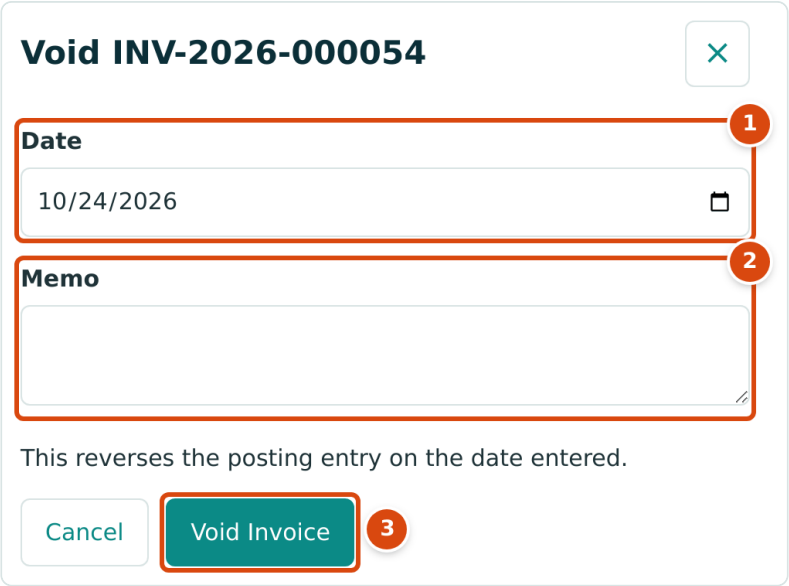

Figure 2-29 The void panel. This reverses the posting entry on the date entered.

1. **Date**: the accounting date of the reversal.
2. **Memo**: an optional note, used as the reversal entry's description.
3. **Void Invoice** voids the invoice.

The invoice page then shows the **Void** status and a **Reversal Entry**. Its **Open Balance** still shows the amount that was due (the total less any retainage held), although the customer owes nothing on it; go by the **Void** status.

The Reversal Entry

The reversal entry is the posting entry with debits and credits swapped. For example, voiding INV-2026-000054 (39,885.00, no retainage) would post:

Account	Debit	Credit
4010 Construction Revenue (J-1033), Roofing (square)	19,975.00	
4010 Construction Revenue (J-1033), Site supervision (hour)	19,910.00	
1100 Accounts Receivable		39,885.00

An invoice that held retainage also credits **Retainage Receivable** for the retained part. The original entry stays in the books, so both appear in the General Ledger.

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Voiding a retainage release works the same way, except that the menu item reads **Reverse Release…** (see Releasing Retainage).

Invoices Billed by a Pay Application

On contract jobs, accepting a pay application creates and posts its invoice. Such an invoice carries a **Pay Application** tag, and its page explains how to correct it.

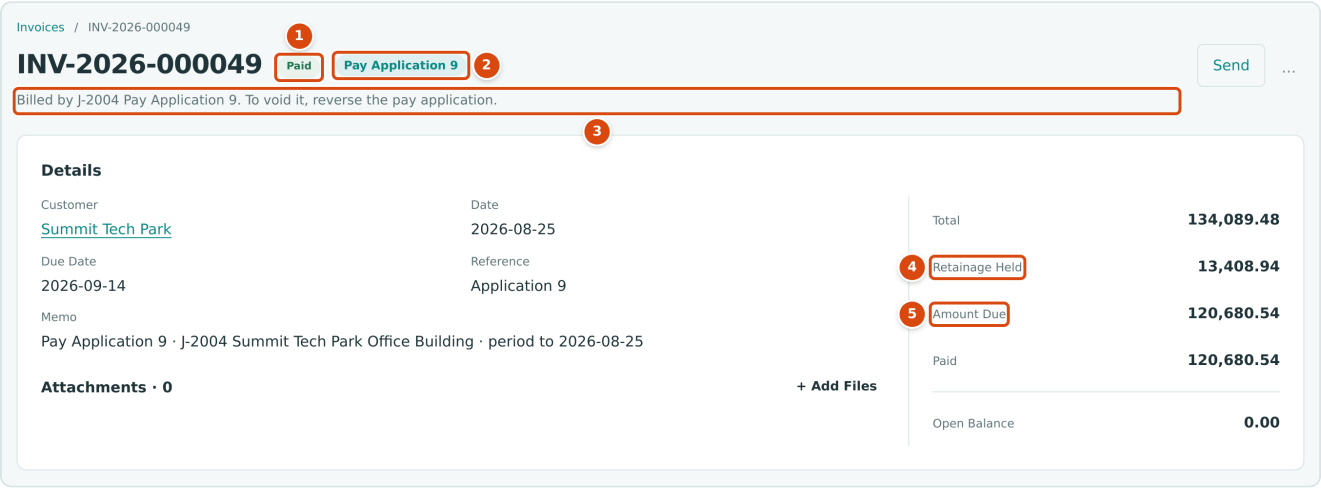

Figure 2-30 An invoice created by a pay application.

1. The status. Here the invoice is **Paid**; in the Invoices list the same invoice shows **Retainage Held**.
2. **Pay Application 9**: the pay application that billed it.
3. *Billed by J-2004 Pay Application 9. To void it, reverse the pay application.*
4. **Retainage Held**: what the customer kept back, 10% of the work billed.
5. **Amount Due**: the total less the retainage held.

You cannot void such an invoice. While it is **Open**, the **⋯** menu shows *Void is not available: reverse Pay Application 9 instead.* in place of **Void Invoice…**, and Structally refuses a void with *Invoice INV-2026-000049 is billed by J-2004 Pay Application 9; reverse the pay application instead.* Reverse the pay application in Jobs & Costing instead; see Pay Applications.

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The Posting Entry of a Pay Application Invoice

The invoice posts like any invoice with retainage: Accounts Receivable for the amount due, Retainage Receivable for the retainage, and a revenue credit for each schedule-of-values line billed, all on the job.

▼ **Posting Entry** · 2026-08-25 · Posted · Locked · 8 Lines

Date: 2026-08-25 · Invoice

Account	Description	Job	Cost Code	Cost Type	Debit	Credit
1100					120,680.54	0.00
4010	4 · Rough Carpentry	J-2004			0.00	28,828.58
4010	5 · Roofing	J-2004			0.00	23,283.34
4010	6 · Plumbing	J-2004			0.00	21,983.33
4010	7 · Electrical	J-2004			0.00	25,069.23
4010	8 · Drywall	J-2004			0.00	29,100.00
4010	9 · Site Work	J-2004			0.00	5,825.00
1110					13,408.94	0.00

Figure 2-31 The posting entry of INV-2026-000049.

Here 134,089.48 of work billed less 13,408.94 retainage leaves 120,680.54 due from Summit Tech Park.

Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
Only draft invoices can be changed	The edit address of a posted invoice was opened.	Void the invoice and enter a new one.
Invoice has receipts applied; reverse them first	A receipt is applied to the invoice.	Unapply the allocation on the receipt, or reverse the receipt, then void.
Invoice has credits applied; unapply them first	A credit memo is applied to the invoice.	Unapply it on the credit memo's page, then void.

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Message or Symptom	Why It Happens	What to Do
Invoice has retainage releases; reverse them first	A posted retainage release bills this invoice's retainage.	Reverse the release first.
Invoice INV-2026-000049 is billed by J-2004 Pay Application 9; reverse the pay application instead.	The invoice was created by a pay application.	Reverse the pay application in Jobs & Costing.
Only open invoices can be voided	The invoice is a draft or is already void.	Drafts need no voiding: they never reached your books.
Entry is matched to a bank line; unmatch it first	The invoice's entry is matched in the bank feed.	Unmatch it in Reviewing the Bank Feed.
Reversal date cannot be earlier than the journal entry date.	The void date is before the invoice date.	Use the invoice date or later.
Accounting date must be after the company closing date; 2026-01-15 is on a closed period.	The void date is in a closed period.	Use a date after the Books Closed date.
Customer must be active.	Posting a draft for a customer who was deactivated.	Reactivate the customer, then post.
Class REM is inactive.	A class on the draft was deactivated after saving.	Edit the draft to choose an active class, or reactivate the class.
There is no **Void Invoice…** in the menu.	The invoice is not **Open**, or a pay application billed it.	See the conditions above.

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Related Topics

- Creating an Invoice
- Sending and Printing Invoices
- Receiving Customer Payments
- Credit Memos
- Reversing and Correcting Transactions
- Statuses and Lifecycles

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send invoice | email | print invoice | pdf | deliveries

3.7 Sending and Printing Invoices

Once an invoice is posted, you can email it to the customer straight from Structally. The customer receives your message with the invoice attached as a PDF, laid out the same way as the printed invoice, plus any supporting files you choose. You can also open the print view to print the invoice or save it as a PDF from your browser.

How invoices look (layout, color, logo, which details show) is set once for the company in Document Design, and how email is sent in Email Sending. Both are in Settings and are managed by a Company Admin.

Before You Begin

- The invoice is posted: **Open** or **Paid**. Drafts and void invoices cannot be sent. Any invoice can be printed.
- To send, you need **Edit** access to **Customers & Invoices**. Company Admins, Accountants and Project Managers have it. Anyone who can open the invoice can print it. See Roles and Permissions.
- It helps to have the customer's **Primary Email** on the customer's page (see Managing Customers); otherwise you type the address when sending.

Navigation

Open the invoice (**Customers & Invoices** → **Invoices** → the invoice number), then click **Send**, or **⋯** → **Print**. Users who cannot edit see a **Print** button below the invoice details instead.

Sending an Invoice by Email

1. Open the invoice and click **Send**. The send panel opens over the page.
2. Check **To**. It starts with the customer's **Primary Email**; type an address if it is empty.
3. Optionally add **Cc** addresses, separated by commas.
4. Check the **Subject** and **Message**. They are filled in from your company's email templates, with this invoice's number, customer, amounts and due date; change them for this email if you like.
5. Under **Attached to This Email**, the invoice PDF is always included. Tick any of the invoice's own attachments to include them too (at most three).
6. Choose whether to **Send Me a Copy**, and, if the customer has no primary email yet, whether to **Save as the Customer's Primary Email**.
7. Click **Send Invoice**. **Cancel** closes the panel without sending.

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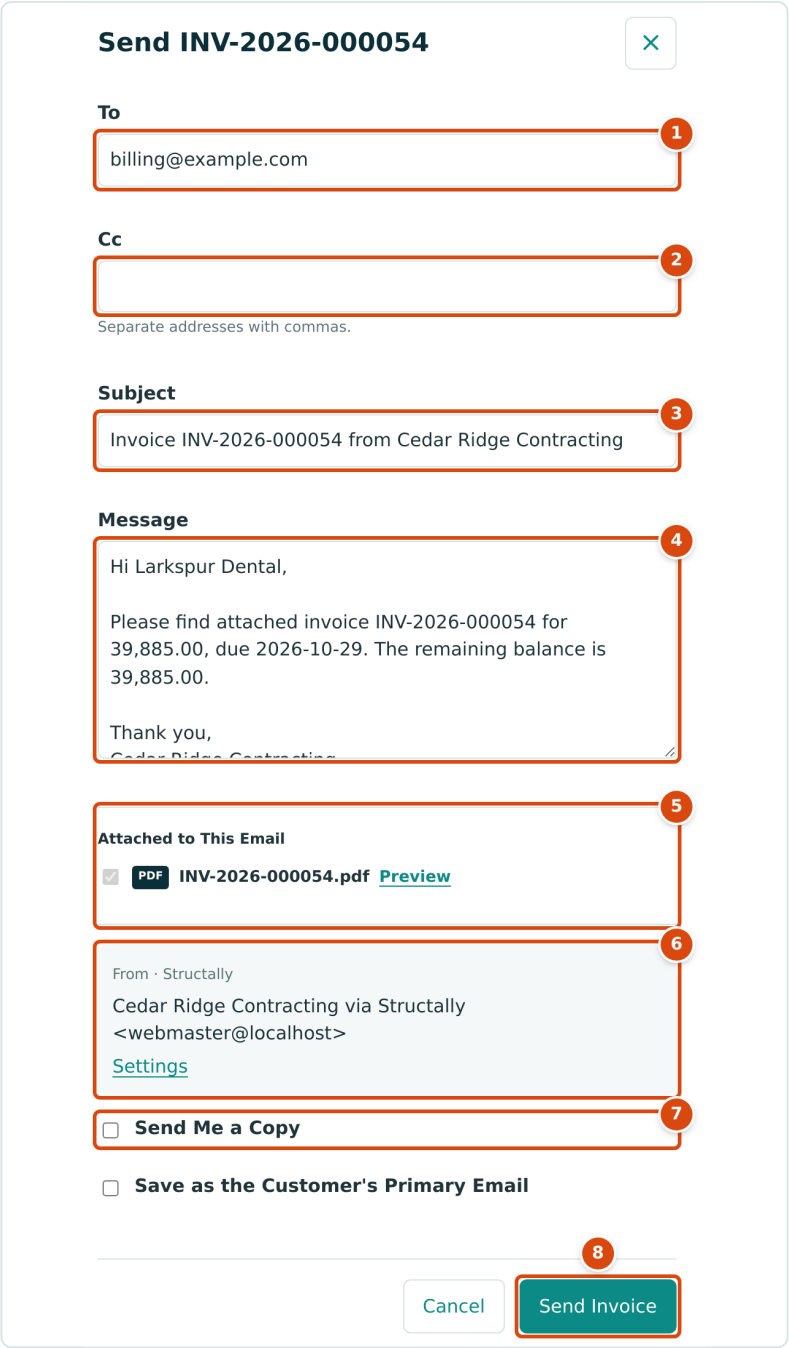

Figure 2-32 The send panel of INV-2026-000054.

1. **To**: the customer's address (required).
2. **Cc**: more recipients, separated by commas.
3. **Subject**: here *Invoice INV-2026-000054 from Cedar Ridge Contracting*.
4. **Message**: the body of the email, filled in from your template.

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5. **Attached to This Email**: the invoice PDF, which cannot be removed; **Preview** opens the print view in a new tab. The invoice's own attachments, when it has any, are listed below it with tick boxes.
6. **From**: how the email is sent and from which address. **Settings** opens the company settings, where a Company Admin manages email sending.
7. **Send Me a Copy**: sends a hidden copy to the email address in your Company Details. It starts ticked when that address is set. **Save as the Customer's Primary Email**, below it, appears only while the customer has no primary email.
8. **Send Invoice** sends the email.

Structally confirms *Queued to billing@example.com*. The email is prepared and sent in the background, usually within moments. When it has gone out, a **Sent** label appears next to the invoice's status.

What the Customer Receives

- An email with your **Subject** and **Message**.
- The invoice as a PDF named after its number, for example *INV-2026-000054.pdf*, laid out like the print view below.
- The attachments you ticked.

When email goes **Through Structally** (the panel shows **From · Structally**), the sender appears as your company's name followed by *via Structally*, and replies go to the email address in your Company Details, shown in the panel as *Replies go to …* when one is set. In the sample company no company email is set, and the sending address shown is the test system's own. When your company sends through its own email account, the panel shows **From · Your SMTP Account** and your own sender name and address. See Email Sending.

Following a Delivery

After the first send, the invoice page has a **Deliveries** section. Open it to see every attempt, newest first, with **When**, **To**, **Status** and **Details**. The status is **Queued** while the email waits, **Sent** once it has been handed to the mail service, or **Failed**, with the reason in **Details**.

Deliveries Not Shown

The sample company has never emailed an invoice and the guide does not send email, so there is no screenshot of the **Deliveries** section or of the **Sent** label.

If a delivery failed, correct the cause (often the address, or the company's email settings) and send the invoice again.

Without the panel

If your browser does not open the panel, **Send** opens a **Send Invoice** page with the same fields and a **Cancel** link back to the invoice.

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Printing an Invoice

1. Open the invoice and click ··· → **Print** (or the **Print** button, for users who cannot edit). The print view opens in place of the page.
2. Click **Print** to open your browser's print dialog. To keep a file, choose your browser's *Save as PDF* option there.
3. Click **Back to Invoice** to return.

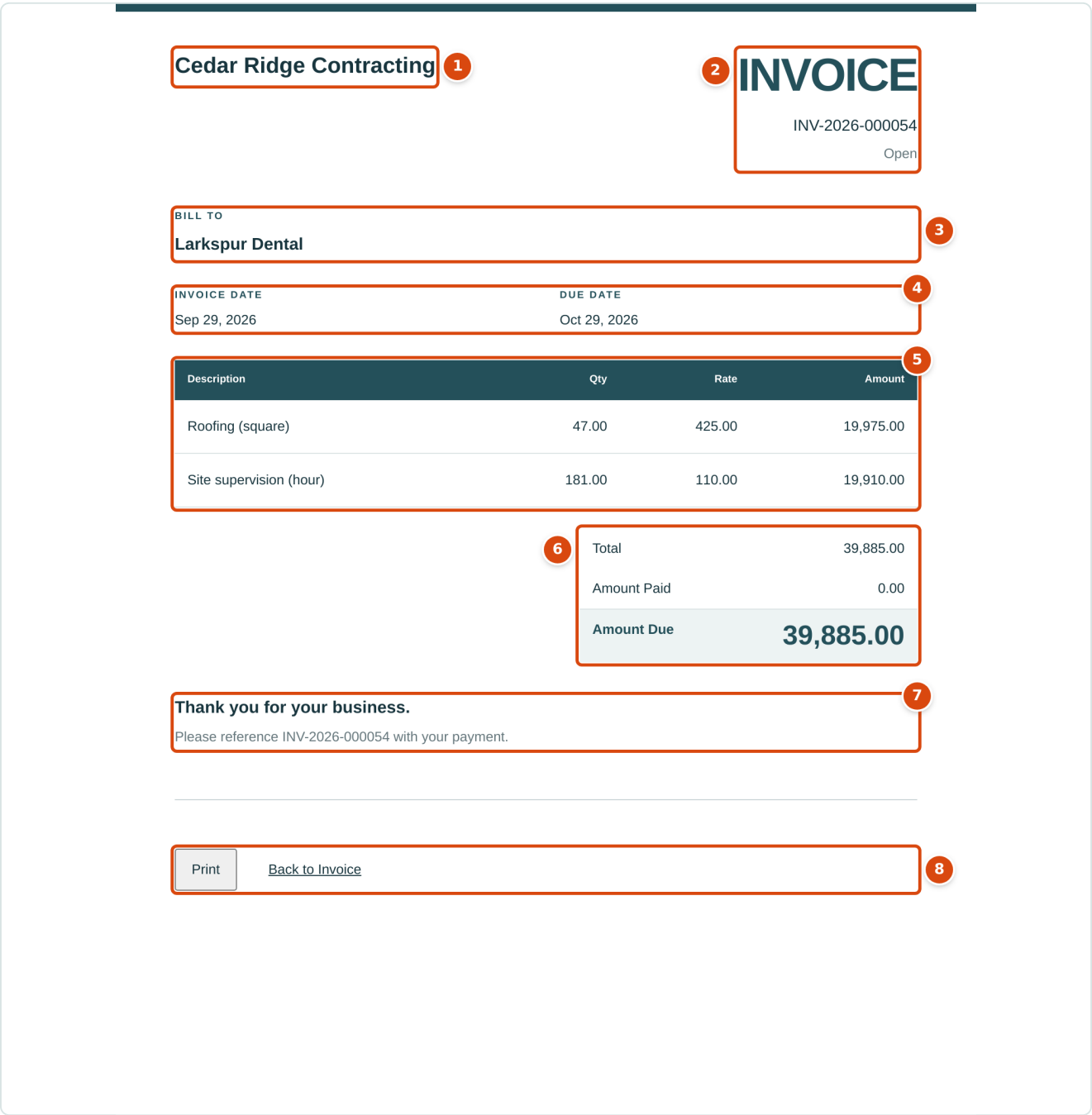

Figure 2-33 The print view of INV-2026-000054, Modern layout.

1. Your company's name (the legal name, if one is set in Company Details), with the logo, address, phone, email and tax ID when they are set and your Document Design shows them.
2. **INVOICE**, the invoice number and its status.
3. **Bill To**: the customer's name and billing address.
4. **Invoice Date** and **Due Date**, plus **Terms** and **Your Reference** when the invoice has them and your Document Design shows them.
5. The lines: **Description**, **Qty**, **Rate** and **Amount**, and a **Retainage** column when retainage is held.
6. **Total**, **Less Retainage Held** (when retainage is held), **Amount Paid** and **Amount Due**.
7. Your thank-you line and *Please reference INV-2026-000054 with your payment.*, followed by payment instructions and the memo when your Document Design includes them.
8. **Print** and **Back to Invoice**. They do not appear on paper.

Amount Paid and **Amount Due** are worked out on the day you print or send: an invoice printed after a partial payment shows what is still due. A void invoice shows an amount due of 0.00. In the emailed PDF, each page carries your footer line and a page number.

Pay Application Invoices

An invoice created by a pay application prints as an **Application for Payment** instead, with the contract summary and the schedule of values, and is sent the same way.

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Cedar Ridge Contracting

APPLICATION FOR PAYMENT

INV-2026-000049

Pay Application 9 · Revision 1

Paid

TO OWNER	PROJECT	CONTRACT
Summit Tech Park	J-2004 · Summit Tech Park Office Building 2200 Summit Parkway	Contract Date Dec 1, 2025 Architect Summit Design Partners Architect Project SDP-2512

PERIOD TO	APPLICATION DATE	DUE DATE
Aug 25, 2026	Aug 25, 2026	Sep 14, 2026

1	Original Contract Sum	1,600,000.00
2	Net Change by Change Orders	0.00
3	**Contract Sum to Date (1 + 2)**	**1,600,000.00**
4	Total Completed and Stored to Date	949,461.80
5	Retainage	
	a. On Completed Work	94,946.15
	b. On Stored Materials	0.00
	Total Retainage Held	**94,946.15**
6	Total Earned Less Retainage (4 − 5)	854,515.65
7	Less Previous Certificates for Payment	733,835.11
8	**Current Payment Due (6 − 7)**	**120,680.54**
9	Balance to Finish, Including Retainage (3 − 6)	745,484.35

CHANGE ORDERS APPROVED

Number	Name	Approved Date	Amount
		Additions 0.00	Deductions 0.00 **Net 0.00**

CONTRACTOR

Cedar Ridge Contracting requests payment of the current payment due for work completed and materials stored through the period shown.

Signature

APPROVED FOR PAYMENT

Amount Approved

Amount

Signature

Date

Figure 2-34 The print view of a pay application invoice (top of the first page).

Changing How Invoices Look

A Company Admin sets the look of printed and emailed invoices in **Settings** → **Document Design**: the **Modern** or **Classic** layout, the accent color, the logo, which details appear (address and phone, tax ID, reference, terms, quantity and rate, item names, payment instructions, memo), the thank-you line and the footer. The subject and message templates for email are in **Settings** → **Email Sending**. See Document Design and Email Sending.

Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
There is no **Send** button.	The invoice is a draft or void, or you do not have **Edit** access.	Post the draft first; ask a user with Edit access to send it.
This field is required. under **To**	No address was entered.	Type the customer's email address.

Message or Symptom	Why It Happens	What to Do
Enter a valid email address.	**To** or one of the **Cc** addresses is incomplete.	Correct the address; separate several Cc addresses with commas.
Only posted invoices can be sent.	The invoice was a draft or was voided.	Post the draft, or send the corrected invoice instead.
Choose attachments of this invoice.	More than three attachments were ticked.	Tick at most three.
A delivery shows **Failed**.	The mail service refused the email; **Details** gives the reason.	Correct the address or ask a Company Admin to check Email Sending, then send again.
Settings in the panel leads to a page you cannot open.	Settings is limited to Company Admins (and users given Settings access).	Ask a Company Admin to change the sending settings.
Send Me a Copy never arrives.	No email address is set in Company Details.	Ask a Company Admin to add one in Company Details.

Related Topics

- Posting, Editing, and Voiding Invoices
- Creating an Invoice
- Document Design
- Email Sending
- Customer Statements

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receive payment | receipts | customer payments | undeposited funds | partial payment | unapplied credit

3.8 Receiving Customer Payments

A **receipt** records money a customer has paid you: a check, a wire, an ACH transfer. Recording the receipt puts the money in a cash account and reduces what the customer owes. You then **apply** (allocate) the receipt to the invoices it pays, so each invoice shows the right open balance and becomes **Paid** when it is settled.

A receipt is posted the moment you save it; there is no draft. Most companies record checks into **Undeposited Funds**, a holding account for money received but not yet taken to the bank, and then group them into one bank deposit; see Making Deposits.

Before You Begin

- The customer is active and has posted invoices. You can also record a payment that is not yet tied to an invoice (see Overpayments and Unapplied Amounts).
- The account the money goes into exists as a bank or cash account in the Chart of Accounts, for example **1050 Undeposited Funds** or **1010 Operating Checking**.
- You need **Edit** access to **Customers & Invoices**. Company Admins, Accountants and Project Managers have it; Viewers do not. See Roles and Permissions.

Navigation

Customers & Invoices → **Receipts** → **Receive Payment**, or **Create** → **Receive Payment** at the top of any page. **Receive Payment** on an open invoice, on a customer's page and on the overview opens the same page with the customer already chosen.

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The Receipts List

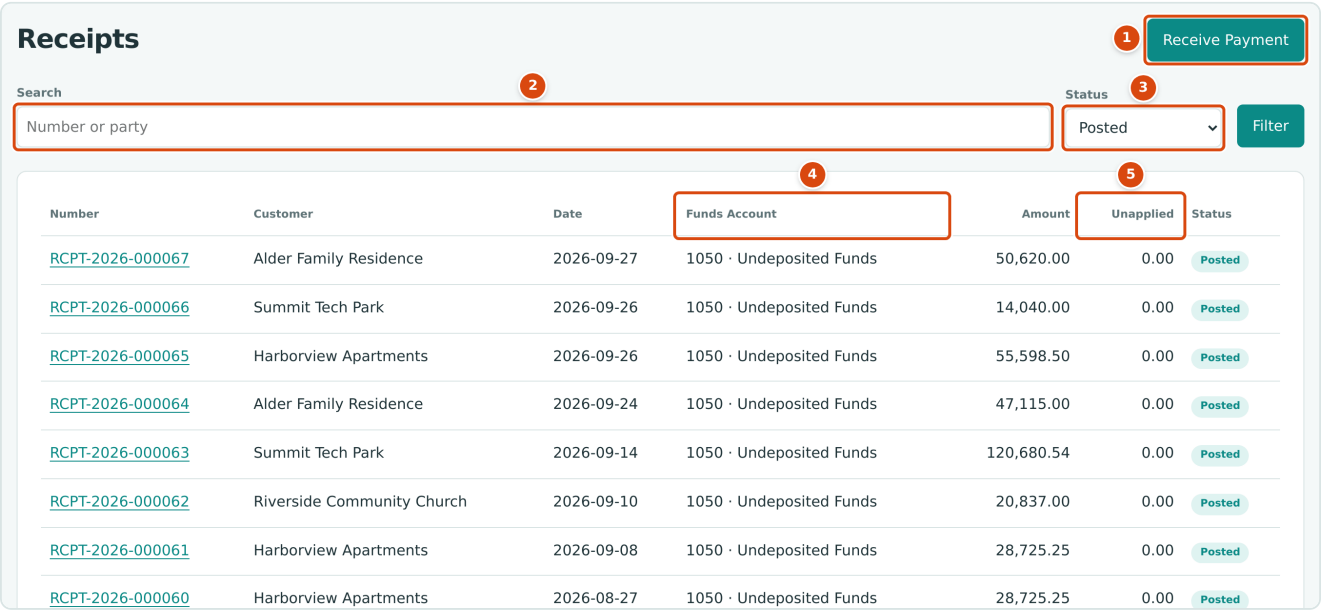

Figure 2-35 The Receipts list of the sample company.

1. **Receive Payment** opens the page for a new receipt.
2. **Search** finds receipts by number or customer name.
3. **Status**: **Posted** (the default), **Reversed** or **All**.
4. **Funds Account**: the account the money went into.
5. **Unapplied**: the part of the receipt not yet applied to an invoice.

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The Receive Payment Page

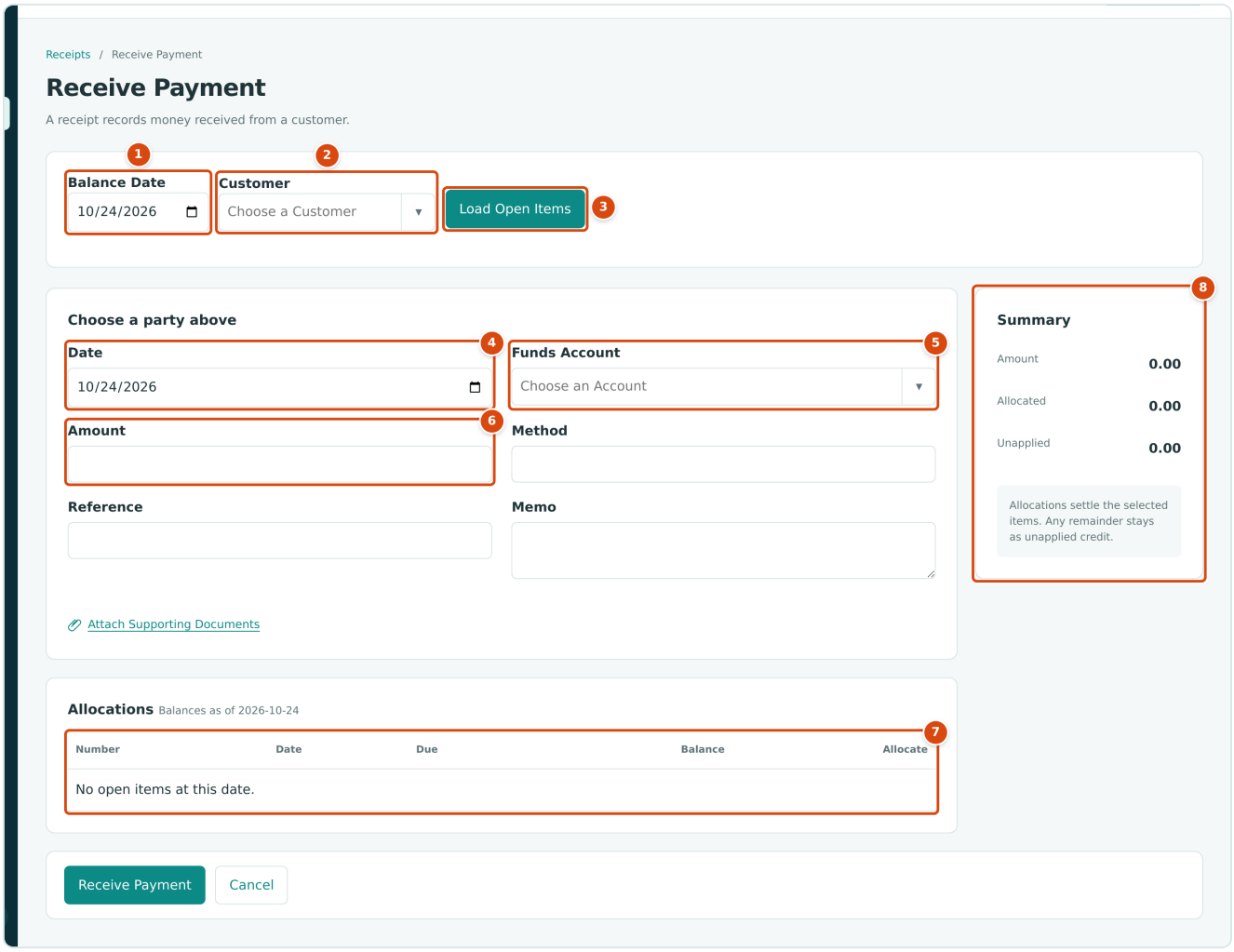

Figure 2-36 The Receive Payment page, before a customer is chosen.

1. **Balance Date**: the date the open invoices and their balances are worked out for. It starts as today.
2. **Customer**: who paid. Choosing a customer loads their open invoices.
3. **Load Open Items** reloads the invoices after you change the balance date.
4. **Date**: the receipt date, the accounting date of the payment.
5. **Funds Account**: where the money goes.
6. **Amount**: the total received.
7. The **Allocations** table: the customer's open invoices, with an **Allocate** box for each.
8. **Summary**: the amount, how much is allocated and what is left unapplied.

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Step by Step

Choose the Customer

1. Open **Customers & Invoices** → **Receipts** and click **Receive Payment**.
2. In **Customer**, start typing the name and choose the customer. The page reloads with the customer's name above the form and their open invoices in **Allocations**.
3. To see balances on another day, change **Balance Date** and click **Load Open Items**. The receipt **Date** follows the balance date.

Enter the Receipt

1. Check **Date**, the day the payment was received.
2. Choose the **Funds Account**: **1050 Undeposited Funds** for checks you will take to the bank later with other receipts, or the bank account itself, such as **1010 Operating Checking**, when the money is already in the bank.
3. Type the **Amount** received.
4. Optionally record the **Method** (for example *check* or *ACH*) and the **Reference** (for example the check number), and a **Memo**.
5. Optionally click **Attach Supporting Documents** to add a scan of the check or the remittance advice (up to 3 files of 5 MB each).

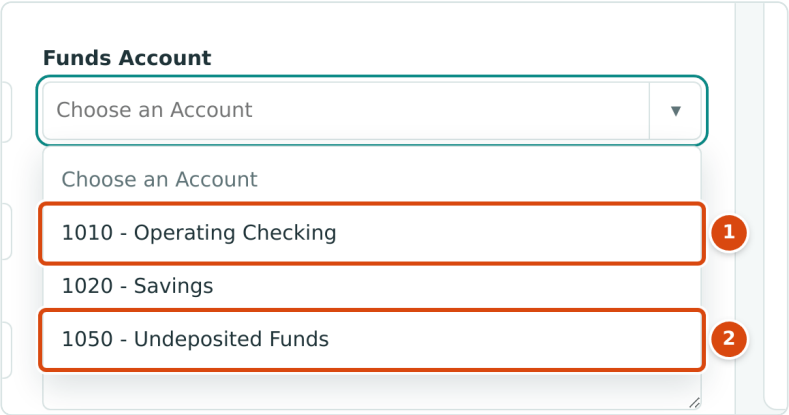

Figure 2-37 Only bank and cash accounts are offered.

1. A bank account, for money already deposited.
2. **Undeposited Funds**, for money waiting to be deposited.

Apply It to Invoices

1. In **Allocations**, type the amount paid on each invoice in its **Allocate** box. You can apply one receipt to several invoices.

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2. Watch the **Summary**: **Allocated** adds up the allocations and **Unapplied** shows what is left of the amount.
3. Click **Receive Payment**. **Cancel** returns to the list without saving.

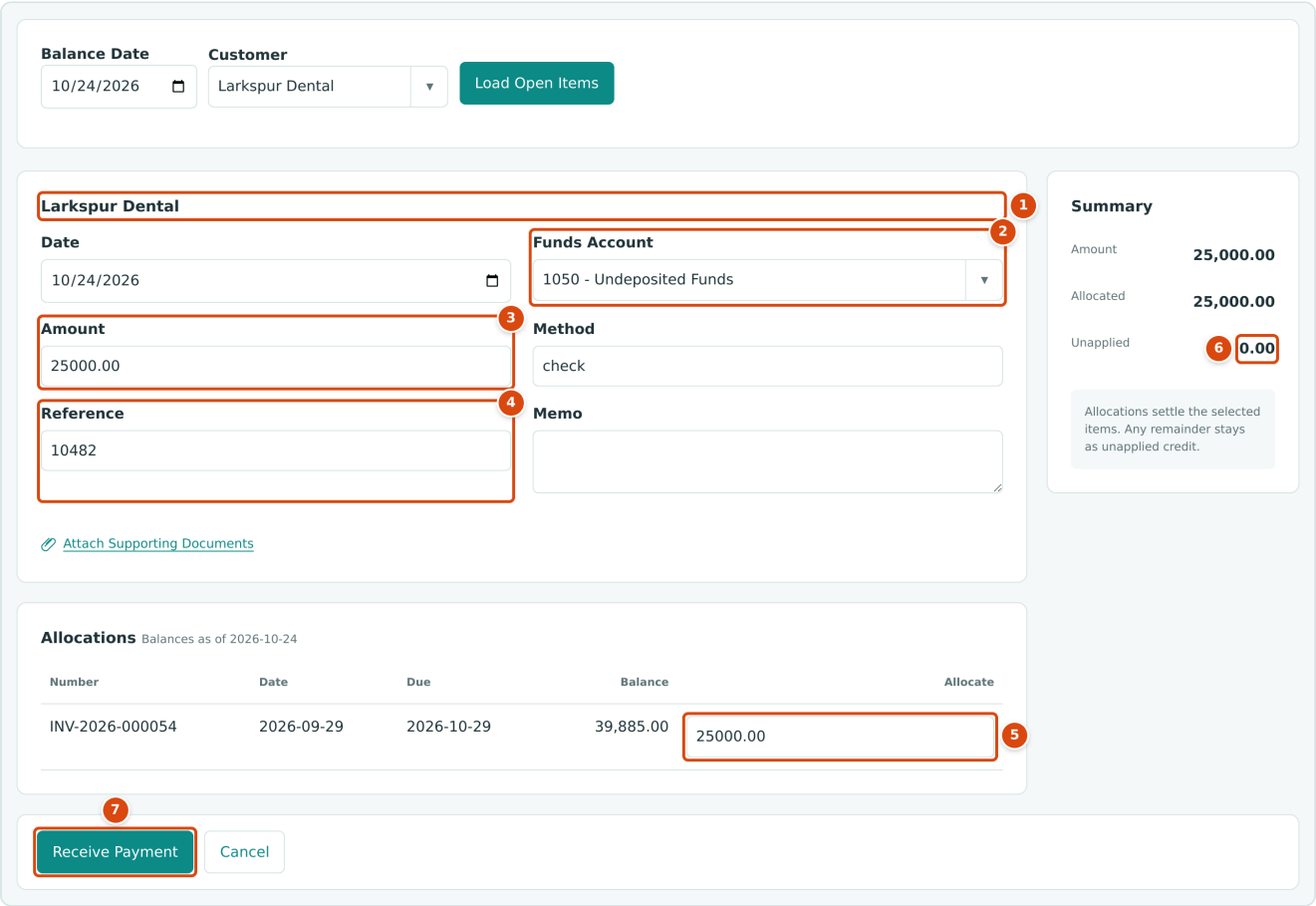

Figure 2-38 A partial payment from Larkspur Dental.

1. The customer, chosen above.
2. **Funds Account**: **1050 - Undeposited Funds**.
3. **Amount**: the 25,000.00 received.
4. **Reference**: the customer's check number.
5. **Allocate**: 25,000.00 applied to INV-2026-000054, whose balance is 39,885.00.
6. **Unapplied**: 0.00, because the whole receipt is applied.
7. **Receive Payment** posts the receipt.

The receipt's page opens. Receipt numbers are assigned automatically as **RCPT-**year**-**sequence.

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Starting From an Invoice

Receive Payment on an open invoice (or on an overdue invoice in the overview) chooses the customer and fills in both the **Amount** and that invoice's **Allocate** box with its open balance:

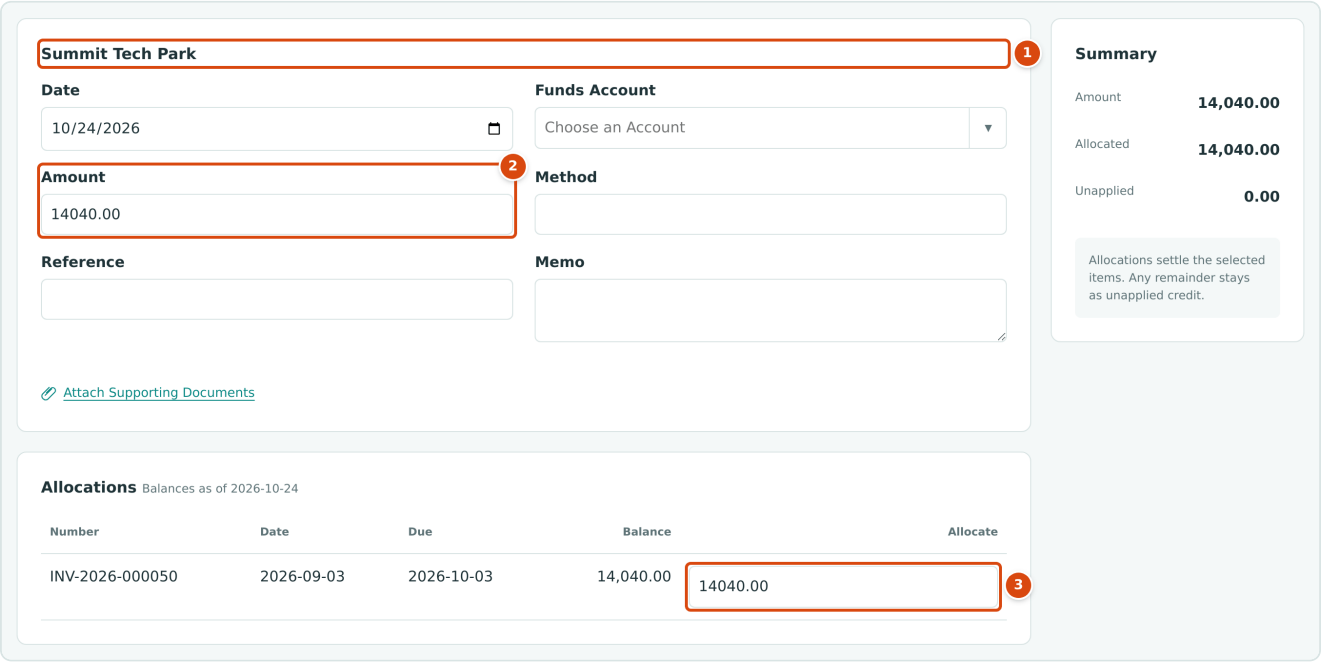

Figure 2-39 Receive Payment opened from invoice INV-2026-000050.

1. The customer of the invoice.
2. **Amount**: the invoice's open balance.
3. **Allocate**: the same amount on that invoice.

Choose the **Funds Account**, check the amount against the check, and click **Receive Payment**. **Receive Payment** on a customer's page chooses the customer but leaves the amounts for you to enter.

Partial Payments

When the customer pays less than an invoice's balance, allocate what was paid. The invoice stays **Open** with the label **Partly Paid** (or **Overdue**, once past its due date), and its **Open Balance** drops by the amount received. A later receipt pays the rest.

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Overpayments and Unapplied Amounts

When the **Amount** is more than you allocate, the rest stays on the receipt as **unapplied credit**. It still reduces the customer's balance, appears in the **Credits Available** tile of the customer's page and in the AR Aging report, and waits to be applied to a future invoice or refunded.

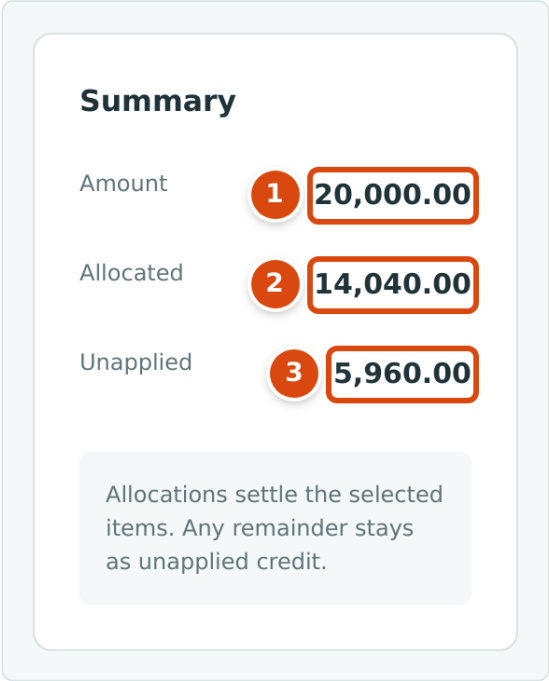

Figure 2-40 A receipt larger than the invoices it pays.

1. **Amount**: the 20,000.00 received.
2. **Allocated**: the 14,040.00 applied to the open invoice.
3. **Unapplied**: 20,000.00 − 14,040.00 = 5,960.00 left as credit.

You can also record a payment with nothing allocated, for example a deposit received before you invoice; the whole amount is then unapplied.

Applying Unapplied Credit Later

When a receipt has unapplied credit, its page shows an **Apply Credit** button and an **Apply Credit** section: *Allocate unapplied credit to the selected open items.*

1. Open the receipt and go to **Apply Credit**.
2. Set the **Date** of the application. It cannot be before the receipt date.
3. Type amounts in the **Allocate** boxes of the customer's open invoices.
4. Click **Apply Credit**.

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The invoices' balances drop and the receipt's **Unapplied** amount shrinks. Applying credit writes no journal entry: the money was already recorded when the receipt was posted.

Apply Credit Not Shown

Every receipt in the sample company is fully applied, so there is no screenshot of the **Apply Credit** section. It uses the same **Allocations** table as the Receive Payment page.

To pay unapplied credit back to the customer instead, record a customer refund in Banking; see Recording a Refund.

The Receipt Page

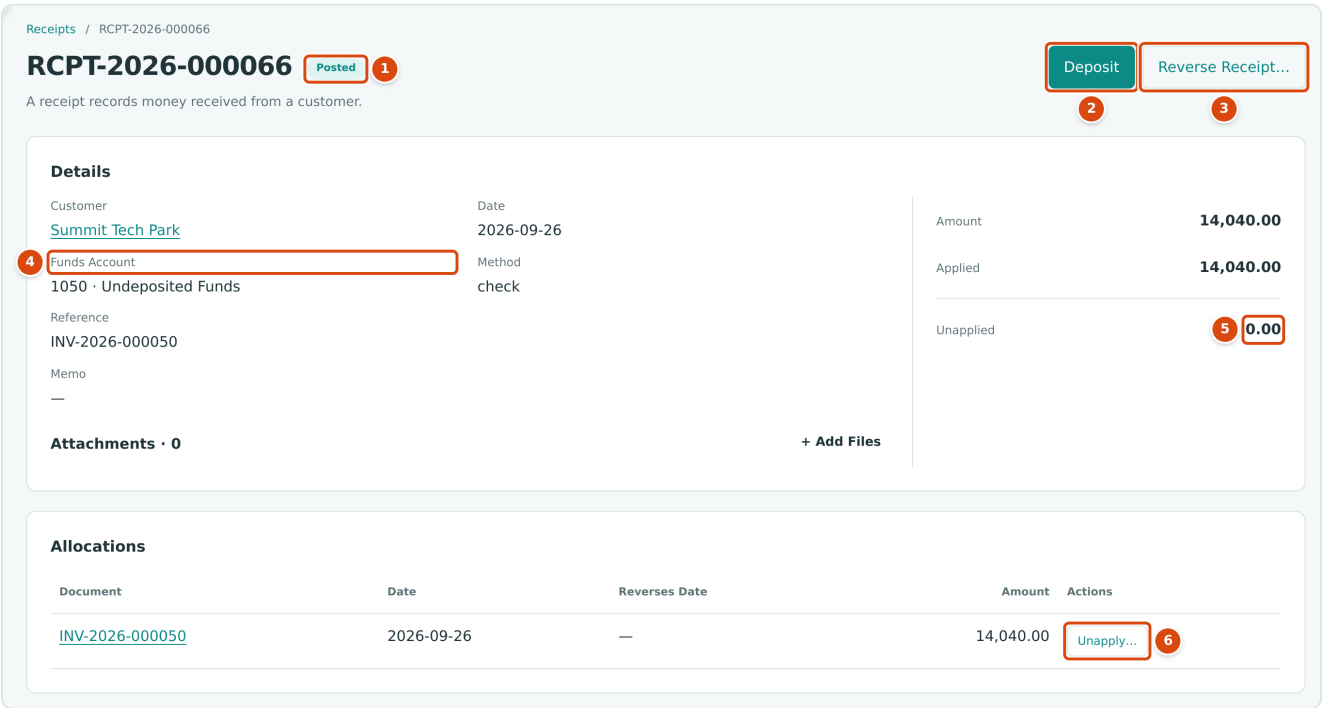

Figure 2-41 A posted receipt, still in Undeposited Funds.

1. **Posted**: the receipt is recorded. A reversed receipt shows **Reversed**.
2. **Deposit** opens Make Deposit. It appears while the receipt has not yet been included in a deposit.
3. **Reverse Receipt…** opens the reverse panel.
4. **Funds Account**: where the money went.
5. **Unapplied**: what is left to apply. When it is more than 0.00, an **Apply Credit** button appears at the top.
6. **Unapply…** takes the allocation back off the invoice.

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The **Allocations** table lists each invoice the receipt paid, with the date of the allocation. Below it are the **Posting Entry**, a **Reversal Entry** once reversed, any **Refunds**, and the **History**.

Unapplying and Reversing a Receipt

Unapplying an Allocation

Unapply an allocation when the money was applied to the wrong invoice. The receipt stays posted; only the allocation is taken back.

1. On the receipt's page, click **Unapply…** next to the allocation.
2. Set the **Date** of the change. It cannot be before the allocation date.
3. Click **Unapply**.

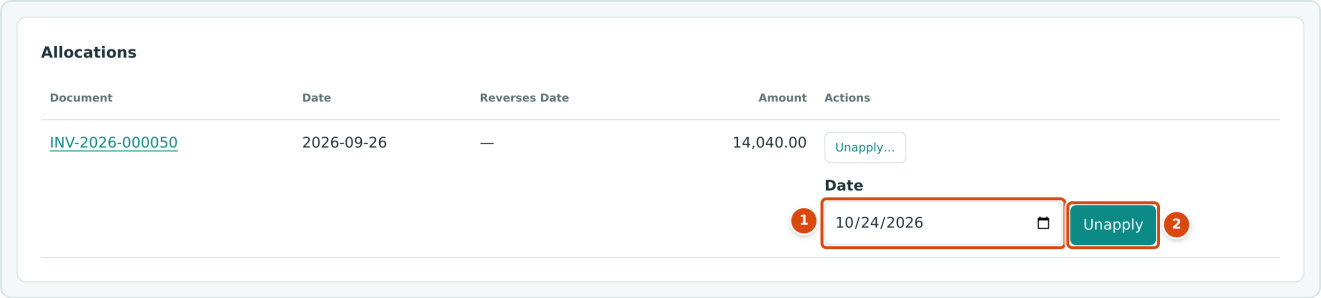

Figure 2-42 Unapplying the allocation to INV-2026-000050.

1. **Date**: when the allocation is taken back.
2. **Unapply** takes it back.

A negative row dated on that day appears under the allocation, the invoice goes back to **Open** with its balance restored, and the amount becomes unapplied on the receipt, ready to apply to the right invoice. No journal entry is written.

Reversing a Receipt

Reverse a receipt that should not have been recorded: a bounced check, a duplicate, a payment entered for the wrong customer.

1. On the receipt's page, click **Reverse Receipt…**.
2. Set the **Date** of the reversal (it cannot be before the receipt date or in a closed period) and, optionally, a **Memo**.
3. Click **Reverse Receipt**. **Cancel** closes the panel.

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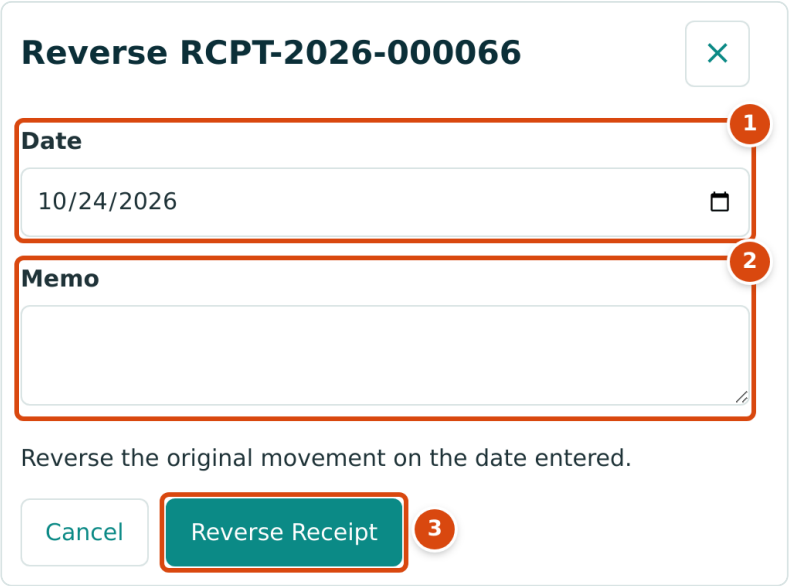

Figure 2-43 The reverse panel. Reverse the original movement on the date entered.

1. **Date**: the accounting date of the reversal.
2. **Memo**: an optional reason.
3. **Reverse Receipt** reverses it.

Structally writes a reversal entry on that date, takes back every allocation (each invoice returns to **Open**), and marks the receipt **Reversed**. A receipt already included in a deposit must have the deposit reversed first.

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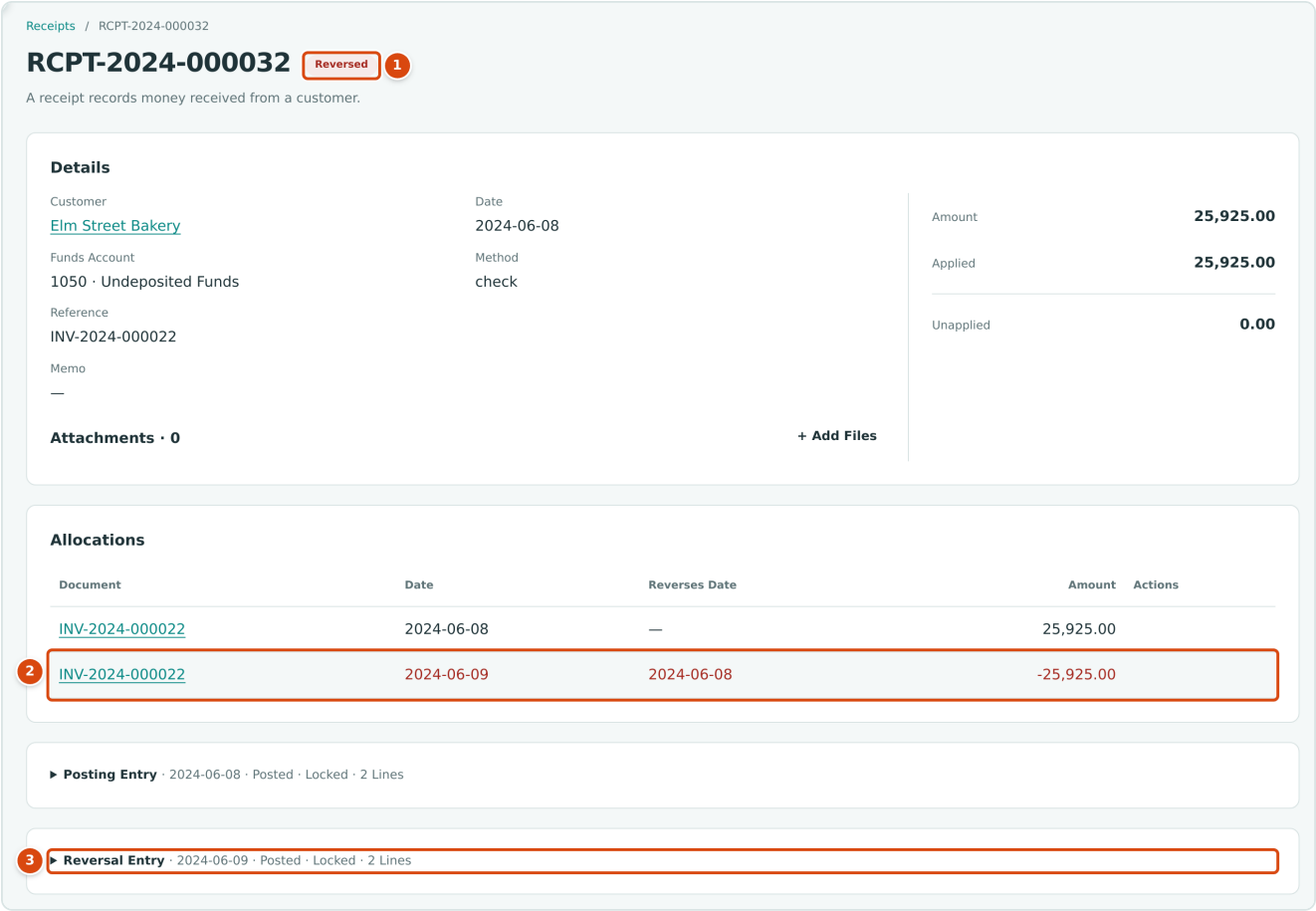

Figure 2-44 A reversed receipt in the sample company.

1. **Reversed**: the receipt no longer counts.
2. The allocation taken back on the reversal date, with **Reverses Date** pointing to the original allocation.
3. **Reversal Entry**: click it to see the reversing journal entry.

Field Reference

Field	Description	Required	Example
Balance Date	The date open invoices and balances are shown for. Also sets the starting receipt date.	No	10/24/2026
Customer	Who paid. Active customers only.	Yes	Larkspur Dental

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Field	Description	Required	Example
Date	The receipt date and accounting date. Must not be before the date of any invoice it pays, and must be after the Books Closed date.	Yes	10/24/2026
Funds Account	The bank or cash account the money goes into.	Yes	1050 - Undeposited Funds
Amount	The total received, positive, up to two decimals.	Yes	25,000.00
Method	How the customer paid, up to 20 characters.	No	check
Reference	The check or transaction number, up to 60 characters.	No	10482
Memo	A note shown on the receipt.	No	Partial payment, PO 7713
Allocate	The amount applied to each open invoice. At most the invoice's balance; all allocations together at most the **Amount**.	No	25,000.00
Attach Supporting Documents	Up to 3 files of 5 MB each.	No	Check-10482.pdf

Worked Example: A Partial Payment

On October 24, 2026, Larkspur Dental sends check 10482 for $25,000.00 toward invoice INV-2026-000054 ($39,885.00). You record it into Undeposited Funds and allocate the whole check to the invoice, as in the figure above.

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Item	Amount
Invoice INV-2026-000054	$39,885.00
Check 10482 applied	$25,000.00
Still open on the invoice (39,885.00 − 25,000.00)	$14,885.00

Receiving the payment records this entry:

Account	Debit	Credit
1050 Undeposited Funds	25,000.00	
1100 Accounts Receivable		25,000.00

INV-2026-000054 stays **Open**, now **Partly Paid**, with an open balance of $14,885.00. When you take the check to the bank, a deposit moves the $25,000.00 from 1050 Undeposited Funds to 1010 Operating Checking.

What Happens After You Receive a Payment

	Result
Receipt status	**Posted**; **Reversed** if you reverse it
Journal entry	One entry on the receipt date: debit the funds account, credit Accounts Receivable for the full amount (applied and unapplied), locked
Invoices allocated	Open balance reduced; **Paid** when nothing is left
Customer balance	Reduced by the full amount
Undeposited Funds	Holds the receipt until it is included in a deposit, if you chose it

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	Result
Can be changed	No; unapply allocations, apply unapplied credit, or reverse the receipt

The Posting Entry

Open **Posting Entry** on the receipt's page to see its journal entry:

▾ **Posting Entry** · 2026-09-26 · Posted · Locked · 2 Lines

Date: 2026-09-26 · Customer Receipt

Account	Description	Debit	Credit
1050		14,040.00	0.00
1100		0.00	14,040.00

Figure 2-45 The posting entry of RCPT-2026-000066.

A receipt always debits its funds account and credits **Accounts Receivable** for the whole amount. Applying, unapplying and re-applying credit move amounts between invoices of the same customer and write no entry. Reversing writes the opposite entry on the reversal date.

Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
No open items at this date.	The customer has no unpaid posted invoice on the balance date.	Check the customer and the **Balance Date**, or record the payment as unapplied credit.
Allocations exceed receipt amount	The allocations add up to more than the **Amount**.	Raise the amount or lower the allocations.
Allocation exceeds invoice balance	More was allocated to an invoice than it owes on the receipt date.	Allocate at most the invoice's balance; leave the rest unapplied.

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Message or Symptom	Why It Happens	What to Do
Receipt date is before invoice date	The receipt is dated before an invoice it pays.	Correct the receipt date.
Invoice must be open; status is paid	The invoice was paid by another receipt or credit in the meantime.	Reload the open items with **Load Open Items**.
Customer must be active.	The customer was deactivated.	Reactivate the customer first.
Accounting date must be after the company closing date.	The receipt date is in a closed period.	Use a later date, or ask a Company Admin.
Receipt is deposited; reverse the deposit first	The receipt is part of a posted deposit.	Reverse the deposit in Banking, then the receipt.
Receipt has refunds; reverse them first	Part of the receipt was refunded.	Reverse the refund in Banking first.
Entry is matched to a bank line; unmatch it first	The receipt is matched in the bank feed.	Unmatch it in Reviewing the Bank Feed.
Reversal date cannot be earlier than the journal entry date.	The reversal is dated before the receipt.	Use the receipt date or later.
Allocation date is before receipt date	**Apply Credit** was dated before the receipt.	Use the receipt date or later.
Allocations exceed unapplied receipt amount	You applied more credit than is unapplied.	Lower the allocations.
Unapply date is before allocation date	The unapply date is earlier than the allocation.	Use the allocation date or later.

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Message or Symptom	Why It Happens	What to Do
A receipt was recorded in the bank account but the money was deposited with other checks.	It should have gone to Undeposited Funds.	Reverse it and record it again into Undeposited Funds, then make the deposit.

Related Topics

- Making Deposits
- Recording a Refund
- Credit Memos
- Posting, Editing, and Voiding Invoices
- Aging Reports and Customer Statements
- Reconciling an Account

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credit memos | customer credit | goodwill credit | apply credit | accounts receivable

3.9 Credit Memos

A **credit memo** reduces what a customer owes you: a goodwill credit for a schedule delay, a price adjustment, a billing mistake found after the invoice went out, materials returned. Posting the credit memo reverses the revenue on the income account (and job) you choose and lowers the customer's balance. You then **apply** it to the customer's open invoices, or refund it.

Use a credit memo when an invoice was right when posted but the customer now owes less, or when the invoice is already partly paid. To cancel an invoice entered in error, void it instead.

Before You Begin

- The customer is active.
- The income accounts you will reduce exist in the Chart of Accounts. Items can be used as on invoices (see Items).
- You need **Edit** access to **Customers & Invoices**. Company Admins, Accountants and Project Managers have it; Viewers can only look. See Roles and Permissions.

Navigation

Customers & Invoices → Credit Memos → New Credit Memo.

The Credit Memos List

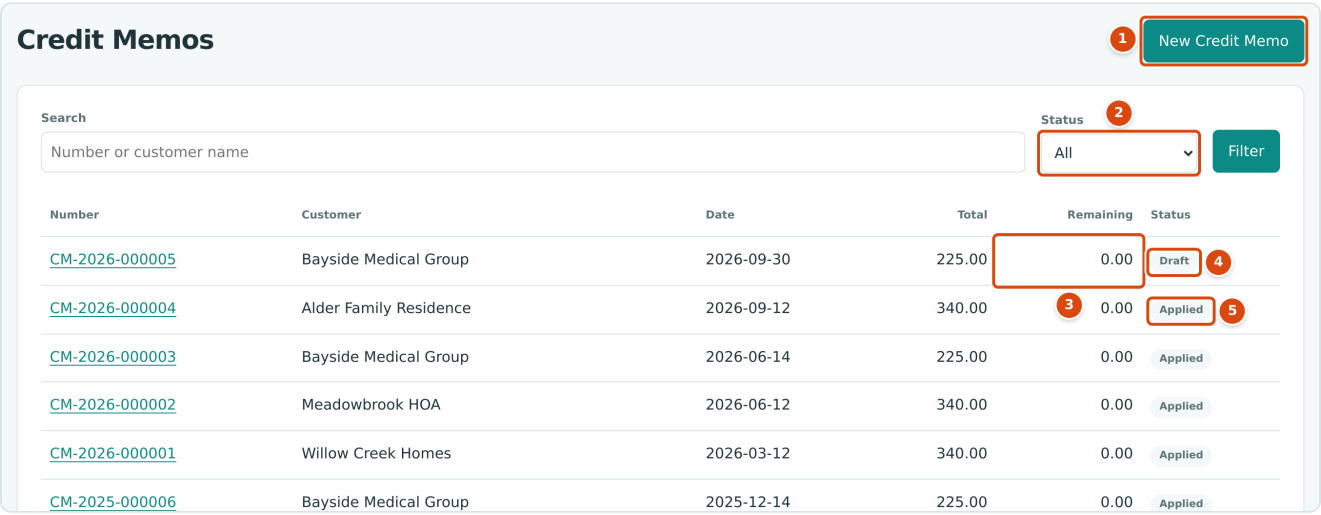

Figure 2-46 The Credit Memos list with the status filter set to All.

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1. **New Credit Memo** opens the form.
2. **Status**: **Draft and Open** (the default), **Draft**, **Open**, **Applied**, **Void** or **All**. Click **Filter** to apply it.
3. **Remaining**: the part of a posted credit memo not yet applied or refunded.
4. **Draft**: saved, not posted.
5. **Applied**: fully used on invoices.

Search finds credit memos by number or customer name.

Status	Meaning
Draft	Saved, not posted. No effect on your books.
Open	Posted, with an amount remaining to apply or refund.
Applied	Posted and fully used. Goes back to **Open** if an application is unapplied.
Void	Voided; its posting entry has been reversed.

Creating a Credit Memo

1. Open **Customers & Invoices** → **Credit Memos** and click **New Credit Memo**.
2. Choose the **Customer**.
3. Set the **Date**, the accounting date of the credit.
4. Optionally type a **Reference** and choose a **Location**.
5. Enter the lines as on an invoice: choose an **Item**, or an income **Account** with an **Amount** (or a **Qty** and **Rate**), and type a **Description** the customer will understand.
6. To reduce a job's revenue, tick **Job Costing** and choose the **Job** on the line.
7. Add a **Memo** explaining the credit, and attachments if you have them.
8. Click **Save Draft**, or **Post Credit Memo** to post it now.

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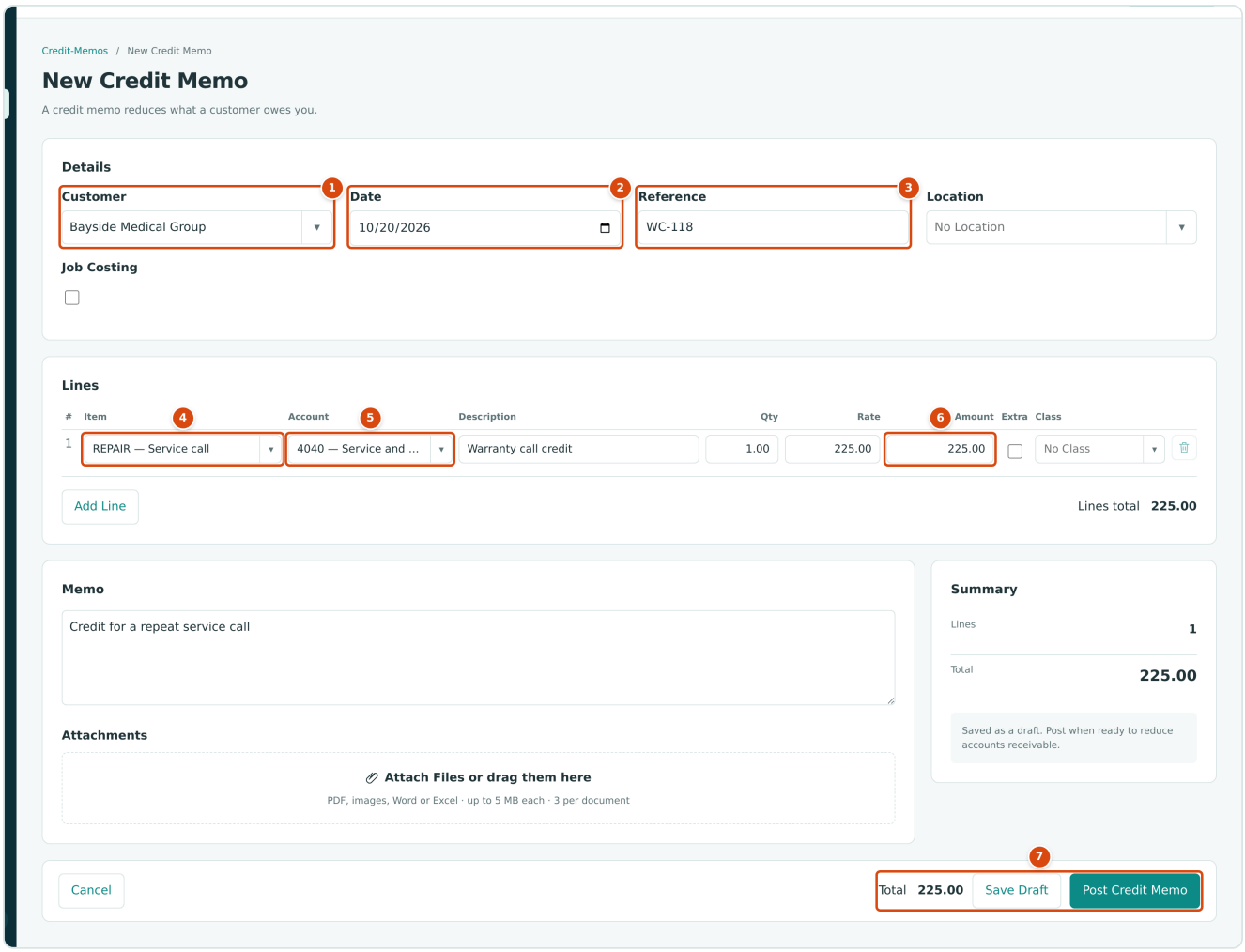

Figure 2-47 A credit memo for a repeat service call.

1. **Customer**: who receives the credit.
2. **Date**: the credit's accounting date.
3. **Reference**: your own or the customer's reference.
4. **Item**: here **REPAIR — Service call**, which fills in the account, a quantity of 1.00 and the rate.
5. **Account**: the income account reduced, **4040 — Service and Repair Revenue**.
6. **Amount**: 1.00 × 225.00 = 225.00.
7. **Total**, **Save Draft** and **Post Credit Memo**.

A credit memo has no terms, due date or retainage. Like an invoice line, a credit memo line on a job billed through an approved schedule of values must be ticked **Extra**.

Structally confirms with *Credit memo CM-2026-000006 saved as a draft.* or *Credit memo CM-2026-000006 posted to accounts receivable.* and opens the credit memo. Numbers are assigned as **CM-**year**-**sequence.

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Posting or Editing a Draft

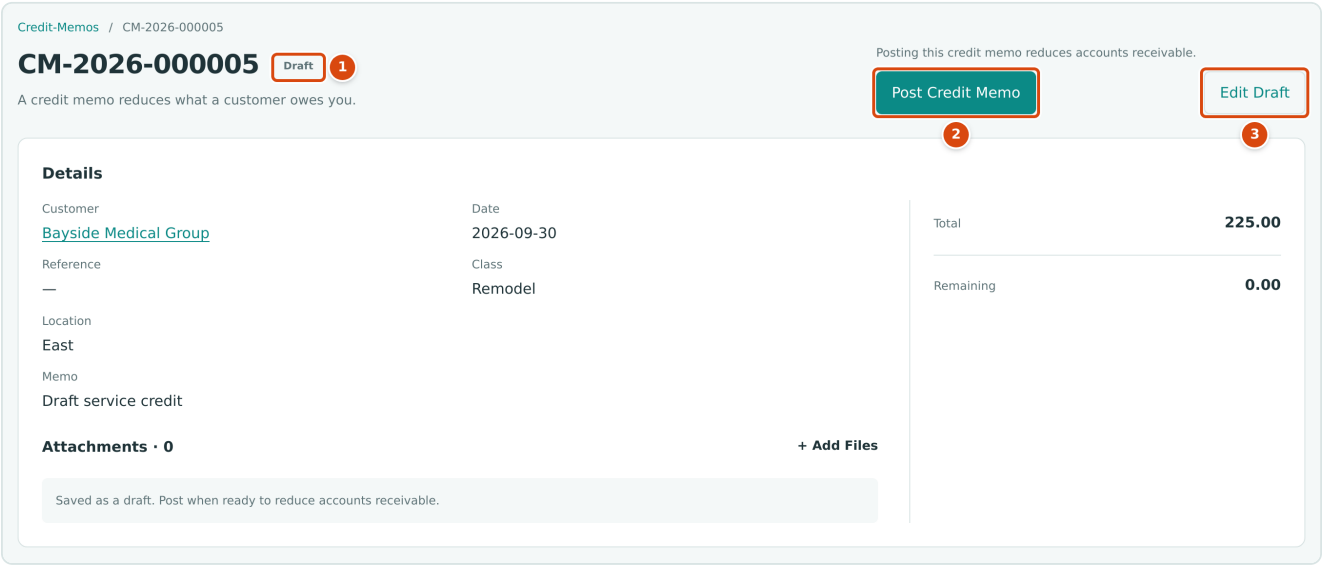

Figure 2-48 A draft credit memo.

1. **Draft**: not yet posted.
2. **Post Credit Memo** posts it. The page reads *Posting this credit memo reduces accounts receivable.*
3. **Edit Draft** reopens the form. The customer cannot be changed, and the form has only **Save Draft**: post from this page afterward.

Draft credit memos cannot be deleted; a draft never affects your books.

Applying a Credit Memo to Invoices

A posted credit memo with an amount **Remaining** shows an **Apply Credit** button and an **Apply Credit** section listing the customer's open invoices.

1. Open the credit memo and go to **Apply Credit**.
2. Set the **Date** of the application. It cannot be before the credit memo's date or the date of an invoice you apply it to.
3. In **Allocate**, type the amount to apply to each invoice. **Allocated** shows the total.
4. Click **Apply Credit**.

Each invoice's open balance drops, and an invoice with nothing left becomes **Paid**. The credit memo's **Remaining** drops; when it reaches 0.00 the credit memo becomes **Applied**. Applying writes no journal entry: the credit memo already reduced accounts receivable when it was posted.

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Apply Credit Not Shown

Every posted credit memo in the sample company is already applied, so there is no screenshot of the **Apply Credit** section. It has a **Date** field, the customer's open invoices with an **Allocate** box each (the same table as on the Receive Payment page), the **Allocated** total and the **Apply Credit** button.

On the invoice, the credit appears under **Credits Applied**:

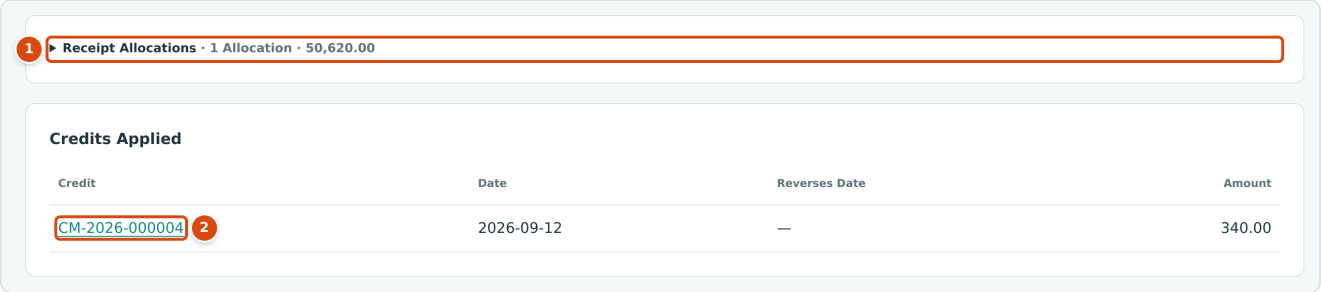

Figure 2-49 INV-2026-000051, paid by a receipt and a credit memo.

1. **Receipt Allocations**: the receipts that paid the invoice. Click to open the list.
2. **Credits Applied**: the credit memo applied to it, with the date and amount.

To pay a credit memo's remaining amount back to the customer instead, record a customer refund in Banking; see Recording a Refund.

Unapplying a Credit Memo

Unapply when a credit was applied to the wrong invoice, or before voiding it.

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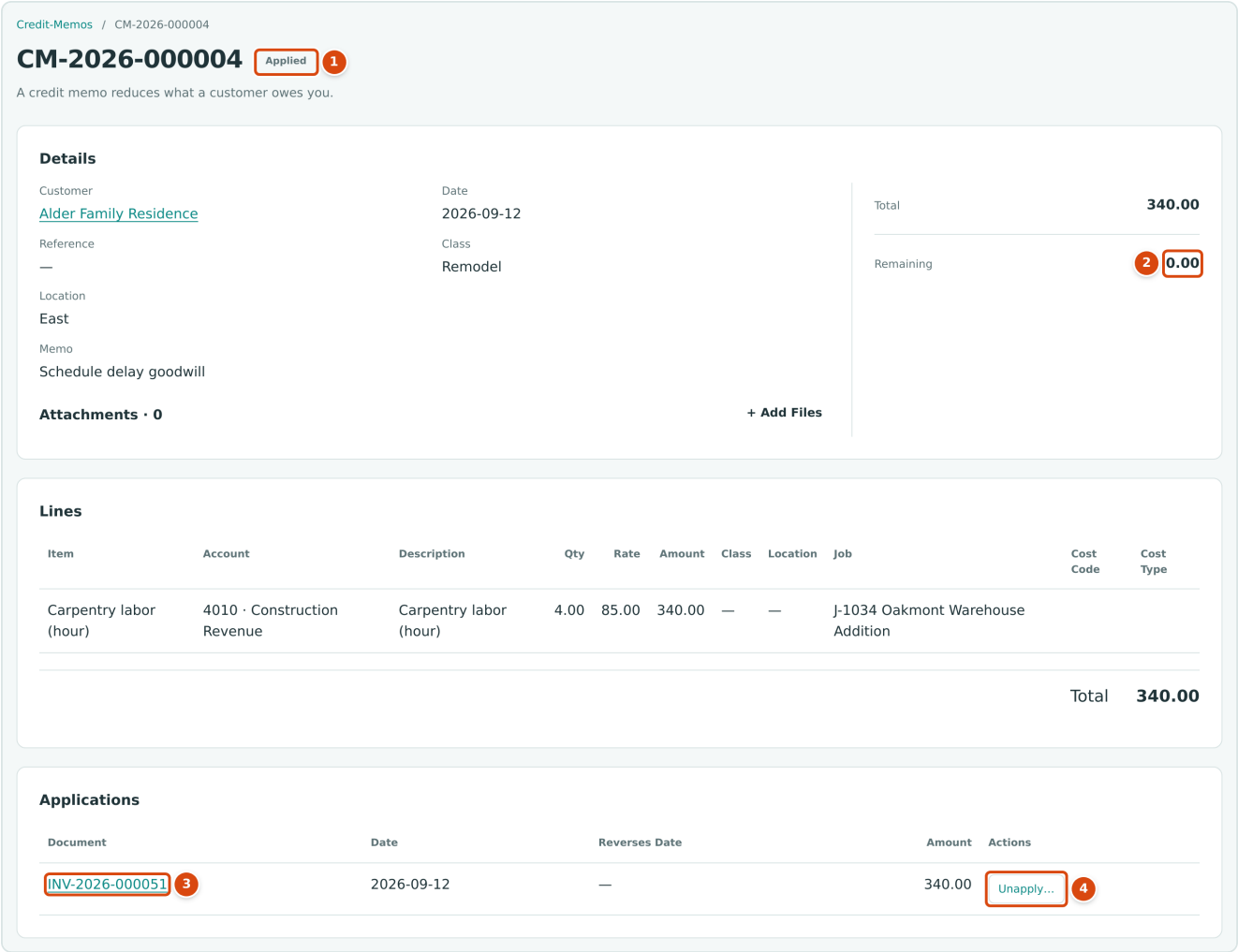

Figure 2-50 An applied credit memo and its application.

1. **Applied**: the credit memo is fully used.
2. **Remaining**: 0.00 left to apply or refund.
3. The invoice the credit was applied to.
4. **Unapply…** takes the application back.

1. On the credit memo's page, in **Applications**, click **Unapply…** next to the invoice.
2. Set the **Date** of the change. It cannot be before the application date.
3. Click **Unapply**.

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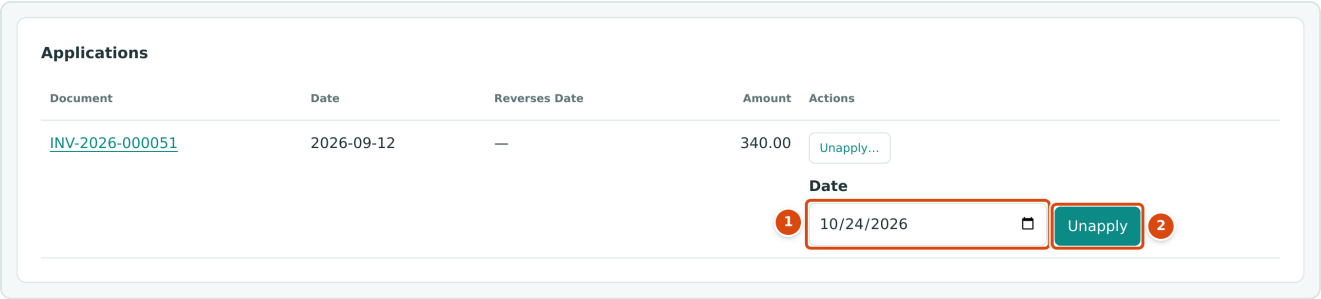

Figure 2-51 Unapplying the credit from INV-2026-000051.

1. **Date**: when the application is taken back.
2. **Unapply** takes it back.

A negative row dated on that day appears in **Applications**. The invoice goes back to **Open** with its balance restored, and the credit memo goes back to **Open** with the amount **Remaining** again. No journal entry is written.

Voiding a Credit Memo

Voiding cancels a posted credit memo: Structally writes a reversal entry on the date you choose and the credit memo becomes **Void**. A credit memo can be voided only while it is **Open** with nothing applied and nothing refunded: unapply every application and reverse any refund first.

1. Open the credit memo and click ⋯ → **Void Credit Memo…**.
2. Set the **Date** and, optionally, a **Memo**.
3. Click **Void Credit Memo**.

The panel works like the one for voiding an invoice.

Void Panel Not Shown

The sample company has no open credit memo, so there is no screenshot of **Void Credit Memo…**.

Field Reference

Field	Description	Required	Example
Customer	The customer credited. Active customers only. Cannot be changed after the first save.	Yes	Bayside Medical Group

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Field	Description	Required	Example
Date	Accounting date of the credit. Must be after the Books Closed date to post.	Yes	10/20/2026
Reference	A reference, up to 60 characters.	No	WC-118
Location	A location for the whole credit memo.	No	East
Job Costing	Shows the **Job** and **Split** columns.	No	Ticked
Item (line)	A product or service; fills the account, description, quantity and rate.	No	REPAIR — Service call
Account (line)	The income account reduced. Needed when no item is chosen.	With no item	4040 — Service and Repair Revenue
Job (line)	The job whose revenue is reduced.	With job costing	J-1034 Oakmont Warehouse Addition
Description (line)	What the customer reads.	No	Warranty call credit
Qty, **Rate**, **Amount** (line)	As on an invoice.	Amount, or Qty and Rate	1.00 × 225.00
Extra (line)	Needed for a job billed through a schedule of values.	On such jobs	Ticked
Class (line)	A class for the line.	No	Remodel
Memo	Why the credit was given.	No	Credit for a repeat service call

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Field	Description	Required	Example
Attachments	Up to 3 files of 5 MB each.	No	Customer-letter.pdf

Worked Example: A Goodwill Credit

On September 12, 2026, Cedar Ridge gave Alder Family Residence a goodwill credit of four hours of carpentry labor for a schedule delay on job J-1034 Oakmont Warehouse Addition: credit memo **CM-2026-000004**, 4.00 × 85.00 = $340.00, as in the figure above. It was posted and applied the same day to invoice INV-2026-000051.

Posting recorded this entry:

Account	Debit	Credit
4010 Construction Revenue (J-1034), Carpentry labor (hour)	340.00	
1100 Accounts Receivable		340.00

INV-2026-000051 was for $50,960.00. With the $340.00 credit applied, Alder Family Residence owed $50,620.00, which receipt RCPT-2026-000067 paid on September 27, 2026, so the invoice is **Paid**:

Item	Amount
Invoice INV-2026-000051	$50,960.00
Less credit memo CM-2026-000004	−$340.00
Less receipt RCPT-2026-000067	−$50,620.00
Open balance	$0.00

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What Happens After You Save or Post

	Draft	Posted (Open)	Applied
Journal entry	None	One entry on the credit date: debit the income lines, credit Accounts Receivable	No new entry
Customer balance	Unchanged	Reduced by the total	Unchanged by applying
Invoices	Unchanged	Unchanged until you apply it	Balances reduced; **Paid** when settled
Can be changed	Yes, with **Edit Draft**	No; void it (if nothing is applied)	Unapply first

The Posting Entry

Open **Posting Entry** on a posted credit memo to see its journal entry:

▾ **Posting Entry** · 2026-09-12 · Posted · Locked · 2 Lines

Date: 2026-09-12 · Credit Memo

Account	Description	Job	Cost Code	Cost Type	Debit	Credit
4010	Carpentry labor (hour)	J-1034			340.00	0.00
1100					0.00	340.00

Figure 2-52 The posting entry of CM-2026-000004.

A credit memo is the mirror image of an invoice: it debits the income accounts (and the jobs) on its lines and credits **Accounts Receivable**. Voiding writes the opposite entry.

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Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
Customer must be active.	The customer was deactivated.	Reactivate the customer first.
Only draft credit-memos can be changed	The edit address of a posted credit memo was opened.	Void it (if nothing is applied) and enter a new one.
Line 1: J-2004 bills its contract through its schedule of values. Tick Extra for separate work outside the schedule.	The line's job bills through a schedule of values.	Tick **Extra**, or adjust contract billing through the job's pay applications and change orders.
Application date is before credit date	**Apply Credit** was dated before the credit memo.	Use the credit memo's date or later.
Application date is before invoice date	The application is dated before the invoice.	Use the invoice date or later.
Application exceeds invoice balance	More was applied than the invoice owes.	Apply at most the invoice's balance.
Applications exceed credit memo remaining	More was applied than the credit memo has left.	Lower the amounts.
Credit memo has no remaining amount	The credit memo is fully used.	Unapply an application first if you need to move it.
Unapply date is before application date	The unapply date is earlier than the application.	Use the application date or later.

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Message or Symptom	Why It Happens	What to Do
Credit memo has applications; unapply them first	You tried to void a credit memo that is applied to invoices.	Unapply each application, then void.
Credit memo has refunds; reverse them first	Part of the credit was refunded.	Reverse the refund in Banking, then void.
Only open credit memos can be voided	The credit memo is a draft or already void.	Drafts need no voiding.
Accounting date must be after the company closing date.	The date is in a closed period.	Use a later date, or ask a Company Admin.

Related Topics

- Creating an Invoice
- Posting, Editing, and Voiding Invoices
- Receiving Customer Payments
- Recording a Refund
- Managing Customers
- Vendor Credits, the same idea for vendors

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4 Vendors & Bills

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vendors | bills | accounts payable | expenses | payments | vendor credits

4.1 Vendors & Bills

Vendors & Bills is where you record everything your company buys: the supplier invoices and subcontractor billings you will pay later (**bills**), the purchases you have already paid by check, card or transfer (**expenses**), the money you send to settle bills (**payments**) and the amounts vendors owe you back (**vendor credits**). Together they keep **accounts payable** (the total you owe your vendors) correct, put each cost in the right account, and, when Jobs & Costing is turned on, on the right job and cost code.

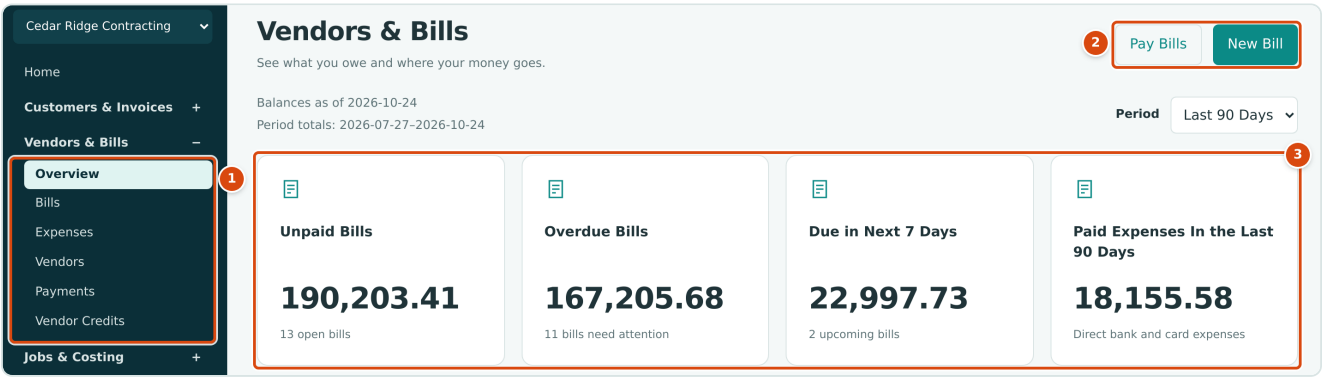

Figure 3-1 The Vendors & Bills section and its overview page.

1. The section's pages: **Overview**, **Bills**, **Expenses**, **Vendors**, **Payments** and **Vendor Credits**.
2. **Pay Bills** and **New Bill** start the two most common tasks.
3. The overview's balances: what you owe, what is overdue, what falls due in the next seven days and what you spent directly.

How the Pieces Fit Together

A purchase moves through Vendors & Bills in this order:

1. **Vendor.** Every bill, payment and vendor credit belongs to a vendor. Add the vendor once (Managing Vendors), or add it from the bill while you type.
2. **Bill or expense.** When the vendor's invoice arrives and you will pay later, enter a **bill** (Entering a Bill). When you have already paid, record an **expense** instead (Recording an Expense).
3. **Post.** A bill can be saved as a **Draft** first; nothing reaches your books until you post it. Posting writes the journal entry and adds the amount due to accounts payable (Posting, Editing, and Voiding Bills). An expense posts as soon as you save it.
4. **Pay. Pay Bills** settles one or more of a vendor's open bills from a bank or credit card account, in full or in part (Paying Bills). The bill moves from **Open** to **Paid**.

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5. **Credits.** When a vendor owes you money (a return, a rebate, an overcharge), post a **vendor credit** and apply it to the vendor's open bills (Vendor Credits). A credit you will not use against a bill can be refunded from **Banking** (Recording a Refund).
6. **Correct.** Posted records are never edited. An open bill or vendor credit is **voided**; an expense or a payment is **reversed**. Both post a reversing entry on the date you choose (Reversing and Correcting Transactions).

Bill or Expense?

Situation	Record	Why
The invoice arrived and you will pay it later (for example on Net 30 terms).	Bill	The amount goes to accounts payable, shows on the AP Aging report and waits for **Pay Bills**.
A subcontractor bills progress under a subcontract, with retainage held back.	Bill	Only bills can be matched to a commitment and hold retainage.
You paid at the counter with the company card, or the bank drafted the amount.	Expense	The cost and the payment are recorded together; nothing is left to pay.
A fee or purchase with no vendor you track (a bank fee, a parking meter).	Expense	An expense does not need a vendor.

Starting From Anywhere

The **Create** menu at the top of every page offers **New Bill**, **New Expense** and **Pay Bills** to users who can edit Vendors & Bills.

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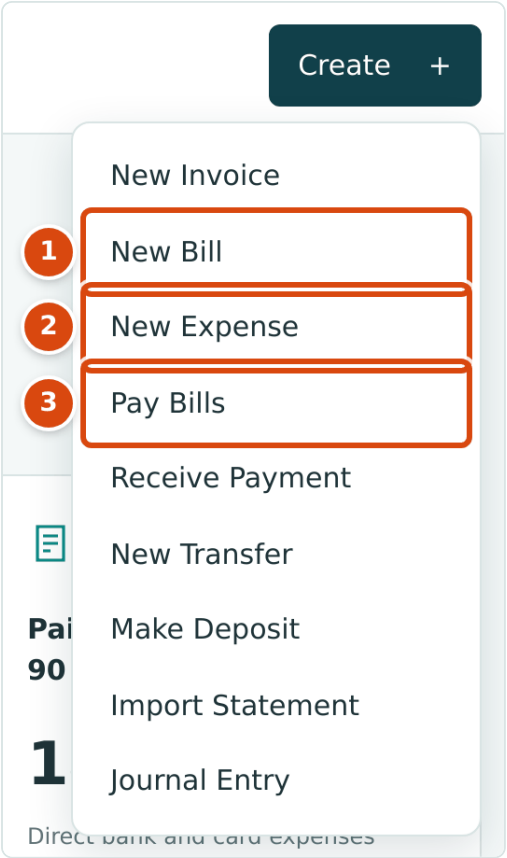

Figure 3-2 The Create menu.

1. **New Bill** opens the bill form.
2. **New Expense** opens the expense form.
3. **Pay Bills** opens the payment form.

Who Can Use Vendors & Bills

Access	What the User Can Do
Company Admin, Accountant	Everything on these pages: vendors, bills, expenses, payments and vendor credits, including posting, voiding, reversing, applying and unapplying.
Project Manager	The same as an Accountant in Vendors & Bills (the role has **Edit** access to this area).

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Access	What the User Can Do
Viewer	Opens every page and record, but sees no buttons that create or change anything.
Custom	Follows the **Vendors & Bills** level set for the user: **Edit** works like an Accountant, **View** like a Viewer, **No Access** hides the section.

Adding an account or payment terms from a picker on these forms also needs **Edit** access to **Accounting**; adding a class or location from a picker is for Company Admins. See Roles and Permissions.

Pages in This Section

- The Payables Overview: what you owe, what is overdue and where your money went, on one page.
- Managing Vendors: the vendor list, adding and editing vendors, the vendor page and deactivating a vendor.
- Entering a Bill: the bill form, job coding, commitments and retainage.
- Posting, Editing, and Voiding Bills: the Bills list, statuses, posting drafts and voiding an open bill.
- Recording an Expense: purchases already paid from a bank or credit card account.
- Paying Bills: paying one or many bills, partial payments, unapplied amounts and reversing a payment.
- Vendor Credits: recording what a vendor owes you and applying it to bills.

Related elsewhere: Releasing Retainage and Commitments in Jobs & Costing, Recording a Refund in Banking, and the AP Aging report.

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payables | overview | overdue bills | accounts payable | spending

4.2 The Payables Overview

The **Vendors & Bills** overview answers three questions at a glance: how much do you owe your vendors today, which bills need paying first, and where did the money you spent directly (by card or bank) go. It is a read-only page: every figure links to, or is built from, the bills, expenses and payments you entered elsewhere. From it you can jump straight to **Pay Bills** or **New Bill**.

Before You Begin

- You need **View** access to **Vendors & Bills** to open the page. The **Pay Bills**, **New Bill** and **Pay Bill** buttons appear only for users with **Edit** access (Company Admins, Accountants, Project Managers, and Custom users with Edit). See Roles and Permissions.

Navigation

Vendors & Bills → **Overview**. Clicking the **Vendors & Bills** heading in the navigation opens the same page.

Balances and the Period

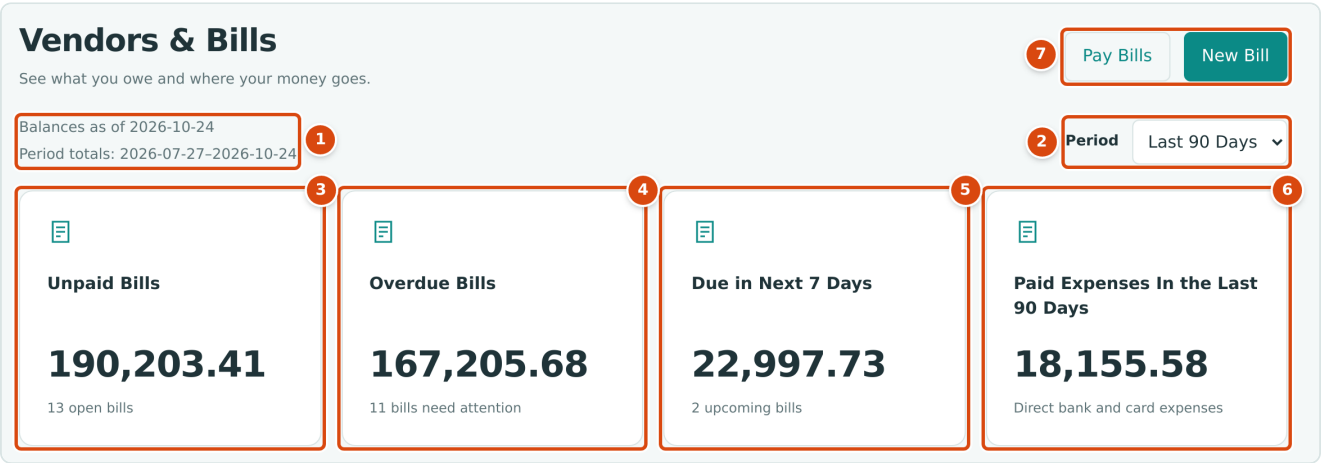

Figure 3-3 The overview's balance tiles, with the period set to the last 90 days.

1. **Balances as of** is always today. **Period totals** shows the dates the period covers.
2. **Period**: **This Month**, **Last 30 Days** or **Last 90 Days**. It changes only the expense figures (the fourth tile and **Spending by Category**); the bill balances are always as of today.
3. **Unpaid Bills**: the open balance of every posted bill not yet paid, with the number of open bills.

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4. **Overdue Bills**: the part of that total whose due date has passed.
5. **Due in Next 7 Days**: open bills due from today through the next seven days.
6. **Paid Expenses**: posted expenses (purchases paid directly from a bank or card account) dated in the period. Bills are not included.
7. **Pay Bills** and **New Bill** start a payment or a bill.

The bill figures use each bill's **open balance**: the amount due (the total less any retainage held) less payments and credits applied to it. Draft and void bills are never counted. Retainage held on a bill is not counted either; it becomes payable only through a retainage release.

Spending by Category and the Payment Schedule

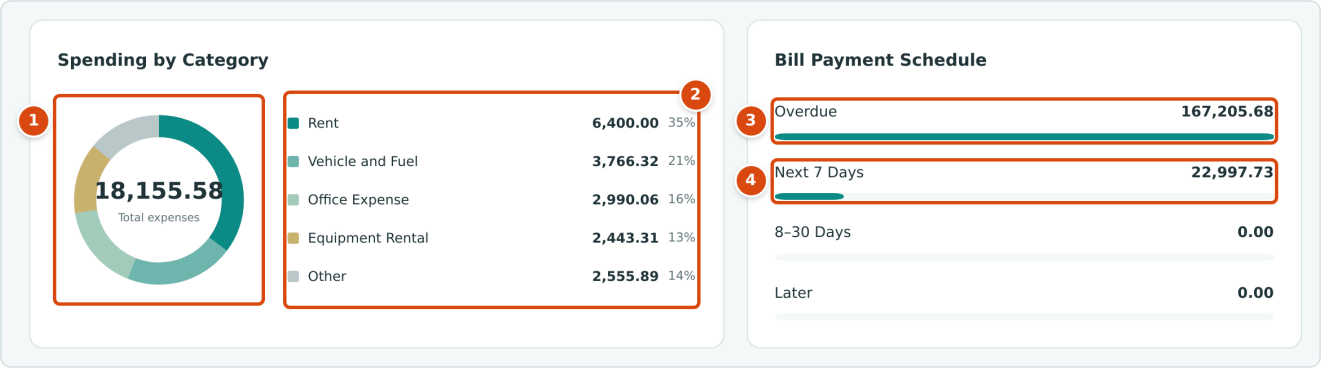

Figure 3-4 Where direct spending went, and when open bills fall due.

1. The total of posted expenses in the period, drawn by account.
2. The four largest expense accounts by amount, with their share; every other account is grouped as **Other**.
3. **Overdue**: open bills past their due date. Click a row to open the Bills list (this row filters it to overdue bills).
4. **Next 7 Days**, then **8–30 Days** and **Later** (more than 30 days away, or no due date). These rows open the list of open bills.

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Bills Needing Attention

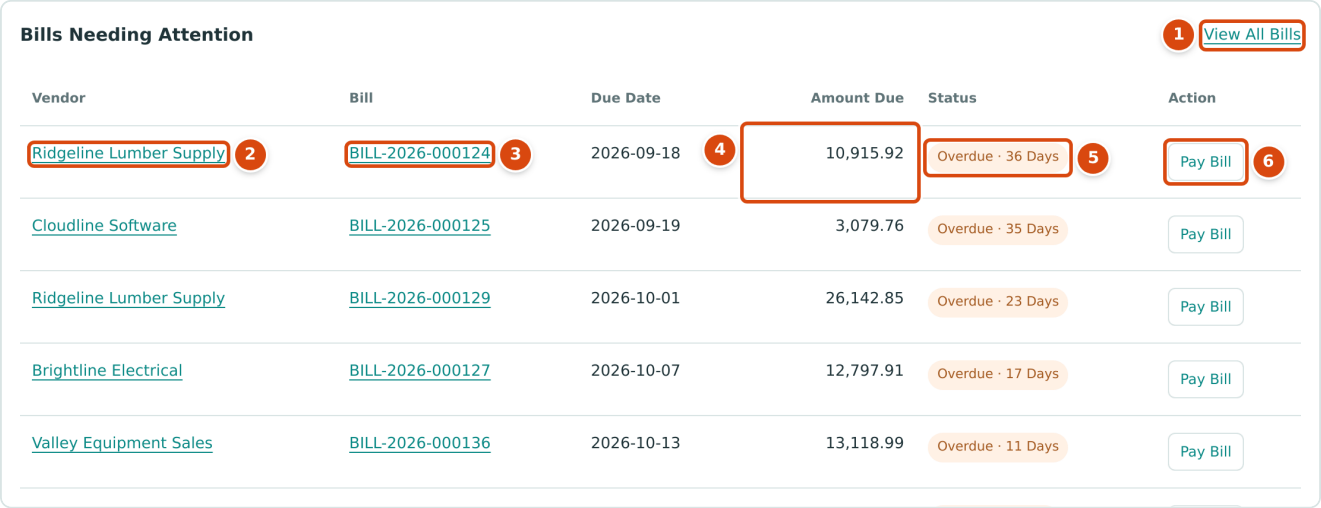

Figure 3-5 Overdue bills, oldest due date first.

1. **View All Bills** opens the Bills list filtered to **Overdue**.
2. The vendor's name opens the vendor page.
3. The bill number opens the bill.
4. **Amount Due**: the bill's open balance today.
5. How many days the bill is overdue.
6. **Pay Bill** opens **Pay Bills** for that vendor with this bill's open balance already entered (see Paying Bills).

The table shows at most ten overdue bills, the earliest due date first. When more are overdue, the **Overdue Bills** tile shows the full count and total, and **View All Bills** lists them all. **No overdue documents.** means nothing is past due.

Worked Example: Reading the Sample Company's Overview

On October 24, 2026, with the period set to **Last 90 Days**, Cedar Ridge Contracting's overview shows (figures above):

Figure	Amount	How It Adds Up
Unpaid Bills	190,203.41	13 open bills
Overdue Bills	167,205.68	11 of those bills are past due

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Figure	Amount	How It Adds Up
Due in Next 7 Days	22,997.73	BILL-2026-000135 (11,906.93, due 2026-10-27) + BILL-2026-000137 (11,090.80, due 2026-10-29)
Paid Expenses In the Last 90 Days	18,155.58	Expenses dated 2026-07-27 to 2026-10-24

The 13 open bills are either overdue or due within seven days, so $167,205.68 + $22,997.73 = $190,203.41, the **Unpaid Bills** total, and the **8–30 Days** and **Later** rows show 0.00. The same $190,203.41 is the sum of the **Open Balance** column on the Vendors list.

Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
Paid Expenses This Month shows 0.00 early in a month.	**This Month** starts on the first of the current month.	Choose **Last 30 Days** or **Last 90 Days**.
A bill you just entered is not counted.	It is still a **Draft**. Drafts never affect balances.	Post it (see Posting, Editing, and Voiding Bills).
The overdue table lists fewer bills than the tile counts.	The table shows only the ten earliest due.	Click **View All Bills**.
A paid subcontractor bill still has money withheld but is not in **Unpaid Bills**.	Retainage held is not payable until it is released.	See Releasing Retainage and the vendor's **Retainage Held** tile.
The **Pay Bills**, **New Bill** and **Pay Bill** buttons are missing.	You have **View** access to Vendors & Bills.	Ask a Company Admin for Edit access.

Related Topics

- Paying Bills
- Posting, Editing, and Voiding Bills

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- Recording an Expense
- Managing Vendors
- AP Aging, for balances by age and vendor on any date

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vendors subcontractors suppliers vendor balance deactivate

4.3 Managing Vendors

A **vendor** is anyone your company buys from: a supplier, a subcontractor, a rental yard, a utility, a permit office. Every bill, payment and vendor credit names a vendor, and expenses can. The vendor record holds the contact details your team needs, and the vendor page brings together what you owe the vendor, what is past due, any credit you can use and everything you have recorded with them.

Before You Begin

- To add or change vendors you need **Edit** access to **Vendors & Bills** (Company Admins, Accountants, Project Managers, and Custom users with Edit). Viewers can open the list and every vendor page but see no buttons that change anything. See Roles and Permissions.
- Payment terms you want to record on a vendor exist in Payment Terms, or you add them from the **Payment Terms** picker (this needs Edit access to Accounting).

Navigation

Vendors & Bills → **Vendors**. Click a vendor's name to open its page, or **New Vendor** to add one.

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The Vendors List

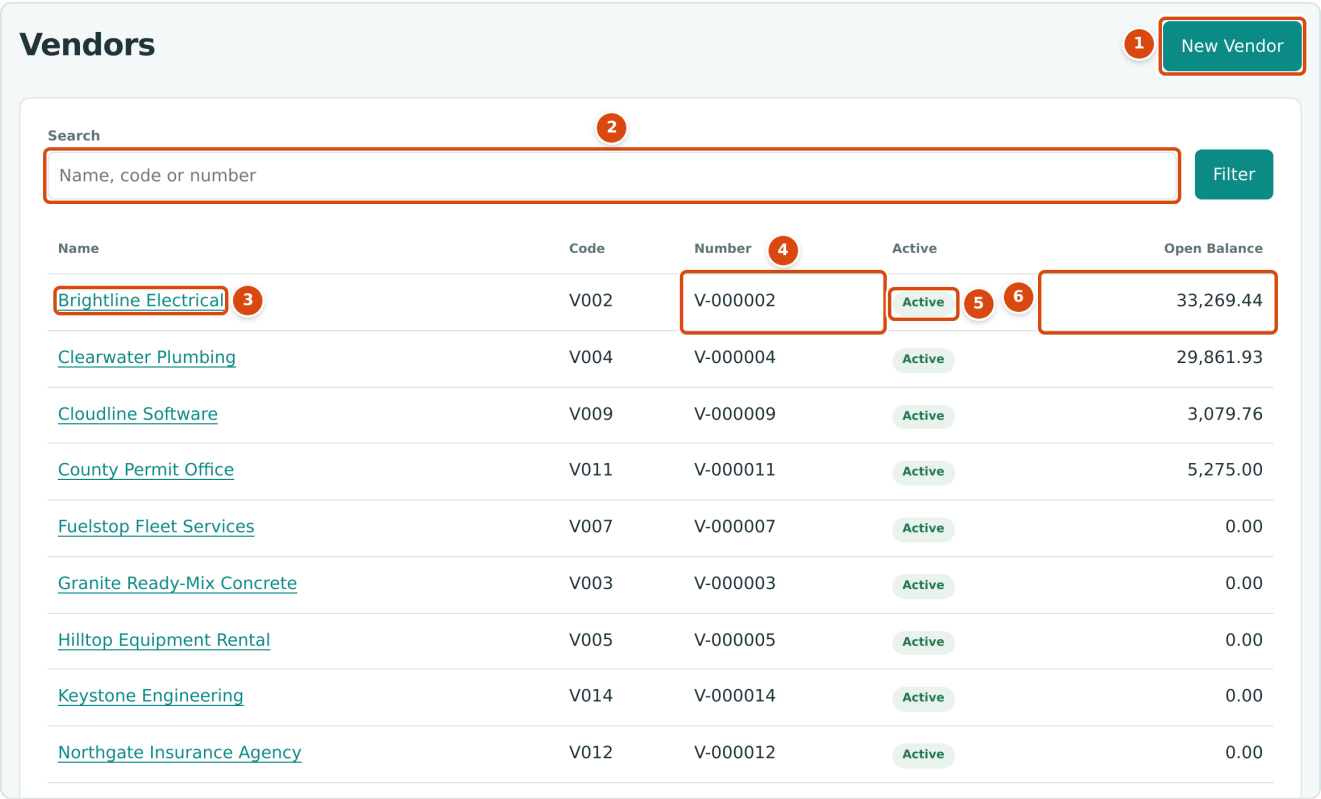

Figure 3-6 The Vendors list, sorted by name.

1. **New Vendor** opens the form for a new vendor.
2. **Search** finds vendors whose name, code or number contains what you type. Click **Filter** to apply it.
3. The vendor's name opens the vendor page.
4. **Number**: assigned by Structally when the vendor is created (**V-000001**, **V-000002** and so on). **Code** is your own short code.
5. **Active** or **Inactive**. The list shows both.
6. **Open Balance**: what you owe the vendor today: posted bills not yet paid, less unapplied payments and vendor credits.

The list shows 25 vendors per page, in name order.

Adding a Vendor

1. Click **Vendors & Bills** → **Vendors** → **New Vendor**.
2. Type the **Name** as it appears on the vendor's invoices.

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3. Fill in any of the other fields (see Field Reference).
4. Click **Save**. Structally assigns the next vendor number and opens the new vendor's page. **Cancel** returns to the list without saving.

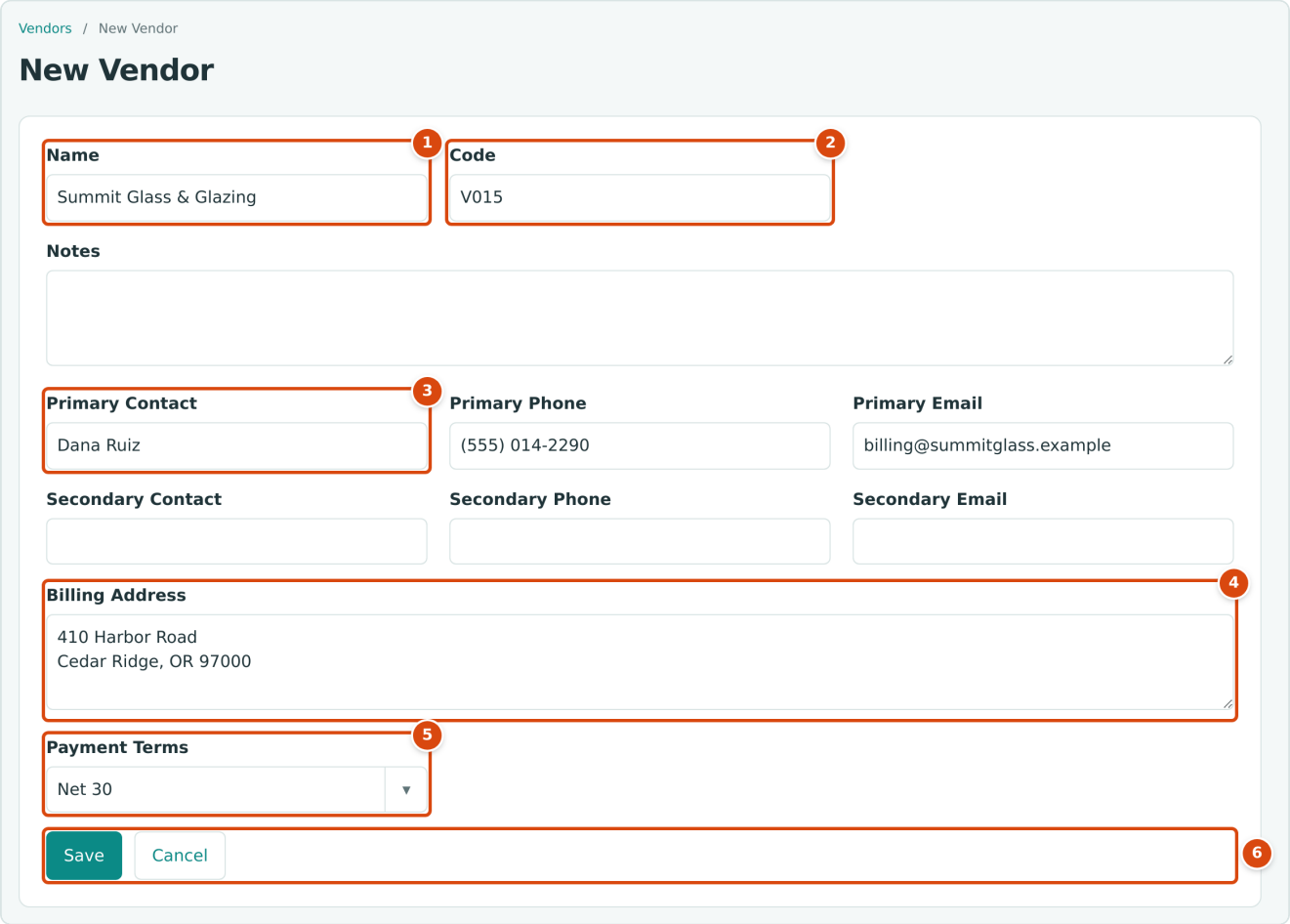

Figure 3-7 A new vendor, ready to save.

1. **Name**: required.
2. **Code**: optional, unique among your vendors.
3. Contact details: **Primary Contact**, **Primary Phone**, **Primary Email**, and the same for a secondary contact.
4. **Billing Address**: as many lines as you need.
5. **Payment Terms**: the terms this vendor usually gives you, for reference.
6. **Save** creates the vendor; **Cancel** leaves without saving.

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Adding a vendor without leaving a bill

On the bill, expense, vendor credit and **Pay Bills** forms, type a new name in the **Vendor** picker and choose **+ Add New** to create the vendor in a side panel. See Adding a Vendor While You Enter a Bill.

The Vendor Page

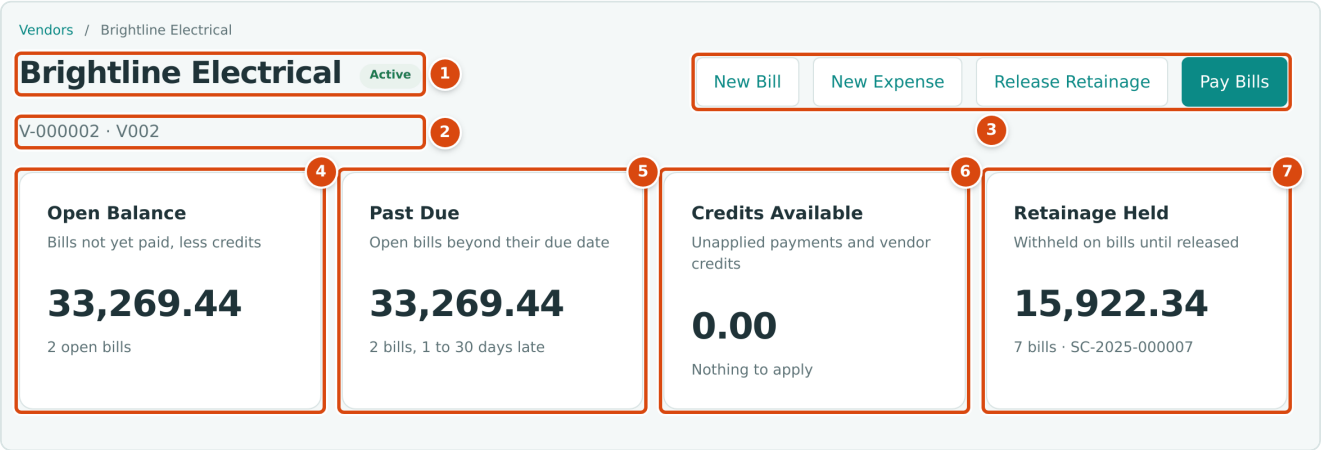

Figure 3-8 The top of a vendor page: actions and balances.

1. The vendor's name and its **Active** or **Inactive** status.
2. The vendor number and code.
3. Shortcuts: **New Bill** and **New Expense** open the form with this vendor chosen. **Release Retainage** appears when retainage is held on this vendor's bills (see Releasing Retainage). **Pay Bills** appears when the vendor has open bills.
4. **Open Balance**: bills not yet paid, less credits, with the number of open bills.
5. **Past Due**: the part of the open balance beyond its due dates, with how late the oldest bill is (**1 to 30 days**, **31 to 60 days**, **61 to 90 days** or **over 90 days**).
6. **Credits Available**: unapplied payments and vendor credits you can apply to this vendor's bills.
7. **Retainage Held**: retainage withheld on this vendor's bills and not yet released. This tile appears only when your company has a Retainage Payable account.

Vendor Details

The **Vendor Details** card lists the contacts, **Billing Address**, **Payment Terms**, **Code** and **Notes**. A dash (—) means the field is empty.

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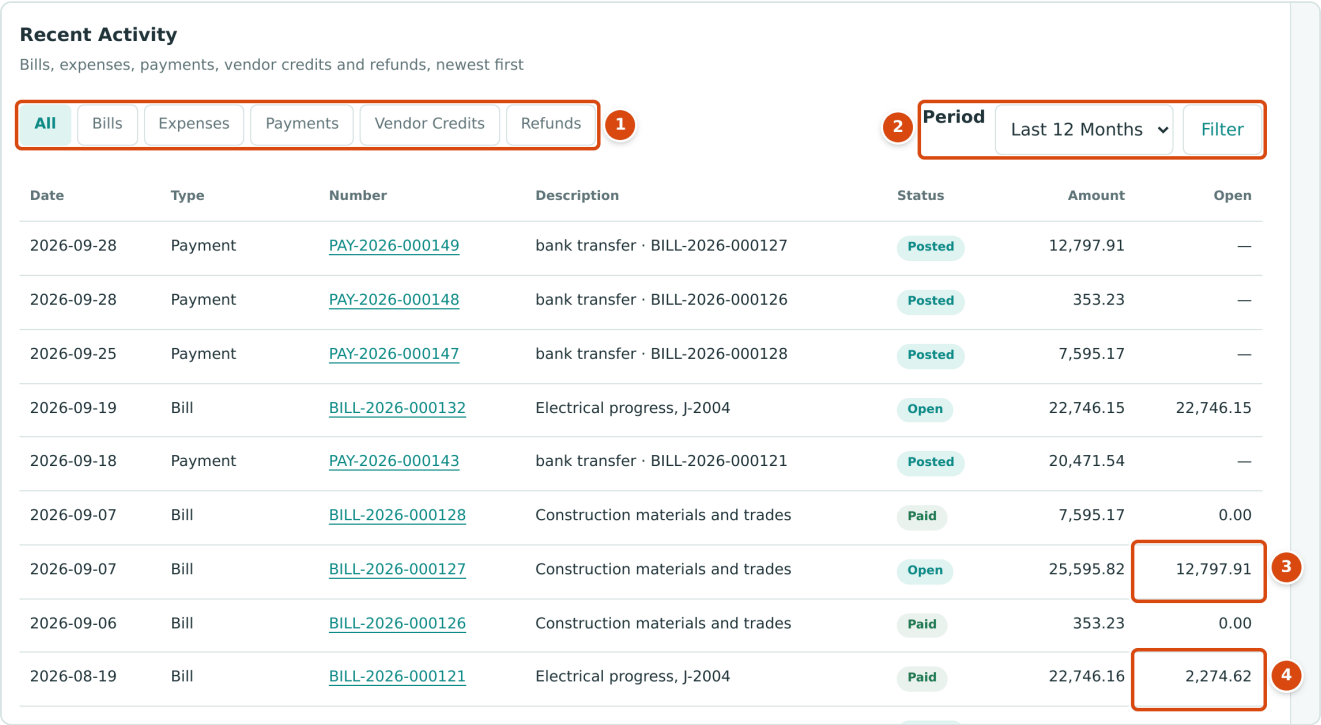
Payment terms on a vendor

A vendor's **Payment Terms** are a reference for your team. A new bill starts with your company's default terms whichever vendor you choose, so pick the vendor's terms on the bill when they differ. See Entering a Bill.

Recent Activity



Recent Activity

Bills, expenses, payments, vendor credits and refunds, newest first

All | Bills | Expenses | Payments | Vendor Credits | Refunds (1)

(2) Period: Last 12 Months | Filter

Date	Type	Number	Description	Status	Amount	Open
2026-09-28	Payment	PAY-2026-000149	bank transfer · BILL-2026-000127	Posted	12,797.91	—
2026-09-28	Payment	PAY-2026-000148	bank transfer · BILL-2026-000126	Posted	353.23	—
2026-09-25	Payment	PAY-2026-000147	bank transfer · BILL-2026-000128	Posted	7,595.17	—
2026-09-19	Bill	BILL-2026-000132	Electrical progress, J-2004	Open	22,746.15	22,746.15
2026-09-18	Payment	PAY-2026-000143	bank transfer · BILL-2026-000121	Posted	20,471.54	—
2026-09-07	Bill	BILL-2026-000128	Construction materials and trades	Paid	7,595.17	0.00
2026-09-07	Bill	BILL-2026-000127	Construction materials and trades	Open	25,595.82	12,797.91 (3)
2026-09-06	Bill	BILL-2026-000126	Construction materials and trades	Paid	353.23	0.00
2026-08-19	Bill	BILL-2026-000121	Electrical progress, J-2004	Paid	22,746.16	2,274.62 (4)

Figure 3-9 A vendor's recent activity, newest first.

1. Show **All** transactions, or only **Bills**, **Expenses**, **Payments**, **Vendor Credits** or **Refunds**.
2. **Period**: **Last 12 Months** (the default), **Last 90 Days**, **This Fiscal Year** or **All Time**. Click **Filter** to apply it.
3. **Open**: what is still unpaid on a bill, or still unused on a vendor credit. Payments, expenses and refunds show a dash.
4. On a paid bill that held retainage, **Open** shows the retainage still held (here 2,274.62), even though the bill's status is **Paid**.

Draft bills and draft vendor credits are not listed; only posted records are. Each number opens the record. Under the table, the count of transactions in the period appears beside **View Full History**, which switches the period to **All Time**:

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Figure 3-10 The activity count and the link to the full history.

1. **View Full History** shows every transaction with this vendor.

Editing a Vendor

1. Open the vendor page and click **Edit Details** in the **Vendor Details** card. The card turns into a form.
2. Change any field: **Name**, **Code**, **Notes**, the contacts, **Billing Address** or **Payment Terms**.
3. Click **Save**. Structally confirms *Vendor updated.* **Cancel** closes the form without saving.

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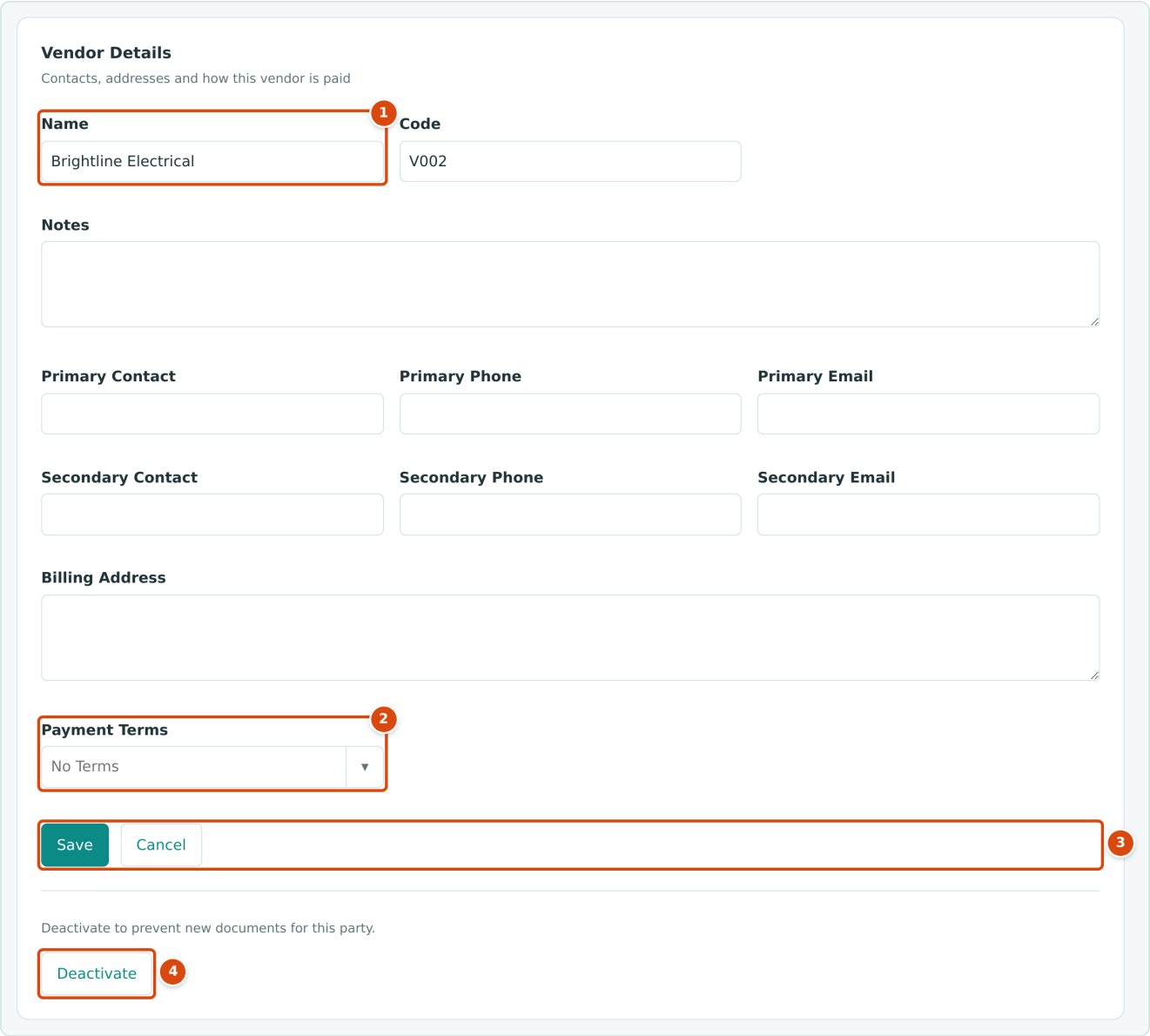

Figure 3-11 Editing a vendor's details on its page.

1. **Name** and the other fields, filled with the current values.
2. **Payment Terms**: **No Terms** or one of your active terms.
3. **Save** and **Cancel**.
4. **Deactivate** (or **Reactivate** on an inactive vendor), below the form.

A new name appears on the vendor's existing bills, payments and reports, because they all point to the same vendor. If you open a separate full-page form titled with the vendor's name (for example from a saved link), it holds the same fields: change them and click **Save**.

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Deactivating and Reactivating a Vendor

Deactivate a vendor you no longer buy from, so nobody chooses it by mistake. Nothing is deleted: the vendor's posted bills, payments and credits, and its place in reports, stay as they are.

1. Open the vendor page and click **Edit Details**.
2. Under the form, read *Deactivate to prevent new documents for this party.* and click **Deactivate**.
3. Structally confirms *Vendor deactivated.* The page shows **Inactive**.

To undo it, click **Edit Details** → **Reactivate** (the note reads *Reactivate to allow new documents for this party.*). Structally confirms *Vendor reactivated.*

While a Vendor Is Inactive	Result
New bills, expenses, vendor credits and **Pay Bills**	The vendor is not offered in the **Vendor** picker.
Saving or posting one of its draft bills or vendor credits	Refused: *Vendor must be active.*
Paying its open bills	Refused: *Vendor must be active.* Reactivate the vendor first.
Voiding its open bills or credits, reversing its payments	Allowed.
The vendor list, its page, its history and reports	Unchanged; the vendor shows **Inactive**.

Structally does not stop you deactivating a vendor that still has open bills. Pay or void them first if you want the vendor's balance to be zero.

Field Reference

Field	Description	Required	Example
Name	The vendor's name, up to 100 characters.	Yes	Summit Glass & Glazing

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Field	Description	Required	Example
Code	Your own short code, up to 50 letters, digits, hyphens or underscores, unique among vendors. Searchable.	No	V015
Notes	Free text for your team.	No	Ask for lien waivers with each draw
Primary Contact, **Primary Phone**, **Primary Email**	The main contact. The email must be a valid address.	No	Dana Ruiz · (555) 014-2290
Secondary Contact, **Secondary Phone**, **Secondary Email**	A second contact.	No	Accounts payable desk
Billing Address	The vendor's address, several lines allowed.	No	410 Harbor Road, Cedar Ridge, OR 97000
Payment Terms	The terms the vendor usually gives you. For reference only.	No	Net 30
Number	Assigned automatically; cannot be changed.	—	V-000015

Worked Example: Brightline Electrical's Balance

Brightline Electrical's page on October 24, 2026 (figures above) shows an **Open Balance** of 33,269.44 from **2 open bills**:

Bill	Total	Retainage Held	Paid	Still Owed
BILL-2026-000127	25,595.82	0.00	12,797.91	12,797.91

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Bill	Total	Retainage Held	Paid	Still Owed
BILL-2026-000132	22,746.15	2,274.62	0.00	20,471.53
Open Balance				**33,269.44**

Both bills are past their due dates (October 7 and October 19, 2026), so **Past Due** is also 33,269.44, *2 bills, 1 to 30 days late*. The 2,274.62 withheld on BILL-2026-000132 is not in the open balance; it is part of the **Retainage Held** tile (15,922.34 on 7 bills under subcontract SC-2025-000007), which becomes payable only through a retainage release.

Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
Vendor code already in use	Another vendor has the same code.	Choose a different code, or leave **Code** empty.
Vendor code must contain only letters, digits, hyphens and underscores.	The code has a space or another character.	Use letters, digits, `-` or `_` only.
Vendor name must be 1 to 100 characters.	The name is only spaces, or too long.	Type a name of up to 100 characters.
Enter a valid email address.	**Primary Email** or **Secondary Email** is not an email address.	Correct it, or leave it empty.
Vendor must be active.	You are saving, posting or paying a document of an inactive vendor.	Reactivate the vendor, then try again.
The vendor does not appear in the **Vendor** picker.	The vendor is inactive.	Reactivate it on its page.

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Message or Symptom	Why It Happens	What to Do
Edit Details, **New Bill** or **Pay Bills** is missing.	You have View access, or the vendor has no open bills (**Pay Bills** only).	Ask a Company Admin for Edit access.
A vendor cannot be deleted.	Structally has no delete for vendors; history must stay complete.	Deactivate it instead.

Related Topics

- Entering a Bill
- Recording an Expense
- Paying Bills
- Vendor Credits
- Payment Terms
- AP Aging

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bills accounts payable vendors job costing commitments retainage

4.4 Entering a Bill

A **bill** records a purchase your company has received but has not paid yet: a supplier's invoice for materials, a subcontractor's monthly progress billing, a utility statement. Entering the bill puts the cost in the right accounts (and, for construction work, on the right job and cost code) on the date you incurred it, and adds what you owe to **accounts payable** until you pay it.

Enter a bill when you will pay the vendor later. If you have already paid (by check, card or bank transfer at the time of purchase), record an expense instead.

Before You Begin

- The vendor exists, or you add it from the bill (see Adding a Vendor While You Enter a Bill).
- The accounts you will charge exist in the Chart of Accounts.
- For job costing: Jobs & Costing is turned on for your company, the job is **Active**, and the cost codes you need are assigned to it. See Coding Transactions to Jobs.
- For retainage: a Retainage Payable account is set up in Job Costing Settings.
- You need **Edit** access to **Vendors & Bills**. Company Admins, Accountants and Project Managers have it; Viewers do not. See Roles and Permissions.

Navigation

Vendors & Bills → **Bills** → **New Bill**, or **Create** → **New Bill** at the top of any page.

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The New Bill Form

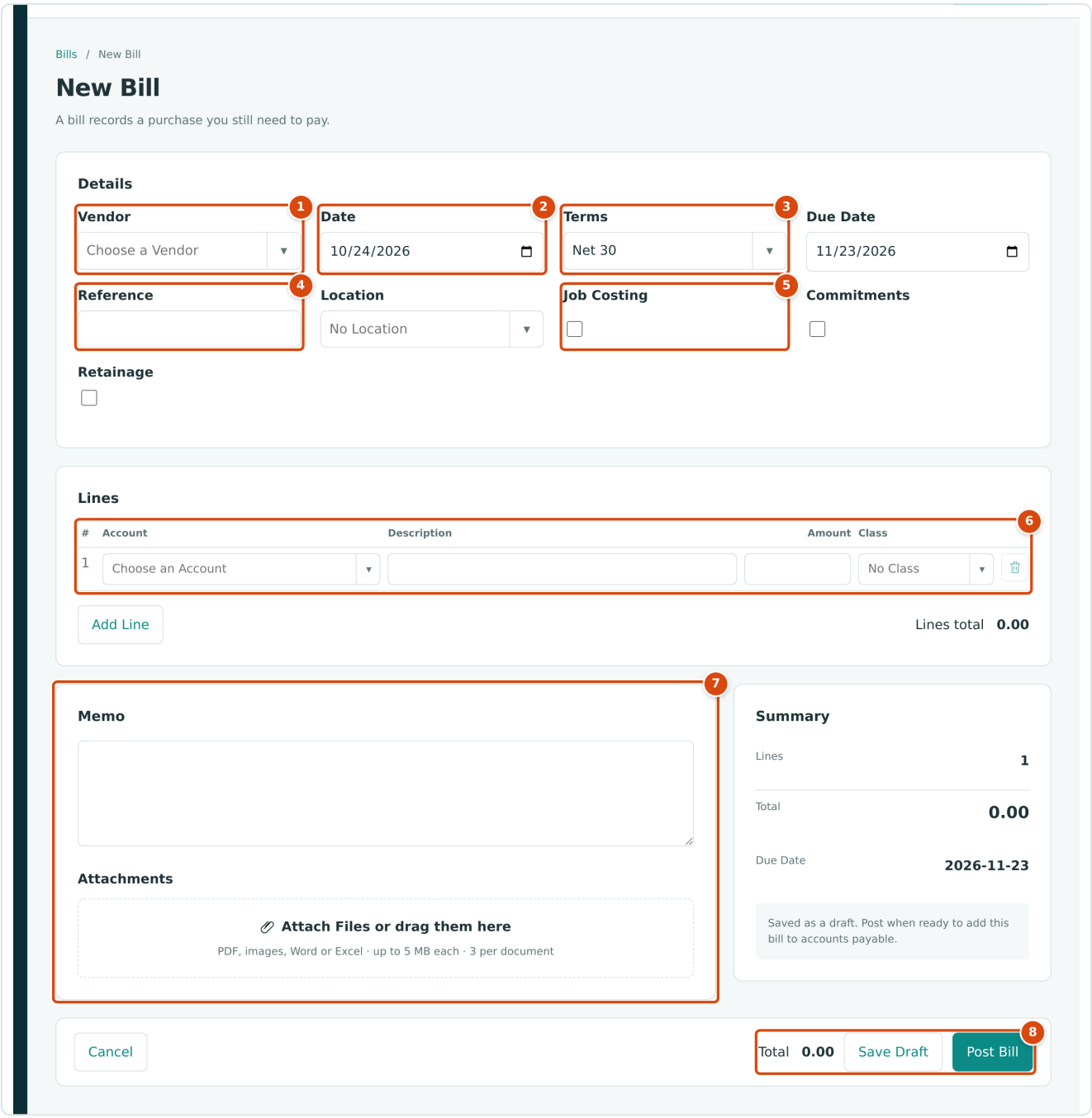

Figure 3-12 The New Bill form, ready for a new bill.

1. **Vendor**: who sent the bill. Type to search; only active vendors are listed.
2. **Date**: the bill date. It is the accounting date of the cost and of the amount owed. It starts as today.
3. **Terms** and **Due Date**: the payment terms work out the due date from the bill date. You can change either one.

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4. **Reference**: the vendor's own invoice number, shown on the bill so you can match it to the vendor's paperwork.
5. **Job Costing**, **Commitments** and **Retainage**: switches that add job, commitment and retainage columns to the lines. They appear only when Jobs & Costing is turned on (and, for retainage, a Retainage Payable account is set up).
6. **Lines**: what the bill is for, one row per account (and job) charged.
7. **Memo** and **Attachments**: an internal note and the vendor's PDF or photo.
8. **Total**, **Save Draft** and **Post Bill**: the running total and the two ways to finish.

Step by Step

Enter the Details

1. Open **Vendors & Bills** → **Bills** and click **New Bill**.
2. In **Vendor**, start typing the vendor's name and choose it from the list. Structally fills the first line's **Account** with the account used on this vendor's last bill, if there is one. If the vendor has an issued commitment, Structally also turns on **Commitments** and **Job Costing** (see Matching a Commitment and Holding Retainage).
3. Set **Date** to the date on the vendor's invoice.
4. Check **Terms**. It starts with your company's default terms (**Net 30** in the sample company), and choosing a vendor does not change it, so pick the terms printed on the vendor's invoice if they differ. **Due Date** follows the terms; you can also type a due date directly.
5. In **Reference**, type the vendor's invoice number.
6. Optionally choose a **Location** for the whole bill.

Enter the Lines

1. On the first line, choose the **Account** to charge: an expense account such as **6010 — Office Expense**, a direct cost account such as **5040 — Materials**, or an asset account for something you will capitalize. Accounts Payable, retainage accounts and WIP accounts are not offered.
2. Type a **Description** (optional, but it appears in reports) and the **Amount**.
3. Optionally choose a **Class** for the line.
4. Click **Add Line** for each additional account or job; the trash icon removes a line. **Lines total** and the footer **Total** update as you type.

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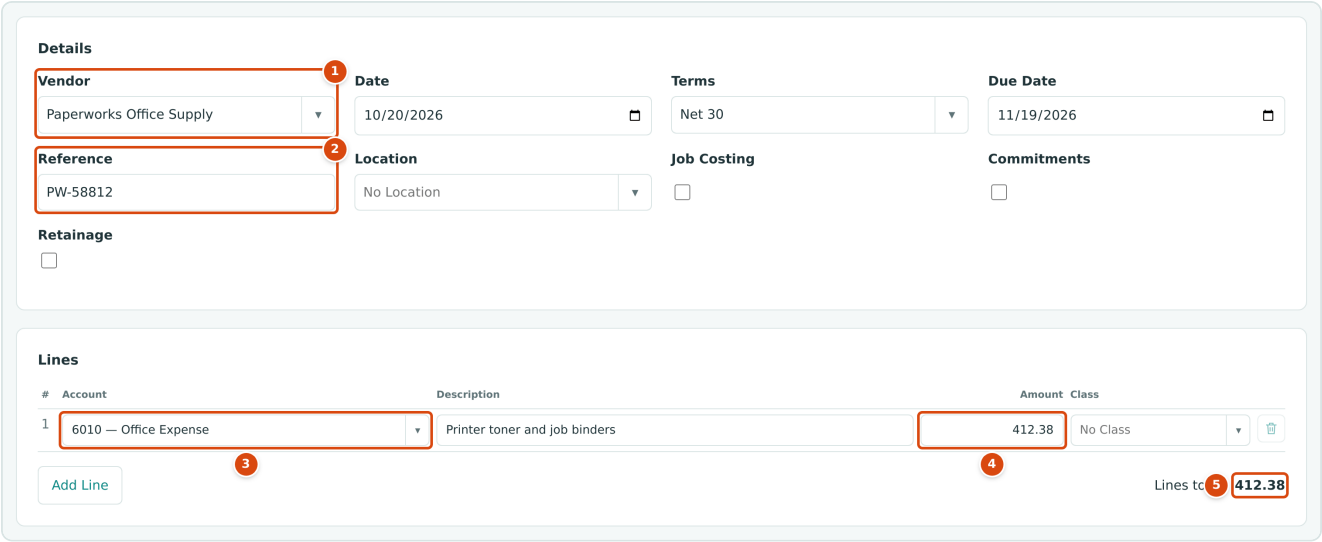

Figure 3-13 A one-line overhead bill from Paperworks Office Supply.

1. The vendor, chosen from the list.
2. The vendor's invoice number in **Reference**.
3. The account charged, **6010 — Office Expense**.
4. The line amount.
5. **Lines total** adds up every line.

Finish: Save Draft or Post Bill

- Click **Save Draft** to keep the bill without touching your books. Drafts show the status **Draft** in the **Bills** list and are counted on the Home dashboard under **Needs Attention**. You can change anything on a draft except the vendor.
- Click **Post Bill** to record it. Posting adds the bill to accounts payable and writes its journal entry. A posted bill cannot be edited; to correct one, void it and enter it again (see Posting, Editing, and Voiding Bills).

Structally confirms with a message such as *Bill BILL-2026-000141 saved as a draft.* or *Bill BILL-2026-000141 posted to accounts payable.* and opens the bill. Bill numbers are assigned automatically as **BILL-**year**-**sequence.

Coding a Bill to a Job

Tick **Job Costing** to charge a bill line to a job. The lines gain **Job**, **Cost Code**, **Cost Type** and **Split** columns.

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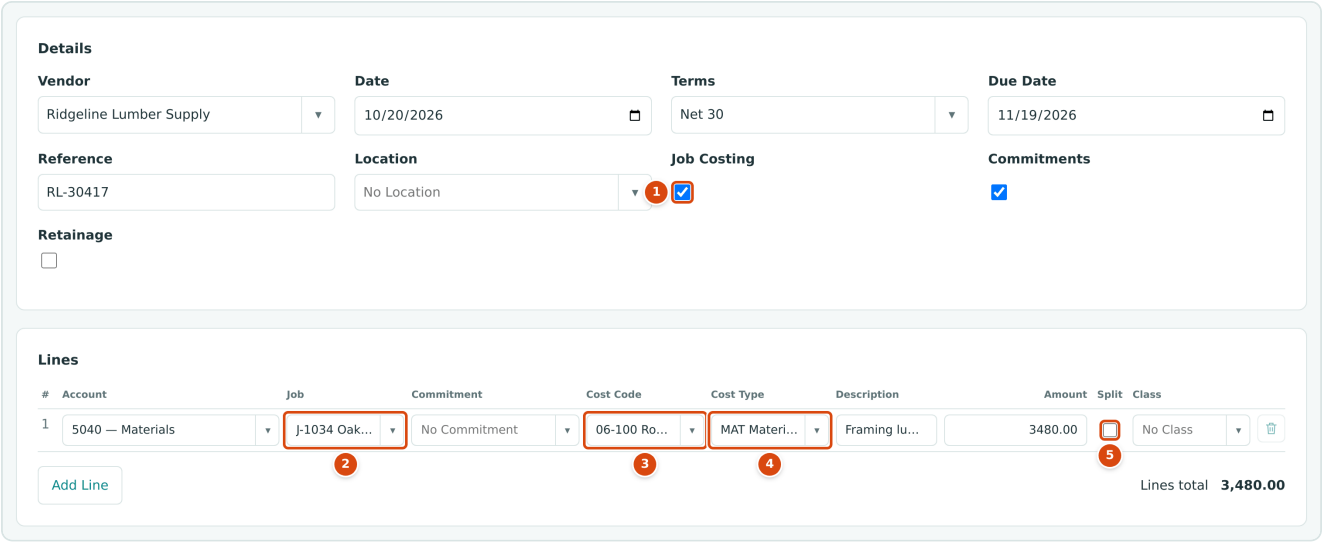

Figure 3-14 A materials bill coded to a job, cost code and cost type.

1. **Job Costing** turned on. Ridgeline Lumber Supply has an issued purchase order, so **Commitments** came on as well; leave a line's **Commitment** empty when the purchase is not under a commitment.
2. **Job**: the job the cost belongs to. Active jobs are listed, plus jobs that are **(On Hold)** or **(Closed)**.
3. **Cost Code**: the work category. The list shows only the codes assigned to the chosen job.
4. **Cost Type**: labor, materials, subcontract, equipment and so on.
5. **Split**: share one line among several jobs or cost codes.

1. Tick **Job Costing**.
2. On each job-cost line, choose the **Job**, then the **Cost Code** and the **Cost Type**. A direct cost line that names a job needs both a cost code and a cost type.
3. Overhead lines (rent, office supplies) can stay without a job, unless your company requires job coding on that account in Job Costing Settings.

> **Jobs on hold or closed**
>
> You can still charge a job that is **On Hold** or **Closed**, but you must type an **Adjustment Reason** on the line to explain the late cost.

Splitting a Line

Tick **Split** on a line to divide its amount among allocation rows (up to 20), each with its own job, cost code, cost type, description and amount. Use it when one line of a vendor's invoice covers more than one job or phase.

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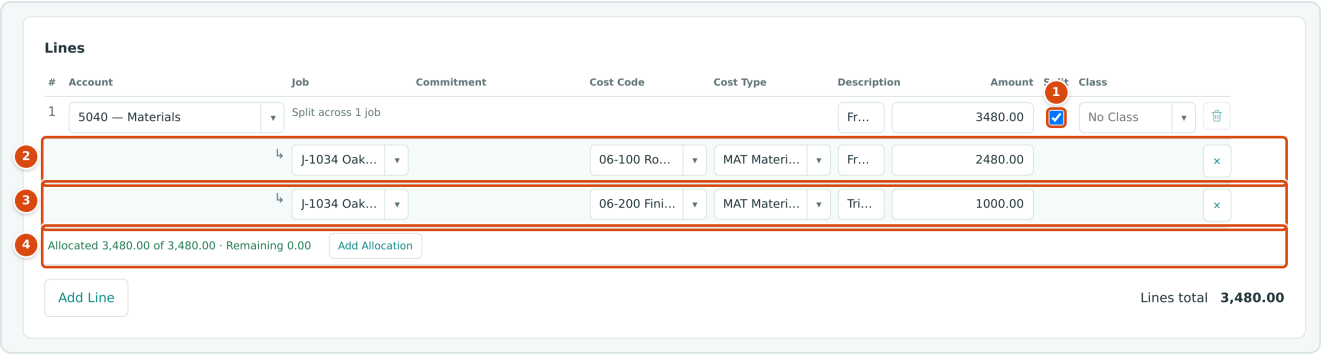

Figure 3-15 One line split between two cost codes on the same job.

1. **Split** ticked on the line.
2. The first allocation: 2,480.00 to 06-100 Rough Carpentry.
3. The second allocation: 1,000.00 to 06-200 Finish Carpentry.
4. The running check. **Remaining** must reach 0.00. Use **Add Allocation** for more rows.

The allocations must add up exactly to the line amount. Each allocation posts as its own journal line, so job cost reports show each job and cost code separately.

Matching a Commitment and Holding Retainage

When a bill is for work under a subcontract or purchase order, match each line to the commitment line it bills. Matching keeps the commitment's **Billed to Date** and **Remaining** current, and carries the commitment's job, cost code, cost type and retainage percentage onto the bill.

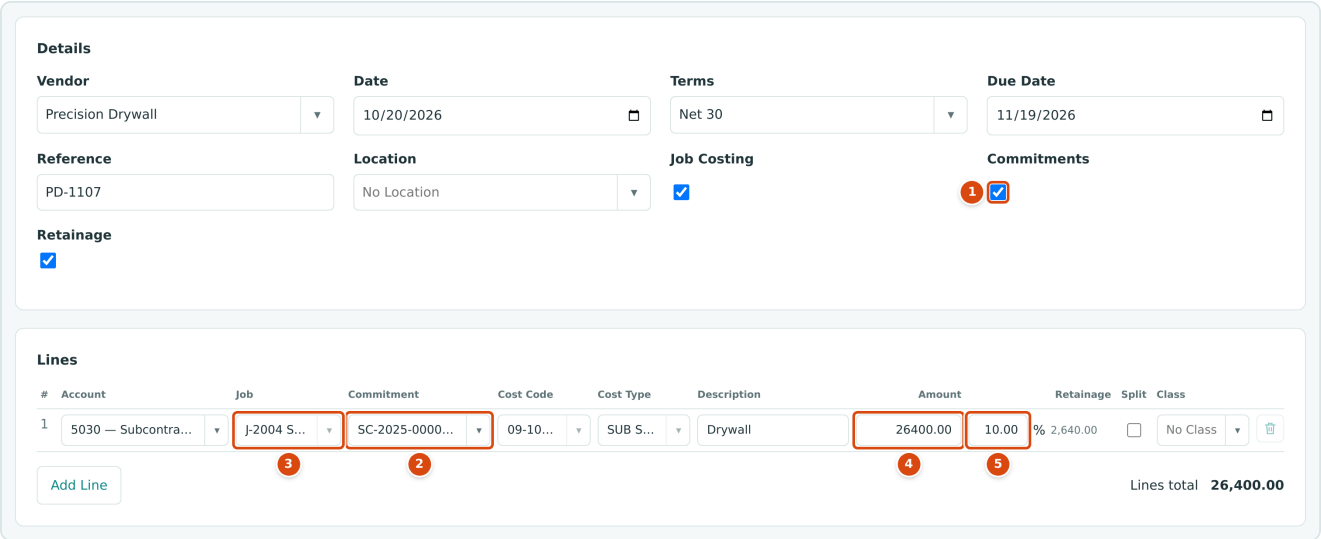

Figure 3-16 A subcontractor bill matched to its subcontract, holding 10% retainage.

1. **Commitments** turned on. Structally does this for you when the vendor has an issued commitment.
2. **Commitment**: the commitment line being billed. The list shows the commitment number, line, cost code, cost type and the amount remaining.
3. **Job**, **Cost Code** and **Cost Type** are filled from the commitment and locked while the line is matched.
4. **Amount**: Structally proposes the whole remaining amount; replace it with this bill's amount.
5. **Retainage**: the commitment's retainage percentage, with the amount held shown beside it.

1. Choose the vendor. If it has issued commitments, **Commitments** and **Job Costing** turn on, and only that vendor's commitment lines can be chosen.
2. In **Commitment**, choose the commitment line. Structally fills the job, cost code, cost type, description (if empty), the amount remaining and the retainage percentage.
3. Check the line's **Account**. Matching a commitment does not choose it: Structally may already have filled it from the vendor's last bill, but for a new vendor you must pick the cost account, such as **5030 — Subcontractors**. Otherwise the bill is refused with *This field is required.*
4. Change **Amount** to the amount on the vendor's invoice.
5. If the bill holds retainage, make sure **Retainage** is ticked and check the percentage on each line. A line that holds retainage must have a job.

The footer then shows both the **Total** and the **Amount Due** (the total less the retainage held):

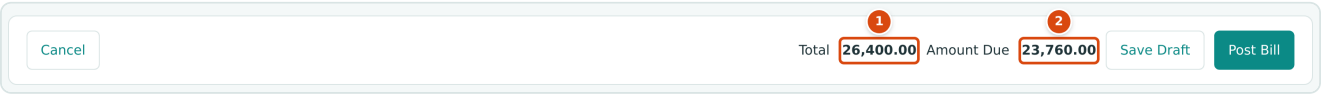

Figure 3-17 Total and amount due on a bill with retainage.

1. **Total**: everything the vendor billed. This is the cost to the job.
2. **Amount Due**: what you pay now. The retained part is paid later through a retainage release.

When a Bill Goes Over the Commitment

When you post, Structally compares each matched line with what is left on its commitment line. What happens next depends on the **Commitment Overruns** setting in Job Costing Settings:

Setting	What Happens When a Line Is Over
Warn (the default)	The bill posts. The amount over is recorded on the line and appears in commitment and job cost reports.

Setting	What Happens When a Line Is Over
Block	Posting is refused with a message such as *Line 1 exceeds commitment SC-2025-000008 line 1 by 1,250.00.* A Company Admin or Accountant then sees **Post Over the Commitment?**, can type an **Override Reason** and click **Post Anyway**. Other users ask one of them, or amend the commitment first.

Adding a Vendor While You Enter a Bill

You do not have to leave the bill to add a missing vendor.

1. In **Vendor**, type the new vendor's name. The list starts with **+ Add New** followed by what you typed.
2. Click **+ Add New**. The **New Vendor** panel opens with the name filled in.
3. Complete **Name** (required) and any of **Code**, **Primary Contact**, **Phone**, **Email**, **Billing Address** and **Terms**, then click **Create Vendor**. The panel closes and the new vendor is selected on the bill.

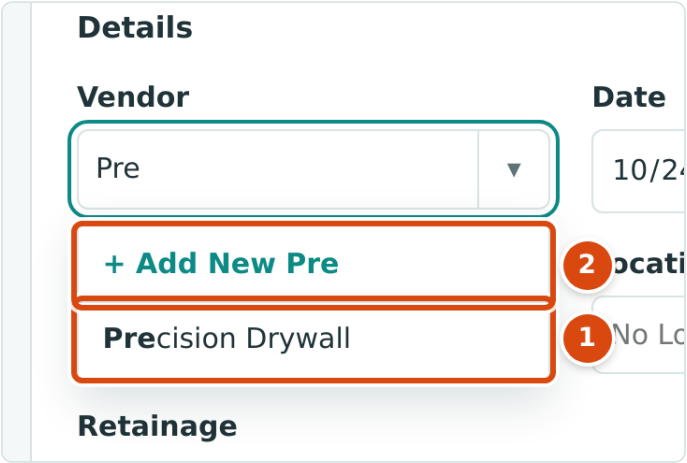

Figure 3-18 The vendor list filtered as you type.

1. An existing vendor that matches what you typed.
2. **+ Add New** opens a short form to create the vendor.

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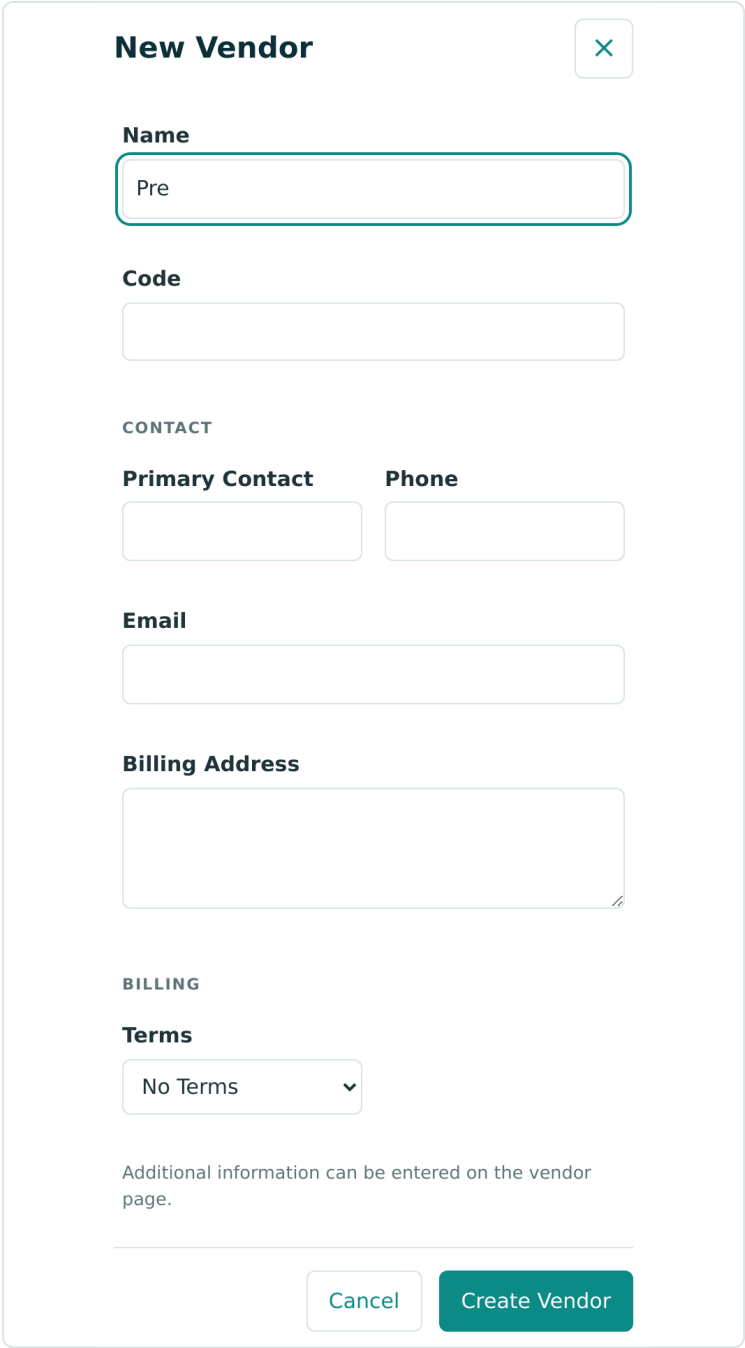

Figure 3-19 The New Vendor panel opened from the bill.

Accounts, payment terms, classes and locations can be added the same way from their own pickers, if your role allows creating them. Complete the vendor's other details later on its page (see Managing Vendors).

Field Reference

Field	Description	Required	Example
Vendor	The vendor who sent the bill. Active vendors only. Cannot be changed after the first save.	Yes	Precision Drywall
Date	Bill date and accounting date. Must be after the Books Closed date to post.	Yes	10/20/2026
Terms	Payment terms used to work out the due date. Starts with the company default.	No	Net 30
Due Date	When payment is due. Drives the **Overdue** status and the AP Aging report.	No	11/19/2026
Reference	The vendor's invoice number, shown on the bill. The Bills list searches by bill number and vendor name, not by reference.	No	PD-1107
Location	A location for the whole bill, for reports by location.	No	North
Job Costing	Shows the job, cost code, cost type and split columns.	No	Ticked
Commitments	Shows the **Commitment** column for matching lines to subcontracts and purchase orders.	No	Ticked
Retainage	Shows the **Retainage** percentage column.	No	Ticked

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Field	Description	Required	Example
Account (line)	The account charged. Not Accounts Payable, a retainage account or a WIP account.	Yes	5030 — Subcontractor Costs
Job, **Cost Code**, **Cost Type** (line)	Where the cost belongs in job costing. A job-coded direct cost needs all three.	With job costing	J-2004 · 09-100 · SUB
Commitment (line)	The commitment line this bill line bills.	No	SC-2025-000008 · 1
Description (line)	What the line is for.	No	Drywall, level 2
Amount (line)	A positive amount with up to two decimals.	Yes	26,400.00
Retainage (line)	Percent of the line held back, from 0 to 100.	No	10.00
Split (line)	Divides the line among allocation rows.	No	Ticked
Adjustment Reason (line)	Why a cost goes to an on-hold or closed job.	For on-hold or closed jobs	Late delivery invoice
Class (line)	A class for the line, for reports by class.	No	Commercial
Memo	An internal note shown on the bill.	No	Drywall progress, level 2
Attachments	PDF, image, Word or Excel files, up to 5 MB each and 3 per bill.	No	PD-1107.pdf

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Worked Example: A Subcontractor's Progress Bill

On October 20, 2026, Precision Drywall sends invoice PD-1107 for $26,400.00 of drywall on the Summit Tech Park Office Building (job J-2004), billed under subcontract SC-2025-000008. The subcontract holds 10% retainage.

Item	Amount
Work billed this period	$26,400.00
Retainage held (10% × $26,400.00)	$2,640.00
Amount due to Precision Drywall now	$23,760.00

You choose **Precision Drywall**, match the line to **SC-2025-000008 · 1**, enter **26,400.00** and keep the 10.00% retainage. The footer shows **Total 26,400.00** and **Amount Due 23,760.00**, as in the figures above. Posting records this entry:

Account	Debit	Credit
5030 Subcontractor Costs (J-2004 · 09-100 · SUB)	26,400.00	
2010 Accounts Payable		23,760.00
2020 Retainage Payable		2,640.00

The full $26,400.00 is job cost on J-2004 now. Only $23,760.00 becomes payable now; the $2,640.00 waits in Retainage Payable until you release it.

The sample company holds a bill just like this one, posted on September 20, 2026: **BILL-2026-000133**. Its posting entry appears in the next section.

What Happens After You Save or Post

	Draft (Save Draft)	Posted (Post Bill)
Status	**Draft**	**Open**; later **Partly Paid** and **Paid** as you pay it. **Overdue** is added after the due date.

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	Draft (Save Draft)	Posted (Post Bill)
Journal entry	None	One balanced entry on the bill date, locked
Accounts payable and the vendor's balance	Unchanged	Increased by the amount due
Job costs and the commitment's billed to date	Unchanged	Updated
Can be changed	Yes, with **Edit Draft** (except the vendor)	No; void it and enter it again

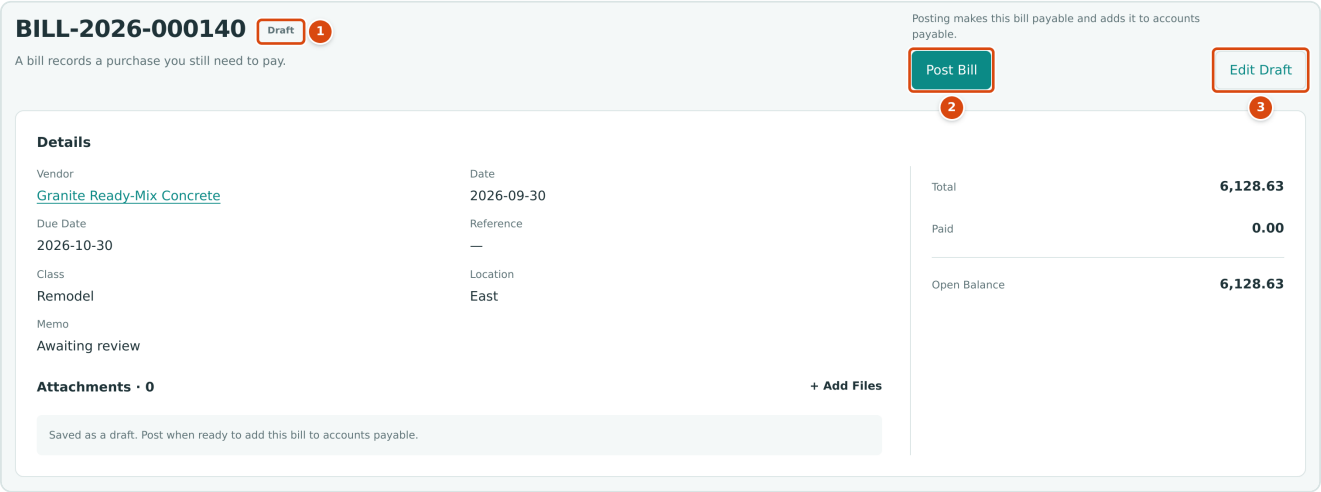

Figure 3-20 A draft bill: nothing has been posted yet.

1. The **Draft** status.
2. **Post Bill** posts the draft as it stands.
3. **Edit Draft** reopens the form.

After posting, the bill page shows what is owed and offers the next steps:

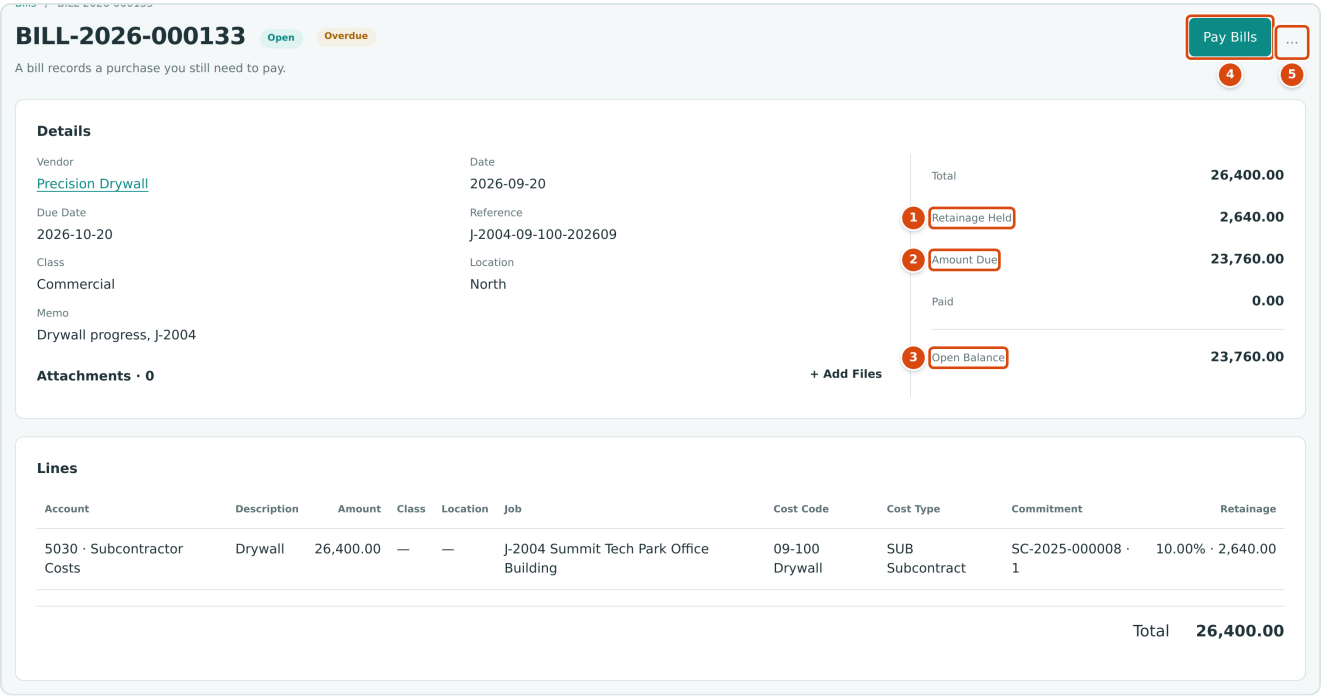

Figure 3-21 A posted subcontractor bill with retainage held.

1. **Retainage Held**: the part kept back under the subcontract.
2. **Amount Due**: the total less the retainage held.
3. **Open Balance**: what is still unpaid.
4. **Pay Bills** starts a payment to this vendor (see Paying Bills).
5. The ⋯ menu holds **Void Bill…**.

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The Posting Entry

Open **Posting Entry** near the bottom of a posted bill to see the journal entry Structally wrote, with the job coding on each cost line:

▾ **Posting Entry** · 2026-09-20 · Posted · Locked · 3 Lines

Date: 2026-09-20 · Bill

Account	Description	Job	Cost Code	Cost Type	Debit	Credit
5030	Drywall	J-2004	09-100	SUB	26,400.00	0.00
2010					0.00	23,760.00
2020					0.00	2,640.00

Figure 3-22 The posting entry of BILL-2026-000133.

Every bill debits its line accounts and credits **Accounts Payable** for the amount due. When retainage is held, **Retainage Payable** is credited for the retained part. A split line posts one debit per allocation.

Review the result on the vendor's page, in the Payables Overview, in the AP Aging report, in the job's Job Costs, and in the commitment's **Billed to Date**.

Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
Vendor must be active.	The vendor was deactivated.	Reactivate it on its page, or choose another vendor.
At least one bill line is required.	Every line is empty.	Enter an account and an amount on at least one line.
Account 5040 requires job coding.	Your settings require a job on this account.	Tick **Job Costing** and choose the job, cost code and cost type.
Job-coded cost lines need a cost code and a cost type.	A job was chosen without both codes.	Choose a cost code and a cost type, or remove the job.
Cost code 06-100 is not assigned to job J-1036.	The code is not assigned to that job.	Pick an assigned code, or assign the code to the job first.

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Message or Symptom	Why It Happens	What to Do
Job J-2003 is closed; give an adjustment reason.	The job is **On Hold** or **Closed**.	Type an **Adjustment Reason** on the line.
Line 1 needs a job to hold retainage.	A retainage percentage is on a line without a job.	Choose the job, or set the retainage to 0.
Line 1 allocations must equal the line amount.	Split rows do not add up to the line.	Adjust the allocations until **Remaining** is 0.00.
Turn on Job Costing or clear the job coding on the lines.	**Job Costing** was unticked while lines still name jobs.	Tick it again, or clear the job fields.
Accounting date must be after the company closing date.	The bill date is in a closed period.	Use a date after the Books Closed date, or ask a Company Admin.
Set up retainage in Job Costing Settings before posting bills with retainage.	No Retainage Payable account is set.	Ask a Company Admin to set it up, or remove the retainage.
Line 1 exceeds commitment SC-2025-000008 line 1 by 1,250.00.	Overruns are blocked and the line is over.	Amend the commitment, lower the amount, or have a Company Admin or Accountant post it with an override reason.
A draft bill cannot be deleted.	There is no discard button for draft bills.	Leave it as a draft (drafts never affect your books) or edit it into the bill you need.

Related Topics

- Posting, Editing, and Voiding Bills
- Recording an Expense, when you have already paid

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- Paying Bills
- Vendor Credits
- Commitments and Releasing Retainage
- Coding Transactions to Jobs

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bills | post bill | void bill | draft | overdue | accounts payable

4.5 Posting, Editing, and Voiding Bills

Once a bill is entered, its life is short and strict. A **draft** can be changed freely and has no effect on your books. **Posting** the draft writes its journal entry and makes the amount due payable. A posted bill can no longer be edited: if it is wrong, you **void** it, which posts a reversing entry, and enter it again. This page covers the Bills list, the bill page and those three actions. To enter a new bill, see Entering a Bill.

Before You Begin

- To edit, post or void bills you need **Edit** access to **Vendors & Bills** (Company Admins, Accountants, Project Managers, and Custom users with Edit). Viewers can open the list and every bill but see no action buttons. See Roles and Permissions.
- Posting and voiding dates must be after your company's Books Closed date (July 31, 2026 in the sample company).

Navigation

Vendors & Bills → **Bills**, then click a bill number.

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The Bills List

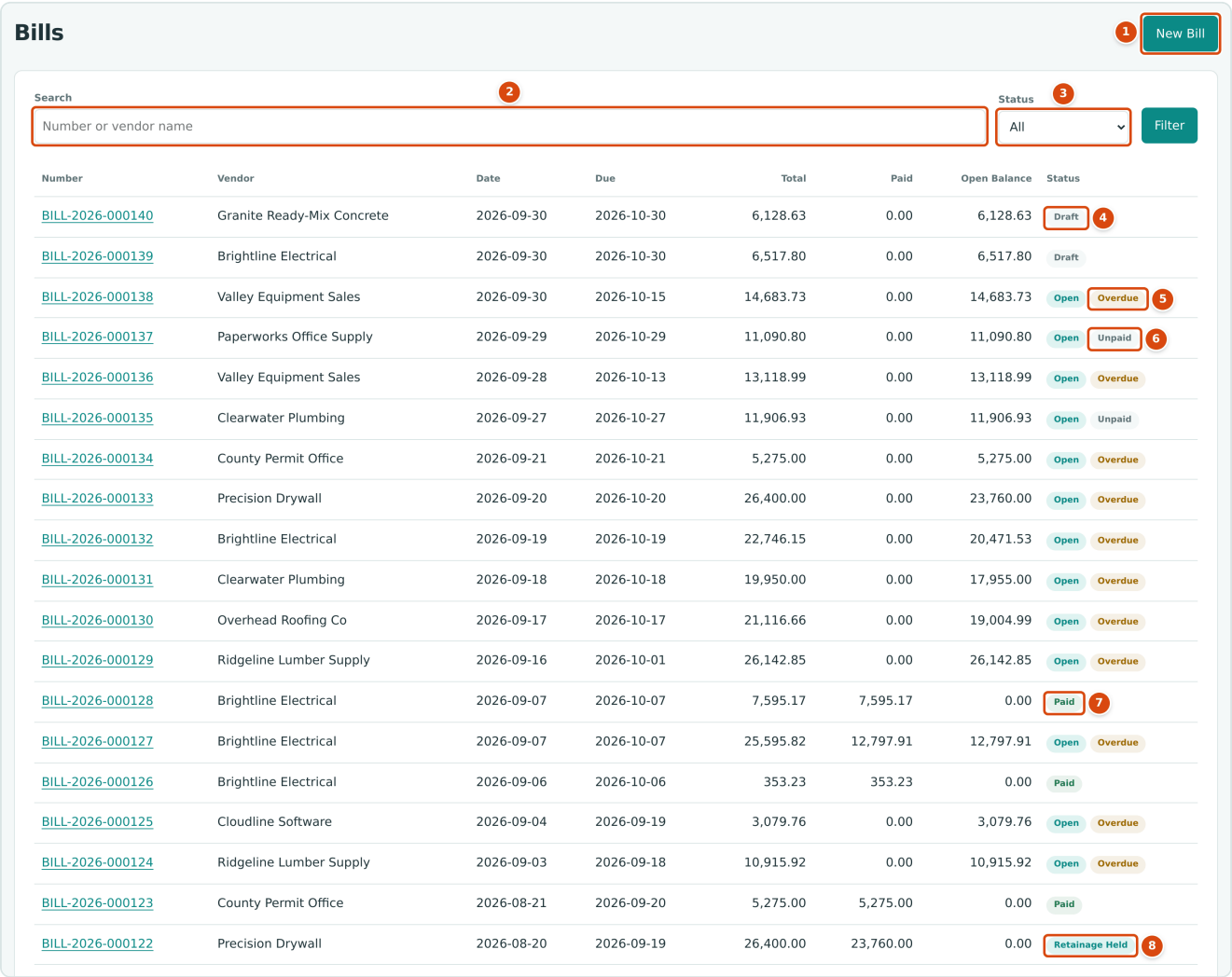

Figure 3-23 The Bills list with the status filter set to All.

1. **New Bill** opens the bill form.
2. **Search** finds bills whose number or vendor name contains what you type.
3. **Status** filters the list; click **Filter** to apply it. The list opens on **Draft and Open**.
4. **Draft**: saved, not posted.
5. **Open** with **Overdue**: posted, unpaid or partly paid, and past its due date.
6. **Open** with **Unpaid**: posted, nothing paid yet, not yet due.
7. **Paid**: fully settled by payments or credits.
8. **Retainage Held**: the amount due is paid, but retainage withheld on the bill has not been released yet.

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The columns show the bill **Number**, **Vendor**, **Date**, **Due** date, **Total**, how much is **Paid** (payments and credits applied), the **Open Balance** still owed and the **Status**. **Open Balance** excludes retainage held, which is paid later through a retainage release. Retainage release bills carry a **Retainage Release** tag beside their number.

Statuses and Filters

Status Shown	Meaning	Status Filter That Finds It
Draft	Saved with **Save Draft**; no journal entry.	**Draft and Open** (the default), **Draft**
Open · **Unpaid**	Posted; nothing paid; due date today or later (or none).	**Draft and Open**, **Open**
Open · **Partly Paid**	Posted; part paid; not yet due.	**Draft and Open**, **Open**, **Partly Paid**
Open · **Overdue**	Posted; not fully paid; due date has passed (paid or not).	**Draft and Open**, **Open**, **Overdue**
Paid	Amount due fully settled.	**Paid**
Retainage Held	Paid, with retainage still withheld.	**Paid**
Void	Voided; its entry has been reversed.	**Void**

Choose **All** to see every bill. The list shows 25 bills per page, newest first.

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The Bill Page

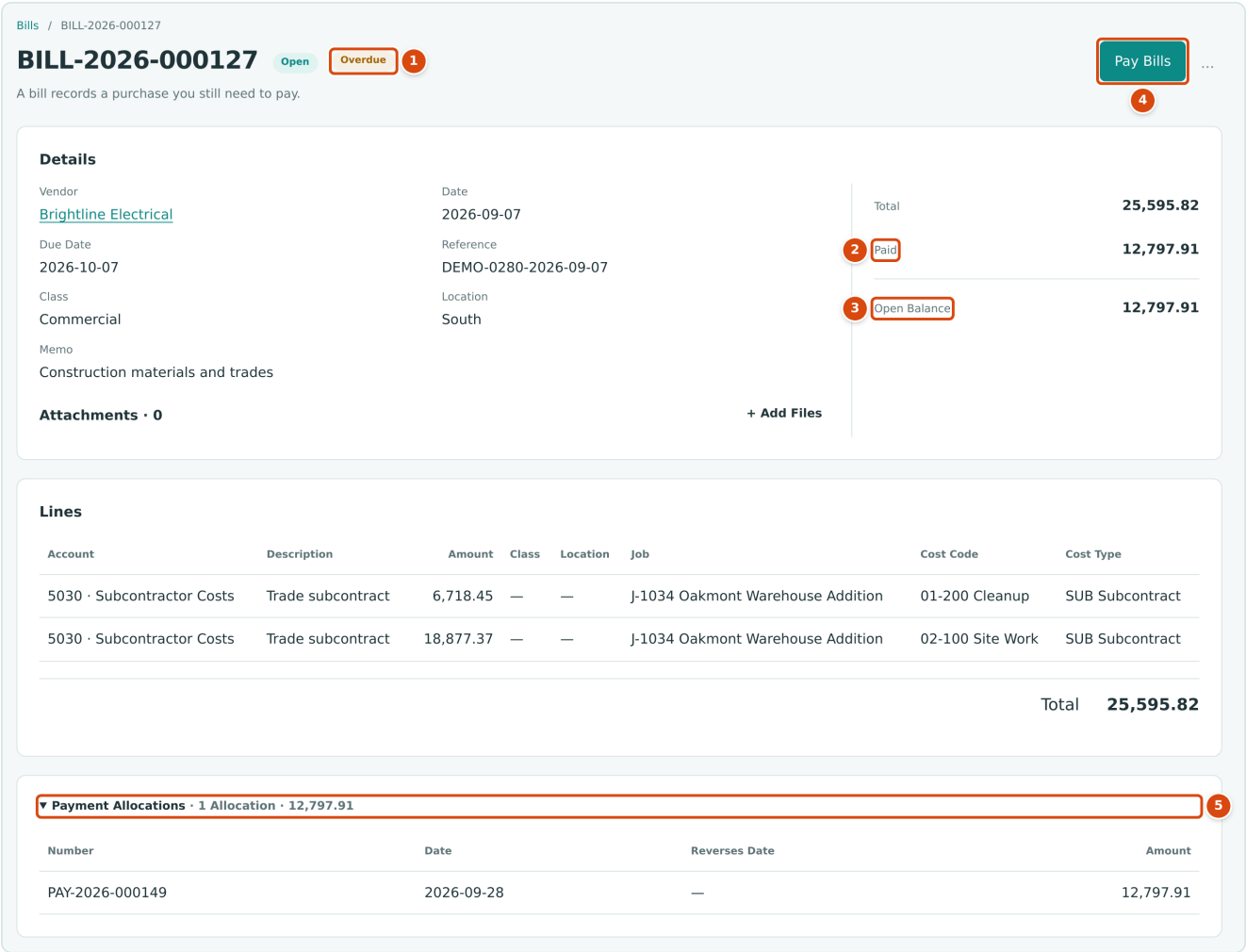

Figure 3-24 A posted bill that has been paid in part.

1. The status (**Open**) and the payment state (**Overdue**).
2. **Paid**: payments and credits applied so far.
3. **Open Balance**: what is still owed on the bill.
4. **Pay Bills** opens a payment to this vendor with this bill's open balance entered. It appears while the bill is open.
5. **Payment Allocations**: each payment applied to the bill, with its date. A negative row shows a payment that was unapplied or reversed.

Below the lines, a posted bill can also show:

- **Retainage Releases**, when the bill held retainage, with a **Release Retainage** button while retainage is still held.
- **Credits Applied**: vendor credits applied to the bill (see Vendor Credits).
- **Posting Entry**: the journal entry the bill posted. Click it to expand.

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- **Reversal Entry**: the entry that voided the bill, on a void bill.
- **History**: who created, posted, voided or attached files to the bill, and when.

Editing a Draft Bill

A draft can be changed as often as you like before it is posted.

1. Open the draft from the Bills list (status **Draft**).
2. Click **Edit Draft**. The bill form opens with the bill number as its title.
3. Change the date, terms, due date, reference, location, lines, memo or attachments. The **Vendor** cannot be changed; to bill another vendor, enter a new bill.
4. Click **Save Draft**. When editing, the form has no **Post Bill** button: post from the bill page.

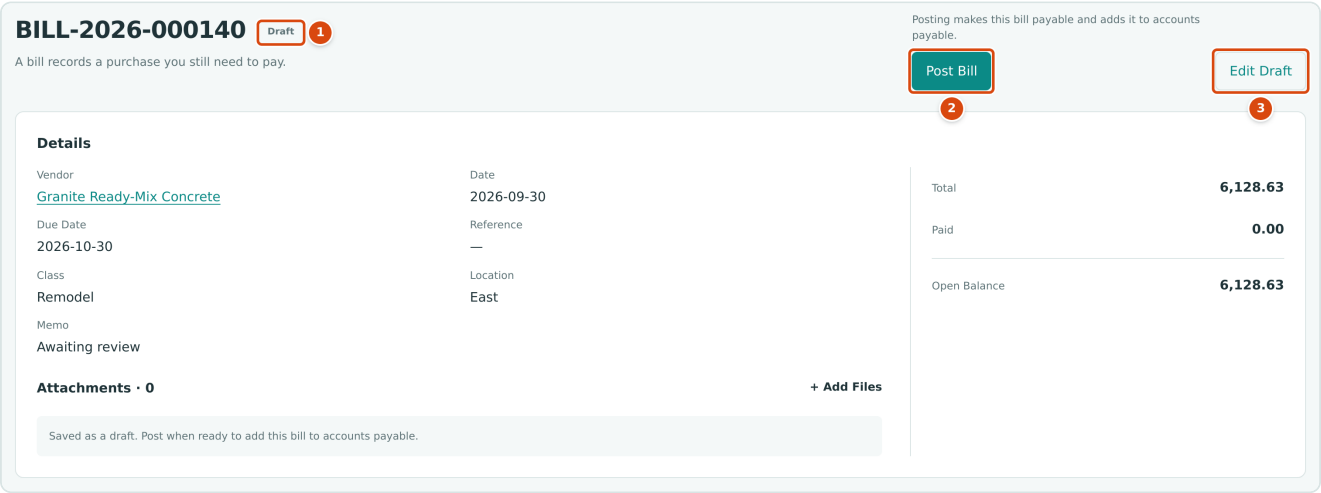

Figure 3-25 A draft bill: Post Bill and Edit Draft.

1. The **Draft** status.
2. **Post Bill** posts the draft as it stands.
3. **Edit Draft** reopens the form.

> **No discard button**
>
> There is no button on screen to delete or discard a draft bill. A draft you do not need stays in the list with the status **Draft**. It never affects your books, balances or reports. Edit it into the bill you need, or leave it.

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Posting a Draft Bill

1. Open the draft bill.
2. Check the lines and the date. The bill date is the accounting date of the entry.
3. Click **Post Bill**. The note beside the button reads *Posting makes this bill payable and adds it to accounts payable.*

Structally confirms *Bill BILL-2026-000139 posted to accounts payable.* (with your bill's number). The status becomes **Open**, the **Edit Draft** button disappears, and **Pay Bills** and the ⋯ menu appear.

Posting runs the same checks as **Post Bill** on the form: the vendor must be active, every account and class must still be active, job coding must meet your Job Costing Settings, commitment overruns are checked, and the date must be after the Books Closed date. A draft that breaks a rule stays a draft; the message tells you what to fix (see Common Mistakes and Troubleshooting).

The Posting Entry

Posting debits each line's account (with its job, cost code and cost type) and credits **2010 Accounts Payable** for the amount due. If the bill holds retainage, **2020 Retainage Payable** is credited for the retained part. The entry is dated on the bill date and is locked. Draft BILL-2026-000139 from Brightline Electrical (6,517.80 of materials, dated September 30, 2026) would post:

Account	Debit	Credit
5040 Materials	6,517.80	
2010 Accounts Payable		6,517.80

The More Menu

On an open bill, the ⋯ button (More Actions) beside **Pay Bills** opens a menu with **Void Bill…**.

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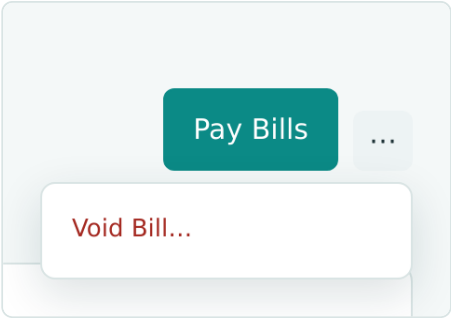

Figure 3-26 The More Actions menu of an open bill.

A **Paid** bill has no ⋯ menu: void is available only while the bill is **Open**. On a retainage release the menu offers **Reverse Release…** instead (see Releasing Retainage).

Voiding an Open Bill

Void a posted bill that should never have been posted: a duplicate, a bill entered for the wrong vendor or amount, an invoice the vendor canceled. Voiding keeps the bill and its original entry, posts an exact reversing entry on the date you choose, and sets the status to **Void**.

A bill can be voided only when all of these are true:

Condition	If Not, Structally Says	What to Do First
No payment is applied to it.	*Bill has payments applied; reverse them first*	Reverse the payment, or unapply it from this bill (see Paying Bills).
No vendor credit is applied to it.	*Bill has credits applied; unapply them first*	Unapply the credit on the vendor credit's page (see Vendor Credits).
No posted retainage release draws on it.	*Bill has retainage releases; reverse them first*	Reverse the release (see Releasing Retainage).
It is **Open**.	*Only open bills can be voided*	Drafts are never posted, so there is nothing to void.
Its entry is not matched to a bank feed line.	*Entry is matched to a bank line; unmatch it first*	Unmatch it in the Bank Feed.

1. Open the bill and click ⋯ → **Void Bill…**. The **Void** drawer opens.

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2. In **Date**, enter the date of the reversing entry. It starts as today. It cannot be earlier than the bill date, and it must be after the Books Closed date.
3. In **Memo**, type why the bill is being voided. The memo becomes the description of the reversing entry.
4. Click **Void Bill**. **Cancel** closes the drawer without voiding.

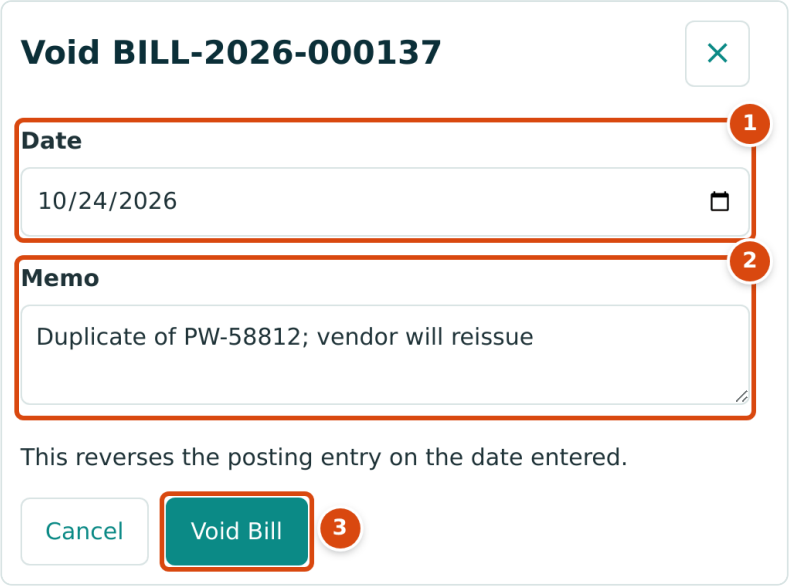

Figure 3-27 The Void drawer. Nothing is posted until you click Void Bill.

1. **Date**: the accounting date of the reversing entry.
2. **Memo**: the reason, kept on the reversing entry.
3. **Void Bill** posts the reversal; *This reverses the posting entry on the date entered.*

> ⚠ **Voiding cannot be undone**
>
> A void bill stays void. To bring the purchase back, enter a new bill.

Field Reference: The Void Drawer

Field	Description	Required	Example
Date	Date of the reversing entry. On or after the bill date, after the Books Closed date.	Yes	10/24/2026

Field	Description	Required	Example
Memo	Why the bill was voided. Becomes the reversing entry's description (at most 200 characters).	No	Supplier canceled duplicate bill

Worked Example: A Voided Duplicate Bill

On November 4, 2023, Cedar Ridge posted **BILL-2023-000008** from Keystone Engineering for $24,666.75 of site materials on job J-1002 (two lines: 1,482.46 to cost code 07-300 and 23,184.29 to 08-100). Two days later the supplier canceled it as a duplicate. Nothing had been paid or applied, so the bill was voided on November 6, 2023 with the memo *Supplier canceled duplicate bill*.

	Debit	Credit
Original entry (2023-11-04): 5040 Materials, J-1002 07-300 MAT	1,482.46	
Original entry: 5040 Materials, J-1002 08-100 MAT	23,184.29	
Original entry: 2010 Accounts Payable		24,666.75
Reversing entry (2023-11-06): 5040 Materials, J-1002 07-300 MAT		1,482.46
Reversing entry: 5040 Materials, J-1002 08-100 MAT		23,184.29
Reversing entry: 2010 Accounts Payable	24,666.75	

After the void, accounts payable, the vendor's balance and job J-1002's materials cost are each back where they were before the bill: the net of the two entries is zero.

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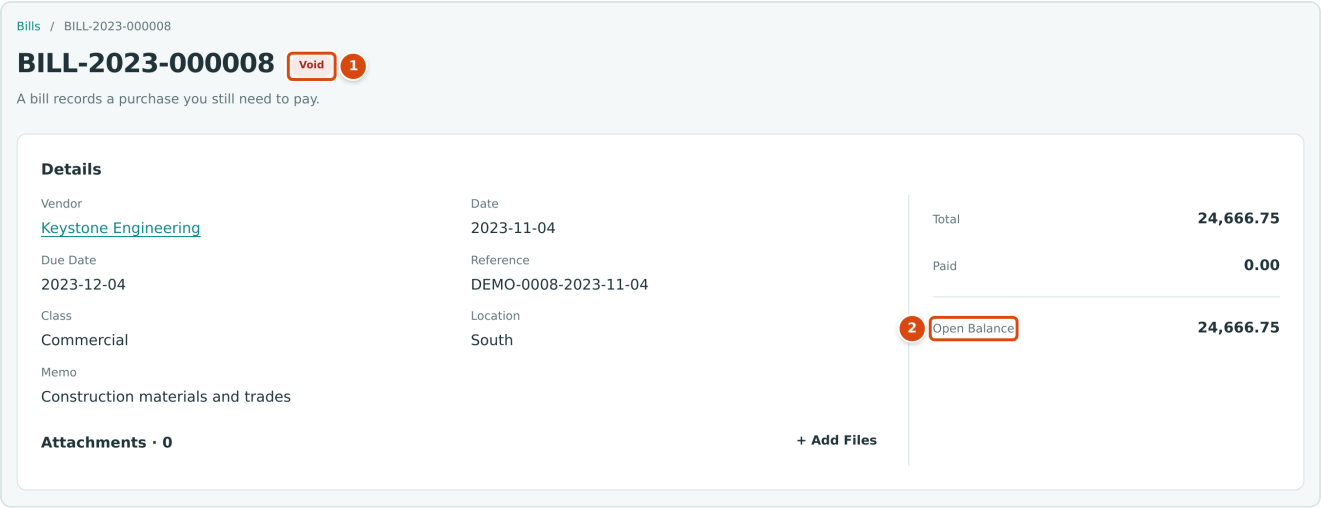

Figure 3-28 The voided bill.

1. The status is **Void**.
2. **Open Balance** on a void bill still shows the amount that was due (the total less any retainage held), although nothing is owed. The bill is not counted in accounts payable, the vendor's balance or **Pay Bills**.

The Reversal Entry

Open **Reversal Entry** on the void bill to see the mirror image of the posting entry, dated on the void date (the figure below).

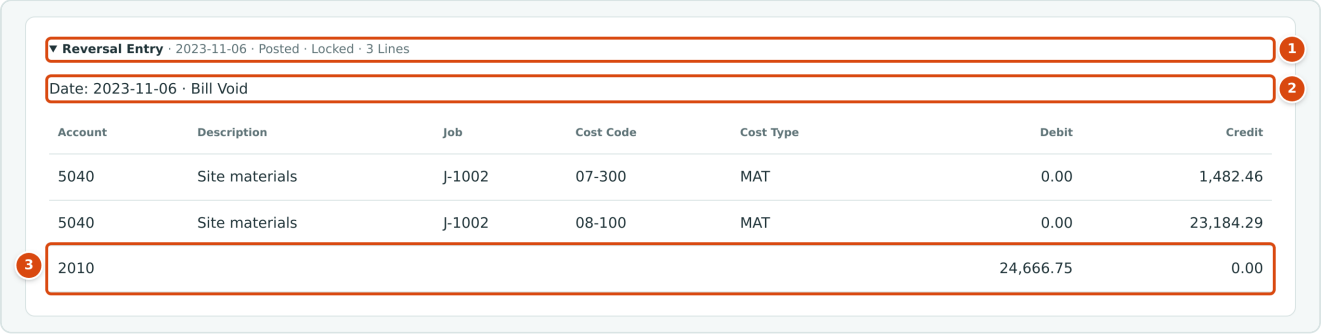

Figure 3-29 The reversal entry of the voided bill.

1. **Reversal Entry**, its date and **Posted** · **Locked**.
2. The entry's type, **Bill Void**.
3. Accounts Payable is debited for the amount the bill had credited.

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What Happens After You Post or Void

	Post a Draft	Void an Open Bill
Status	**Open** (later **Paid**)	**Void**
Journal entry	One entry on the bill date	A reversing entry on the void date; the original stays on its own date
Accounts payable and the vendor's balance	Increased by the amount due	Reduced by the same amount
Job costs and a commitment's billed to date	Increased	Reduced again
Reports for the original period	Include the bill	Unchanged; the reversal shows in the period of the void date
Can be changed	No; void it and enter it again	No

See all corrections in one place in Reversing and Correcting Transactions.

Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
There is no **Edit Draft** on a posted bill.	Posted bills cannot be changed.	Void it and enter a corrected bill.
There is no ⋯ menu on the bill.	The bill is **Paid**, **Draft** or **Void**, or you have View access.	Unapply or reverse its payments first to reopen it.
Bill has payments applied; reverse them first	A payment is still applied.	Unapply the payment from this bill, or reverse the payment.

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Message or Symptom	Why It Happens	What to Do
Bill has credits applied; unapply them first	A vendor credit is applied.	Unapply it on the vendor credit's page.
Bill has retainage releases; reverse them first	A posted release draws on this bill's retainage.	Reverse the release first.
Entry is matched to a bank line; unmatch it first	The bill's entry is matched in the Bank Feed.	Unmatch the bank line, then void.
Reversal date cannot be earlier than the journal entry date.	The void date is before the bill date.	Use the bill date or later.
Accounting date must be after the company closing date; 2026-07-15 is on a closed period.	The void date is on or before the Books Closed date.	Use a date after the Books Closed date. The original bill stays in the closed period.
Accounting date must be after the company closing date.	You are posting a draft dated in a closed period.	Edit the draft's date, or ask a Company Admin about the Books Closed date.
Description must be at most 200 characters.	The void memo is too long.	Shorten the memo.
Line descriptions must be at most 100 characters.	A line description is longer than 100 characters. The draft saves, but posting refuses it.	Shorten the description with **Edit Draft**.
Every account must be active, non-root, and belong to the company.	An account on the draft was deactivated after you saved it.	Edit the draft and choose an active account, or reactivate the account.
Vendor must be active.	The vendor was deactivated after the draft was saved.	Reactivate the vendor.

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Message or Symptom	Why It Happens	What to Do
Set up retainage in Job Costing Settings before posting bills with retainage.	No Retainage Payable account is set up.	Ask a Company Admin to set one up in Job Costing Settings.
A draft bill cannot be deleted.	There is no discard button for drafts.	Leave it as a draft, or edit it into the bill you need.
The search does not find the vendor's invoice number.	**Search** looks at the bill number and vendor name only.	Search by vendor, then read the **Reference** on each bill.

Related Topics

- Entering a Bill
- Paying Bills
- Vendor Credits
- Reversing and Correcting Transactions
- Releasing Retainage
- Books Closed

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expenses | credit card | paid from | job costing | reverse expense

4.6 Recording an Expense

An **expense** records a purchase that is already paid: fuel bought with the company card, a software subscription charged to the card every month, a permit paid at the counter, a bank fee. The expense records the cost and the payment in one step. It posts as soon as you save it, so there is no draft and nothing is left in accounts payable.

Use an expense only when the money has already left a bank, cash or credit card account. When you will pay the vendor later, enter a bill instead, then pay it with Pay Bills.

Before You Begin

- The account you paid from exists and is active: a bank or cash account (for example **1010 Operating Checking**) or a credit card account (**2100 Company Credit Card**). See The Chart of Accounts.
- The vendor exists, if you want to name one (optional). You can also add it from the **Vendor** picker.
- For job costing: Jobs & Costing is turned on and the job is set up. See Coding Transactions to Jobs.
- You need **Edit** access to **Vendors & Bills** (Company Admins, Accountants, Project Managers, and Custom users with Edit). See Roles and Permissions.

Navigation

Vendors & Bills → **Expenses** → **New Expense**, or **Create** → **New Expense**. From a vendor's page, **New Expense** opens the form with that vendor chosen.

Step by Step

1. Open **Vendors & Bills** → **Expenses** and click **New Expense**.
2. In **Paid From**, choose the account the money came out of. Only active bank, cash and credit card accounts are listed.
3. In **Vendor**, choose who you paid, or leave **No Vendor**. When you choose a vendor, Structally fills the first line's **Account** with the account used on that vendor's latest posted bill or expense, if the line is still empty.
4. Set **Date** to the date of the purchase. It is the accounting date of the expense.
5. In **Reference**, type the receipt, card slip or confirmation number.
6. Optionally choose a **Location** for the whole expense.
7. On each line, choose the **Account** charged, type a **Description** and the **Amount**, and optionally a **Class**. Click **Add Line** for more lines.
8. Optionally type a **Memo** and attach the receipt under **Attachments**.

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9. Click **Save Expense**. The expense posts immediately.

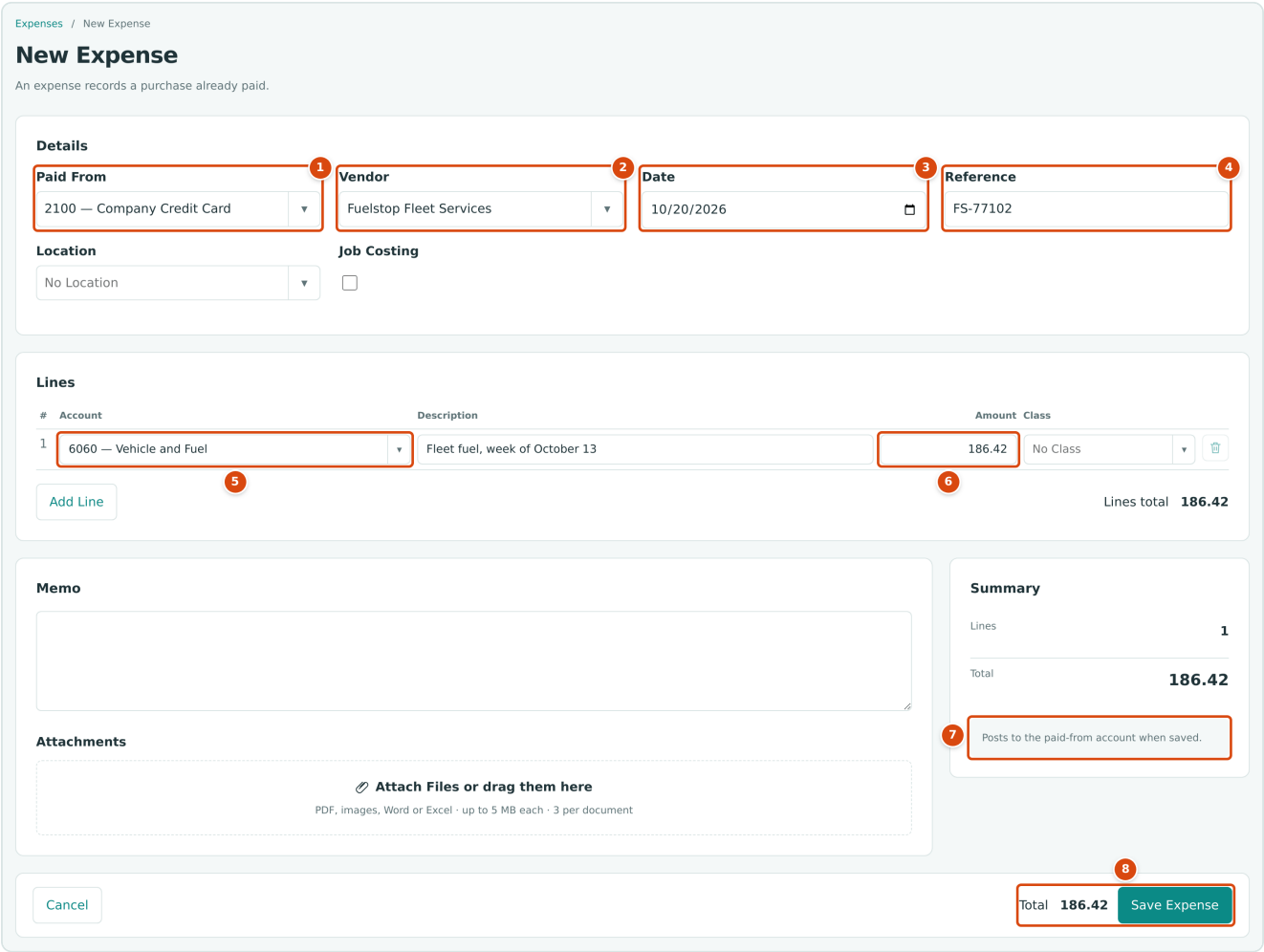

Figure 3-30 A fuel purchase paid with the company card.

1. **Paid From**: the bank, cash or credit card account that paid.
2. **Vendor**: optional. Choosing Fuelstop Fleet Services filled **Account** with 6060, the account on its last expense.
3. **Date**: the purchase date.
4. **Reference**: the receipt or slip number.
5. **Account**: what the money was spent on.
6. **Amount**: a positive amount with up to two decimals.
7. *Posts to the paid-from account when saved.* There is no draft.
8. **Total** and **Save Expense**.

Structally confirms with *Expense EXP-2026-000136 posted.* (with the next number) and opens the expense. Expense numbers are assigned automatically as **EXP-**year**-**sequence.

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Coding an Expense to a Job

Tick **Job Costing** to charge a line to a job. The lines gain **Job**, **Cost Code**, **Cost Type** and **Split** columns, and work exactly as on a bill (see Coding a Bill to a Job). An expense cannot be matched to a commitment and does not hold retainage; use a bill for subcontract and purchase order billings.

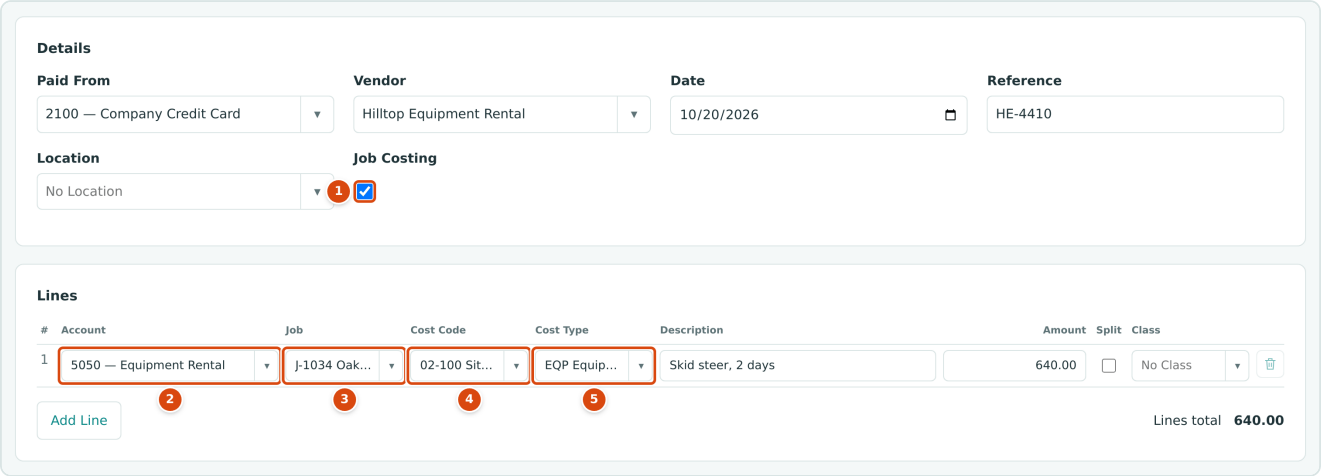

Figure 3-31 An equipment rental paid by card and charged to a job.

1. **Job Costing** turned on.
2. **Account**: a direct cost account, here **5050 — Equipment Rental**.
3. **Job**: the job the cost belongs to.
4. **Cost Code**: only codes assigned to the job are offered.
5. **Cost Type**: here **EQP** (Equipment).

Field Reference

Field	Description	Required	Example
Paid From	The active bank, cash or credit card account the money came from.	Yes	2100 — Company Credit Card
Vendor	Who you paid. Active vendors only.	No	Fuelstop Fleet Services

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Field	Description	Required	Example
Date	Purchase date and accounting date. Must be after the Books Closed date. Starts as today.	Yes	10/20/2026
Reference	Receipt, slip or confirmation number, up to 60 characters.	No	FS-77102
Location	A location for the whole expense.	No	East
Job Costing	Shows the job, cost code, cost type and split columns. Appears when Jobs & Costing is turned on.	No	Ticked
Account (line)	The account charged. Not the **Paid From** account, a retainage account or a WIP account.	Yes	6060 — Vehicle and Fuel
Job, **Cost Code**, **Cost Type** (line)	Where the cost belongs in job costing.	With job costing	J-1034 · 02-100 · EQP
Description (line)	What the line is for, up to 100 characters.	No	Fleet fuel, week of October 13
Amount (line)	A positive amount with up to two decimals.	Yes	186.42
Class (line)	A class for reports by class.	No	Remodel
Memo	An internal note.	No	Card statement October
Attachments	PDF, image, Word or Excel files, up to 5 MB each and 3 per expense.	No	receipt.pdf

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The Expenses List and the Expense Page

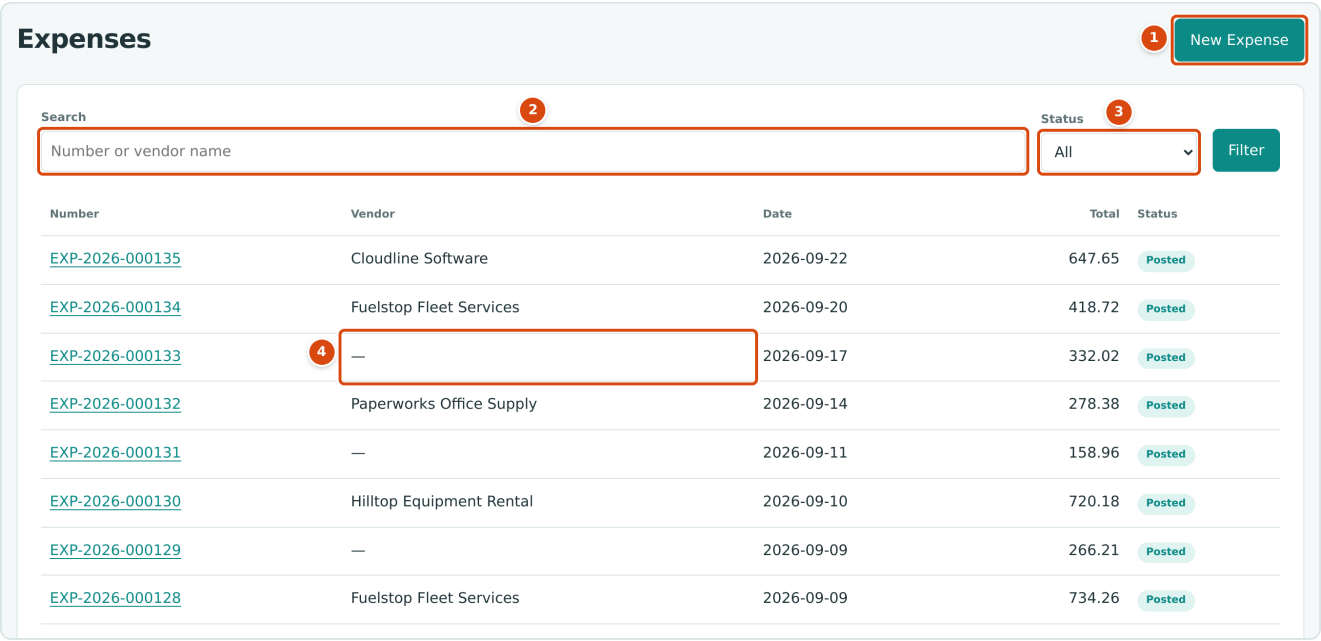

Figure 3-32 The Expenses list.

1. **New Expense** opens the form.
2. **Search** finds expenses by number or vendor name.
3. **Status**: **All** (the default), **Posted** or **Reversed**.
4. An expense recorded without a vendor shows a dash.

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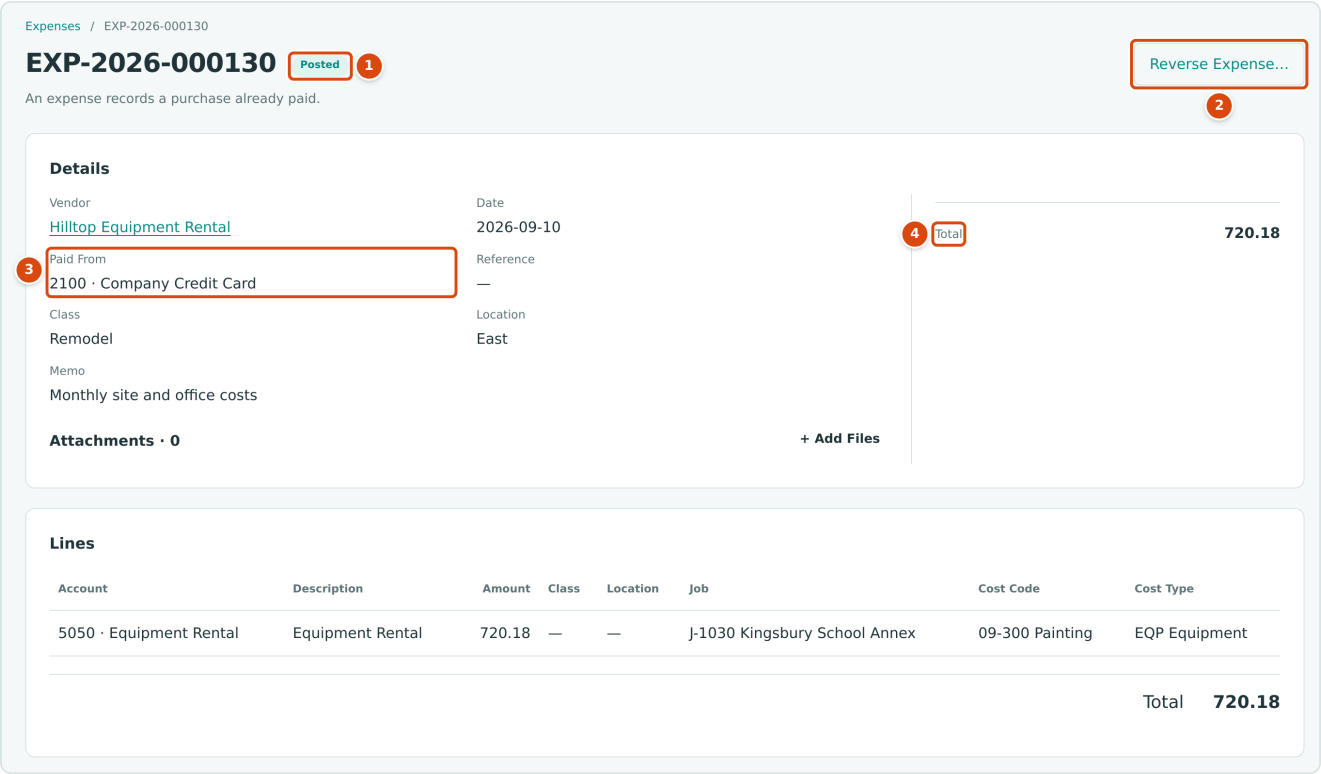

Figure 3-33 A posted expense.

1. The status: **Posted**, or **Reversed** after a reversal.
2. **Reverse Expense…** opens the reversal drawer.
3. **Paid From**: the account credited.
4. **Total**: the amount paid.

Below the lines, **Posting Entry** shows the journal entry and **History** shows who entered the expense and any later actions, such as a bank feed match.

Worked Example: A Job Equipment Rental Paid by Card

On September 10, 2026, Cedar Ridge rented painting equipment from Hilltop Equipment Rental for job J-1030 Kingsbury School Annex and paid $720.18 with the company card. The expense **EXP-2026-000130** charges **5050 Equipment Rental**, coded to J-1030, cost code 09-300 Painting and cost type EQP, and is paid from **2100 Company Credit Card**.

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The Posting Entry

Saving the expense debits each line's account and credits the **Paid From** account for the total, on the expense date:

Account	Debit	Credit
5050 Equipment Rental (J-1030 · 09-300 · EQP)	720.18	
2100 Company Credit Card		720.18

▾ **Posting Entry** · 2026-09-10 · Posted · Locked · 2 Lines

Date: 2026-09-10 · Expense

Account	Description	Job	Cost Code	Cost Type	Debit	Credit
5050	Equipment Rental	J-1030	09-300	EQP	720.18	0.00
2100					0.00	720.18

Figure 3-34 The posting entry of EXP-2026-000130.

The cost is on job J-1030 at once, and the balance owed on the company card (a liability) grows by $720.18. Accounts payable is not touched, because nothing is owed to Hilltop.

What Happens After You Save

	After Save Expense
Status	**Posted**
Journal entry	One entry on the expense date, locked
Accounts payable and the vendor's balance	Unchanged; the expense shows in the vendor's **Recent Activity**
Job costs	Updated for job-coded lines

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	After Save Expense
The Payables Overview	Counted in **Paid Expenses** and **Spending by Category** for its period
Can be changed	No. Reverse it and enter it again.

Reversing an Expense

Reverse an expense that was recorded by mistake, twice, or against the wrong account. Reversing posts the mirror image of the expense's entry on the date you choose and sets the status to **Reversed**. The original entry stays on its own date.

1. Open the expense and click **Reverse Expense…**.
2. In **Date**, enter the date of the reversing entry. It starts as today, cannot be earlier than the expense date and must be after the Books Closed date.
3. In **Memo**, type why. The memo becomes the reversing entry's description.
4. Click **Reverse Expense**. **Cancel** closes the drawer.

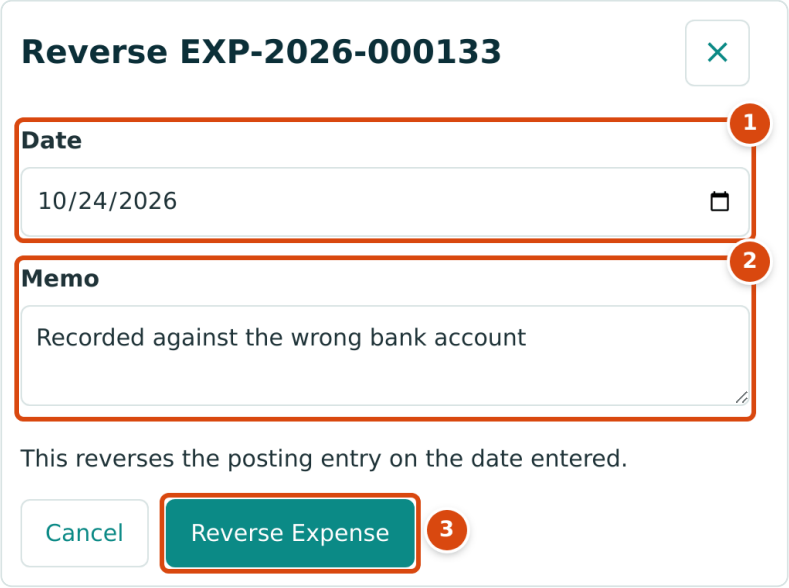

Figure 3-35 The reversal drawer of an expense.

1. **Date**: the accounting date of the reversing entry.
2. **Memo**: the reason.

3. **Reverse Expense** posts the reversal: *This reverses the posting entry on the date entered.*

The Reversing Entry

Reversing EXP-2026-000130 on October 24, 2026 would post the opposite entry, shown on the expense as **Reversal Entry** (type **Expense Reversal**):

Account	Debit	Credit
2100 Company Credit Card	720.18	
5050 Equipment Rental (J-1030 · 09-300 · EQP)		720.18

Expenses matched in the bank feed

An expense whose entry is matched to an imported bank or card statement line cannot be reversed until the line is unmatched in the Bank Feed. EXP-2026-000130 is matched in the sample company, so reversing it would be refused with *Entry is matched to a bank line; unmatch it first*. An expense created by categorizing a bank feed line is undone from the Bank Feed.

Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
The account you paid from is not in **Paid From**.	Only active bank, cash and credit card accounts are listed.	Check the account's role and status in the Chart of Accounts.
Expenses are paid from a bank or credit card account	The paid-from account is not a bank, cash or card account, or it is inactive.	Choose another **Paid From** account.
Line account 2100 is excluded.	A line uses the same account as **Paid From**.	Choose the account the money was spent on.
Line account 1450 is a WIP account.	WIP accounts cannot be charged from an expense.	Choose an expense or cost account.

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Message or Symptom	Why It Happens	What to Do
Vendor must be active.	The vendor was deactivated.	Reactivate it, choose another vendor, or use **No Vendor**.
Accounting date must be after the company closing date.	The expense date is in a closed period.	Use a date after the Books Closed date.
Line descriptions must be at most 100 characters.	A line description is too long.	Shorten it.
Expense is already reversed	The expense was reversed before.	Nothing to do; enter a new expense if needed.
Entry is matched to a bank line; unmatch it first	The expense is matched in the Bank Feed.	Unmatch the bank line first.
Reversal date cannot be earlier than the journal entry date.	The reversal date is before the expense date.	Use the expense date or later.
There is no **Save Draft** and no **Edit** button.	Expenses post when saved and cannot be edited.	Reverse a wrong expense and enter it again.
You recorded an expense for a bill you had already entered.	The cost is now counted twice.	Reverse the expense and pay the bill with Pay Bills.

Related Topics

- Entering a Bill, when you will pay later
- Paying Bills
- Coding Transactions to Jobs
- Reviewing the Bank Feed
- Reversing and Correcting Transactions

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pay bills | payments | partial payment | unapplied credit | reverse payment | accounts payable

4.7 Paying Bills

Pay Bills records money you send a vendor and settles the vendor's open bills with it. One payment can pay several bills of the same vendor, pay a bill in part, or leave part of the amount **unapplied** to use against a later bill. The payment posts at once: it reduces accounts payable and the bank or card account it came from.

Before You Begin

- The bills are posted (status **Open**). Drafts cannot be paid; see Posting, Editing, and Voiding Bills.
- The vendor is active.
- The account you pay from is an active bank, cash or credit card account.
- You need **Edit** access to **Vendors & Bills** (Company Admins, Accountants, Project Managers, and Custom users with Edit). Viewers can open payments but not create, apply, unapply or reverse them. See Roles and Permissions.

Navigation

Vendors & Bills → **Payments** → **Pay Bills**, or **Create** → **Pay Bills**. **Pay Bills** on a vendor's page and on an open bill, and **Pay Bill** on the Payables Overview, open the same form with the vendor (and the bill) already chosen.

Step by Step

Choose the Vendor

1. Open **Vendors & Bills** → **Payments** and click **Pay Bills**.
2. In **Vendor**, choose the vendor. Its open bills load at once.
3. **Balance Date** starts as today. Change it and click **Load Open Items** to see the bills and balances as of another date; the payment **Date** starts with the same date.

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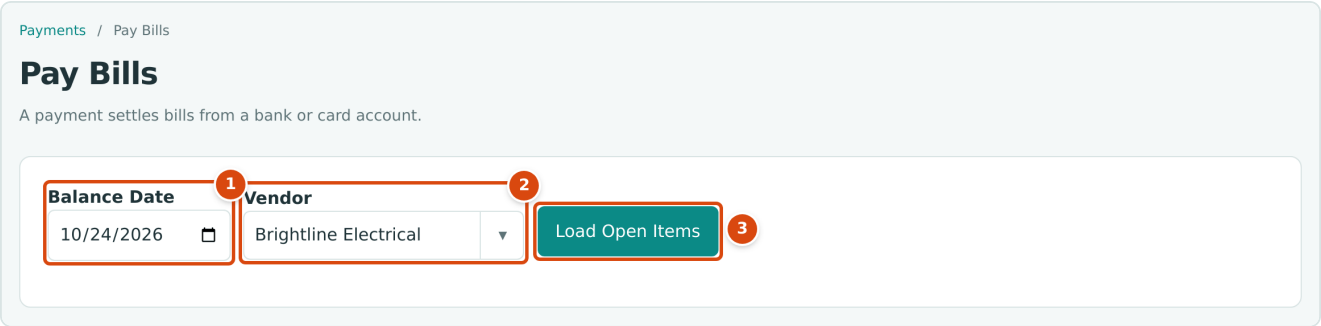

Figure 3-36 Choosing the vendor to pay.

1. **Balance Date**: the date at which open bills and balances are shown.
2. **Vendor**: active vendors. You can also add a vendor here with **+ Add New**.
3. **Load Open Items** reloads the open bills for the vendor and date.

Enter the Payment and Allocate It

1. Check **Date**: the payment date and its accounting date.
2. In **Funds Account**, choose the account the money comes from.
3. In **Amount**, type the total you are paying.
4. Optionally fill **Method** (check, ACH, wire), **Reference** (the check or confirmation number) and **Memo**, and attach a remittance with **Attach Supporting Documents**.
5. In **Allocations**, type in **Allocate** how much of the payment goes to each bill. Leave a bill's box empty to leave it unpaid. **Summary** shows the **Amount**, the total **Allocated** and what stays **Unapplied**.
6. Click **Pay Bills**. **Cancel** leaves without paying.

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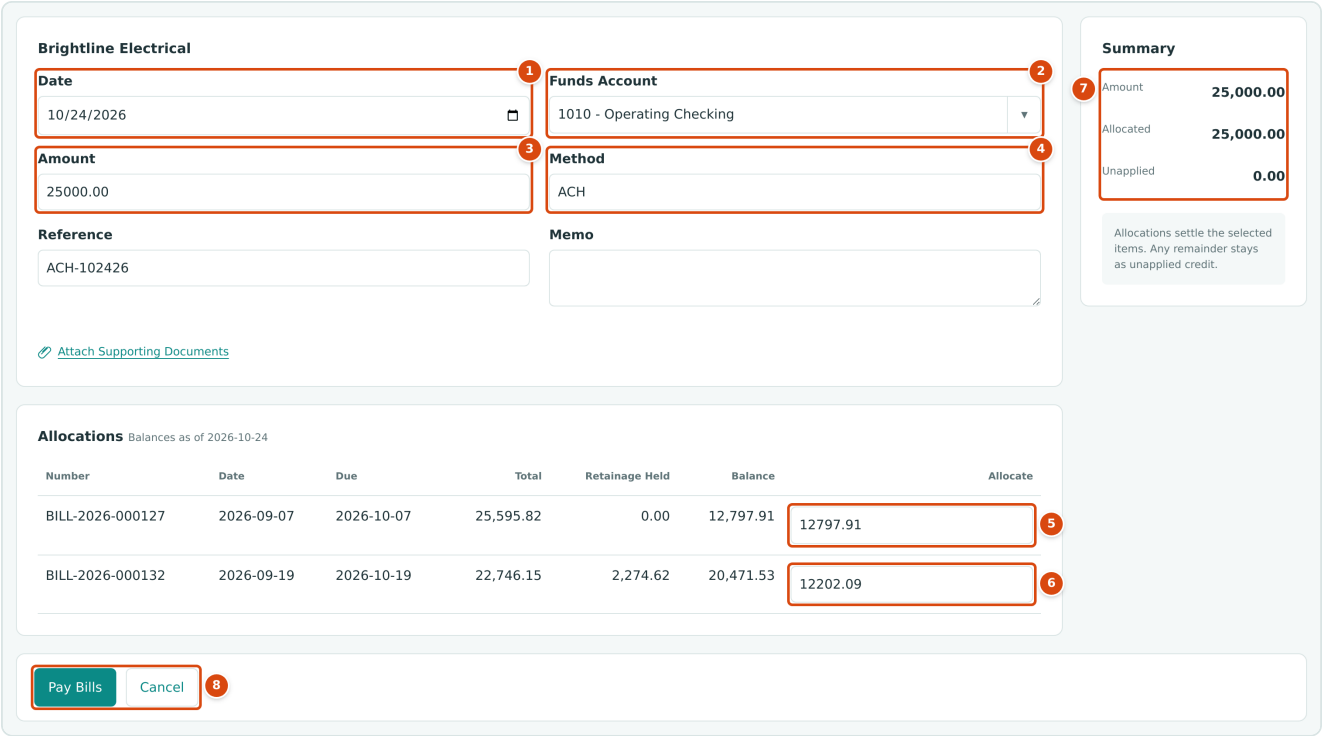

Figure 3-37 One payment settling one bill in full and another in part.

1. **Date**: the payment date. It cannot be earlier than any bill it pays.
2. **Funds Account**: bank, cash and credit card accounts.
3. **Amount**: the total paid.
4. **Method** and, below it, **Reference** and **Memo**.
5. **Allocate** on the first bill: its whole balance, 12,797.91.
6. **Allocate** on the second bill: 12,202.09, part of its 20,471.53 balance.
7. **Summary**: **Amount** 25,000.00, **Allocated** 25,000.00, **Unapplied** 0.00.
8. **Pay Bills** posts the payment.

The **Allocations** table lists the vendor's posted bills that still have an open balance on that date, oldest first: **Number**, **Date**, **Due**, and **Balance** (what is still owed). When any bill holds retainage, **Total** and **Retainage Held** columns appear too. *No open items at this date.* means the vendor has nothing to pay. Structally opens the new payment when it is saved. Payment numbers are assigned automatically as **PAY-**year**-**sequence.

Partial Payments and Unapplied Amounts

- **Paying part of a bill.** Allocate less than the bill's **Balance**. The bill stays **Open**, shows the new open balance, and is marked **Partly Paid** (or **Overdue** once its due date has passed). Pay the rest later with another payment.

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- **Paying more than you allocate.** Whatever is not allocated stays on the payment as **Unapplied** credit with the vendor. It lowers the vendor's open balance and shows in the vendor's **Credits Available** tile. Apply it to a bill later (see Applying an Unapplied Payment). You can also save a payment with nothing allocated, for example a deposit paid before the vendor's bill arrives.
- **Retainage.** The **Balance** of a bill that holds retainage excludes the retainage. Retainage is paid after a retainage release makes it payable; the release then appears in **Allocations** as its own bill, tagged **Retainage Release**.

Bills for both equipment and everyday costs

When a bill you are paying has lines on equipment or property accounts and on other accounts, **Pay Bills** shows **Split Needed** beside its amount and, when you click **Pay Bills**, opens **Split This Payment**: you say how much of the payment is for **Equipment and Property (Investing)** and how much for **Operating Costs (Operating)**, so the Cash Flow report classifies it correctly. Structally proposes a split in proportion to the bill. The split is saved with the payment and shown on it as **Cash-Flow Split**.

No Sample Bill for the Split

The sample company has no open bill that mixes equipment and other accounts, so this guide has no screenshot of **Split This Payment**.

Field Reference

Field	Description	Required	Example
Balance Date	Date at which open bills and balances are listed. Also the starting payment date.	No	10/24/2026
Vendor	The vendor being paid. Active vendors only.	Yes	Brightline Electrical
Date	Payment date and accounting date. Not before the date of any bill it pays; after the Books Closed date.	Yes	10/24/2026
Funds Account	The active bank, cash or credit card account paid from.	Yes	1010 - Operating Checking

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Field	Description	Required	Example
Amount	The total payment, a positive amount with up to two decimals.	Yes	25000.00
Method	How you paid, up to 20 characters.	No	ACH
Reference	Check, transfer or confirmation number, up to 60 characters.	No	ACH-102426
Memo	An internal note.	No	September progress, both bills
Allocate (per bill)	Amount of this payment applied to the bill. At most the bill's balance.	No	12,797.91
Attach Supporting Documents	PDF, image, Word or Excel files, up to 5 MB each and 3 per payment.	No	remittance.pdf

Worked Example: One Payment, Two Bills

On October 24, 2026, Cedar Ridge sends Brightline Electrical $25,000.00 by ACH from **1010 Operating Checking** (the figure above). Brightline has two open bills:

Bill	Balance Before	Allocated	Balance After	Status After
BILL-2026-000127	12,797.91	12,797.91	0.00	**Paid**
BILL-2026-000132	20,471.53	12,202.09	8,269.44	**Open · Overdue**
Total	**33,269.44**	**25,000.00**	**8,269.44**	

12,797.91 + 12,202.09 = 25,000.00, so nothing is left unapplied, and Brightline's open balance falls from $33,269.44 to $8,269.44 (20,471.53 − 12,202.09). BILL-2026-000132's retainage of $2,274.62 is not part of either figure.

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The Payment Entry

A payment debits **2010 Accounts Payable** and credits the funds account for the payment amount, on the payment date:

Account	Debit	Credit
2010 Accounts Payable	25,000.00	
1010 Operating Checking		25,000.00

The sample company's **PAY-2026-000149**, which paid the first half of BILL-2026-000127 on September 28, 2026, posted the same kind of entry for 12,797.91:

▼ **Posting Entry** · 2026-09-28 · Posted · Locked · 2 Lines

Date: 2026-09-28 · Bill Payment

Account	Description	Debit	Credit
2010		12,797.91	0.00
1010		0.00	12,797.91

Figure 3-38 The posting entry of a bill payment.

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The Payment Page

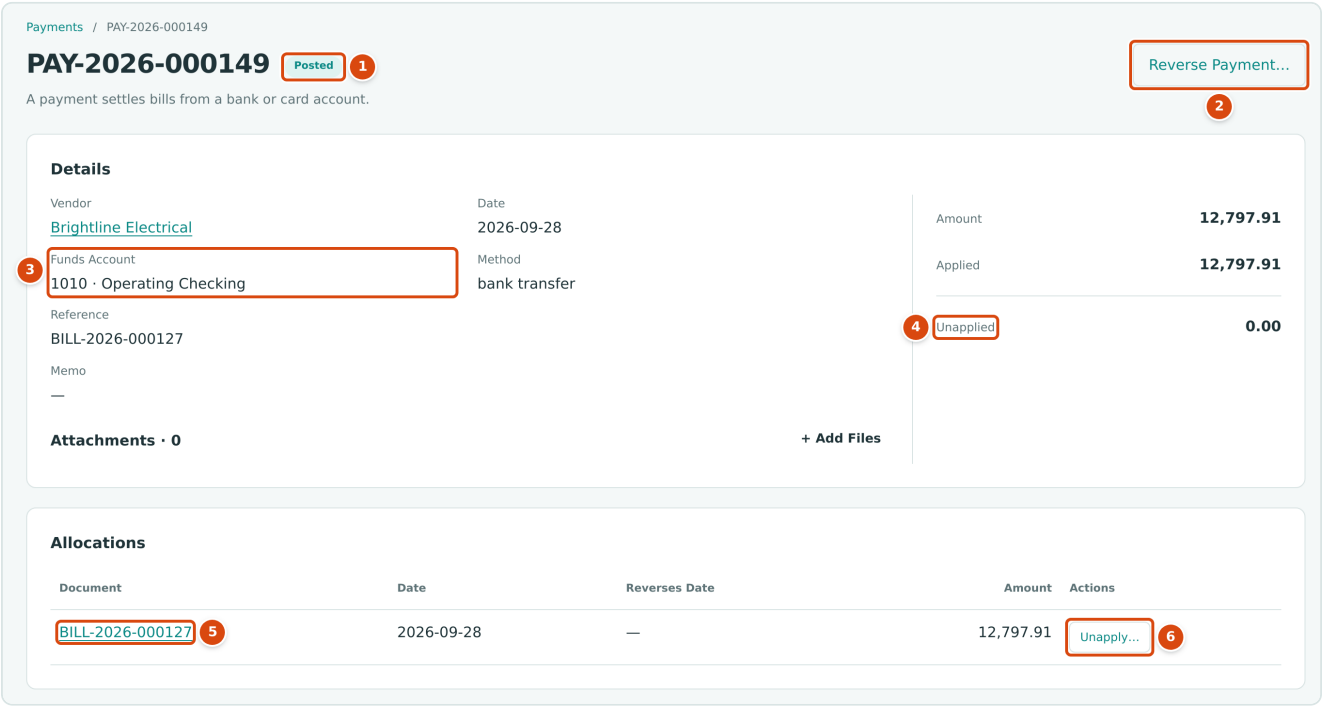

Figure 3-39 A posted payment and the bill it paid.

1. The status: **Posted**, or **Reversed**.
2. **Reverse Payment…** opens the reversal drawer.
3. **Funds Account**, with **Method** and **Reference** beside and below it.
4. **Amount**, **Applied** and **Unapplied**. An **Apply Credit** button appears at the top when **Unapplied** is more than zero.
5. **Allocations**: each bill the payment was applied to, with the date applied.
6. **Unapply…** takes the payment off that bill.

The page also shows the **Posting Entry**, any **Refunds** of this payment, and the **History** of the payment.

Applying an Unapplied Payment

When a payment has an **Unapplied** amount, its page shows an **Apply Credit** section: *Allocate unapplied credit to the selected open items.*

1. Open the payment and click **Apply Credit**.
2. Set **Date**: the date of the application. It cannot be earlier than the payment date or the bill's date.
3. Type amounts in **Allocate** against the vendor's open bills.

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4. Click **Apply Credit**.

No journal entry is posted: the money already left the bank and accounts payable was already reduced when the payment was saved. Applying only decides which bill the money paid. A bill that is fully settled becomes **Paid**.

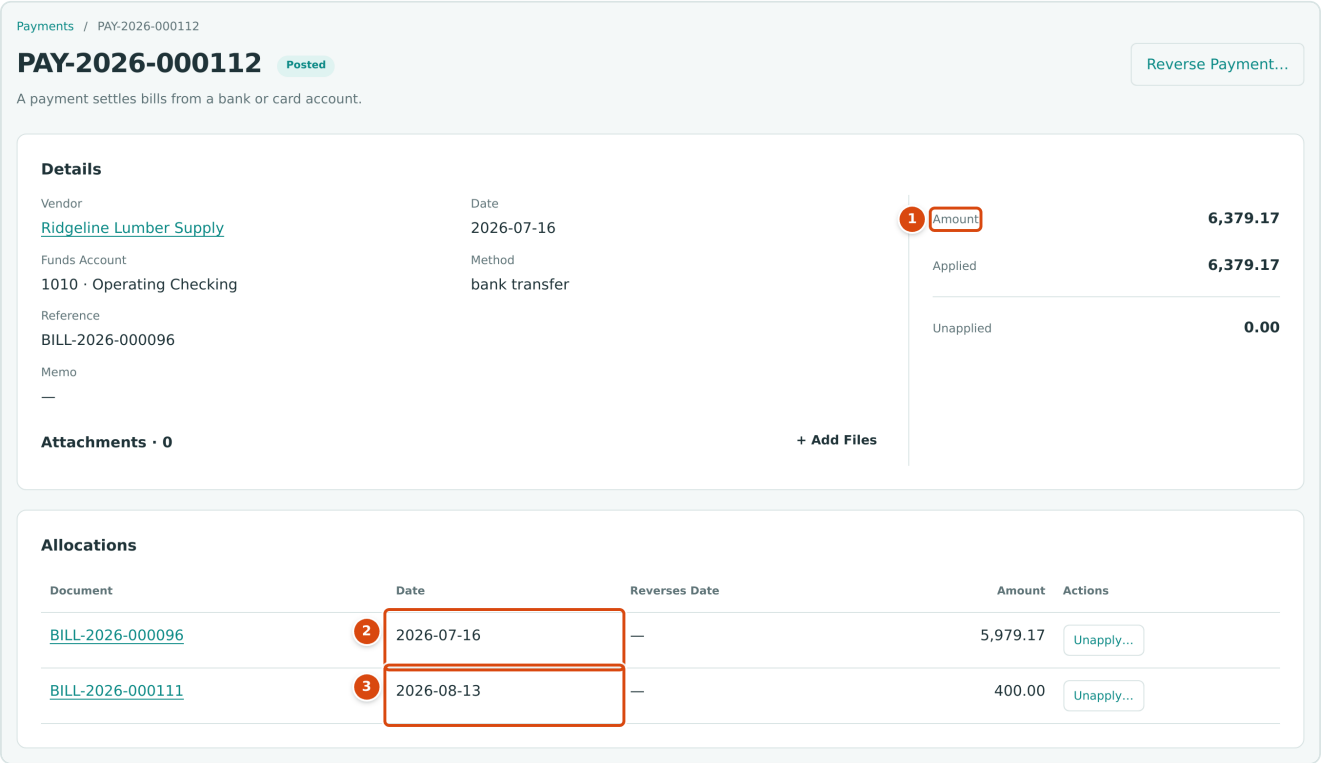

Figure 3-40 A payment whose unapplied part was applied to a later bill.

1. The payment amount, 6,379.17.
2. Applied to BILL-2026-000096 when the payment was made, on July 16, 2026.
3. The remaining 400.00, applied to the next bill, BILL-2026-000111, on August 13, 2026.

Apply Credit Form Not Shown

No payment in the sample company has an unapplied amount today, so the **Apply Credit** section cannot be shown with real data. It has a **Date** field, the same **Allocations** table as **Pay Bills**, and an **Apply Credit** button.

Unapplying a Payment From a Bill

Unapply a payment when it was applied to the wrong bill, or before you void the bill.

1. Open the payment. In **Allocations**, click **Unapply…** on the bill's row.
2. Set **Date**: the date of the unapply. It starts as today and cannot be earlier than the date the payment was applied.

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3. Click **Unapply**.

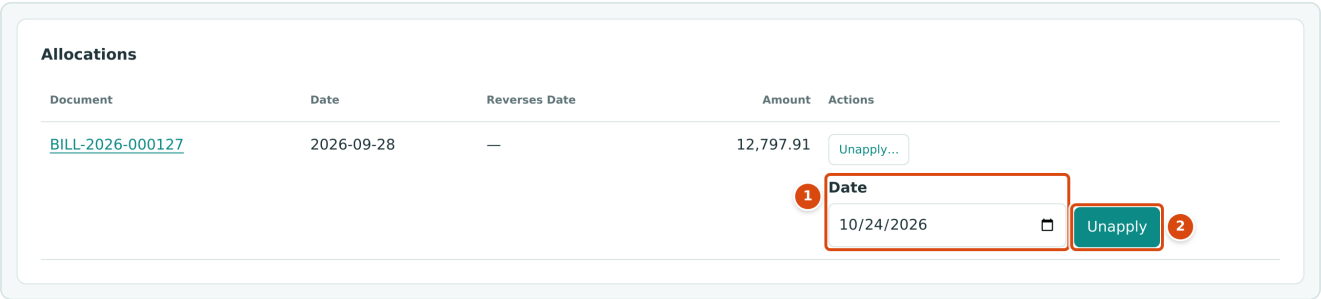

Figure 3-41 Unapplying a payment from a bill.

1. **Date** of the unapply.
2. **Unapply** removes the allocation.

Structally adds a negative row to **Allocations**, dated on the unapply date, with the original date in **Reverses Date**. The bill is **Open** again for that amount, and the amount becomes **Unapplied** on the payment, ready to apply to another of the vendor's bills. No journal entry is posted.

Reversing a Payment

Reverse a payment that did not happen or was recorded wrongly: a check that was voided, an ACH the bank returned, the wrong funds account. Reversing posts the mirror image of the payment's entry on the date you choose, takes the payment off every bill it paid, and sets its status to **Reversed**.

1. Open the payment and click **Reverse Payment…**.
2. In **Date**, enter the date of the reversing entry. It starts as today, cannot be earlier than the payment date and must be after the Books Closed date.
3. In **Memo**, type why. It becomes the reversing entry's description.
4. Click **Reverse Payment**. **Cancel** closes the drawer.

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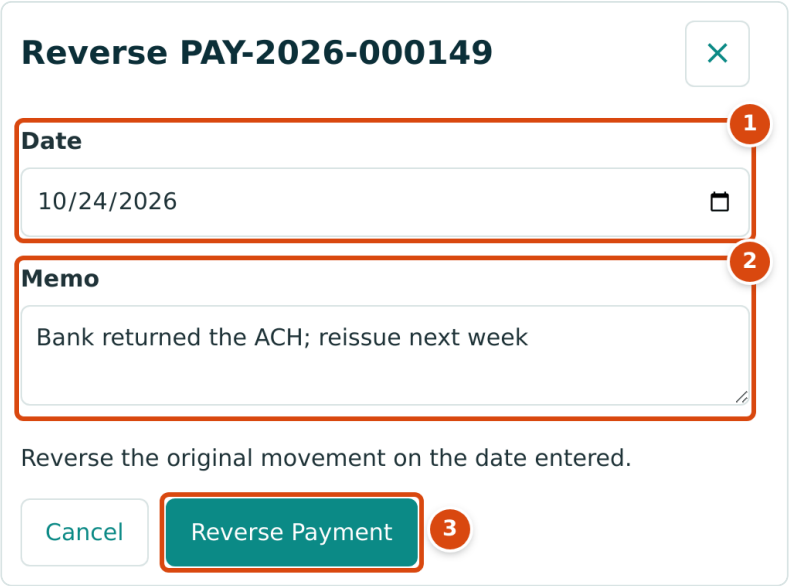

Figure 3-42 The reversal drawer of a payment.

1. **Date**: the accounting date of the reversal.
2. **Memo**: the reason.
3. **Reverse Payment**: *Reverse the original movement on the date entered.*

A payment cannot be reversed while a refund draws on it (*Payment has refunds; reverse them first*) or while its entry is matched to a bank feed line (*Entry is matched to a bank line; unmatch it first*).

The sample company reversed **PAY-2024-000013** (Ridgeline Lumber Supply, $17,705.44, February 13, 2024) the next day with the memo *Canceled before settlement; replacement follows*:

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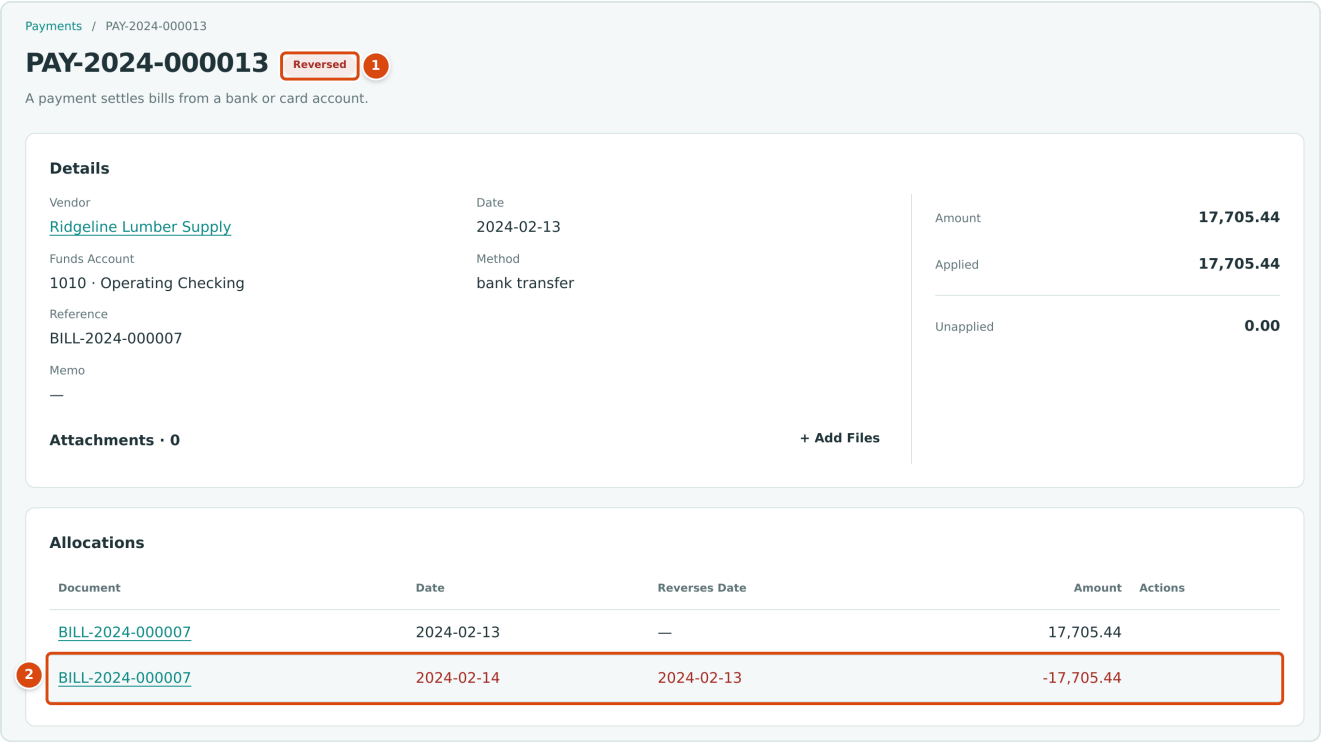

Figure 3-43 A reversed payment.

1. The status is **Reversed**.
2. The allocation to BILL-2024-000007 is taken off on the reversal date, so the bill was open again from that date.

The Reversing Entry

The reversal debits the funds account and credits Accounts Payable, on the reversal date. It appears on the payment as **Reversal Entry**, type **Payment Reversal**:

Account	Debit	Credit
1010 Operating Checking	17,705.44	
2010 Accounts Payable		17,705.44

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▾ **Reversal Entry** · 2024-02-14 · Posted · Locked · 2 Lines (1)

Date: 2024-02-14 · Payment Reversal

Account	Description	Debit	Credit
2010		0.00	17,705.44
1010		17,705.44	0.00

Figure 3-44 The reversal entry of PAY-2024-000013.

1. **Reversal Entry**, dated February 14, 2024, posted and locked.

The Payments List

Payments (1) Pay Bills

Search: Number or party

Status (2): Posted — Filter

Number	Vendor	Date	Funds Account (3)	Amount	Unapplied (4)	Status
PAY-2026-000150	Hilltop Equipment Rental	2026-09-30	1010 · Operating Checking	532.14	0.00	Posted
PAY-2026-000149	Brightline Electrical	2026-09-28	1010 · Operating Checking	12,797.91	0.00	Posted
PAY-2026-000148	Brightline Electrical	2026-09-28	2100 · Company Credit Card	353.23	0.00	Posted
PAY-2026-000147	Brightline Electrical	2026-09-25	1010 · Operating Checking	7,595.17	0.00	Posted
PAY-2026-000146	County Permit Office	2026-09-20	1010 · Operating Checking	5,275.00	0.00	Posted
PAY-2026-000145	Precision Drywall	2026-09-19	1010 · Operating Checking	23,760.00	0.00	Posted
PAY-2026-000144	Hilltop Equipment Rental	2026-09-19	1010 · Operating Checking	10,511.98	0.00	Posted
PAY-2026-000143	Brightline Electrical	2026-09-18	1010 · Operating Checking	20,471.54	0.00	Posted

Figure 3-45 The Payments list.

1. **Pay Bills** starts a new payment.
2. **Status**: **Posted** (the default) or **Reversed**.
3. **Funds Account**: the account each payment came from.
4. **Unapplied**: the part of each payment not yet applied to a bill.

Search finds payments by number or vendor name.

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What Happens After You Pay

	After Pay Bills
Payment status	**Posted**
Journal entry	Debit Accounts Payable, credit the funds account, on the payment date; locked
Each bill paid	Open balance reduced; **Paid** when nothing is left
The vendor's balance	Reduced by the payment amount (allocated or not)
Unapplied amount	Kept on the payment as credit for later bills
Can be changed	No. Unapply it from a bill, or reverse it and pay again.

Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
Allocations exceed payment amount	The **Allocate** amounts add up to more than **Amount**.	Raise **Amount** or lower the allocations.
Allocation exceeds bill balance	An allocation is larger than what is owed on the bill on the payment date.	Allocate at most the bill's **Balance**.
Payment date is before bill date	The payment is dated before a bill it pays.	Date the payment on or after the bill date.
Payments are made from a bank or credit card account	The funds account is inactive or not a bank, cash or card account.	Choose another **Funds Account**.

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Message or Symptom	Why It Happens	What to Do
Vendor must be active.	The vendor was deactivated.	Reactivate the vendor on its page.
Accounting date must be after the company closing date.	The payment date is in a closed period.	Use a date after the Books Closed date.
A bill is missing from **Allocations**.	It is a draft, already paid, void, or dated after the **Balance Date**.	Post the draft, or change **Balance Date** and click **Load Open Items**.
Payment has refunds; reverse them first	A refund was recorded against this payment's unapplied amount.	Reverse the refund in Banking first.
Payment is already reversed	The payment was reversed before.	Nothing to do.
Entry is matched to a bank line; unmatch it first	The payment is matched in the Bank Feed.	Unmatch the bank line, then reverse.
Reversal date cannot be earlier than the journal entry date.	The reversal is dated before the payment.	Use the payment date or later.
Allocation date is before payment date	An **Apply Credit** date is before the payment date.	Use the payment date or later.
Payment has no unapplied credit	The whole payment is already applied.	Unapply it from a bill first if you need to move it.
Allocations exceed unapplied payment amount	**Apply Credit** amounts add up to more than **Unapplied**.	Lower the amounts.
Unapply date is before allocation date	The unapply date is earlier than the date the payment was applied.	Use that date or later.

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Message or Symptom	Why It Happens	What to Do
Allocation is already unapplied	The allocation was unapplied before.	Nothing to do.
The Split This Payment drawer says *The two amounts must add up to this payment.*	The investing and operating amounts do not equal the allocation.	Adjust them so they add up.

Related Topics

- Posting, Editing, and Voiding Bills
- Vendor Credits
- Managing Vendors
- Releasing Retainage
- Recording a Refund
- Reversing and Correcting Transactions
- AP Aging

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vendor credits | returns | rebates | apply credit | unapply | void

4.8 Vendor Credits

A **vendor credit** records an amount a vendor owes you: materials you returned, a volume rebate, a price correction, a credit note the vendor sent for an overbilled invoice. Posting the credit reduces accounts payable and takes the amount back off the accounts (and jobs) it came from. You then **apply** the credit to one or more of the vendor's open bills, so you pay less. A credit you will not use against a bill can be refunded in Banking.

Before You Begin

- The vendor exists and is active.
- You need **Edit** access to **Vendors & Bills** to create, post, apply, unapply or void credits (Company Admins, Accountants, Project Managers, and Custom users with Edit). Viewers can open credits but see no buttons. See Roles and Permissions.
- Posting and voiding dates must be after the Books Closed date.

Navigation

Vendors & Bills → **Vendor Credits** → **New Vendor Credit**.

Step by Step

Enter the Credit

1. Open **Vendors & Bills** → **Vendor Credits** and click **New Vendor Credit**.
2. In **Vendor**, choose the vendor. If it has an issued commitment, Structally turns on **Commitments** and **Job Costing**, as on a bill.
3. Set **Date** to the date on the vendor's credit note. It is the accounting date of the credit.
4. In **Reference**, type the vendor's credit note or return number.
5. Optionally choose a **Location**.
6. On each line, choose the **Account** the credit reduces (usually the account the original purchase was charged to), type a **Description** and the **Amount**. With **Job Costing** on, choose the **Job**, **Cost Code** and **Cost Type** so the job's cost goes down too. Click **Add Line** for more.
7. Optionally add a **Memo** and attach the credit note.
8. Click **Save Draft** to keep it without posting, or **Post Vendor Credit** to post it now.

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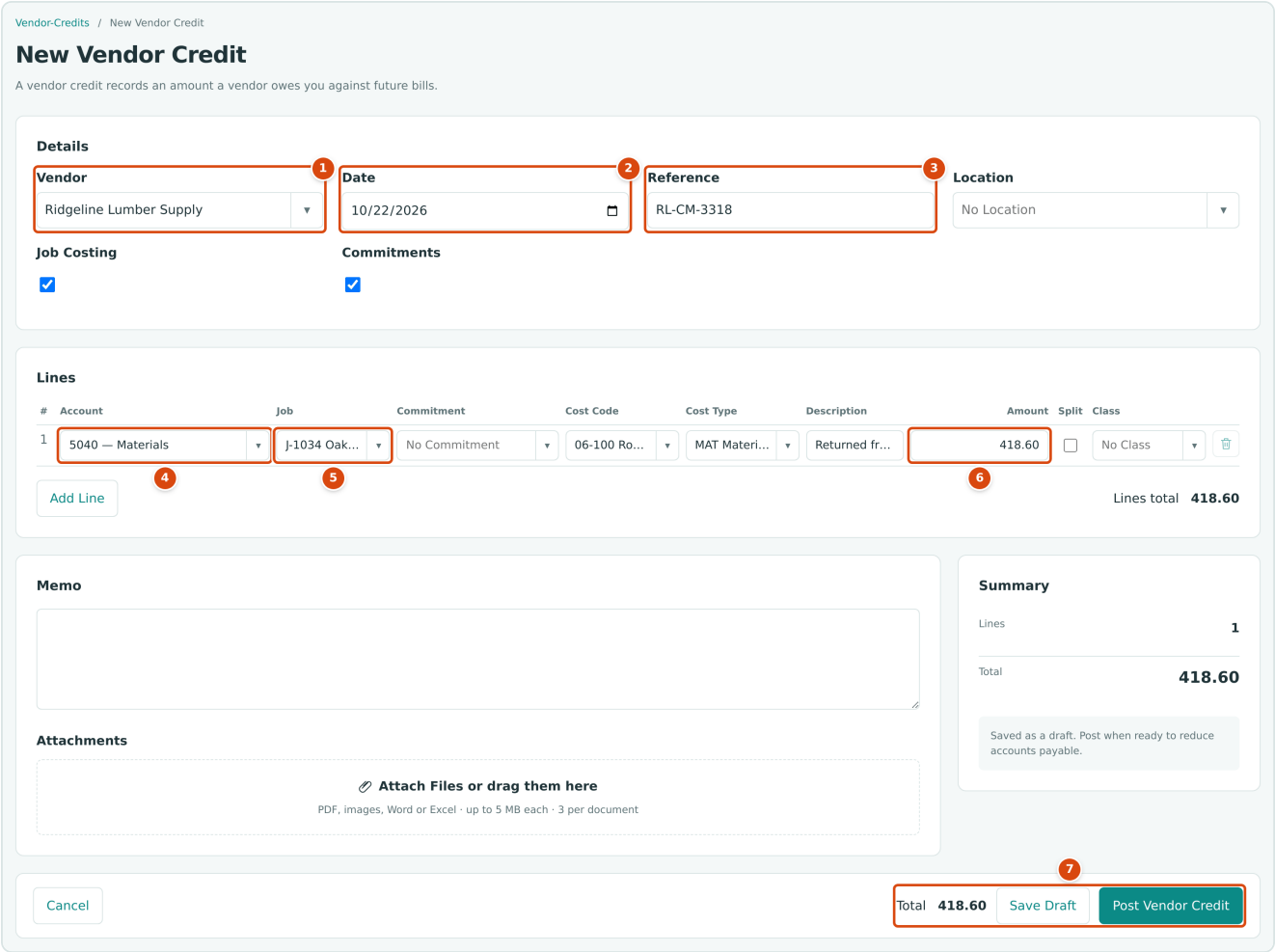

Figure 3-46 A vendor credit for returned materials, coded to a job.

1. **Vendor**: the vendor who owes you. Ridgeline has an issued purchase order, so **Commitments** came on with **Job Costing**.
2. **Date**: the credit note's date.
3. **Reference**: the vendor's credit note number.
4. **Account**: the account the credit reduces, here **5040 — Materials**.
5. **Job**, then **Cost Code** and **Cost Type**: the job cost to reduce.
6. **Amount**: the credited amount.
7. **Total**, **Save Draft** and **Post Vendor Credit**.

Structally confirms with *Vendor credit VCR-2026-000005 saved as a draft.* or *Vendor credit VCR-2026-000005 posted to accounts payable.* (with the next number) and opens the credit. Credit numbers are assigned automatically as **VCR-**year**-**sequence.

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Edit or Post a Draft

A draft has the status **Draft** and no journal entry. Open it and:

- click **Edit Draft** to change anything except the vendor, then **Save Draft**;
- or click **Post Vendor Credit**. The note beside the button reads *Posting this vendor credit reduces accounts payable.*

There is no button on screen to discard a draft credit. A draft you do not need stays in the list as **Draft** and never affects your books.

Field Reference

Field	Description	Required	Example
Vendor	The vendor who owes you. Active vendors only. Cannot be changed after the first save.	Yes	Ridgeline Lumber Supply
Date	Credit date and accounting date.	Yes	10/22/2026
Reference	The vendor's credit note or return number, up to 60 characters.	No	RL-CM-3318
Location	A location for the whole credit.	No	North
Job Costing	Shows the job, cost code, cost type and split columns.	No	Ticked
Commitments	Shows the **Commitment** column. A posted credit line matched to a commitment line reduces that commitment's billed to date.	No	Ticked
Account (line)	The account the credit reduces. Not Accounts Payable or a retainage account.	Yes	5040 — Materials

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Field	Description	Required	Example
Job, **Cost Code**, **Cost Type** (line)	The job cost the credit reduces.	With job costing	J-1034 · 06-100 · MAT
Description (line)	What the credit is for, up to 100 characters when posted.	No	Returned framing lumber, 12 bundles
Amount (line)	A positive amount with up to two decimals.	Yes	418.60
Class (line)	A class for reports by class.	No	Commercial
Memo, **Attachments**	An internal note; the credit note file (up to 5 MB each, 3 per credit).	No	RL-CM-3318.pdf

Applying a Credit to Bills

A posted credit with a **Remaining** amount shows an **Apply Credit** button at the top and an **Apply Credit** section on its page.

1. Open the credit and click **Apply Credit**.
2. Set **Date**: the date of the application. It cannot be earlier than the credit date or the date of a bill you apply it to.
3. In the table of the vendor's open bills, type in **Allocate** how much of the credit goes to each bill.
4. Click **Apply Credit**.

Applying posts no journal entry: accounts payable was already reduced when the credit was posted. It only settles the bill. The bill's **Paid** grows and its **Open Balance** falls; a bill with nothing left becomes **Paid**. When the whole credit is used, its status becomes **Applied** and **Remaining** shows 0.00.

Apply Credit Form Not Shown

Every vendor credit in the sample company is already fully applied, so the **Apply Credit** section cannot be shown with real data. It has a **Date** field, the vendor's open bills with **Number**, **Date**, **Due**, **Balance** and **Allocate**, an **Allocated** total and the **Apply Credit** button.

The credit's page lists each application, and the bill shows the credit under **Credits Applied**:

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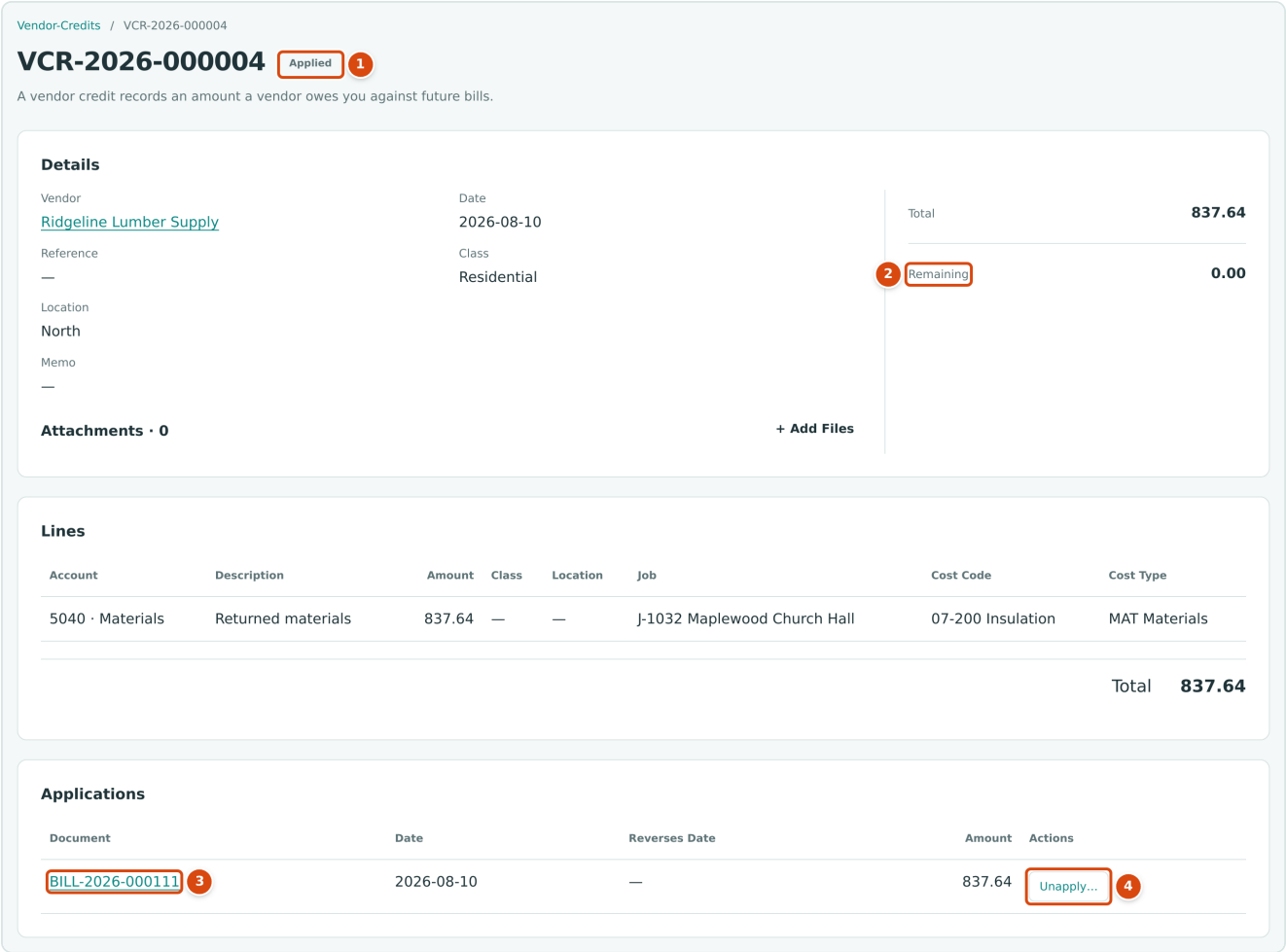

Figure 3-47 A fully applied vendor credit.

1. The status: **Draft**, **Open**, **Applied** (fully used) or **Void**.
2. **Remaining**: what is left to apply or refund.
3. **Applications**: each bill the credit was applied to, with the date.
4. **Unapply…** takes the credit off that bill.

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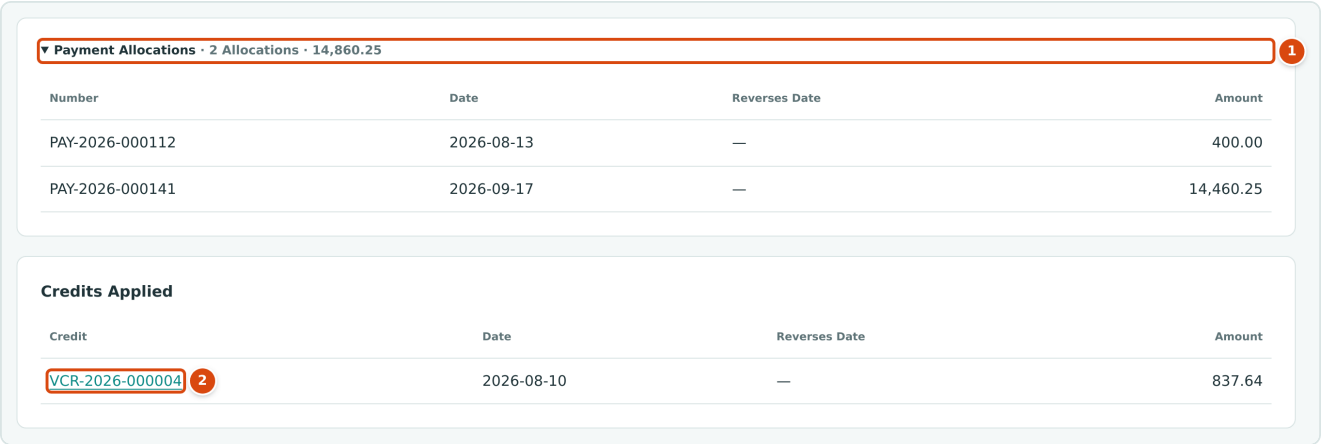

Figure 3-48 The same credit seen from the bill it paid.

1. **Payment Allocations**: the payments applied to the bill.
2. **Credits Applied**: the vendor credit applied to the bill.

Unapplying a Credit

1. Open the credit. In **Applications**, click **Unapply…** on the bill's row.
2. Set **Date**: it starts as today and cannot be earlier than the application.
3. Click **Unapply**.

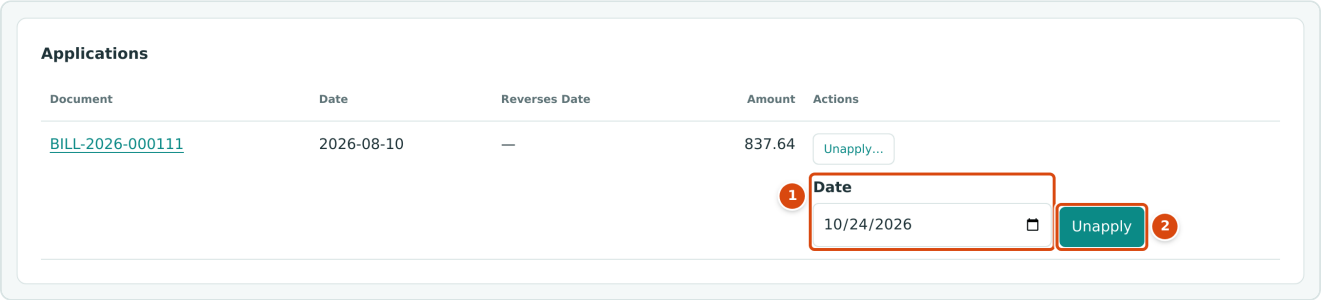

Figure 3-49 Unapplying a credit from a bill.

1. **Date** of the unapply.
2. **Unapply** removes the application.

Structally adds a negative row dated on the unapply date, with the original date in **Reverses Date**. The bill owes that amount again (a **Paid** bill becomes **Open**), and the credit is **Open** again with that amount **Remaining**. No journal entry is posted.

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Voiding a Vendor Credit

Void a posted credit that was entered by mistake. Voiding posts the mirror image of the credit's entry on the date you choose and sets the status to **Void**.

A credit can be voided only when it is **Open** and nothing is applied or refunded from it:

Condition	If Not, Structally Says
No application to a bill remains.	*Vendor credit has applications; unapply them first*
No refund draws on it.	*Vendor credit has refunds; reverse them first*
It is **Open**.	*Only open vendor credits can be voided*
Its entry is not matched to a bank feed line.	*Entry is matched to a bank line; unmatch it first*

1. Open the credit and click ⋯ → **Void Vendor Credit…**. An **Applied** credit has no ⋯ menu: unapply it first.
2. Enter the **Date** of the reversing entry (not before the credit date, after the Books Closed date) and a **Memo**.
3. Click **Void Vendor Credit**. The drawer reads *This reverses the posting entry on the date entered.* The drawer works like the bill's (see Voiding an Open Bill).

The reversing entry appears on the credit as **Reversal Entry**, type **Vendor Credit Void**: it credits Accounts Payable and debits the line accounts (and jobs) for the credit's total.

Refunding a Credit

When the vendor sends you money instead of letting you use the credit against a bill, record a vendor refund in Banking. The refund settles the credit's **Remaining** amount; it appears under **Refunds** on the credit's page. See Recording a Refund.

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The Vendor Credits List

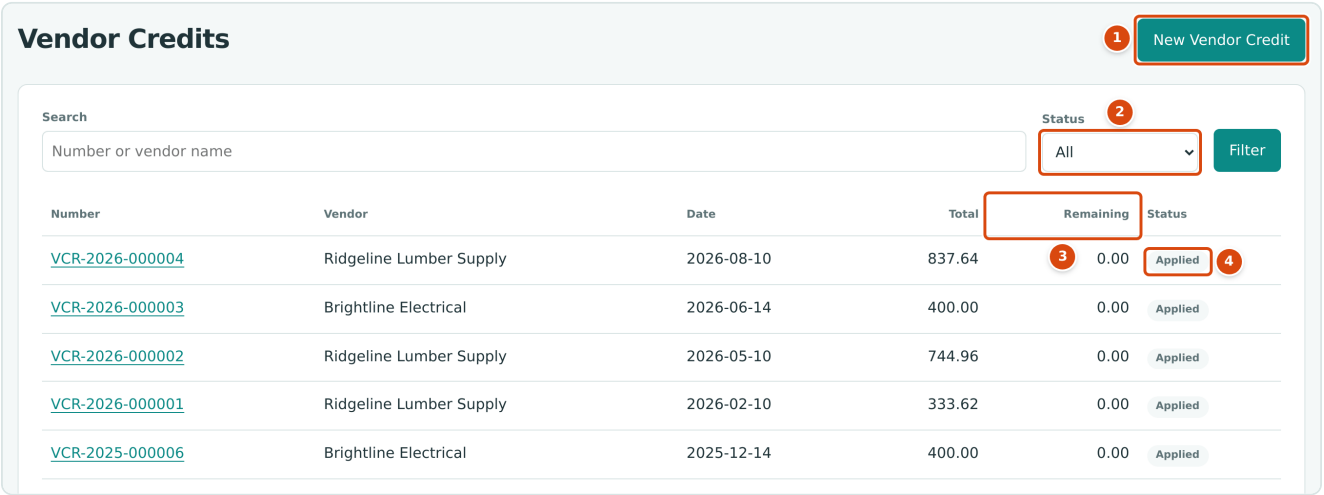

Figure 3-50 The Vendor Credits list with all statuses shown.

1. **New Vendor Credit** opens the form.
2. **Status**: **Draft and Open** (the default), **Draft**, **Open**, **Applied**, **Void** or **All**. Fully applied credits appear only under **Applied** or **All**.
3. **Remaining**: what is still available to apply or refund.
4. The credit's status.

Search finds credits by number or vendor name.

Worked Example: A Materials Return Applied to the Next Bill

On August 10, 2026, Ridgeline Lumber Supply credited Cedar Ridge $837.64 for returned materials on job J-1032 Maplewood Church Hall. The credit **VCR-2026-000004** has one line on **5040 Materials**, coded to J-1032, cost code 07-200 Insulation, cost type MAT.

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The Posting Entry

Posting a vendor credit debits **2010 Accounts Payable** for the total and credits each line's account, with its job coding, on the credit date:

Account	Debit	Credit
2010 Accounts Payable	837.64	
5040 Materials (J-1032 · 07-200 · MAT)		837.64

▼ **Posting Entry** · 2026-08-10 · Posted · Locked · 2 Lines

Date: 2026-08-10 · Vendor Credit

Account	Description	Job	Cost Code	Cost Type	Debit	Credit
2010					837.64	0.00
5040	Returned materials	J-1032	07-200	MAT	0.00	837.64

Figure 3-51 The posting entry of VCR-2026-000004.

The same day the whole credit was applied to Ridgeline's bill **BILL-2026-000111** (total $15,697.89). The bill was then settled in three parts:

Settled By	Date	Amount
VCR-2026-000004 (credit applied)	2026-08-10	837.64
PAY-2026-000112 (unapplied part of an earlier payment)	2026-08-13	400.00
PAY-2026-000141 (payment)	2026-09-17	14,460.25
Total		**15,697.89**

837.64 + 400.00 + 14,460.25 = 15,697.89, so the bill is **Paid** and the credit is **Applied** with 0.00 remaining. J-1032's materials cost is $837.64 lower from August 10.

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What Happens After You Post, Apply or Void

	Post	Apply	Unapply	Void
Journal entry	Debit AP, credit line accounts, on the credit date	None	None	Reversing entry on the void date
Credit status	**Open**	**Applied** when fully used	**Open**	**Void**
Vendor's balance	Reduced by the credit	Unchanged (already reduced)	Unchanged	Increased back
The bill	—	Open balance reduced; **Paid** when settled	Owes the amount again	—
Job costs	Reduced for job-coded lines	Unchanged	Unchanged	Restored

Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
At least one vendor credit line is required.	Every line is empty.	Enter an account and an amount.
Vendor credit lines cannot use the accounts payable account.	A line uses Accounts Payable.	Choose the account the credit reduces.
Vendor must be active.	The vendor is inactive.	Reactivate the vendor.
Application date is before credit date	The application is dated before the credit.	Use the credit date or later.

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Message or Symptom	Why It Happens	What to Do
Application date is before bill date	The application is dated before a bill.	Use the bill's date or later.
Application exceeds bill balance	More is allocated than the bill owes.	Allocate at most the bill's **Balance**.
Applications exceed vendor credit remaining	The allocations add up to more than **Remaining**.	Lower the allocations.
Vendor credit has no remaining amount	The credit is fully used.	Unapply it from a bill first to move it.
Unapply date is before application date	The unapply is dated before the application.	Use the application date or later.
Vendor credit has applications; unapply them first	You tried to void an applied credit.	Unapply each application, then void.
Vendor credit has refunds; reverse them first	A refund draws on the credit.	Reverse the refund in Banking first.
Accounting date must be after the company closing date.	The credit or void date is in a closed period.	Use a date after the Books Closed date.
A credit you entered is not in the list.	It is fully applied; the list opens on **Draft and Open**.	Set **Status** to **Applied** or **All**.
A draft credit cannot be deleted.	There is no discard button for drafts.	Leave it as a draft; it never affects your books.

Related Topics

- Paying Bills
- Posting, Editing, and Voiding Bills
- Entering a Bill

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- Recording a Refund
- Commitments
- Reversing and Correcting Transactions

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5 Banking

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banking bank accounts deposits transfers bank feed reconciliation

5.1 Banking

Banking is where you look after the money in your bank accounts, cash accounts and company credit cards. Payments you receive from customers and payments you make to vendors are recorded in their own areas; Banking is where that money reaches the bank, moves between your own accounts, and is checked against what the bank says happened.

Banking works only with accounts whose **Role** in the Chart of Accounts is **Cash** or **Credit Card**. In the sample company these are 1010 Operating Checking, 1020 Savings, 1050 Undeposited Funds and 2100 Company Credit Card. See Bank and Cash Accounts.

How the Pieces Fit Together

Money moves through Banking in this order:

1. **Money comes in.** When a customer pays, you record the payment with Receive Payment and choose the account the money goes to. Cedar Ridge Contracting records every customer check in **1050 Undeposited Funds**, a holding account for checks that are not at the bank yet.
2. **Receipts go to the bank.** When you take the checks to the bank, Make Deposit moves the receipts you select from the holding account into the bank account, as one deposit, just as the bank will show it.
3. **Money goes out.** Bill payments (Pay Bills) and expenses are recorded in Vendors & Bills. Within Banking you transfer funds between your own accounts (for example from checking to savings, or to pay the credit card) and record refunds to customers or from vendors.
4. **The bank's record comes in.** Import the bank statement as a CSV file. Each statement row becomes a line in the **Bank Feed**.
5. **Each line is reviewed.** In the bank feed you match a line to the payment, deposit or transfer already in your books, or categorize it (for example a bank fee) so Structally records it, or exclude it.
6. **The account is reconciled.** Reconciliation compares your books with the bank statement: you clear the lines that appear on the statement until the difference is 0.00, then complete it. A paper or PDF statement can be reconciled without importing anything.
7. **Registers show the result.** An account register lists every posted movement in an account with a running balance and shows which movements have been cleared.

The Banking Page

Click **Banking** in the navigation to open the Banking page. The **Banking** group in the navigation also lists every Banking page, including **Refunds**, which has no card on the Banking page itself.

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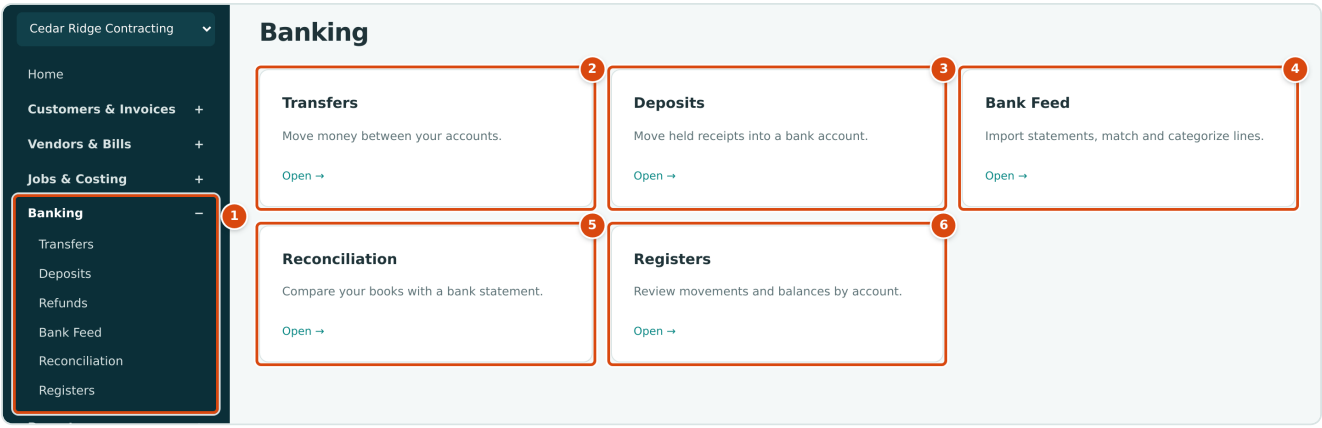

Figure 4-1 The Banking page and the Banking navigation group.

1. The **Banking** group in the navigation: **Transfers**, **Deposits**, **Refunds**, **Bank Feed**, **Reconciliation** and **Registers**.
2. **Transfers**: *Move money between your accounts.*
3. **Deposits**: *Move held receipts into a bank account.*
4. **Bank Feed**: *Import statements, match and categorize lines.*
5. **Reconciliation**: *Compare your books with a bank statement.*
6. **Registers**: *Review movements and balances by account.*

The **Create** menu at the top of every page also offers **New Transfer**, **Make Deposit** and **Import Statement** to users who can make changes in Banking.

Who Can Use Banking

Role	Banking Access
Company Admin	Everything in Banking.
Accountant	Everything in Banking.
Viewer	Can open every Banking page and read it. Buttons that change anything are hidden.
Project Manager	No access. Banking is locked for this role.

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Role	Banking Access
Custom	What the user's **Banking** level allows: **No Access**, **View** or **Edit**. A vendor refund also needs **Edit** on **Vendors & Bills**, and a customer refund **Edit** on **Customers & Invoices**.

See Roles and Permissions.

Pages in This Section

- Bank and Cash Accounts: which accounts Banking uses, Undeposited Funds, adding a bank or card account, and where balances show.
- Making Deposits: move held customer receipts into a bank account, and reverse a deposit.
- Transferring Funds: move money between your own bank and credit card accounts, and reverse a transfer.
- Recording a Refund: pay a customer back, or record money a vendor pays back, against a credit or an overpayment.
- Importing Bank Statements: bring a bank statement CSV into the bank feed, map its columns and handle duplicates.
- Reviewing the Bank Feed: match, categorize, exclude and restore statement lines.
- Reconciling an Account: agree your books with a bank or card statement.
- Account Registers: every movement in one account with its running balance and cleared status.

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bank accounts | cash | credit card | undeposited funds | chart of accounts

5.2 Bank and Cash Accounts

Banking does not keep a separate list of bank accounts. It uses the accounts in your Chart of Accounts whose **Role** is **Cash** or **Credit Card**. Checking accounts, savings accounts, petty cash and the Undeposited Funds holding account all have the **Cash** role. Company credit cards have the **Credit Card** role. Every active account with one of these two roles appears automatically in the Bank Feed, Reconciliation and Registers.

	Code	Name	Role (5)	Balance Type	Active	Status
1	1010	Operating Checking	Cash	Debit	Yes	Active
2	1020	Savings	Cash	Debit	Yes	Active
3	1050	Undeposited Funds	Cash	Debit	Yes	Active
	1100	Accounts Receivable	Receivable	Debit	Yes	Active
	1110	Retainage Receivable	Retainage Receivable	Debit	Yes	Active
	1200	Prepaid Insurance	Prepaid	Debit	Yes	Active
	1400	Costs in Excess of Billings	Costs in Excess of Billings	Debit	Yes	Active
	1450	Uninstalled Materials	Uninstalled Materials	Debit	Yes	Active
	1630	Equipment and Vehicles	Equipment	Debit	Yes	Active
	1640	Accumulated Depreciation	Accumulated Depreciation	Credit	Yes	Active
	2010	Accounts Payable	Payable	Credit	Yes	Active
	2020	Retainage Payable	Retainage Payable	Credit	Yes	Active
4	2100	Company Credit Card	Credit Card	Credit	Yes	Active

Figure 4-2 The bank, cash and credit card accounts of the sample company in the Chart of Accounts.

1. **1010 Operating Checking**: the main bank account. Role **Cash**, balance type **Debit**.
2. **1020 Savings**: a second bank account. Role **Cash**.
3. **1050 Undeposited Funds**: the holding account for customer checks not yet deposited. Role **Cash**.
4. **2100 Company Credit Card**: Role **Credit Card**, balance type **Credit**, because the balance is money the company owes.
5. **Role**: the column that decides whether Banking uses an account.

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Before You Begin

- Adding an account needs **Edit** access to **Accounting** (Company Admins and Accountants have it). See Roles and Permissions.
- Using the accounts in Banking needs access to **Banking**: Company Admins and Accountants can make changes, Viewers can look, Project Managers have no access.

Which Accounts Each Banking Screen Offers

Only active accounts are offered. An account you deactivate disappears from these lists, but its history stays in your books.

Screen	Accounts Offered
Bank Feed, Reconciliation, Registers	Cash and Credit Card accounts
New Transfer: **From Account**	Cash accounts
New Transfer: **To Account**	Cash and Credit Card accounts
Make Deposit: **From Account**	Cash accounts that hold undeposited customer receipts at the chosen date
Make Deposit: **To Account**	Cash accounts
New Refund: **Funds Account**	Cash and Credit Card accounts
Receive Payment: **Funds Account**	Cash accounts
Pay Bills: **Funds Account**, New Expense: **Paid From**	Cash and Credit Card accounts

Undeposited Funds

When you receive a customer's check you usually do not deposit it the same day, and the bank often deposits several checks as one amount. To keep your books in step with the bank, record each payment into a holding account and move the checks to the bank later with Make Deposit.

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- **Undeposited Funds** is an ordinary account with the **Cash** role. Nothing else marks it as special: it becomes a holding account because you choose it as the **Funds Account** when you receive a payment.
- Any Cash account that holds customer receipts can be the **From Account** of a deposit. Cedar Ridge Contracting records every receipt in **1050 Undeposited Funds** and deposits it to **1010 Operating Checking**.
- A receipt stays undeposited until it is included in a posted deposit. If you reverse the deposit, its receipts become undeposited again.

Use Make Deposit, not a transfer

Move customer receipts out of Undeposited Funds with **Make Deposit**. A transfer out of Undeposited Funds moves the money but does not mark any receipt as deposited, so the receipts keep appearing under **Undeposited Receipts** on the Make Deposit page.

Adding a Bank or Credit Card Account

Add the account in the Chart of Accounts; it then appears in Banking.

1. Open **Accounting** → **Chart of Accounts** and click **Add Account** beside the page title.
2. In the **Add Account** drawer, type the **Code** (1 to 10 letters or digits) and the **Name**.
3. Choose the **Role**: **Cash** for a bank, savings or petty cash account, **Credit Card** for a company credit card.
4. Choose the **Balance Type**: **Debit** for a Cash account, **Credit** for a Credit Card account. Structally refuses an account whose balance type does not suit its role.
5. Optionally choose a **Parent Account**, then click **Add Account**.

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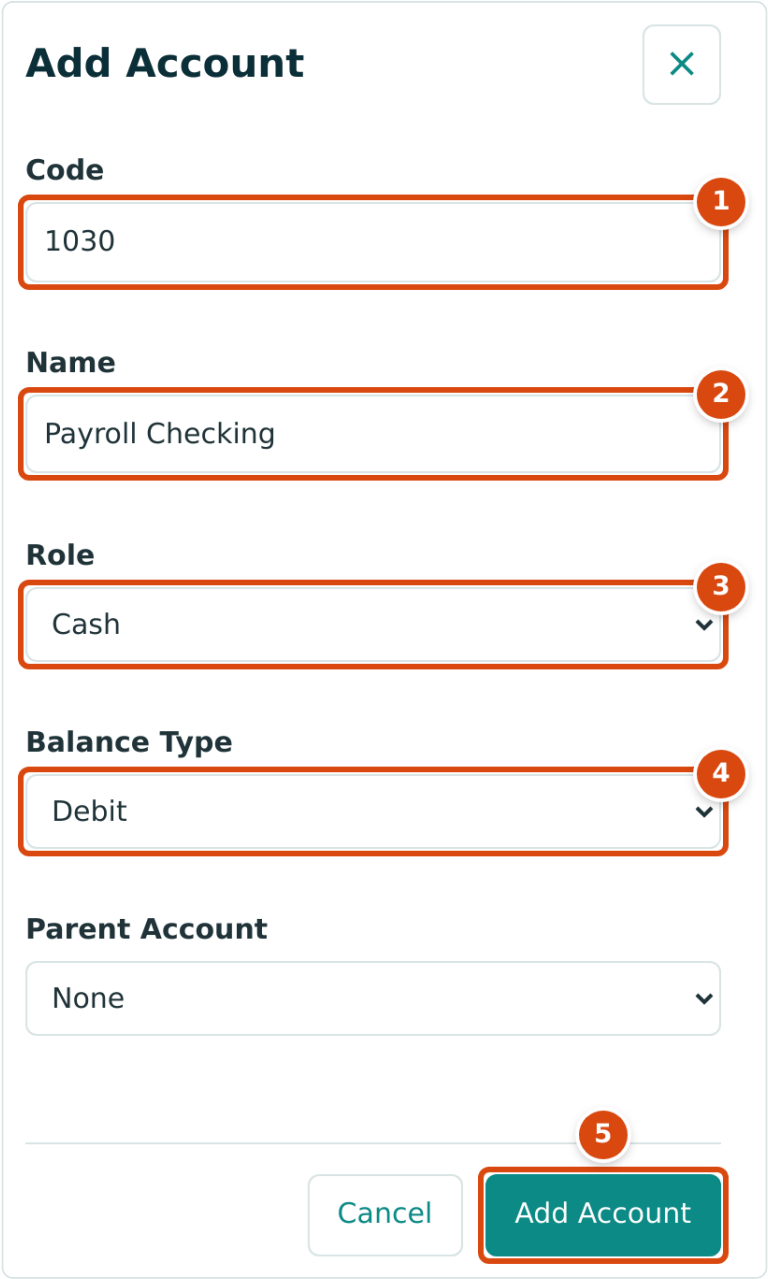

Figure 4-3 Adding a new checking account (filled in, not yet saved).

1. **Code**: the account number, for example 1030.
2. **Name**: how the account appears in lists, for example Payroll Checking.
3. **Role**: **Cash** makes it a bank account in Banking.
4. **Balance Type**: **Debit** for a Cash account.
5. **Add Account** saves it.

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For the account's opening balance, see Opening Balances. For everything else about accounts, see Creating and Editing Accounts and Account Roles.

Where Balances Show

Where	What It Shows
Home dashboard, **Cash Balance** card	The total of all Cash accounts today and each Cash account's balance. Credit Card accounts are not included.
Home dashboard, **Account and Reconciliation Details**	Every bank and card account: **Book Balance**, **New Feed Lines**, **Flagged Feed Lines**, **Reconciled Through** and **Statement Balance**, plus an **Undeposited Funds** table of holding accounts.
Bank Feed, an account's **Bank Transactions** page	**Books Balance Today** and **Last Reconciled**.
Reconciliation	**Reconciled Through** date and statement balance for each account.
Registers	Opening balance, a running balance after every movement, and the closing balance for the dates you choose.
Balance Sheet and General Ledger	Account balances and detail as of any date.

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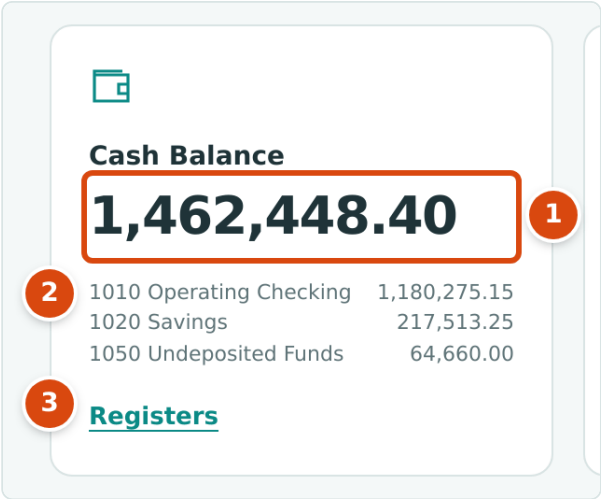
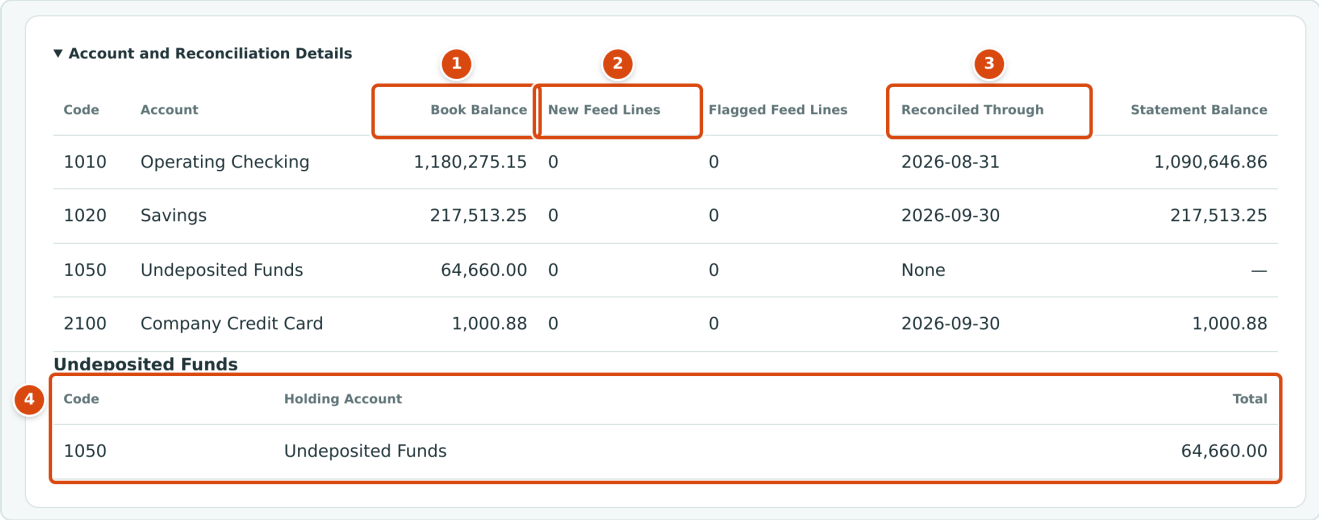


Figure 4-4 The Cash Balance card on the Home dashboard.

1. The total of all Cash accounts today: 1,462,448.40.
2. Each Cash account's balance. 1050 Undeposited Funds holds 64,660.00 of customer receipts waiting to be deposited.
3. **Registers** opens the account registers.

The **Account and Reconciliation Details** panel near the bottom of the Home dashboard opens when you click it:



▾ Account and Reconciliation Details

Code	Account	Book Balance (1)	New Feed Lines (2)	Flagged Feed Lines	Reconciled Through (3)	Statement Balance
1010	Operating Checking	1,180,275.15	0	0	2026-08-31	1,090,646.86
1020	Savings	217,513.25	0	0	2026-09-30	217,513.25
1050	Undeposited Funds	64,660.00	0	0	None	—
2100	Company Credit Card	1,000.88	0	0	2026-09-30	1,000.88

Undeposited Funds (4)

Code	Holding Account	Total
1050	Undeposited Funds	64,660.00

Figure 4-5 Account and Reconciliation Details on the Home dashboard.

1. **Book Balance**: the account's balance in your books today.
2. **New Feed Lines** and **Flagged Feed Lines**: bank feed lines still waiting for review.

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3. **Reconciled Through** and **Statement Balance**: the statement date and ending balance of the last completed reconciliation. 1010 Operating Checking is reconciled through 2026-08-31; September is not reconciled yet.
4. **Undeposited Funds**: each holding account and the total of its undeposited receipts.

Worked Example: Reading the Sample Company's Cash

On October 24, 2026 the Home dashboard shows a cash balance of $1,462,448.40:

Account	Balance
1010 Operating Checking	1,180,275.15
1020 Savings	217,513.25
1050 Undeposited Funds	64,660.00
Cash Balance	**1,462,448.40**

The $64,660.00 in Undeposited Funds is two customer receipts that have not been deposited: RCPT-2026-000066 from Summit Tech Park for $14,040.00 and RCPT-2026-000067 from Alder Family Residence for $50,620.00 (14,040.00 + 50,620.00 = 64,660.00). The Home dashboard lists **Deposit 2 Receipts** under **Needs Attention**. Depositing them, as shown in Making Deposits, moves the amount from 1050 to 1010; the cash balance stays the same because both accounts are Cash accounts.

The credit card, 2100 Company Credit Card, owes $1,000.88. It is not part of the cash balance; it appears in **Account and Reconciliation Details**.

Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
A new account does not appear in the Bank Feed or Registers.	Its **Role** is not **Cash** or **Credit Card**, or it is inactive.	Check the role and status on the account's page in the Chart of Accounts.
A credit card cannot be chosen as the **From Account** of a transfer.	Transfers move money out of Cash accounts only.	Record card spending as an expense, and card payments as a transfer from the bank to the card.

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Message or Symptom	Why It Happens	What to Do
Account code already in use	Another account already has this code.	Choose a different code.
Account code must be 1 to 10 letters or digits.	The code has spaces, symbols or more than 10 characters.	Use letters and digits only.

Related Topics

- The Chart of Accounts
- Creating and Editing Accounts
- Receiving Customer Payments
- Making Deposits
- The Home Dashboard

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deposits | undeposited funds | receipts | bank deposit | make deposit

5.3 Making Deposits

A **deposit** moves customer receipts from the account that holds them (usually **Undeposited Funds**) into a bank account. Make one deposit for each trip to the bank, with the same checks the bank deposit slip lists, so the deposit in your books shows the same total as the deposit line on the bank statement. That makes the bank feed and reconciliation simple: one bank line, one deposit.

You do not need a deposit for money that was received straight into the bank account. A deposit is only for receipts that were recorded in a holding account.

Before You Begin

- The customer payments are recorded with Receive Payment, with a holding account such as **1050 Undeposited Funds** as the **Funds Account**.
- The bank account exists with the **Cash** role. See Bank and Cash Accounts.
- You need **Edit** access to **Banking**. Company Admins and Accountants have it; Viewers can open deposits but not make them; Project Managers have no Banking access. See Roles and Permissions.

Navigation

Banking → **Deposits** → **Make Deposit**, or **Create** → **Make Deposit**. The Home dashboard also offers it under **Needs Attention** (for example **Deposit 2 Receipts** → **Review**), and an undeposited receipt's page has a **Deposit** button.

The Deposits List

Banking → **Deposits** lists every deposit, newest first.

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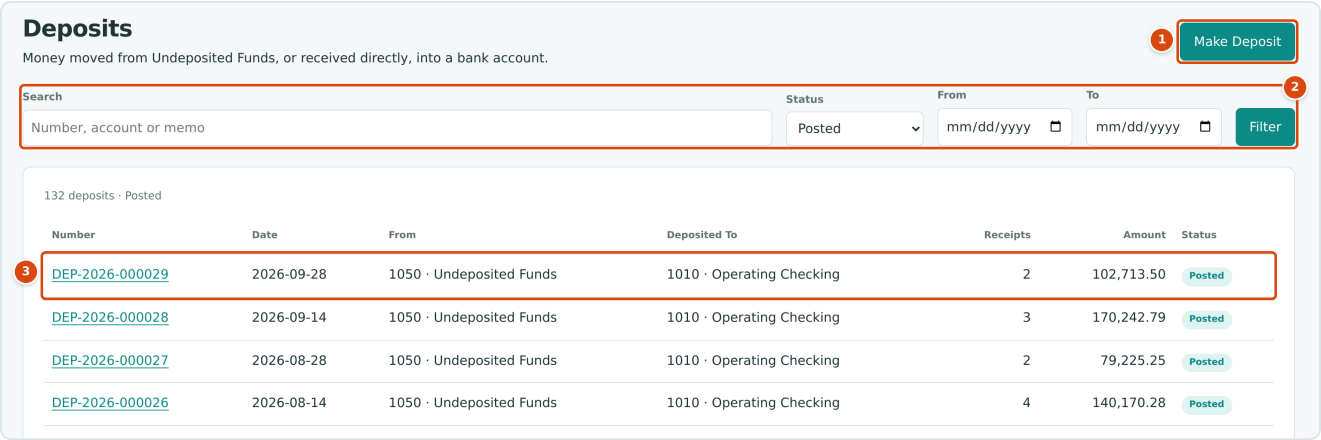

Figure 4-6 The Deposits list.

1. **Make Deposit** starts a new deposit.
2. **Search** (a deposit number, an account code or name, a memo or a receipt number), **Status** (**Posted**, **Reversed** or **All**; **Posted** is shown first), **From** and **To** dates, then **Filter**.
3. Each deposit: **Number**, **Date**, **From**, **Deposited To**, the number of **Receipts**, **Amount** and **Status**. Click the number to open it.

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Step by Step

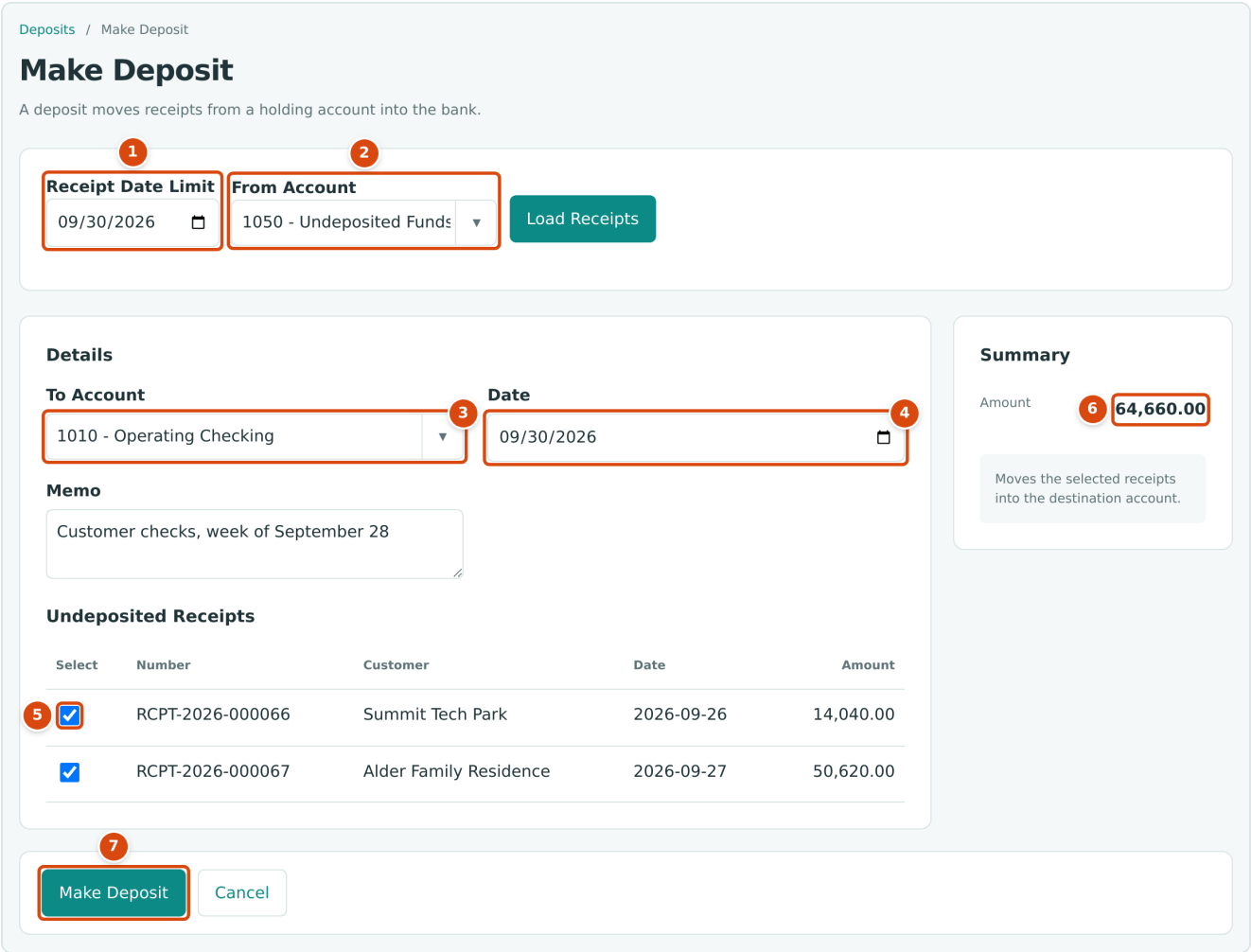

Figure 4-7 A deposit of two customer checks, ready to save.

1. **Receipt Date Limit**: receipts dated on or before this date are listed.
2. **From Account**: the holding account. Only Cash accounts that hold undeposited receipts at the date limit are offered.
3. **To Account**: the bank account that receives the deposit.
4. **Date**: the deposit date. It starts as the receipt date limit.
5. Tick each receipt that is in this bank deposit.
6. **Amount**: the total of the ticked receipts, updated as you tick.
7. **Make Deposit** posts the deposit.

1. Open **Banking** → **Deposits** and click **Make Deposit**.
2. Set **Receipt Date Limit** to the day you are depositing. It starts as today.

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3. In **From Account**, choose the holding account, for example **1050 - Undeposited Funds**. The page reloads and lists the account's undeposited receipts under **Undeposited Receipts**. If you change the date limit afterward, click **Load Receipts** to list the receipts again.
4. In **To Account**, choose the bank account, for example **1010 - Operating Checking**.
5. Check **Date**. Use the date the bank credits the deposit. It cannot be earlier than any receipt in the deposit.
6. Optionally type a **Memo**, such as the deposit slip number.
7. Tick the receipts that are on the deposit slip. **Amount** in the **Summary** adds them up; compare it with the deposit slip.
8. Click **Make Deposit**. Structally posts the deposit and opens it.

If **Undeposited Receipts** shows *No undeposited receipts at this date.*, either nothing is waiting in that account or the receipts are dated after the date limit.

Field Reference

Field	Description	Required	Example
Receipt Date Limit	Lists receipts dated on or before this date, and sets the starting deposit date.	No (starts as today)	09/30/2026
From Account	The holding account the receipts were received into. Only Cash accounts with undeposited receipts are listed.	Yes	1050 - Undeposited Funds
To Account	The bank account the money goes to. Any active Cash account other than the From Account.	Yes	1010 - Operating Checking
Date	The deposit date and the date of its journal entry. Must be on or after every selected receipt's date and after the Books Closed date.	Yes	09/30/2026
Memo	A note shown on the deposit, up to 240 characters.	No	Customer checks, week of September 28

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Field	Description	Required	Example
Undeposited Receipts	The receipts in this deposit: **Number**, **Customer**, **Date** and **Amount**. Tick at least one.	Yes	RCPT-2026-000066

Worked Example: Depositing the Last Two September Checks

At the end of September 2026, Cedar Ridge Contracting holds two customer checks in 1050 Undeposited Funds, the ones shown in the form above:

Receipt	Customer	Received	Amount
RCPT-2026-000066	Summit Tech Park	2026-09-26	14,040.00
RCPT-2026-000067	Alder Family Residence	2026-09-27	50,620.00
Deposit total			**64,660.00**

Making this deposit on September 30, 2026 would post this entry:

Account	Debit	Credit
1010 Operating Checking	64,660.00	
1050 Undeposited Funds		64,660.00

Afterward, 1050 Undeposited Funds holds nothing and the two receipts no longer appear under **Undeposited Receipts**. The sample company has not made this deposit, so the figures above are the form before saving; the posted deposit below shows the result of the same steps.

What Happens After You Make a Deposit

- The deposit is numbered automatically as **DEP-**year**-**sequence (for example DEP-2026-000029) and gets the status **Posted**.
- Its journal entry is posted and locked: the bank account is debited and the holding account credited with the deposit total.

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- Each selected receipt is marked deposited and leaves the **Undeposited Receipts** list. Its page no longer offers the **Deposit** button.
- A posted deposit cannot be edited. To correct one, reverse it and make it again.

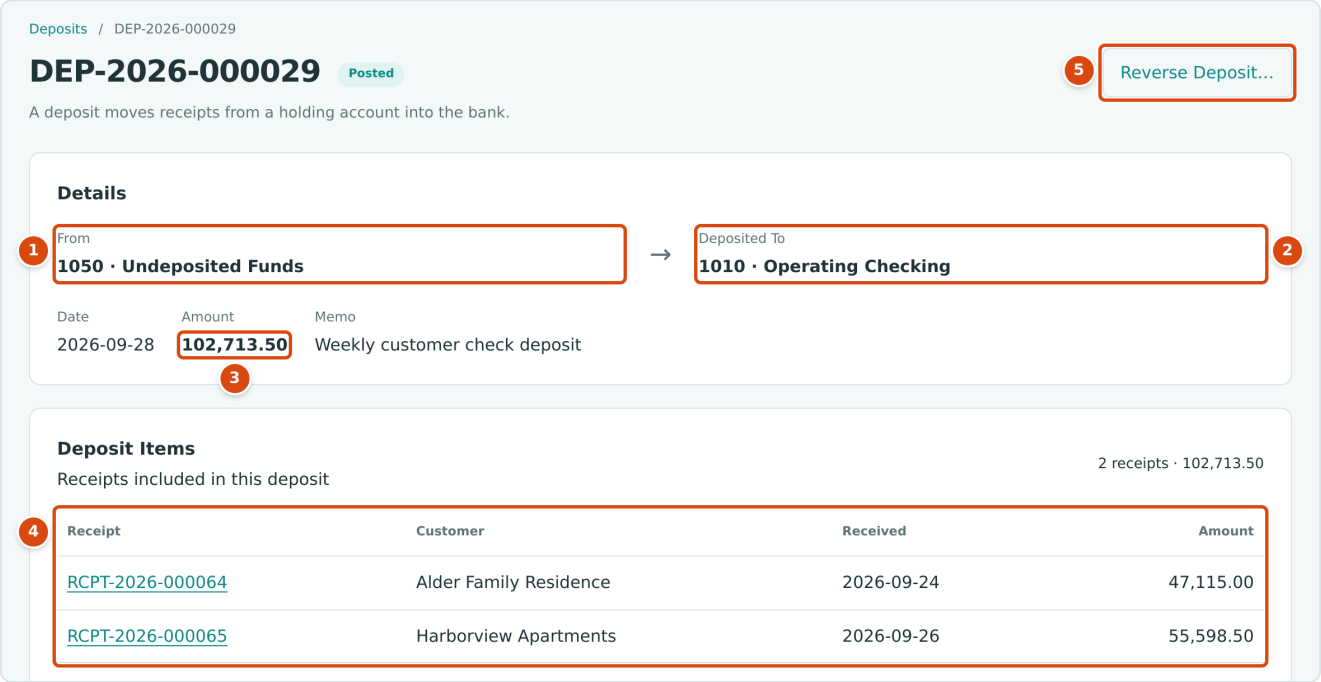

Figure 4-8 A posted deposit of two customer checks.

1. **From**: the holding account the receipts left.
2. **Deposited To**: the bank account.
3. **Amount**: the deposit total, 102,713.50.
4. **Deposit Items**: the receipts in the deposit. Click a receipt number to open the receipt.
5. **Reverse Deposit…** undoes the deposit (see below).

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The Posting Entry

Open **Posting Entry** near the bottom of the deposit to see the journal entry. DEP-2026-000029 deposited RCPT-2026-000064 (47,115.00) and RCPT-2026-000065 (55,598.50) on September 28, 2026: 47,115.00 + 55,598.50 = 102,713.50.

▼ **Posting Entry** · 2026-09-28 · Posted · Locked · 2 Lines

Date: 2026-09-28 · Deposit

Account	Description	Debit	Credit
1010		102,713.50	0.00
1050		0.00	102,713.50

Figure 4-9 The posting entry of DEP-2026-000029.

Account	Debit	Credit
1010 Operating Checking	102,713.50	
1050 Undeposited Funds		102,713.50

The receipts themselves were posted earlier, when they were received (debit 1050 Undeposited Funds, credit 1100 Accounts Receivable). The deposit only moves the money between your two Cash accounts; it does not touch customers' balances.

When the bank statement is imported, the deposit's single line on the statement matches this deposit in the bank feed. The **History** section at the bottom of the page lists everything recorded against the deposit, with when and who.

Reversing a Deposit

Reverse a deposit that was recorded by mistake, for example with the wrong receipts or into the wrong bank account.

1. Open the deposit and click **Reverse Deposit…**.
2. In the panel, set **Date** (it starts as today) and optionally a **Memo**.
3. Click **Reverse Deposit**.

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Figure 4-10 The panel for reversing a deposit.

1. **Date**: the date of the reversal entry. It cannot be earlier than the deposit date, and must be after the Books Closed date.
2. **Memo**: why the deposit is reversed.
3. **Reverse Deposit** posts the reversal. **Cancel** closes the panel.

Structally posts a reversal entry that mirrors the deposit (debit the holding account, credit the bank account) on the date you entered. The deposit's status becomes **Reversed**, a **Reversal Entry** section appears on its page, and its receipts become undeposited again from that date, ready for a new deposit.

> ⚠ **Unmatch first**
>
> A deposit that is matched to a bank feed line cannot be reversed. Unmatch the line first (see Reviewing the Bank Feed); if the line is cleared in a completed reconciliation, the reconciliation must be reopened and the line uncleared before that.

Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
From Account offers no account.	No Cash account holds undeposited receipts at the **Receipt Date Limit**.	Check the receipts' dates and the account they were received into; set a later date limit.

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Message or Symptom	Why It Happens	What to Do
No undeposited receipts at this date.	No receipts were loaded, or all are dated after the date limit.	Choose the **From Account**, or set a later **Receipt Date Limit** and click **Load Receipts**.
At least one receipt is required	No receipt was ticked.	Tick the receipts in the deposit.
Deposit accounts must differ	**To Account** is the same as **From Account**.	Choose the bank account in **To Account**.
Deposits move funds between bank accounts	One of the accounts is inactive or is not a Cash account.	Choose active Cash accounts.
Deposit date is before receipt date	A ticked receipt is dated after the deposit **Date**.	Use a later deposit date, or leave that receipt for the next deposit.
Receipt is already deposited	Another deposit already includes the receipt.	Open the receipt to see its deposit; reverse that deposit first if it is wrong.
Receipt is reversed	The receipt was reversed after the list was loaded.	Reload the page and choose other receipts.
Accounting date must be after the company closing date.	The deposit date is in a closed period.	Use a date after the Books Closed date.
Entry is matched to a bank line; unmatch it first	You tried to reverse a deposit matched in the bank feed.	Unmatch the bank line, then reverse.
Deposit is already reversed	The deposit was reversed before.	Nothing to do; make a new deposit if needed.
Reversal date cannot be earlier than the journal entry date.	The reversal date is before the deposit date.	Use the deposit date or later.

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Related Topics

- Receiving Customer Payments
- Bank and Cash Accounts
- Reviewing the Bank Feed
- Reconciling an Account
- Reversing and Correcting Transactions

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transfers bank accounts credit card payment savings

5.4 Transferring Funds

A **transfer** records money moving between two of your own accounts: from checking to savings, from savings back to checking, or from a bank account to a company credit card to pay the card. A transfer is not income or an expense; it only moves the balance from one account to the other, so your total cash (or what you owe on the card) changes and nothing else does.

Before You Begin

- Both accounts exist and are active. The **From Account** must have the **Cash** role; the **To Account** can have the **Cash** or **Credit Card** role. See Bank and Cash Accounts.
- You need **Edit** access to **Banking**. Company Admins and Accountants have it; Viewers can open transfers but not make them; Project Managers have no Banking access. See Roles and Permissions.

Navigation

Banking → **Transfers** → **New Transfer**, or **Create** → **New Transfer**.

A transfer can also be created for you from the bank feed, when you categorize a statement line as a transfer (see Reviewing the Bank Feed).

The Transfers List

Banking → **Transfers** lists every transfer, newest first.

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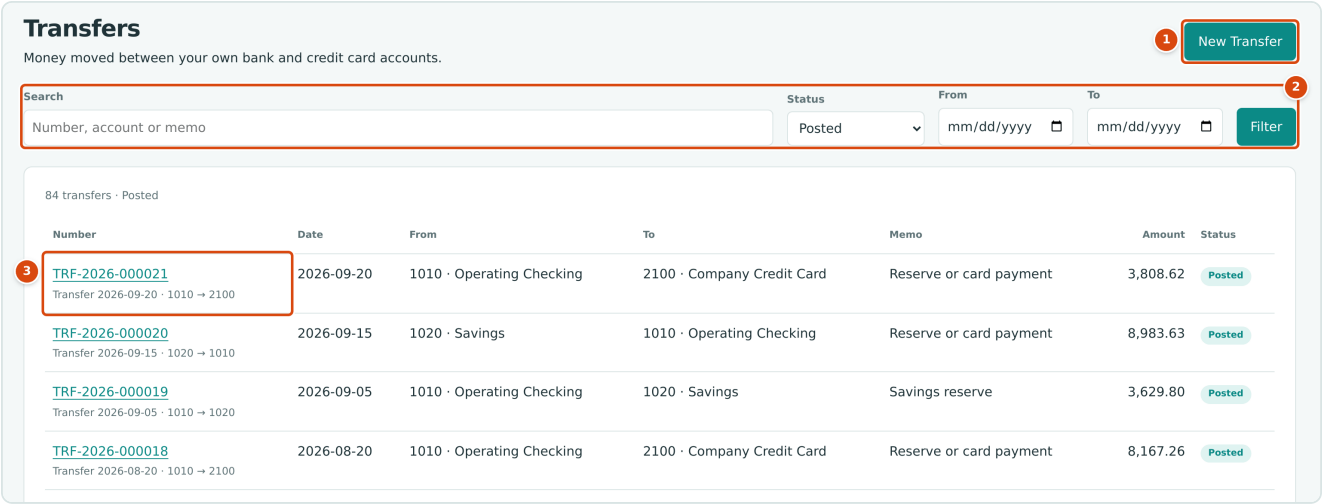

Figure 4-11 The Transfers list.

1. **New Transfer** starts a transfer.
2. **Search** (a number, an account code or name, or a memo), **Status** (**Posted**, **Reversed** or **All**), **From** and **To** dates, then **Filter**.
3. Each transfer shows its number and, below it, its label: the date and the two account codes, for example *Transfer 2026-09-20 · 1010 → 2100*. The other columns are **Date**, **From**, **To**, **Memo**, **Amount** and **Status**.

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Step by Step

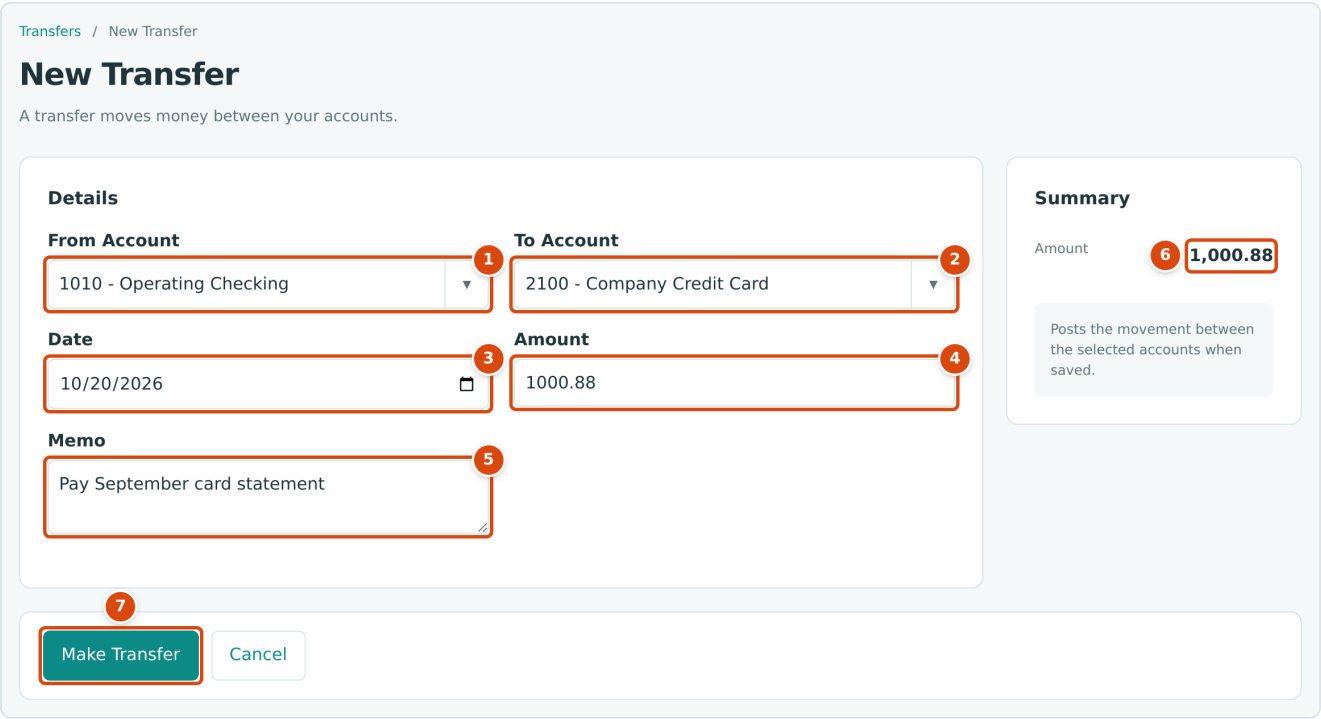

Figure 4-12 A transfer that pays the company credit card (filled in, not yet saved).

1. **From Account**: where the money leaves. Cash accounts only.
2. **To Account**: where the money arrives. Cash or Credit Card accounts.
3. **Date**: the transfer date. It starts as today.
4. **Amount**: a positive amount.
5. **Memo**: an optional note. It also becomes the journal entry's description.
6. **Summary Amount** repeats the amount as you type.
7. **Make Transfer** posts the transfer. **Cancel** leaves without saving.

1. Open **Banking** → **Transfers** and click **New Transfer**.
2. In **From Account**, choose the account the money comes out of, for example **1010 - Operating Checking**.
3. In **To Account**, choose the account the money goes into, for example **2100 - Company Credit Card** to pay the card, or **1020 - Savings**.
4. Set **Date** to the day the bank moved the money.
5. Type the **Amount**.
6. Optionally type a **Memo**, such as *Pay September card statement*.
7. Click **Make Transfer**. Structally posts the transfer and opens it.

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Field Reference

Field	Description	Required	Example
From Account	The account the money leaves. Active Cash accounts.	Yes	1010 - Operating Checking
To Account	The account the money arrives in. Active Cash or Credit Card accounts, not the From Account.	Yes	2100 - Company Credit Card
Date	Transfer date and accounting date. Must be after the Books Closed date.	Yes	10/20/2026
Amount	A positive amount with up to two decimals.	Yes	1,000.88
Memo	A note of up to 120 characters. Used as the journal entry description; without a memo the description is *Transfer* followed by the two account codes.	No	Pay September card statement

Worked Example: Paying the Company Credit Card

On September 20, 2026, Cedar Ridge Contracting paid $3,808.62 from 1010 Operating Checking to 2100 Company Credit Card. Before the payment the card owed $3,808.62 (its register shows the balance rising to 3,808.62 with that day's charges), so the payment brings the card to $0.00:

	Amount
Card balance before the payment	3,808.62
Transfer from checking	− 3,808.62
Card balance after the payment	0.00

The transfer posts this entry: the card account is debited, which reduces what the company owes, and the checking account is credited, which reduces cash.

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Account	Debit	Credit
2100 Company Credit Card	3,808.62	
1010 Operating Checking		3,808.62

The form in the figure above pays the card's next balance the same way: $1,000.88 from 1010 to 2100 on October 20, 2026, the ending balance of the card's September statement.

What Happens After You Make a Transfer

- The transfer is numbered automatically as **TRF-**year**-**sequence (for example TRF-2026-000021) and has the status **Posted**. Its page title is its label, *Transfer 2026-09-20 · 1010 → 2100*.
- Its journal entry is posted and locked: the To Account is debited and the From Account credited.
- Both accounts' registers show the movement. When the banks' statements are imported, the transfer matches a line on each account in the bank feed.
- A posted transfer cannot be edited. To correct one, reverse it and enter it again.

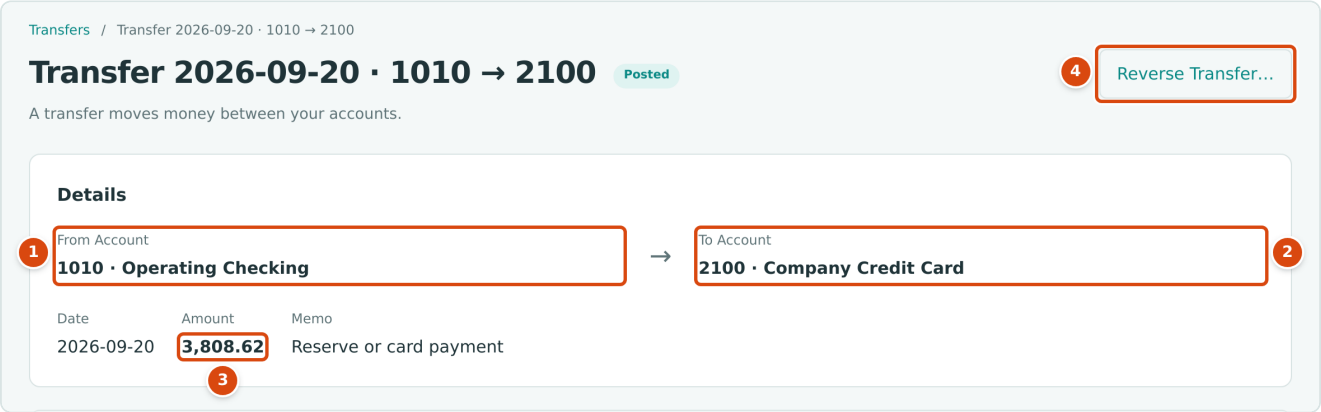

Figure 4-13 A posted transfer that paid the company credit card.

1. **From Account**: 1010 Operating Checking.
2. **To Account**: 2100 Company Credit Card.
3. **Amount**: 3,808.62.
4. **Reverse Transfer…** undoes the transfer (see below).

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The Posting Entry

Open **Posting Entry** near the bottom of the transfer:

▼ **Posting Entry** · 2026-09-20 · Posted · Locked · 2 Lines

Date: 2026-09-20 · Transfer

Account	Description	Debit	Credit
2100		3,808.62	0.00
1010		0.00	3,808.62

Figure 4-14 The posting entry of TRF-2026-000021.

Every transfer debits the To Account and credits the From Account with the same amount. A transfer between two Cash accounts leaves your total cash unchanged; a transfer to a Credit Card account lowers both cash and the card balance.

Reversing a Transfer

1. Open the transfer and click **Reverse Transfer…**.
2. Set **Date** (it starts as today) and optionally a **Memo**.
3. Click **Reverse Transfer**.

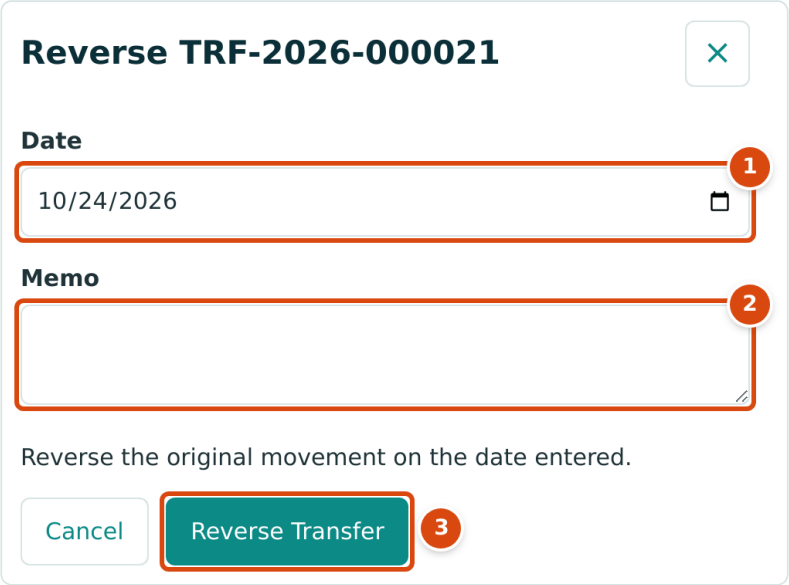

Figure 4-15 The panel for reversing a transfer.

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1. **Date**: the date of the reversal entry; not earlier than the transfer date.
2. **Memo**: why the transfer is reversed.
3. **Reverse Transfer** posts the reversal; **Cancel** closes the panel.

Structally posts a reversal entry that mirrors the original (debit the From Account, credit the To Account). The transfer's status becomes **Reversed** and a **Reversal Entry** section appears on its page.

> ⚠ **Unmatch first**
>
> A transfer matched to a bank feed line cannot be reversed. In the sample company every transfer is matched and cleared, so reversing one would first need its reconciliation reopened, the line uncleared and then unmatched. A transfer created by categorizing a bank line is undone from the line instead, with **Undo Categorization**.

Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
Transfers move money from a cash account to a cash or credit card account	The From Account is not a Cash account, or the To Account is neither Cash nor Credit Card.	Choose a Cash account to send from. To record card spending, use an expense.
Transfer accounts must differ	The same account is chosen twice.	Choose two different accounts.
Accounting date must be after the company closing date.	The date is in a closed period.	Use a date after the Books Closed date.
Entry is matched to a bank line; unmatch it first	The transfer is matched in the bank feed.	Unmatch the bank line, then reverse.
Transfer is already reversed	The transfer was reversed before.	Nothing to do.
Reversal date cannot be earlier than the journal entry date.	The reversal date is before the transfer date.	Use the transfer date or later.

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Message or Symptom	Why It Happens	What to Do
Moving receipts out of Undeposited Funds with a transfer.	A transfer does not mark receipts as deposited.	Use Make Deposit instead.

Related Topics

- Bank and Cash Accounts
- Reviewing the Bank Feed
- Account Registers
- Reversing and Correcting Transactions

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refunds | customer refund | vendor refund | credit memo | vendor credit | overpayment

5.5 Recording a Refund

A **refund** settles a credit with money instead of applying it to a future invoice or bill:

- A **customer refund** pays money back to a customer who has a credit with you: an open credit memo, or a payment that was more than the customer owed (an overpayment, which stays on the receipt as an unapplied amount).
- A **vendor refund** records money a vendor pays back to you: an open vendor credit, or a bill payment that was more than the bills it paid (an unapplied amount on the payment).

Each refund lists the credits and overpayments it **settles**. The settlement amounts must add up to the refund amount, so every refund is fully explained.

Before You Begin

- The credit exists and is posted: an open credit memo or vendor credit, or a receipt or bill payment with an unapplied amount.
- The customer or vendor is active.
- The bank or card account the money moves through has the **Cash** or **Credit Card** role.
- You need **Edit** access to **Banking**, plus **Edit** on **Vendors & Bills** for a vendor refund or on **Customers & Invoices** for a customer refund. Company Admins and Accountants can record both kinds; Viewers and Project Managers cannot. See Roles and Permissions.

Navigation

Banking → **Refunds** → **New Refund**.

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The Refunds List

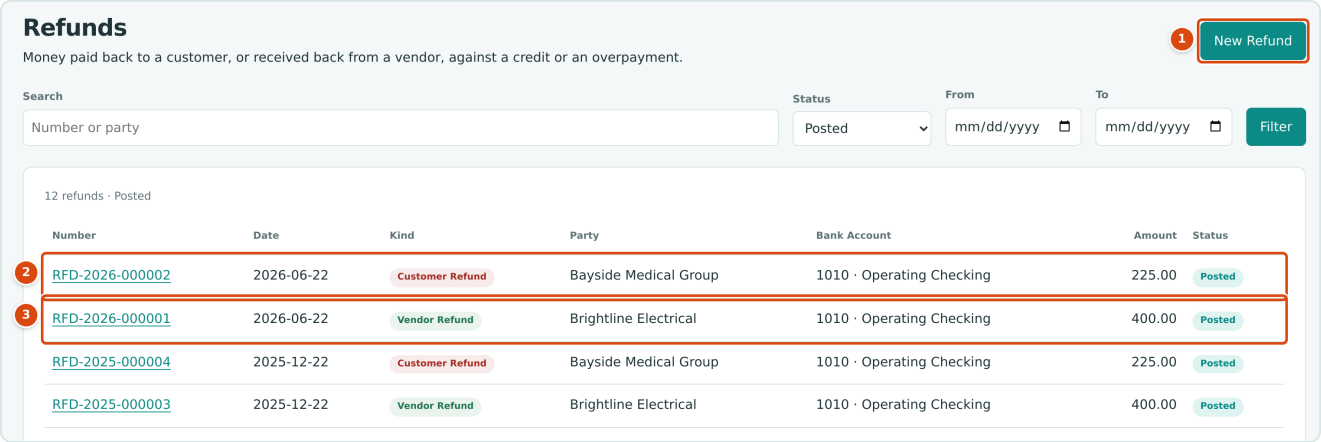

Figure 4-16 The Refunds list.

1. **New Refund** starts a refund.
2. A **Customer Refund**: money paid back to Bayside Medical Group.
3. A **Vendor Refund**: money received back from Brightline Electrical.

The list shows **Number**, **Date**, **Kind**, **Party**, **Bank Account**, **Amount** and **Status**. Above it, **Search** finds a number or a party name, **Status** shows **Posted**, **Reversed** or **All**, and **From** and **To** limit the dates.

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Step by Step

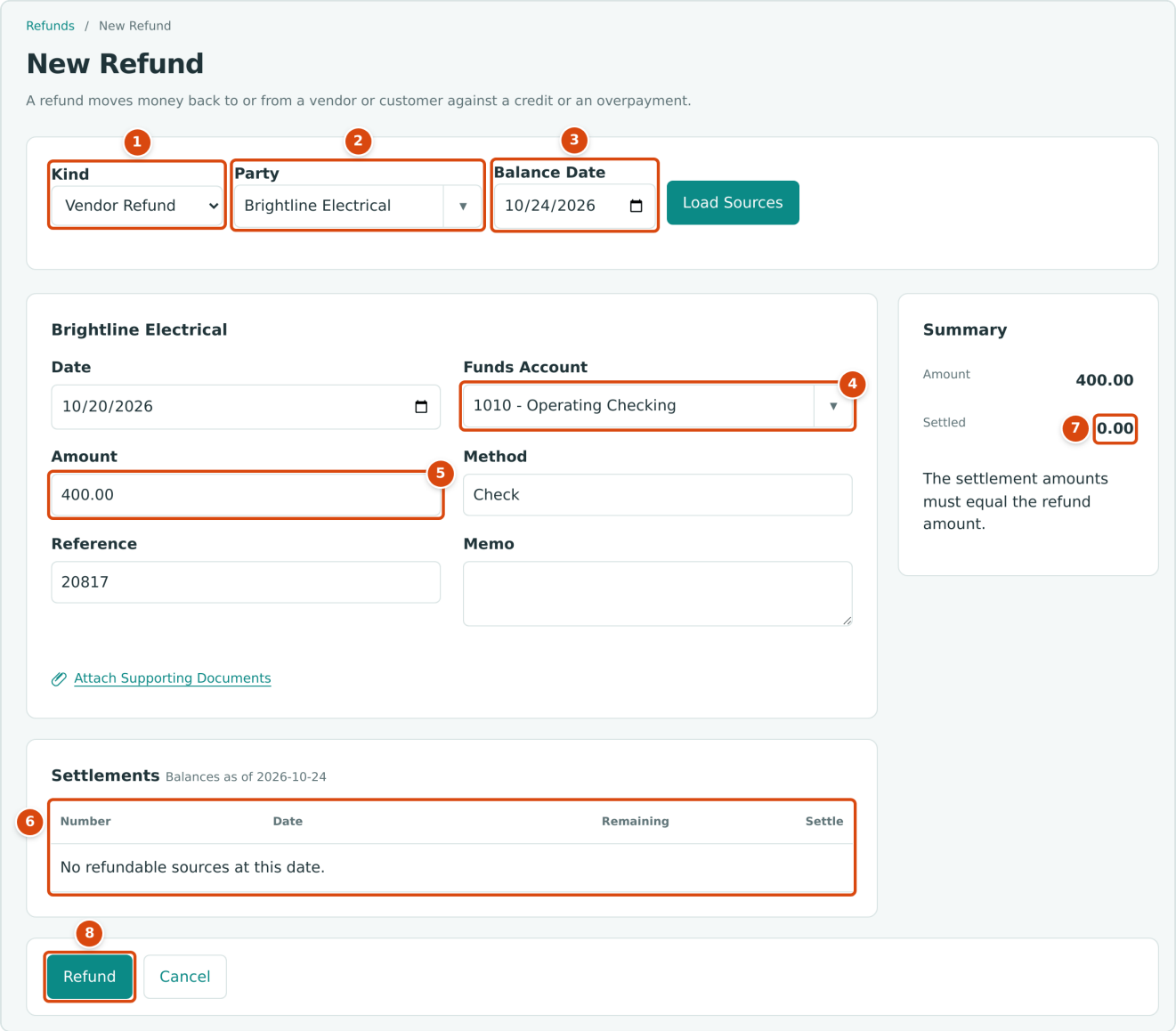

Figure 4-17 A vendor refund being entered. Brightline has no open credit today, so there is nothing to settle.

1. **Kind**: **Vendor Refund** or **Customer Refund**.
2. **Party**: the vendor or customer. Choosing one loads its sources.
3. **Balance Date**: the date the remaining balances are worked out for. Click **Load Sources** after changing it.
4. **Funds Account**: the bank or card account the money moves through.
5. **Amount**: the refund amount.
6. **Settlements**: the open credits and overpayments of this party, each with its **Remaining** balance and a **Settle** box.

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7 **Settled**: the total of the **Settle** amounts. It must equal the **Amount**.

8 **Refund** posts the refund.

1. Open **Banking** → **Refunds** and click **New Refund**.
2. In **Kind**, choose **Vendor Refund** or **Customer Refund**. The **Party** list changes to vendors or customers.
3. In **Party**, choose the vendor or customer. The page reloads with the party's name as the heading and its sources under **Settlements**.
4. If the refund is for an earlier date, change **Balance Date** and click **Load Sources**, so the **Remaining** balances are as of that date.
5. Set **Date**, the refund date. It cannot be earlier than any source you settle.
6. In **Funds Account**, choose the account the money is paid from (customer refund) or received into (vendor refund).
7. Type the **Amount**, and optionally a **Method** (such as *Check*), **Reference** (such as the check number) and **Memo**. Use **Attach Supporting Documents** to add a copy of the check or the vendor's letter.
8. Under **Settlements**, type in **Settle** how much of each source this refund settles. Leave the others empty.
9. Check that **Settled** equals **Amount**, then click **Refund**.

If **Settlements** shows *No refundable sources at this date.*, the party has no open credit and no unapplied payment at the balance date. That is the case for every party in the sample company today: all of its credits have been applied or refunded.

Field Reference

Field	Description	Required	Example
Kind	**Vendor Refund** (money comes in) or **Customer Refund** (money goes out).	Yes	Vendor Refund
Party	The vendor or customer. Active parties only.	Yes	Brightline Electrical
Balance Date	The date used for the **Remaining** column. Starts as today.	No	10/24/2026
Date	Refund date and accounting date. Not earlier than any settled source; after the Books Closed date.	Yes	10/20/2026

Field	Description	Required	Example
Funds Account	An active Cash or Credit Card account.	Yes	1010 - Operating Checking
Amount	The refund amount, at least 0.01.	Yes	400.00
Method	How the money moved, up to 20 characters.	No	Check
Reference	A check or transaction number, up to 60 characters.	No	20817
Memo	A note, up to 240 characters.	No	Credit for returned fixtures
Settle (each source)	The part of that credit or overpayment this refund settles; no more than its **Remaining**.	At least one	400.00
Attachments	Supporting files: PDF, images, Word or Excel, up to 5 MB each and 3 per refund.	No	Brightline-check.pdf

Worked Example: A Vendor Pays Back a Credit

On June 14, 2026, Brightline Electrical issued vendor credit VCR-2026-000003 for $400.00. Instead of keeping the credit for a future bill, Brightline sent a check, which Cedar Ridge Contracting deposited in 1010 Operating Checking on June 22, 2026. The refund RFD-2026-000001 records it:

Item	Amount
Vendor credit VCR-2026-000003	400.00
Settled by RFD-2026-000001	400.00
Credit remaining	0.00

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The refund posts this entry:

Account	Debit	Credit
1010 Operating Checking	400.00	
2010 Accounts Payable		400.00

The vendor credit had lowered Accounts Payable by $400.00 when it was posted; the refund puts that amount back, because the vendor no longer owes it to you. The credit's status becomes **Applied**, since nothing remains on it.

The same company also refunds customers. On June 22, 2026 it paid Bayside Medical Group $225.00 against credit memo CM-2026-000003 (RFD-2026-000002):

Account	Debit	Credit
1100 Accounts Receivable	225.00	
1010 Operating Checking		225.00

What Happens After You Record a Refund

- The refund is numbered automatically as **RFD-**year**-**sequence and has the status **Posted**. Its journal entry is posted and locked.
- Each settled source is reduced by its settlement. A credit memo or vendor credit with nothing remaining becomes **Applied**; a payment's unapplied amount goes down. The source's own page lists the refund under **Refunds**.
- A posted refund cannot be edited. To correct it, reverse it and record it again.

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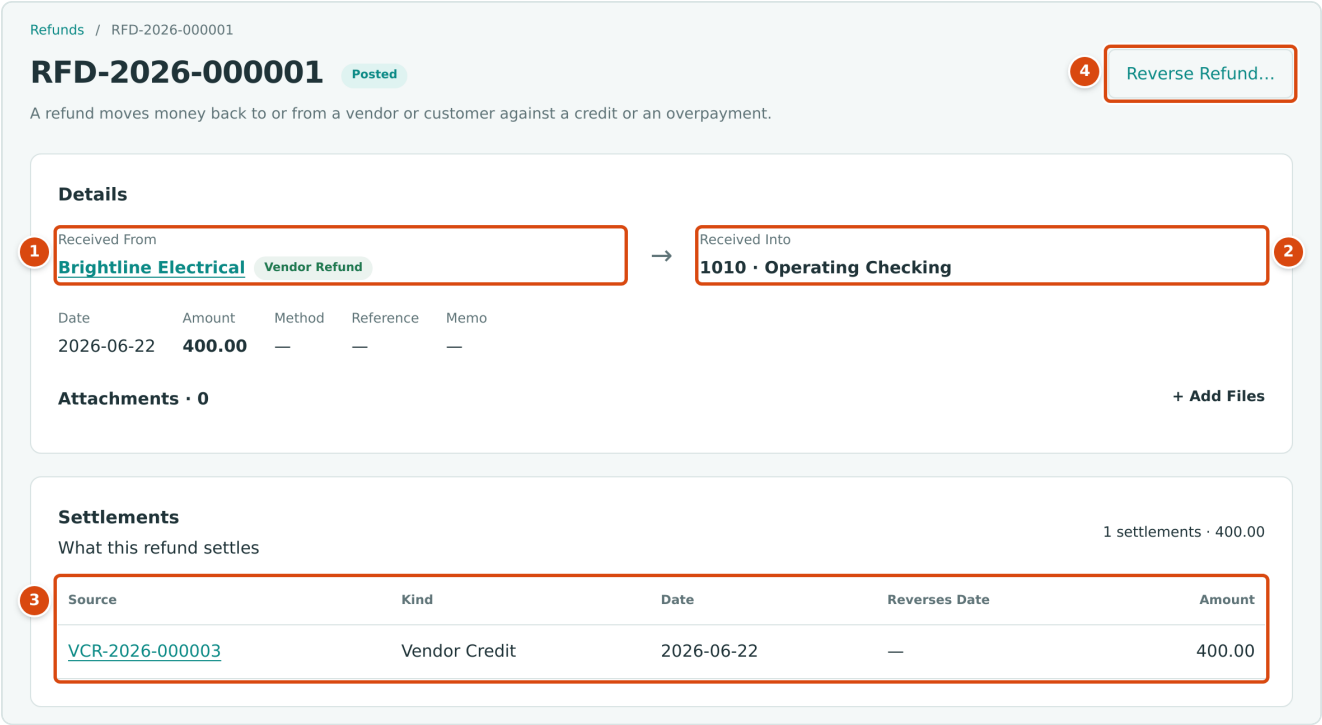

Figure 4-18 A vendor refund and the credit it settles.

1. **Received From**: the vendor, with the **Vendor Refund** label.
2. **Received Into**: the bank account the money went into.
3. **Settlements**: what the refund settles. Click the source number to open the vendor credit.
4. **Reverse Refund…** undoes the refund.

For a customer refund the arrow points the other way: **Paid From** is the bank account and **Paid To** the customer, labeled **Customer Refund**.

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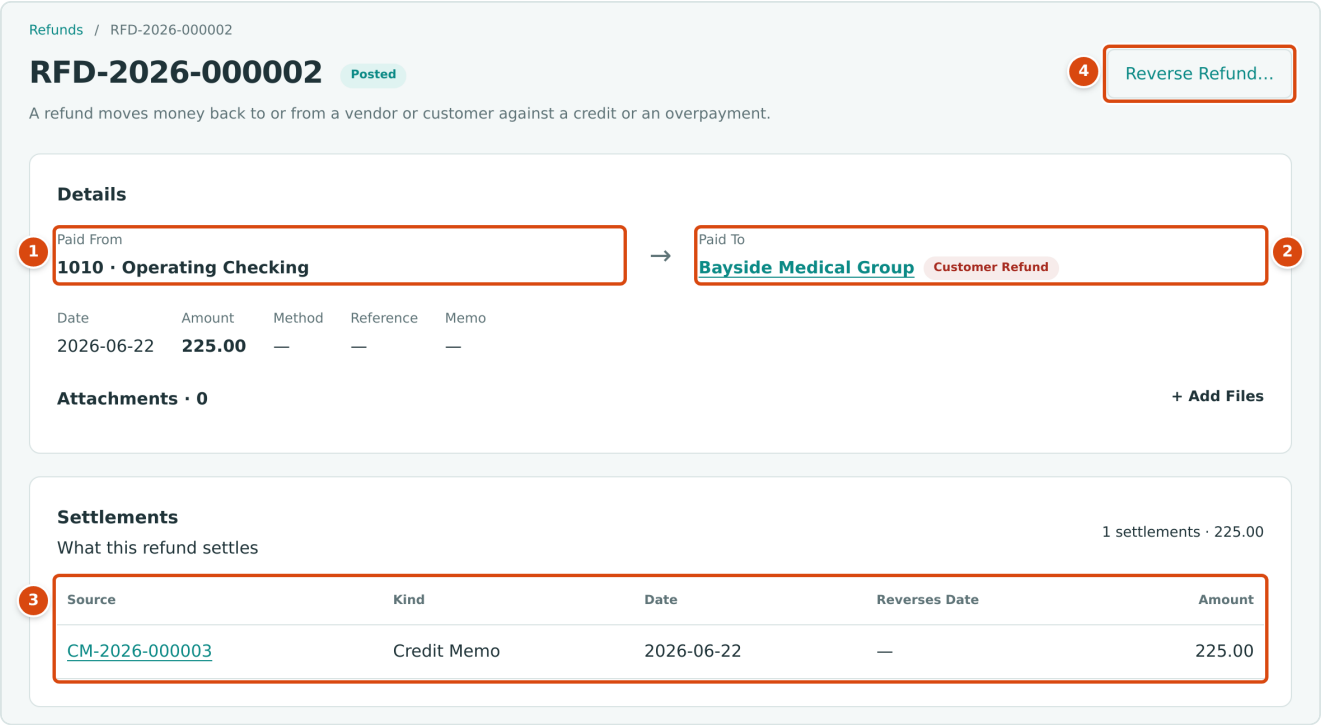

Figure 4-19 A customer refund and the credit memo it settles.

1. **Paid From**: the bank account the money left.
2. **Paid To**: the customer, with the **Customer Refund** label.
3. **Settlements**: credit memo CM-2026-000003, settled for 225.00.
4. **Reverse Refund…** undoes the refund.

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The Posting Entries

A vendor refund debits the funds account and credits Accounts Payable. A customer refund debits Accounts Receivable and credits the funds account. Open **Posting Entry** on the refund to see it:

▼ **Posting Entry** · 2026-06-22 · Posted · Locked · 2 Lines

Date: 2026-06-22 · Vendor Refund

Account	Description	Debit	Credit
1010		400.00	0.00
2010		0.00	400.00

Figure 4-20 The posting entry of the vendor refund RFD-2026-000001.

▼ **Posting Entry** · 2026-06-22 · Posted · Locked · 2 Lines

Date: 2026-06-22 · Customer Refund

Account	Description	Debit	Credit
1100		225.00	0.00
1010		0.00	225.00

Figure 4-21 The posting entry of the customer refund RFD-2026-000002.

Reversing a Refund

1. Open the refund and click **Reverse Refund…**.
2. Set **Date** (it starts as today) and optionally a **Memo**.
3. Click **Reverse Refund**.

Structally posts a reversal entry that mirrors the refund. Each settlement gets a matching negative row, shown in **Settlements** with its **Reverses Date**. A credit that had become **Applied** returns to **Open** with its amount available again. The refund's status becomes **Reversed**.

A refund matched to a bank feed line cannot be reversed until the line is unmatched.

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Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
No refundable sources at this date.	The party has no open credit and no unapplied payment at the **Balance Date**.	Check the party's credits and payments; post the credit first, or pick a later balance date.
Refund settlements must equal the refund amount	**Settled** differs from **Amount**.	Change the settle amounts or the amount until they agree.
At least one refund settlement is required.	No **Settle** amount was entered.	Enter how much of a source the refund settles.
Settlement exceeds source remaining	A settle amount is more than that source's remaining balance (at the refund date).	Lower the settle amount.
Refund date is before source date	A settled credit or payment is dated after the refund.	Use a later refund date.
Refunds use a bank or credit card account	The funds account is inactive or not a Cash or Credit Card account.	Choose an active bank or card account.
Vendor must be active. or *Customer must be active.*	The party was deactivated.	Reactivate it on its page first.
Entry is matched to a bank line; unmatch it first	You tried to reverse a refund matched in the bank feed.	Unmatch the bank line, then reverse.

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Message or Symptom	Why It Happens	What to Do
Refund is already reversed	The refund was reversed before.	Nothing to do.
Write Access Required	Your role cannot record this kind of refund.	Ask a Company Admin. A Custom user needs Banking Edit plus Edit on Vendors & Bills (vendor refund) or Customers & Invoices (customer refund).

Related Topics

- Credit Memos
- Vendor Credits
- Receiving Customer Payments
- Paying Bills
- Reversing and Correcting Transactions

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bank feed | import statement | csv | bank statement | duplicates

5.6 Importing Bank Statements

Importing a statement brings your bank's own record of an account into Structally. Download the statement from your bank's website as a CSV file (a plain spreadsheet file), then import it into the account's **Bank Feed**. Each row of the file becomes a **bank line** that you then review: match it to what is already in your books, or categorize it. Imported lines are also what you clear when you reconcile with the **Imported Bank Statement** method.

Importing posts nothing to your books. It only adds lines for review.

Before You Begin

- The bank or card account exists with the **Cash** or **Credit Card** role and is active. See Bank and Cash Accounts.
- You have the statement as a CSV file saved in UTF-8 (the usual export format), at most 1 MB and 2,000 rows.
- You need **Edit** access to **Banking**. Company Admins and Accountants have it. Viewers see *Read-only access. An accountant can import a statement.* See Roles and Permissions.

Navigation

Banking → **Bank Feed** → **Import Statement** on the account's card. **Create** → **Import Statement** opens the Bank Feed page, and each account's **Bank Transactions** page also has an **Import Statement** button.

The Bank Feed Page

Banking → **Bank Feed** shows one card for each active bank and credit card account.

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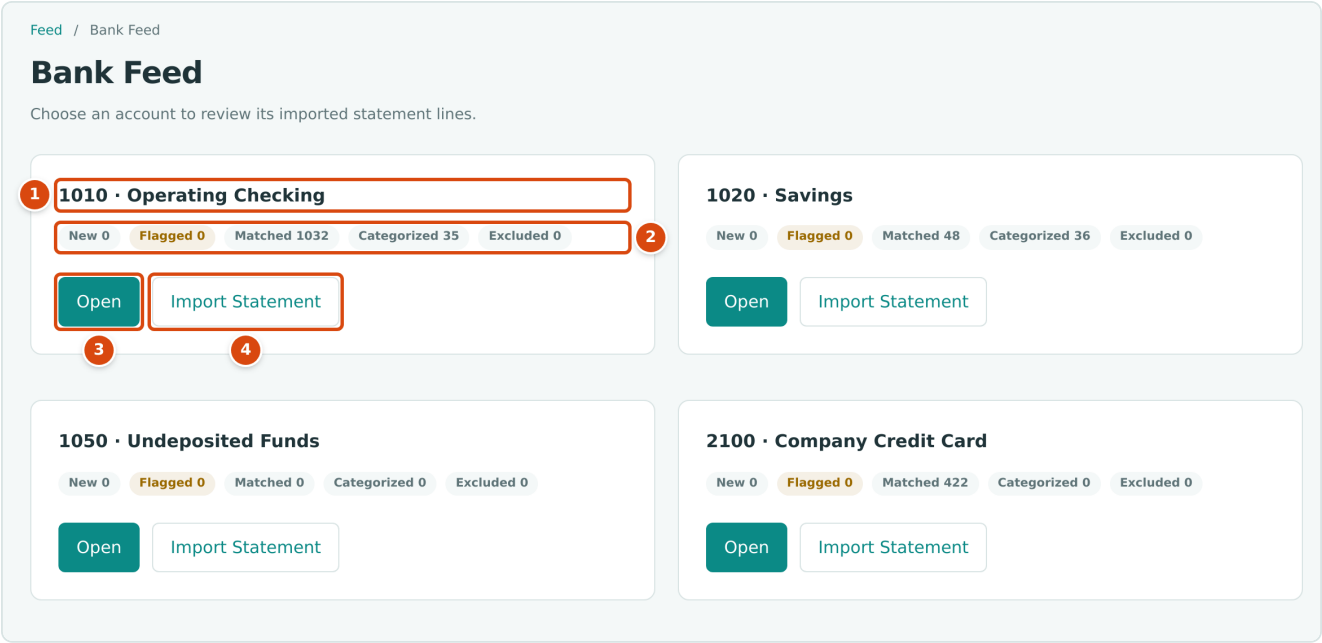

Figure 4-22 The Bank Feed page.

1. The account.
2. How many of its lines are **New**, **Flagged**, **Matched**, **Categorized** and **Excluded**. New and flagged lines are waiting for review.
3. **Open** shows the account's lines (see Reviewing the Bank Feed).
4. **Import Statement** imports a statement into this account.

Preparing the File

Structally accepts two kinds of CSV file.

A standard file imports straight away. Its first row (the header) has exactly these column names, in any order, with any capitalization:

Column	Contents	Required
`date`	The transaction date as YYYY-MM-DD, for example 2026-09-04.	Yes
`amount`	A signed amount with at most two decimals and no thousands separators or currency symbols, for example -23330.53. Not zero.	Yes

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Column	Contents	Required
`description`	The bank's description, up to 240 characters.	Yes
`external_id`	The bank's own unique transaction number, up to 120 characters. Strongly recommended: it is how Structally recognizes a row it already has.	No

No other columns are allowed in a standard file.

Any other CSV with at least three columns opens the **Map Statement Columns** page, where you say which column holds what. Most bank exports take this route, including the September statement the sample company's setup produced, whose columns are `date`, `description`, `amount` and `reference`.

Which way the amount points

For a bank or cash account, a positive amount is money **in** (a deposit) and a negative amount is money **out** (a check, a card payment, a fee). For a credit card account it is the other way round: a positive amount is a **charge**, which increases what you owe, and a negative amount is a **payment** to the card. If your card statement shows charges in a "money out" column, check the signs in the preview before you import.

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Step by Step

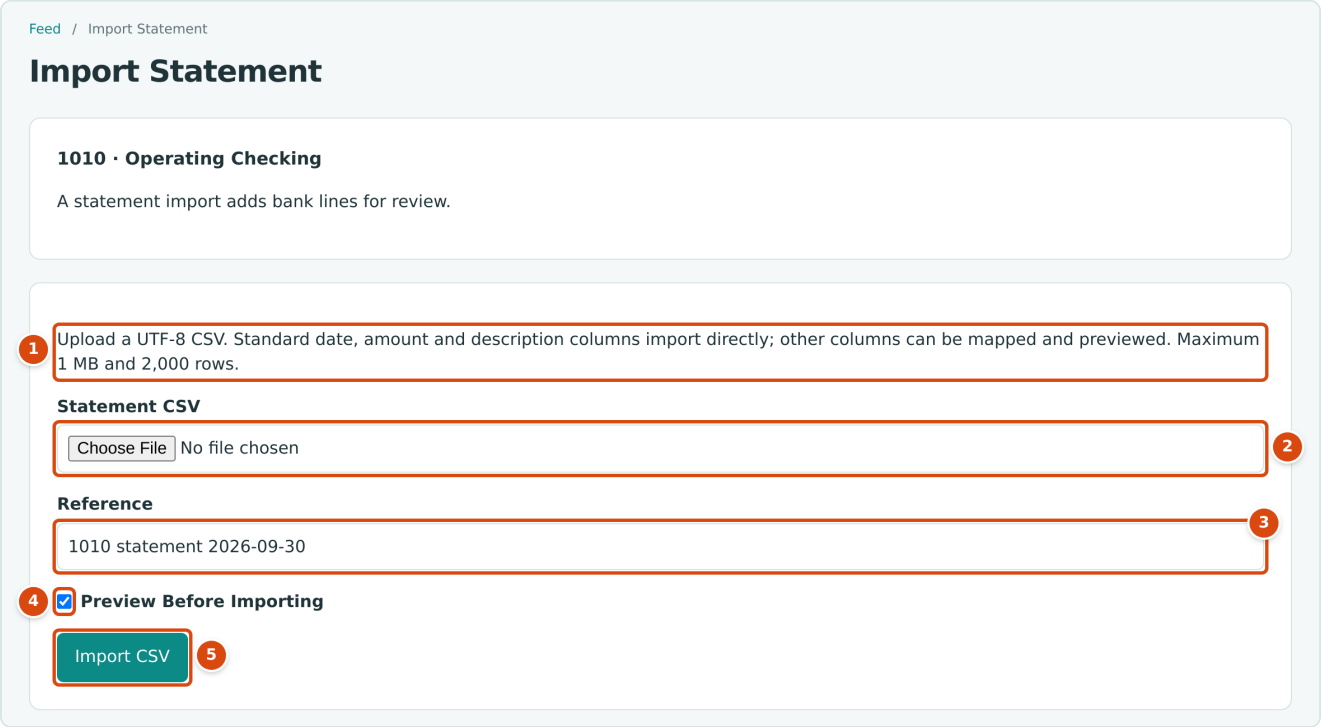

Figure 4-23 The Import Statement page.

1. The rules for the file: UTF-8 CSV, at most 1 MB and 2,000 rows.
2. **Statement CSV**: choose the file.
3. **Reference**: a name for this import, shown on the batch and as the account's latest import.
4. **Preview Before Importing**: tick to see every row before anything is added.
5. **Import CSV**: imports a standard file, or opens the mapping and preview page.

1. Open **Banking** → **Bank Feed** and click **Import Statement** on the account's card.
2. In **Statement CSV**, choose the file you downloaded.
3. In **Reference**, type a name you will recognize, such as *1010 statement 2026-09-30*.
4. Tick **Preview Before Importing**. We recommend it for every import: it shows exactly which rows will be added, skipped or flagged.
5. Click **Import CSV**.
   - A standard file without **Preview Before Importing** is imported at once, and the **Statement Batch** page opens.
   - Otherwise the **Map Statement Columns** page opens.

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Importing a Standard File Directly

The training company Cedar Ridge Training imported its August and September 2026 checking statement as a standard file. Its first rows:

```
date,description,amount,external_id
2026-08-12,CHECK 1001,-16000.00,FVB-0812-001
2026-08-12,CHECK 1002,-6000.00,FVB-0812-002
2026-08-26,DEPOSIT,100000.00,FVB-0826-001
2026-09-30,MONTHLY SERVICE CHARGE,-25.00,FVB-0930-001
```

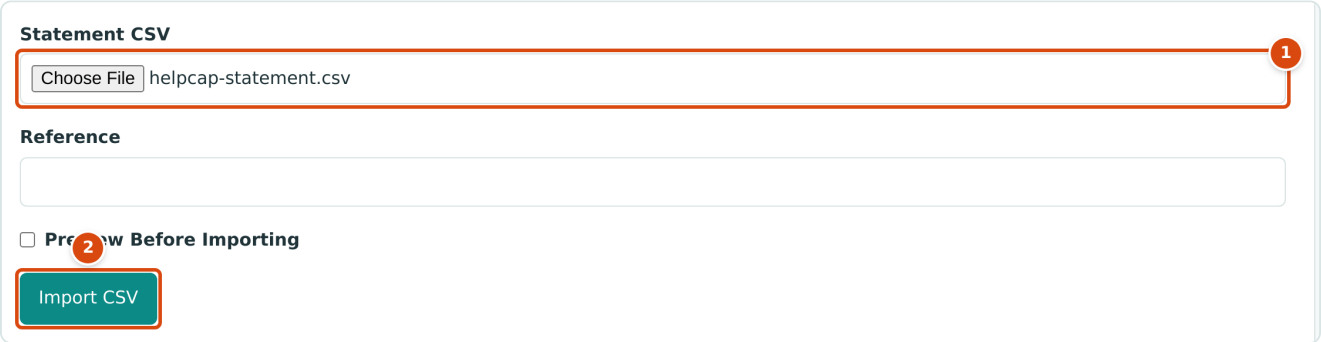

Figure 4-24 Importing a standard file without a preview, in the training company.

1. **Statement CSV** with the file chosen.
2. **Import CSV**. With **Preview Before Importing** unticked, a standard file is imported at once.

The **Statement Batch** page then opens with every row of the file:

Feed / Statement Batch

Statement Batch

1010 · Operating Checking

Rows	Imported	Duplicates	Flagged
10	**10**	**0**	**0**

Back to Feed

Date	Amount	Description	External ID	Status	Document
2026-08-12	-16,000.00	CHECK 1001	FVB-0812-001	new	—
2026-08-12	-6,000.00	CHECK 1002	FVB-0812-002	new	—
2026-08-13	-40,500.00	CHECK 1003	FVB-0813-001	new	—
2026-08-26	100,000.00	DEPOSIT	FVB-0826-001	new	—
2026-09-14	-69,300.00	CHECK 1004	FVB-0914-001	new	—
2026-09-14	-13,500.00	CHECK 1005	FVB-0914-002	new	—
2026-09-15	-20,000.00	CHECK 1006	FVB-0915-001	new	—
2026-09-16	-28,800.00	CHECK 1007	FVB-0916-001	new	—
2026-09-21	152,000.00	DEPOSIT	FVB-0921-001	new	—
2026-09-30	-25.00	MONTHLY SERVICE CHARGE	FVB-0930-001	new	—

Figure 4-25 The batch created by the import, in the training company: ten new lines ready for review.

No **Reference** was typed, so the batch shows none and the account's **Bank Transactions** page reads *Latest import: Statement*. The ten lines are reviewed in Reviewing the Bank Feed.

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Map the Columns and Preview

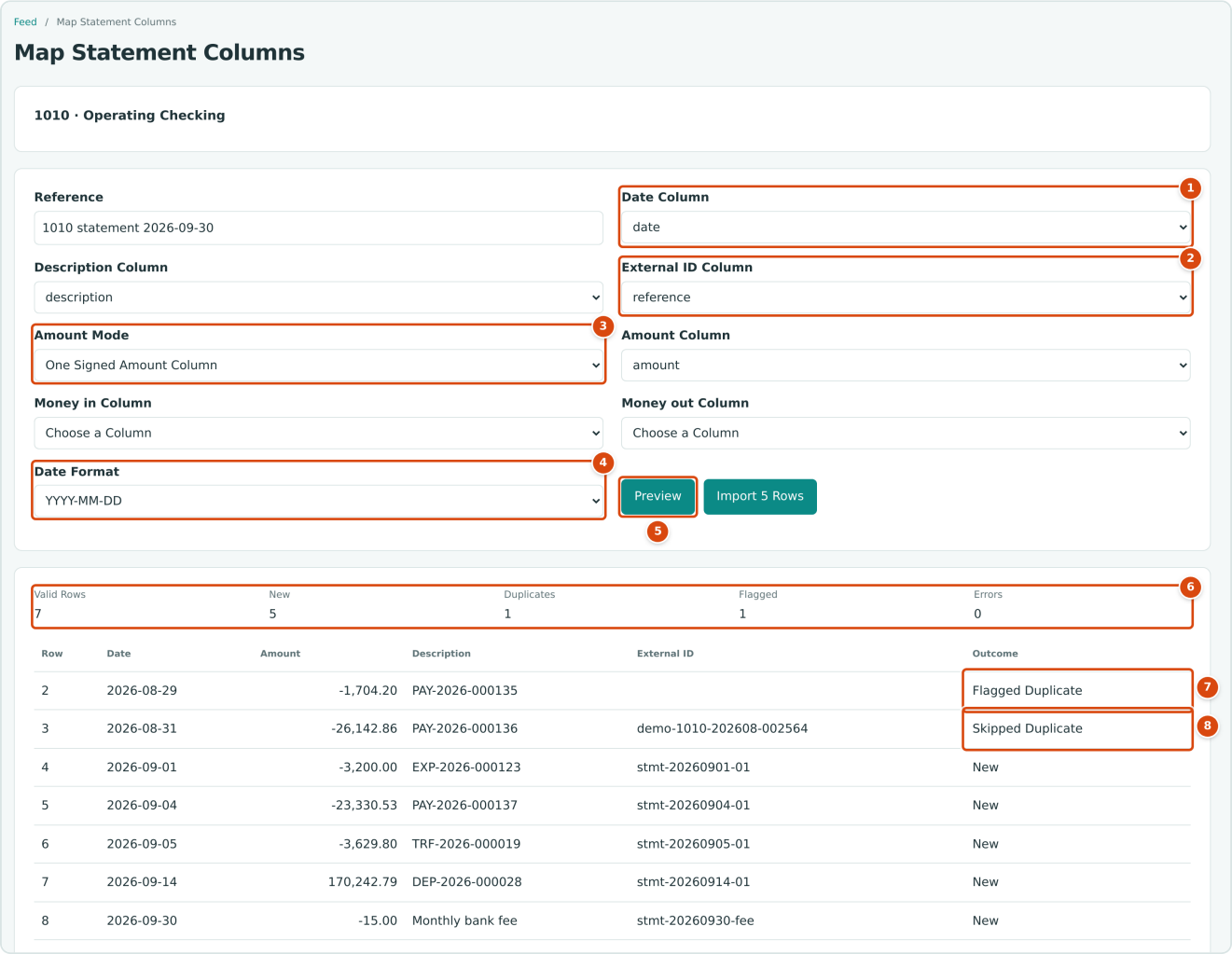

Figure 4-26 Mapping a checking statement and previewing its rows.

1. **Date Column**, and next to it **Description Column**: which columns hold the date and the description.
2. **External ID Column**: the column with the bank's transaction number, or **Not in File**.
3. **Amount Mode**: **One Signed Amount Column**, or **Separate Money in and Money out Columns**, with the matching **Amount Column** or **Money in Column** and **Money out Column**.
4. **Date Format**: **YYYY-MM-DD**, **MM/DD/YYYY** or **DD/MM/YYYY**.
5. **Preview** refreshes the preview after you change the mapping.
6. The counts: **Valid Rows**, **New**, **Duplicates**, **Flagged** and **Errors**.
7. **Flagged Duplicate**: looks like a line already in the feed; it will be imported but flagged for you to check.
8. **Skipped Duplicate**: its external ID is already in the feed; it will not be imported.

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1. Check the columns Structally chose. It guesses from the header names: a column whose name contains *date* for the date; *description*, *details*, *memo*, *payee*, *narrative* or *name* for the description; *amount* for a signed amount; *deposit*, *credit*, *money in*, *inflow* or *paid in* for money in; *withdrawal*, *debit*, *money out*, *outflow* or *paid out* for money out; and *id*, *external id*, *fitid*, *transaction id*, *reference* or *ref* for the external ID. It also guesses MM/DD/YYYY when the first date looks like 09/04/2026.
2. Correct any column or the date format, then click **Preview**.
3. Read the preview. Each row shows its **Row** number in the file, **Date**, **Amount**, **Description**, **External ID** and **Outcome**: **New**, **Flagged Duplicate**, **Skipped Duplicate**, or an error message.
4. When **Errors** is 0, click **Import N Rows**. The **Statement Batch** page opens.

In a mapped file, amounts may include thousands separators, spaces, a leading dollar sign, or parentheses for negative amounts, for example (1,704.20). With **Separate Money in and Money out Columns**, each row must fill one of the two columns, not both; the amount is money in minus money out.

> **The Import button counts new rows only**
>
> **Import N Rows** shows the **New** count. Flagged rows are imported as well, with the status **Flagged**. In the figure above, **Import 5 Rows** adds six lines: five new and one flagged.

Fix Errors Before Importing

A row with a problem shows the message in its **Outcome**, the messages are also listed above the table, and the import button stays disabled until **Errors** is 0. Correct the file and import it again, or correct the mapping and click **Preview**.

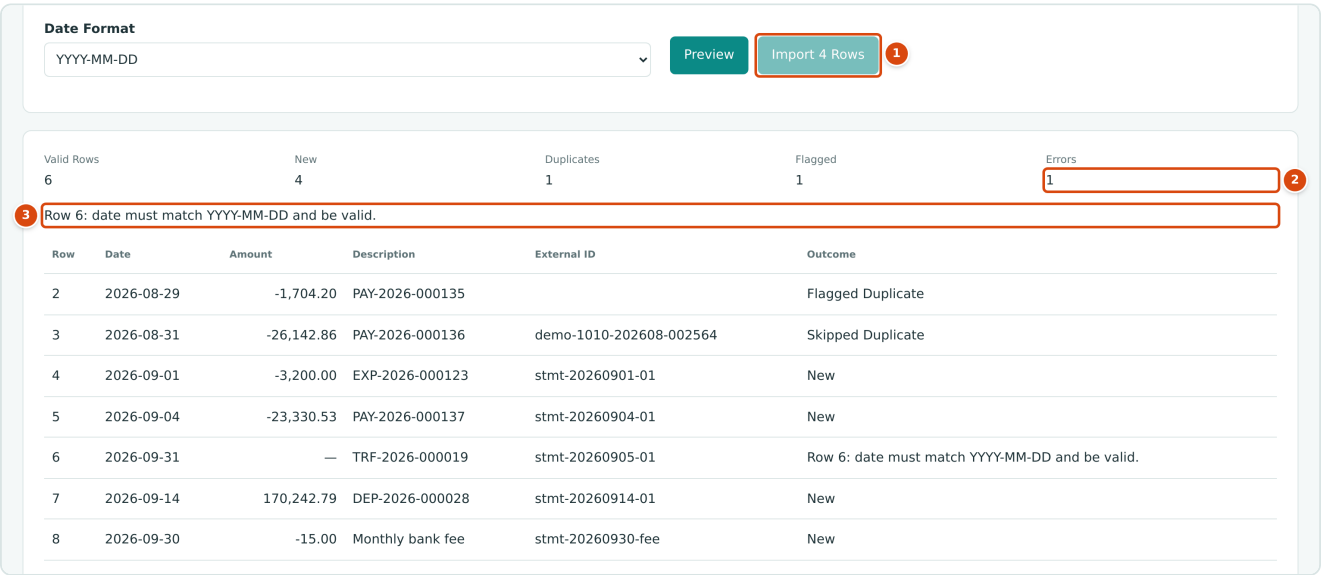

Figure 4-27 A preview with an invalid date blocks the import.

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1. The import button is disabled while there are errors.
2. **Errors**: 1.
3. The message names the row in the file: *Row 6: date must match YYYY-MM-DD and be valid.* (2026-09-31 is not a real date.)

How Duplicates Are Handled

Bank downloads often overlap the previous one. Structally compares every row with the lines already in this account's feed (including excluded lines), never with the other rows of the same file:

The Row	Outcome	What Happens
Has an external ID that is already in this account's feed	**Skipped Duplicate**	Not imported. Counted under **Duplicates**.
Has no external ID, and its date, amount and description match a line already in the feed (ignoring capitals and extra spaces)	**Flagged Duplicate**	Imported with the status **Flagged**, linked to the line it resembles. You then **Keep** it or **Exclude** it (see Reviewing the Bank Feed).
Anything else	**New**	Imported with the status **New**, ready for review.

A row with an external ID is never flagged: the external ID decides. Two rows of the same file with the same external ID are an error.

Worked Example: An Overlapping Checking Download

The September checking download in the figures above repeats the last two August rows, which were imported with the August statement:

Row	Date	Amount	External ID	Outcome
2	2026-08-29	-1,704.20	(none)	Flagged Duplicate: same date, amount and description as the August line for PAY-2026-000135

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Row	Date	Amount	External ID	Outcome
3	2026-08-31	-26,142.86	demo-1010-202608-002564	Skipped Duplicate: that external ID is already in the feed
4 to 8	September		stmt-…	New

The counts read **Valid Rows** 7, **New** 5, **Duplicates** 1, **Flagged** 1, **Errors** 0 (5 + 1 + 1 = 7). Importing would add six lines: the five new September rows and one flagged line, which you would then exclude because the August line already covers it.

The Statement Batch

Every import is kept as a **batch**. After an import the batch page opens; you can return to it from any of its lines with the **Batch** link on the account's **Bank Transactions** page.

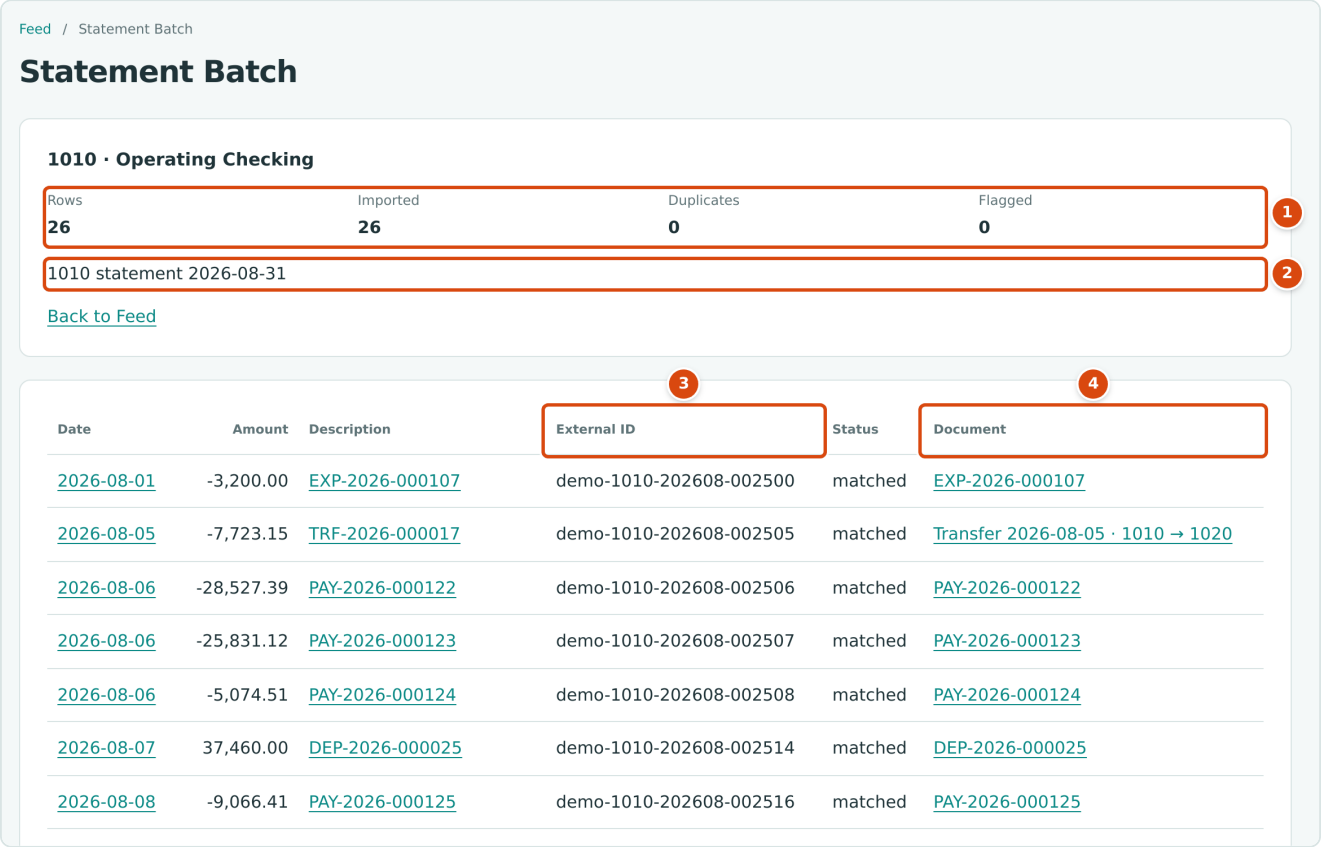

Figure 4-28 The batch of the August 2026 checking statement.

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1. **Rows** (valid rows in the file), **Imported** (new lines), **Duplicates** (skipped) and **Flagged**.
2. The **Reference** typed at import.
3. **External ID**: the bank's transaction number of each line.
4. **Document**: the posting each line is matched or categorized to. Click it to open the document.

The sample company's statements were imported when the company was set up: one batch per account per month, from October 2023 to August 2026 for 1010 Operating Checking and to September 2026 for 1020 Savings and 2100 Company Credit Card. The September 2026 checking statement has not been imported yet; the example above previews part of it.

An import cannot be undone as a whole. To get rid of a line you do not want, **Exclude** it in the bank feed.

Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
Row 1: file must be at most 1 MB.	The file is too large.	Download a shorter period, or split the file.
Row 1: file must be UTF-8.	The file was saved in another text encoding.	Save it again as "CSV UTF-8" from your spreadsheet program.
Row 1: missing required columns: amount, description. (for example)	The file has fewer than three columns and is not a standard file.	Export with date, amount and description columns.
Row 1: a header and data rows are required. or *Row 2: at least one data row is required.*	The file is empty or has only a header.	Check the export.
Row 7: column count does not match the header. (for example)	A row has fewer cells than the columns you mapped (or, in a standard file, a different number of cells).	Fix the row in the file; check for commas inside unquoted text.
Row 5: date must be YYYY-MM-DD and valid.	A standard file has another date format or an impossible date.	Use YYYY-MM-DD, or preview and choose the **Date Format**.

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Message or Symptom	Why It Happens	What to Do
Row 6: date must match MM/DD/YYYY and be valid. (for example)	The mapped date format does not fit the row.	Choose the right **Date Format** and click **Preview**.
Row 4: amount must be a signed decimal with at most two places, without separators or symbols.	A standard file has commas, a currency sign or more than two decimals.	Remove them, or preview and map the file.
Row 4: amount must be a signed decimal with at most two places.	A mapped amount cannot be read.	Fix the amount in the file.
Row 4: amount is required.	The mapped amount cell is empty.	Fill it in, or use separate money in and money out columns.
Row 4: both money in and money out are filled.	A row has values in both columns.	Keep only one.
Row 4: amount must not be zero.	Zero-amount rows (such as balance lines) cannot be imported.	Delete those rows from the file.
Row 9: external_id repeats row 3. (for example)	Two rows of the file have the same external ID.	Remove the repeated row.
Duplicate external id within the batch	A standard file has the same `external_id` twice.	Remove the repeated row.
Row 2002: at most 2,000 data rows are allowed.	The file is too long.	Split it into smaller periods.
Choose a different column for each field.	Two fields are mapped to the same column.	Map each field to its own column.

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Message or Symptom	Why It Happens	What to Do
A credit card's charges show under **Money Out** in the preview with a minus sign.	The card statement's charge column was mapped as money out.	For a card account, map charges so they come in positive (see the note above).

Related Topics

- Reviewing the Bank Feed
- Reconciling an Account
- Bank and Cash Accounts

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bank feed | matching | categorize | bank entry | exclude | bank lines

5.7 Reviewing the Bank Feed

After you import a statement, every row is a **bank line** waiting for review. Reviewing a line links it to your books:

- If the money movement is already recorded (a bill payment, a customer receipt deposit, a transfer), you **match** the line to that posting. Nothing new is posted.
- If it is not recorded yet (a bank fee, interest, a card purchase), you **categorize** the line. Structally posts an expense, a transfer or a bank entry for it, dated the line's date.
- If it does not belong in your books (a duplicate, a line the bank later canceled), you **exclude** it.

Matched and categorized lines are the lines you clear when you reconcile the account with the **Imported Bank Statement** method.

Before You Begin

- A statement is imported into the account. See Importing Bank Statements.
- You need **Edit** access to **Banking** to act on lines. Company Admins and Accountants have it; Viewers can open the feed and lines but see no actions; Project Managers have no Banking access. See Roles and Permissions.

Navigation

Banking → **Bank Feed** → **Open** on the account's card. From a reconciliation, the **Review…** and **Categorize…** buttons open the same line pages, with a **Back to Statement** link.

The Bank Transactions Page

Open on an account's card shows the account's **Bank Transactions** page. It opens with the **For Review** tab highlighted and lists the **New** lines (or *No new lines.*); click **For Review** to list the **Flagged** lines with them.

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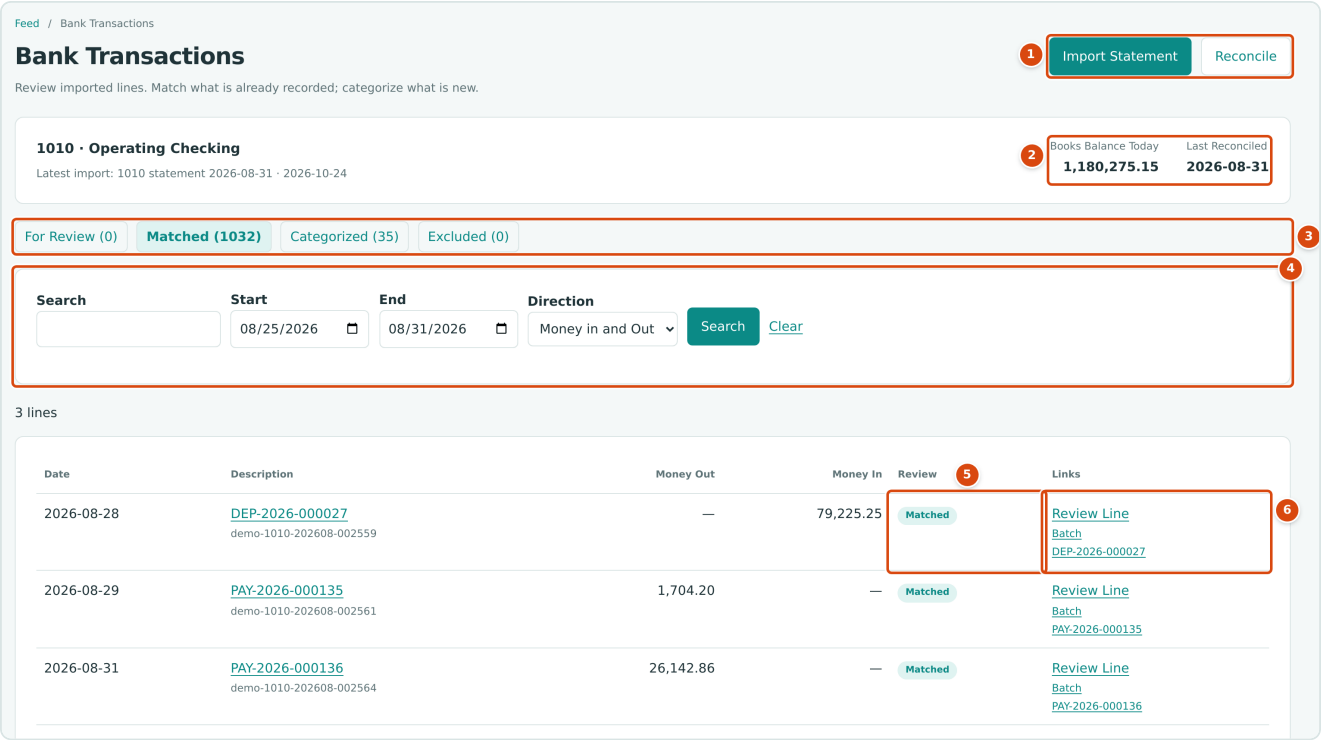

Figure 4-29 The bank lines of 1010 Operating Checking, filtered to matched lines from August 25 to 31, 2026.

1. **Import Statement** imports another statement; **Reconcile** starts a reconciliation of this account.
2. **Books Balance Today** and **Last Reconciled**: the account's balance in your books and the date of its last completed reconciliation.
3. The status tabs: **For Review** (new and flagged lines), **Matched**, **Categorized** and **Excluded**, each with its count.
4. **Search** (description or external ID), **Start** and **End** dates and **Direction** (**Money in and Out**, **Money In** or **Money Out**). **Clear** removes the filters.
5. **Review**: the line's state. For a new line it reads, for example, **1 Possible Match** or **Needs Category**.
6. **Links**: **Review Line** opens the line, **Batch** opens the import it came from, and the last link opens the matched document.

Each row shows **Date**, **Description** (with the external ID below it, or *No external id*), **Money Out**, **Money In**, **Review** and **Links**.

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Line Statuses

Status	Meaning	Actions Offered
New	Imported and not reviewed yet.	**Confirm Match**, **Exclude Line**, and the **Expense**, **Transfer** and **Bank Entry** categorize panels.
Flagged	Imported, but it looks like a line already in the feed (same date, amount and description, and no external ID).	**Keep Line**, **Exclude Line**.
Matched	Linked to a posting already in your books.	**Unmatch**.
Categorized	Structally posted an expense, transfer or bank entry for it.	**Undo Categorization**.
Excluded	Left out of your books and of reconciliation.	**Restore Line**.

New and flagged lines dated on or before a statement date must be reviewed before that statement's reconciliation can be completed.

The Line Page

Click **Review Line** (or the description) to open a line. The page shows the line's description as its title, then its date, amount and status, the account, and only the actions that suit its status.

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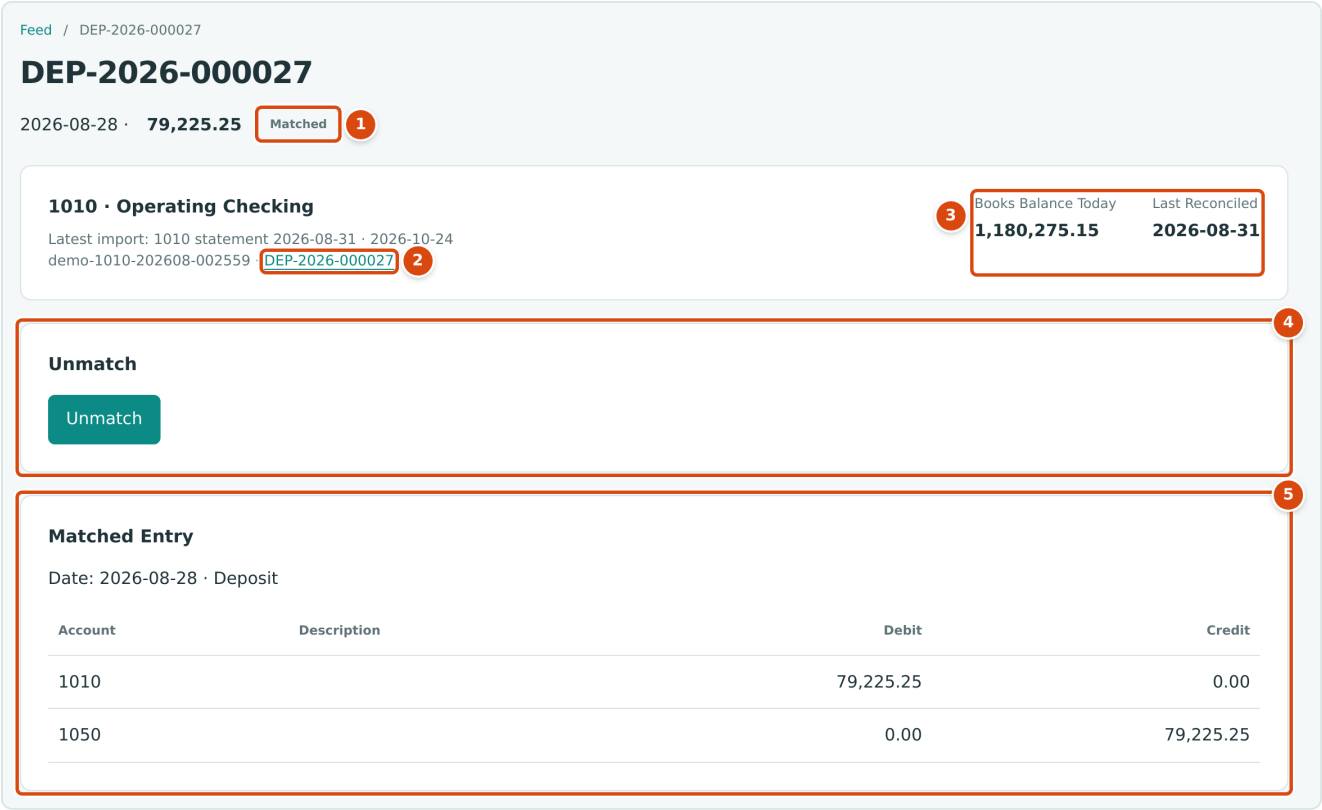

Figure 4-30 A matched line: the bank's deposit of August 28, 2026, linked to DEP-2026-000027.

1. The line's status, **Matched**.
2. The external ID and the matched document. Click the document to open it.
3. **Books Balance Today** and **Last Reconciled** for the account.
4. **Unmatch**: the one action a matched line offers.
5. **Matched Entry**: the journal entry the line is linked to. Here the deposit debits 1010 and credits 1050.

A flagged line also shows *Possible duplicate of* followed by a link to the line it resembles. An excluded line shows *Excluded:* and the reason given.

Reviewing a New Line

Every imported line in Cedar Ridge Contracting is already reviewed, so the figures in this section come from the training company, Cedar Ridge Training, right after it imported its checking statement. All ten lines wait under **For Review**:

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Feed / Bank Transactions

Bank Transactions

Import Statement | Reconcile

Review imported lines. Match what is already recorded; categorize what is new.

1010 · Operating Checking

Latest import: Statement · 2026-10-24

Books Balance Today **301,900.00** | Last Reconciled **Never**

For Review (10) | Matched (0) | Categorized (0) | Excluded (0)

Search | **Start** mm/dd/yyyy | **End** mm/dd/yyyy | **Direction** Money in and Out | Search | Clear

10 lines

Date	Description	Money Out	Money In	Review	Links
2026-08-12	CHECK 1001 FVB-0812-001	16,000.00	—	1 Possible Match	Review Line Batch
2026-08-12	CHECK 1002 FVB-0812-002	6,000.00	—	1 Possible Match	Review Line Batch
2026-08-13	CHECK 1003 FVB-0813-001	40,500.00	—	1 Possible Match	Review Line Batch
2026-08-26	DEPOSIT FVB-0826-001	—	100,000.00	1 Possible Match	Review Line Batch
2026-09-14	CHECK 1004 FVB-0914-001	69,300.00	—	1 Possible Match	Review Line Batch
2026-09-14	CHECK 1005 FVB-0914-002	13,500.00	—	1 Possible Match	Review Line Batch
2026-09-15	CHECK 1006 FVB-0915-001	20,000.00	—	1 Possible Match	Review Line Batch
2026-09-16	CHECK 1007 FVB-0916-001	28,800.00	—	1 Possible Match	Review Line Batch
2026-09-21	DEPOSIT FVB-0921-001	—	152,000.00	1 Possible Match	Review Line Batch
2026-09-30	MONTHLY SERVICE CHARGE FVB-0930-001	25.00	—	Needs Category	Review Line Batch

Figure 4-31 Ten new lines waiting for review, in the training company.

Nine lines are checks and deposits already in the books, so each shows **1 Possible Match**. The bank's **MONTHLY SERVICE CHARGE** of 25.00 is not in the books yet and shows **Needs Category**.

A new line's page has a **Match a Posted Movement** section and an **Exclude Line** section, then three panels you open by clicking their titles: **Expense**, **Transfer** and **Bank Entry**. Use exactly one of them.

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Not shown: Find Other Records results, the Expense and Transfer panels, flagged and excluded lines

Neither company has a flagged or excluded line, and the training company's review needed only **Confirm Match** and **Bank Entry**. The other panels are described from the product; the labels are quoted from it.

Match a Posted Movement

Structally suggests postings that could be the same movement. A posting is suggested when it:

- moves this account by exactly the line's amount, in the same direction;
- is dated within 7 days before or after the line;
- is not reversed and is not already matched to another line of this account.

The closest dates come first. Each suggestion shows the document (for example *PAY-2026-000137* or *Transfer 2026-09-05 · 1010 → 1020*), its date, the **Accounts** it posts to and the amount. **Show Details** adds the customer or vendor, the date, **Paid From** or **Deposit To**, the amount, and either the bills or invoices a payment was **Applied To** or the entry's **Lines**. **Open ↗** opens the document in a new tab.

1. Select the right suggestion.
2. Click **Confirm Match**.

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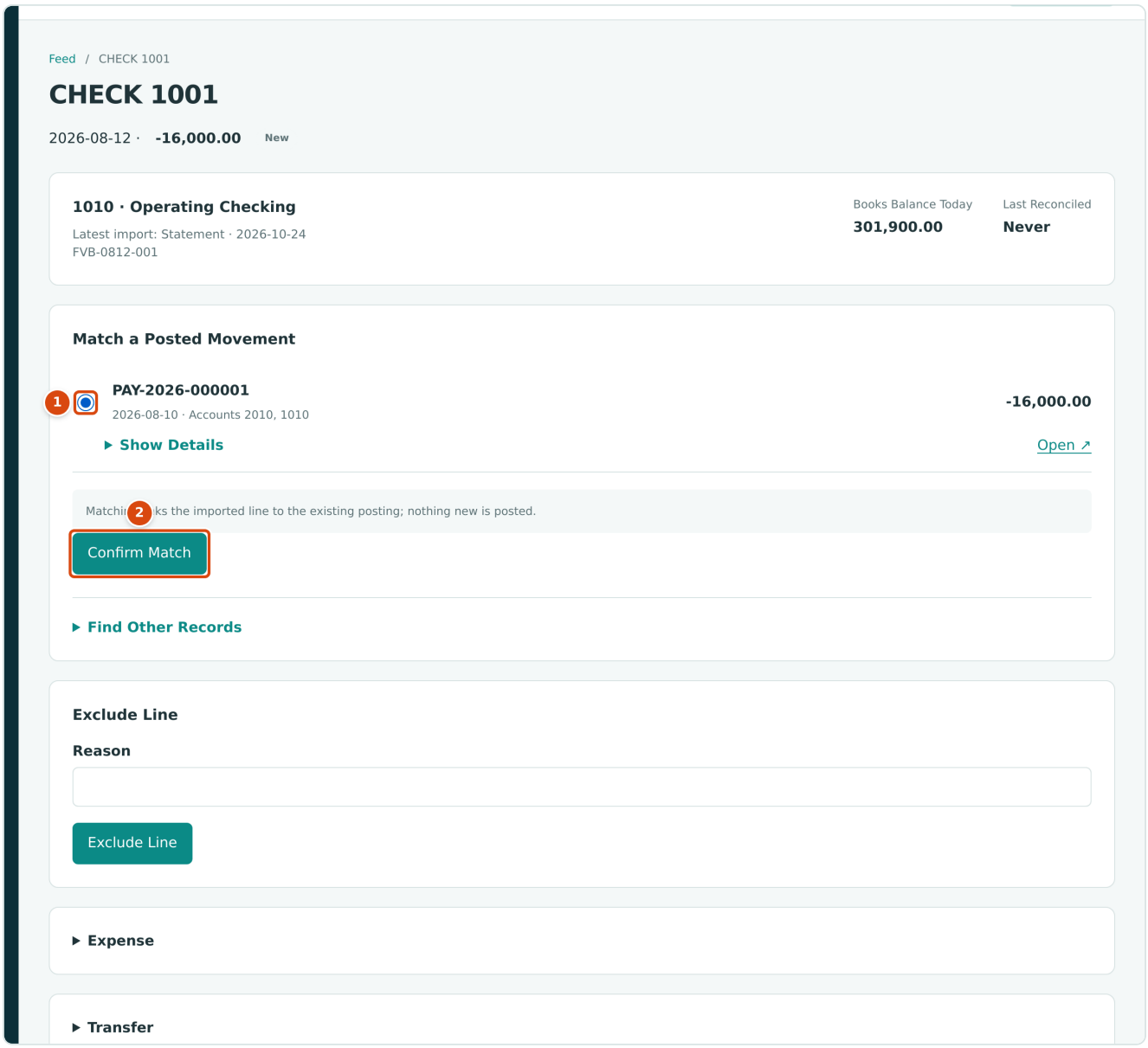

Figure 4-32 Matching the bank's CHECK 1001 to the bill payment already in the books, in the training company.

1. The suggestion, selected: PAY-2026-000001, dated 2026-08-10, posting to accounts 2010 and 1010, for -16,000.00. The bank cleared the check two days later, inside the 7-day window.
2. **Confirm Match** links the line to the payment.

The line becomes **Matched**. *Matching links the imported line to the existing posting; nothing new is posted.* If nothing is suggested, the section reads *No posted movement matches this line; categorize it instead.*

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Find Other Records

When the suggestion is not the right posting, open **Find Other Records** under the suggestions:

1. Set **Type** (**All Types**, **Bill Payments**, **Receipts**, **Expenses**, **Deposits**, **Transfers**, **Bank Entries**, **Journal Entries** or **Refunds**), **Party** (text in the posting's description, such as a vendor name), **Amount**, and the **From** and **To** dates. The dates start 30 days either side of the line and may be at most 31 days from it.
2. Leave **Exact Amount Only** ticked to see only postings of the line's amount, or untick it to see others.
3. Click **Search**. Up to 25 unmatched postings are listed with **Date**, **Type**, **Number**, **Party** and **Amount**.
4. Select one and click **Match Selected**.

Only postings of exactly the line's amount can be selected: *Only postings with exactly the line amount can be matched; open a record to correct it.* If the amount in your books is wrong, correct the document (for example reverse and re-enter it) and then match.

Categorize as Expense

Use **Expense** for money out of a bank account, or a charge on a card, that is not in your books yet: a supply purchase, a software subscription.

1. Open the **Expense** panel.
2. Optionally choose the **Vendor** (or leave **No Vendor**) and type a **Reference** and **Memo**.
3. On each line choose the **Account**, type a **Description** and the **Amount**. **Add Line** splits the purchase across accounts. With Jobs & Costing turned on, tick **Job Costing** to code lines to jobs (see Coding Transactions to Jobs).
4. Click **Categorize as Expense**.

The lines must add up to the bank line's amount. Structally posts an expense (**EXP-**year**-**sequence) dated the line's date and paid from this account, and the line becomes **Categorized**.

Categorize as Transfer

Use **Transfer** when the line is money moving to or from another of your own accounts.

1. Open the **Transfer** panel.
2. Choose the **Other Account**, the other bank or card account.
3. Optionally type a **Memo**, then click **Categorize as Transfer**.

Structally works out the direction from the line: money out of a bank account goes to the other account; money into it comes from the other account; a payment on a card account comes from the other account. A charge on a card cannot be a transfer. Structally posts a transfer (see Transferring Funds) dated the line's date. If the other account's feed has exactly one new line for the same movement (the same amount as that account sees it) within 7 days, that line is matched to the same transfer automatically.

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Categorize as Bank Entry

Use **Bank Entry** for a movement that is neither a purchase nor a transfer: a bank fee, interest earned, a loan payment taken by the bank.

1. Open the **Bank Entry** panel.
2. Choose the **Account** for the other side, for example **6020 - Bank Fees** or **4020 - Interest Income**.
3. Optionally type a **Description**, **Reference** and **Memo**.
4. Click **Categorize as Bank Entry**.

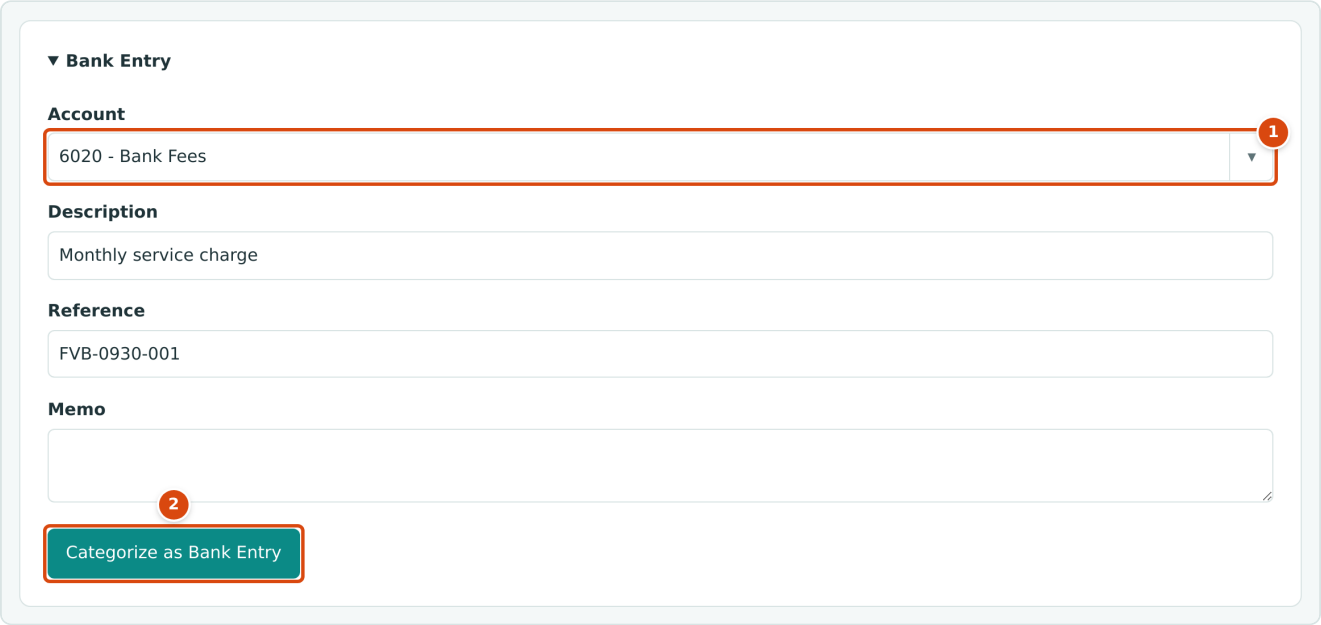

Figure 4-33 Categorizing the 25.00 monthly service charge as a bank fee, in the training company.

1. **Account**: 6020 - Bank Fees, the other side of the entry.
2. **Categorize as Bank Entry** posts the bank entry and marks the line **Categorized**.

Structally posts a bank entry (**BE-**year**-**sequence) dated the line's date for the line's amount: money in debits the bank account and credits the account you chose; money out does the opposite. A bank entry cannot use Accounts Payable or Accounts Receivable (use bills, invoices, payments or receipts) or another bank or card account (use a transfer).

Exclude a Line

Exclude a line that should not be in your books, for example a duplicate or a pending item the bank reversed.

1. In **Exclude Line**, optionally type a **Reason**.
2. Click **Exclude Line**.

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The line becomes **Excluded**. Excluded lines are not reviewed, matched or cleared, and nothing is posted.

Flagged Lines

A flagged line arrived in an import with no external ID and the same date, amount and description as a line already in the feed. Open it and choose:

- **Keep Line** if it is a real second transaction (for example two identical fees on the same day). It becomes **New** and you review it as usual.
- **Exclude Line** if it is the same transaction imported twice.

Excluded Lines

Open the line from the **Excluded** tab and click **Restore Line**. The line becomes **New** again and its exclusion reason is cleared.

Unmatching a Line

Unmatch a line that was matched to the wrong posting. Open it and click **Unmatch**. The line becomes **New**; the posting is untouched and can be matched again. A line that is cleared in a reconciliation cannot be unmatched until it is uncleared.

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Undoing a Categorization

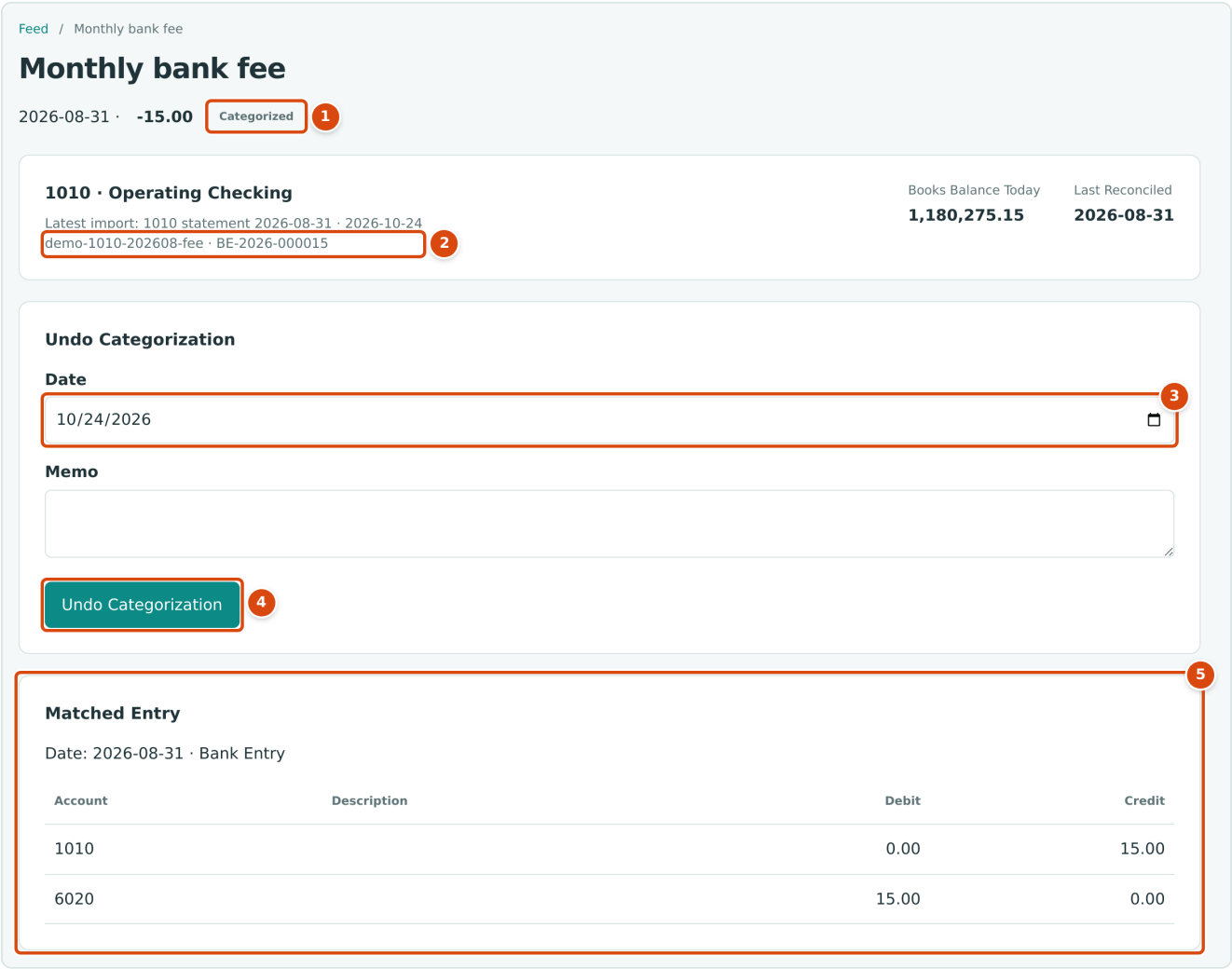

Figure 4-34 A categorized line: the August bank fee, categorized as a bank entry.

1. The line's status, **Categorized**.
2. The external ID and the document Structally posted, **BE-2026-000015**. Bank entries have no page of their own, so the number is not a link.
3. **Date**: the date of the reversal. It starts as today.
4. **Undo Categorization** reverses the document and returns the line to **New**.
5. **Matched Entry**: the bank entry's journal entry, debit 6020 and credit 1010.

1. Open the line from the **Categorized** tab.
2. Set **Date** for the reversal (it cannot be earlier than the line's date) and optionally a **Memo**.
3. Click **Undo Categorization**.

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Structally reverses the expense, transfer or bank entry that the categorization posted, on the date you entered, and the line becomes **New**. For a transfer, the line on the other account that was matched to it also becomes **New**.

Field Reference

Section	Field	Description	Required
Match a Posted Movement	(suggestion)	The posting to link to the line.	Yes
Find Other Records	**Type**, **Party**, **Amount**, **From**, **To**, **Exact Amount Only**	Search filters; dates within 31 days of the line.	Amount when **Exact Amount Only** is ticked
Expense	**Vendor**	The vendor, or **No Vendor**.	No
	Reference, **Memo**	Up to 60 and 240 characters.	No
	Account, **Description**, **Amount** (each line)	Where the cost goes. Lines must total the bank line. Up to 50 lines.	Account and Amount
Transfer	**Other Account**	The other bank or card account.	Yes
	Memo	Up to 120 characters.	No
Bank Entry	**Account**	The other side of the entry. Not a bank, card, payables or receivables account.	Yes
	Description, **Reference**, **Memo**	Up to 240, 60 and 240 characters.	No
Exclude Line	**Reason**	Why the line is excluded, up to 240 characters.	No

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Section	Field	Description	Required
Undo Categorization	**Date**, **Memo**	Date of the reversal entry, and a note.	Date

Worked Example: The Monthly Bank Fee

Operating Checking's August 2026 statement ends with a line the books did not have yet: a monthly bank fee.

Date	Description	Amount	External ID
2026-08-31	Monthly bank fee	-15.00	demo-1010-202608-fee

There is no posting to match, so the line was categorized as a **Bank Entry** to **6020 - Bank Fees**. Structally posted BE-2026-000015, dated August 31, 2026:

Account	Debit	Credit
6020 Bank Fees	15.00	
1010 Operating Checking		15.00

Every other line of that statement was matched to an existing posting; for example the deposit line of August 28 for 79,225.25 matched DEP-2026-000027. With all 26 lines matched or categorized, the August statement could be cleared and completed (see Reconciling an Account).

The training company's review followed the same pattern. Its nine checks and deposits were matched with **Confirm Match**, and the **MONTHLY SERVICE CHARGE** line was categorized as a bank entry to 6020 Bank Fees, which posted BE-2026-000001 on September 30, 2026:

Account	Debit	Credit
6020 Bank Fees	25.00	
1010 Operating Checking		25.00

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Books Balance Today went from 301,900.00 to 301,875.00 (301,900.00 − 25.00 = 301,875.00), and the tabs now read **For Review (0)**, **Matched (9)** and **Categorized (1)**:

Feed / Bank Transactions

Bank Transactions

Import Statement | Reconcile

Review imported lines. Match what is already recorded; categorize what is new.

1010 · Operating Checking
Latest import: Statement · 2026-10-24

Books Balance Today: **301,875.00**
Last Reconciled: **Never**

For Review (0) | **Matched (9)** | Categorized (1) | Excluded (0)

Search | Start: mm/dd/yyyy | End: mm/dd/yyyy | Direction: Money in and Out | Search | Clear

9 lines

Date	Description	Money Out	Money In	Review	Links
2026-08-12	CHECK 1001 FVB-0812-001	16,000.00	—	Matched	Review Line Batch PAY-2026-000001
2026-08-12	CHECK 1002 FVB-0812-002	6,000.00	—	Matched	Review Line Batch PAY-2026-000002
2026-08-13	CHECK 1003 FVB-0813-001	40,500.00	—	Matched	Review Line Batch PAY-2026-000003
2026-08-26	DEPOSIT FVB-0826-001	—	100,000.00	Matched	Review Line Batch DEP-2026-000001
2026-09-14	CHECK 1004 FVB-0914-001	69,300.00	—	Matched	Review Line Batch PAY-2026-000004
2026-09-14	CHECK 1005 FVB-0914-002	13,500.00	—	Matched	Review Line Batch PAY-2026-000005
2026-09-15	CHECK 1006 FVB-0915-001	20,000.00	—	Matched	Review Line Batch PAY-2026-000006
2026-09-16	CHECK 1007 FVB-0916-001	28,800.00	—	Matched	Review Line Batch PAY-2026-000007
2026-09-21	DEPOSIT FVB-0921-001	—	152,000.00	Matched	Review Line Batch DEP-2026-000002

Figure 4-35 The feed after review, in the training company: every line is matched or categorized.

Each matched line's **Links** column now names its document: PAY-2026-000001 to PAY-2026-000007 for the checks and DEP-2026-000001 and DEP-2026-000002 for the deposits. The statement is ready to reconcile.

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What Happens After You Review a Line

What each action posts

Action	Journal Entry
Confirm Match, **Match Selected**, **Unmatch**	None. Only the link between the line and the posting changes.
Keep Line, **Exclude Line**, **Restore Line**	None.
Categorize as Expense	An expense: debit the line accounts, credit this bank or card account.
Categorize as Transfer	A transfer between this account and the other account.
Categorize as Bank Entry	A bank entry between this account and the chosen account.
Undo Categorization	A reversal of that expense, transfer or bank entry, on the date entered.

Matched and categorized lines show the document they belong to on the Bank Transactions page and in the account register's **Bank Line Status** column. A posting that is matched to a bank line cannot be reversed or voided until the line is unmatched.

Credit Card Feeds

On a credit card account a charge is a positive amount and a payment to the card is negative, so the columns read the other way round from a bank account: charges appear under **Money In** and payments under **Money Out**, and the **Money In** direction filter finds charges.

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3 lines

Date	Description	Money Out (1)	Money In (2)	Review	Links
2026-09-20	EXP-2026-000134 demo-2100-202609-002609	—	418.72	Matched	Review Line Batch EXP-2026-000134
2026-09-20	TRF-2026-000021 demo-2100-202609-002610	3,808.62	—	Matched	Review Line Batch Transfer 2026-09-20 · 1010 → 2100
2026-09-22	EXP-2026-000135 demo-2100-202609-002613	—	647.65	Matched	Review Line Batch EXP-2026-000135

Figure 4-36 Credit card lines: charges under Money In, the payment under Money Out.

1. **Money Out**: the card payment of 3,808.62 (transfer TRF-2026-000021).
2. **Money In**: card charges, such as EXP-2026-000134 for 418.72.

Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
No posted movement matches this line; categorize it instead.	No unmatched posting of exactly this amount is within 7 days.	Use **Find Other Records** with a wider date range, or categorize the line.
Entry movement on the account does not equal the line amount (…)	The chosen posting moves the account by a different amount.	Choose a posting of exactly the line amount, or correct the document.
Entry date is outside the match window	The posting is more than 7 days (or 31 days from **Find Other Records**) from the line.	Use **Find Other Records**, or correct the posting's date.
Entry is already matched on this account	Another line of this account is already matched to that posting.	Unmatch the other line first if it is wrong.
Entry has been reversed	The posting was reversed.	Match the replacement posting instead.

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Message or Symptom	Why It Happens	What to Do
Categorized document does not move the account by the line amount (…)	The expense lines do not add up to the bank line, or an expense was used for money coming in.	Make the lines total the bank line; use a bank entry or transfer for money coming in.
A card charge is an expense, not a transfer	**Transfer** was used on a card charge.	Categorize it as an expense.
Bank entries cannot settle payables or receivables; use bills, invoices, payments or receipts	The bank entry account is Accounts Payable or Accounts Receivable.	Record the vendor payment or customer receipt in its own area, then match.
Use a transfer for movements between bank and card accounts	The bank entry account is a bank or card account.	Categorize as a transfer.
Account 2020 accepts postings only from bills and retainage releases. (for example)	The account can only be posted by certain documents.	Choose another account.
Line account 1010 is excluded.	An expense line uses the account the line belongs to.	Choose the expense account.
Line is cleared in a reconciliation; unclear it first	You tried to unmatch, exclude or undo a line that is cleared.	Unclear it in the open reconciliation (reopen a completed one first).
Only new lines can be matched (or *categorized*)	The line was already reviewed, perhaps by someone else.	Reload the page.
Dates must be within 31 days of the bank line.	A **Find Other Records** date is too far from the line.	Narrow the dates.

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Message or Symptom	Why It Happens	What to Do
Enter an amount greater than zero.	The **Find Other Records** amount is not a positive number, or is empty while **Exact Amount Only** is ticked.	Type the amount, or clear it and untick **Exact Amount Only**.
Accounting date must be after the company closing date.	Categorizing or undoing posts into a closed period.	Ask a Company Admin about the Books Closed date.

Related Topics

- Importing Bank Statements
- Reconciling an Account
- Recording an Expense
- Transferring Funds
- Account Registers

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reconciliation | bank statement | clear | difference | month end

5.8 Reconciling an Account

Reconciling proves that your books agree with the bank. You take the statement's opening and ending balances, mark (**clear**) every transaction that appears on the statement, and Structally checks the arithmetic:

Difference = Ending Balance − Opening Balance − Cleared Total

When the difference is 0.00, every movement on the statement is in your books and you can **complete** the reconciliation. Transactions in your books that are not on the statement yet (a check the payee has not cashed, a deposit made on the last day) simply stay uncleared and wait for the next statement.

Structally offers two methods:

Method	When to Use It	What You Clear
Imported Bank Statement	You imported the statement into the bank feed.	The statement's bank lines, once each is matched or categorized.
Paper or PDF Statement	You have the statement on paper or as a PDF and imported nothing.	The transactions in your books that appear on the statement, ticked one by one.

Before You Begin

- The account has the **Cash** or **Credit Card** role and is active.
- For the imported method: the statement is imported and its lines are reviewed (see Reviewing the Bank Feed).
- The account's previous statement is completed. Each account has at most one open reconciliation, and statements go in date order.
- You need **Edit** access to **Banking**. Company Admins and Accountants have it; Viewers can open and print reconciliations; Project Managers have no Banking access. See Roles and Permissions.

Navigation

Banking → **Reconciliation** → **Start Reconciliation**. An account's **Bank Transactions** page also has a **Reconcile** button.

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The Reconciliation Page

Banking → Reconciliation lists every bank and card account with its statement history. Click an account to open or close its history; Structally remembers which accounts you left open.

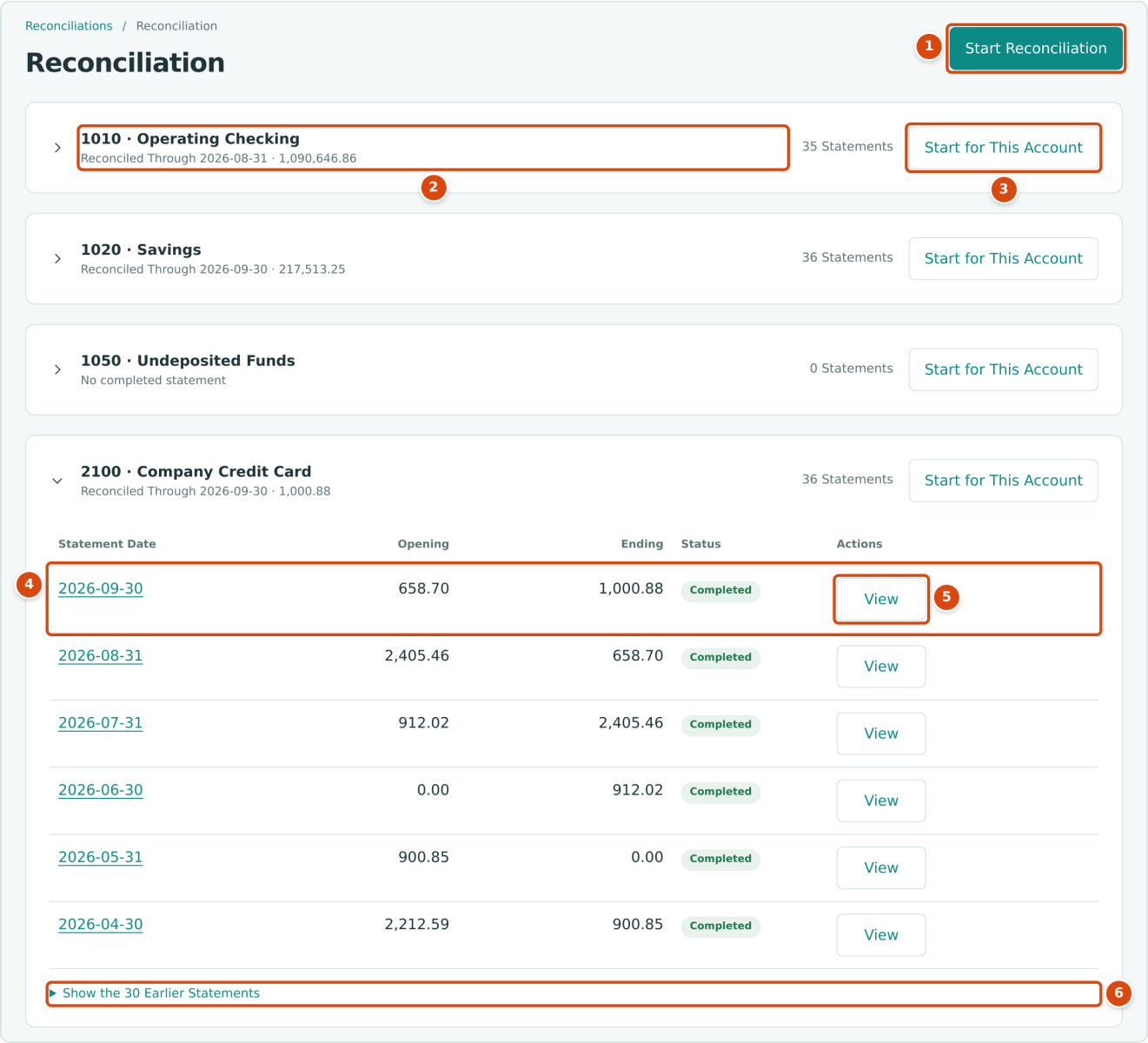

Figure 4-37 The Reconciliation page with the credit card's statements open.

1. **Start Reconciliation** starts a statement for any account.
2. The account and **Reconciled Through**: the date and ending balance of its last completed statement (or *No completed statement*). An account with an open statement also shows **In Progress**.
3. **Start for This Account** starts a statement with the account already chosen.

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4. Each statement: **Statement Date**, **Opening**, **Ending** and **Status** (**Open** or **Completed**), newest first.
5. **Continue** opens an open statement; **View** opens a completed one.
6. Older statements are under **Show the N Earlier Statements**.

Starting a Reconciliation

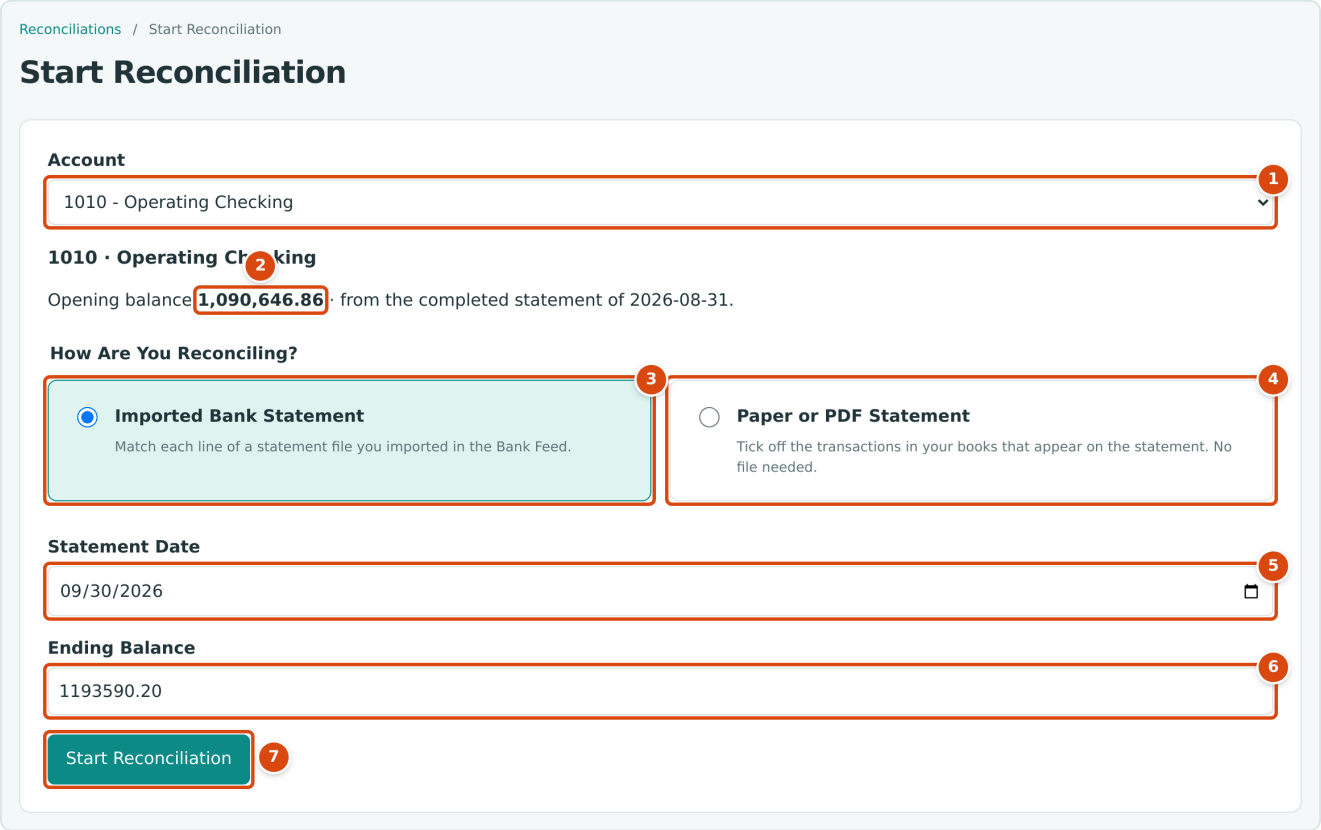

Figure 4-38 Starting September's reconciliation of the checking account (filled in, not yet started).

1. **Account**: the bank or card account. Choosing it reloads the page.
2. The opening balance, taken from the last completed statement: the ending balance of August 31, 2026.
3. **Imported Bank Statement**: *Match each line of a statement file you imported in the Bank Feed.*
4. **Paper or PDF Statement**: *Tick off the transactions in your books that appear on the statement. No file needed.*
5. **Statement Date**: the closing date printed on the statement.
6. **Ending Balance**: the closing balance printed on the statement. Here 1,193,590.20, the ending balance of the bank's September 2026 statement for this account, which Cedar Ridge Contracting has not reconciled yet.
7. **Start Reconciliation** creates the statement and opens it.

1. Open **Banking** → **Reconciliation** and click **Start Reconciliation** (or **Start for This Account**).

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2. Choose the **Account**.
3. Under **How Are You Reconciling?**, choose **Imported Bank Statement** or **Paper or PDF Statement**.
4. Type the **Statement Date** and the **Ending Balance** from the statement. For a credit card, the ending balance is the amount owed.
5. Check the opening balance. After the first statement it is the previous statement's ending balance and cannot be changed. For an account's first reconciliation, type the **Opening Balance** from the statement (it starts at 0.00):

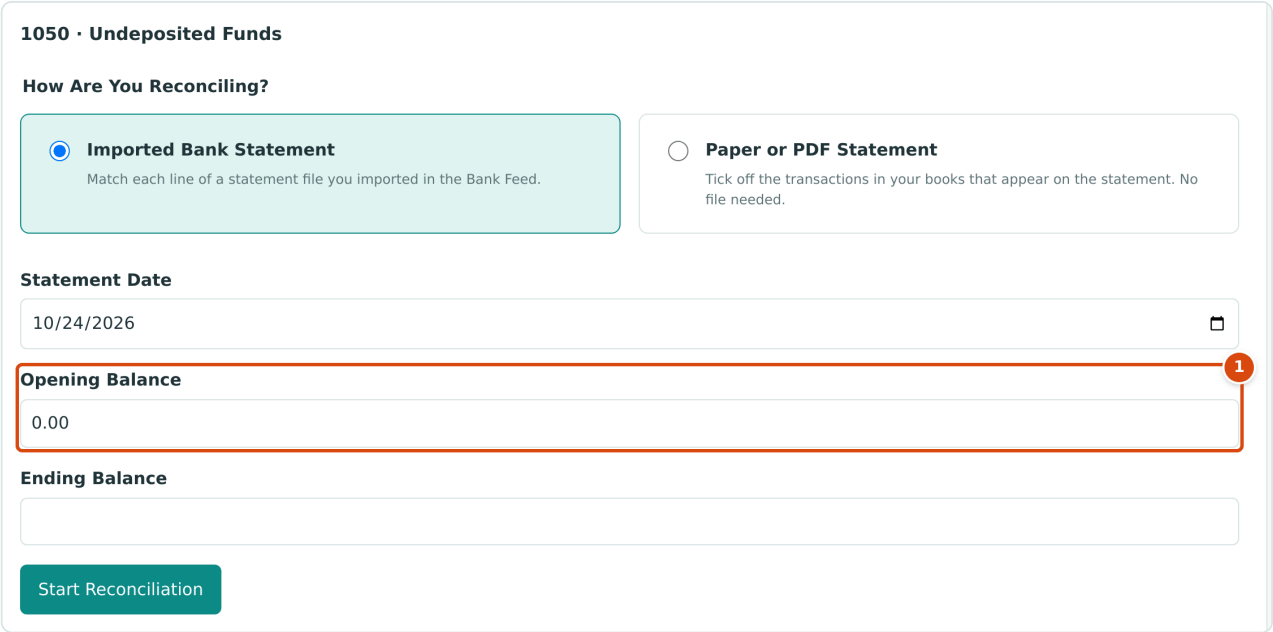

Figure 4-39 An account's first reconciliation asks for the opening balance.

1. **Opening Balance**: shown only for an account's first reconciliation.

6. Click **Start Reconciliation**. The statement opens with the status **Open**.

Reconciling an Imported Statement

Every reconciliation in Cedar Ridge Contracting is completed, so the figures in this section come from the training company, Cedar Ridge Training. It imported and reviewed its checking statement for August and September 2026, then started the account's first reconciliation:

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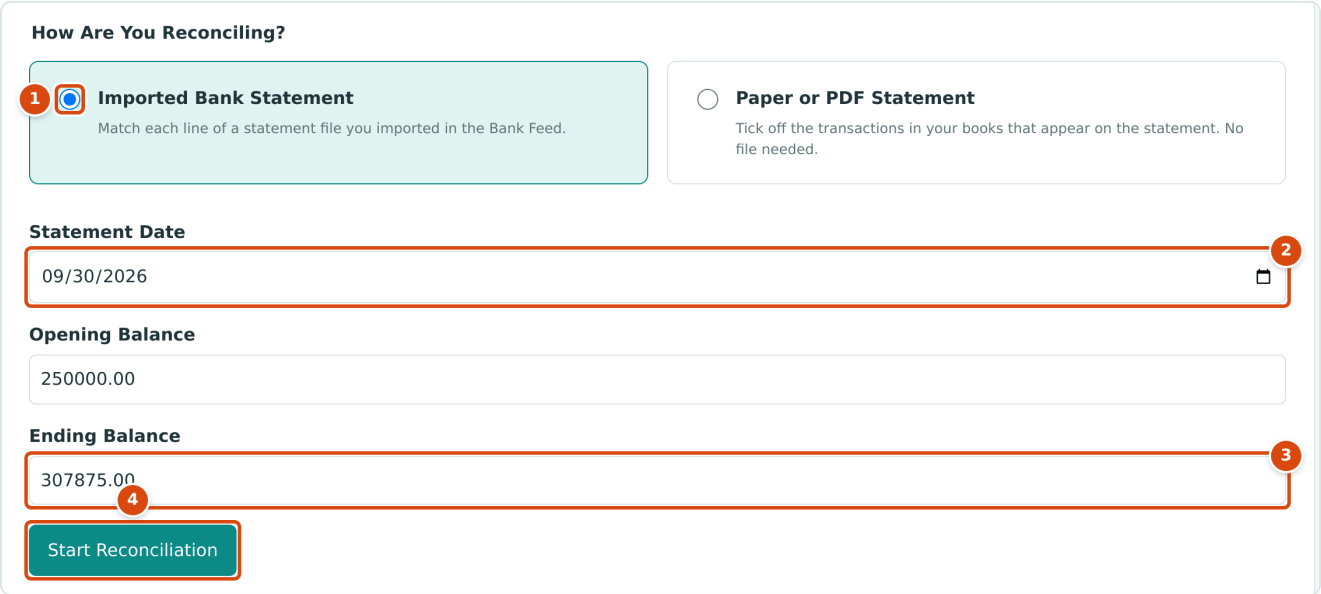

Figure 4-40 Starting the training company's first checking reconciliation.

1. **Imported Bank Statement**: the statement's lines are in the bank feed.
2. **Statement Date**: 09/30/2026.
3. **Ending Balance**: 307,875.00 from the bank statement. The **Opening Balance** above it (250,000.00) is asked for because this is the account's first reconciliation.
4. **Start Reconciliation** opens the statement.

An open imported statement shows four totals at the top: **Opening Balance**, **Cleared Total** (with the number of cleared lines), **Ending Balance** and **Difference**. Under **Difference**, *After selected changes* shows what the difference will be once the lines you have ticked are cleared or uncleared, and a note counts the lines that still need review. Below the totals you can filter the lines by **Search**, **Start**, **End** and **Direction**.

1. Review the Remaining Lines

Under **Uncleared Lines**, the lines of this account dated on or before the statement date that are still **New** or **Flagged** are listed as *Need review*, with **Date**, **Description**, **Money Out**, **Money In** and a **Suggestion** (the posting Structally would match, or *No entry in the books*).

- For a line with a suggestion, click **Match** to match it, or **Review…** to open the line.
- To match many lines at once, tick them (only lines with a suggestion can be ticked, or use **Select All**) and click **Match Selected**. Structally reports the result, for example *Matched 5 of 6 selected lines, 1 without a suggestion*.
- For a line without a suggestion, click **Categorize…** to open the line and categorize it, or **Exclude** to exclude it.

The line pages opened from here have a **Back to Statement** link. See Reviewing the Bank Feed.

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2. Clear the Lines on the Statement

Ready to Clear lists the matched and categorized lines dated on or before the statement date that are not cleared yet, with their **Date**, **Description** and **Amount**.

1. Tick the lines that appear on the statement, or click **Select All**.
2. Watch *After selected changes* under **Difference**.
3. Click **Clear**. The lines move to **Cleared Lines** and **Cleared Total** changes.

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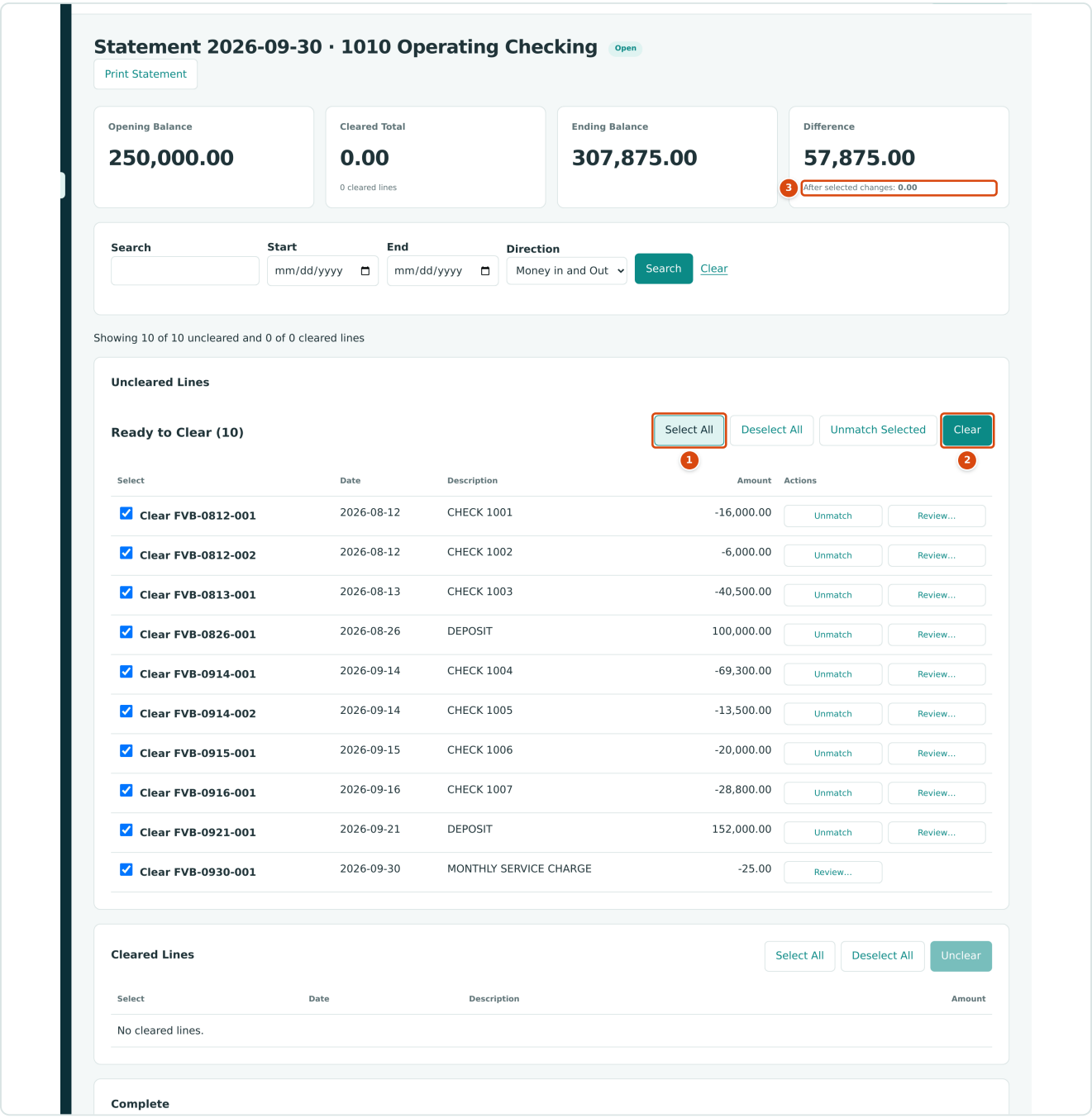

Figure 4-41 All ten lines selected before clearing, in the training company.

1. **Select All** ticks every line under **Ready to Clear (10)**.
2. **Clear** clears the ticked lines.
3. *After selected changes: 0.00*: clearing the ticked lines would bring the **Difference** from 57,875.00 to 0.00.

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Each matched line has **Unmatch** and **Review…** buttons; the categorized service charge has **Review…** only. After **Clear**, the lines are listed under **Cleared Lines** with a box to unclear each, **Cleared Total** reads 57,875.00 (10 cleared lines) and **Difference** reads 0.00:

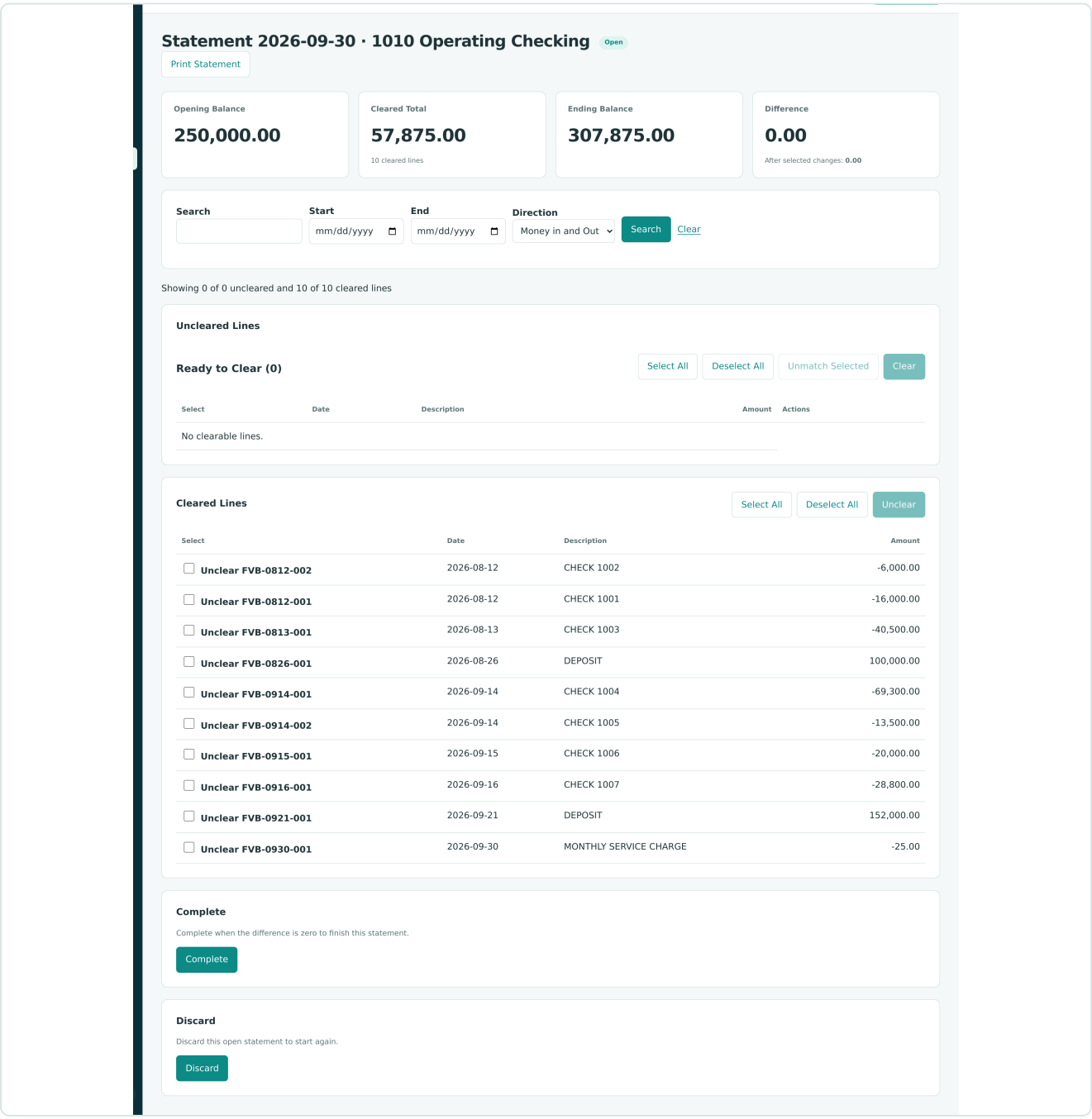

Figure 4-42 The statement balanced, ready to complete, in the training company.

A line matched to the wrong posting can be unmatched from here: click **Unmatch** on its row, or tick several and click **Unmatch Selected**. The line goes back to *Need review*.

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To take a line out again, tick it under **Cleared Lines** and click **Unclear**.

3. Complete

When **Difference** is 0.00 and no line needs review, click **Complete** in the **Complete** section. The statement's status becomes **Completed**.

Complete is available when every line dated on or before the statement date is reviewed and the difference is zero. Until then the button is disabled. When the statement is ready, the section reads *Complete when the difference is zero to finish this statement.*

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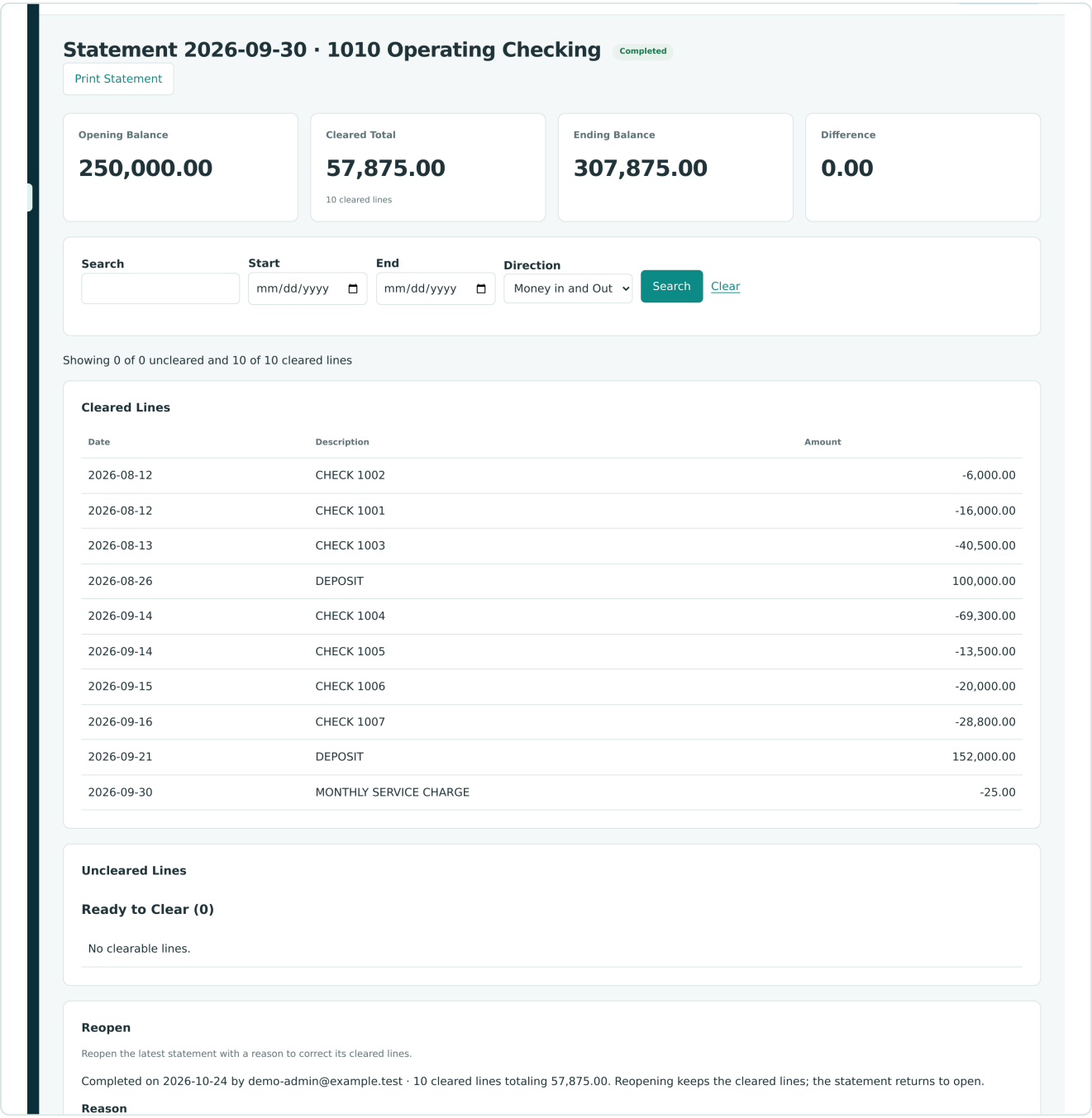

Figure 4-43 The completed statement, in the training company.

The completed statement lists its **Cleared Lines** without boxes, and the **Reopen** section replaces **Complete** and **Discard**.

Reconciling a Paper or PDF Statement

A paper statement lists the transactions in your books rather than imported lines. Nothing has to be imported.

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No paper reconciliation in the sample company

The sample company reconciles with imported statements only, so the paper screen cannot be shown without starting one. It is described here from the product.

The paper statement shows **Opening Balance**, **Cleared Total** (*N transactions ticked*), **Ending Balance** and **Difference**, which reads *Ready to finish* at 0.00 and otherwise *Statement ending balance minus cleared balance*.

1. In **Tick What Is on Your Statement**, Structally lists the transactions in the account dated on or before the statement date that are not yet reconciled, with **Date**, **Type**, **Number**, **Payee or Description**, and **Payment** and **Deposit** columns (for a credit card: **Charge** and **Payment**). Tabs show **All**, **Payments** or **Deposits** (for a card, **Charges** or **Payments**).
2. Tick each transaction that appears on the paper statement. **Select All** and **Deselect All** act on the tab you are looking at. The totals update as you tick.
3. Click **Save for Later** to keep your ticks and come back later. Structally reports *1 change saved.*, *2 changes saved.* and so on, or *No changes saved.*
4. If the statement shows a transaction that is not in your books, open **Add Missing Transaction**:
   - **Bank Entry**: **Date**, **Direction** (**Payment** or **Deposit**; for a card **Charge** or **Payment**), **Amount**, **Account**, **Description**, **Reference** and **Memo**, then **Add Bank Entry**.
   - **Expense**: **Date**, **Vendor**, **Reference**, **Memo** and lines (**Account**, **Description**, **Amount**), then **Add Expense**.

   Structally posts the bank entry or expense, dated on or before the statement date, and ticks it on this statement.
5. When **Difference** is 0.00, click **Finish Reconciliation**. Your ticks are saved and the statement is completed in one step.

Field Reference

Field	Description	Required	Example
Account	An active Cash or Credit Card account.	Yes	1010 - Operating Checking
How Are You Reconciling?	**Imported Bank Statement** (the default) or **Paper or PDF Statement**.	Yes	Imported Bank Statement
Statement Date	The statement's closing date. Starts as today. Must be later than the last completed statement.	Yes	09/30/2026

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Field	Description	Required	Example
Opening Balance	The statement's opening balance. Asked only for the account's first reconciliation; afterward it is the previous ending balance.	First time only	0.00
Ending Balance	The statement's closing balance. For a card, the amount owed.	Yes	1,193,590.20
Reason (Reopen)	Why a completed statement is reopened, up to 240 characters.	Yes	Correct a line cleared twice

Worked Example: The Training Company's September Statement

Cedar Ridge Training's bank statement for 1010 Operating Checking covers August and September 2026. It opens at $250,000.00 and ends at $307,875.00, and lists ten transactions: seven checks, two deposits and a $25.00 service charge.

Statement Lines	Amount
Deposits on 2026-08-26 and 2026-09-21 (100,000.00 + 152,000.00)	252,000.00
Checks 1001 to 1007	−194,100.00
Monthly service charge	−25.00
Cleared Total	**57,875.00**

The nine checks and deposits matched payments and deposits already in the books, and the service charge was categorized as bank entry BE-2026-000001 to 6020 Bank Fees. Clearing all ten lines gives:

	Amount
Ending Balance	307,875.00

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	Amount
− Opening Balance	250,000.00
− Cleared Total	57,875.00
Difference	**0.00**

The books show $301,875.00 in the account at September 30, $6,000.00 less than the bank, because check 1008 (PAY-2026-000008, dated September 10, 2026) had not reached the bank by the statement date: 307,875.00 − 6,000.00 = 301,875.00. It has no bank line yet, so it does not appear on this statement at all; it will clear on the next one. The checks total 16,000.00 + 6,000.00 + 40,500.00 + 69,300.00 + 13,500.00 + 20,000.00 + 28,800.00 = 194,100.00.

What Happens After You Complete

- The statement's status is **Completed**, with the date and the user who completed it. The account's **Reconciled Through** date and balance update.
- Its ending balance becomes the next statement's opening balance.
- The cleared lines are locked: they cannot be unmatched, excluded, uncategorized or uncleared, and the postings they are matched to cannot be reversed, until the statement is reopened.
- In the account register, the cleared movements show **Cleared** as **Yes**.

Completing posts nothing to your books.

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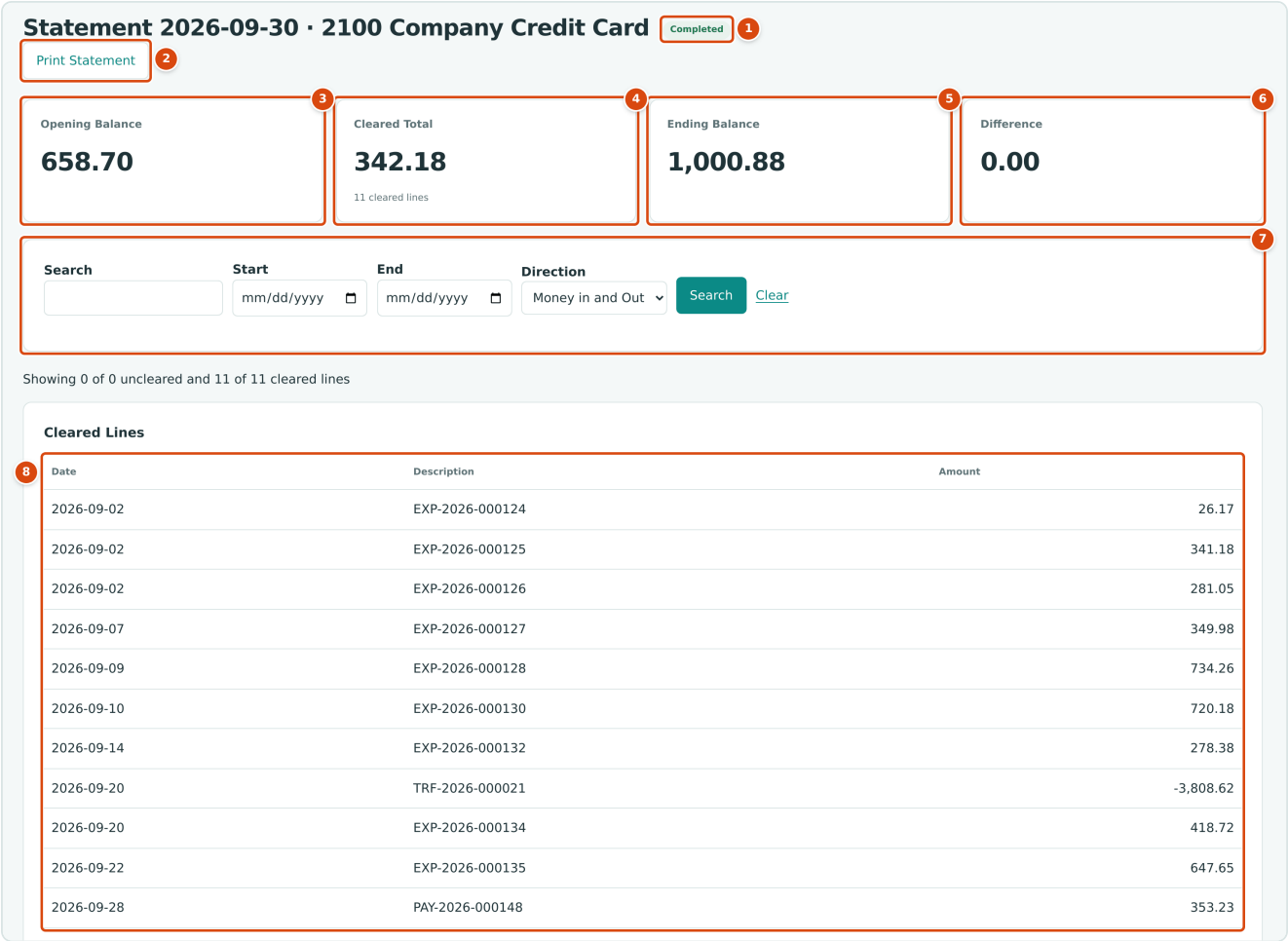

Figure 4-44 A completed credit card statement.

1. The status **Completed**.
2. **Print Statement** opens a printable summary.
3. **Opening Balance**: 658.70, the August statement's ending balance.
4. **Cleared Total**: 342.18 from 11 cleared lines.
5. **Ending Balance**: 1,000.88, the amount owed on the card at September 30.
6. **Difference**: 1,000.88 − 658.70 − 342.18 = 0.00.
7. Filters for the lines below.
8. **Cleared Lines**: the charges (positive) and the card payment TRF-2026-000021 (−3,808.62).

Reconciling posts nothing

Starting, clearing, completing, reopening and discarding a reconciliation write no journal entries. Only categorizing a line, or **Add Missing Transaction** on a paper statement, posts an expense, transfer or bank entry.

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Printing a Statement

Click **Print Statement** on any statement, open or completed. The printable page shows the company name, the account, the statement date and status, **Opening Balance**, **Cleared Total**, **Ending Balance**, **Difference**, who completed it and when, a **Cleared Lines** table and an **Uncleared Lines** table (each with **Date**, **Description**, **External ID**, **Amount** and a **Total**), and the date printed. Use your browser's print command to print it or save it as a PDF.

Cedar Ridge Contracting

2100 · Company Credit Card

Statement 2026-09-30 · Completed

Opening Balance	658.70
Cleared Total	342.18
Ending Balance	1,000.88
Difference	0.00

Completed on 2026-10-24 by demo-accountant@example.test

Cleared Lines

Date	Description	External ID	Amount
2026-09-02	EXP-2026-000124	demo-2100-202609-002569	26.17
2026-09-02	EXP-2026-000125	demo-2100-202609-002570	341.18
2026-09-02	EXP-2026-000126	demo-2100-202609-002571	281.05
2026-09-07	EXP-2026-000127	demo-2100-202609-002581	349.98
2026-09-09	EXP-2026-000128	demo-2100-202609-002584	734.26
2026-09-10	EXP-2026-000130	demo-2100-202609-002588	720.18
2026-09-14	EXP-2026-000132	demo-2100-202609-002592	278.38
2026-09-20	TRF-2026-000021	demo-2100-202609-002610	-3,808.62
2026-09-20	EXP-2026-000134	demo-2100-202609-002609	418.72
2026-09-22	EXP-2026-000135	demo-2100-202609-002613	647.65
2026-09-28	PAY-2026-000148	demo-2100-202609-002625	353.23
Total			342.18

Uncleared Lines

Date	Description	External ID	Amount
None			
Total			0.00

Printed 2026-10-24

Figure 4-45 The printable summary of a completed statement.

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Reopening a Completed Statement

Reopen the latest completed statement of an account to correct it, for example when a line was cleared that is not on the statement.

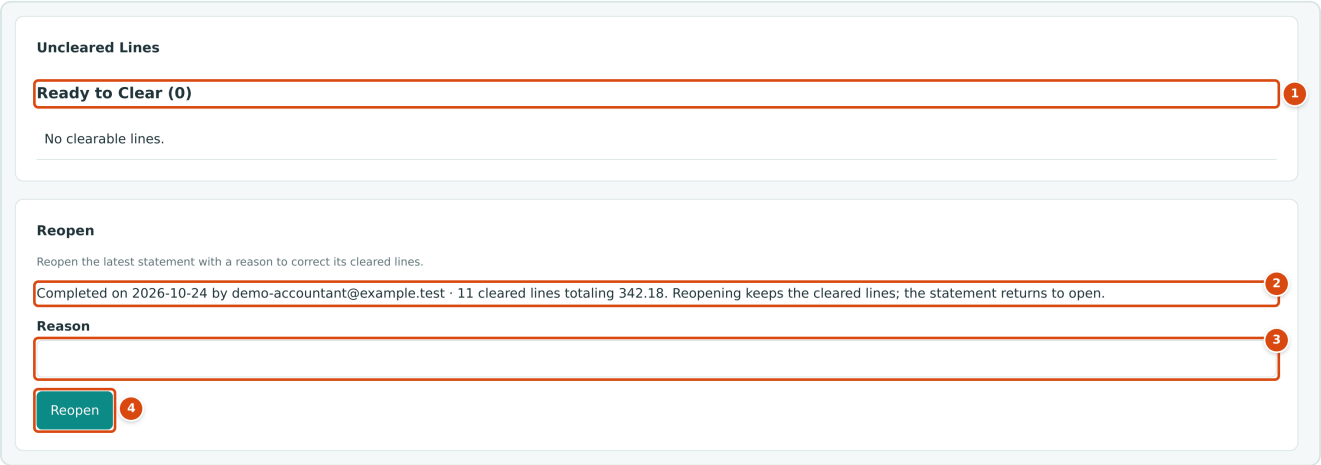

Figure 4-46 The bottom of a completed statement.

1. **Ready to Clear**: matched or categorized lines of this account, dated on or before the statement date, that are in no statement. None here.
2. Who completed the statement and when, with its cleared lines and total.
3. **Reason**: required.
4. **Reopen** returns the statement to **Open**.

1. Open the statement and type a **Reason** in the **Reopen** section.
2. Click **Reopen**.

Reopening keeps the cleared lines; the statement returns to open. The statement then shows *Reopened on* the date, *by* the user, and the reason. Make your corrections and complete it again.

Only the latest statement can be reopened: a statement with a later statement for the same account (open or completed) is refused.

Discarding an Open Statement

An open statement can be discarded to start again: click **Discard** in the **Discard** section (*Discard this open statement to start again.*). The statement and its cleared marks are deleted; the bank lines stay matched or categorized. For a paper statement, the ticks are removed, but transactions added with **Add Missing Transaction** stay posted. A completed statement cannot be discarded; reopen it first.

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Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
Complete is disabled.	The difference is not 0.00, or lines dated on or before the statement date still need review.	Review the lines under *Need review*, then clear until the difference is 0.00.
Reconciliation difference is 15.00; it must be 0.00 (for example)	The difference is not zero when completing or finishing.	Find the missing line: a bank fee not yet categorized, a line cleared twice, or a wrong ending balance.
An open reconciliation exists for this account	The account already has an open statement.	**Continue** it, or discard it.
Statement date must be after 2026-08-31 (for example)	The date is not later than the last completed statement.	Use the new statement's closing date.
Reconciliations are for bank or credit card accounts	The account is inactive or not a Cash or Credit Card account.	Choose another account.
Only lines linked to the ledger can be cleared	A line still needs review.	Match or categorize it first.
Line is dated after the statement	The line belongs to a later statement.	Leave it for the next statement.
Line is already cleared	The line is cleared in this or another statement.	Nothing to do.
Reconciliation is completed; reopen it first	You tried to change a completed statement.	Reopen it.
A later statement exists; discard or reopen it first	You tried to reopen a statement that is not the latest.	Work backward from the latest statement.

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Message or Symptom	Why It Happens	What to Do
A reason is required to reopen	The **Reason** is empty.	Type a reason.
Only open reconciliations can be discarded	The statement is completed.	Reopen it first.
Transaction is dated after the statement	A missing transaction is dated after the statement date.	Use a date on or before the statement date.
Line is cleared in a reconciliation; unclear it first	You tried to unmatch or undo a cleared line.	Unclear it in the open statement.

Related Topics

- Importing Bank Statements
- Reviewing the Bank Feed
- Account Registers
- Tie-Out
- Training Exercise F: Closing the Month

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register | bank register | running balance | cleared | check register

5.9 Account Registers

A **register** is the checkbook view of one account: every posted movement in the account for the dates you choose, in date order, with the balance after each one. It also shows whether each movement is linked to a line of the bank's statement and whether it is cleared in a reconciliation, so you can see at a glance which payments have not reached the bank yet.

Registers are available for every active account with the **Cash** or **Credit Card** role. They are read-only: nothing on a register can be changed.

Before You Begin

- You need at least **View** access to **Banking**. Company Admins, Accountants and Viewers have it; Project Managers do not. See Roles and Permissions.

Navigation

Banking → **Registers**. The **Registers** link on the Home dashboard's **Cash Balance** card opens the same page.

Choosing an Account and Dates

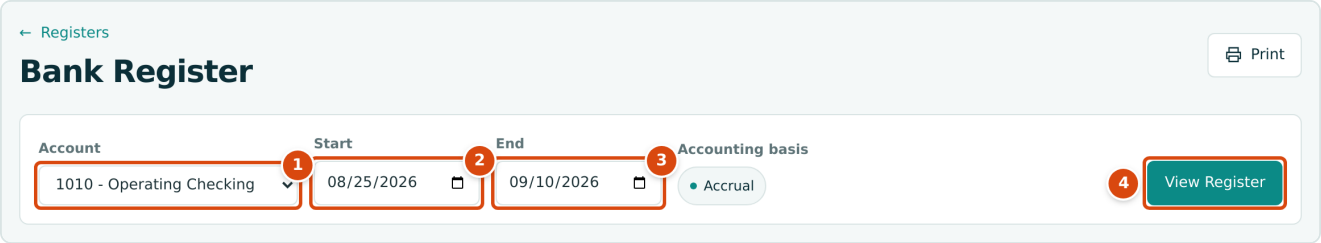

Figure 4-47 Choosing the account and the dates.

1. **Account**: the bank, cash or credit card account.
2. **Start**: the first date. It starts as the first day of the current month.
3. **End**: the last date. It starts as today.
4. **View Register** shows the register.

1. Open **Banking** → **Registers**.
2. Choose the **Account**.

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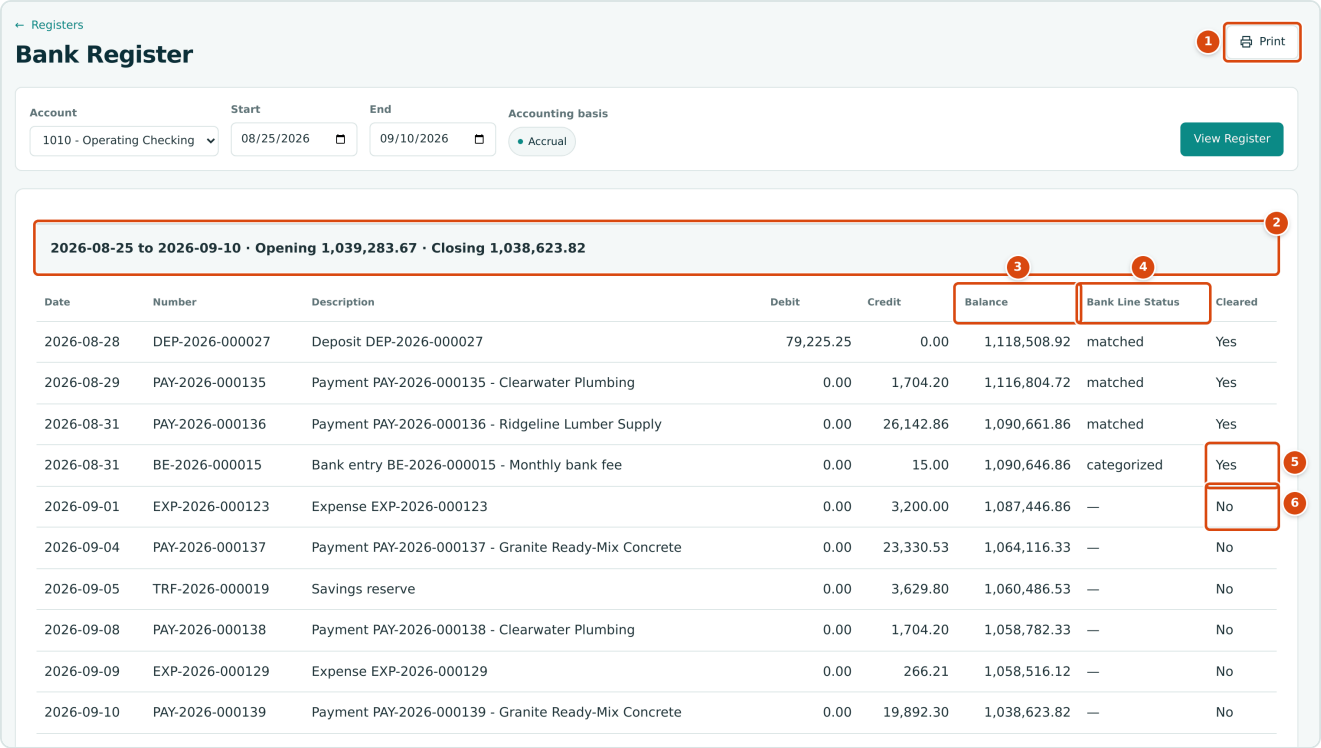
3. Set **Start** and **End**. Remember that the sample company's history ends on September 30, 2026, so the default dates in October show no movements.
4. Click **View Register**.

To look at another period, change the dates on the register itself and click **View Register** again. The register's **Account** list offers only the account you are looking at; to switch accounts, click **Registers** at the top, which returns to the empty form.

Reading the Register



Date	Number	Description	Debit	Credit	Balance	Bank Line Status	Cleared
2026-08-28	DEP-2026-000027	Deposit DEP-2026-000027	79,225.25	0.00	1,118,508.92	matched	Yes
2026-08-29	PAY-2026-000135	Payment PAY-2026-000135 - Clearwater Plumbing	0.00	1,704.20	1,116,804.72	matched	Yes
2026-08-31	PAY-2026-000136	Payment PAY-2026-000136 - Ridgeline Lumber Supply	0.00	26,142.86	1,090,661.86	matched	Yes
2026-08-31	BE-2026-000015	Bank entry BE-2026-000015 - Monthly bank fee	0.00	15.00	1,090,646.86	categorized	Yes
2026-09-01	EXP-2026-000123	Expense EXP-2026-000123	0.00	3,200.00	1,087,446.86	—	No
2026-09-04	PAY-2026-000137	Payment PAY-2026-000137 - Granite Ready-Mix Concrete	0.00	23,330.53	1,064,116.33	—	No
2026-09-05	TRF-2026-000019	Savings reserve	0.00	3,629.80	1,060,486.53	—	No
2026-09-08	PAY-2026-000138	Payment PAY-2026-000138 - Clearwater Plumbing	0.00	1,704.20	1,058,782.33	—	No
2026-09-09	EXP-2026-000129	Expense EXP-2026-000129	0.00	266.21	1,058,516.12	—	No
2026-09-10	PAY-2026-000139	Payment PAY-2026-000139 - Granite Ready-Mix Concrete	0.00	19,892.30	1,038,623.82	—	No

Figure 4-48 The checking register across the end of August, which is reconciled, and the start of September, which is not.

1. **Print** prints the register from your browser.
2. The dates, the **Opening** balance (the balance at the end of the day before **Start**) and the **Closing** balance.
3. **Balance**: the running balance after each movement.
4. **Bank Line Status**: **matched** or **categorized** when the movement is linked to an imported bank line, **—** when it is not.
5. **Cleared Yes**: the bank line is cleared in a reconciliation (open or completed).
6. **Cleared No**: not cleared yet. September 2026's checking statement has not been imported, so no September movement is cleared.

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Each row is one journal entry that moved the account:

Column	What It Shows
Date	The accounting date of the entry.
Number	The document number (deposit, payment, expense, transfer, bank entry), or **—** for a journal entry.
Description	The entry's description, such as *Payment PAY-2026-000135 - Clearwater Plumbing*.
Debit, **Credit**	The entry's net effect on this account. When an entry has several lines on the account, they are added together into one row.
Balance	The running balance.
Bank Line Status	Whether an imported bank line is linked to the entry.
Cleared	Whether that bank line is cleared in a reconciliation.

Rows are in date order and, within a day, in the order the entries were posted. The register shows posted entries only; drafts never appear.

Nothing on the register opens

Register rows are not links. To open a document, find it by its number in its own list (for example **Vendors & Bills** → **Payments**, or **Banking** → **Deposits**), or use the General Ledger.

Credit Card Registers

A credit card register shows the balance owed. Charges increase it and appear in the **Credit** column; payments to the card reduce it and appear in the **Debit** column.

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2026-09-01 to 2026-09-30 · Opening 658.70 · Closing 1,000.88

Date	Number	Description	Debit (1)	Credit (2)	Balance	Bank Line Status	Cleared
2026-09-02	EXP-2026-000124	Expense EXP-2026-000124 - Paperworks Office Supply	0.00	26.17	684.87	matched	Yes
2026-09-02	EXP-2026-000125	Expense EXP-2026-000125 - Hilltop Equipment Rental	0.00	341.18	1,026.05	matched	Yes
2026-09-02	EXP-2026-000126	Expense EXP-2026-000126 - Fuelstop Fleet Services	0.00	281.05	1,307.10	matched	Yes
2026-09-07	EXP-2026-000127	Expense EXP-2026-000127 - Paperworks Office Supply	0.00	349.98	1,657.08	matched	Yes
2026-09-09	EXP-2026-000128	Expense EXP-2026-000128 - Fuelstop Fleet Services	0.00	734.26	2,391.34	matched	Yes
2026-09-10	EXP-2026-000130	Expense EXP-2026-000130 - Hilltop Equipment Rental	0.00	720.18	3,111.52	matched	Yes
2026-09-14	EXP-2026-000132	Expense EXP-2026-000132 - Paperworks Office Supply	0.00	278.38	3,389.90	matched	Yes
2026-09-20	EXP-2026-000134	Expense EXP-2026-000134 - Fuelstop Fleet Services	0.00	418.72	3,808.62	matched	Yes
(3) 2026-09-20	TRF-2026-000021	Reserve or card payment	3,808.62	0.00	0.00	matched	Yes
2026-09-22	EXP-2026-000135	Expense EXP-2026-000135 - Cloudline Software	0.00	647.65	647.65	matched	Yes

Figure 4-49 The credit card register for September 2026.

1. **Debit**: payments to the card.
2. **Credit**: charges.
3. The card payment TRF-2026-000021 of 3,808.62 brings the balance owed to 0.00.

Worked Example: Following the Running Balance

The checking register above opens at $1,039,283.67 at the end of August 24, 2026. The first rows:

Date	Number	Debit	Credit	Balance
	Opening			1,039,283.67
2026-08-28	DEP-2026-000027	79,225.25		1,118,508.92
2026-08-29	PAY-2026-000135		1,704.20	1,116,804.72
2026-08-31	PAY-2026-000136		26,142.86	1,090,661.86
2026-08-31	BE-2026-000015		15.00	1,090,646.86

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Each balance is the one before plus the debit, minus the credit; for example 1,039,283.67 + 79,225.25 = 1,118,508.92. The balance on August 31, $1,090,646.86, is exactly the ending balance of the completed August statement, and every movement up to that date shows **Cleared Yes**.

Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
No posted movements in this date range.	Nothing posted to the account between **Start** and **End**.	Widen the dates. The sample company's history ends on September 30, 2026.
Start must be on or before end.	**Start** is after **End**.	Swap the dates.
An account is missing from **Account**.	It is inactive, or its role is not **Cash** or **Credit Card**.	Check it in the Chart of Accounts.
A payment shows **Cleared No** long after it was made.	The bank has not paid it yet (an outstanding check), or its bank line is not matched or not cleared.	Check the bank feed and the open reconciliation.

Related Topics

- Reconciling an Account
- Reviewing the Bank Feed
- General Ledger
- Bank and Cash Accounts

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6 Accounting

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accounting | chart of accounts | journal entries | audit log | terms

6.1 Accounting

The **Accounting** area holds the foundations the rest of Structally builds on: the **chart of accounts** every transaction posts to, the **journal** of every posted entry (including the manual entries you post yourself), the **audit log** of every change, and the payment **terms** that set due dates on bills and invoices.

Most of your day-to-day work happens elsewhere. Bills, invoices, expenses, payments, deposits and transfers each write their own journal entry when you post them. You come to Accounting to set up or tidy the chart, to post an adjustment that no other screen records (depreciation, accruals, loan payments, owner draws), to look up any posted entry, and to see who changed what.

How the Pieces Fit Together

1. **Set up the chart of accounts.** Each account has a code, a name and a **role** that tells Structally what kind of account it is (cash, accounts payable, materials, rent and so on). Sub-accounts roll up into a parent. See The Chart of Accounts and Creating and Editing Accounts.
2. **Set up payment terms** such as Net 30, and pick one as the company default. Bills and invoices use terms to work out their due dates. See Payment Terms.
3. **Record your work in the other areas.** Every posted bill, invoice, expense, payment, receipt, deposit, transfer, refund and WIP schedule writes a balanced, locked journal entry.
4. **Post journal entries** for the adjustments no document covers. See Journal Entries.
5. **Correct by reversing.** A posted entry is never edited or deleted. You void or reverse the record instead, and Structally writes a mirror-image entry. See Reversing and Correcting Transactions.
6. **Review the trail.** The Audit Log lists every change made in the company, and each record's **History** shows the changes made to it.

Navigation

Accounting in the navigation opens the Accounting page. The group also lists **Overview**, **Chart of Accounts**, **Journal Entries**, **Audit Log** and **Terms**.

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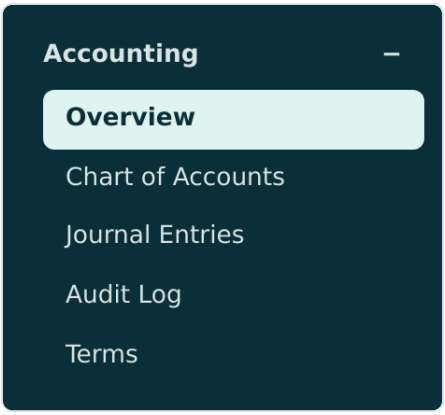

Figure 5-1 The Accounting group in the navigation.

The Accounting Page

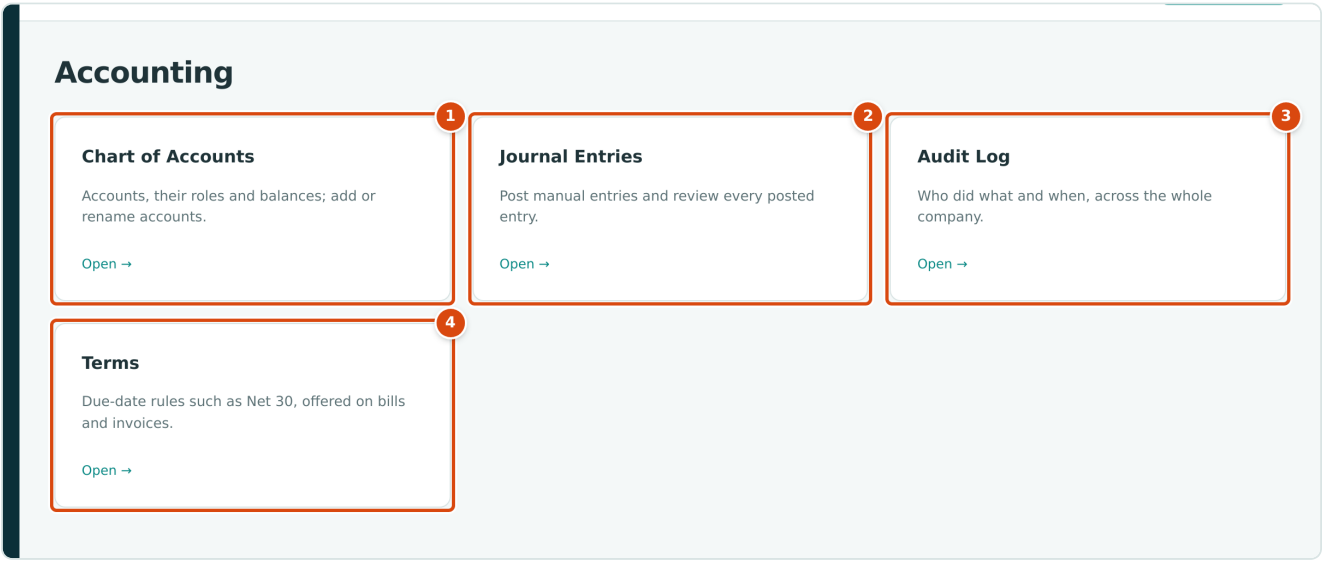

Figure 5-2 The Accounting page.

1. **Chart of Accounts**: "Accounts, their roles and balances; add or rename accounts."
2. **Journal Entries**: "Post manual entries and review every posted entry."
3. **Audit Log**: "Who did what and when, across the whole company."
4. **Terms**: "Due-date rules such as Net 30, offered on bills and invoices."

Click a card (or **Open** → on it) to go to that page.

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Who Can Use Accounting

Access to this area follows the **Accounting** access level of your role (see Roles and Permissions):

Role	Accounting Access	What It Allows
Company Admin	Edit	Everything on these pages: add, rename, move, deactivate and reactivate accounts; post and reverse journal entries; add and change terms.
Accountant	Edit	The same as a Company Admin.
Viewer	View	Open every page and record. The buttons that add or change accounts, journal entries and terms are not shown.
Project Manager	No Access	The Accounting group is not shown.
Custom	As set for the user	**View** or **Edit** as chosen for the Accounting area in Users & Access.

Related settings live elsewhere

The date before which nothing can be posted is set in Books Closed, the starting balances of a new company in Opening Balances, and which accounts need job coding in Job Costing Settings.

Pages in This Section

- The Chart of Accounts: the list of accounts, what roles mean, sub-accounts and the account page with its balances.
- Creating and Editing Accounts: add an account or sub-account, add one from a picker, rename, move, deactivate and reactivate.
- Journal Entries: post a manual entry, read the journal and an entry page, reverse a journal entry.
- Reversing and Correcting Transactions: what correction Structally offers for each kind of record, and the entry it writes.
- Payment Terms: add and change terms, choose the company default, and how terms set due dates.
- The Audit Log: what is recorded, filtering by date, command and user, and reading an event.

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chart of accounts | accounts | account roles | sub-accounts | balances

6.2 The Chart of Accounts

The **chart of accounts** is the list of every account your company posts to: bank accounts, accounts receivable and payable, equipment, loans, equity, revenue, job costs and overhead. Every journal entry in Structally, whether a bill, an invoice or a manual entry, debits and credits accounts from this list, and every financial report is built from their balances.

Each account has a **code** (a short number or word that sorts it), a **name**, and a **role** that tells Structally what kind of account it is. The role decides where the account appears on the Balance Sheet or Profit and Loss, its normal balance, and which screens may post to it.

Before You Begin

- You need **View** access to **Accounting** to open the chart, and **Edit** access to add or change accounts. Company Admins and Accountants have Edit, Viewers have View, Project Managers have none. See Roles and Permissions.

Navigation

Accounting → **Chart of Accounts**. Click an account's code to open its account page.

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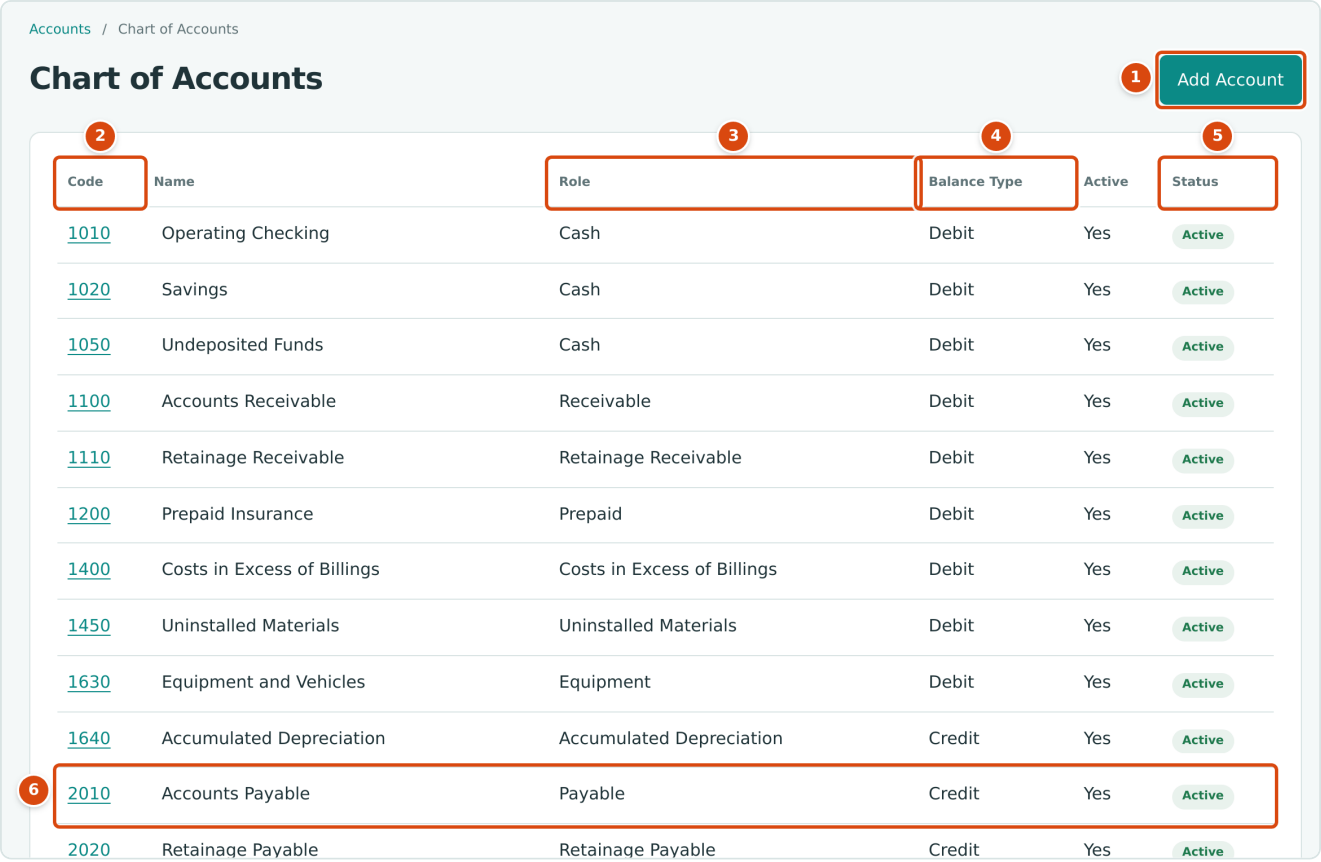
The Chart of Accounts List



Code	Name	Role	Balance Type	Active	Status
1010	Operating Checking	Cash	Debit	Yes	Active
1020	Savings	Cash	Debit	Yes	Active
1050	Undeposited Funds	Cash	Debit	Yes	Active
1100	Accounts Receivable	Receivable	Debit	Yes	Active
1110	Retainage Receivable	Retainage Receivable	Debit	Yes	Active
1200	Prepaid Insurance	Prepaid	Debit	Yes	Active
1400	Costs in Excess of Billings	Costs in Excess of Billings	Debit	Yes	Active
1450	Uninstalled Materials	Uninstalled Materials	Debit	Yes	Active
1630	Equipment and Vehicles	Equipment	Debit	Yes	Active
1640	Accumulated Depreciation	Accumulated Depreciation	Credit	Yes	Active
2010	Accounts Payable	Payable	Credit	Yes	Active
2020	Retainage Payable	Retainage Payable	Credit	Yes	Active

Figure 5-3 The top of the Chart of Accounts in the sample company.

1. **Add Account**: opens the **Add Account** drawer for a new account (Edit access only).
2. **Code**: the account code, a link to the account page. Accounts are listed in code order, with each sub-account directly under its parent.
3. **Role**: what kind of account it is (see Account Roles).
4. **Balance Type**: **Debit** or **Credit**, the side that increases the account.
5. **Status**: **Active** or **Inactive**. The **Active** column says the same as **Yes** or **No**.
6. **2010 Accounts Payable**: the account every bill posts to.

The list shows every account, active and inactive. A parent account with sub-accounts has a **−** button before its name; click it to hide the sub-accounts and **+** to show them again. Sub-account names are indented one step for each level.

The list has no search box, no filter and no balance column. To see what an account holds, open its account page (below) or run the Trial Balance. Users with Edit access also see the **Add Account** button beside the page title (see Creating and Editing Accounts).

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Section Headings

Above your accounts Structally keeps six fixed section headings: **Assets**, **Liabilities**, **Equity**, **Income**, **Direct Costs** and **Expenses**. They do not appear in the list, cannot be opened, changed or posted to, and every account belongs under one of them according to its role. An account whose **Parent Account** is **None** sits directly under its section heading (level 1).

Account Roles

The **Role** column uses these labels. The balance type in the table is the only one the role allows.

Section	Roles	Balance Type
Assets (current)	Cash, Receivable, Retainage Receivable, Inventory, Prepaid, Other Current Asset, Costs in Excess of Billings, Uninstalled Materials	Debit
Assets (long-term)	Equipment, Property, Other Long Term Asset	Debit
Assets (long-term)	Accumulated Depreciation	Credit
Liabilities (current)	Payable, Retainage Payable, Credit Card, Short Term Debt, Deferred Revenue, Tax Payable, Other Current Liability, Billings in Excess of Costs, Provision for Contract Losses	Credit
Liabilities (long-term)	Long Term Debt	Credit
Equity	Owner Equity, Opening Balance Equity	Credit
Equity	Owner Draws	Debit
Income	Revenue, WIP Revenue Adjustment, Other Income, Gain Loss	Credit
Direct Costs	Direct Materials, Direct Subcontract, Direct Equipment, Direct Labor, Direct Other, Contract Loss Expense	Debit

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Section	Roles	Balance Type
Direct Costs	Uninstalled Materials Deferral	Credit
Expenses	Operating Expense, Depreciation, Interest Expense, Tax Expense, Other Expense	Debit

Some roles change what Structally does with the account:

Role	What It Means in Structally
Payable, **Receivable**	The accounts payable and receivable accounts. Posting a bill credits the active **Payable** account and posting an invoice debits the active **Receivable** account, without you choosing it. They are not offered as line accounts on bills and invoices.
Retainage Payable, **Retainage Receivable**	Hold retainage on bills and invoices. Only bills, invoices and retainage releases can post to them; a journal entry to them is refused. See Retainage.
Cash, **Credit Card**	Bank and credit card accounts. They are the accounts you pay from and deposit to, and the accounts you reconcile in Banking.
Costs in Excess of Billings, **Uninstalled Materials**, **Billings in Excess of Costs**, **Provision for Contract Losses**, **WIP Revenue Adjustment**, **Contract Loss Expense**, **Uninstalled Materials Deferral**	WIP accounts. Only a posted WIP schedule can post to them.
Direct roles	Job cost accounts. Whether a line on one of them can or must carry a job is set in Job Costing Settings.
Opening Balance Equity	Takes the balancing amount of your Opening Balances.

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Keep one active account per control role

Structally finds the accounts payable account by its role. Keep exactly one active account with the role **Payable**, and one with **Receivable**. If you deactivate the only one, posting bills fails with *No accounts payable account configured*. If you add a second active one, posting fails with *Several accounts payable accounts; mark one as default*, and there is no screen for marking a default. The same applies to the retainage roles.

Sub-Accounts

A **sub-account** is an account placed under another account, its **parent**, for example separate trucks under **1630 Equipment and Vehicles**. Sub-accounts are ordinary accounts that you post to; their balances also roll up into the parent's **Combined Balance**. In pickers a sub-account shows its parent's name, for example *1635 — Equipment and Vehicles: Trucks*.

- A parent and its sub-accounts must be in the same group of the financial statements: for example both current assets, both long-term liabilities or both operating expenses.
- Accounts can be nested at most five levels deep. The account page shows each account's **Level**.
- A sub-account cannot be active under an inactive parent.

The sample company has no sub-accounts yet. To add one, see Adding a Sub-Account.

The Account Page

Click an account's code to open its page.

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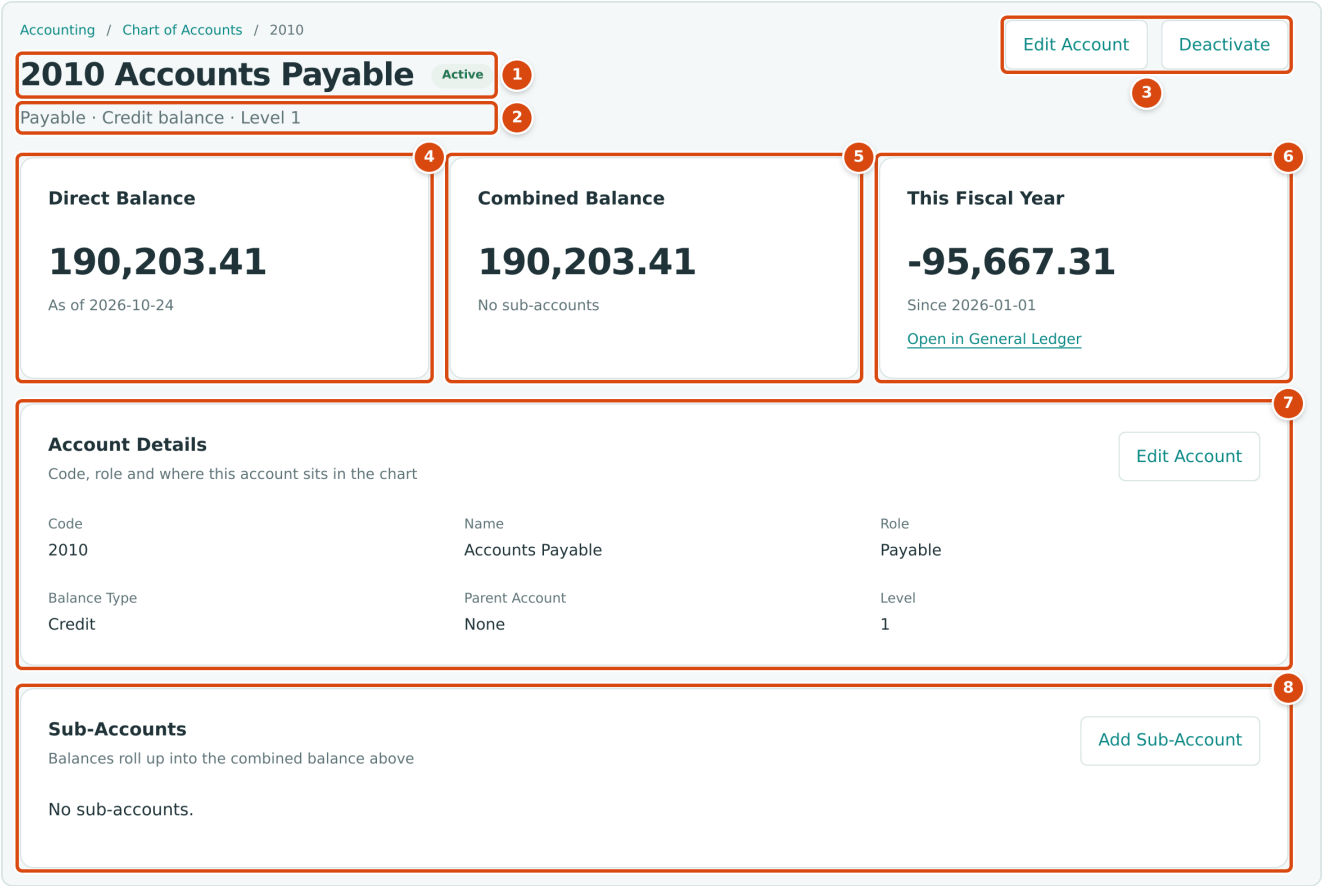

Figure 5-4 The account page of 2010 Accounts Payable.

1. The code and name, with the **Active** or **Inactive** status.
2. The role, the balance type and the level in the chart (with the parent, when there is one).
3. **Edit Account** and **Deactivate** (or **Reactivate**), for users with Edit access to Accounting.
4. **Direct Balance**: the balance of postings to this account itself, as of today.
5. **Combined Balance**: the direct balance plus the balances of all its sub-accounts, and how many sub-accounts there are.
6. **This Fiscal Year**: how much the balance has changed since the first day of the current fiscal year. **Open in General Ledger** lists the postings behind it.
7. **Account Details**: **Code**, **Name**, **Role**, **Balance Type**, **Parent Account** and **Level**.
8. **Sub-Accounts**: each sub-account with its **Direct** and **Combined** balance and status. **Add Sub-Account** starts a new account under this one.

Balances are shown in the account's own direction: a positive amount is a normal balance (a debit balance on a debit account, a credit balance on a credit account), and a negative amount is the opposite. The **This Fiscal Year** figure is positive when the balance grew and negative when it shrank.

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Seeing an Account's Activity

The account page shows balances, not individual postings. To see the transactions:

- Click **Open in General Ledger**. The General Ledger opens for this account from the start of the fiscal year to today; change the dates there to look further back.
- For a bank or credit card account, open its register in Account Registers.

Worked Example: Reading the Accounts Payable Balance

The figure above shows **2010 Accounts Payable** in the sample company on October 24, 2026:

Figure	Amount	Meaning
Direct Balance	190,203.41	Cedar Ridge owes its vendors $190,203.41 today.
This Fiscal Year	-95,667.31	The amount owed is $95,667.31 lower than on January 1, 2026.
Balance on January 1, 2026	285,870.72	190,203.41 + 95,667.31: the year-start balance.

Because 2010 has no sub-accounts, its **Combined Balance** equals its **Direct Balance**. The vendor-by-vendor detail behind the $190,203.41 is in the AP Aging report, and the Tie-Out report checks that the two agree.

Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
An account is missing from a picker.	It is inactive. Inactive accounts stay in the chart but are not offered for new entries.	Reactivate it on its account page.
No balances in the list.	The Chart of Accounts list has no balance column.	Open the account page, or run the Trial Balance.

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Message or Symptom	Why It Happens	What to Do
No accounts payable account configured	No active account has the role **Payable** (or **Receivable** for invoices).	Reactivate the accounts payable account.
Several accounts payable accounts; mark one as default	More than one active account has the role **Payable**.	Deactivate the extra account so only one remains active.
Account 1400 accepts postings only from WIP schedules.	A journal entry used a WIP account.	Let the WIP schedule post these accounts.
Account 2020 accepts postings only from bills and retainage releases.	A journal entry used the Retainage Payable account.	Record retainage on bills and release it with a retainage release.

Related Topics

- Creating and Editing Accounts
- Journal Entries
- Trial Balance and General Ledger
- Opening Balances
- Job Costing Settings

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chart of accounts | new account | sub-accounts | rename account | deactivate account

6.3 Creating and Editing Accounts

Add an account when you need to track something your chart does not cover yet: a new bank account, a loan, a revenue stream or an overhead cost. Add a **sub-account** when you want more detail under an existing account while still seeing the total, for example each truck under Equipment and Vehicles. You can later rename an account, move it under another parent, or deactivate it when you stop using it.

Accounts are never deleted. An account that has been used keeps its history; you deactivate it instead, and it disappears from pickers while staying in the chart and the reports.

Before You Begin

- You need **Edit** access to **Accounting**. Company Admins and Accountants have it; Viewers and Project Managers do not. A Custom role needs Accounting set to Edit. See Roles and Permissions.
- Decide the code. Codes are 1 to 10 letters or digits, and the sample company numbers its accounts by section: 1000s assets, 2000s liabilities, 3000s equity, 4000s income, 5000s direct costs, 6000s expenses.
- Know the role the account needs (see Account Roles).

Navigation

Accounting → **Chart of Accounts** → **Add Account** (beside the page title), or an account's page for **Edit Account**, **Add Sub-Account** and **Deactivate**.

Adding an Account

1. Open **Accounting** → **Chart of Accounts** and click **Add Account** beside the page title. The **Add Account** drawer opens on the right.
2. Type the **Code** and the **Name**.
3. Choose the **Role**.
4. Choose the **Balance Type** that the role requires: **Debit** for asset, direct cost and expense roles, **Credit** for liability, equity and income roles. The exceptions are **Accumulated Depreciation** and **Uninstalled Materials Deferral** (Credit) and **Owner Draws** (Debit). Structally does not fill this in for you, and it refuses a balance type that does not match the role.
5. Leave **Parent Account** as **None** for a main account, or choose a parent to make it a sub-account. After you choose a role, the list offers only accounts that can be its parent.
6. Click **Add Account** at the bottom of the drawer. Structally creates the account as active and opens its account page. **Cancel** (or **×**) closes the drawer without adding anything.

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If the account cannot be added, the drawer opens again with what you typed and the reason, so you can correct it and click **Add Account** again. A **Balance Type** that does not match the role is the exception: it ends in an error page (see Common Mistakes and Troubleshooting).

Adding a Sub-Account

The quickest way to add a sub-account is from the parent's page:

1. Open the parent account (for example **1630**) and click **Add Sub-Account**.
2. The Chart of Accounts opens with the **Add Account** drawer already open, **Role** set to the parent's role and the parent in **Parent Account**.
3. Type the **Code** and **Name**, check the **Balance Type**, and click **Add Account**.

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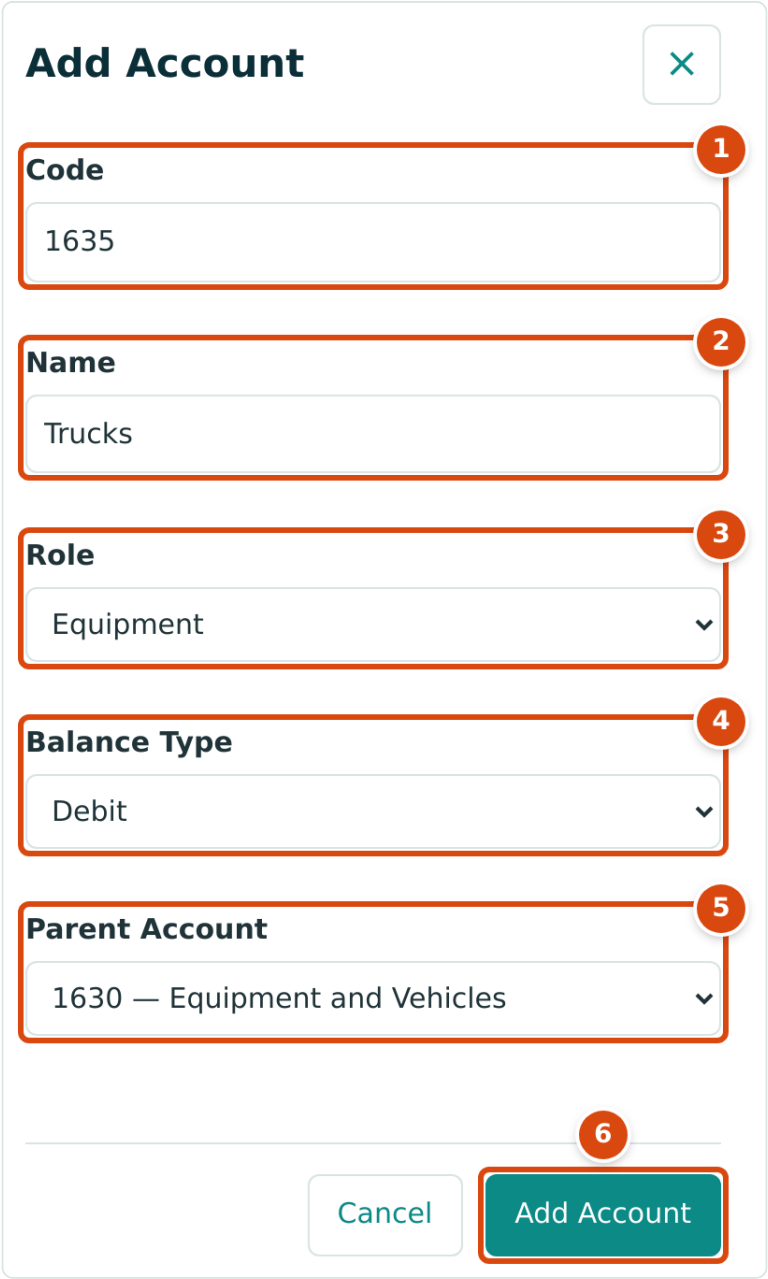

Figure 5-5 Adding a sub-account under 1630 Equipment and Vehicles.

1. **Code**: 1 to 10 letters or digits, not used by any other account.
2. **Name**: up to 100 characters.
3. **Role**: filled from the parent when you start from **Add Sub-Account**.
4. **Balance Type**: must match the role; Equipment is a debit account.
5. **Parent Account**: the account this one sits under.
6. **Add Account** creates the account.

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A parent must be active and in the same group of the financial statements as the new account, and accounts can be at most five levels deep.

Adding an Account While You Enter a Transaction

You do not have to leave a journal entry, bill or expense to add a missing account.

1. In the line's **Account** picker, type the new account's name. The list shows **+ Add New** followed by what you typed.

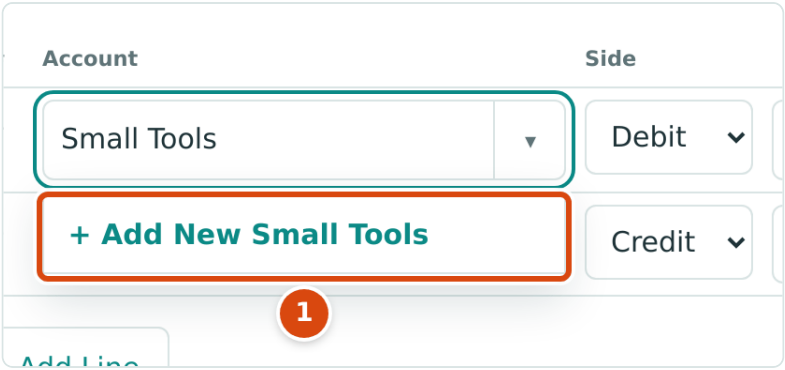

Figure 5-6 Adding an account from a line's Account picker.

1. **+ Add New** opens the **New Account** panel with the name filled in.
2. Click **+ Add New**. In the **New Account** panel, type the **Code**, check the **Name**, and choose the **Role**.

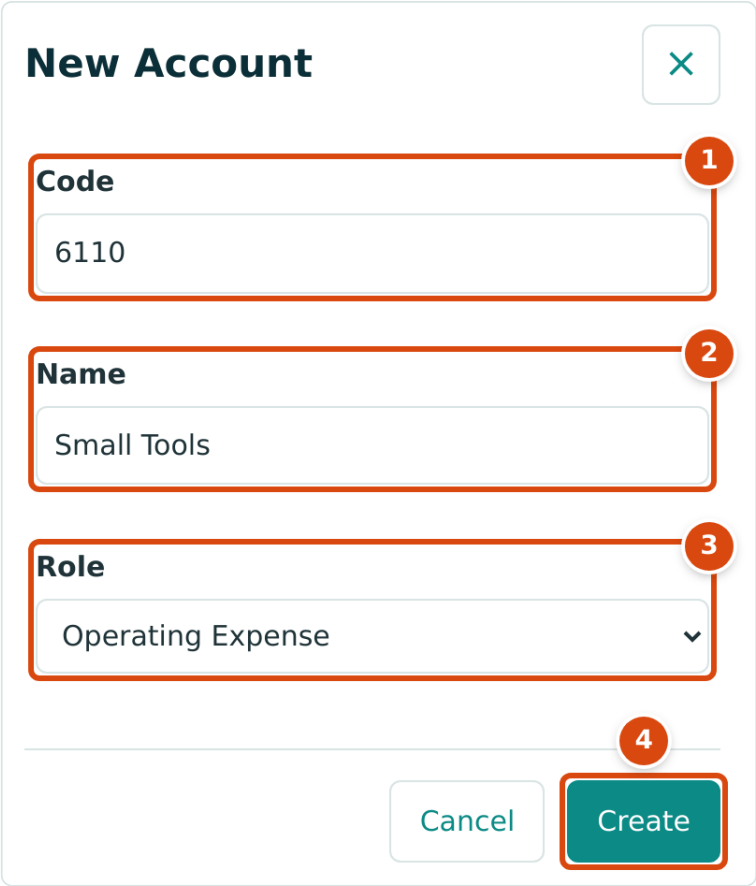

Figure 5-7 The New Account panel.

1. **Code**: the new account's code. 2. **Name**: what you typed in the picker; change it if needed. 3. **Role**: Structally sets the balance type from the role for you. 4. **Create** adds the account and selects it on the line.

3. Click **Create**. The panel closes and the new account is chosen on the line.

Accounts added this way are main accounts (no parent); move one under a parent later with **Edit Account** if you want. The **Role** list can be shorter than on the Chart of Accounts: on invoices and credit memos it offers only **Revenue**, **Other Income** and **Gain Loss**, and on Opening Balances only balance sheet roles other than **Opening Balance Equity**. **+ Add New** appears only for users with Edit access to Accounting.

Renaming or Moving an Account

1. Open the account page and click **Edit Account** (at the top or in **Account Details**).
2. Change the **Name**, the **Parent Account**, or both. Choose **None** to make it a main account again.
3. Click **Save Account**, or **Cancel** to leave it unchanged. Structally shows *Account updated.*

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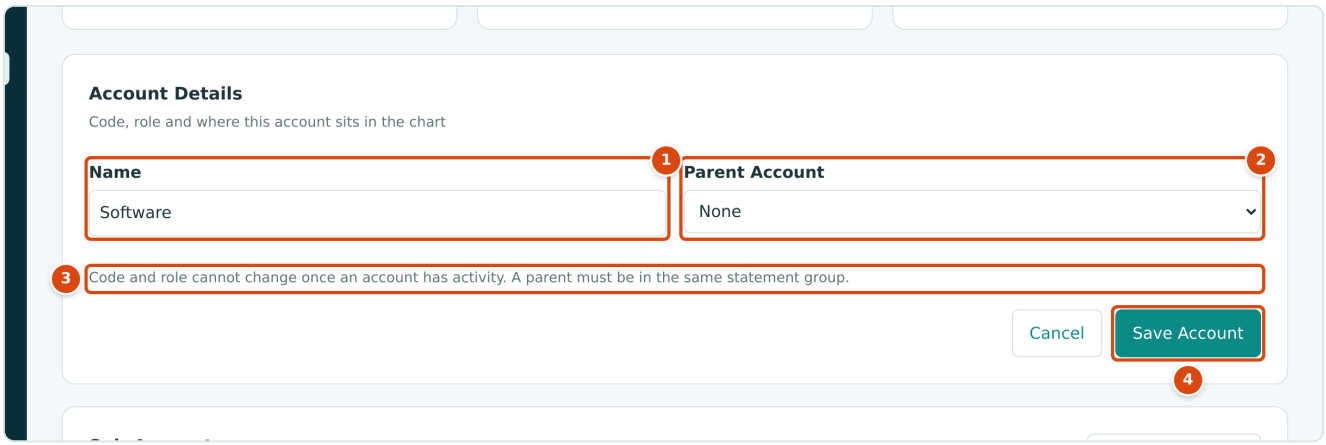

Figure 5-8 Editing an account's name and parent.

1. **Name**: the new name. It changes everywhere the account appears, including past entries and reports.
2. **Parent Account**: lists only active accounts in the same group of the statements, and never the account itself or its own sub-accounts.
3. The reminder that a parent must be in the same statement group.
4. **Save Account** saves the name and the parent together.

> **Code and role cannot be changed**
>
> The edit form changes only the name and the parent. Although the note on the form says code and role cannot change once an account has activity, there is no way to change them on screen even for an unused account. To use a different code or role, add a new account and deactivate the old one.

Moving an account changes only where it sits in the chart and which parent its balance rolls into. Its postings stay on the account.

Deactivating and Reactivating an Account

1. Open the account page and click **Deactivate**.
2. Read the confirmation and click **Deactivate** (or **Cancel**).

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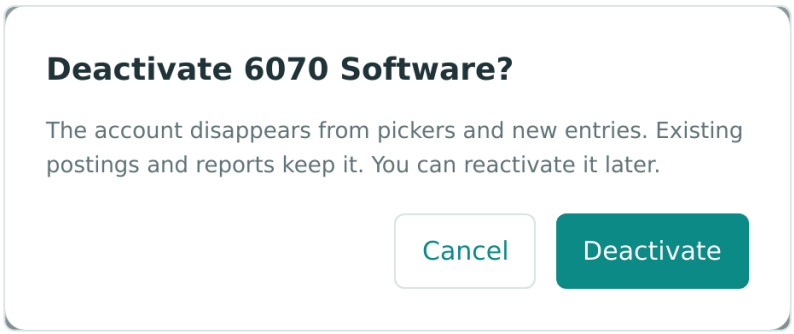

Figure 5-9 Deactivating an account asks for confirmation.

As the dialog says: "The account disappears from pickers and new entries. Existing postings and reports keep it. You can reactivate it later." Structally shows *Account updated.* and the status changes to **Inactive**.

To use the account again, open it and click **Reactivate**, then **Reactivate** in the dialog ("The account returns to pickers and new entries.").

- Deactivate the sub-accounts first: an account with active sub-accounts cannot be deactivated.
- A sub-account cannot be reactivated while its parent is inactive.
- Deactivating does not move or clear a balance. If the account still holds an amount, post a journal entry to move it first.
- You can still void or reverse earlier transactions that used an inactive account.

> ⚠ **Accounts that Structally uses on its own**
>
> Do not deactivate your only **Payable** or **Receivable** account (or the retainage accounts while you hold retainage). Bills and invoices post to them automatically and are refused while no active one exists. See Keep one active account per control role.

Field Reference

Field	Description	Required	Example
Code	1 to 10 letters or digits, unique in the company (capital and small letters count as the same). Cannot be changed later.	Yes	1635
Name	Up to 100 characters. Can be changed later.	Yes	Trucks

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Field	Description	Required	Example
Role	What kind of account it is. Cannot be changed later.	Yes	Equipment
Balance Type	**Debit** or **Credit**; must be the role's balance type. Not shown in the **New Account** panel, where it is set from the role.	Yes	Debit
Parent Account	The account it sits under, or **None**. Must be active and in the same statement group.	No	1630 — Equipment and Vehicles

Worked Example: Tracking Trucks Separately

Cedar Ridge keeps its trucks and its loader in **1630 Equipment and Vehicles**. To see the trucks on their own, the accountant adds **1635 Trucks** as a sub-account of 1630, as in the figure above:

Setting	Value
Code	1635
Name	Trucks
Role	Equipment (from the parent)
Balance Type	Debit
Parent Account	1630 — Equipment and Vehicles

The new account is at **Level 2**, and pickers show it as *1635 — Equipment and Vehicles: Trucks*. Adding the account posts nothing. To move the trucks' cost into it, post a journal entry. With an illustrative truck cost of $48,000.00:

Account	Debit	Credit
1635 Trucks	48,000.00	

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Account	Debit	Credit
1630 Equipment and Vehicles		48,000.00

Afterward the **Direct Balance** of 1630 is $48,000.00 lower, 1635 shows $48,000.00, and the **Combined Balance** of 1630 is unchanged, because 1635 rolls up into it.

What Happens After You Save

- No journal entry is written: adding, renaming, moving, deactivating and reactivating accounts change the chart, not the books.
- Each change is recorded in the Audit Log under the commands `create_account`, `rename_account`, `set_account_parent` and `set_account_active`, with who made it and when.
- A new account appears in the Chart of Accounts and in pickers at once. A renamed account shows its new name everywhere, including on past entries.

Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
Account code must be 1 to 10 letters or digits.	The code is empty, too long, or has a space, dash or other symbol.	Use letters and digits only.
Account code already in use	Another account (active or inactive) has this code.	Choose another code, or reactivate the existing account.
Account name must be 1 to 100 characters.	The name is empty or too long.	Shorten the name.
Account 1635 must be in the same statement group as its parent 2010.	The role and the parent's role belong to different parts of the statements.	Choose a parent of the same kind, or **None**.
Parent account 1630 is inactive.	You chose an inactive parent, or reactivated a sub-account under one.	Reactivate the parent first.

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Message or Symptom	Why It Happens	What to Do
Account 1635 cannot be placed under 1630: accounts can be at most 5 levels deep.	The move would nest accounts more than five levels deep.	Choose a parent higher in the chart.
Account 1630 has active sub-accounts; deactivate them first.	You tried to deactivate a parent.	Deactivate each sub-account, then the parent.
Account is already inactive or *Account is already active*	The page was out of date; someone else changed the account.	Reload the account page.
The **Add Account** drawer opens again after you click **Add Account**, and the account is not created.	The account was refused, for example because the code is already in use or the parent is in another statement group.	Read the reason, correct the entry and click **Add Account** again.
An error page appears after you click **Add Account**, and the account is not created.	The **Balance Type** does not match the role. The list starts at **Debit**, so a credit role saved with the default fails.	Open the Chart of Accounts again, click **Add Account** and choose the balance type the role requires (see step 4 above).
There is no **Add Account** button beside the title.	You have View access to Accounting, not Edit.	Ask a Company Admin or Accountant to add the account.
+ Add New does not appear in an account picker.	You do not have Edit access to Accounting.	Ask a Company Admin or Accountant to add the account.

Related Topics

- The Chart of Accounts
- Journal Entries
- Opening Balances

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- Job Costing Settings, for whether an account takes job coding
- The Audit Log

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journal entries | adjustments | debits and credits | depreciation | reversing entries

6.4 Journal Entries

A **journal entry** records a transaction as debits and credits to accounts. Every posted bill, invoice, expense, payment, deposit and transfer already writes its own journal entry, so you post a manual journal entry only for what no other screen records: monthly depreciation, prepaid insurance used up, the interest and principal of a loan payment, an owner draw, an accrual, or a correction that moves an amount from one account to another.

The **Journal Entries** page is also where you look up any posted entry, whatever created it.

Before You Begin

- The accounts you will use exist and are active (see Creating and Editing Accounts).
- The entry date is after the Books Closed date. In the sample company the books are closed through July 31, 2026.
- To post or reverse, you need **Edit** access to **Accounting**: Company Admins and Accountants have it, a Custom role can. Viewers can open the journal and entries but not post. Project Managers have no Accounting access. See Roles and Permissions.

Navigation

Accounting → **Journal Entries** → **New Journal Entry**, or **Create** → **Journal Entry** at the top of any page.

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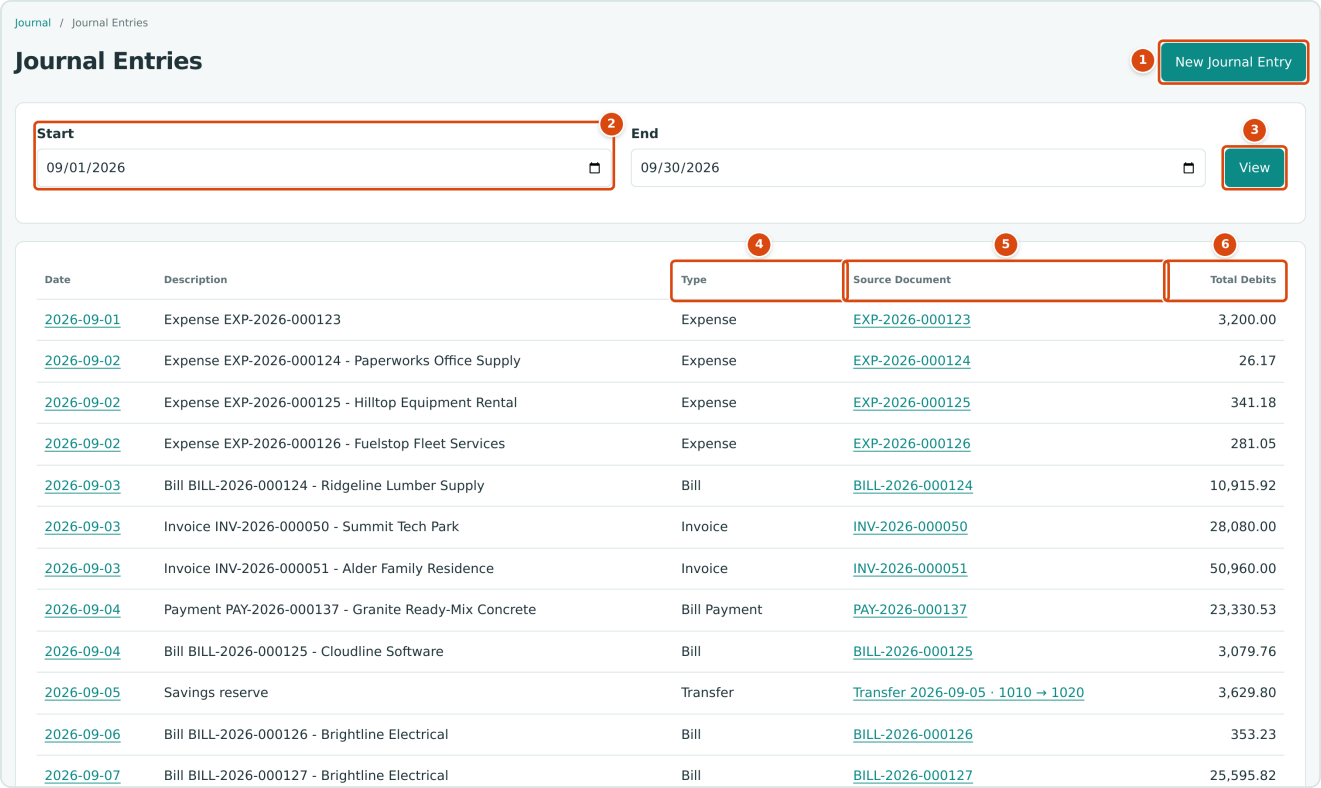
The Journal Entries List



Date	Description	Type	Source Document	Total Debits
2026-09-01	Expense EXP-2026-000123	Expense	EXP-2026-000123	3,200.00
2026-09-02	Expense EXP-2026-000124 - Paperworks Office Supply	Expense	EXP-2026-000124	26.17
2026-09-02	Expense EXP-2026-000125 - Hilltop Equipment Rental	Expense	EXP-2026-000125	341.18
2026-09-02	Expense EXP-2026-000126 - Fuelstop Fleet Services	Expense	EXP-2026-000126	281.05
2026-09-03	Bill BILL-2026-000124 - Ridgeline Lumber Supply	Bill	BILL-2026-000124	10,915.92
2026-09-03	Invoice INV-2026-000050 - Summit Tech Park	Invoice	INV-2026-000050	28,080.00
2026-09-03	Invoice INV-2026-000051 - Alder Family Residence	Invoice	INV-2026-000051	50,960.00
2026-09-04	Payment PAY-2026-000137 - Granite Ready-Mix Concrete	Bill Payment	PAY-2026-000137	23,330.53
2026-09-04	Bill BILL-2026-000125 - Cloudline Software	Bill	BILL-2026-000125	3,079.76
2026-09-05	Savings reserve	Transfer	Transfer 2026-09-05 · 1010 → 1020	3,629.80
2026-09-06	Bill BILL-2026-000126 - Brightline Electrical	Bill	BILL-2026-000126	353.23
2026-09-07	Bill BILL-2026-000127 - Brightline Electrical	Bill	BILL-2026-000127	25,595.82

Figure 5-10 The journal for September 2026.

1. **New Journal Entry**, beside the page title, starts a manual entry (Edit access only).
2. **Start** and **End**: the period to list. The page opens on the current month up to today.
3. **View**, at the end of the same row, lists the entries dated in the period.
4. **Type**: what created the entry, such as **Expense**, **Bill**, **Invoice**, **Bill Payment**, **Transfer** or **Journal Entry** for a manual entry.
5. **Source Document**: a link to the bill, invoice, payment or other record that posted the entry; **—** for manual entries.
6. **Total Debits**: the entry's total (its debits equal its credits).

Click the **Date** of an entry to open it. Every posted entry in the period is listed, oldest first, including voids and reversals (types such as **Bill Void** and **Payment Reversal**). If nothing was posted in the period, the list says *No entries in this period*; because the page opens on the current month, choose earlier dates to see past activity.

The list shows at most 2,000 entries. For a longer period an amber notice says *Showing the first 2,000 of* (the number) *entries*, with an **Open Journal Report** button, and the last row says how many more entries are not shown. Narrow the dates, or use the Journal report and its export to see them all.

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The Journal report

Reports → **Journal** shows posted entries with their debit and credit lines in one report. See Journal Report.

Posting a Journal Entry

Enter the Details

1. Open **Accounting** → **Journal Entries** and click **New Journal Entry** beside the page title.
2. Set **Date** to the accounting date of the entry. It starts as today.
3. Type a **Description**, for example *Monthly depreciation*. It is the entry's name in the journal and in reports.
4. Optionally click **Attach Supporting Documents** to add a schedule or statement (up to 3 files of 5 MB each: PDF, JPG, PNG, HEIC, Word, Excel or CSV).

Enter the Lines

The form starts with two lines, the first set to **Debit** and the second to **Credit**.

1. On each line choose the **Account**, the **Side** (**Debit** or **Credit**) and the **Amount**.
2. Optionally type a line **Description** and choose a **Class** and a **Location** for reports by class and location.
3. Click **Add Line** for each additional line; the trash icon removes a line.
4. Watch the totals above the lines: **Debits**, **Credits**, and **Balanced** once they agree.
5. Click **Post Journal Entry**. Structally posts the entry and opens its page. **Cancel** returns to the list without posting.

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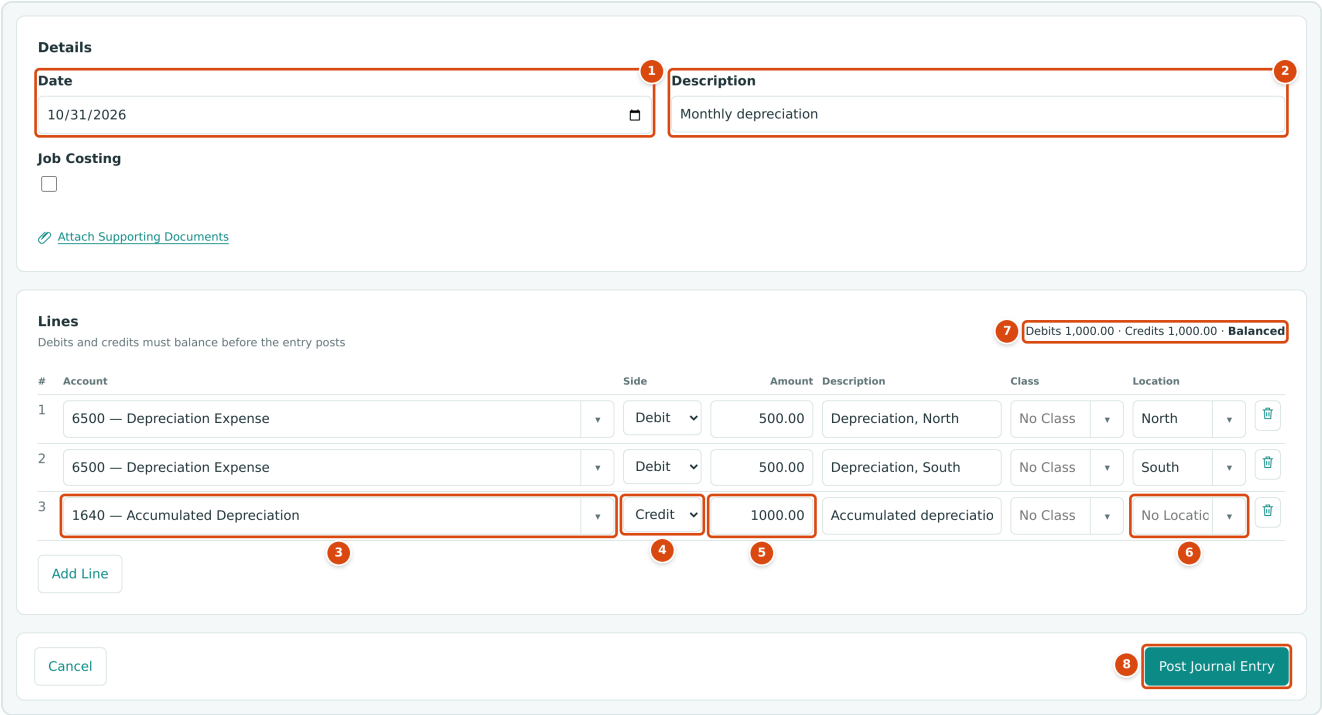

Figure 5-11 A balanced depreciation entry, ready to post.

1. **Date**: the accounting date.
2. **Description**: the name of the entry.
3. **Account**: the account for this line. Only active accounts are listed.
4. **Side**: **Debit** or **Credit**.
5. **Amount**: a positive amount with up to two decimals.
6. **Location** (and **Class**): optional, for reports by location and class.
7. The running totals and the balance check.
8. **Post Journal Entry** posts the entry.

An entry must balance to post. While it does not, the totals show by how much:

Figure 5-12 The totals of an entry that is out of balance.

1. *Out of balance by 100.00*: fix the amounts before you post. If you post anyway, Structally refuses with *Debits and credits must balance exactly.*

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Accounts that journal entries cannot use

Some accounts accept postings only from their own documents. A journal entry to a WIP account (such as **1400 Costs in Excess of Billings**) is refused with *Account 1400 accepts postings only from WIP schedules.*, and one to **2020 Retainage Payable** or **1110 Retainage Receivable** with a similar message. Avoid **2010 Accounts Payable** and **1100 Accounts Receivable** too: an entry there is not linked to any vendor or customer, so the aging reports stop agreeing with the account, which the Tie-Out report will show. Use a bill, invoice, credit or payment instead.

Coding Lines to Jobs

When Jobs & Costing is turned on, the form has a **Job Costing** box. Tick it to add **Job**, **Cost Code** and **Cost Type** columns, for example to move a cost from one job to another or to charge a job for company equipment.

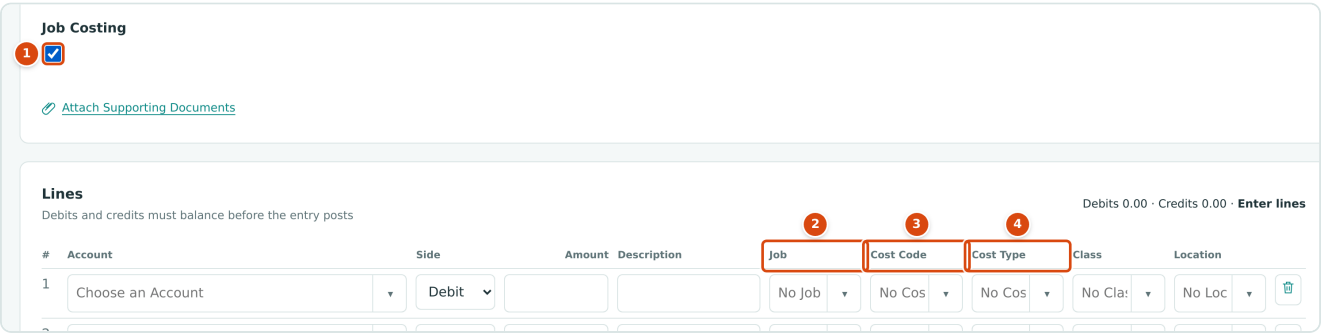

Figure 5-13 Job Costing adds the job columns to the lines.

1. **Job Costing** ticked.
2. **Job**: an active job, or one **On Hold** or **Closed** (which then needs an **Adjustment Reason** on the line).
3. **Cost Code**: one of the codes assigned to the job.
4. **Cost Type**: labor, materials, subcontract and so on.

The same coding rules apply as on bills: whether an account can or must carry a job comes from Job Costing Settings, and a job-coded direct cost line needs both a cost code and a cost type. Journal lines cannot be split. To move a cost between jobs you can also use the job cost transfer on Job Costs and Cost Transfers. See Coding Transactions to Jobs.

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Field Reference

Field	Description	Required	Example
Date	The accounting date. Must be after the Books Closed date.	Yes	10/31/2026
Description	The entry's name, up to 200 characters.	No	Monthly depreciation
Job Costing	Shows the job columns. Only when Jobs & Costing is on.	No	Ticked
Attach Supporting Documents	Up to 3 files, 5 MB each.	No	Depreciation schedule.xlsx
Account (line)	An active account.	Yes	6500 — Depreciation Expense
Side (line)	**Debit** or **Credit**.	Yes	Debit
Amount (line)	At least 0.01, up to two decimals.	Yes	500.00
Description (line)	Up to 100 characters.	No	Depreciation, North
Job, **Cost Code**, **Cost Type** (line)	Job coding, with Job Costing ticked.	When the account requires it	J-2004 · 31-100 · EQP
Adjustment Reason (line)	Why a line goes to an on-hold or closed job.	For on-hold or closed jobs	Late equipment charge
Class, **Location** (line)	For reports by class and location. The column names follow your company's labels.	No	North

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An entry needs at least two lines and can have up to 50.

Worked Example: Monthly Depreciation

Cedar Ridge depreciates its equipment by $1,000.00 a month and splits the expense equally between its North and South locations. The entry it posted on September 30, 2026 is in the sample company:

Line	Account	Side	Amount	Location
1	6500 Depreciation Expense	Debit	500.00	North
2	6500 Depreciation Expense	Debit	500.00	South
3	1640 Accumulated Depreciation	Credit	1,000.00	

Debits: 500.00 + 500.00 = 1,000.00. Credits: 1,000.00. The entry balances, and the totals show **Balanced**. The October entry in the figure above is the same with the date 10/31/2026.

The Entry

Account	Debit	Credit
6500 Depreciation Expense (North)	500.00	
6500 Depreciation Expense (South)	500.00	
1640 Accumulated Depreciation		1,000.00

Depreciation Expense rises by $1,000.00 on the Profit and Loss, half for each location, and Accumulated Depreciation (a credit account under Assets) reduces the book value of the equipment by $1,000.00.

What Happens After You Post

- The entry is **posted and locked** on its date. It cannot be edited or deleted; to correct it, reverse it (below) and post a new one.
- It appears in the journal, the General Ledger, the Trial Balance and the financial statements.
- The Audit Log records it under `post_journal_entry`, and the entry's **History** shows who posted it.

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The Journal Entry Page

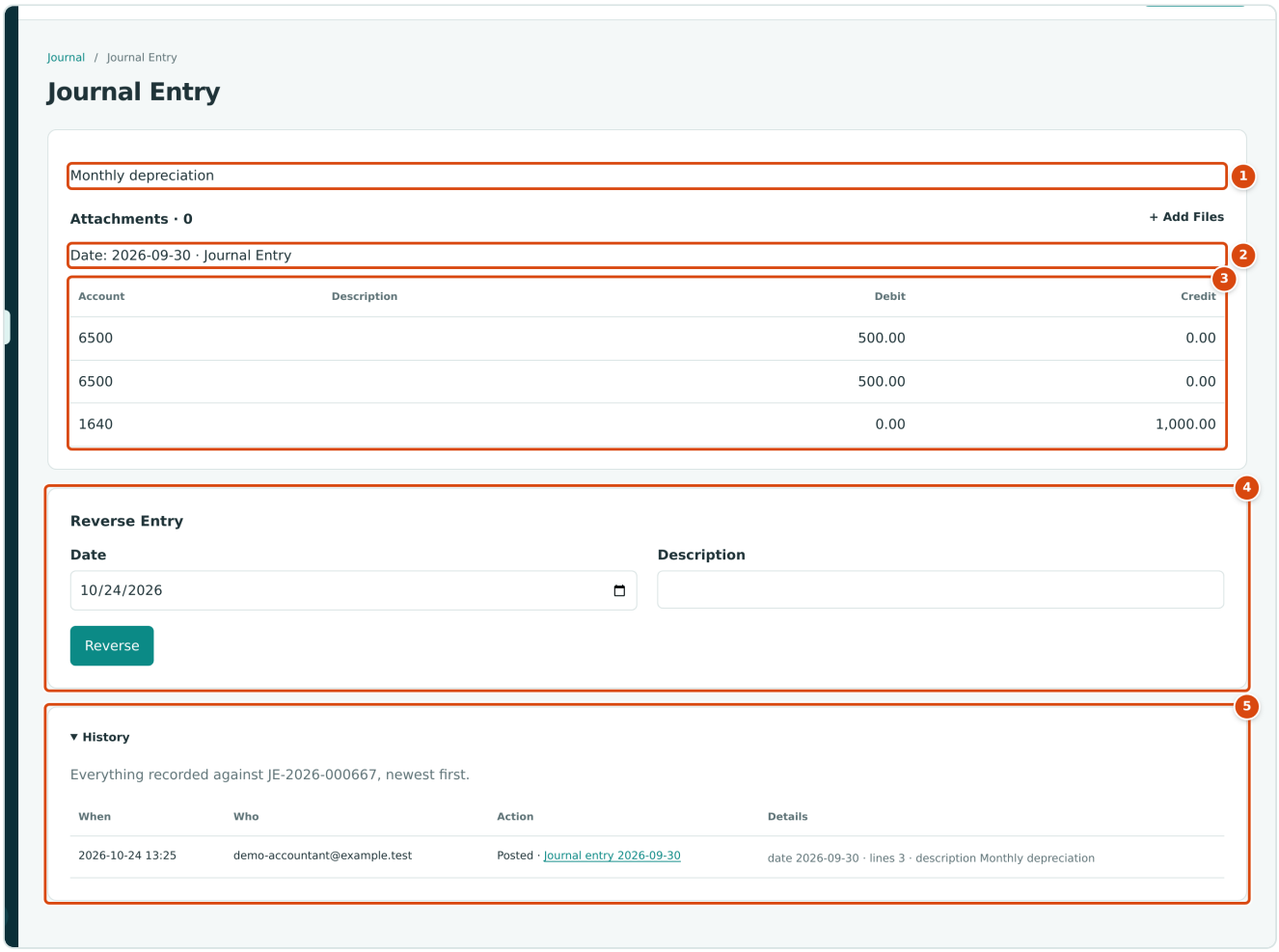

Figure 5-14 The sample company's September depreciation entry.

1. The entry's description.
2. The date and the type (**Journal Entry** for a manual entry).
3. The lines, by account code, with the job columns when a line is job-coded.
4. **Reverse Entry**: reverses a manual entry (Edit access only).
5. **History**: who posted the entry and when. The note names the entry's number, here JE-2026-000667.

An entry that a document posted shows **Source document:** with a link to that document instead of the **Reverse Entry** form. **Attachments** with **+ Add Files** lets you add supporting files later.

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Reversing a Journal Entry

A posted entry is corrected by **reversing** it: Structally posts a second entry with the same lines on the opposite sides, so the two cancel out.

1. Open the entry and find **Reverse Entry** below its lines.
2. Set **Date** to the date the reversal should post (it starts as today). It cannot be earlier than the entry's own date, and must be after the Books Closed date.
3. Optionally type a **Description** for the reversing entry.
4. Click **Reverse**.

The page reloads with a **Reversal Entry** link to the new entry, and the **Reverse Entry** form is gone: an entry can be reversed only once. The reversing entry's page links back with **Original Entry**, and its type in the journal is **Journal Entry Reversal**.

Reversing the September Depreciation (Illustrative)

Reversing the entry above on October 24, 2026 would post:

Account	Debit	Credit
6500 Depreciation Expense (North)		500.00
6500 Depreciation Expense (South)		500.00
1640 Accumulated Depreciation	1,000.00	

The September entry stays in September; the reversal takes effect on its own date, so September's reports are unchanged.

The **Reverse Entry** form appears only on manual entries. Entries posted by a bill, invoice, payment or other document are corrected through that document, and opening balance and job cost transfer entries have no reverse action on screen. See Reversing and Correcting Transactions.

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Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
Debits and credits must balance exactly.	The debits and credits differ.	Fix the amounts until the totals show **Balanced**.
Accounting date must be after the company closing date.	The date is on or before the Books Closed date.	Use a later date, or ask a Company Admin about Books Closed.
Account 1400 accepts postings only from WIP schedules.	A WIP account is on a line.	Let the WIP schedule post it.
Account 2020 accepts postings only from bills and retainage releases.	Retainage Payable is on a line.	Record retainage through bills and retainage releases.
Turn on Job Costing or clear the job coding on the lines.	Lines name jobs but **Job Costing** is not ticked.	Tick it, or clear the job fields.
Account 6010 cannot carry job coding.	The account is not set up for job costs.	Remove the job, or change the account's setting in Job Costing Settings.
Account 5040 requires job coding.	Your settings require a job on this account.	Tick **Job Costing** and choose the job, cost code and cost type.
Job-coded cost lines need a cost code and a cost type.	A job was chosen without both codes.	Choose a cost code and a cost type.
A document can have at most 3 attachments.	More than three files were attached.	Attach at most three.
Reversal date cannot be earlier than the journal entry date.	The reversal is dated before the entry.	Use the entry's date or later.

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Message or Symptom	Why It Happens	What to Do
Accounting date must be after the company closing date; 2026-07-15 is on a closed period.	The reversal date is in a closed period.	Date the reversal after the Books Closed date.
Entry is matched to a bank line; unmatch it first	The entry is matched to a bank feed line.	Unmatch it in the Bank Feed, then reverse.
The journal list is empty.	The page opens on the current month.	Change **Start** and **End** and click **View**.
No **Reverse Entry** form on an entry.	It was posted by a document, it is already reversed, or you have View access only.	Correct the document instead, or follow the **Reversal Entry** link.

Related Topics

- Reversing and Correcting Transactions
- The Chart of Accounts
- General Ledger and Journal Report
- Books Closed
- Coding Transactions to Jobs

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void reverse corrections reversing entry books closed drafts

6.5 Reversing and Correcting Transactions

In Structally a posted transaction is never edited or deleted. Its journal entry is locked, so the books always show what was recorded and when. To correct a mistake you **void** or **reverse** the record: Structally posts a second entry with the same lines on the opposite sides, dated on the day you choose, and marks the record **Void** or **Reversed**. Then you enter the transaction again correctly.

This page lists, for every kind of record, what correction the product offers, what has to be undone first, and what Structally posts. Drafts are different: they have not touched the books, so you simply edit them.

Before You Begin

- You need **Edit** access to the area the record belongs to: **Vendors & Bills** for bills, expenses, bill payments and vendor credits; **Customers & Invoices** for invoices, receipts and credit memos; **Banking** for transfers, deposits, refunds and the Bank Feed; **Accounting** for journal entries. Company Admins and Accountants have all of these; Project Managers have Vendors & Bills and Customers & Invoices; Viewers have none. See Roles and Permissions.
- Know the Books Closed date: a reversal must be dated after it.

How a Reversal Works

1. Open the posted record.
2. Click its correction action: **Void Bill…**, **Void Invoice…**, **Void Vendor Credit…** or **Void Credit Memo…** in the ⋯ menu, or the **Reverse Payment…**, **Reverse Receipt…**, **Reverse Expense…**, **Reverse Transfer…**, **Reverse Deposit…** or **Reverse Refund…** button.
3. In the panel that opens, set the **Date** of the reversal (it starts as today) and optionally type a **Memo** saying why.
4. Click the confirming button (**Void Bill**, **Reverse Payment** and so on), or **Cancel**.

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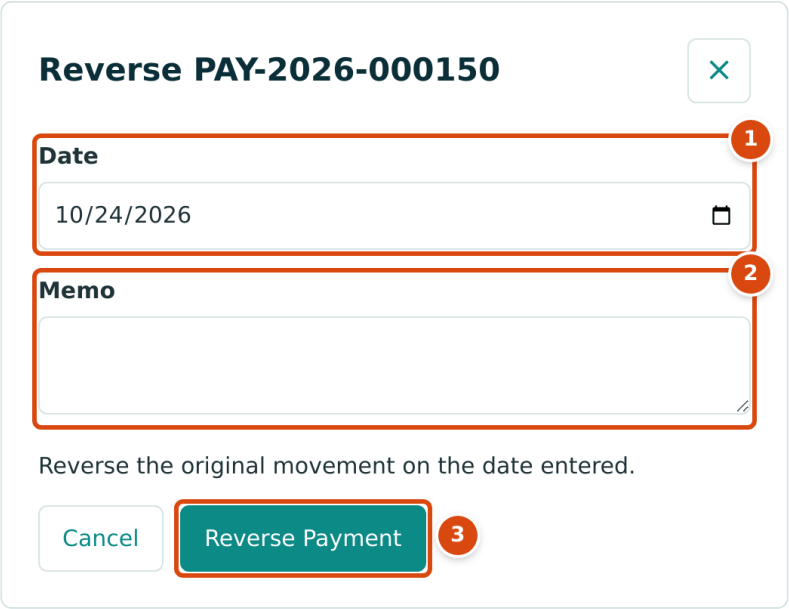

Figure 5-15 The panel for reversing a bill payment.

1. **Date**: the accounting date of the reversing entry. It cannot be earlier than the original record's date and must be after the Books Closed date.
2. **Memo**: becomes the description of the reversing entry, so say why.
3. **Reverse Payment** posts the reversal. The panel for a bill says **Void Bill** and explains "This reverses the posting entry on the date entered."

The reversing entry mirrors the original exactly: every debit becomes a credit and every credit a debit, with the same accounts, amounts, job coding, classes and locations. The original entry stays on its own date, so reports for that period do not change; the correction shows in the period of the reversal date.

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What You Can Do With Each Record

Record	Correction on Screen	First Undo	What Structally Posts	Status After
Bill (posted, **Open**)	**⋯ → Void Bill…**	Payments applied (*Bill has payments applied; reverse them first*), credits applied (*Bill has credits applied; unapply them first*), retainage releases (*Bill has retainage releases; reverse them first*). A bill that is not open cannot be voided (*Only open bills can be voided*).	The bill's posting entry reversed on the void date.	**Void**
Invoice (posted, **Open**)	**⋯ → Void Invoice…**	Receipts (*Invoice has receipts applied; reverse them first*), credits (*Invoice has credits applied; unapply them first*), retainage releases (*Invoice has retainage releases; reverse them first*); *Only open invoices can be voided*. An invoice billed by a pay application shows "Void is not available: reverse Pay Application … instead."	The invoice's posting entry reversed.	**Void**

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Record	Correction on Screen	First Undo	What Structally Posts	Status After
Vendor credit (posted, **Open**)	**⋯ → Void Vendor Credit…**	Applications (*Vendor credit has applications; unapply them first*), refunds (*Vendor credit has refunds; reverse them first*); *Only open vendor credits can be voided*.	The credit's posting entry reversed.	**Void**
Credit memo (posted, **Open**)	**⋯ → Void Credit Memo…**	Applications (*Credit memo has applications; unapply them first*), refunds (*Credit memo has refunds; reverse them first*); *Only open credit memos can be voided*.	The credit memo's posting entry reversed.	**Void**
Expense	**Reverse Expense…**	An expense created in the Bank Feed is matched to its bank line; undo the categorization there instead.	The expense's entry reversed.	**Reversed**
Bill payment	**Reverse Payment…**	Refunds (*Payment has refunds; reverse them first*).	The payment entry reversed. The amounts it applied to bills are taken off again, and a paid bill becomes open.	**Reversed**

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Record	Correction on Screen	First Undo	What Structally Posts	Status After
Customer receipt	**Reverse Receipt…**	Refunds (*Receipt has refunds; reverse them first*) and deposits (*Receipt is deposited; reverse the deposit first*).	The receipt entry reversed; paid invoices reopen.	**Reversed**
Transfer	**Reverse Transfer…**	A transfer created in the Bank Feed: undo the categorization there instead.	The transfer entry reversed.	**Reversed**
Deposit	**Reverse Deposit…**	None beyond the bank-line rule below.	The deposit entry reversed.	**Reversed**
Refund	**Reverse Refund…**	None beyond the bank-line rule below.	The refund entry reversed; a vendor credit or credit memo it refunded is open again.	**Reversed**
Bank entry (from the Bank Feed)	**Banking** → **Bank Feed** → the line → **Undo Categorization**	*Line is cleared in a reconciliation; unclear it first*.	The expense, transfer or bank entry the line created is reversed, and the line is no longer categorized.	Reversed
Manual journal entry	**Reverse Entry** → **Reverse** on the entry page	None beyond the bank-line rule below.	The entry reversed.	Shows a **Reversal Entry** link

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Record	Correction on Screen	First Undo	What Structally Posts	Status After
Retainage release	⋯ → **Reverse Release…**	See Releasing Retainage.	The release's entry reversed.	**Void**
Pay application (accepted)	Reverse it on the pay application (Company Admin or Accountant)	Only the latest accepted application can be reversed.	Its invoice is voided. See Pay Applications.	Pay application reversed
WIP schedule (posted)	No reverse or void action	—	See WIP Schedules.	—
Opening balances	No reverse action on the entry page	—	See Opening Balances.	—
Job cost transfer	No reverse action	—	Transfer the cost back with a new transfer on Job Costs and Cost Transfers.	—

Applying a credit or a payment's unapplied amount to a bill or invoice posts no journal entry, and neither does **Unapply**: it only removes the application, and the bill or invoice owes that amount again. The unapply date cannot be earlier than the application (*Unapply date is before application date*). See Vendor Credits, Paying Bills, Credit Memos and Receiving Customer Payments.

Rules for Every Reversal

Rule	Message When It Is Broken
The reversal date is on or after the original date.	*Reversal date cannot be earlier than the journal entry date.*

Rule	Message When It Is Broken
The reversal date is after the Books Closed date.	*Accounting date must be after the company closing date; 2026-07-15 is on a closed period.*
The entry is not matched to a bank feed line. Unmatch it in the Bank Feed first.	*Entry is matched to a bank line; unmatch it first*
A record is reversed only once.	*Payment is already reversed*, *Expense is already reversed*, *Transfer is already reversed* and so on.

Correcting something in a closed period

The Books Closed date stops new postings in closed periods, but it does not stop you correcting an old transaction: void or reverse it with a date after the Books Closed date. The original stays in the closed period untouched, and the correction lands in the open period. In the sample company the books are closed through July 31, 2026, so any reversal must be dated August 1, 2026 or later.

Drafts

Bills, invoices, vendor credits and credit memos saved with **Save Draft** have status **Draft** and no journal entry. Open the draft and click **Edit Draft** to change anything except the vendor or customer, or post it as it stands.

No Discard button for drafts

There is no button on screen to discard a draft bill, invoice, vendor credit or credit memo. A draft you no longer need stays in its list with the status **Draft**. It never affects your books or reports; edit it into the document you need, or leave it.

Worked Example: A Voided Duplicate Bill

In the sample company, Keystone Engineering's bill **BILL-2023-000008** for $24,666.75 was posted on November 4, 2023 and voided on November 6, 2023 with the memo *Supplier canceled duplicate bill*. Nothing had been paid or applied, so the void was allowed.

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Bills / BILL-2023-000008

BILL-2023-000008 Void (1)

A bill records a purchase you still need to pay.

Details

Vendor	Keystone Engineering
Date	2023-11-04
Due Date	2023-12-04
Reference	DEMO-0008-2023-11-04
Class	Commercial
Location	South
Memo	Construction materials and trades

Attachments · 0 **+ Add Files**

Total	**24,666.75**
Paid	**0.00**
Open Balance	**24,666.75**

Lines

Account	Description	Amount	Class	Location	Job	Cost Code	Cost Type
5040 · Materials	Site materials	1,482.46	—	—	J-1002 Birchwood Warehouse Addition	07-300 Waterproofing	MAT Materials
5040 · Materials	Site materials	23,184.29	—	—	J-1002 Birchwood Warehouse Addition	08-100 Doors and Windows	MAT Materials

Total **24,666.75**

▸ **Payment Allocations** · 0 Allocations · 0.00

▸ **Posting Entry** · 2023-11-04 · Posted · Locked · 3 Lines (2)

▸ **Reversal Entry** · 2023-11-06 · Posted · Locked · 3 Lines (3)

Figure 5-16 A voided bill keeps both entries.

1. The status is **Void**.
2. **Posting Entry**: the original entry of November 4, 2023.
3. **Reversal Entry**: the void entry of November 6, 2023.

The bill posted two job-coded material lines to job J-1002. The void posted the mirror image:

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Account	Posting Entry (2023-11-04) Debit	Posting Entry Credit	Void Entry (2023-11-06) Debit	Void Entry Credit
5040 Materials (J-1002 · 07-300 · MAT)	1,482.46			1,482.46
5040 Materials (J-1002 · 08-100 · MAT)	23,184.29			23,184.29
2010 Accounts Payable		24,666.75	24,666.75	

1,482.46 + 23,184.29 = 24,666.75, so each entry balances, and together they leave Materials, the job costs of J-1002 and Accounts Payable exactly where they were before the bill.

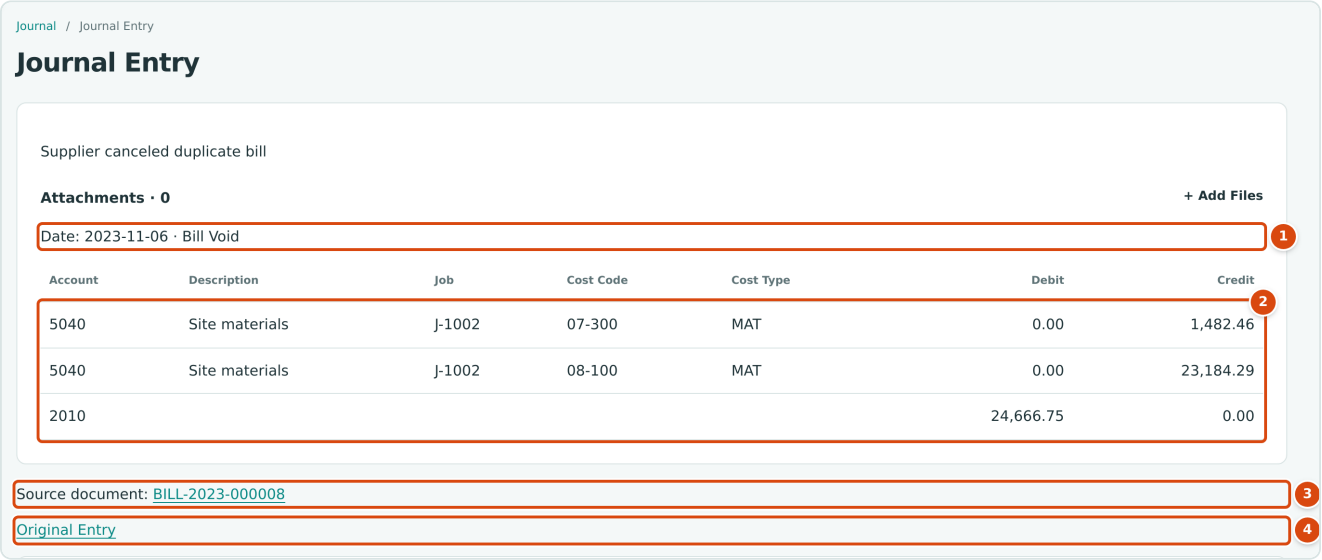

Figure 5-17 The void entry in the journal.

1. The reversal's date and type, **Bill Void**. Its description is the memo typed when voiding.
2. The lines: the original debits are now credits, and the original credit is now a debit, with the same job coding.
3. **Source document**: the voided bill.
4. **Original Entry**: opens the bill's posting entry.

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The Void Entry

Account	Debit	Credit
2010 Accounts Payable	24,666.75	
5040 Materials (J-1002 · 07-300 · MAT)		1,482.46
5040 Materials (J-1002 · 08-100 · MAT)		23,184.29

What Happens After You Void or Reverse

- The original record stays, with the status **Void** or **Reversed**, and cannot be changed or reversed again.
- Both entries are posted and locked. In the journal the reversal has its own type, such as **Bill Void**, **Invoice Void**, **Vendor Credit Void**, **Credit Memo Void**, **Expense Reversal**, **Payment Reversal**, **Receipt Reversal**, **Transfer Reversal**, **Deposit Reversal**, **Refund Reversal**, **Bank Entry Reversal** or **Journal Entry Reversal**.
- The record's **History** and the Audit Log record who voided or reversed it, when, with the date and memo.
- To finish the correction, enter the transaction again with the right details.

Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
Bill has payments applied; reverse them first	A payment paid part or all of the bill.	Reverse the payment (see Paying Bills), then void the bill.
Bill has credits applied; unapply them first	A vendor credit was applied to the bill.	Unapply the credit (see Vendor Credits).
Only open bills can be voided	The bill is a draft, already void, or fully paid.	Edit a draft instead; for a paid bill, reverse its payments first.

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Message or Symptom	Why It Happens	What to Do
Receipt is deposited; reverse the deposit first	The receipt is in a posted deposit.	Reverse the deposit (see Making Deposits), then the receipt.
"Void is not available: reverse Pay Application … instead."	The invoice was created by a pay application.	Reverse the pay application.
Entry is matched to a bank line; unmatch it first	The entry is matched in the Bank Feed.	Unmatch or undo the categorization in the Bank Feed.
Line is cleared in a reconciliation; unclear it first	The bank line is part of a reconciliation.	Unclear it in Reconciling an Account.
Accounting date must be after the company closing date; 2026-07-15 is on a closed period.	The reversal date is in a closed period.	Date the reversal after the Books Closed date.
No void or reverse button.	You have View access only, the record is a draft, or it is already void or reversed.	Ask a user with Edit access, or edit the draft.

Related Topics

- Posting, Editing, and Voiding Bills
- Recording an Expense
- Paying Bills and Vendor Credits
- Posting, Editing, and Voiding Invoices
- Transferring Funds, Making Deposits and Recording a Refund
- Journal Entries
- Books Closed

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terms | payment terms | due date | net 30 | company default

6.6 Payment Terms

Payment terms say how many days after its date a bill or invoice is due: **Net 30** means due 30 days after the date, **Due on receipt** means due the same day. When you enter a bill or an invoice, the terms you choose fill in its **Due Date**, and the due date decides when the document shows as **Overdue** and which column of the aging reports it falls in.

Structally calls them **Terms** on screen. The list is shared by bills and invoices, and one of them can be the **Company Default** that new bills and invoices start with.

Before You Begin

- You need **Edit** access to **Accounting** to add or change terms. Company Admins and Accountants have it; Viewers can see the list; Project Managers cannot open it. See Roles and Permissions.

Navigation

Accounting → **Terms** → **New Terms** (beside the page title) to add terms. Click a name to open its page.

The Terms List

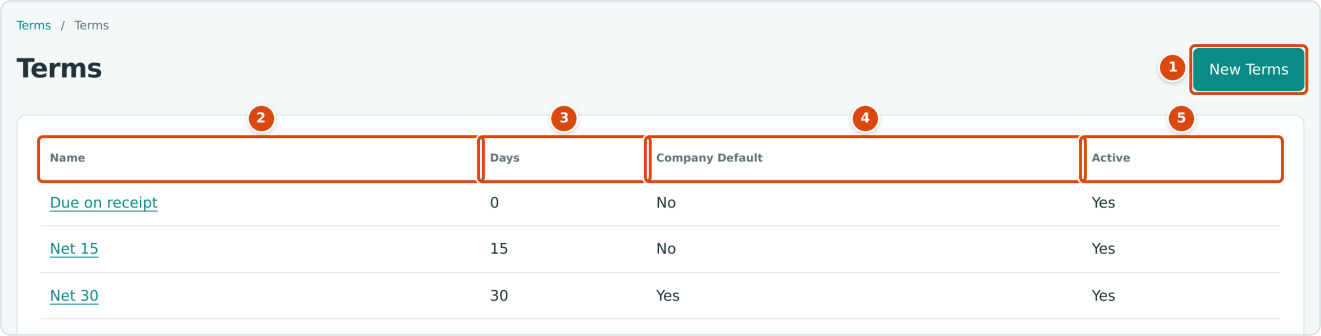

Figure 5-18 The terms in the sample company.

1. **New Terms**: opens the **New Terms** drawer for new terms (Edit access only).
2. **Name**: how the terms appear in pickers. Click it to open the terms page.
3. **Days**: how many days after the document date it is due.
4. **Company Default**: **Yes** for the terms new bills and invoices start with. Only one can be the default.
5. **Active**: **No** hides the terms from pickers.

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The sample company has three terms: **Due on receipt** (0 days), **Net 15** (15 days) and **Net 30** (30 days, the company default).

Adding Terms

1. Open **Accounting** → **Terms** and click **New Terms** beside the page title. The **New Terms** drawer opens on the right.
2. Type the **Name**, for example *Net 45*.
3. Type the **Days**, a whole number from 0 to 365.
4. Tick **Company Default** if new bills and invoices should start with these terms. This clears the default from the terms that had it.
5. Click **Add Terms**. Structally adds the terms as active and opens their page. **Cancel** (or **×**) closes the drawer without adding anything.

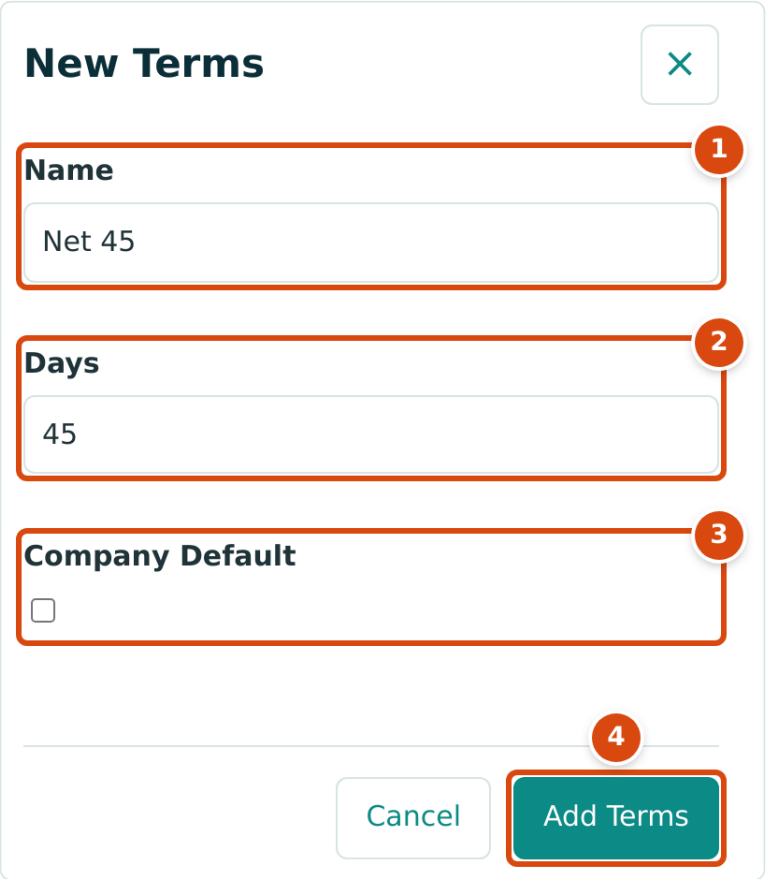

Figure 5-19 New terms Net 45, filled in but not yet added.

1. **Name**: up to 60 characters, not used by other terms.
2. **Days**: 0 to 365.

3. **Company Default**: tick it to make these the terms new bills and invoices start with.
4. **Add Terms** adds the terms.

If the terms cannot be added, for example because the name is already in use, the drawer opens again with what you typed and the reason.

Adding Terms From a Bill or Invoice

On a bill or invoice, or in the **Terms** field of a vendor or customer, type a name that is not in the list and choose **+ Add New**. The **New Terms** panel asks for **Name**, **Days** (starting at 0) and **Company Default**; click **Create** to add the terms and select them. **+ Add New** is offered only to users with Edit access to Accounting.

Changing Terms

1. Click the terms' name to open the terms page. Its **Terms Details** card shows **Name** and **Days**, then **Company Default** and **Active**, in two columns. Click **Edit**.
2. Change the **Name**, **Days**, **Company Default** or **Active**.
3. Click **Save**, or **Cancel** to leave them unchanged. Structally shows *Terms saved.*

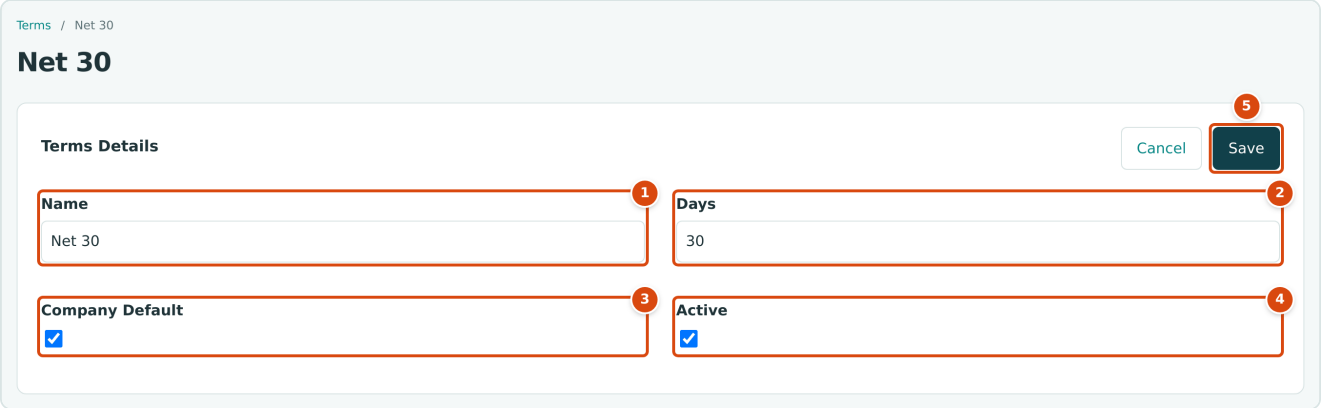

Figure 5-20 Editing the Net 30 terms.

1. **Name**: up to 60 characters, not used by other terms.
2. **Days**: 0 to 365.
3. **Company Default**: ticking it here removes it from the other terms.
4. **Active**: untick to stop offering the terms.
5. **Save** saves the changes.

- Terms cannot be deleted. Untick **Active** to retire them. Inactive terms are not offered on new bills and invoices or in vendor and customer pickers.

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- Inactive terms cannot be the company default: saving terms with **Active** unticked also clears **Company Default**. New bills and invoices then start with **No Terms** until you choose another default.
- Changing **Days** does not change bills and invoices already entered. Each document keeps the due date it was saved with.

How Terms Set the Due Date

On a new bill or invoice, **Terms** starts with the company default. Choosing the vendor or customer does not change it. Structally works out **Due Date** as the **Date** plus the terms' **Days**, counting calendar days, and recalculates it whenever you change the date or the terms.

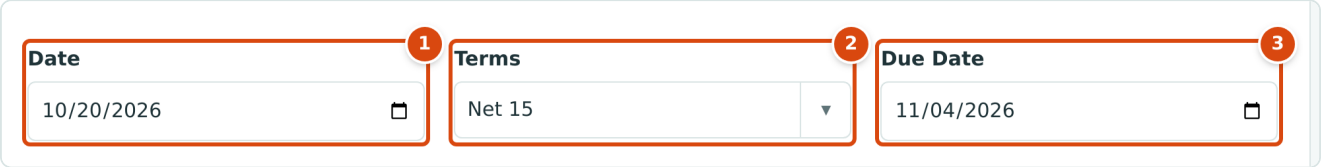

Figure 5-21 Net 15 on a bill dated October 20, 2026.

1. **Date**: the bill or invoice date.
2. **Terms**: here **Net 15**.
3. **Due Date**: 15 days later, 11/04/2026.

You can also type a due date yourself. Once you do, changing the date or terms no longer overwrites it. Choosing **No Terms** clears a calculated due date.

Vendors and customers can carry their own **Terms** on their pages. Structally uses them to fill in the terms of retainage releases (see Releasing Retainage); new bills and invoices still start with the company default.

Field Reference

Field	Description	Required	Example
Name	Up to 60 characters, unique in the company (capital and small letters count as the same).	Yes	Net 45
Days	Days after the document date, a whole number from 0 to 365.	Yes	45

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Field	Description	Required	Example
Company Default	The terms new bills and invoices start with. Only one at a time.	No	Ticked
Active	Shown when editing. Inactive terms are not offered for new documents.	No	Ticked

Worked Example: Due Dates Under Net 15 and Net 30

Document Date	Terms	Arithmetic	Due Date
October 20, 2026	Net 15	October 20 + 15 days (11 days to October 31, then 4 in November)	November 4, 2026
September 30, 2026	Net 30	September 30 + 30 days	October 30, 2026
October 20, 2026	Due on receipt	October 20 + 0 days	October 20, 2026

The first row is the figure above. The second matches the sample company's draft bills BILL-2026-000139 and BILL-2026-000140, dated September 30, 2026 and due October 30, 2026, 30 days later.

What Happens After You Save

- No journal entry is written; terms only set due dates.
- New and changed terms appear at once in the **Terms** pickers of bills, invoices, vendors and customers (when active).
- The Audit Log records each change under `create_terms` or `update_terms`.

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Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
Terms name already in use	Other terms have the same name, ignoring capitals.	Choose another name, or reactivate the existing terms.
The **Days** field is refused.	It is empty, negative, over 365 or not a whole number.	Enter a whole number from 0 to 365.
There is no **New Terms** button beside the title.	You have View access to Accounting, not Edit.	Ask a Company Admin or Accountant to add the terms.
A new bill or invoice starts with **No Terms**.	No active terms are the company default.	Tick **Company Default** on the terms you want.
The due date does not change when you change the terms.	You typed the due date yourself.	Clear the due date or type the right one.
A vendor's own terms are not used on a new bill.	New bills start with the company default.	Choose the vendor's terms in **Terms**.
Terms are missing from a picker.	They are inactive.	Reactivate them on their page.

Related Topics

- Entering a Bill
- Creating an Invoice
- Managing Vendors and Managing Customers
- Aging Reports

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audit log | history | who changed what | user filter | controls

6.7 The Audit Log

The **Audit Log** lists every change made in your company, newest first: each bill created and posted, each payment, void and reversal, each journal entry, each account or terms change, each import and each Books Closed change. For every change it shows when it happened, who made it, what was done and to which record, and the values that were entered.

Use it to answer "who posted this, and when?", to review a user's work, or to trace an unexpected balance back to the change that caused it. Entries in the log cannot be edited or deleted by anyone.

Before You Begin

- You need **View** or **Edit** access to **Accounting**. Company Admins, Accountants and Viewers have it; Project Managers do not. See Roles and Permissions.

Navigation

Accounting → **Audit Log**.

What Is Recorded

Each event is one completed change. Structally records it at the moment the change is saved, in the same step, so a change that was refused (for example a bill that would not post) leaves no event.

Not in the Audit Log:

- Opening pages, reports and records.
- Sign-ins and changes made in Users & Access.

Filtering the Log

1. Open **Accounting** → **Audit Log**.
2. Optionally set **Start** and **End** to limit the events to those dates.
3. Optionally choose a **Command** (the kind of change) and a **User**.
4. Click **Filter**.

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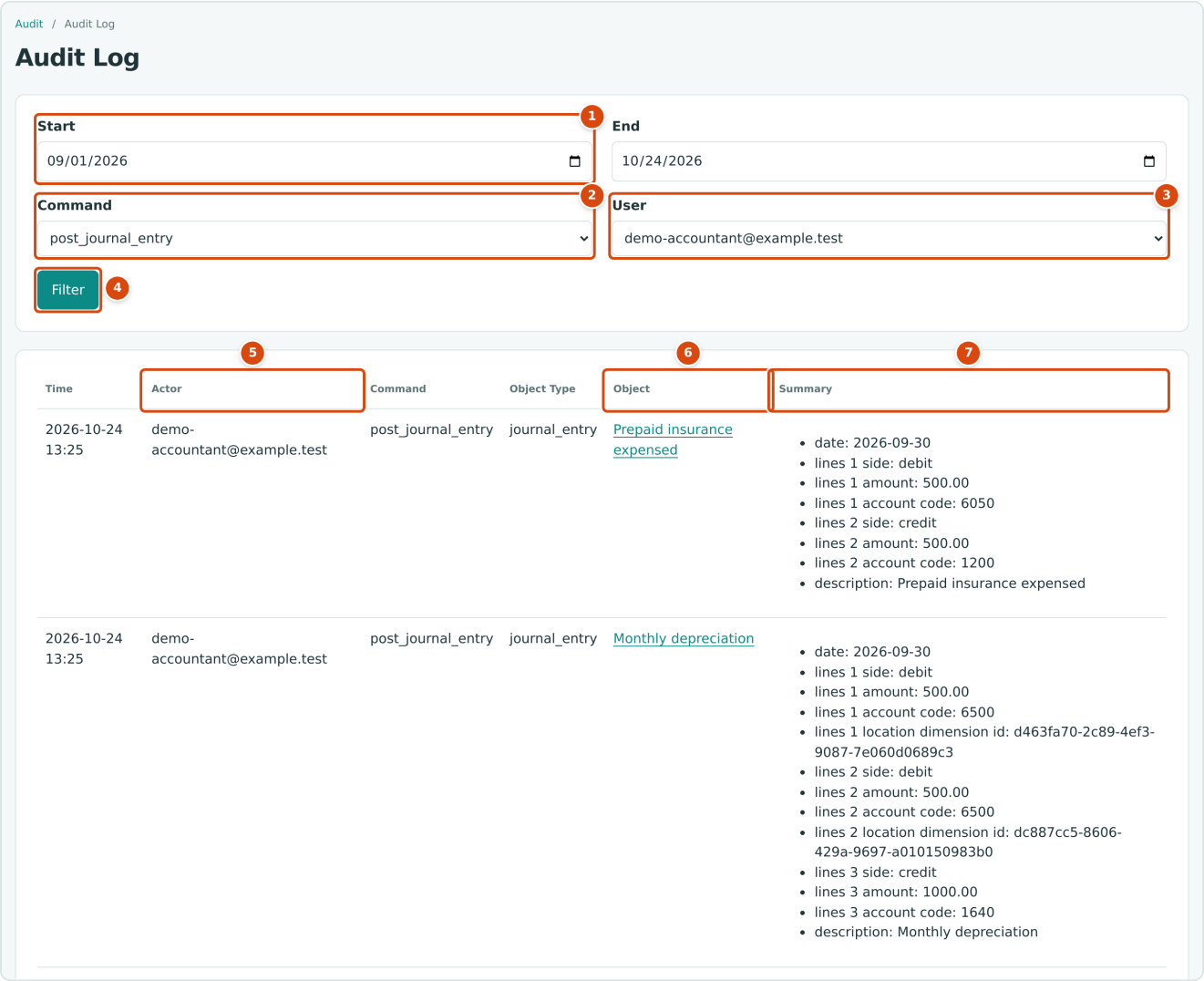

Figure 5-22 Journal entries posted by one user.

1. **Start** and **End**: the days on which the changes were made. Leave them empty for all dates.
2. **Command**: **All Commands**, or one kind of change. Only commands that have been used in your company are listed.
3. **User**: **All Users**, or one user. Only users who have made changes are listed, by name or, if the user has no name, by email address.
4. **Filter** applies the choices.
5. **Actor**: who made the change.
6. **Object**: the record changed, as a link to it.
7. **Summary**: the values the change was made with.

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The log shows 25 events per page; use **Next** and **Previous** below the table. Structally remembers your **Command** and **User** choices for the next time you open the Audit Log in this company. Choose **All Commands** and **All Users** and click **Filter** to see everything again.

Reading an Event

Column	What It Shows
Time	When the change was saved, in your company's time zone. This is not the accounting date: a bill dated September 30 but entered on October 24 shows October 24 here.
Actor	The user who made the change.
Command	The kind of change, by its system name (see the table below).
Object Type	The kind of record, such as `bill`, `payment`, `journal_entry` or `account`.
Object	The record itself, such as BILL-2026-000140, a journal entry's description or *6600 Interest Expense*. Click it to open the record.
Summary	The values the change was made with: dates, amounts, account codes, memos, and each line numbered (*lines 1 amount: 500.00*).

Some summary values are long internal reference numbers made of letters, digits and dashes, for example after *vendor id* or *location dimension id*. They identify the vendor, class, location or other record used. To see it by name, open the record from the **Object** column.

Common Commands

Command	Change
`create_bill`, `update_bill`, `post_bill`, `void_bill`	A bill was saved as a draft, changed, posted or voided.
`create_invoice`, `update_invoice`, `post_invoice`, `void_invoice`	The same for invoices.

Command	Change
`enter_expense`, `reverse_expense`	An expense was recorded or reversed.
`pay_bills`, `reverse_payment`	Bills were paid, or a payment was reversed.
`receive_payment`, `reverse_receipt`	A customer payment was received or reversed.
`create_vendor_credit`, `post_vendor_credit`, `apply_vendor_credit_note`, `unapply_vendor_credit`	A vendor credit was entered, posted, applied or unapplied.
`post_journal_entry`, `reverse_journal_entry`	A manual journal entry was posted or reversed.
`create_account`, `rename_account`, `set_account_parent`, `set_account_active`	An account was added, renamed, moved, or deactivated or reactivated.
`create_terms`, `update_terms`	Terms were added or changed.
`transfer_funds`, `make_deposit`	A transfer or a deposit was recorded.
`set_lock_date`	The Books Closed date was changed.
`post_opening_balances`	Opening Balances were posted.
`post_wip_schedule`, `transfer_job_cost`	A WIP schedule was posted, or a job cost was transferred.

The **Command** list on the page shows every command used in your company.

A Record's History

Bills, invoices, expenses, vendor credits, credit memos, payments, receipts, transfers, deposits, refunds, journal entries and jobs also have a **History** section near the bottom of their page. It shows the same events for that one record, in plainer words.

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▼ **History**

Everything recorded against BILL-2023-000008, newest first.

When	Who	Action	Details
2026-10-24 13:22	demo-accountant@example.test	Voided · Journal entry 2023-11-06	date 2023-11-06 · memo Supplier canceled duplicate bill
2026-10-24 13:22	demo-accountant@example.test	Posted · Journal entry 2023-11-04	
2026-10-24 13:22	demo-accountant@example.test	Created	date 2023-11-04 · memo Construction materials and trades · lines 2 · due date 2023-12-04 · vendor ref DEMO-0008-2023-11-04

Figure 5-23 The History of a voided bill.

History lists **When**, **Who**, **Action** and **Details**. The action is written out (**Created**, **Updated**, **Posted**, **Voided**, **Reversed**, **Credit applied**, **Credit unapplied** and so on), with a link to the journal entry the change posted, and **Details** repeats the dates, amounts and memo. Click **History** to open or close it.

Worked Example: Who Posted September's Adjustments?

Cedar Ridge's controller wants to know who posted the month-end journal entries for September 2026.

1. In **Command** choose **post_journal_entry**, in **User** choose **demo-accountant@example.test**, and set **Start** to 09/01/2026 and **End** to 10/24/2026.
2. Click **Filter**. The figure above shows the result: *Prepaid insurance expensed* and *Monthly depreciation*, among others, each posted by demo-accountant@example.test.
3. The **Summary** of *Monthly depreciation* reads *date: 2026-09-30*, two debits of 500.00 to account 6500 and a credit of 1000.00 to account 1640: debits 500.00 + 500.00 = credits 1,000.00.
4. Click **Monthly depreciation** in **Object** to open the entry itself (see Journal Entries).

Note the difference between the **Time** (2026-10-24 13:25, when the entry was recorded) and *date: 2026-09-30* in the summary (the accounting date it posted on).

Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
Start must be on or before end.	**Start** is after **End**.	Swap the dates.

Message or Symptom	Why It Happens	What to Do
The log shows fewer events than expected.	A **Command** or **User** filter is still selected from your last visit.	Choose **All Commands** and **All Users** and click **Filter**.
A user is missing from the **User** list.	The list holds only users who have made changes in this company.	That user has not changed anything yet.
An event's date looks wrong.	**Time** is when the change was saved, not the transaction date.	Read the *date* in the **Summary**.
A refused or canceled action is not in the log.	Only completed changes are recorded.	Nothing to do: nothing was saved.

Related Topics

- Journal Entries
- Reversing and Correcting Transactions
- Users & Access
- Finding Unexpected Balances

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7 Reports

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reports | financial statements | export | print | drill-down | accrual basis

7.1 Reports

The **Reports** area turns your posted transactions into the statements and checks you use to run the business and close each month: the Balance Sheet, Profit and Loss and Cash Flow; the Trial Balance, General Ledger and Journal for the detail behind them; the Tie-Out report that proves the books agree with themselves; the AP and AR aging reports; and customer statements.

Reports only read your books. Opening, running, exporting or printing a report never posts, changes or deletes anything, so you can run them as often as you like, for any date.

How the Pieces Fit Together

1. **Record your work in the other areas.** Every posted bill, invoice, expense, payment, receipt, deposit, transfer, journal entry and WIP schedule writes a balanced journal entry. Reports read those posted entries; drafts never appear.
2. **Check the books.** Run the Tie-Out report as of the date you are closing. It confirms that debits equal credits, that the balance sheet balances, and that the AP, AR, retainage, undeposited funds and cash flow figures agree with their accounts.
3. **Read the financial statements.** The Balance Sheet shows what the company owns and owes at a date, the Profit and Loss what it earned and spent over a period, and the Cash Flow why cash went up or down.
4. **Drill into the detail.** An account code on a statement opens the General Ledger for that account; a date there opens the journal entry, and a number opens the bill, invoice or payment behind it. The Trial Balance and Journal give the same detail for all accounts at once.
5. **Follow up what is owed.** The aging reports show unpaid bills and invoices by age, and a customer statement lists one customer's activity and balance for a period.

Before You Begin

- Reports show posted transactions only. Post your bills, invoices and other documents first; a draft has no effect on any report.
- You need **View** or **Edit** access to **Reports**. Company Admins, Accountants and Viewers have it; Project Managers do not. See Who Can Use Reports.

Navigation

Reports in the navigation opens the Reports page. The group also lists each report: **Balance Sheet**, **Profit and Loss**, **Cash Flow**, **Trial Balance**, **General Ledger**, **Journal**, **Tie-Out**, **AP Aging**, **AR Aging** and **Statements**. The Home dashboard's **View Reports** → link opens the same page.

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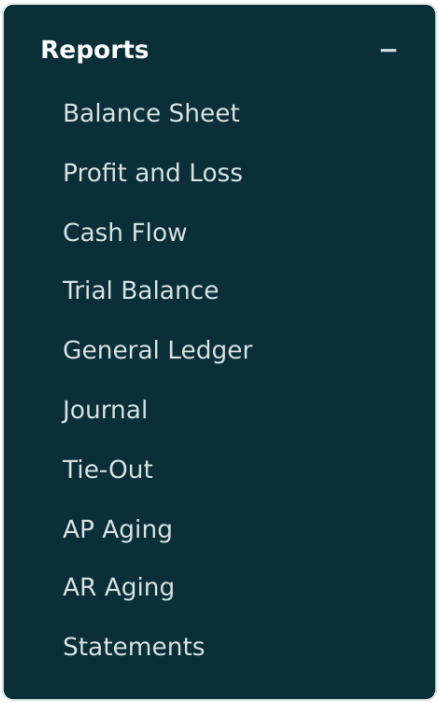

Figure 6-1 The Reports group in the navigation.

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The Reports Page

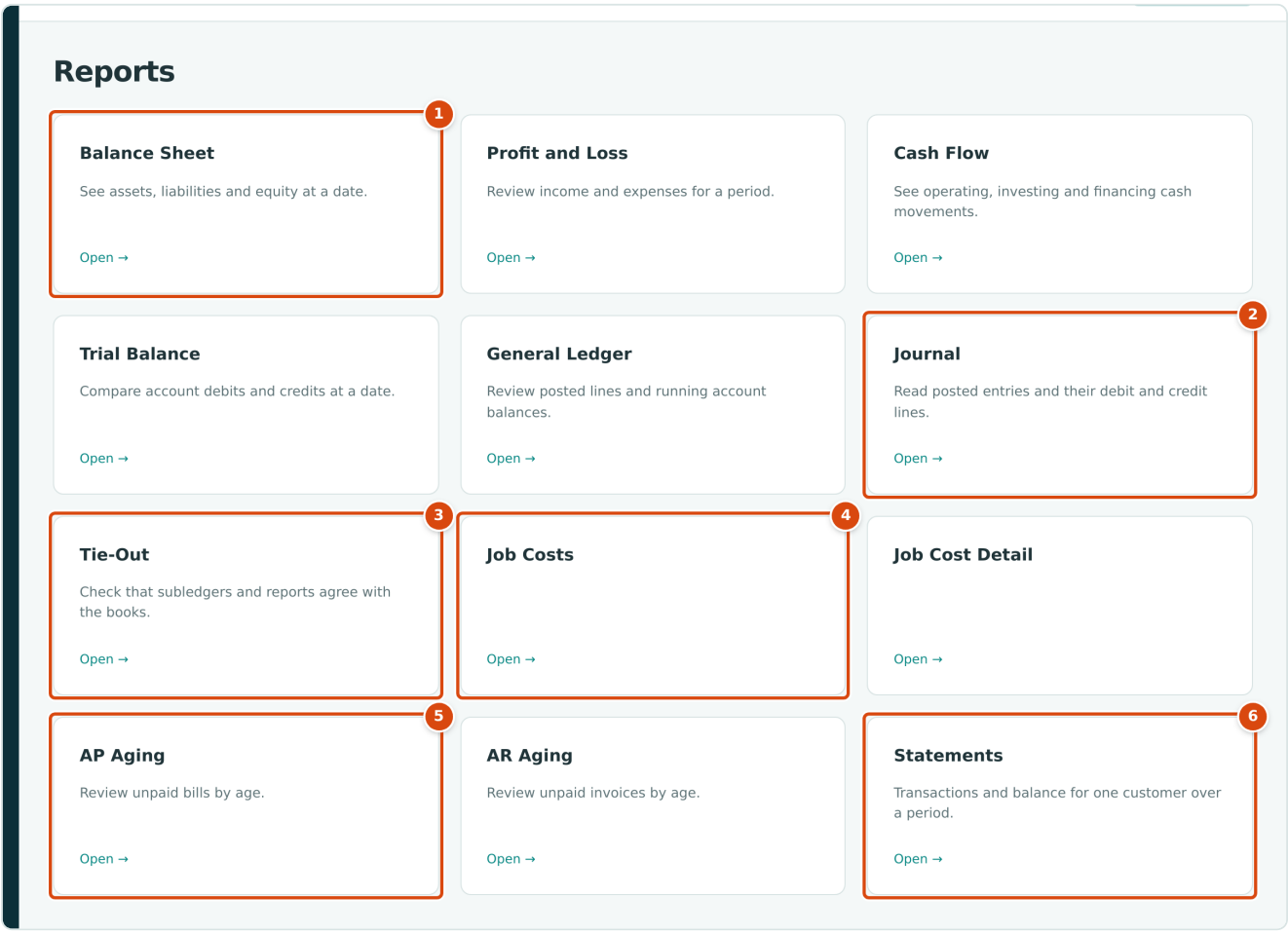

Figure 6-2 The Reports page in the sample company, with Jobs & Costing turned on.

1. **Balance Sheet**: "See assets, liabilities and equity at a date." Each card names a report and says what it is for; click the card or **Open →**.
2. **Journal**: "Read posted entries and their debit and credit lines."
3. **Tie-Out**: "Check that subledgers and reports agree with the books."
4. **Job Costs** and **Job Cost Detail** appear only when Jobs & Costing is turned on for the company and at least one job is Active, On Hold or Closed. They are explained in the Jobs & Costing chapter.
5. **AP Aging** and **AR Aging**: unpaid bills and unpaid invoices by age.
6. **Statements**: "Transactions and balance for one customer over a period."

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Every Report at a Glance

Report	What It Answers	Dates	Page
Balance Sheet	What the company owns, owes and is worth at a date, optionally by month, quarter or year.	As Of (and From for columns)	Balance Sheet
Profit and Loss	Income, costs and net income for a period; by month, quarter, year, class, location, item or job; compared with another period; accrual or cash basis.	Start and End	Profit and Loss
Cash Flow	Why cash changed over a period: operating, investing and financing.	Start and End	Cash Flow
Trial Balance	Every account's debit or credit balance at a date, and whether debits equal credits.	As Of	Trial Balance
General Ledger	Every posted line in one account (or all accounts) over a period, with running balances.	Start and End	General Ledger
Journal	Every posted journal entry in a period, with all its lines.	Start and End	Journal Report
Tie-Out	Whether the books agree with themselves and with the AP, AR, retainage, undeposited funds and cash figures.	As Of	Tie-Out
Job Costs and **Job Cost Detail**	Job cost by job, cost code and cost type, and the posted lines behind it.	Period	Job Cost Reports
AP Aging	Unpaid bills by vendor and age.	As Of	Aging Reports
AR Aging	Unpaid invoices by customer and age.	As Of	Aging Reports

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Report	What It Answers	Dates	Page
Statements	One customer's charges, credits and balance over a period, with open items by age.	Start and End	Customer Statements

The Report Frame

Every report in this chapter uses the same frame: a title with **Print** and **Export CSV**, an options bar, and a report sheet.

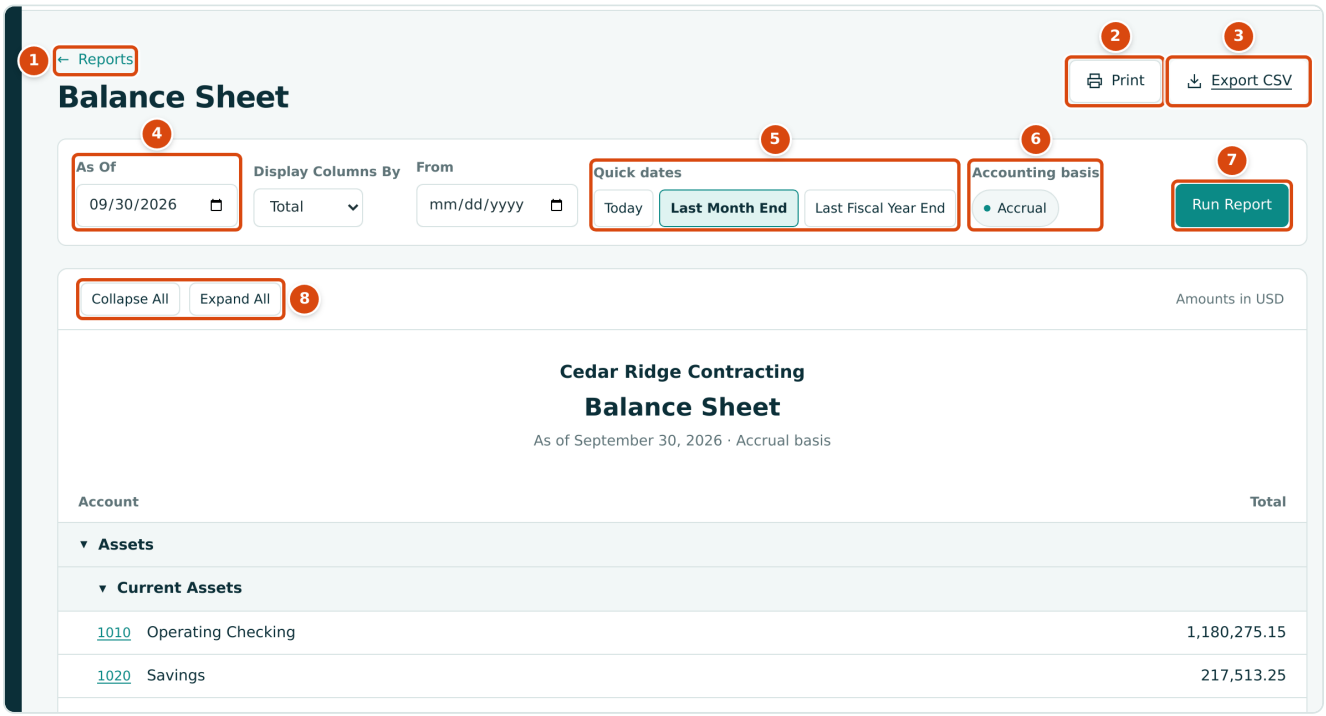

Figure 6-3 The report frame, on the Balance Sheet as of September 30, 2026.

1. **Reports** takes you back to the Reports page. When you opened the report from a link in another report, this reads **Back to Report** instead.
2. **Print** opens your browser's print dialog for the report.
3. **Export CSV** downloads the report as a spreadsheet file.
4. The report date: **As Of** for reports at a date, or **Start** and **End** for reports over a period.
5. Ready-made dates. Reports at a date offer **Quick dates**: **Today**, **Last Month End** and **Last Fiscal Year End**. Reports over a period offer **Report period**: **This Month**, **Last Month**, **This Fiscal Year** and **Last Fiscal Year**.

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Clicking one runs the report at once; the one that matches the dates on screen is highlighted.

6. **Accounting basis**: every report is on the accrual basis. Only the Profit and Loss lets you switch to **Cash** (see Accrual and Cash Basis).
7. **Run Report** runs the report for the dates and options you entered.
8. **Collapse All** and **Expand All** fold or open every section of the sheet.

Below the options, the **report sheet** names the company, the report and its dates, for example *As of September 30, 2026 · Accrual basis* or *July 1, 2026–September 30, 2026 · Accrual basis*. Click the ▼ beside a section or a parent account to fold it; Structally remembers which sections you folded on that report while your browser tab stays open.

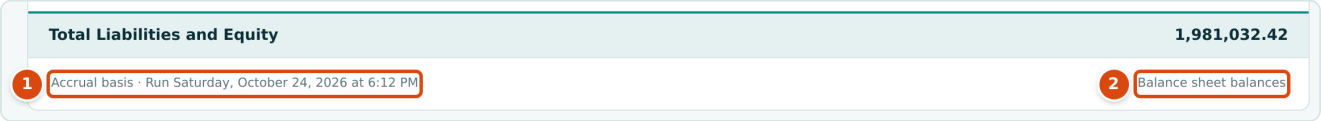

Figure 6-4 The sheet footer.

1. The basis and the moment the report was run, for example *Accrual basis · Run Saturday, October 24, 2026 at 6:12 PM*.
2. A check or note for the report: the Balance Sheet says *Balance sheet balances* (or *Balance sheet is out of balance*), the Trial Balance *Debits equal credits*, and the Profit and Loss explains its % change rule when one is shown.

Choosing Dates

1. Open the report. A report at a date opens as of today; a report over a period opens for the first day of this month through today. The sample company's transactions end on September 30, 2026, so pick dates on or before then to see figures.
2. Type or pick the **As Of** date, or the **Start** and **End** dates, or click one of the ready-made dates.
3. Click **Run Report**.

The dates and options are part of the page address, so you can bookmark a report or send its link to another user of the company.

Ready-made dates reset the other options

A ready-made date runs the report with only its dates. It keeps the account on the General Ledger and the basis on the Profit and Loss, but other options such as **Display Columns By** and **Compare To** go back to their defaults. Choose the dates first, then the other options.

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Drilling Down

Underlined codes and amounts are links:

- An **account code** on the Balance Sheet, Profit and Loss or Trial Balance opens the General Ledger for that account. From a report at a date (Balance Sheet, Trial Balance), the ledger runs from the start of that date's fiscal year to the date; from the Profit and Loss, it covers the report's period (or the column's period).
- In the General Ledger and Journal, a **date** opens the journal entry and a **number** (such as BILL-2026-000133) opens the bill, invoice, payment or other record that posted it.
- In the Tie-Out, an underlined **Books** amount opens the AP Aging, AR Aging or Cash Flow behind the check. In the aging reports, a name opens the vendor or customer and **Detail** lists their open documents.

The page you land on shows **Back to Report**, which returns you to the report with the same dates and options.

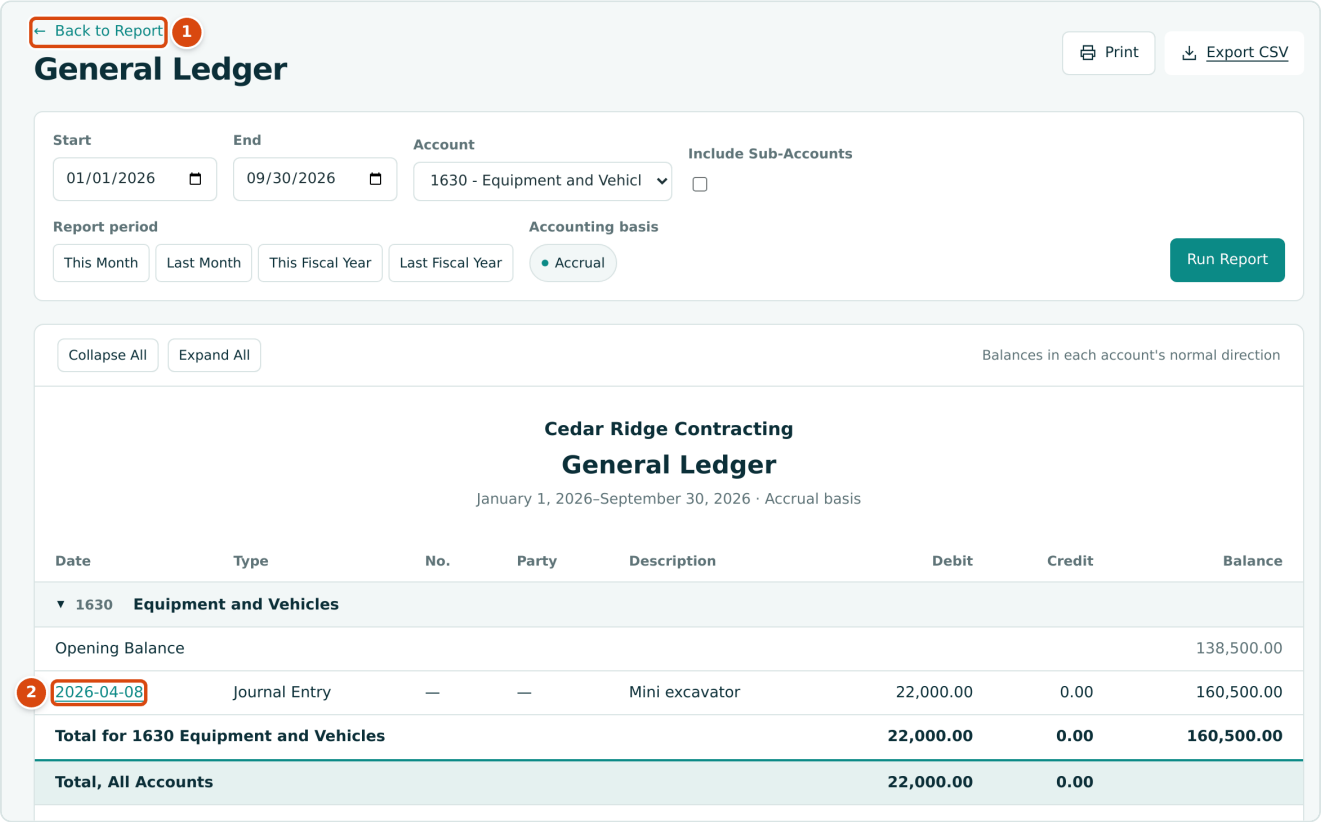

Figure 6-5 Clicking 1630 on the Balance Sheet as of September 30, 2026 opens its ledger for January 1–September 30, 2026.

1. **Back to Report** returns to the Balance Sheet.
2. The entry date opens the journal entry that posted the line.

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Links into other areas

A drill-down link can open a page in another area: journal entries are in **Accounting**, bills in **Vendors & Bills**, invoices in **Customers & Invoices**. If your role has no access to that area, the page shows **This Area Is Locked for You**.

Export CSV and Print

- **Export CSV** downloads the report exactly as run, as a comma-separated file that opens in Excel or any spreadsheet program. Amounts have two decimals and no thousands separators. The file name says what it holds, for example `balance-sheet-2026-09-30.csv` or `profit-and-loss-2026-07-01-2026-09-30.csv`. The Balance Sheet, Profit and Loss and Trial Balance files add **Row Type** and **Level** columns so you can tell account rows from subtotals. **Export CSV** is hidden while the options show an error, and on Statements until you choose a customer.
- **Print** prints the report sheet: company name, title, dates, the table and the footer. The navigation, the options bar and the buttons are left out. Sections you folded stay folded on paper, so click **Expand All** first if you want every line. Choose your browser's **Save as PDF** destination to keep a PDF.

Accrual and Cash Basis

Structally keeps its books on the **accrual basis**: income counts when you invoice it and costs count when you are billed, whether or not money has changed hands. Every report shows the accrual figures, and the options bar shows **Accounting basis** with a fixed **Accrual** label.

The **Profit and Loss** is the one report that can also show the **cash basis**, where invoices and bills count only when, and as far as, they are paid. See Accrual or Cash.

Classes, Locations, Items and Jobs

Reports do not have class, location or job filters. Instead, the Profit and Loss can show **one column per class, location, item or job** through **Display Columns By**, with an **Unassigned** column for amounts posted without one (see Columns by Class, Location, Item or Job). Job-by-job cost detail with job, cost code and cost type choices is in Job Cost Reports.

Who Can Use Reports

Access follows the **Reports** access level of your role (see Roles and Permissions). Reports are read-only, so **View** and **Edit** allow the same things.

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Role	Reports Access	What It Allows
Company Admin	Edit	Open, run, export and print every report.
Accountant	Edit	The same as a Company Admin.
Viewer	View	The same: every report can be opened, run, exported and printed.
Project Manager	No Access	The Reports group and the Home dashboard's **View Reports →** link are not shown. Opening a report shows **This Area Is Locked for You**.
Custom	As set for the user	**View** or **Edit** opens every report; **No Access** hides them.

Job Costs and **Job Cost Detail** follow **Jobs & Costing** access instead, and the Profit and Loss offers **By Job** only to users who can view Jobs & Costing.

Pages in This Section

- Balance Sheet: assets, liabilities and equity at a date, with columns by month, quarter or year, and how retainage and WIP accounts appear.
- Profit and Loss: income and expenses for a period, with time and dimension columns, comparisons, percentages and the cash basis.
- Cash Flow: operating, investing and financing cash, and how to tie it to the change in cash on the Balance Sheet.
- Trial Balance: every account's balance at a date and the debit and credit totals.
- General Ledger: posted lines and running balances by account.
- Journal Report: every posted entry in a period with its lines.
- Tie-Out: the checks that prove the books agree, and what to do when one does not.
- Aging Reports: AP Aging and AR Aging, with the detail for one vendor or customer.
- Customer Statements: one customer's activity and balance for a period.

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balance sheet | financial statements | assets | liabilities | equity | retainage | wip

7.2 Balance Sheet

The **Balance Sheet** shows what the company owns (**assets**), what it owes (**liabilities**) and what is left for the owners (**equity**) at the end of a chosen day. Run it at each month end to see cash, receivables, payables, retainage and the work-in-progress (WIP) position of your jobs, and to confirm that assets equal liabilities plus equity.

You can also lay several balance sheets side by side, one per month, quarter or year, to watch balances change.

Before You Begin

- The figures come from posted transactions. Post the period's bills, invoices, payments and WIP schedule before you rely on a month-end balance sheet.
- You need **View** or **Edit** access to **Reports**. See Who Can Use Reports.

Navigation

Reports → **Balance Sheet**.

Step by Step

1. Open **Reports** → **Balance Sheet**. It opens as of today.
2. In **As Of**, enter the date you want, for example 09/30/2026, or click a **Quick dates** button (**Today**, **Last Month End**, **Last Fiscal Year End**).
3. To see one column per period, choose **Months**, **Quarters** or **Years** in **Display Columns By** and enter a **From** date (see Columns by Month, Quarter or Year).
4. Click **Run Report**.
5. Click an account code to open its General Ledger, or use **Export CSV** or **Print** (see The Report Frame).

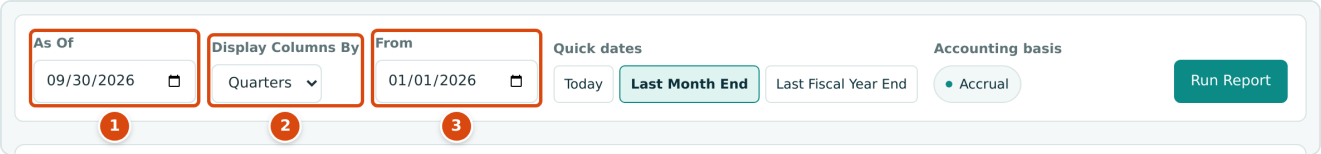

Figure 6-6 The Balance Sheet options, set for quarterly columns.

1. **As Of**: the day the balance sheet is drawn up. The report includes every transaction dated on or before it.
2. **Display Columns By**: **Total** (one column, the default), **Months**, **Quarters** or **Years**.

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3. **From**: where the columns start. Needed only when Display Columns By is not Total.

Field Reference

Field	Description	Required	Example
As Of	The balance sheet date. Opens as today.	Yes	09/30/2026
Display Columns By	**Total** shows one column. **Months**, **Quarters** and **Years** show one balance sheet per period, from **From** to **As Of**. Quarters and years follow your company's fiscal year.	No (Total)	Quarters
From	The first day covered by the columns. Must be on or before **As Of**.	With Months, Quarters or Years	01/01/2026
Quick dates	**Today**, **Last Month End**, **Last Fiscal Year End**. Each runs the report at once with one Total column.	No	Last Month End

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Reading the Balance Sheet

Collapse All | Expand All | Amounts in USD

Cedar Ridge Contracting

Balance Sheet

As of September 30, 2026 · Accrual basis

Account	Total
▾ **Assets**	
1 ▾ **Current Assets**	
1010 Operating Checking	1,180,275.15
1020 Savings	217,513.25
1050 Undeposited Funds	64,660.00
1100 Accounts Receivable	105,390.00
2 1110 Retainage Receivable	94,946.15
1200 Prepaid Insurance	0.00
3 1400 Costs in Excess of Billings	217,747.87
1450 Uninstalled Materials	0.00
▾ **Non-Current Assets**	
1630 Equipment and Vehicles	160,500.00
4 1640 Accumulated Depreciation	60,000.00
Total Assets	**1,981,032.42**
▾ **Liabilities**	
▾ **Current Liabilities**	
2010 Accounts Payable	190,203.41
5 2020 Retainage Payable	43,614.02
2100 Company Credit Card	1,000.88
6 2400 Billings in Excess of Costs	124,939.32
2450 Provision for Contract Losses	0.00
▾ **Non-Current Liabilities**	
2700 Equipment Loan	24,000.00
Total Liabilities	**383,757.63**
▾ **Equity**	
3000 Opening Balance Equity	102,000.00
3010 Owner's Capital	100,000.00
7 3020 Owner's Draws	30,000.00
8 Retained Earnings	1,047,274.24
Net Income	378,000.55
Total Equity	**1,597,274.79**
Total Liabilities and Equity	**1,981,032.42**

Accrual basis · Run Saturday, October 24, 2026 at 6:10 PM | Balance sheet balances

Figure 6-7 The sample company's Balance Sheet as of September 30, 2026.

1. **Current Assets**: cash, receivables, prepaid items and the WIP asset accounts. Each section can be folded with its ▼.
2. **1110 Retainage Receivable**: amounts your customers have held back from your invoices, collected later through a retainage release.

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3. **1400 Costs in Excess of Billings**: the WIP asset. Jobs whose earned revenue is ahead of what you have billed (underbillings).
4. **1640 Accumulated Depreciation**: a contra account. It is shown as a positive 60,000.00 but is subtracted in Total Assets.
5. **2020 Retainage Payable**: amounts you have held back from your subcontractors' bills, paid later through a retainage release.
6. **2400 Billings in Excess of Costs**: the WIP liability. Jobs billed ahead of their earned revenue (overbillings).
7. **3020 Owner's Draws**: shown as a positive 30,000.00 but subtracted in Total Equity, because draws reduce equity.
8. **Retained Earnings** and **Net Income** have no account code. Structally works them out from your income and expense accounts (see below).

Sections and Which Accounts Appear in Them

Each account appears in a section according to its **role** in the Chart of Accounts:

Section	Account Roles
Current Assets	Cash, Receivable, Retainage Receivable, Inventory, Prepaid, Other Current Asset, Costs in Excess of Billings, Uninstalled Materials
Non-Current Assets	Equipment, Accumulated Depreciation, Property, Other Long Term Asset
Current Liabilities	Payable, Retainage Payable, Credit Card, Short Term Debt, Deferred Revenue, Tax Payable, Other Current Liability, Billings in Excess of Costs, Provision for Contract Losses
Non-Current Liabilities	Long Term Debt
Equity	Owner Equity, Owner Draws, Opening Balance Equity, then **Retained Earnings** and **Net Income**

Accounts appear once they have any posted activity on or before the As Of date, even when their balance is 0.00 (in the sample, 1200 Prepaid Insurance and 1450 Uninstalled Materials). Accounts never used yet are left out.

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Every amount is shown in the account's **normal direction**: debit balances for assets, credit balances for liabilities and equity. Accounts that work against their section, such as **Accumulated Depreciation** and **Owner's Draws**, show their own balance as a positive number and are subtracted in the section total. A negative amount means the account has gone the other way from normal (for example a bank account that is overdrawn).

The totals are **Total Assets**, **Total Liabilities**, **Total Equity** and **Total Liabilities and Equity**. The footer reads *Balance sheet balances* when Total Assets equals Total Liabilities and Equity, and *Balance sheet is out of balance* when it does not.

Retained Earnings and Net Income

Structally does not post year-end closing entries. Instead, the Balance Sheet works out two equity lines from your income, cost and expense accounts:

- **Net Income**: the profit from the start of the fiscal year that contains the As Of date through the As Of date. It equals the net income on the Profit and Loss for those dates.
- **Retained Earnings**: the profit of every earlier fiscal year, from the first transaction to the end of the previous fiscal year.

Your company's fiscal year is set when the company is created. In the sample company it is the calendar year.

Retainage and WIP Accounts

Construction balances appear as ordinary accounts in their sections:

Account in the Sample Company	Section	What the Balance Means
1110 Retainage Receivable	Current Assets	Retainage your customers still hold on posted invoices. See Retainage.
1400 Costs in Excess of Billings	Current Assets	Underbillings from the latest posted WIP schedule.
1450 Uninstalled Materials	Current Assets	Materials bought for jobs but not yet installed, deferred by a WIP schedule.
2020 Retainage Payable	Current Liabilities	Retainage you still hold on posted subcontractor bills.
2400 Billings in Excess of Costs	Current Liabilities	Overbillings from the latest posted WIP schedule.

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Account in the Sample Company	Section	What the Balance Means
2450 Provision for Contract Losses	Current Liabilities	Losses expected on jobs, recognized by a WIP schedule.

Accounts receivable and accounts payable exclude retainage: retained amounts sit in the retainage accounts until they are released.

Vendor Advances

When you have paid a vendor more than its open bills (an unapplied payment or credit), the Balance Sheet adds a **Vendor Advances** row at the end of Current Assets for the total paid ahead, and the Accounts Payable row says *Includes … paid ahead, shown in Vendor Advances*. Both Total Assets and Total Liabilities include the advance, so the balance sheet still balances. Click **Vendor Advances** to open the AP Aging for the same date, where the vendor shows a negative **Unapplied** amount. The sample company has no vendor advances on September 30, 2026.

Parent Accounts and Sub-Accounts

If your chart has sub-accounts, each parent account is a row with its own ▼. While it is open, the parent row shows only the amount posted directly to the parent, its sub-accounts follow, and a **Total** row (for example **Total Equipment**) adds them up. When you fold the parent, its row shows that total instead. Clicking the parent's code opens its own ledger; clicking the **Total** row opens the ledger with all of its sub-accounts. The sample company has no sub-accounts, so its balance sheet is a single level.

Columns by Month, Quarter or Year

Choose **Months**, **Quarters** or **Years** and a **From** date to see one balance sheet per period. Each column is the balance sheet at the **end** of its period; the last column is as of the As Of date itself, even when that date falls in the middle of a period. Quarters and years follow your fiscal year. The report is titled **Balance Sheet by Month** (or by Quarter, by Year).

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Cedar Ridge Contracting

Balance Sheet by Quarter

As of September 30, 2026 · Accrual basis

Account	1 Mar 31, 2026	Jun 30, 20	2 Sep 30, 2026
▾ **Assets**			
▾ **Current Assets**			
1010 Operating Checking	971,378.88	1,020,293.54	1,180,275.15
1020 Savings	192,573.55	205,440.27	217,513.25
1050 Undeposited Funds	0.00	0.00	64,660.00
1100 Accounts Receivable	277,172.09	312,939.02	105,390.00
1110 Retainage Receivable	130,046.09	71,038.27	94,946.15
1200 Prepaid Insurance	3,000.00	1,500.00	0.00
1400 Costs in Excess of Billings	156,173.24	148,595.86	217,747.87
1450 Uninstalled Materials	0.00	0.00	0.00
▾ **Non-Current Assets**			
1630 Equipment and Vehicles	138,500.00	160,500.00	160,500.00
1640 Accumulated Depreciation	54,000.00	57,000.00	60,000.00
Total Assets	**1,814,843.85**	**1,863,306.96**	**1,981,032.42**

Figure 6-8 Balance Sheet by Quarter from January 1 to September 30, 2026.

1. The first column is the balance sheet at the end of the first quarter that **From** falls in.
2. The last column is the balance sheet as of the **As Of** date.

- Column headings are the snapshot dates, such as **Mar 31, 2026**. With As Of September 15, 2026 and Months from July 10, the columns are **Jul 31, 2026**, **Aug 31, 2026** and **Sep 15, 2026**.
- Account codes are not links when there is more than one column. Run a single Total column to drill down.
- **Export CSV** gives one amount column per snapshot date.

Columns need a **From** date. Without one, the report does not run and the field says so:

Figure 6-9 Months chosen without a From date.

Worked Example: Cedar Ridge Contracting at September 30, 2026

Run the Balance Sheet as of 09/30/2026 (the figure in Reading the Balance Sheet).

Line	Arithmetic	Amount
Current assets	1,180,275.15 + 217,513.25 + 64,660.00 + 105,390.00 + 94,946.15 + 0.00 + 217,747.87 + 0.00	$1,880,532.42
Non-current assets	160,500.00 − 60,000.00 accumulated depreciation	$100,500.00
Total Assets		**$1,981,032.42**
Current liabilities	190,203.41 + 43,614.02 + 1,000.88 + 124,939.32 + 0.00	$359,757.63
Non-current liabilities	2700 Equipment Loan	$24,000.00
Total Liabilities		**$383,757.63**
Equity accounts	102,000.00 + 100,000.00 − 30,000.00 owner's draws	$172,000.00
Retained Earnings	Profit of all fiscal years before 2026	$1,047,274.24
Net Income	Profit from January 1 to September 30, 2026	$378,000.55
Total Equity		**$1,597,274.79**
Total Liabilities and Equity	383,757.63 + 1,597,274.79	**$1,981,032.42**

What the figures tell you:

- **Cash**: the three cash accounts (1010, 1020 and 1050) hold $1,462,448.40, the **Ending Cash** on the Cash Flow for any period ending September 30, 2026.
- **Retainage**: customers hold $94,946.15 of Cedar Ridge's money (all of it on Summit Tech Park's job J-2004), while Cedar Ridge holds $43,614.02 of its subcontractors' money.
- **WIP**: underbillings of $217,747.87 less overbillings of $124,939.32 leave a net underbilling of $92,808.55. That is also the total credit on 4100 WIP Revenue Adjustment on the Trial Balance, because every WIP adjustment posts

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to both sides.

- **Equity**: Retained Earnings plus Net Income is $1,425,274.79, the profit since the books began; the Tie-Out check *Net income agrees with equity* compares exactly these figures.

Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
This field is required. under **From**	**Display Columns By** is Months, Quarters or Years, but From is empty.	Enter a From date, or set Display Columns By back to **Total**.
From must be on or before the as-of date.	From is later than As Of.	Choose an earlier From date.
Enter a valid date.	A date is incomplete or not a real date.	Pick the date from the calendar.
Choose a longer bucket or a shorter period	The columns would number more than 400.	Use Quarters or Years, or a later From date.
The footer says *Balance sheet is out of balance*.	Total Assets differs from Total Liabilities and Equity.	Run the Tie-Out for the same date to see which check fails.
Accumulated Depreciation or Owner's Draws looks like it adds to the total.	Contra accounts show their own balance as a positive number.	They are subtracted; see Sections and Which Accounts Appear in Them.
There is no Retained Earnings account to drill into.	Retained Earnings and Net Income are calculated, not posted.	Run the Profit and Loss for the fiscal year to see what makes up Net Income.
All figures are 0.00, or the report is empty.	The As Of date is before the company's first transaction (it opens as of today, which may be past your last entry).	Choose a date within the period you have recorded.

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Message or Symptom	Why It Happens	What to Do
Codes are not underlined.	The report has more than one column.	Run it with **Total** to drill down.

Related Topics

- Reports and The Report Frame
- Profit and Loss, which explains Net Income
- Cash Flow, which explains the change in cash
- Trial Balance and Tie-Out
- Retainage and WIP Schedules
- The Chart of Accounts

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profit and loss | income statement | gross profit | net income | cash basis | comparisons | classes

7.3 Profit and Loss

The **Profit and Loss** (also called an income statement) shows what the company earned and spent over a period and the **net income** that is left. It groups your accounts into income, cost of goods sold (your direct job costs), operating expenses and other income and expenses, with gross profit and net operating income along the way.

It is the most flexible report in Structally. You can split it into columns by month, quarter or year, or by class, location, item or job; compare it with another period; add dollar and percentage columns; and switch between the accrual and cash basis.

Before You Begin

- The figures come from posted transactions. Post the period's invoices, bills and expenses, and the month's WIP schedule, before relying on it.
- You need **View** or **Edit** access to **Reports**. **By Job** columns also need access to **Jobs & Costing**. See Who Can Use Reports.

Navigation

Reports → **Profit and Loss**.

Step by Step

1. Open **Reports** → **Profit and Loss**. It opens for this month to date.
2. Enter **Start** and **End**, for example 07/01/2026 and 09/30/2026, or click a **Report period** button.
3. Optionally choose **Display Columns By**, **Compare To** (with **Compare From** and **Compare to Date** for a custom period) and the **Show** boxes.
4. Leave **Accounting Basis** on **Accrual**, or click **Cash**.
5. Click **Run Report**.

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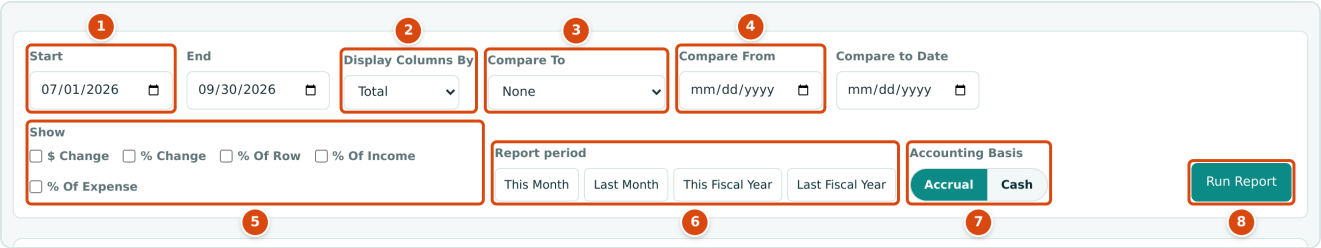

Figure 6-10 The Profit and Loss options for July 1 to September 30, 2026.

1. **Start** and **End**: the period, both days included.
2. **Display Columns By**: one Total column, or one column per month, quarter, year, class, location, item, SKU or job.
3. **Compare To**: add a comparison period.
4. **Compare From** and **Compare to Date**: the comparison dates when Compare To is **Custom Period**.
5. **Show**: extra columns: **$ Change**, **% Change**, **% Of Row**, **% Of Income**, **% Of Expense**.
6. **Report period**: **This Month**, **Last Month**, **This Fiscal Year**, **Last Fiscal Year**.
7. **Accounting Basis**: **Accrual** or **Cash**. Clicking the other one reruns the report at once.
8. **Run Report** runs the report with these options.

Field Reference

Field	Choices and Rules	Default
Start, **End**	The period. Start must be on or before End.	First of this month to today
Display Columns By	**Total**, **Months**, **Quarters**, **Years**; **By Class** and **By Location** (named after your company's labels for classes and locations) when active ones exist; **By Item** and **By SKU** when active items exist; **By Job** when Jobs & Costing is on, at least one job is Active, On Hold or Closed, and you can view Jobs & Costing. On the cash basis only Total, Months, Quarters and Years are offered.	Total
Compare To	**None**, **Previous Period**, **Previous Year**, **Year to Date**, **Previous Year to Date**, **Custom Period**.	None

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Field	Choices and Rules	Default
Compare From, **Compare to Date**	The comparison period for **Custom Period**; both required, Compare From on or before Compare to Date. Ignored for the other choices.	Empty
Show	**$ Change** and **% Change** (only with a comparison), **% Of Row** (only with more than one column), **% Of Income**, **% Of Expense**.	None ticked
Accounting Basis	**Accrual** or **Cash**.	Accrual

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Reading the Profit and Loss

Collapse All | Expand All | Amounts in USD

Cedar Ridge Contracting

Profit and Loss

July 1, 2026–September 30, 2026 · Accrual basis

Account	Total
1 ▾ **Income**	
4010 Construction Revenue	629,065.45
4030 Design and Consulting Revenue	97,665.00
4040 Service and Repair Revenue	20,700.00
2 4100 WIP Revenue Adjustment	56,476.13
Total Income	**803,906.58**
3 ▾ **Cost of Goods Sold**	
5030 Subcontractor Costs	428,653.29
5040 Materials	98,082.35
5050 Equipment Rental	76,241.64
5060 Permits and Fees	28,676.63
Total Cost of Goods Sold	**631,653.91**
4 **Gross Profit**	**172,252.67**
5 ▾ **Operating Expenses**	
6010 Office Expense	3,706.24
6020 Bank Fees	30.00
6030 Rent	9,600.00
6040 Utilities	1,360.64
6050 Insurance	3,581.32
6060 Vehicle and Fuel	4,108.26
6070 Software	3,736.18
6500 Depreciation Expense	3,000.00
Total Operating Expenses	**29,122.64**
6 **Net Operating Income**	**143,130.03**
▾ **Other Income**	
4020 Interest Income	654.22
▾ **Other Expenses**	
6600 Interest Expense	390.00
7 **Net Other Income**	**264.22**
8 **Net Income**	**143,394.25**

Accrual basis · Run Saturday, October 24, 2026 at 6:10 PM

Figure 6-11 The sample company's Profit and Loss for July 1 to September 30, 2026.

1. **Income**: your revenue accounts, then **Total Income**.
2. **4100 WIP Revenue Adjustment**: the revenue adjustments posted by your monthly WIP schedules (see below).
3. **Cost of Goods Sold**: your direct job cost accounts, then **Total Cost of Goods Sold**.

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4. **Gross Profit**: Total Income less Total Cost of Goods Sold.
5. **Operating Expenses**: overhead such as rent, insurance and depreciation, then **Total Operating Expenses**.
6. **Net Operating Income**: Gross Profit less Total Operating Expenses.
7. **Other Income** and **Other Expenses** (such as interest), netted in **Net Other Income**.
8. **Net Income**: Net Operating Income plus Net Other Income.

Each account appears in a section by its role in the Chart of Accounts:

Section	Account Roles
Income	Revenue, WIP Revenue Adjustment
Cost of Goods Sold	Direct Materials, Direct Subcontract, Direct Equipment, Direct Labor, Direct Other, Contract Loss Expense, Uninstalled Materials Deferral
Operating Expenses	Operating Expense, Depreciation
Other Income	Other Income, Gain Loss
Other Expenses	Interest Expense, Tax Expense, Other Expense

Only accounts with posted activity in the period appear, and the **Other Income** and **Other Expenses** headings appear only when they have an account to show. Click an account code to open its General Ledger for the same period.

WIP Revenue Adjustments

When you post a monthly WIP schedule, Structally adjusts each contract job's revenue to the revenue it has earned. The adjustments post to the **WIP Revenue Adjustment** account in Income: a positive amount when jobs are underbilled, a negative one when they are overbilled. Expected losses post to **Contract Loss Expense** and deferred uninstalled materials to **Uninstalled Materials Deferral**, both in Cost of Goods Sold. So the accrual Profit and Loss shows earned revenue, not just billed revenue.

In the sample company, 4100 WIP Revenue Adjustment was 42,393.91 in July, −64,057.62 in August and 78,139.84 in September (the figure under Columns by Month, Quarter or Year), for 56,476.13 in the quarter.

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Columns by Month, Quarter or Year

Choose **Months**, **Quarters** or **Years** to split the period. Each column is the Profit and Loss for its own dates, and a **Total** column on the right equals the plain report. The title becomes **Profit and Loss by Month** (or by Quarter, by Year).

Cedar Ridge Contracting

Profit and Loss by Month

July 1, 2026–September 30, 2026 · Accrual basis

Account	Jul 2026 (1)	Aug 2026	Sep 2026	Total (2)
▾ **Income**				
4010 Construction Revenue	210,734.97	271,905.48	146,425.00	629,065.45
4030 Design and Consulting Revenue	45,255.00	28,785.00	23,625.00	97,665.00
4040 Service and Repair Revenue	6,300.00	14,400.00	0.00	20,700.00
4100 WIP Revenue Adjustment	42,393.91	-64,057.62	78,139.84	56,476.13
Total Income	**304,683.88**	**251,032.86**	**248,189.84**	**803,906.58**
▾ **Cost of Goods Sold**				
5030 Subcontractor Costs	135,382.06	135,859.00	157,412.23	428,653.29
5040 Materials	27,509.16	35,268.36	35,304.83	98,082.35
5050 Equipment Rental	23,525.41	38,446.82	14,269.41	76,241.64
5060 Permits and Fees	9,355.73	5,275.00	14,045.90	28,676.63
Total Cost of Goods Sold	**195,772.36**	**214,849.18**	**221,032.37**	**631,653.91**
Gross Profit	**108,911.52**	**36,183.68**	**27,157.47**	**172,252.67**

Figure 6-12 Profit and Loss by Month for July to September 2026.

1. A month column. Each amount is a link to the General Ledger for that account and month.
2. **Total**: the whole period.

- Months are calendar months, labeled **Jul 2026**. Quarters and years follow your fiscal year, labeled **Q3 2026** and **2026** for a company whose year starts in January (or **FY2026** when it starts in another month).
- When Start or End cuts a month, quarter or year, that column is labeled with its actual dates, for example **Feb 15, 2026–Mar 31, 2026**.
- A request for more than 400 columns is refused with *Choose a longer bucket or a shorter period*.

Comparing Periods

Choose a **Compare To** option to add a **Previous** column beside each amount. The sheet header then reads, for example, *July 1, 2026–September 30, 2026 compared with July 1, 2025–September 30, 2025 · Accrual basis*.

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Compare To	Comparison Period	For July 1–September 30, 2026
Previous Period	The same number of days, ending the day before Start.	March 31–June 30, 2026
Previous Year	The same dates one year earlier (February 29 becomes February 28).	July 1–September 30, 2025
Year to Date	From the start of the fiscal year containing End, through End.	January 1–September 30, 2026
Previous Year to Date	Year to Date, one year earlier.	January 1–September 30, 2025
Custom Period	**Compare From** to **Compare to Date**.	Any dates you enter

Cedar Ridge Contracting

Profit and Loss

1 July 1, 2026–September 30, 2026 compared with July 1, 2025–September 30, 2025 · Accrual basis

Account	Total			
	Amount	2 Previous	3 $ Change	4 % Change
▾ **Income**				
4010 Construction Revenue	629,065.45	930,270.08	-301,204.63	-32.4%
4030 Design and Consulting Revenue	97,665.00	108,855.00	-11,190.00	-10.3%
4040 Service and Repair Revenue	20,700.00	6,975.00	13,725.00	196.8%
4100 WIP Revenue Adjustment	56,476.13	0.00	56,476.13	— 5
Total Income	**803,906.58**	**1,046,100.08**	**-242,193.50**	**-23.2%**

Figure 6-13 July to September 2026 compared with the same months of 2025.

1. The header names both periods.
2. **Previous**: the amount for the comparison period.
3. **$ Change**: the current amount less the previous amount.
4. **% Change**: the change as a percentage of the previous amount.
5. A dash (—) where the previous amount is 0.00, so no percentage can be worked out.

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With time or dimension columns, every column gets its own comparison: months are paired month by month with the comparison period cut the same way, and classes, locations, items and jobs are paired with themselves. A class or job that has amounts only in the comparison period still gets a column.

When % Change is shown, the footer states the rule:

Figure 6-14 The % change rule in the sheet footer.

The Show Columns

Show	What It Shows	Shown When
$ Change	Current amount − previous amount.	A comparison is chosen.
% Change	(Current − previous) ÷ the previous amount ignoring its sign, × 100.	A comparison is chosen.
% Of Row	This column's amount ÷ the row's Total, × 100.	There is more than one column (not on the Total column).
% Of Income	The amount ÷ the column's Total Income, × 100.	Always, when ticked.
% Of Expense	The amount ÷ the column's total expenses (Total Cost of Goods Sold + Total Operating Expenses + other expenses), × 100.	Always, when ticked.

Percentages have one decimal, rounded half up, and show a dash (—) when the amount they divide by is 0.00. A box ticked where it does not apply is ignored.

Columns by Class, Location, Item or Job

Choose **By Class**, **By Location**, **By Item**, **By SKU** or **By Job** to give each class, location, item or job its own column. An **Unassigned** column holds everything posted without one, and **Total** equals the plain report.

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Cedar Ridge Contracting

Profit and Loss by Class

July 1, 2026–September 30, 2026 · Accrual basis

Account	COM Commercial	REM Remodel	RES Residential	Unassigned	Total
▾ **Income**	1			2	3
4010 Construction Revenue	98,310.50	183,952.50	107,723.50	239,078.95	629,065.45
4030 Design and Consulting Revenue	2,025.00	31,095.00	64,545.00	0.00	97,665.00
4040 Service and Repair Revenue	14,400.00	6,300.00	0.00	0.00	20,700.00
4100 WIP Revenue Adjustment	0.00	0.00	0.00	56,476.13	56,476.13
Total Income	**114,735.50**	**221,347.50**	**172,268.50**	**295,555.08**	**803,906.58**

Figure 6-15 Profit and Loss by Class for July to September 2026.

1. A class column, headed by the class code and name.
2. **Unassigned**: lines posted without a class. Here it includes all WIP revenue adjustments and most overhead.
3. **Total**: its amounts are links to the General Ledger; the class columns are not.

Columns	Headings	Notes
By Class, **By Location**	Code and name, such as **COM Commercial** or **E East**.	Active ones first; an inactive one with amounts shows **(Inactive)**. The option is named after your company's label for classes or locations.
By Item	Item names, such as **Concrete (cubic yard)**.	Items are recorded on invoice and credit memo lines, so costs and other revenue fall in **Unassigned**.
By SKU	Item SKUs, such as **CONC**.	The same columns as By Item, headed by SKU.
By Job	Job number and name, such as **J-2004 Summit Tech Park Office Building**.	One column per job, which can be very wide; use **Export CSV** to work with it. Only users who can view Jobs & Costing are offered it.

Classes and locations come from Classes & Locations, items from Items, and jobs from Jobs & Costing.

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Accrual or Cash

On the **Accrual** basis (the default), income counts on the invoice date and costs on the bill or expense date. On the **Cash** basis, invoice and bill lines count only when, and as far as, they are paid:

- Invoices and bills count on the dates they are paid or have a credit applied; credit memos and vendor credits count when they are applied or refunded. Each counts in proportion across its lines. A bill paid half in August and half in September counts half in each month.
- Retainage held on an invoice or bill counts when the retainage release is paid.
- Everything else (expenses, bank entries, manual journal entries, deposits and so on) counts on its own date, exactly as on the accrual basis.
- WIP schedule adjustments are left out entirely, so **WIP Revenue Adjustment**, **Contract Loss Expense** and **Uninstalled Materials Deferral** do not appear.

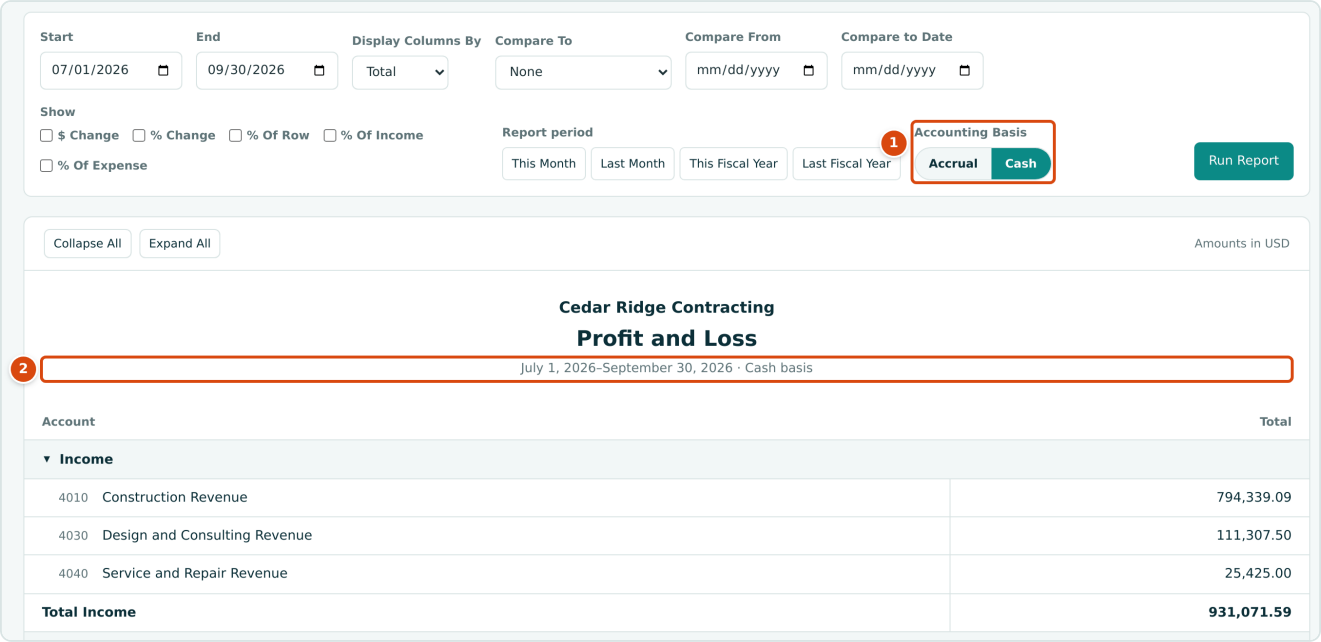

Figure 6-16 The same quarter on the cash basis.

1. **Accounting Basis** set to **Cash**.
2. The header ends with *Cash basis* (the footer says so too).

On the cash basis:

- **Display Columns By** offers only **Total**, **Months**, **Quarters** and **Years**. Switching to Cash while class, location, item, SKU or job columns are chosen resets the columns to Total.
- Comparisons and Show columns work as on the accrual basis, with both periods on the cash basis.
- Account codes and amounts are not links.

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- **Export CSV** names the file `profit-and-loss-cash-basis-⋯` and adds a **Basis** column reading **Cash**.

Only the Profit and Loss has a cash basis. Every other report, and the Home dashboard, stays on the accrual basis.

Worked Example: The Third Quarter of 2026

Run the Profit and Loss from 07/01/2026 to 09/30/2026 on the accrual basis (the figure in Reading the Profit and Loss):

Line	Arithmetic	Amount
Total Income	629,065.45 + 97,665.00 + 20,700.00 + 56,476.13	$803,906.58
Total Cost of Goods Sold	428,653.29 + 98,082.35 + 76,241.64 + 28,676.63	$631,653.91
Gross Profit	803,906.58 − 631,653.91	**$172,252.67**
Total Operating Expenses	Eight overhead accounts	$29,122.64
Net Operating Income	172,252.67 − 29,122.64	**$143,130.03**
Net Other Income	654.22 interest income − 390.00 interest expense	$264.22
Net Income	143,130.03 + 264.22	**$143,394.25**

Now click **Cash**. Total Income becomes $931,071.59 and Net Income $237,625.73:

- Income is higher because more invoice revenue was paid in the quarter than was invoiced in it, even though the $56,476.13 of WIP revenue adjustments no longer counts.
- Operating Expenses are $29,122.64 on both bases in this quarter. Expenses and journal entries count on their own date on both bases.

Compare with **Previous Year** and tick **$ Change** and **% Change** (the figure in Comparing Periods): Total Income fell by $242,193.50, or −23.2%, from $1,046,100.08 in the third quarter of 2025. Net income still rose from $132,486.61 to $143,394.25.

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Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
Start must be on or before end.	Start is after End.	Swap the dates.
This field is required. under **Compare From** or **Compare to Date**	**Custom Period** is chosen without both dates.	Enter both, or choose another Compare To option.
Compare from must be on or before compare to date.	The comparison dates are reversed.	Swap them.
Cash basis shows Total, Months, Quarters and Years.	A saved link asks for class, location, item, SKU or job columns on the cash basis.	Choose Total, Months, Quarters or Years, or switch to Accrual.
Choose a longer bucket or a shorter period	More than 400 columns were requested.	Use a longer bucket or a shorter period.
No eligible jobs defined.	**By Job** was requested, but no job is Active, On Hold or Closed.	Use another column choice.
A saved **By Job** link shows one Total column.	You cannot view Jobs & Costing, so job columns are not offered to you.	Ask a Company Admin for Jobs & Costing access.
No items defined	**By Item** or **By SKU** was requested, but the company has no items.	Add items, or use another column choice.
No classes defined or *No locations defined* shown above the report, with one Total column	A saved link asks for class or location columns, but the company has none.	Set them up in Classes & Locations.
$ Change, **% Change** or **% Of Row** is ticked but not shown.	They need a comparison, or more than one column.	Choose a Compare To option, or columns.

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Message or Symptom	Why It Happens	What to Do
The class or location column choices are missing.	No class or location is active.	Activate one in Classes & Locations.
A Report period button cleared my columns or comparison.	Ready-made dates run the report with their dates only (keeping the basis).	Click the dates first, then set the other options and **Run Report**.
Codes are not underlined.	The report is on the cash basis, or has dimension columns (only Total links).	Use the accrual basis, or click amounts in the Total column.

Related Topics

- Reports and The Report Frame
- Balance Sheet, whose Net Income equals this report for the fiscal year to date
- Cash Flow
- General Ledger
- WIP Schedules and Job Cost Reports
- Classes & Locations and Items

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cash flow | statement of cash flows | operating | investing | financing | cash

7.4 Cash Flow

The **Cash Flow** statement explains why the company's cash went up or down over a period. Profit and cash are not the same: a profitable month can still drain cash when customers pay slowly, when you pay down a loan, or when you buy equipment. The Cash Flow starts from **net income** and shows each of those differences, grouped into **operating**, **investing** and **financing** activities, until it arrives at the change in your cash accounts.

Before You Begin

- The figures come from posted transactions on the accrual basis.
- You need **View** or **Edit** access to **Reports**. See Who Can Use Reports.

Navigation

Reports → **Cash Flow**.

Step by Step

1. Open **Reports** → **Cash Flow**. It opens for this month to date.
2. Enter **Start** and **End**, for example 07/01/2026 and 09/30/2026, or click a **Report period** button (**This Month**, **Last Month**, **This Fiscal Year**, **Last Fiscal Year**).
3. Click **Run Report**.

The Cash Flow has no other options: one Total column, always on the accrual basis.

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Reading the Cash Flow

Collapse All | Expand All | Amounts in USD

Cedar Ridge Contracting

Cash Flow

July 1, 2026–September 30, 2026 · Accrual basis

Activity	Total
▾ **Operating**	
1 Net Income	143,394.25
Depreciation & Amortization of Assets	3,000.00
Gain/Loss Sale of Assets	0.00
2 Accounts Receivable	183,641.14
Inventories	0.00
Accounts Payable	-32,844.67
Other Current Assets	-67,652.01
Other Current Liabilities	12,675.88
3 **Total Operating**	**242,214.59**
4 ▾ **Investing**	
Equipment and property	0.00
Other long-term assets	0.00
Total Investing	**0.00**
5 ▾ **Financing**	
Equity contributed	0.00
Draws and distributions	-2,500.00
Short-term debt	0.00
Long-term debt	-3,000.00
Total Financing	**-5,500.00**
6 **Net Cash**	**236,714.59**
Opening Cash	1,225,733.81
7 Ending Cash	1,462,448.40
8 Unexplained	0.00

Accrual basis · Run Saturday, October 24, 2026 at 6:10 PM

Figure 6-17 The sample company's Cash Flow for July 1 to September 30, 2026.

1. **Net Income**: the same figure as the Profit and Loss for the period.
2. The operating adjustments: how much of the profit is tied up in, or released from, receivables, payables and other working capital. A positive amount adds cash; a negative amount uses cash.
3. **Total Operating**: cash from running the business.

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4. **Investing**: cash spent on (or received from) equipment, property and other long-term assets.
5. **Financing**: cash from owners and lenders, less draws and loan repayments.
6. **Net Cash**: Total Operating + Total Investing + Total Financing.
7. **Opening Cash** and **Ending Cash**: the total of your cash accounts the day before Start and at End.
8. **Unexplained**: Ending Cash − Opening Cash − Net Cash. It is 0.00 when the statement accounts for every change in your cash accounts.

How Structally Classifies Each Line

The statement works from the movement in each account over the period, classified by the account's **role** in the Chart of Accounts:

Section	Line	Account Roles Behind It
Operating	**Net Income**	All income, cost and expense accounts
Operating	**Depreciation & Amortization of Assets**	Depreciation (added back, since it uses no cash)
Operating	**Gain/Loss Sale of Assets**	Gain Loss (removed, since the sale proceeds are investing)
Operating	**Accounts Receivable**	Receivable and Retainage Receivable
Operating	**Inventories**	Inventory
Operating	**Accounts Payable**	Payable, Credit Card and Retainage Payable
Operating	**Other Current Assets**	Prepaid, Other Current Asset, Costs in Excess of Billings, Uninstalled Materials
Operating	**Other Current Liabilities**	Deferred Revenue, Tax Payable, Other Current Liability, Billings in Excess of Costs, Provision for Contract Losses
Investing	**Equipment and property**	Equipment, Accumulated Depreciation and Property
Investing	**Other long-term assets**	Other Long Term Asset

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Section	Line	Account Roles Behind It
Financing	**Equity contributed**	Owner Equity and Opening Balance Equity
Financing	**Draws and distributions**	Owner Draws
Financing	**Short-term debt**	Short Term Debt
Financing	**Long-term debt**	Long Term Debt

Cash means the accounts with the Cash role: your bank accounts and Undeposited Funds (in the sample company 1010 Operating Checking, 1020 Savings and 1050 Undeposited Funds). A credit card account is not cash; its balance change appears in the **Accounts Payable** line. A transfer or deposit between two cash accounts does not change Net Cash at all.

Every line is shown even when it is 0.00, and the lines always appear in the order above.

Equipment Bought on Account

Equipment bought on a vendor bill counts as an investing outflow when the bill is **paid**, not when it is entered. When a payment covers a bill with both equipment and other lines, **Pay Bills** asks how much is for **Equipment and Property (Investing)** (see Paying Bills).

Two notes can appear under the statement, each folded until you click it:

- **Non-Cash Investing and Financing Activities**: "Transactions that changed what the company owns or owes without moving cash. They are not counted in the sections above." It lists equipment acquired on a bill (on the bill date) and entries that bought an asset with a loan, with links to each bill or entry.
- **Note on Manual Journal Entries**: equipment put on account by a manual journal entry instead of a bill. Structally shows it when it was recorded, not when it is paid, "because a manual journal does not say which later payment settles it". Record equipment bought on account as a vendor bill to have it shown when paid.

The sample company has neither note for 2026: its equipment purchase that year, the $22,000.00 mini excavator, was recorded by a journal entry on April 8, 2026 and appears in **Equipment and property** for any period that includes that day.

Tying the Cash Flow to the Balance Sheet

The Cash Flow and the Balance Sheet describe the same books:

1. Run the Balance Sheet with **Display Columns By Quarters** (or Months) so that one column ends the day before your Cash Flow starts and another ends on its End date.

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2. Add up the cash accounts in each column. The first total is **Opening Cash**; the second is **Ending Cash**.
3. Their difference is **Net Cash**, and **Unexplained** is 0.00.
4. Each operating, investing and financing line is the change between the two columns in the accounts listed in the table above (with the sign turned around for assets: an increase in an asset uses cash).

The Tie-Out report runs this check for you: *Cash flow explains the change in cash* compares the change in cash since the books began with Net Cash for the same period.

	Account	Jun 30, 2026	Sep 30, 2026
	▾ Assets		
	▾ Current Assets		
1	1010 Operating Checking	1,020,293.54	1,180,275.15
2	1020 Savings	205,440.27	217,513.25
3	1050 Undeposited Funds	0.00	64,660.00

Figure 6-18 The three cash accounts on the Balance Sheet at June 30 and September 30, 2026.

1. **1010 Operating Checking**: 1,020,293.54 and 1,180,275.15.
2. **1020 Savings**: 205,440.27 and 217,513.25.
3. **1050 Undeposited Funds**: 0.00 and 64,660.00.

Worked Example: The Third Quarter of 2026

Run the Cash Flow from 07/01/2026 to 09/30/2026, and the Balance Sheet by Quarters from 04/01/2026 to 09/30/2026 (columns **Jun 30, 2026** and **Sep 30, 2026**).

Cash. Opening Cash is 1,020,293.54 + 205,440.27 + 0.00 = $1,225,733.81 and Ending Cash is 1,180,275.15 + 217,513.25 + 64,660.00 = $1,462,448.40, an increase of $236,714.59.

Where the increase came from. Each line is the change in its accounts between June 30 and September 30:

Line	Balance Sheet Change	Amount
Net Income	Profit and Loss, July 1–September 30, 2026	143,394.25
Depreciation & Amortization of Assets	1640 Accumulated Depreciation, 57,000.00 → 60,000.00	3,000.00

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Line	Balance Sheet Change	Amount
Accounts Receivable	1100 + 1110: 312,939.02 + 71,038.27 = 383,977.29 → 105,390.00 + 94,946.15 = 200,336.15 (a decrease frees cash)	183,641.14
Accounts Payable	2010 + 2100 + 2020: 247,560.81 + 912.02 + 19,190.15 = 267,662.98 → 190,203.41 + 1,000.88 + 43,614.02 = 234,818.31 (a decrease uses cash)	−32,844.67
Other Current Assets	1200 + 1400 + 1450: 1,500.00 + 148,595.86 + 0.00 = 150,095.86 → 0.00 + 217,747.87 + 0.00 = 217,747.87 (an increase uses cash)	−67,652.01
Other Current Liabilities	2400 + 2450: 112,263.44 → 124,939.32	12,675.88
Total Operating		**242,214.59**
Equipment and property	1630 unchanged at 160,500.00; the depreciation is already added back	0.00
Draws and distributions	3020 Owner's Draws, 27,500.00 → 30,000.00	−2,500.00
Long-term debt	2700 Equipment Loan, 27,000.00 → 24,000.00	−3,000.00
Total Financing		**−5,500.00**
Net Cash	242,214.59 + 0.00 − 5,500.00	**236,714.59**

Net Cash equals the increase in cash, so **Unexplained** is 0.00. The quarter's biggest source of cash, after its profit, was collecting receivables: accounts receivable and retainage receivable together fell by $183,641.14. Its biggest use was the growth in **Costs in Excess of Billings**, revenue earned on jobs but not yet billed.

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Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
Start must be on or before end.	Start is after End.	Swap the dates.
Unexplained is not 0.00.	The sections do not account for the whole change in cash.	Run the Tie-Out for the End date and check *Cash flow explains the change in cash*.
Paying the credit card from checking shows in Operating.	Credit card accounts are not cash; the payment lowers the card balance in the **Accounts Payable** line.	Nothing to fix.
An equipment bill does not show in Investing.	Equipment bought on a bill counts when the bill is paid.	Look in **Non-Cash Investing and Financing Activities**, or run the period in which you paid it.
A transfer from checking to savings does not show anywhere.	Both accounts are cash, so Net Cash does not change.	Nothing to fix.
Net Income differs from the Profit and Loss.	The Profit and Loss is on the cash basis.	The Cash Flow uses the accrual net income; set the Profit and Loss to **Accrual**.

Related Topics

- Reports
- Balance Sheet and Profit and Loss
- Tie-Out
- Paying Bills
- Bank and Cash Accounts

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trial balance | debits | credits | account balances | month end

7.5 Trial Balance

The **Trial Balance** lists every account with its balance at the end of a chosen day, in a **Debit** or a **Credit** column, and totals both columns. Because every journal entry Structally posts is balanced, the two totals are always equal; the report's real use is as a one-page list of every balance, to review before you close a month or to hand to your accountant.

Before You Begin

- You need **View** or **Edit** access to **Reports**. See Who Can Use Reports.

Navigation

Reports → **Trial Balance**.

Step by Step

1. Open **Reports** → **Trial Balance**. It opens as of today.
2. Enter the **As Of** date, for example 09/30/2026, or click a **Quick dates** button (**Today**, **Last Month End**, **Last Fiscal Year End**).
3. Click **Run Report**.
4. Click an account code to open its General Ledger from the start of the fiscal year to the As Of date.

Field	Description	Required	Example
As Of	Include every transaction dated on or before this day. Opens as today.	Yes	09/30/2026

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Reading the Trial Balance

Collapse All | Expand All | Amounts in USD

Cedar Ridge Contracting

Trial Balance

As of September 30, 2026 · Accrual basis

Account		Debit	Credit
1010	Operating Checking	1,180,275.15	0.00
1020	Savings	217,513.25	0.00
1050	Undeposited Funds	64,660.00	0.00
1100	Accounts Receivable	105,390.00	0.00
1110	Retainage Receivable	94,946.15	0.00
1200	Prepaid Insurance	0.00	0.00
1400	Costs in Excess of Billings	217,747.87	0.00
1450	Uninstalled Materials	0.00	0.00
1630	Equipment and Vehicles	160,500.00	0.00
1640	Accumulated Depreciation	0.00	60,000.00
2010	Accounts Payable	0.00	190,203.41
2020	Retainage Payable	0.00	43,614.02
2100	Company Credit Card	0.00	1,000.88
2400	Billings in Excess of Costs	0.00	124,939.32
2450	Provision for Contract Losses	0.00	0.00
2700	Equipment Loan	0.00	24,000.00
3000	Opening Balance Equity	0.00	102,000.00
3010	Owner's Capital	0.00	100,000.00
3020	Owner's Draws	30,000.00	0.00
4010	Construction Revenue	0.00	9,637,186.30
4020	Interest Income	0.00	5,063.71
4030	Design and Consulting Revenue	0.00	1,291,710.00
4040	Service and Repair Revenue	0.00	275,400.00
4100	WIP Revenue Adjustment	0.00	92,808.55
5030	Subcontractor Costs	4,731,124.89	0.00
5040	Materials	2,598,074.57	0.00
5050	Equipment Rental	1,594,159.18	0.00
5060	Permits and Fees	594,348.01	0.00
5900	Contract Loss Expense	0.00	0.00
5950	Uninstalled Materials Deferral	0.00	0.00
6010	Office Expense	58,666.91	0.00
6020	Bank Fees	525.00	0.00
6030	Rent	115,200.00	0.00
6040	Utilities	15,385.96	0.00
6050	Insurance	38,832.26	0.00
6060	Vehicle and Fuel	43,267.04	0.00
6070	Software	43,659.95	0.00
6500	Depreciation Expense	36,000.00	0.00
6600	Interest Expense	7,650.00	0.00
Total		**11,947,926.19**	**11,947,926.19**

Accrual basis · Run Saturday, October 24, 2026 at 6:26 PM

Debits equal credits

Figure 6-19 The sample company's Trial Balance as of September 30, 2026.

1. The account code opens the account's General Ledger.
2. **Debit**: the balance of accounts whose debits exceed their credits (assets, costs and expenses, owner's draws).
3. **Credit**: the balance of accounts whose credits exceed their debits (liabilities, equity, income, and contra assets).

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4. **1640 Accumulated Depreciation** is an asset account with a credit balance.
5. **3020 Owner's Draws** is an equity account with a debit balance.
6. **4010 Construction Revenue** shows all revenue since the books began, not only this year's (see below).
7. **Total**: the debit and credit column totals.
8. *Debits equal credits* appears when the two totals agree.

- Every account with posted activity on or before the As Of date is listed, in code order, even when its balance is 0.00. Accounts never used are left out (in the sample, 6080 Advertising and 6090 Professional Fees). Section headings such as 0100 Assets never appear.
- Each account's balance is its debits less its credits up to the As Of date, shown in whichever column it falls; the other column shows 0.00.
- **Income and expense accounts are never closed.** Structally does not post year-end closing entries, so their Trial Balance amounts run from the first transaction to the As Of date. The Balance Sheet splits the same amounts into **Retained Earnings** (earlier years) and **Net Income** (this fiscal year).

Clicking an account code opens its General Ledger from the start of the fiscal year to the As Of date. For an income or expense account, the ledger's opening balance is therefore everything posted in earlier years:

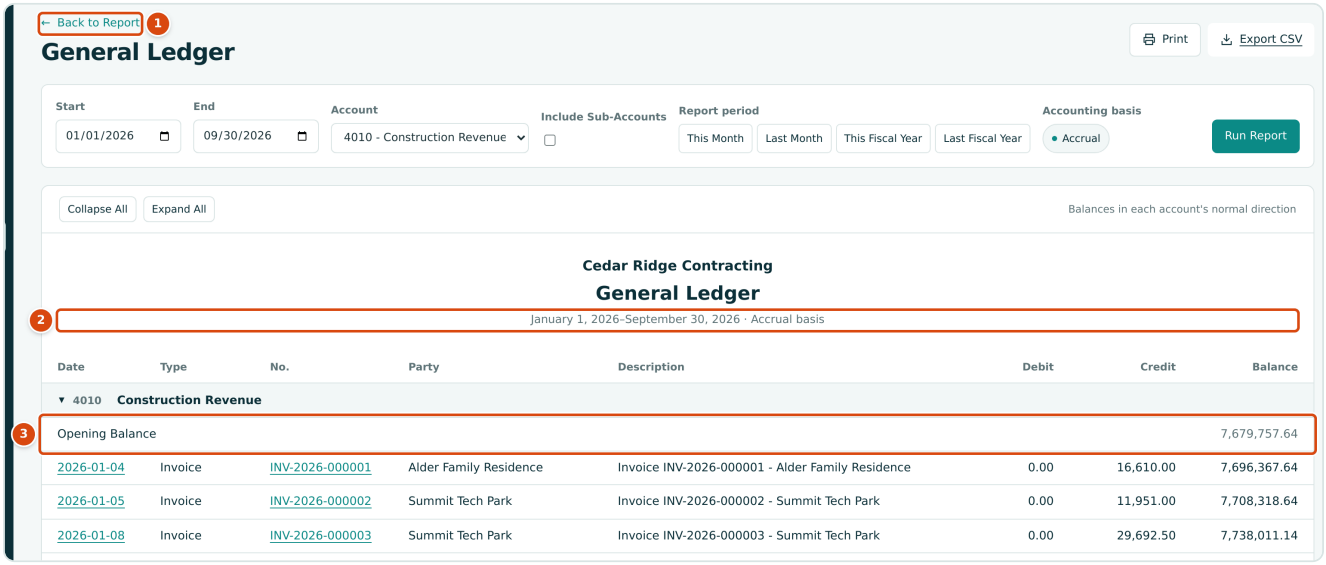

Figure 6-20 4010 Construction Revenue opened from the Trial Balance as of September 30, 2026.

1. **Back to Report** returns to the Trial Balance.
2. The ledger covers the fiscal year to date: January 1 to September 30, 2026.
3. **Opening Balance**: 7,679,757.64 of revenue from earlier years. Add this year's 1,957,428.66 and you reach the 9,637,186.30 on the Trial Balance.

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Parent Accounts

If your chart has sub-accounts, each parent account has a ▼. While open, the parent row shows only the amount posted directly to the parent, its sub-accounts follow, and a **Total** row (for example **Total Equipment**) shows the combined balance. Folded, the parent row shows the combined balance instead. The grand **Total** counts each account once. The sample company has no sub-accounts.

Using the Trial Balance to Check Balances

- **Against the Balance Sheet**: every asset, liability and equity account shows the same balance on both reports for the same date.
- **Against the Profit and Loss**: total income less total costs and expenses on the Trial Balance equals Retained Earnings plus Net Income on the Balance Sheet.
- **Against subledgers**: Accounts Payable, Accounts Receivable and the retainage accounts should equal the AP and AR aging totals and the retainage held on open documents. The Tie-Out report compares these for you.
- **Before closing**: look for balances that should be zero (a clearing account, Undeposited Funds after deposits) or that have the unusual side (a bank account in the Credit column is overdrawn).

Worked Example: Profit Since the Books Began

From the Trial Balance as of September 30, 2026:

	Arithmetic	Amount
Income (credits)	9,637,186.30 + 5,063.71 + 1,291,710.00 + 275,400.00 + 92,808.55	$11,302,168.56
Costs and expenses (debits)	4,731,124.89 + 2,598,074.57 + 1,594,159.18 + 594,348.01 + 58,666.91 + 525.00 + 115,200.00 + 15,385.96 + 38,832.26 + 43,267.04 + 43,659.95 + 36,000.00 + 7,650.00	$9,876,893.77
Profit since the books began	11,302,168.56 − 9,876,893.77	$1,425,274.79

On the Balance Sheet for the same date, Retained Earnings of $1,047,274.24 plus Net Income of $378,000.55 is also $1,425,274.79. The debit and credit totals are both $11,947,926.19.

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Exporting

Export CSV gives one row per account (and per parent **Total** row) with the columns **Code**, **Account**, **Debit**, **Credit**, **Row Type** and **Level**, and a final **Total** row. The file is named, for example, `trial-balance-2026-09-30.csv`.

Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
Enter a valid date.	The As Of date is incomplete.	Pick the date from the calendar.
This field is required.	As Of is empty.	Enter a date.
Only a **Total** row of 0.00 appears.	The As Of date is before the company's first transaction.	Choose a later date.
Revenue looks far too large for one year.	Income and expense accounts are never closed; they show all years.	Use the Profit and Loss for one year's figures.
Debits equal credits is missing from the footer.	The totals differ. Every posted entry is balanced, so this should not happen.	Run the Tie-Out for the same date to see the difference, and report it to your Company Admin.

Related Topics

- Reports
- Balance Sheet and Profit and Loss
- General Ledger
- Tie-Out
- The Chart of Accounts

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general ledger | account detail | running balance | opening balance | drill-down

7.6 General Ledger

The **General Ledger** lists every posted line in an account over a period, in date order, with the account's **opening balance**, a **running balance** after each line and the **closing balance**. Use it to see what makes up a balance on the Balance Sheet or Trial Balance, to find a transaction, or to explain a number on the Profit and Loss.

You usually reach it by clicking an account code on another report, but you can also run it for any account, or for all accounts at once.

Before You Begin

- You need **View** or **Edit** access to **Reports**. Opening the entries and documents behind each line needs access to their areas. See Who Can Use Reports.

Navigation

Reports → **General Ledger**, or click an account code on the Balance Sheet, Profit and Loss or Trial Balance. On an account's page in the Chart of Accounts, **Open in General Ledger** opens it too.

Step by Step

1. Open **Reports** → **General Ledger**. It opens for this month to date, for all accounts.
2. Enter **Start** and **End**, or click a **Report period** button.
3. In **Account**, choose one account, or leave **All Accounts**.
4. To include an account's sub-accounts, tick **Include Sub-Accounts**.
5. Click **Run Report**.

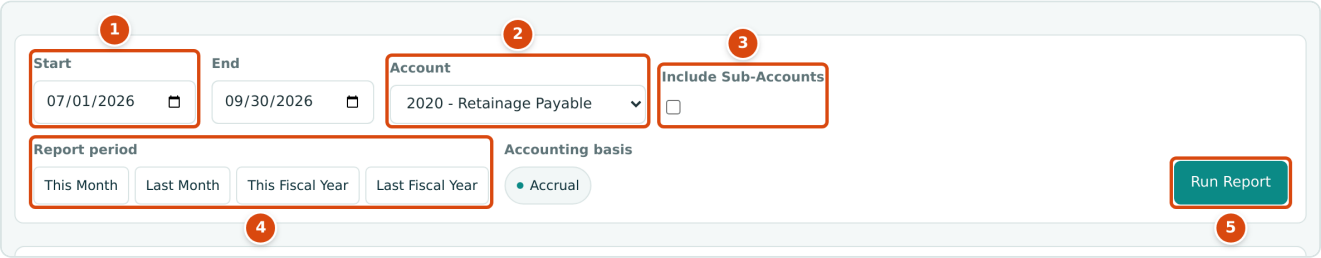

Figure 6-21 The General Ledger options for 2020 Retainage Payable.

1 **Start** and **End**: the period, both days included.

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2. **Account**: **All Accounts**, or one account, listed as code and name.
3. **Include Sub-Accounts**: also list every sub-account below the chosen account.
4. **Report period**: **This Month**, **Last Month**, **This Fiscal Year**, **Last Fiscal Year**. These keep the account you chose.
5. **Run Report**.

Field	Description	Required	Default
Start, **End**	The period. Start must be on or before End.	Yes	First of this month to today
Account	**All Accounts** or one account. The list includes the section headings (0100 Assets to 0600 Expenses), which hold no postings of their own.	No	All Accounts
Include Sub-Accounts	With one account chosen, also list its sub-accounts and a combined total.	No	Off

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Reading the General Ledger

Collapse All | Expand All | 8 Balances in each account's normal direction

Cedar Ridge Contracting

General Ledger

July 1, 2026–September 30, 2026 · Accrual basis

Date	Type	No.	Party	Description	Debit	Credit	Balance
1 ▼ 2020 **Retainage Payable**							
2 Opening Balance							19,190.15
3 2026-07-17	Bill	BILL-2026-000106 4	Overhead Roofing Co	Bill BILL-2026-000106 - Overhead Roofing Co	0.00	2,111.67	21,301.82 5
2026-07-18	Bill	BILL-2026-000107	Clearwater Plumbing	Bill BILL-2026-000107 - Clearwater Plumbing	0.00	1,995.00	23,296.82
2026-07-19	Bill	BILL-2026-000108	Brightline Electrical	Bill BILL-2026-000108 - Brightline Electrical	0.00	2,274.62	25,571.44
2026-08-17	Bill	BILL-2026-000119	Overhead Roofing Co	Bill BILL-2026-000119 - Overhead Roofing Co	0.00	2,111.67	27,683.11
2026-08-18	Bill	BILL-2026-000120	Clearwater Plumbing	Bill BILL-2026-000120 - Clearwater Plumbing	0.00	1,995.00	29,678.11
2026-08-19	Bill	BILL-2026-000121	Brightline Electrical	Bill BILL-2026-000121 - Brightline Electrical	0.00	2,274.62	31,952.73
2026-08-20	Bill	BILL-2026-000122	Precision Drywall	Bill BILL-2026-000122 - Precision Drywall	0.00	2,640.00	34,592.73
2026-09-17	Bill	BILL-2026-000130	Overhead Roofing Co	Bill BILL-2026-000130 - Overhead Roofing Co	0.00	2,111.67	36,704.40
2026-09-18	Bill	BILL-2026-000131	Clearwater Plumbing	Bill BILL-2026-000131 - Clearwater Plumbing	0.00	1,995.00	38,699.40
2026-09-19	Bill	BILL-2026-000132	Brightline Electrical	Bill BILL-2026-000132 - Brightline Electrical	0.00	2,274.62	40,974.02
2026-09-20	Bill	BILL-2026-000133	Precision Drywall	Bill BILL-2026-000133 - Precision Drywall	0.00	2,640.00	43,614.02
6 **Total for 2020 Retainage Payable**					**0.00**	**24,423.87**	**43,614.02**
7 **Total, All Accounts**					**0.00**	**24,423.87**	

Figure 6-22 The ledger of 2020 Retainage Payable for July to September 2026.

1. The account: code and name, with a ▼ to fold its lines.
2. **Opening Balance**: the account's balance at the end of the day before Start.
3. **Date**: opens the journal entry that posted the line.
4. **No.**: the document number, such as BILL-2026-000106, which opens the document. Entries without a document (manual journal entries, WIP schedule postings) show —.
5. **Balance**: the running balance after the line.
6. **Total for** the account: the period's debits and credits, and the closing balance.
7. **Total, All Accounts**: the debits and credits of every account shown.
8. *Balances in each account's normal direction*: a credit account like this one grows with credits, a debit account with debits.

Column	What It Shows
Date	The entry date, linked to the journal entry.

Column	What It Shows
Type	The kind of document that posted the line: **Bill**, **Invoice**, **Expense**, **Bill Payment**, **Customer Receipt**, **Deposit**, **Transfer**, **Bank Entry**, **Vendor Credit**, **Credit Memo**, **Refund**, **Reversal**, or **Journal Entry** for entries without a document.
No.	The document number, linked to the document, or —.
Party	The vendor or customer on the document, or —.
Description	The entry's description.
Debit, **Credit**	The line's amount on its side.
Balance	The running balance in the account's normal direction. A negative balance means the account has gone the other way, such as an overdrawn bank account.

Lines are in date order, and in the order they were posted within a day.

All Accounts

With **All Accounts**, every account with posted activity up to End gets its own block, in code order. An account with earlier postings but none in the period shows a single line with its balance:

1450	Uninstalled Materials — No activity in this period	0.00

Figure 6-23 An account with no activity in the period.

Including Sub-Accounts

Choose a parent account and tick **Include Sub-Accounts** to list the parent and every account below it, each indented under the one above, followed by a **Total** row with their combined debits, credits and closing balance. This is where the **Total** rows of the Balance Sheet and Profit and Loss lead. A section heading (0100 to 0600) cannot be used this way. The sample company has no sub-accounts.

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Worked Example: Retainage Payable for the Third Quarter

Run the General Ledger for **2020 - Retainage Payable** from 07/01/2026 to 09/30/2026 (the figure above).

Item	Amount
Opening Balance on July 1, 2026	$19,190.15
Credits: retainage held on 11 subcontractor bills	$24,423.87
Debits: retainage released	$0.00
Closing balance on September 30, 2026 (19,190.15 + 24,423.87)	$43,614.02

The closing balance is the **2020 Retainage Payable** amount on the Balance Sheet as of September 30, 2026. The last line, BILL-2026-000133 from Precision Drywall, holds $2,640.00: 10% of the $26,400.00 bill described in Entering a Bill. Clicking **BILL-2026-000133** opens that bill; clicking its date opens the journal entry.

Exporting

Export CSV gives one row per line with the columns **Code**, **Account**, **Date**, **Document**, **Party**, **Description**, **Debit**, **Credit** and **Balance**, plus an **Opening Balance** and a **Closing Balance** row for each account (and a **Combined Closing Balance** row with Include Sub-Accounts). The file is named, for example, `general-ledger-2020-2026-07-01-2026-09-30.csv`.

Very Long Ledgers

The page shows at most 5,000 lines. When the period holds more, an amber notice appears above the report: *Showing the first 5,000 of 12,345 lines. Opening balances, account totals and the grand total cover the full date range.* (the numbers are an example). Each account that has lines left out gets a row such as *120 more lines in this account not shown*. The opening balances, account totals, closing balances and grand totals still cover every line in the period, and **Export CSV** always contains every line. To see all the lines on the page, narrow the dates or choose an account.

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Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
Start must be on or before end.	Start is after End.	Swap the dates.
Choose a non-root account to include sub-accounts.	**Include Sub-Accounts** is ticked with a section heading (0100 to 0600) chosen.	Choose a real account, or untick Include Sub-Accounts.
The ledger shows *No activity in this period*.	The account had no postings between Start and End.	Widen the period.
An account is missing from All Accounts.	It has never been used up to End.	Nothing to fix.
Clicking a date or number shows **This Area Is Locked for You**.	Your role has no access to the area that holds the entry or document.	Ask a Company Admin for access to that area.
A WIP schedule posting shows Type **Journal Entry**.	WIP postings have no document of their own.	Read the description, or open the entry. The Journal report labels them **WIP Adjustment**.

Related Topics

- Reports
- Trial Balance and Balance Sheet
- Journal Report
- Account Registers, for bank and card accounts
- The Chart of Accounts

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journal | journal entries | debits | credits | audit | posted entries

7.7 Journal Report

The **Journal** report lists every journal entry posted in a period, in date order, with **all of its lines**: each account debited or credited, the line description and the amounts, and a total per entry. Every posted document writes a journal entry (a bill, an invoice, a payment, a WIP schedule), so this is the complete record of what reached your books, entry by entry.

Use it to review a month's postings line by line, to give your accountant the full journal, or to export every line to a spreadsheet.

Before You Begin

- You need **View** or **Edit** access to **Reports**. Opening an entry or a document from the report needs access to its area. See Who Can Use Reports.

Navigation

Reports → **Journal**. The report is called **Journal** on screen.

Step by Step

1. Open **Reports** → **Journal**. It opens for this month to date.
2. Enter **Start** and **End**, for example 09/01/2026 and 09/03/2026, or click a **Report period** button (**This Month**, **Last Month**, **This Fiscal Year**, **Last Fiscal Year**).
3. Click **Run Report**.
4. Click **Collapse All** to see just the entry headings and totals, or **Expand All** to see every line. Click an entry's ▼ to fold just that entry.

A busy month can hold hundreds of entries; use a short period on screen and **Export CSV** for long ones.

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Reading the Journal

Collapse All | Expand All | 1 7 entries

Cedar Ridge Contracting

Journal

September 1–3, 2026 · Accrual basis

Account	Description	Debit	Credit
▾2026-09-01 · **Expense** · EXP-2026-000123			
6030 Rent	Rent	3,200.00	0.00
1010 Operating Checking		0.00	3,200.00
Entry Total		**3,200.00**	**3,200.00**
▾2026-09-02 · **Expense** · EXP-2026-000124 · **Paperworks Office Supply**			
6010 Office Expense	Office Expense	26.17	0.00
2100 Company Credit Card		0.00	26.17
Entry Total		**26.17**	**26.17**
▾2026-09-02 · **Expense** · EXP-2026-000125 · **Hilltop Equipment Rental**			
5050 Equipment Rental	Equipment Rental	341.18	0.00
2100 Company Credit Card		0.00	341.18
Entry Total		**341.18**	**341.18**
▾2026-09-02 · **Expense** · EXP-2026-000126 · **Fuelstop Fleet Services**			
6060 Vehicle and Fuel	Vehicle and Fuel	281.05	0.00
2100 Company Credit Card		0.00	281.05
Entry Total		**281.05**	**281.05**
2 ▾2026-09-03 · **Bill** · 3 BILL-2026-000124 · **Ridgeline Lumber Supply**			
4 5030 Subcontractor Costs	Trade subcontract	4,368.09	0.00
5030 Subcontractor Costs	Trade subcontract	2,912.06	0.00
5030 Subcontractor Costs	Trade subcontract	353.50	0.00
5060 Permits and Fees	Permit and inspection	3,282.27	0.00
2010 Accounts Payable		0.00	10,915.92
5 **Entry Total**		**10,915.92**	**10,915.92**

Figure 6-24 The first five of the seven entries posted from September 1 to 3, 2026.

1. The number of entries in the period.
2. The entry heading: the entry **date** (a link to the journal entry), the **type** of posting, the **document number** and the **party**.
3. The document number opens the bill, invoice or other document that posted the entry.
4. One line of the entry: account code and name, the line description, and the **Debit** or **Credit** amount.

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5 **Entry Total**: the entry's debits and credits, which are always equal.

The type in each heading names what posted the entry, for example **Expense**, **Bill**, **Invoice**, **Bill Payment**, **Customer Receipt**, **Deposit**, **Transfer**, **Bank Entry**, **Journal Entry**, **WIP Adjustment**, **Job Cost Transfer**, **Opening Balances**, or a correction such as **Bill Void** or **Payment Reversal**. Entries without a document (manual journal entries, WIP schedule postings) show no number.

At the bottom, **Total, 7 Entries** adds up every line:

Total, 7 Entries	**93,804.32**	**93,804.32**

Figure 6-25 The grand total of the period's entries.

A period without postings shows *No entries in this period* and a total of 0.00.

How It Differs from Accounting → Journal Entries

Structally has two views of the journal:

Journal Entries New Journal Entry

Start 09/01/2026 **End** 09/03/2026 View

Date	Description	Type	Source Document	Total Debits
2026-09-01	Expense EXP-2026-000123	Expense	EXP-2026-000123	3,200.00
2026-09-02	Expense EXP-2026-000124 - Paperworks Office Supply	Expense	EXP-2026-000124	26.17
2026-09-02	Expense EXP-2026-000125 - Hilltop Equipment Rental	Expense	EXP-2026-000125	341.18
2026-09-02	Expense EXP-2026-000126 - Fuelstop Fleet Services	Expense	EXP-2026-000126	281.05
2026-09-03	Bill BILL-2026-000124 - Ridgeline Lumber Supply	Bill	BILL-2026-000124	10,915.92
2026-09-03	Invoice INV-2026-000050 - Summit Tech Park	Invoice	INV-2026-000050	28,080.00
2026-09-03	Invoice INV-2026-000051 - Alder Family Residence	Invoice	INV-2026-000051	50,960.00

Figure 6-26 Accounting → Journal Entries for the same three days.

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	Reports → Journal	Accounting → Journal Entries
What each row is	Every **line** of every entry, grouped under its entry	One row per **entry**
Columns	Account, Description, Debit, Credit	Date, Description, Type, Source Document, Total Debits
Totals	Per entry and for the period	None
Options	Start, End, Report period	Start, End, then **View**
Export and print	**Export CSV** and **Print**	None
Posting	Read-only	**New Journal Entry**, beside the page title, for users with Edit access to Accounting
Access	Reports area	Accounting area

Use **Journal Entries** to find an entry and to post or reverse manual entries (see Journal Entries); use the **Journal** report to read, print or export the lines.

Worked Example: September 1 to 3, 2026

Run the Journal from 09/01/2026 to 09/03/2026. It shows **7 entries**: four expenses (EXP-2026-000123 to EXP-2026-000126), one bill (BILL-2026-000124 from Ridgeline Lumber Supply) and two invoices (INV-2026-000050 and INV-2026-000051).

The Ridgeline bill's entry, in the figure, debits three **5030 Subcontractor Costs** lines and one **5060 Permits and Fees** line and credits **2010 Accounts Payable**:

Account	Debit	Credit
5030 Subcontractor Costs	4,368.09	
5030 Subcontractor Costs	2,912.06	

Account	Debit	Credit
5030 Subcontractor Costs	353.50	
5060 Permits and Fees	3,282.27	
2010 Accounts Payable		10,915.92

The period total is $93,804.32 on each side: 3,200.00 + 26.17 + 341.18 + 281.05 + 10,915.92 + 28,080.00 + 50,960.00.

Exporting

Export CSV gives one row per line with the columns **Date**, **Type**, **Document**, **Party**, **Account**, **Name**, **Description**, **Debit** and **Credit**, and a final **Total** row. The file is named, for example, `journal-2026-09-01-2026-09-03.csv`.

Very Long Journals

The page shows whole entries up to 5,000 lines. When the period holds more, an amber notice appears above the report, for example *Showing the first 1,200 of 3,400 entries (4,998 of 14,000 lines). The totals cover the full date range.*, and a row at the end says how many more entries are not shown. The **Total** row still covers every entry in the period, and **Export CSV** always contains every line. Narrow the dates to see every entry on the page.

Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
Start must be on or before end.	Start is after End.	Swap the dates.
No entries in this period	Nothing was posted between Start and End. Drafts never appear.	Check the dates, or post the drafts.
A document is missing.	It is still a draft, or it is dated outside the period.	Post it, or widen the period.

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Message or Symptom	Why It Happens	What to Do
A voided bill still appears.	The original entry stays; the void adds a separate **Bill Void** entry.	Read both entries together. See Reversing and Correcting Transactions.
The page is very long.	A long period holds many entries.	Use **Collapse All**, a shorter period, or **Export CSV**.

Related Topics

- Reports
- Journal Entries
- General Ledger
- Reversing and Correcting Transactions
- How Structally Records Transactions

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tie-out | month end | reconciliation | subledger | control accounts | checks

7.8 Tie-Out

The **Tie-Out** report runs a set of checks that prove your books agree with themselves at a date: that debits equal credits, that the balance sheet balances, and that each **control account** (Accounts Payable, Accounts Receivable, the retainage accounts, the accounts that hold customer receipts) agrees with the documents behind it. It also lists the latest completed bank reconciliation of each account.

Run it as part of every month end, after posting the month's work and before sending reports to anyone. When every check agrees, the Balance Sheet, the aging reports and the Cash Flow can be relied on together.

Before You Begin

- You need **View** or **Edit** access to **Reports**. See Who Can Use Reports.

Navigation

Reports → **Tie-Out**.

Step by Step

1. Open **Reports** → **Tie-Out**. It opens as of today.
2. Enter the **As Of** date, for example 09/30/2026, or click a **Quick dates** button (**Today**, **Last Month End**, **Last Fiscal Year End**).
3. Click **Run Report**.
4. Read the banner. If a check does not agree, follow When a Check Does Not Agree.

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Reading the Tie-Out

1 All 10 checks agree

2 10 of 10 checks agree

Cedar Ridge Contracting

Tie-Out

As of September 30, 2026 · Accrual basis

Check	Books	Compared With (5)	Difference (6)	Result
Debits equal credits Total debits vs total credits on the trial balance	11,947,926.19	11,947,926.19	0.00	Agrees
Balance sheet balances Total assets vs total liabilities and equity	1,981,032.42	1,981,032.42	0.00	Agrees
Net income agrees with equity Profit and loss since the first entry vs retained earnings plus current-year net income	1,425,274.79	1,425,274.79	0.00	Agrees
3 Unpaid bills agree with Accounts Payable AP aging total vs the Accounts Payable account	4 190,203.41	190,203.41	0.00	Agrees 7
Retainage held agrees with Retainage Payable Retainage held on posted bills vs the Retainage Payable account	43,614.02	43,614.02	0.00	Agrees
Unpaid invoices agree with Accounts Receivable AR aging total vs the Accounts Receivable account	105,390.00	105,390.00	0.00	Agrees
Retainage held agrees with Retainage Receivable Retainage held on posted invoices vs the Retainage Receivable account	94,946.15	94,946.15	0.00	Agrees
Receipts and deposits agree with 1010 Operating Checking Account balance vs receipts recorded into it, deposits made into or from it and all other activity	1,180,275.15	1,180,275.15	0.00	Agrees
Receipts and deposits agree with 1050 Undeposited Funds Account balance vs receipts recorded into it, deposits made into or from it and all other activity	64,660.00	64,660.00	0.00	Agrees
8 Cash flow explains the change in cash Change in cash accounts since the first entry (or the books start) vs net cash on the cash flow statement	1,302,448.40	1,302,448.40	0.00	Agrees

Figure 6-27 The sample company's Tie-Out as of September 30, 2026.

1. The banner: *All 10 checks agree*, or *2 of 10 checks need attention* when some do not.
2. The count of checks that agree, such as *10 of 10 checks agree*.
3. **Check**: what is compared, with a line explaining how.
4. **Books**: the first figure. Where it is underlined, it opens the report it comes from (AP Aging, AR Aging or Cash Flow) for the same date.
5. **Compared With**: the figure it must equal.
6. **Difference**: Books − Compared With.
7. **Result**: **Agrees**, or **Off by** the difference.
8. *Cash flow explains the change in cash*, always the last check.

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What Each Check Compares

The checks appear in this order. The retainage checks appear only when the company has the retainage account or holds retainage; there is one *Receipts and deposits* check for each cash account that customer receipts are recorded into or deposits are made from or into.

Check	Books	Compared With
Debits equal credits	Total debits on the Trial Balance	Total credits on the Trial Balance
Balance sheet balances	Total assets on the Balance Sheet	Total liabilities and equity
Net income agrees with equity	Profit and loss from the first entry to the As Of date	Retained Earnings plus Net Income on the Balance Sheet
Unpaid bills agree with Accounts Payable	The AP Aging total: open bills (less retainage held), less unapplied payments and vendor credits	The balance of the Accounts Payable account
Retainage held agrees with Retainage Payable	Retainage held on posted bills, less retainage released	The balance of the Retainage Payable account
Unpaid invoices agree with Accounts Receivable	The AR Aging total: open invoices (less retainage held), less unapplied receipts and credit memos	The balance of the Accounts Receivable account
Retainage held agrees with Retainage Receivable	Retainage held on posted invoices, less retainage released	The balance of the Retainage Receivable account
Receipts and deposits agree with an account, for example *1050 Undeposited Funds*	The account's balance	Receipts recorded into it and not yet deposited, plus deposits made into it, plus all its other activity

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Check	Books	Compared With
Cash flow explains the change in cash	The change in your cash accounts from the first entry (or from the books start date set in Opening Balances) to the As Of date	Net Cash on the Cash Flow for the same period

A retainage check also fails when the company has no **active** retainage account of that kind, even if the difference is 0.00.

Completed Reconciliations

Below the checks, a second sheet lists every account with at least one completed bank reconciliation. It is for information and is not one of the checks.

Completed reconciliations

Cedar Ridge Contracting

Completed Reconciliations

As of September 30, 2026 · Accrual basis

Account		1 Reconciled Through	Statement Balance	Book Balance	2 Uncleared
1010	Operating Checking	2026-08-31	1,090,646.86	1,090,646.86	0.00
1020	Savings	2026-09-30	217,513.25	217,513.25	0.00
2100	Company Credit Card	2026-09-30	1,000.88	1,000.88	0.00

Accrual basis · Run Saturday, October 24, 2026 at 6:09 PM

Figure 6-28 The latest completed reconciliations in the sample company.

1. **Reconciled Through**: the statement date of the account's latest completed reconciliation.
2. **Uncleared**: **Book Balance** at that date less the **Statement Balance**.

The sheet always shows the **latest** completed reconciliation, whatever the As Of date. *None* means no reconciliation has been completed yet.

Worked Example: September 30, 2026

Run the Tie-Out as of 09/30/2026. All ten checks agree:

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- *Net income agrees with equity*: 1,425,274.79 on both sides, the profit since the books began, which is Retained Earnings of $1,047,274.24 plus Net Income of $378,000.55 on the Balance Sheet.
- *Unpaid bills agree with Accounts Payable*: 190,203.41, the AP Aging's **Company Total** and the balance of 2010 Accounts Payable. Retainage of $43,614.02 is checked separately against 2020 Retainage Payable.
- *Unpaid invoices agree with Accounts Receivable*: 105,390.00; retainage receivable of $94,946.15 is checked separately.
- *Receipts and deposits agree with 1050 Undeposited Funds*: 64,660.00, receipts waiting to be deposited.
- *Cash flow explains the change in cash*: 1,302,448.40, the growth of the cash accounts since the books start, equal to Net Cash on the Cash Flow for the same period.

Under Completed Reconciliations, 1010 Operating Checking is reconciled through August 31, 2026 and 1020 Savings and 2100 Company Credit Card through September 30, 2026, each with 0.00 uncleared.

When a Check Does Not Agree

A failing row is highlighted and its **Result** reads **Off by** the difference; the banner says how many checks need attention. Work through it like this:

Check That Fails	Where to Look
Unpaid bills agree with Accounts Payable or *Unpaid invoices agree with Accounts Receivable*	Click the **Books** amount to open the aging report, and run the General Ledger for the control account. Look for manual journal entries posted straight to Accounts Payable or Accounts Receivable: they change the account but not any bill or invoice.
A retainage check	Run the General Ledger for the retainage account. Check that the account is active in the Chart of Accounts.
Receipts and deposits agree with an account	Review the account's receipts and deposits, and its General Ledger.
Cash flow explains the change in cash	Click the **Books** amount to open the Cash Flow for the same period and look at **Unexplained**.
Debits equal credits, *Balance sheet balances* or *Net income agrees with equity*	These should always agree, because every posted entry is balanced. Report a failure to your Company Admin.

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Correct a mistake with the document's own correction (void, reverse, unapply) or a journal entry, then run the Tie-Out again. See Reversing and Correcting Transactions and Finding Unexpected Balances.

Exporting

Export CSV gives one row per check with the columns **Kind**, **Check**, **Label**, **Books**, **Compared With**, **Difference** and **Result**, followed by one **Reconciliation** row per reconciled account. The file is named, for example, `tie-out-2026-09-30.csv`.

Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
2 of 10 checks need attention (or similar)	Some checks do not agree.	See When a Check Does Not Agree.
Enter a valid date.	The As Of date is incomplete.	Pick the date from the calendar.
Every figure is 0.00.	The As Of date is before the first transaction.	Choose a later date.
A reconciliation date is later than the As Of date.	Completed Reconciliations always shows the latest one.	Nothing to fix.

Related Topics

- Reports
- Aging Reports and Cash Flow
- Trial Balance and Balance Sheet
- Reconciling an Account
- Retainage
- Finding Unexpected Balances

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ap aging | ar aging | accounts payable | accounts receivable | overdue | retainage | collections

7.9 Aging Reports

The **AP Aging** report lists what you owe each vendor on unpaid bills, and the **AR Aging** report what each customer owes you on unpaid invoices, sorted into columns by how far past due each document is. Use AP Aging to plan payments and AR Aging to chase collections, and run both at each month end: their totals must agree with the Accounts Payable and Accounts Receivable accounts.

The two reports work the same way; this page describes both.

Before You Begin

- Bills and invoices count from the day they are posted. Their **Due Date** (set by the payment terms) decides how old they are.
- You need **View** or **Edit** access to **Reports**. Opening a vendor or customer from the report needs access to Vendors & Bills or Customers & Invoices. See Who Can Use Reports.

Navigation

Reports → **AP Aging**, or **Reports** → **AR Aging**.

Step by Step

1. Open **Reports** → **AP Aging** (or **AR Aging**). It opens as of today.
2. Enter the **As Of** date, for example 09/30/2026, or click a **Quick dates** button (**Today**, **Last Month End**, **Last Fiscal Year End**).
3. Click **Run Report**.
4. Click **Detail** beside a vendor or customer to list their open documents, or click the name to open their page.

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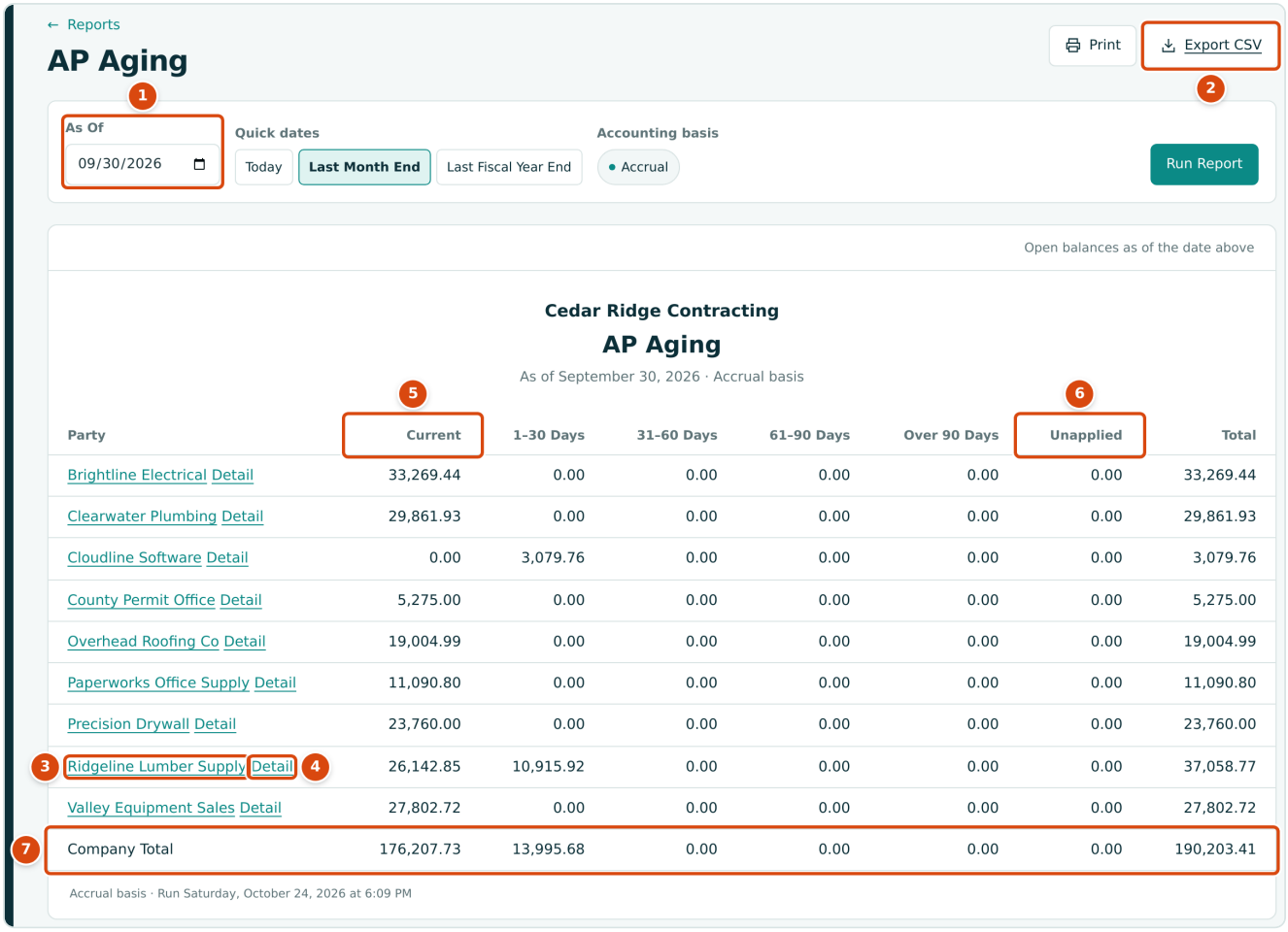

Party	Current	1–30 Days	31–60 Days	61–90 Days	Over 90 Days	Unapplied	Total
Brightline Electrical Detail	33,269.44	0.00	0.00	0.00	0.00	0.00	33,269.44
Clearwater Plumbing Detail	29,861.93	0.00	0.00	0.00	0.00	0.00	29,861.93
Cloudline Software Detail	0.00	3,079.76	0.00	0.00	0.00	0.00	3,079.76
County Permit Office Detail	5,275.00	0.00	0.00	0.00	0.00	0.00	5,275.00
Overhead Roofing Co Detail	19,004.99	0.00	0.00	0.00	0.00	0.00	19,004.99
Paperworks Office Supply Detail	11,090.80	0.00	0.00	0.00	0.00	0.00	11,090.80
Precision Drywall Detail	23,760.00	0.00	0.00	0.00	0.00	0.00	23,760.00
3 Ridgeline Lumber Supply Detail 4	26,142.85	10,915.92	0.00	0.00	0.00	0.00	37,058.77
Valley Equipment Sales Detail	27,802.72	0.00	0.00	0.00	0.00	0.00	27,802.72
7 Company Total	176,207.73	13,995.68	0.00	0.00	0.00	0.00	190,203.41

Figure 6-29 The sample company's AP Aging as of September 30, 2026.

1. **As Of**: the date the balances and ages are worked out at.
2. **Export CSV** downloads the table.
3. The vendor (or customer) name opens their page.
4. **Detail** adds a sheet with this vendor's open documents (see The Detail Sheet).
5. **Current**: documents not yet past due. Then **1–30 Days**, **31–60 Days**, **61–90 Days** and **Over 90 Days** past due.
6. **Unapplied**: payments and credits not yet applied to a document, as a negative amount. **Total** is the bucket amounts plus Unapplied.
7. **Company Total**: the column totals. The Total must equal the Accounts Payable (or Accounts Receivable) balance on the same date.

How Amounts and Ages Are Worked Out

- **What is included.** Posted bills (AP) or invoices (AR) dated on or before the As Of date with an open balance. Drafts are never included. A document voided after the As Of date still counts, because it was open on that date.

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- **Open balance.** The document total, less any retainage held on it, less the payments and credits applied to it on or before the As Of date. Payments made after the As Of date do not reduce it.
- **Age.** Days past due = As Of date − due date (or the document date when there is no due date). Zero or fewer days is **Current**; 1 to 30 days is **1–30 Days**; 31 to 60 is **31–60 Days**; 61 to 90 is **61–90 Days**; more is **Over 90 Days**.
- **Unapplied.** Vendor payments (AP) or customer receipts (AR) not yet applied to a document, and vendor credits (AP) or credit memos (AR) not yet applied or refunded, as of the date. They reduce the party's total.
- **Who is listed.** Every vendor or customer with an open document or an unapplied amount, in name order. *None* means nothing is open.

Retainage

Retainage is not in the aging reports. A subcontractor bill of 26,400.00 with 10% retainage ages only its 23,760.00 amount due; the 2,640.00 held waits in Retainage Payable until you release it. The same applies to invoices and Retainage Receivable. So:

- The aging totals agree with **Accounts Payable** and **Accounts Receivable**, not with the retainage accounts.
- Retainage held is checked separately on the Tie-Out, and a customer's retainage appears on their statement as **Retainage Held**.
- When retainage is released, the release document is a new bill or invoice and ages like any other. See Releasing Retainage.

A Vendor You Have Overpaid

When a vendor's **Unapplied** amount is larger than its open bills, its **Total** is negative: you have paid ahead. The Balance Sheet shows the total of such amounts as **Vendor Advances**.

The Detail Sheet

Click **Detail** beside a party to add a second sheet below the report, named after them. The address keeps the As Of date, so the detail matches the row.

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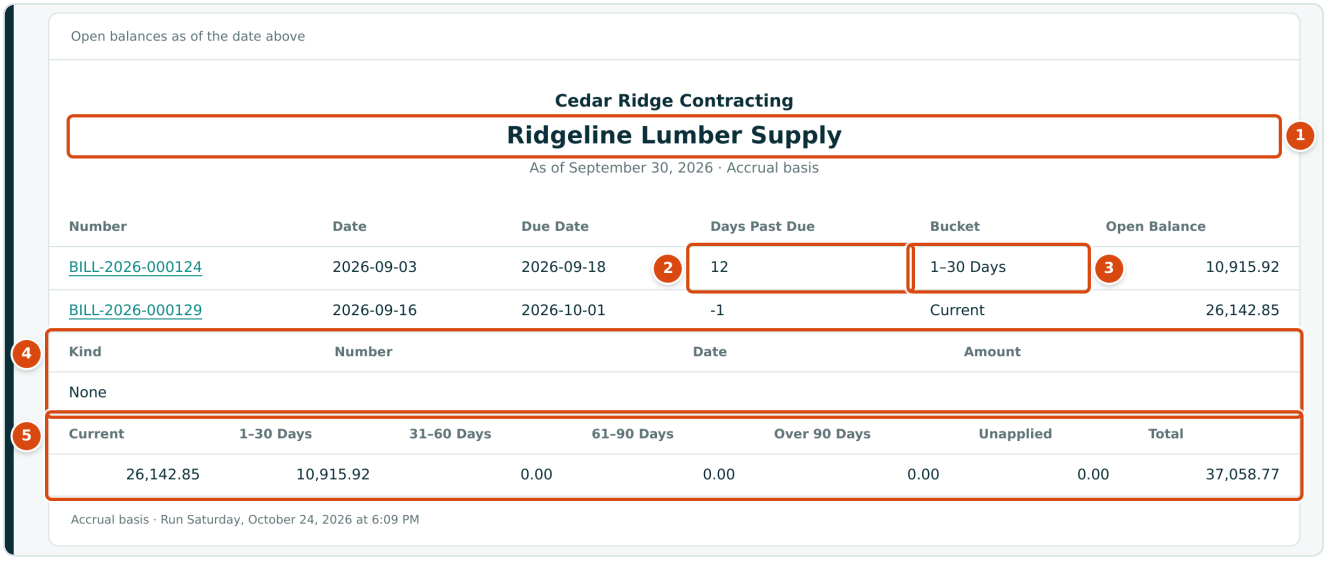

Open balances as of the date above

Cedar Ridge Contracting

Ridgeline Lumber Supply (1)

As of September 30, 2026 · Accrual basis

Number	Date	Due Date	Days Past Due	Bucket	Open Balance
BILL-2026-000124	2026-09-03	2026-09-18	(2) 12	(3) 1–30 Days	10,915.92
BILL-2026-000129	2026-09-16	2026-10-01	-1	Current	26,142.85

(4)

Kind	Number	Date	Amount
None			

(5)

Current	1–30 Days	31–60 Days	61–90 Days	Over 90 Days	Unapplied	Total
26,142.85	10,915.92	0.00	0.00	0.00	0.00	37,058.77

Accrual basis · Run Saturday, October 24, 2026 at 6:09 PM

Figure 6-30 The detail for Ridgeline Lumber Supply as of September 30, 2026.

1. The vendor or customer the detail is for.
2. **Days Past Due**: As Of date − due date. A negative number means the document is not due yet.
3. **Bucket**: the column the document falls in.
4. The unapplied payments and credits, with **Kind** (**Payment** or **Vendor credit** on AP; **Receipt** or **Credit memo** on AR), **Number**, **Date** and **Amount**. *None* when there are none.
5. The party's totals, the same as their row in the report.

Each document number opens the bill or invoice; each unapplied number opens the payment, receipt or credit.

Worked Example: Ridgeline Lumber Supply on September 30, 2026

The AP Aging as of 09/30/2026 shows **Ridgeline Lumber Supply** with 26,142.85 **Current**, 10,915.92 in **1–30 Days** and a **Total** of 37,058.77. Its detail explains why:

Bill	Date	Due Date	Days Past Due	Bucket	Open Balance
BILL-2026-000124	2026-09-03	2026-09-18	30 − 18 = 12	1–30 Days	10,915.92
BILL-2026-000129	2026-09-16	2026-10-01	−1	Current	26,142.85

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The **Company Total** of 190,203.41 equals the balance of **2010 Accounts Payable** on the same date, which the Tie-Out confirms. The $43,614.02 of retainage held on subcontractor bills is not part of it.

On the **AR Aging** for the same date, **Summit Tech Park** owes 14,040.00, all **Current**: the rest of invoice INV-2026-000050 (28,080.00, due 2026-10-03) after a receipt of 14,040.00 on September 26. The $94,946.15 of retainage Summit Tech Park holds is not aged.

Open balances as of the date above

Cedar Ridge Contracting

AR Aging

As of September 30, 2026 · Accrual basis

Party	Current	1–30 Days	31–60 Days	61–90 Days	Over 90 Days	Unapplied	Total
Greenfield Library Detail	43,275.00	0.00	0.00	0.00	0.00	0.00	43,275.00
Larkspur Dental Detail	39,885.00	0.00	0.00	0.00	0.00	0.00	39,885.00
Riverside Community Church Detail	8,190.00	0.00	0.00	0.00	0.00	0.00	8,190.00
(1) Summit Tech Park Detail	14,040.00	0.00	0.00	0.00	0.00	0.00	14,040.00
(2) Company Total	105,390.00	0.00	0.00	0.00	0.00	0.00	105,390.00

Accrual basis · Run Saturday, October 24, 2026 at 6:09 PM

Figure 6-31 The AR Aging as of September 30, 2026.

1. **Summit Tech Park**: 14,040.00 current.
2. **Company Total**: 105,390.00, the balance of 1100 Accounts Receivable.

Exporting and Printing

Export CSV gives one row per vendor or customer with the columns **Party**, **Current**, **1-30 Days**, **31-60 Days**, **61-90 Days**, **Over 90 Days**, **Unapplied** and **Total**, and a **Company Total** row. The file is named `ap-aging-2026-09-30.csv` or `ar-aging-2026-09-30.csv`. The detail sheet is not included in the file. **Print** prints the report and, when it is open, the detail sheet.

Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
Enter a valid date.	The As Of date is incomplete.	Pick the date from the calendar.

Message or Symptom	Why It Happens	What to Do
A bill or invoice is missing.	It is a draft, it is dated after the As Of date, or it was fully paid by then.	Post it, or check its date and payments.
A paid document still shows.	The payment is dated after the As Of date.	Run the report for a later date.
An old invoice is still **Current**.	Its due date is on or after the As Of date; ages run from the due date, not the invoice date.	Check the due date and terms on the invoice.
The total is less than the vendor's bills.	Retainage held is left out, and unapplied payments and credits are subtracted.	See Retainage.
A vendor's total is negative.	You have paid or credited more than its open bills.	Apply the payment or credit to a bill, or see Vendor Advances on the Balance Sheet.
The Company Total differs from the account on the Balance Sheet.	Something posted to the control account outside bills, invoices and payments.	Run the Tie-Out and follow its advice.

Related Topics

- Reports
- Paying Bills and Receiving Customer Payments
- The Payables Overview and The Receivables Overview
- Customer Statements
- Retainage and Releasing Retainage
- Tie-Out

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customer statement | statements | accounts receivable | collections | retainage | print

7.10 Customer Statements

A **customer statement** lists everything that changed one customer's balance over a period: the opening balance, each invoice, receipt, credit memo and refund, and the closing balance, with the amount due split by age. Use it to answer "what do we owe you?" calls, to chase overdue amounts, or to give a customer a summary of their account. For construction customers it also shows the **retainage** they are holding.

Before You Begin

- The customer exists and has posted invoices or payments.
- You need **View** or **Edit** access to **Reports**. Opening invoices and receipts from the statement needs access to **Customers & Invoices**. See Who Can Use Reports.

Navigation

Reports → **Statements**, or **Statement** on a customer's page (**Customers & Invoices** → **Customers** → the customer).

Step by Step

1. Open **Reports** → **Statements**. Until you choose a customer, the page says *Choose a customer to run the statement*.
2. In **Customer**, type part of the name and choose the customer. Only active customers are listed.
3. Enter **Start** and **End**, or click a **Report period** button. The period starts as your fiscal year to date.
4. Click **Run Report**.

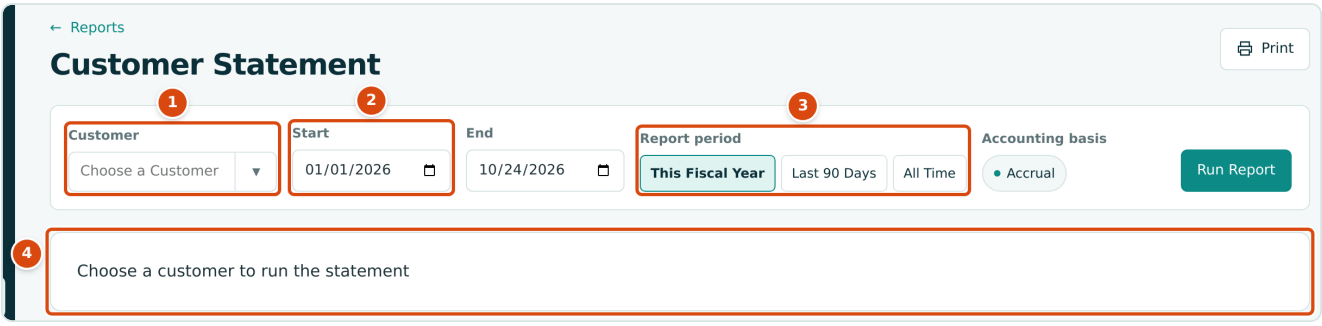

Figure 6-32 The Statements page before a customer is chosen.

1 **Customer**: a searchable list of your active customers.

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2. **Start** and **End**: the statement period.
3. **Report period**: **This Fiscal Year** (the start of the fiscal year to today), **Last 90 Days** (90 days ago to today) and **All Time** (the customer's first transaction to today).
4. The message shown until a customer is chosen. **Export CSV** appears once the statement has run.

From a customer's page, **Statement** opens the statement for that customer from the start of the fiscal year to today, and the back link reads **Back to** followed by the customer's name.

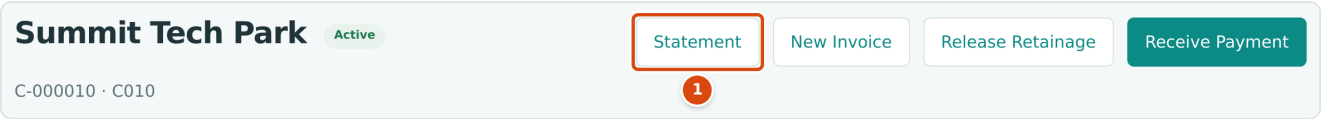

Figure 6-33 The Statement button on a customer's page.

1. **Statement** opens this customer's statement.

Reading the Statement

Open items as of the end date

Cedar Ridge Contracting

Customer Statement

July 1, 2026–September 30, 2026 · Accrual basis

1 BILL TO
Summit Tech Park

Amount due
2 **14,040.00**
Nothing past due
3 Retainage Held **94,946.15**
Total Outstanding Including Retainage **108,986.15**

Date	Transaction	Description	Charges	Credits	Balance
4 2026-07-01	Opening balance				123,090.02
2026-07-15	Receipt RCPT-2026-000050	check · INV-2026-000037, applied to INV-2026-000037		118,430.52	4,659.50
5 2026-07-25	Invoice INV-2026-000044	Pay Application 8 · J-2004 Summit Tech Park Office Building · period to 2026-07-25 · due 2026-08-14 · Gross invoice 104,989.47 less retainage 10,498.94	94,490.53		99,150.03
2026-08-09	Receipt RCPT-2026-000056	check · INV-2026-000036, applied to INV-2026-000036		4,659.50	94,490.53
2026-08-14	Receipt RCPT-2026-000058	check · INV-2026-000044, applied to INV-2026-000044		94,490.53	0.00
2026-08-25	Invoice INV-2026-000049	Pay Application 9 · J-2004 Summit Tech Park Office Building · period to 2026-08-25 · due 2026-09-14 · Gross invoice 134,089.48 less retainage 13,408.94	120,680.54		120,680.54
2026-09-03	Invoice INV-2026-000050	Construction progress billing · due 2026-10-03	28,080.00		148,760.54
2026-09-14	Receipt RCPT-2026-000063	check · INV-2026-000049, applied to INV-2026-000049		120,680.54	28,080.00
2026-09-26	Receipt RCPT-2026-000066	check · INV-2026-000050, applied to INV-2026-000050		14,040.00	14,040.00
6	Period Totals		243,251.07	352,301.09	
7 **2026-09-30**	**Closing Balance**				**14,040.00**

Accrual basis · Run Saturday, October 24, 2026 at 6:09 PM

Balances follow the AR aging report

Figure 6-34 Summit Tech Park's statement for July 1 to September 30, 2026.

1. **Bill To**: the customer's name, and their primary contact, phone, email and billing address when recorded.
2. **Amount due**: the closing balance. Under it: the customer's terms, and the amount past due or *Nothing past due*.
3. **Retainage Held** and **Total Outstanding Including Retainage**: shown when the customer holds retainage on your invoices.
4. **Opening balance**: what the customer owed at the end of the day before Start.
5. A transaction: an invoice charges the amount due on it. The description gives the memo, the due date and, when retainage was held, the gross invoice and the retainage.
6. **Period Totals**: the Charges and Credits columns added up.
7. **Closing Balance**: Opening balance + Charges − Credits, at the End date.

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Transaction	Column	Amount and Description
Invoice	Charges	The amount due (the invoice total less retainage held). Description: the memo, *due* and the due date, and *Gross invoice … less retainage …* when retainage was held. A retainage release invoice reads *Retainage release* · followed by the invoices released.
Receipt	Credits	The full receipt amount. Description: the method and reference, and *applied to* the invoices it paid.
Credit memo	Credits	The credit memo total.
Refund	Charges	A refund paid to the customer, which raises their balance back.

Only posted documents appear. Draft and voided invoices and credit memos, and reversed receipts and refunds, are left out. Each number opens the document.

Open Items by Age

A second sheet below the statement breaks the amount due down by age at the End date. It uses the same rules as the AR Aging report, and its footer says *Balances follow the AR aging report*.

Open items as of the end date

Open Items by Age

As of 2026-09-30

Current	14,040.00
1 To 30 Days	0.00
31 To 60 Days	0.00
61 To 90 Days	0.00
Over 90 Days	0.00
(1) Less Credits Available	0.00
(2) **Amount Due**	**14,040.00**

Accrual basis · Run Saturday, October 24, 2026 at 6:09 PM

Balances follow the AR aging report

Figure 6-35 Open items by age for Summit Tech Park at September 30, 2026.

(1) **Less Credits Available**: receipts and credit memos not yet applied to an invoice, which reduce the amount due.

2. **Amount Due**: the total of the age rows less the credits; here 14,040.00, the same as the statement's closing balance.

The rows are **Current**, **1 To 30 Days**, **31 To 60 Days**, **61 To 90 Days**, **Over 90 Days**, **Less Credits Available** and **Amount Due**.

Worked Example: Summit Tech Park, Third Quarter 2026

Run the statement for **Summit Tech Park** from 07/01/2026 to 09/30/2026:

Item	Amount
Opening balance on July 1, 2026	$123,090.02
Charges: three invoices (94,490.53 + 120,680.54 + 28,080.00)	$243,251.07
Credits: five receipts	$352,301.09
Closing Balance (123,090.02 + 243,251.07 − 352,301.09)	$14,040.00
Retainage Held	$94,946.15
Total Outstanding Including Retainage (14,040.00 + 94,946.15)	$108,986.15

Pay Application 8 (INV-2026-000044) shows how retainage appears: the gross invoice was 104,989.47, the customer held 10,498.94 of retainage, and the statement charges the 94,490.53 due now. Retainage held on this and earlier pay applications makes up the $94,946.15 of **Retainage Held**, which Summit Tech Park pays once you release the retainage. The $14,040.00 due is the unpaid half of INV-2026-000050, not due until October 3, 2026, so the statement says *Nothing past due*.

Printing, Saving and Sending

- **Print** prints the statement and the Open Items by Age, without the navigation, the options or the buttons. To send a statement by email, choose your browser's **Save as PDF** destination, then attach the PDF to an email from your own email program.
- **Export CSV** downloads the statement's rows (**Date**, **Transaction**, **Description**, **Charges**, **Credits**, **Balance**, with Opening Balance, Period Totals and Closing Balance rows) as, for example, `customer-statement-C-000010-2026-07-01-2026-09-30.csv`, named with the customer's number.

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Statements Are Not Emailed from Structally

Structally does not email statements and does not run statements for several customers at once. Run, print or save one statement at a time.

Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
Choose a customer to run the statement	No customer is chosen.	Choose one in **Customer** and click **Run Report**.
Start must be on or before end.	Start is after End.	Swap the dates.
A customer is not in the list.	The customer is inactive.	Reactivate them on their page (see Managing Customers), or open the statement from their page.
An invoice is missing.	It is a draft or void, or dated outside the period.	Post it, or widen the period.
The closing balance is lower than the customer thinks they owe.	Retainage held is not in the amount due.	Read **Total Outstanding Including Retainage**.
Export CSV is missing.	No customer has been chosen yet.	Run the statement first.

Related Topics

- Reports
- Aging Reports
- Managing Customers
- Receiving Customer Payments and Credit Memos

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- Retainage and Releasing Retainage

8 Jobs & Costing

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jobs | job costing | construction | module | cost codes | budgets

8.1 Jobs & Costing

Jobs & Costing is Structally's construction module. It tracks every **job** (a project you perform for a customer) from setup to closeout: the work categories you cost it by, the budget you planned, the subcontracts and purchase orders you signed, the costs and revenue you posted, the changes the owner approved, the progress billings you sent, and the month-end forecast and work-in-progress (WIP) figures for your financial statements.

Everything in the module rests on the ordinary accounting in Structally. A job cost is not a separate record: it is a line of a posted bill, expense, vendor credit or journal entry that carries a job, a cost code and a cost type. Job revenue is an invoice or credit memo line that carries a job. Budgets, commitments and change orders are planning records; they never post to your books on their own.

The module must be turned on

Jobs & Costing is a module that Structally platform staff turn on or off for each company in the Structally Management Console. New companies start with it turned on. When it is off, the sidebar shows **Jobs & Costing** with a lock icon, every module page says *Jobs & Costing is not turned on for this company.*, and the **Job Costing** switch disappears from bills, expenses, invoices and journal entries. Turning the module off deletes nothing; your jobs and job coding come back when it is turned on again. When the module is turned on, Structally adds the seven standard cost types (LAB, BUR, MAT, SUB, EQP, OVH and OTH) if they are missing.

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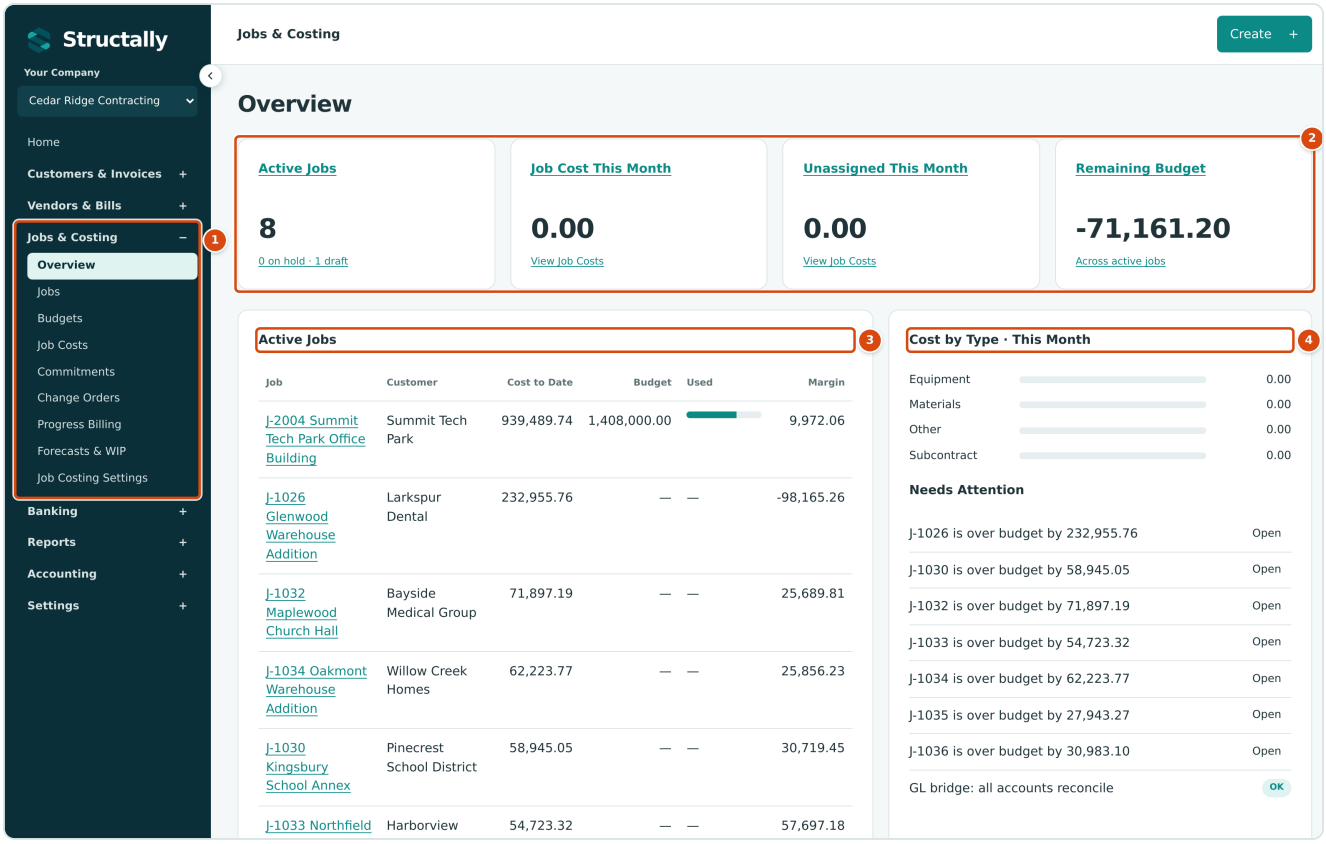

Figure 7-1 The Jobs & Costing module, opened at its Overview page.

1. The **Jobs & Costing** group in the sidebar lists every page of the module.
2. The Overview tiles: active jobs, job cost this month, unassigned cost and remaining budget.
3. **Active Jobs**: cost to date, budget and margin for each active job.
4. **Cost by Type · This Month** and **Needs Attention**.

How the Pieces Fit Together

A contract job in the sample company, J-2004 Summit Tech Park Office Building, moves through these steps. A small service job may use only the first four.

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Step	What You Do	Where	What It Affects
1. Set up	Create cost codes, check the standard cost types, decide which accounts are job cost accounts and set the retainage defaults.	Job Costing Settings, Cost Codes and Cost Types	Which codes, types and accounts can be used on job-coded lines
2. Job	Create the job with its customer, contract amount, estimate, billing retainage and cost codes, then activate it.	Creating and Managing Jobs, Closing and Reopening Jobs	Whether the job accepts coded costs and revenue
3. Budget	Enter and approve the original budget by cost code and cost type; add revisions later.	Job Budgets	Budget against actual, remaining budget
4. Commitments	Issue subcontracts and purchase orders; amend them as scope changes.	Commitments, Commitment Amendments	Committed cost, open commitments
5. Costs	Post bills, expenses and vendor credits coded to the job; match subcontractor bills to commitment lines and hold retainage.	Coding Transactions to Jobs, Entering a Bill	Job cost, commitment billed to date, retainage payable
6. Change orders	Record and approve owner changes; approval revises the contract and adds a budget revision.	Change Orders	Revised contract, revised budget
7. Billing	Build the schedule of values and bill the owner with pay applications that hold retainage.	Schedules of Values, Pay Applications	Job revenue, accounts and retainage receivable

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Step	What You Do	Where	What It Affects
8. Retainage	Release the retainage you held from subcontractors and the retainage the owner held from you.	Retainage, Releasing Retainage	Retainage payable and receivable
9. Forecasts	Each month, estimate the final cost of each job.	Forecasts	Projected profit or loss
10. WIP	Each month, approve and post the WIP schedule that adjusts revenue to the percentage of completion.	WIP Schedules	Costs and billings in excess, recognized revenue

Review the results at any time in Job Costs and Cost Transfers and the Job Cost Reports.

Who Can Use Jobs & Costing

Access follows the **Jobs & Costing** area of each user's access (see Roles and Permissions):

Role	What They Can Do Here
Company Admin	Everything, including the account and retainage settings that only a Company Admin can change.
Accountant	Everything except the Company Admin settings (job cost accounts, commitment overruns, default retainage, and creating retainage and WIP accounts).
Project Manager	Edit access to Jobs & Costing: create and change jobs, cost codes, budgets and commitments, and approve budgets, commitments and amendments. Not the Company Admin settings, and not the approvals reserved for Company Admins and Accountants, such as approving forecasts and WIP schedules.
Viewer	Read-only: every page, no buttons that change anything.
Custom	Whatever level the Company Admin set for the Jobs & Costing area: none, view or edit, with the same limits as a Project Manager.

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Pages in This Section

- The Jobs & Costing Overview: the module's dashboard of tiles, active jobs and items that need attention.
- Job Costing Settings: cost codes and types, job cost accounts, commitment overruns, default retainage and WIP accounts.
- Cost Codes and Cost Types: create, edit, activate and assign the codes you cost jobs by.
- Creating and Managing Jobs: the Jobs list, the New Job form and the job page.
- Closing and Reopening Jobs: job statuses and what each one allows.
- Coding Transactions to Jobs: job, cost code and cost type on bills, expenses, credits, invoices and journal entries.
- Job Budgets: original budgets, revisions, approval and budget against actual.
- Commitments: subcontracts and purchase orders from draft to closed.
- Commitment Amendments: change an issued commitment.
- Change Orders, Schedules of Values, Pay Applications, Retainage, Releasing Retainage, Job Costs and Cost Transfers, Forecasts, WIP Schedules and Job Cost Reports: billing, month-end and reporting.

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jobs dashboard overview job costing budget attention

8.2 The Jobs & Costing Overview

The **Overview** page is the landing page of Jobs & Costing. It answers three questions at a glance: how many jobs are running, how much cost went to jobs this month, and what needs your attention (jobs over budget, costs without a job, costs on jobs that are on hold or closed, and drafts that carry job coding). Every tile and line links to the page where you can act on it.

The page always looks at the current month: from the first day of this month to today. It has no date filter. For another period, use Job Costs and Cost Transfers or the Job Cost Reports.

Before You Begin

- Jobs & Costing is turned on for your company (see Jobs & Costing).
- You need at least **View** access to **Jobs & Costing**. Every role except a Custom role without Jobs & Costing access has it. See Roles and Permissions.

Navigation

Jobs & Costing → **Overview**, or click **Jobs & Costing** in the sidebar.

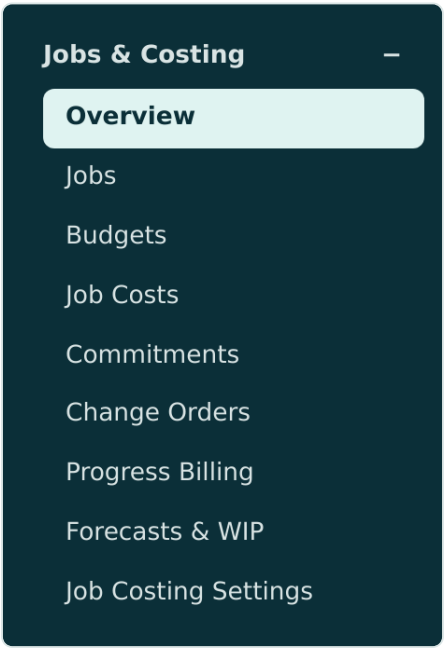

Figure 7-2 The pages of the Jobs & Costing module in the sidebar.

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The Tiles

Figure 7-3 The four tiles at the top of the Overview, in the sample company on October 24, 2026.

1. **Active Jobs**: the number of jobs with the status **Active**. The line under it counts the jobs **On Hold** and in **Draft**; click it to open the Jobs list.
2. **Job Cost This Month**: cost posted to jobs from the first of the month to today. **View Job Costs** opens Job Costs.
3. **Unassigned This Month**: cost posted this month on job cost accounts without a job. When there are such lines, the link reads, for example, *3 lines need a job*.
4. **Remaining Budget**: the revised budget less the cost to date, added up over every active job (**Across active jobs**). Click it to open the Budgets list.

The sample company shows 0.00 cost this month because its history ends on September 30, 2026, and today is October 24, 2026.

Active jobs without a budget lower the Remaining Budget

Remaining Budget includes every active job, also jobs that have no approved budget. For such a job the remaining budget is 0.00 less its cost to date, so it lowers the total. In the sample company, J-2004 has 468,510.26 of budget left, but the seven active service jobs without budgets (J-1026 to J-1036) bring the tile to **-71,161.20**. Approve a budget for every job you want this tile to measure.

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The Active Jobs Table

Active Jobs

Job	Customer	Cost to Date	Budget	Used	Margin
J-2004 Summit Tech Park Office Building	Summit Tech Park	939,489.74	1,408,000.00		9,972.06
J-1026 Glenwood Warehouse Addition	Larkspur Dental	232,955.76	—	—	-98,165.26
J-1032 Maplewood Church Hall	Bayside Medical Group	71,897.19	—	—	25,689.81
J-1034 Oakmont Warehouse Addition	Willow Creek Homes	62,223.77	—	—	25,856.23
J-1030 Kingsbury School Annex	Pinecrest School District	58,945.05	—	—	30,719.45
J-1033 Northfield Office Remodel	Harborview Apartments	54,723.32	—	—	57,697.18
J-1036 Quarry Clinic Build	Sterling Retail Partners	30,983.10	—	—	-2,903.10
J-1035 Prairie Retail Fit-Out	Meadowbrook HOA	27,943.27	—	—	49,534.23

View All Jobs

Figure 7-4 The Active Jobs table, largest cost to date first.

1. **Job**: the job number and name. Click it to open the job.
2. **Cost to Date**: all cost posted to the job from the first entry in your books through today.
3. **Budget**: the job's revised budget. It shows a dash when the job has no approved original budget.
4. **Used**: a bar for the cost to date as a share of the budget. It changes color from 85% used and again above 100%.
5. **Margin**: revenue posted to the job less its cost, both to date.
6. **View All Jobs** opens the Jobs list.

The table lists up to eight active jobs, the largest cost to date first. For J-2004 Summit Tech Park Office Building the figures read: cost to date 939,489.74 against a budget of 1,408,000.00 (66.7% used), and a margin of 9,972.06 (revenue of 949,461.80 less cost of 939,489.74). If there are no active jobs, the table says *No active jobs.*

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Cost by Type and Needs Attention

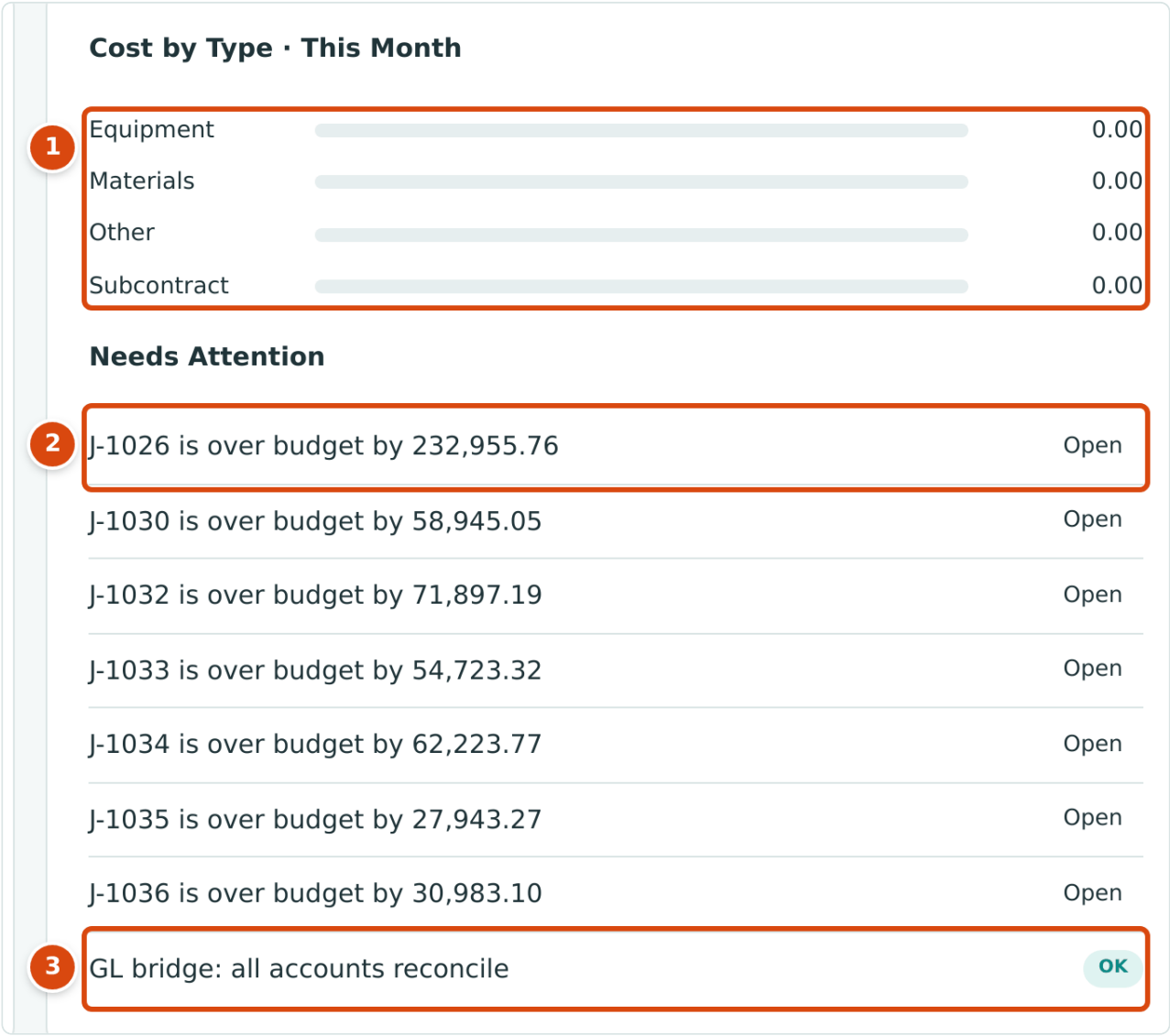

Figure 7-5 Cost by type this month and the Needs Attention list.

1. **Cost by Type · This Month**: job cost this month by cost type, with a bar scaled to the largest type. Cost on a job line without a cost type shows as **Unassigned**. With no cost this month the card says *No costs this month.*
2. A **Needs Attention** item with its **Open** or **Review** link.
3. The GL bridge check, last in the list.

Needs Attention can show these items, in this order:

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Item	What It Means	Link
N cost lines without a job	Lines posted this month on job cost accounts without a job.	**Review** opens Job Costs.
J-1026 is over budget by 232,955.76	An active job whose cost to date is more than its revised budget. Active jobs without a budget appear here too, by their full cost to date.	**Open** opens the job's budget page.
N lines coded to on-hold or closed jobs	Lines posted this month on jobs whose status is now **On Hold** or **Closed**.	**Review** opens Job Costs.
N draft documents carry job coding	Draft bills, vendor credits, invoices or credit memos with job coding. They do not count as job cost until they are posted.	**Review** opens Job Costs.
GL bridge: all accounts reconcile (**OK**) or *GL bridge: N accounts need a check* (**Review**)	For every job cost account, the amounts coded to jobs plus the amounts without a job must equal the account's movement in the general ledger this month.	Job Costs

When there is nothing to report, the list says *Nothing needs attention.*

Common Questions and Troubleshooting

Message or Symptom	Why It Happens	What to Do
Job Cost This Month shows 0.00 although jobs have costs	The tiles cover only the current month, from the first to today.	Open Job Costs and choose the period you need.
A service job without a budget is listed as over budget	Active jobs without an approved budget have a budget of 0.00.	Add and approve a budget for the job (see Job Budgets), or ignore the item.

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Message or Symptom	Why It Happens	What to Do
Remaining Budget is negative	Active jobs without a budget subtract their whole cost to date.	See the warning above.
Unassigned This Month counts rent or office costs	Operating expense accounts are job cost accounts unless a Company Admin sets them to **Excluded** in Job Costing Settings.	Exclude the overhead accounts you never code to jobs.
Jobs & Costing is not turned on for this company.	The module is turned off for the company.	Ask Structally support; only platform staff can turn modules on.

Related Topics

- Creating and Managing Jobs
- Job Budgets
- Job Costs and Cost Transfers
- Job Costing Settings

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job costing settings | job cost accounts | retainage | commitment overruns | wip accounts | eligibility

8.3 Job Costing Settings

Job Costing Settings is the one page where you set up how Jobs & Costing works for your company. It holds the lists of cost codes and cost types, decides which accounts can carry job costs or job revenue (and whether a job is required on them), sets what happens when a bill goes over a commitment, sets the retainage percentages that new subcontracts, purchase orders and jobs start with, and creates the retainage and WIP accounts that billing and month-end need.

Set it up once, before you enter the first job. Most companies change it rarely afterwards.

Before You Begin

- Jobs & Costing is turned on for your company (see Jobs & Costing).
- Anyone with access to **Jobs & Costing** can open the page.
- Adding and changing **cost codes** and **cost types** needs **Edit** access to Jobs & Costing: Company Admins, Accountants and Project Managers have it.
- **Job Cost Accounts**, **Commitment Overruns**, **Default Retainage**, the retainage account buttons and **Create Accounts** for WIP can be changed only by a **Company Admin**. Everyone else sees these cards read-only. See Roles and Permissions.

Navigation

Jobs & Costing → **Job Costing Settings**. The **Cost Codes** and **Cost Types** tiles on the Overview also open it.

The Page at a Glance

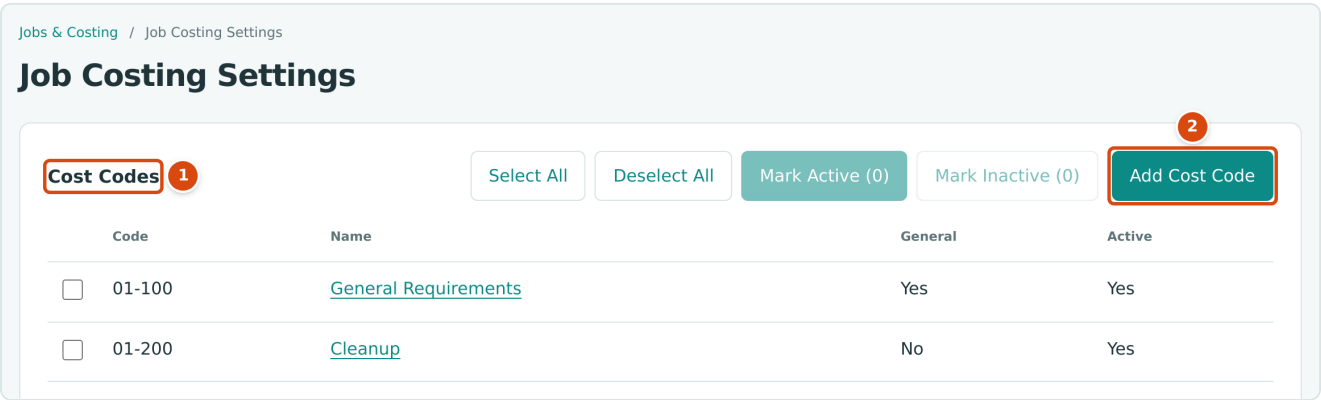

Figure 7-6 Job Costing Settings opens with the Cost Codes card.

1. **Cost Codes**, followed further down by **Cost Types**: the lists you code job lines with.
2. **Add Cost Code** (and **Add Cost Type** on the next card) open a short form in a side panel.

The page has six cards, from top to bottom:

Card	What It Holds	Who Can Change It
Cost Codes	Your work categories, such as 03-300 Concrete.	Edit access to Jobs & Costing
Cost Types	The kinds of cost, such as LAB Labor or SUB Subcontract.	Edit access to Jobs & Costing
Job Cost Accounts	For each cost and revenue account: whether it is a direct cost, revenue or excluded account, and whether job coding is optional or required.	Company Admin
Commitment Overruns	**Warn** or **Block** when a bill goes over a commitment.	Company Admin
Default Retainage	The retainage percentages new commitments and jobs start with, and the Retainage Payable and Retainage Receivable accounts.	Company Admin
WIP Accounts	The seven accounts the WIP schedule posts to.	Company Admin

Cost Codes and Cost Types

A **cost code** is a work category (a phase or trade) such as 06-100 Rough Carpentry. A **cost type** is the kind of cost within it, such as MAT Materials or SUB Subcontract. Every job-coded cost line carries one of each, so job cost reports can show, for example, how much of the drywall budget went to subcontractors.

The cards list every code and type with its settings, a **Select All** / **Deselect All** pair, **Mark Active** and **Mark Inactive** buttons for the ticked rows, and **Add Cost Code** / **Add Cost Type**. Click a name to open its own page. All of this is described in Cost Codes and Cost Types.

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Job Cost Accounts

The **Job Cost Accounts** card decides which accounts can carry job coding:

- **Direct Cost**: lines on the account can carry a job, cost code and cost type, and count as job cost.
- **Revenue**: lines can carry a job (but no cost code or cost type) and count as job revenue.
- **Excluded**: lines on the account can never carry job coding.

For **Direct Cost** accounts, **Coding** says whether a job is **Optional** or **Required** on every line that uses the account.

Job Cost Accounts (1) Edit

Code	Name	Role	(2) Eligibility	(3) Coding
4010	Construction Revenue	Revenue	Revenue	Optional
4020	Interest Income	Other income	Revenue	Optional
4030	Design and Consulting Revenue	Revenue	Revenue	Optional
4040	Service and Repair Revenue	Revenue	Revenue	Optional
5030	Subcontractor Costs	Direct subcontract costs	Direct Cost	Optional
5040	Materials	Direct materials	Direct Cost	Optional
5050	Equipment Rental	Direct equipment costs	Direct Cost	Optional
5060	Permits and Fees	Other direct costs	Direct Cost	Optional
(4) 6010	Office Expense	Operating expenses	Direct Cost	Optional
6020	Bank Fees	Operating expenses	Direct Cost	Optional

Figure 7-7 Job Cost Accounts in the sample company.

1. **Edit** (Company Admins only) turns the card into a form.
2. **Eligibility**: **Direct Cost**, **Revenue** or **Excluded**.
3. **Coding**: **Optional** or **Required**.
4. An operating expense account, 6010 Office Expense. Operating expenses are **Direct Cost** accounts unless you exclude them, so overhead can be charged to a job when you want to.

Which Accounts Are Listed, and Their Defaults

The card lists every active account whose role makes it a cost or revenue account, plus any account that already has its own setting. Each account starts with a default that comes from its role in the Chart of Accounts:

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Account Role	Default Eligibility	Default Coding
Direct materials, subcontract, equipment, labor and other direct costs (5030 to 5060 in the sample company)	Direct Cost	Optional
Operating expenses, depreciation, interest and tax expense and other expenses (6010 to 6600)	Direct Cost	Optional
Income accounts, such as Revenue and Other income (4010 to 4040)	Revenue	Optional
All other accounts: bank, receivables, payables, retainage, equity and so on	Excluded (not listed)	—

The WIP accounts (such as 4100 WIP Revenue Adjustment) are never listed; their setting cannot change.

Changing Job Cost Accounts

1. Click **Edit** on the **Job Cost Accounts** card. Each row shows two lists.

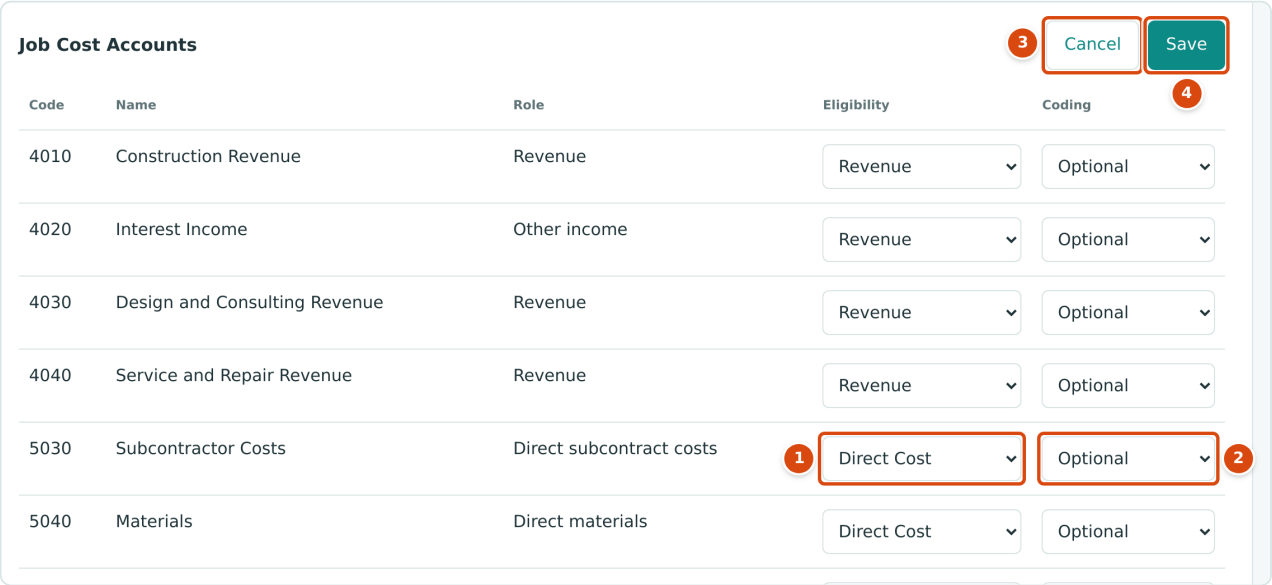

Figure 7-8 Job Cost Accounts in edit mode.

1. **Eligibility** for the account. 2. **Coding** for the account. 3. **Cancel** leaves without saving. 4. **Save** saves every row you changed in one step.

2. Change **Eligibility** and **Coding** on the rows you need. For example, set **6030 Rent** to **Excluded** if you never charge rent to jobs, or set **5040 Materials** to **Required** if every materials cost must name a job.
3. Click **Save**. If an eligibility does not match the account's role (a revenue account set to **Direct Cost**, or a cost account set to **Revenue**), Structally asks you to check first:

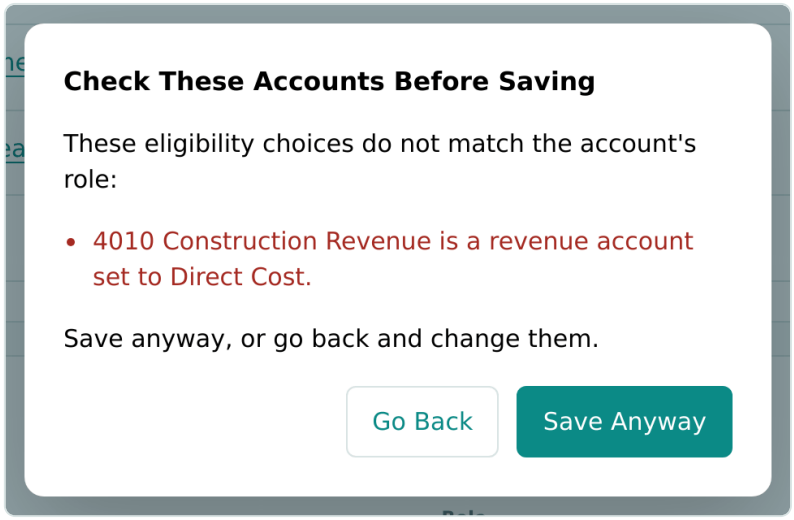

Figure 7-9 The check that appears when an eligibility does not match the account's role.

Click **Go Back** to correct it, or **Save Anyway** to keep your choice.

Structally confirms with *Job cost accounts saved: 2 changed.* (the number of rows you changed), or *No changes to save.*

> ⚠ **Excluding an account that already has job coding**
>
> You cannot set an account to **Excluded** once posted lines on it carry job coding. Structally refuses with *Account 6030 carries job-coded lines and cannot be excluded.* The setting applies to new postings only; it never changes lines already posted.

Commitment Overruns

Commitment Overruns decides what happens when you post a bill whose line, matched to a commitment line, is more than what is left on that commitment line.

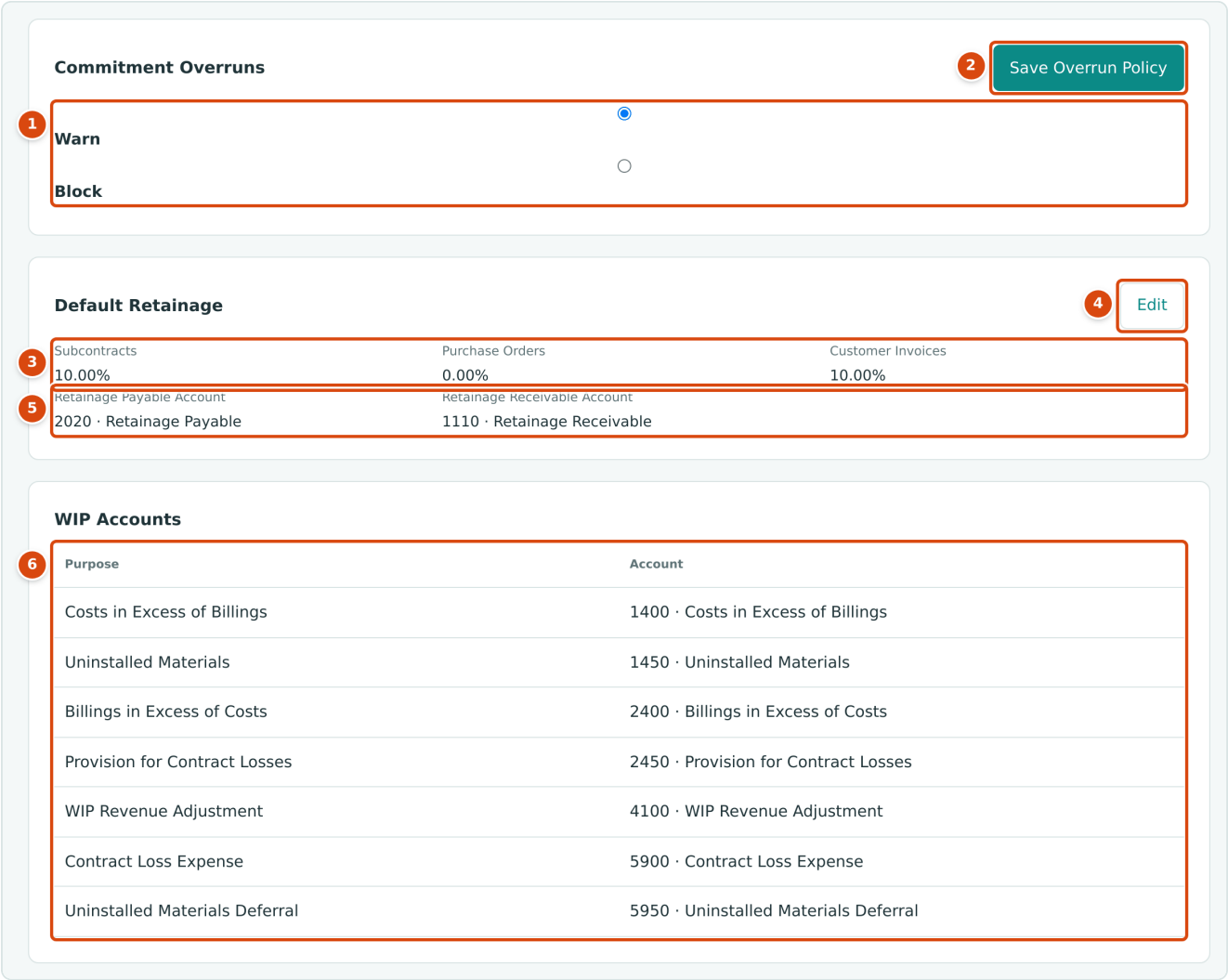

Figure 7-10 Commitment Overruns, Default Retainage and WIP Accounts, as a Company Admin sees them.

1. **Warn** or **Block**.
2. **Save Overrun Policy** saves the choice.
3. The default retainage percentages.
4. **Edit** opens the percentages for changes.
5. The **Retainage Payable Account** and **Retainage Receivable Account**.
6. The **WIP Accounts** with the account used for each purpose.

Choice	What Happens
Warn (the default)	The bill posts. The amount over is recorded on the bill line and appears in commitment and job cost reports as a commitment overrun.

Choice	What Happens
Block	Posting is refused with a message such as *Line 1 exceeds commitment SC-2025-000008 line 1 by 1,250.00.* A Company Admin or Accountant can post it anyway with an **Override Reason**; other users must ask them or amend the commitment first.

To change it, choose **Warn** or **Block** and click **Save Overrun Policy**. Structally confirms with *Commitment overrun policy saved.* The bill side is described in Entering a Bill.

Default Retainage

Retainage is the part of each billing that is held back until the work is accepted. The **Default Retainage** card holds three starting percentages:

Setting	Used For	Default
Subcontracts	The **Retainage** of a new subcontract.	10.00%
Purchase Orders	The **Retainage** of a new purchase order.	0.00%
Customer Invoices	The **Billing Retainage** of a new job, which new pay applications and invoice lines for that job start with.	10.00%

Changing a default affects only commitments and jobs created afterwards. Each commitment and job keeps its own percentage, which you can change on it.

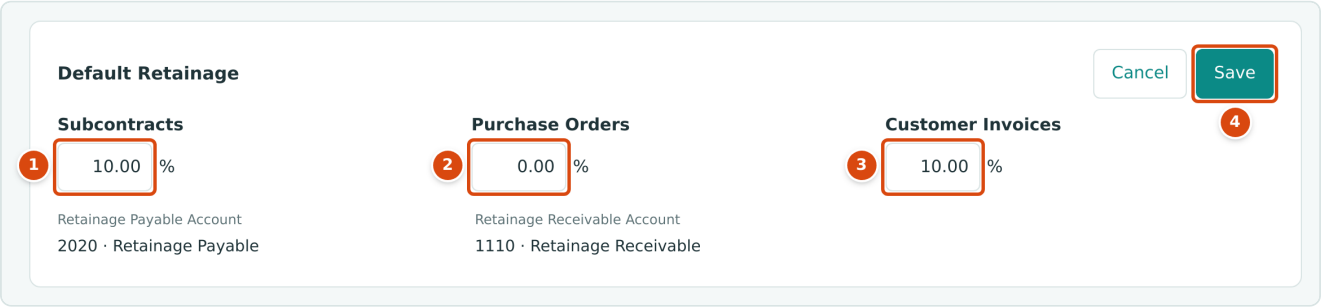

Figure 7-11 Changing the default retainage.

1. **Subcontracts** percentage.

2. **Purchase Orders** percentage.
3. **Customer Invoices** percentage.
4. **Save**. **Cancel**, beside it, leaves without saving.

1. Click **Edit** on the **Default Retainage** card.
2. Type each percentage from 0 to 100, with up to two decimals.
3. Click **Save**. Structally confirms with *Default retainage saved.*

Retainage Accounts

Bills can hold retainage only when the company has a **Retainage Payable** account, and invoices only when it has a **Retainage Receivable** account. The card shows each account (2020 · Retainage Payable and 1110 · Retainage Receivable in the sample company). When one is missing, a Company Admin sees a **Create Account** button in its place. Clicking it creates the account with the first free code from 2020 to 2099 (Retainage Payable) or from 1110 to 1199 (Retainage Receivable) and confirms with, for example, *Retainage Payable account 2020 created.*

WIP Accounts

The WIP schedule posts to seven accounts, one for each purpose: Costs in Excess of Billings, Uninstalled Materials, Billings in Excess of Costs, Provision for Contract Losses, WIP Revenue Adjustment, Contract Loss Expense and Uninstalled Materials Deferral. The card shows the account used for each purpose, or a dash when it is missing.

When any is missing, a Company Admin sees **Create Accounts**. It creates every missing account with the first free code in its range and confirms with *WIP accounts ready:* followed by the seven codes.

Purpose	Code Range	Sample Company
Costs in Excess of Billings	1400 to 1449	1400
Uninstalled Materials	1450 to 1499	1450
Billings in Excess of Costs	2400 to 2449	2400
Provision for Contract Losses	2450 to 2499	2450
WIP Revenue Adjustment	4100 to 4199	4100
Contract Loss Expense	5900 to 5949	5900

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Purpose	Code Range	Sample Company
Uninstalled Materials Deferral	5950 to 5999	5950

What Other Users See

Users who are not Company Admins see the account, overrun and retainage settings without **Edit** or **Save** buttons:

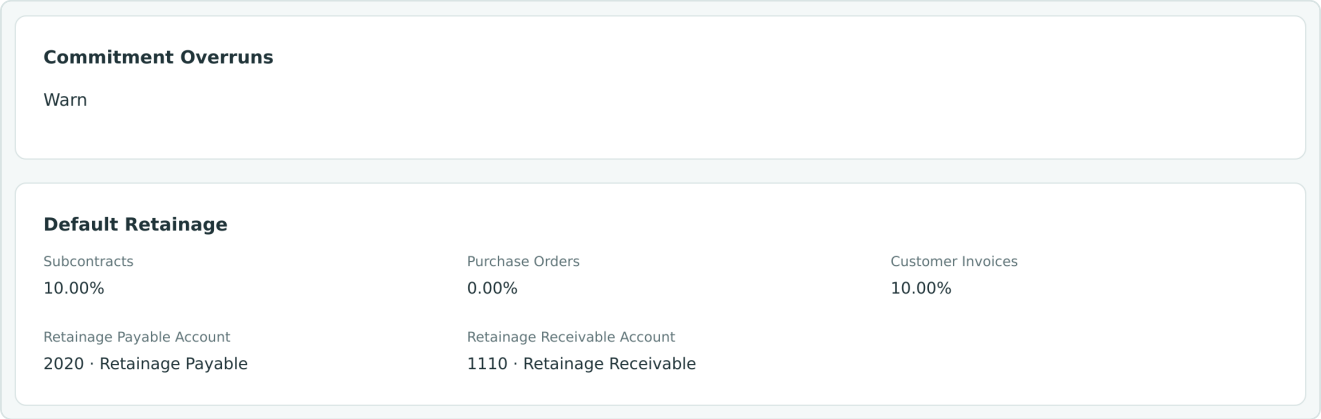

Figure 7-12 The same cards as an Accountant sees them: read-only.

Field Reference

Setting	Choices	Default	Effect	Who Can Change It
Eligibility (per account)	Direct Cost, Revenue, Excluded	From the account's role (see above)	Whether lines on the account can carry job coding, and whether they count as job cost or job revenue	Company Admin
Coding (per account)	Optional, Required	Optional	Required makes a job mandatory on every line of a Direct Cost account	Company Admin

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Setting	Choices	Default	Effect	Who Can Change It
Commitment Overruns	Warn, Block	Warn	Whether bills over a commitment post or are refused	Company Admin
Subcontracts	0 to 100%	10.00%	Starting retainage of new subcontracts	Company Admin
Purchase Orders	0 to 100%	0.00%	Starting retainage of new purchase orders	Company Admin
Customer Invoices	0 to 100%	10.00%	Starting billing retainage of new jobs	Company Admin
Retainage Payable Account	Create Account	—	Lets bills hold retainage	Company Admin
Retainage Receivable Account	Create Account	—	Lets invoices hold retainage	Company Admin
WIP Accounts	Create Accounts	—	Lets WIP schedules post	Company Admin

Worked Example: Requiring a Job on Materials

Cedar Ridge Contracting buys materials only for jobs. To make sure no materials bill is posted without a job, the Company Admin opens **Job Cost Accounts**, clicks **Edit**, sets **5040 Materials** to **Direct Cost** · **Required**, and clicks **Save**. Structally confirms *Job cost accounts saved: 1 changed.*

From then on, Structally refuses a bill line on 5040 that has no job: *Account 5040 requires job coding.* The user ticks **Job Costing** and chooses the job, cost code and cost type (see Coding Transactions to Jobs). Lines posted before the change are not affected. (This example is illustrative; the sample company keeps every account at **Optional**.)

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Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
No **Edit** button on Job Cost Accounts or Default Retainage	Only a Company Admin can change these settings.	Ask a Company Admin.
Coding applies to direct cost accounts only.	**Required** was chosen for a Revenue or Excluded account.	Set **Coding** to **Optional**, or make the account **Direct Cost**.
Account 6030 carries job-coded lines and cannot be excluded.	Posted lines on the account already carry job coding.	Leave it as **Direct Cost**; use **Optional** coding.
Retainage percent must be from 0 to 100 with at most two decimals.	A default retainage is out of range or has too many decimals.	Enter a value such as 10 or 7.5.
No free account code from 2020 to 2099 for Retainage Payable.	Every code from 2020 to 2099 is already used by another account.	Review the accounts in that range in the Chart of Accounts.
Set up retainage in Job Costing Settings before posting bills with retainage. (on a bill)	There is no Retainage Payable account.	Click **Create Account** beside **Retainage Payable Account**.
There is no button to add the standard cost types	Structally adds them when the module is turned on.	Add any missing type with **Add Cost Type**.

Related Topics

- Cost Codes and Cost Types
- Coding Transactions to Jobs
- Commitments and Retainage
- WIP Schedules
- Roles and Permissions

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cost codes | cost types | job costing | general cost code | assign cost codes | standard cost types

8.4 Cost Codes and Cost Types

Every job cost in Structally is classified two ways:

- A **cost code** is the work category: a phase, trade or division of the work, such as **06-100 Rough Carpentry** or **09-100 Drywall**. Many contractors number their codes after the CSI divisions, as the sample company does.
- A **cost type** is the kind of cost within that work: **LAB Labor**, **BUR Burden**, **MAT Materials**, **SUB Subcontract**, **EQP Equipment**, **OVH Overhead** or **OTH Other**.

Budgets, commitments and job-coded cost lines all use the pair, so you can see, for example, that the drywall budget on J-2004 is 211,200.00 of subcontract cost (09-100 · SUB). This page explains how to keep both lists and how to choose which cost codes each job uses.

Before You Begin

- Jobs & Costing is turned on for your company (see Jobs & Costing).
- Adding, changing and assigning codes and types needs **Edit** access to **Jobs & Costing**. Company Admins, Accountants and Project Managers have it; Viewers do not. See Roles and Permissions.

Navigation

Jobs & Costing → **Job Costing Settings**. The **Cost Codes** card is at the top; **Cost Types** follows it. A job's own codes are in the **Cost Codes** card near the bottom of the job's page; click **Edit** on that card to change them.

Cost Codes

The **Cost Codes** card lists every code with its **Code**, **Name**, **General** and **Active** columns. Click a name to open the code's page.

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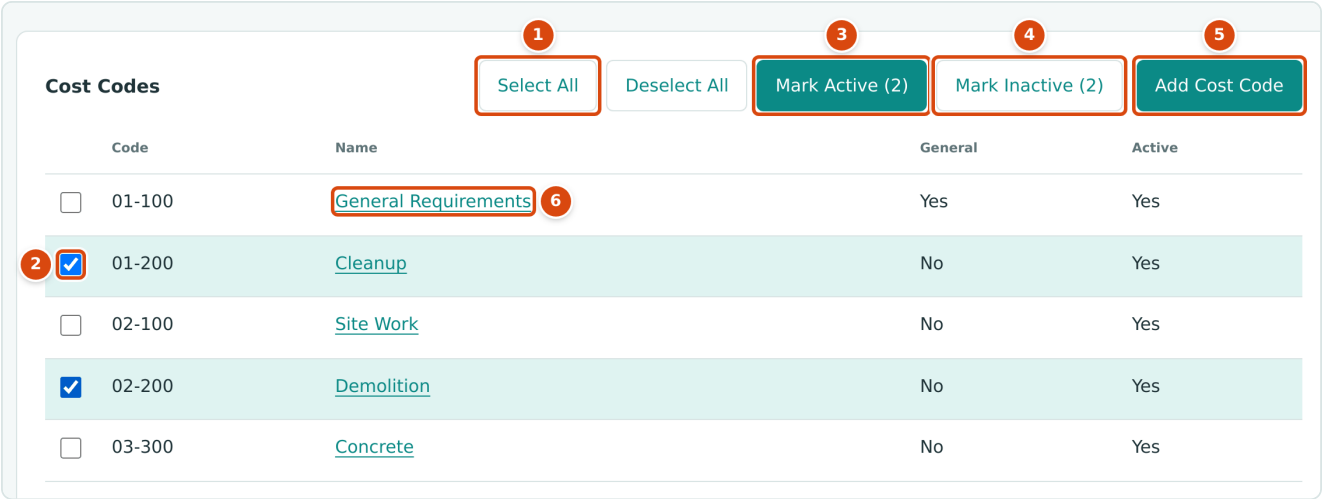

Figure 7-13 The Cost Codes card with two codes ticked.

1. **Select All** ticks every code; **Deselect All** clears the ticks.
2. The tick box of a code.
3. **Mark Active** makes the ticked codes active. The number in brackets is how many are ticked.
4. **Mark Inactive** makes the ticked codes inactive.
5. **Add Cost Code** opens the **New Cost Code** panel.
6. Click a name to open the code's page.

General Cost Codes

A cost code marked **General** is assigned to every job automatically, including jobs you create later, and cannot be unassigned from a job. Use it for codes every job needs, such as **01-100 General Requirements** in the sample company. Turning **General** on for an existing code assigns it to every job that is not archived.

Adding a Cost Code

1. On **Job Costing Settings**, click **Add Cost Code**.
2. Type the **Code** (letters, digits, hyphens or periods, up to 20 characters) and the **Name** (up to 120 characters).
3. Tick **General** if every job should have the code.
4. Leave **Active** ticked to use the code right away.
5. Click **Create Cost Code**. Structally confirms with *Cost code 09-400 added.*

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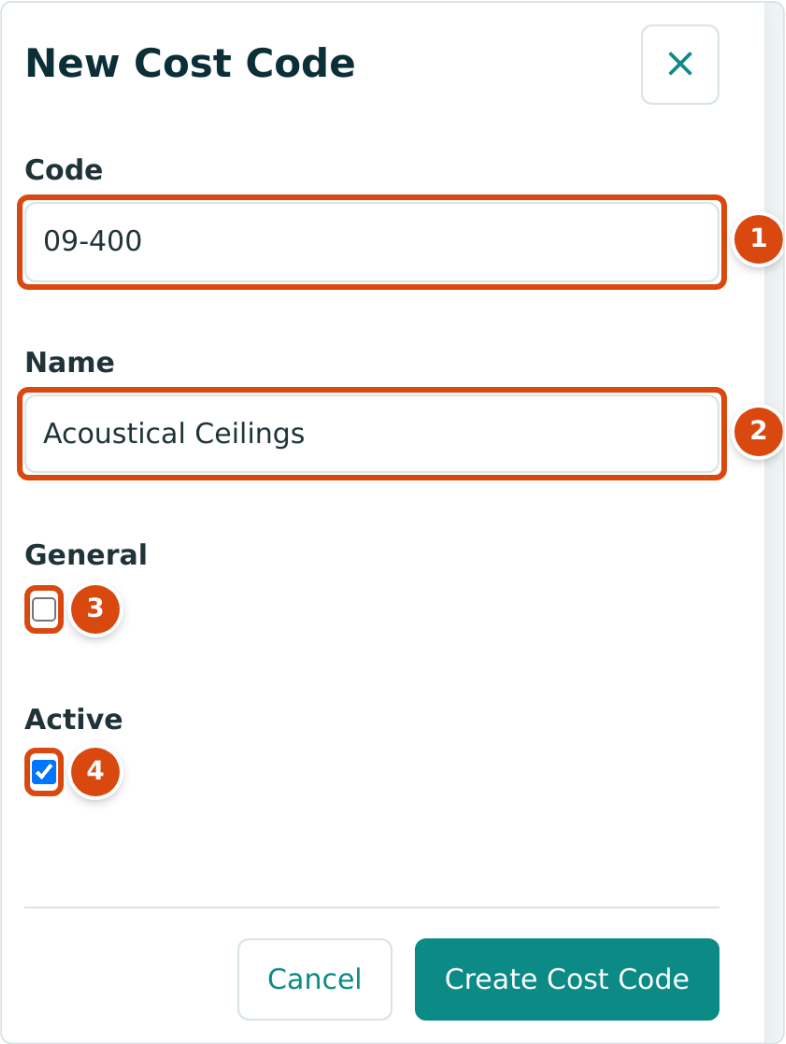

Figure 7-14 A new cost code, filled in and ready to create.

1. **Code**: unique in the company, whatever the capitalization.
2. **Name**: what the work is.
3. **General**: assign the code to every job.
4. **Active**: the code can be used on new lines.

A new cost code that is not **General** is not on any job yet. Assign it to the jobs that need it (see Assigning Cost Codes to a Job).

The Cost Code Page and Editing a Code

The code's page shows **Cost Code Details**: **Code**, **Name**, **General** and **Active**.

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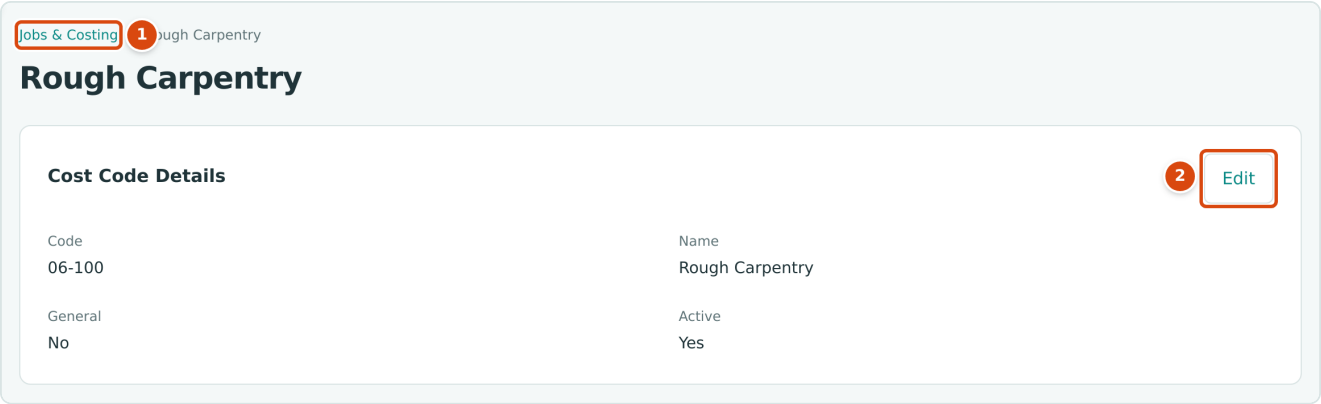

Figure 7-15 The page of cost code 06-100 Rough Carpentry.

1. The breadcrumb leads back to Jobs & Costing.
2. **Edit** opens the details for changes.

1. Click **Edit**.
2. Change the **Code**, **Name**, **General** or **Active** as needed.
3. Click **Save** (or **Cancel**). Structally confirms with *Cost code saved.*

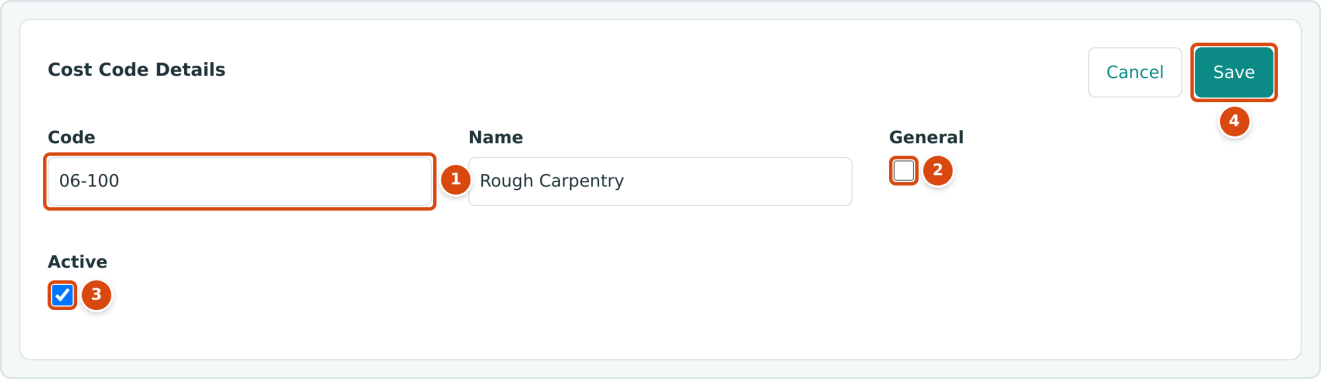

Figure 7-16 Editing a cost code.

1. **Code**: you can renumber a code. Lines already posted keep pointing to the same code and show the new number.
2. **General**: tick to assign the code to every job.
3. **Active**: untick to stop the code from being used on new lines.
4. **Save** the change.

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Cost Types

The **Cost Types** card lists every type with its settings. Structally adds the seven standard types when Jobs & Costing is turned on for a company:

Code	Name	WIP Group	Sort Order
LAB	Labor	Labor and Subcontract	10
BUR	Burden	Labor and Subcontract	20
MAT	Materials	Material and Other	30
SUB	Subcontract	Labor and Subcontract	40
EQP	Equipment	Material and Other	50
OVH	Overhead	Material and Other	60
OTH	Other	Material and Other	70

All seven start with **Counts Toward Progress** set to **Yes** and **Uninstalled Default** set to **Deferred**. You can rename, change or deactivate them, and add your own.

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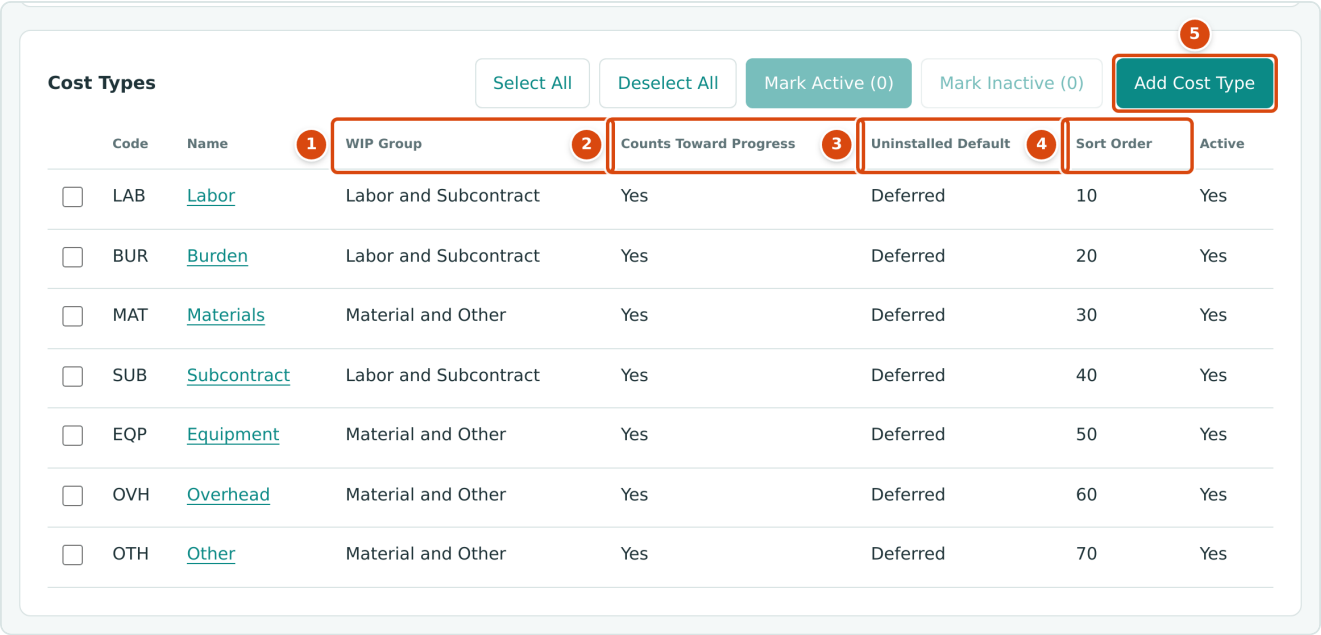

Figure 7-17 The standard cost types in the sample company.

1. **WIP Group**: **Labor and Subcontract** or **Material and Other**.
2. **Counts Toward Progress**: whether the type's costs measure progress on the WIP schedule.
3. **Uninstalled Default**: how the WIP schedule treats the type's costs when they do not count toward progress.
4. **Sort Order**: the order of the types in lists.
5. **Add Cost Type** opens the **New Cost Type** panel.

What the settings do:

- **Counts Toward Progress**: when set to **No**, costs of this type are left out of the percentage of completion on the WIP schedule and are listed there automatically as uninstalled materials.
- **Uninstalled Default**: the treatment those listed costs start with on the WIP schedule, **Deferred** or **Revenue at Cost**. See WIP Schedules.
- **WIP Group**: a grouping label shown on the cost type. In this version Structally does not use it in any calculation or report.
- **Sort Order**: a whole number from -32768 to 32767; lower numbers come first in the cost type lists.

Adding or Editing a Cost Type

1. On **Job Costing Settings**, click **Add Cost Type**, or click a type's name and then **Edit** on its page.
2. Type the **Code** (letters and digits only, up to 10 characters) and the **Name** (up to 60 characters).
3. Choose the **WIP Group**, **Counts Toward Progress** and **Uninstalled Default**, and type the **Sort Order**.
4. Leave **Active** ticked to use the type right away.

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5. Click **Create Cost Type** (or **Save** on the type's page). Structally confirms with *Cost type SAF added.* or *Cost type saved.*

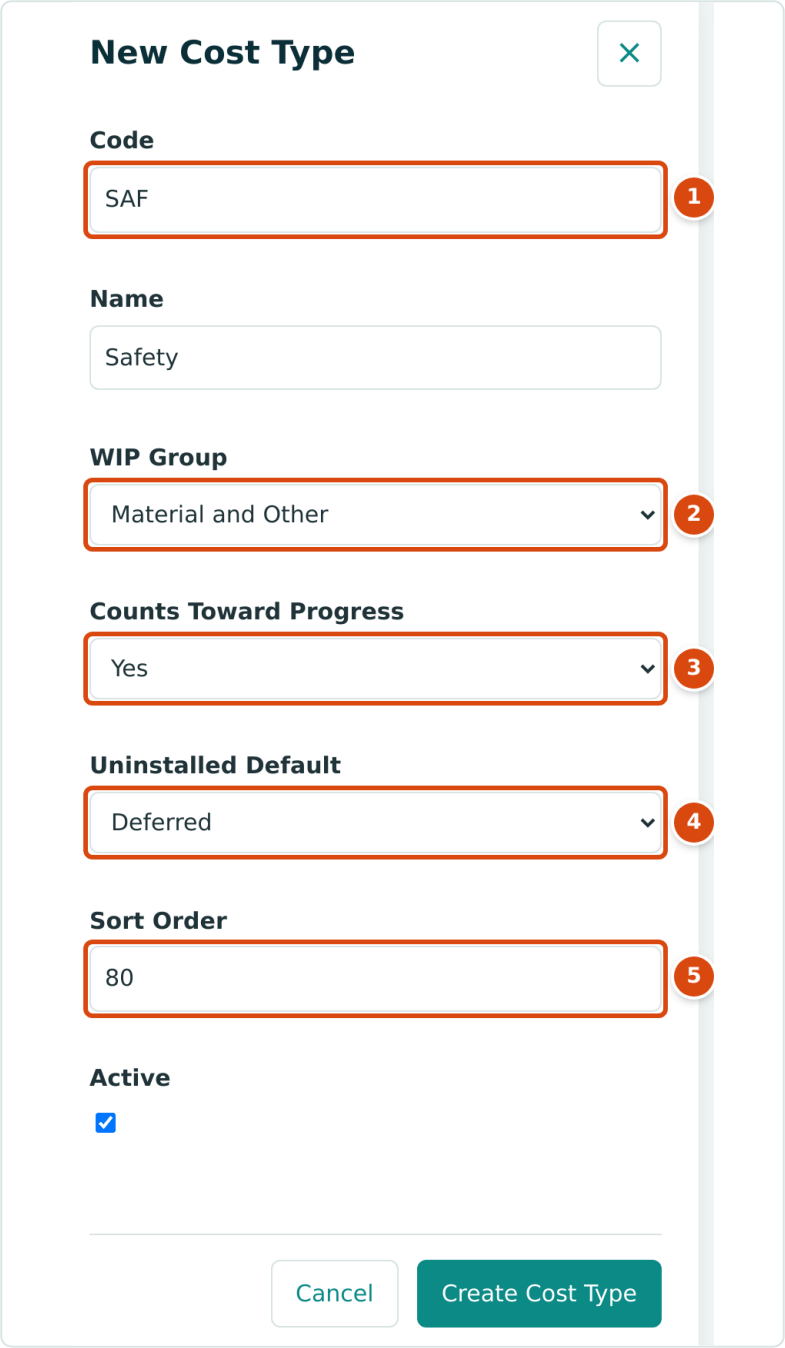

Figure 7-18 A new cost type for safety costs, ready to create.

1. **Code**: unique in the company, whatever the capitalization.
2. **WIP Group**.
3. **Counts Toward Progress**.

4. **Uninstalled Default**.
5. **Sort Order**: 80 places the new type after OTH (70).

The type's own page shows the same details as a list:

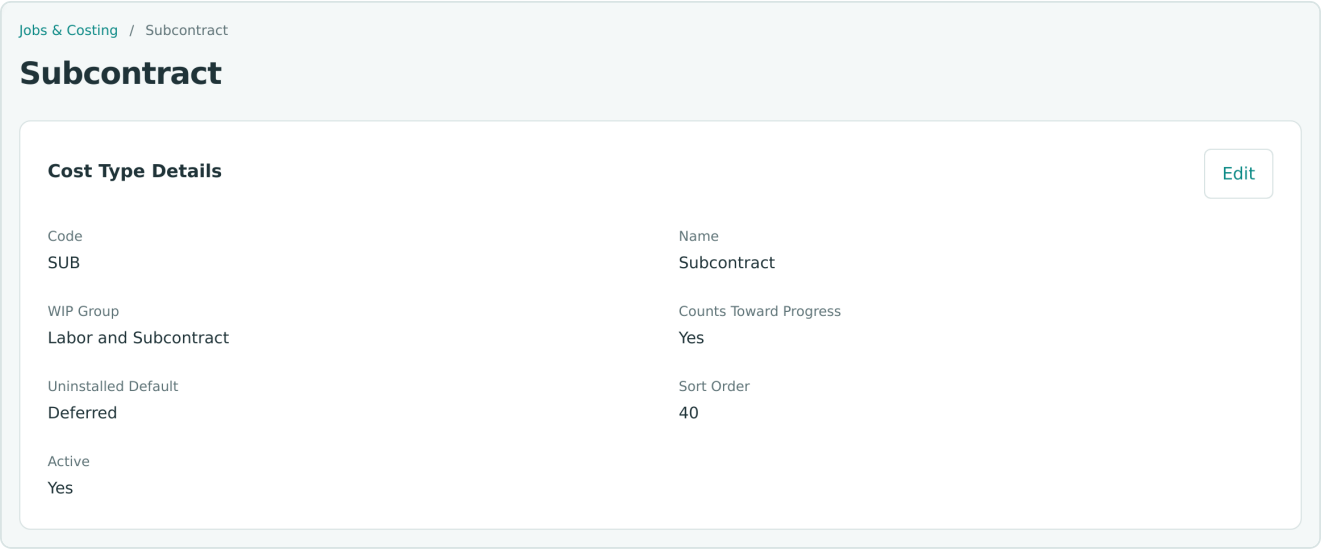

Figure 7-19 The page of cost type SUB Subcontract.

Activating and Deactivating Codes and Types

You cannot delete a cost code or cost type. When you no longer need one, make it inactive:

1. On **Job Costing Settings**, tick the codes (or types) to change, or click **Select All**.
2. Click **Mark Inactive** (or **Mark Active**). Structally confirms with, for example, *2 cost codes marked inactive.*

You can also untick **Active** on the code's or type's own page.

An inactive code or type:

- is no longer offered on bills, expenses, journal entries, budgets and commitments, and a line that still names it is refused with *Cost code 01-200 is inactive.* or *Cost type OVH is inactive.*;
- stays on every posted line and in every report;
- shows as **Inactive** in the **Cost Codes** card of each job.

Assigning Cost Codes to a Job

A job accepts only the cost codes assigned to it. You choose the first codes on the **New Job** form (see Creating and Managing Jobs); afterwards you manage them in the **Cost Codes** card near the bottom of the job's page, above **History**. The card opens read-only, listing each code with its **Code**, **Name** and **Status**.

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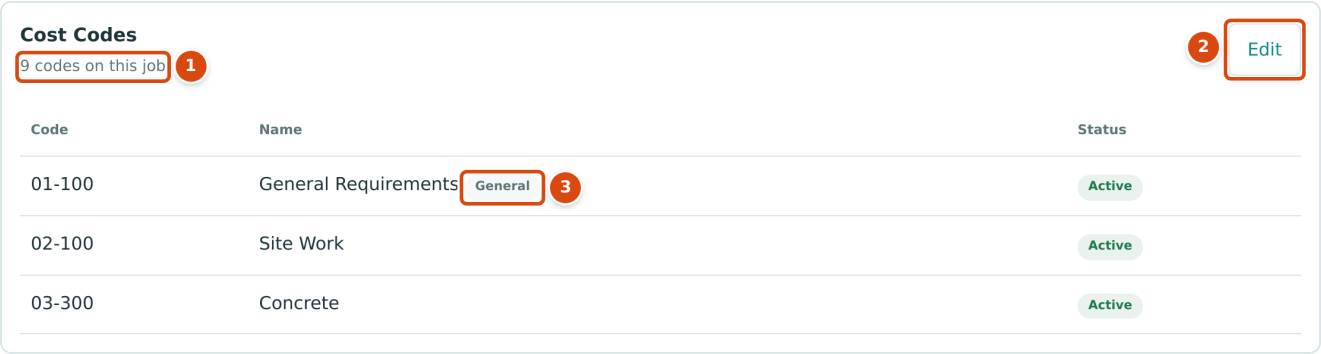

Figure 7-20 The cost codes assigned to J-2004.

1. How many codes the card lists, here *9 codes on this job*.
2. **Edit** turns on edit mode, with tick boxes, **Add Codes** and **Done**. It is shown to users with Edit access to Jobs & Costing, and not on archived jobs.
3. **General** codes are assigned to every job and always stay on it.

Adding Codes to a Job

1. On the job page, click **Edit** on the **Cost Codes** card.
2. Click **Add Codes**. The **Add Cost Codes** drawer opens on the right.
3. Under **Available**, tick each code to add, or click **Select All**. **Deselect All** clears the ticks.
4. Scroll to the bottom of the drawer and click **Add 2 Codes** (the number follows your ticks). **Cancel** (or **×**) closes the drawer without adding anything.

Structally adds the codes and opens the job page again, with the card read-only. If the codes cannot be added, the drawer opens again and the reason appears at the top of the page.

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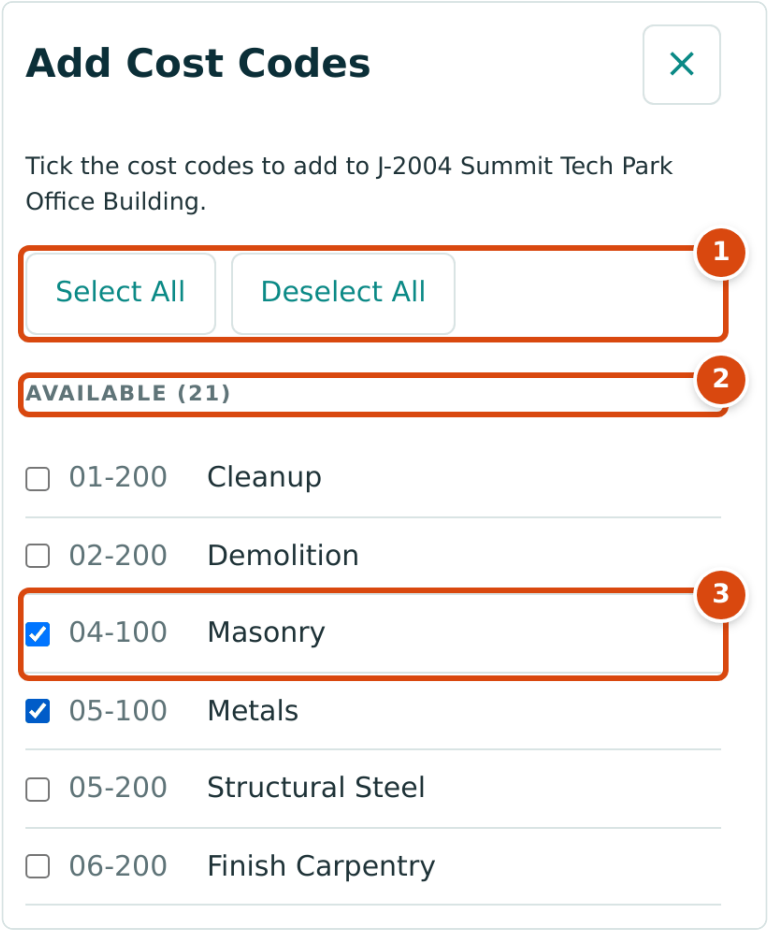

Figure 7-21 Ticking two codes to add to J-2004 (not added in the sample company).

1. **Select All** and **Deselect All** tick or untick every available code.
2. **Available**: the active codes that are not on the job yet, with their count.
3. A ticked code, here **04-100 Masonry**.

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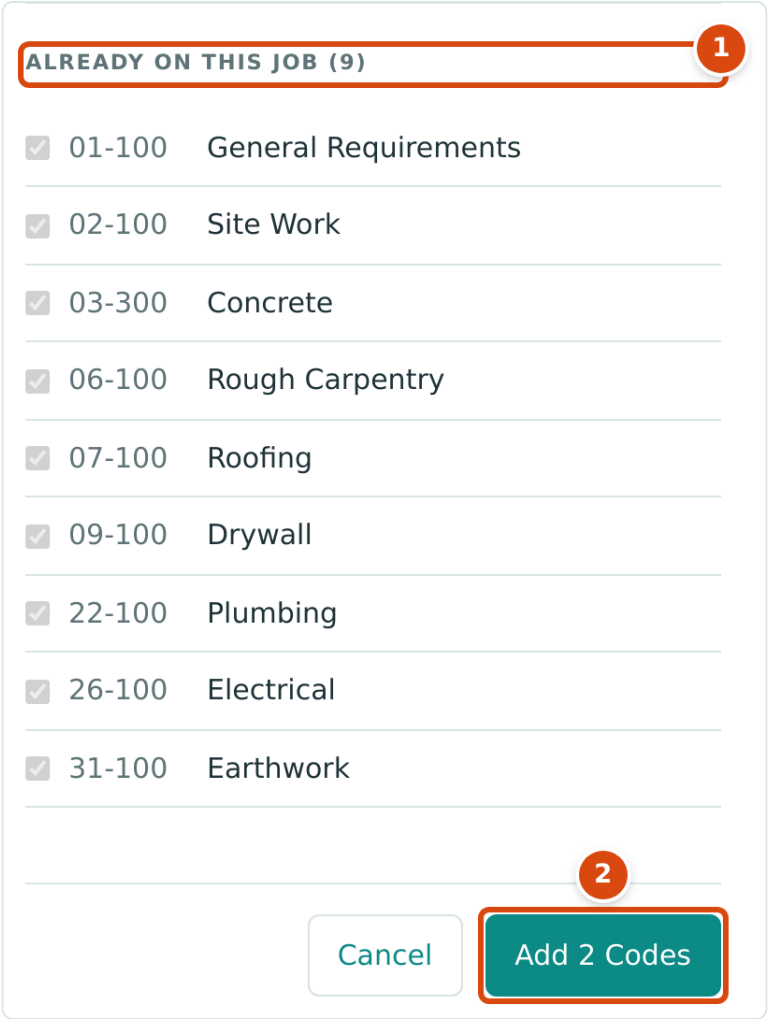

Figure 7-22 The bottom of the same drawer.

1. **Already on This Job**: the codes the job has now. They are shown ticked and grayed out.
2. **Add 2 Codes** adds the ticked codes. With nothing ticked it reads **Add Codes** and cannot be clicked.

Add Codes is not shown when every active code is already on the job.

Unassigning and Reassigning Codes

1. On the job page, click **Edit** on the **Cost Codes** card. A tick box appears before each code.
2. Tick the codes to change, or click **Select All**. **Deselect All** clears the ticks.
3. Click **Unassign** to take the ticked codes off the job, or **Assign** to put back ticked codes that were unassigned. Each button shows how many of the ticked codes it applies to: **Unassign (2)** counts the ticked codes that are assigned to the job, **Assign (1)** the ticked codes that were unassigned.
4. Click **Done** to leave edit mode. **Done** also clears any ticks.

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An unassigned code stays in the card with the status **Inactive**. To use it on the job again, tick it and click **Assign**, or add it with **Add Codes**, where it is listed under **Available**.

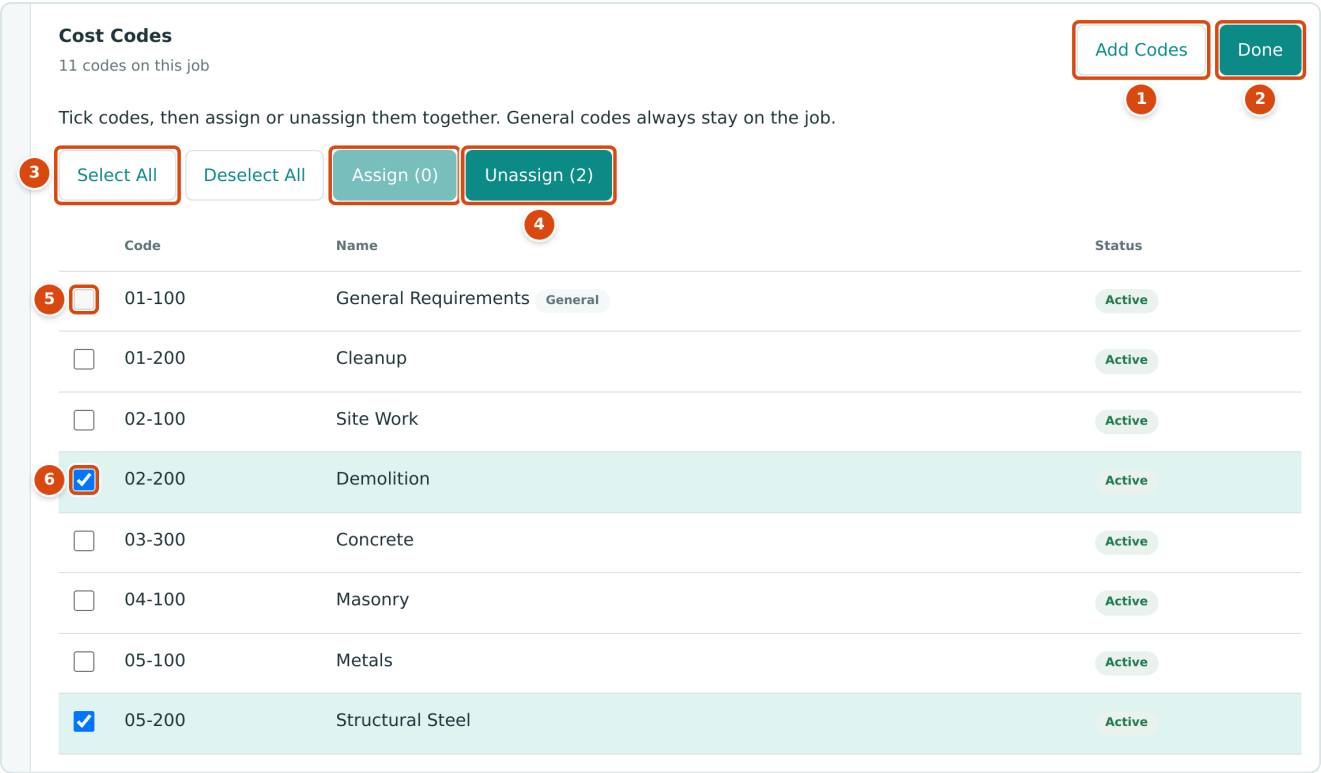

Figure 7-23 Edit mode on the draft job J-1008, which has no costs yet, with two codes ticked (not saved).

1. **Add Codes** opens the **Add Cost Codes** drawer.
2. **Done** leaves edit mode.
3. **Select All** ticks every code except **General** codes.
4. **Assign (0)** and **Unassign (2)**: each count follows the ticks. A button with nothing to change cannot be clicked.
5. A **General** code's tick box is grayed out: General codes stay on every job.
6. A ticked code, here **02-200 Demolition**.

If Structally refuses a change, the job page opens again with the card in edit mode and the reason at the top of the page, and none of the ticked codes is changed.

Rules for assignments:

- You cannot unassign a code that already has posted lines on the job: *Cost code 06-100 has posted lines on this job and stays assigned.* If one ticked code has posted lines, **Unassign** changes none of them.
- You cannot unassign a **General** code: *General cost codes stay assigned to every job.* Its tick box is grayed out in edit mode.

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- You cannot assign an inactive code: *Inactive cost codes cannot be assigned.* Inactive codes are not listed in the **Add Cost Codes** drawer.
- An archived job's codes cannot be changed: its **Cost Codes** card has no **Edit** button.
- Budget lines and commitment lines can use only the codes assigned to the job: *Cost code is not assigned to this job.*

Importing Cost Codes and Cost Types

To load a long list, use **Settings** → **Import Data** and choose **Cost Codes** (columns `code`, `name` and `general`) or **Cost Types** (columns `code`, `name`, `wip_group` and `sort_order`). See Import Data.

Field Reference

Field	Description	Required	Example
Code (cost code)	1 to 20 letters, digits, hyphens or periods; unique in the company.	Yes	09-400
Name (cost code)	1 to 120 characters.	Yes	Acoustical Ceilings
General	Assigns the code to every job.	No	Unticked
Active	Whether the code can be used on new lines.	No	Ticked
Code (cost type)	1 to 10 letters or digits; unique in the company.	Yes	SAF
Name (cost type)	1 to 60 characters.	Yes	Safety
WIP Group	Labor and Subcontract, or Material and Other.	Yes	Material and Other
Counts Toward Progress	Yes or No.	Yes	Yes

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Field	Description	Required	Example
Uninstalled Default	Deferred or Revenue at Cost.	Yes	Deferred
Sort Order	A whole number from -32768 to 32767.	Yes	80
Active (cost type)	Whether the type can be used on new lines.	No	Ticked

Worked Example: Adding a Code for a New Scope

The owner of J-2004 Summit Tech Park Office Building asks Cedar Ridge to price acoustical ceilings. The company has no code for that work. (This example is illustrative.)

1. On **Job Costing Settings**, click **Add Cost Code**, type **09-400** and **Acoustical Ceilings**, leave **General** unticked, and click **Create Cost Code**.
2. Open J-2004, click **Edit** on the **Cost Codes** card and then **Add Codes**. In the **Add Cost Codes** drawer, tick **09-400 Acoustical Ceilings** under **Available** and click **Add 1 Code**.
3. The code can now be used on J-2004's budget revisions, commitments and cost lines, for example **09-400 · SUB** for the ceiling subcontractor. Other jobs still cannot use it until it is assigned to them.

Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
Cost code already in use	Another code has the same code, whatever the capitalization.	Use another code, or open the existing one.
Cost code must be 1 to 20 letters, digits, hyphens or periods.	The code is empty, too long or has spaces or other characters.	Use only letters, digits, hyphens and periods.
Cost type code must be 1 to 10 letters or digits.	A cost type code has other characters or is too long.	Use letters and digits only.

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Message or Symptom	Why It Happens	What to Do
Cost type already in use	The type code exists already.	Use another code.
Mark Active and **Mark Inactive** are grayed out	No row is ticked.	Tick at least one row.
A new code is missing from a bill line's **Cost Code** list	The code is not assigned to the job chosen on the line.	Assign it to the job first.
Cost code 06-100 is not assigned to job J-1036.	A line names a code that is not assigned to its job.	Pick an assigned code, or assign the code to the job.
Cost code 06-100 has posted lines on this job and stays assigned.	One of the ticked codes has posted costs or revenue on the job, so none of them was unassigned.	Untick that code and click **Unassign** again for the others.
There is no Delete button	Codes and types are kept for history.	Mark them inactive instead.
A job's **Cost Codes** card has no **Edit** button.	You have View access to Jobs & Costing, or the job is archived.	Ask a user with Edit access to Jobs & Costing. An archived job's codes cannot be changed.
Assign and **Unassign** are grayed out in edit mode.	No ticked code can be changed that way: **Assign** counts only unassigned codes, **Unassign** only codes on the job.	Tick the codes the button should change.
There is no **Add Codes** button in edit mode.	Every active cost code is already on the job.	Add a cost code in Job Costing Settings first.

Related Topics

- Job Costing Settings

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- Creating and Managing Jobs
- Coding Transactions to Jobs
- Job Budgets
- WIP Schedules

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jobs | new job | job page | contract amount | estimate | billing retainage

8.5 Creating and Managing Jobs

A **job** is a project you track costs and revenue for: a building you put up under contract, a remodel, or a small service call. Every job-coded cost and revenue line, budget, commitment, change order, pay application, forecast and WIP row belongs to a job. Create the job first; then budget it, commit costs against it and code its bills and invoices to it.

A new job starts as a **Draft**. While it is a draft you can still change its number and original amounts, but no cost or revenue can be posted to it. Activate it when work starts (see Closing and Reopening Jobs).

Before You Begin

- Jobs & Costing is turned on for your company (see Jobs & Costing).
- The cost codes you need exist (see Cost Codes and Cost Types).
- The customer exists, or you add it from the form with **+ Add New** in the **Customer** list (if your role can create customers).
- You need **Edit** access to **Jobs & Costing** to create or change a job. Company Admins, Accountants and Project Managers have it; Viewers can open jobs but not change them. See Roles and Permissions.

Navigation

Jobs & Costing → **Jobs** → **New Job**.

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The Jobs List

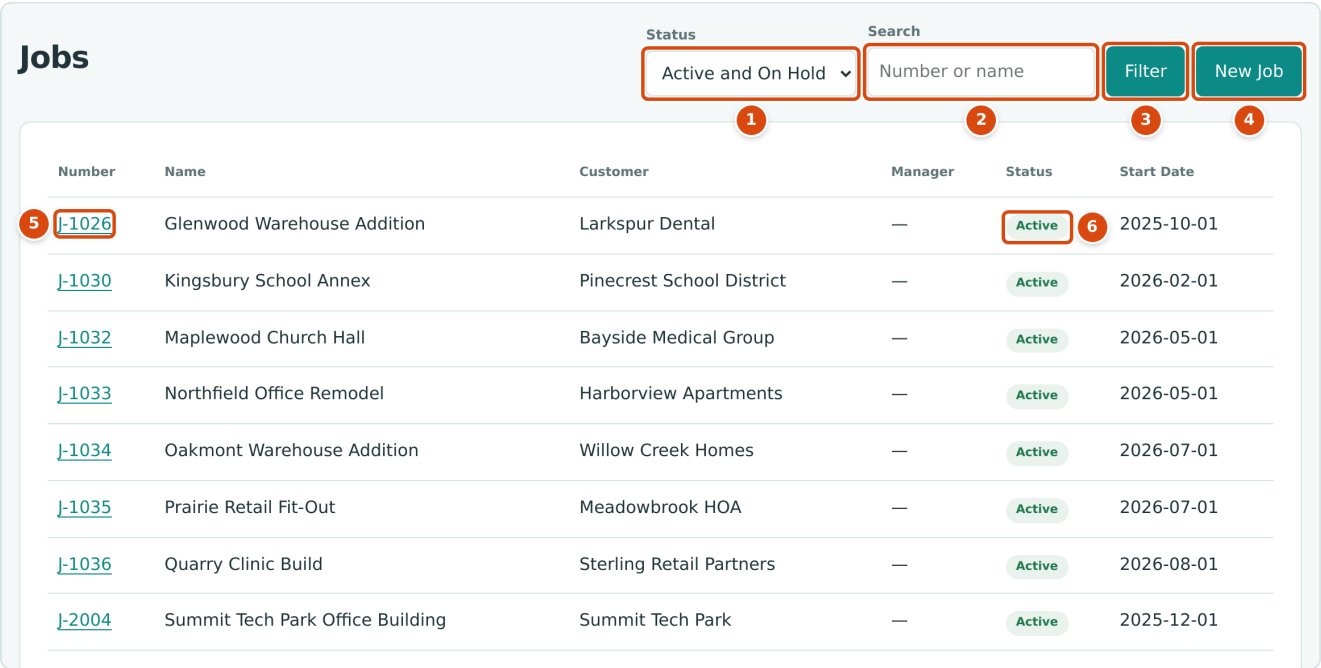

Figure 7-24 The Jobs list shows active and on-hold jobs at first.

1. **Status**: **Active and On Hold** (the default), **Draft**, **Active**, **On Hold**, **Closed**, **Archived** or **All**.
2. **Search**: part of a job number or name.
3. **Filter** applies the status and search.
4. **New Job** opens the New Job form (users with Edit access only).
5. Click a job number to open the job.
6. The job's status.

The list shows **Number**, **Name**, **Customer**, **Manager**, **Status** and **Start Date**, sorted by job number, 25 jobs to a page. Archived jobs appear only when you choose **Archived** or **All**.

Step by Step: Creating a Job

1. Open **Jobs & Costing** → **Jobs** and click **New Job**.
2. Type the **Job Number** and **Job Name**.
3. Choose the **Customer** the job is for. Type to search; **No Customer** is allowed (for example, for internal work).
4. Optionally choose a **Manager**, one of the users with access to the company.
5. Enter the **Start Date** and, if known, the **End Date**.

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6. Enter the **Original Contract** (what the customer agreed to pay) and the **Original Estimate** (what you expect the work to cost).
7. Check **Billing Retainage**. It starts with the company's **Customer Invoices** default from Job Costing Settings.
8. Optionally type the job **Address** and **Notes**.
9. Tick the **Cost Codes** the job will use.
10. Optionally attach the contract or other documents under **Attachments**.
11. Click **Create Job**. Structally opens the new job's page.

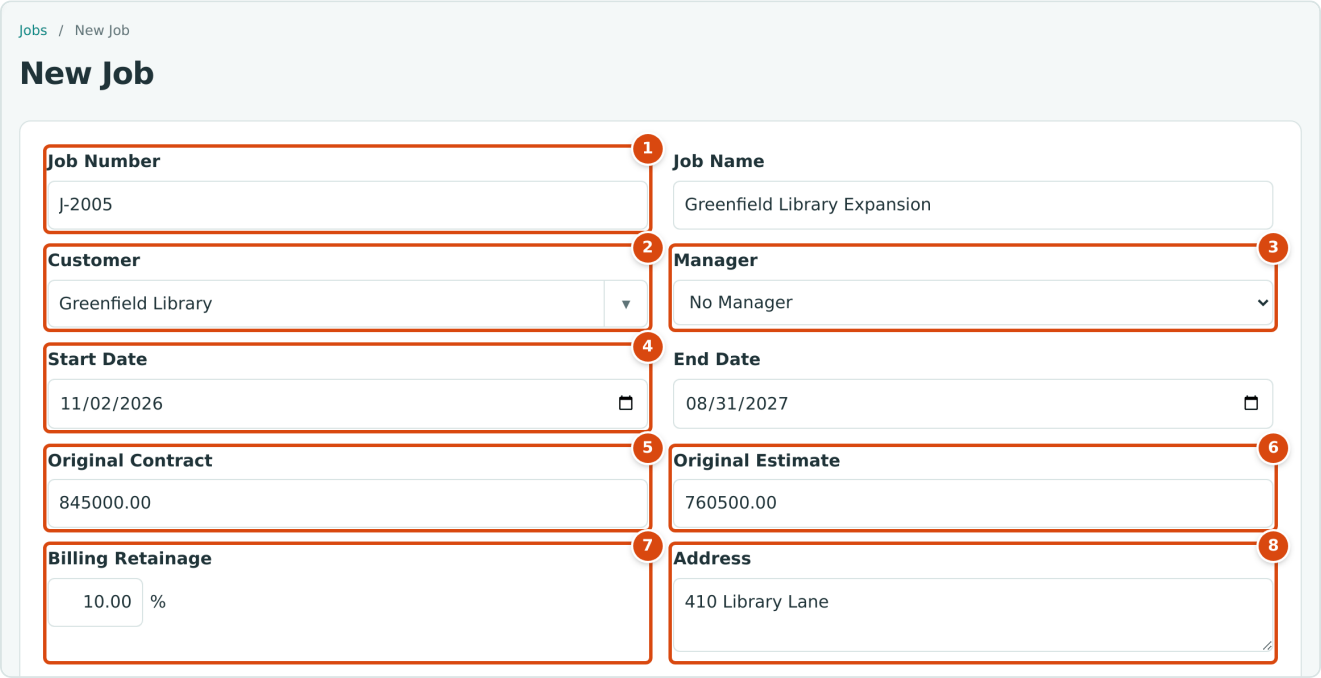

Figure 7-25 The New Job form, filled in for a new contract job.

1. **Job Number**: unique in the company.
2. **Customer**: active customers only.
3. **Manager**: the user responsible for the job.
4. **Start Date** and **End Date**.
5. **Original Contract**: the contract amount before change orders.
6. **Original Estimate**: the expected cost before changes.
7. **Billing Retainage**: the percent the customer holds back from your billings.
8. **Address**: the job site, used as the ship-to address on purchase orders when your document design says so.

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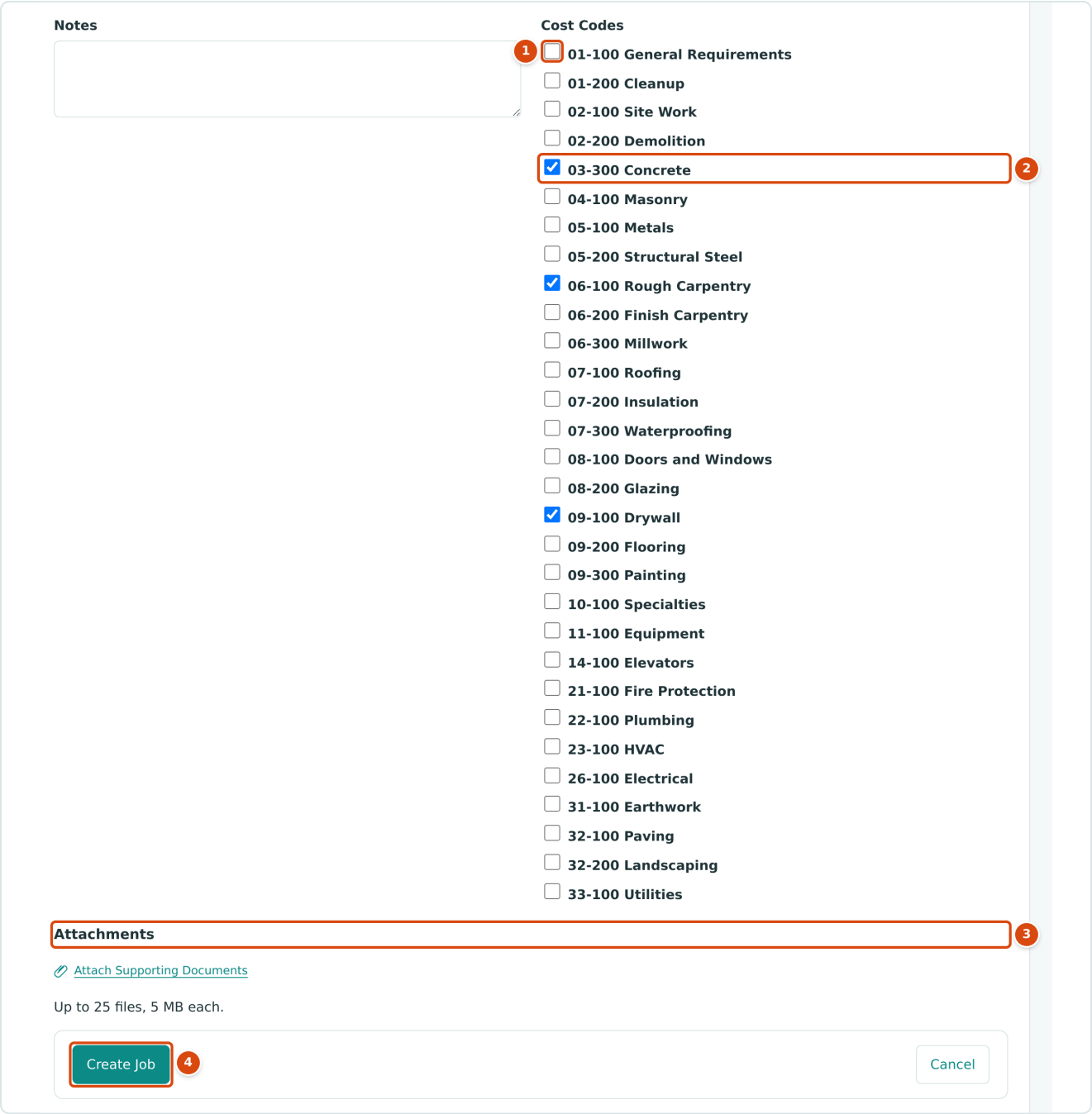

Figure 7-26 Choosing the job's cost codes and attachments.

1. **Cost Codes**: every active code in the company. **General** codes, such as 01-100 General Requirements, are assigned to every job whether or not you tick them.
2. A ticked code is assigned to the new job.
3. **Attachments**: up to 25 files, 5 MB each.
4. **Create Job** saves the job as a draft.

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Field Reference

Field	Description	Required	Example
Job Number	1 to 30 characters, unique in the company whatever the capitalization. Can be changed only while the job is a draft.	Yes	J-2005
Job Name	1 to 120 characters.	Yes	Greenfield Library Expansion
Customer	The customer the job is for. Active customers only.	No	Greenfield Library
Manager	A user with active access to the company. Shown in the Jobs list and on the job.	No	No Manager
Start Date	When work starts.	No	11/02/2026
End Date	Planned finish. Cannot be before the start date.	No	08/31/2027
Original Contract	The contract value before change orders. At least 0.01 when entered. Once the job leaves Draft, an amount already entered cannot change.	No	845,000.00
Original Estimate	The expected total cost before changes. At least 0.01 when entered. Once the job leaves Draft, an amount already entered cannot change.	No	760,500.00
Billing Retainage	Percent held back on billings to the customer, 0 to 100 with up to two decimals. New pay applications and invoice lines for the job start with it.	No	10.00

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Field	Description	Required	Example
Address	The job site address.	No	410 Library Lane
Notes	Internal notes.	No	
Cost Codes	The codes the job accepts. On the New Job form only; later, use the job page.	No	03-300, 06-100, 09-100
Attachments	Up to 25 files, 5 MB each.	No	Contract.pdf

The Job Page

The job page brings together everything about the job. It opens with the header and the **Details** card.

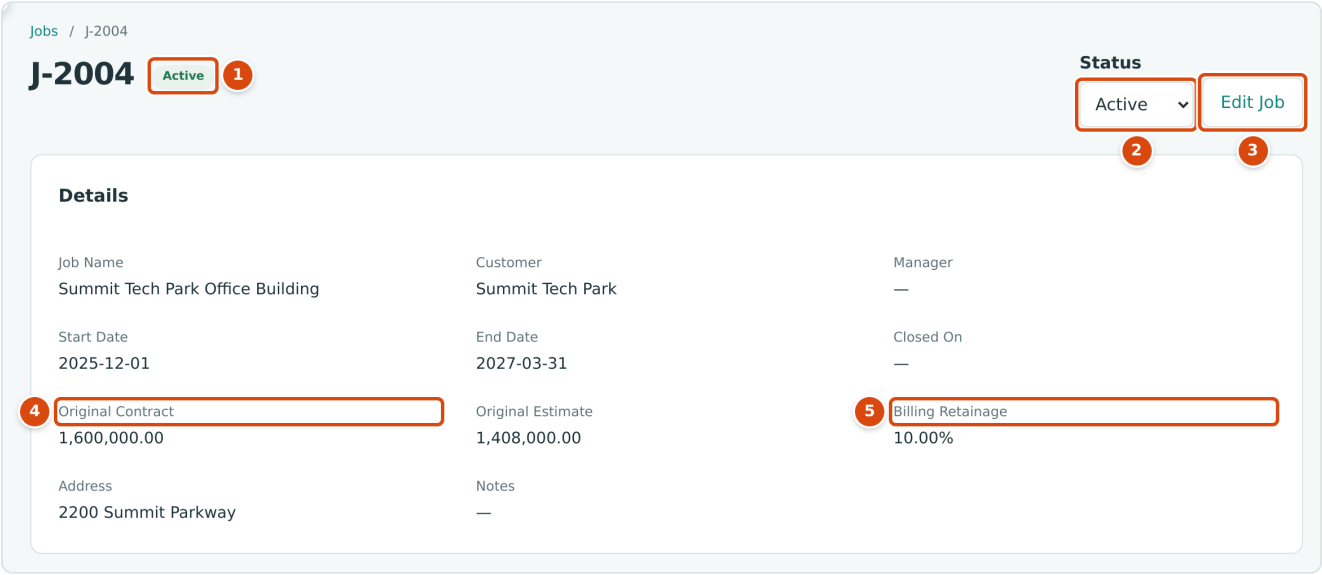

Figure 7-27 The top of the job page for J-2004 Summit Tech Park Office Building.

1. The job's status.
2. **Status**: choose a new status to activate, hold, close, reopen or archive the job (see Closing and Reopening Jobs).
3. **Edit Job** opens the job's form.
4. **Original Contract** and **Original Estimate**, as entered.

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5 **Billing Retainage**.

The **Details** card lists **Job Name**, **Customer**, **Manager**, **Start Date**, **End Date**, **Closed On**, **Original Contract**, **Original Estimate**, **Billing Retainage**, **Address** and **Notes**.

Below it, a series of cards summarizes the job's money:

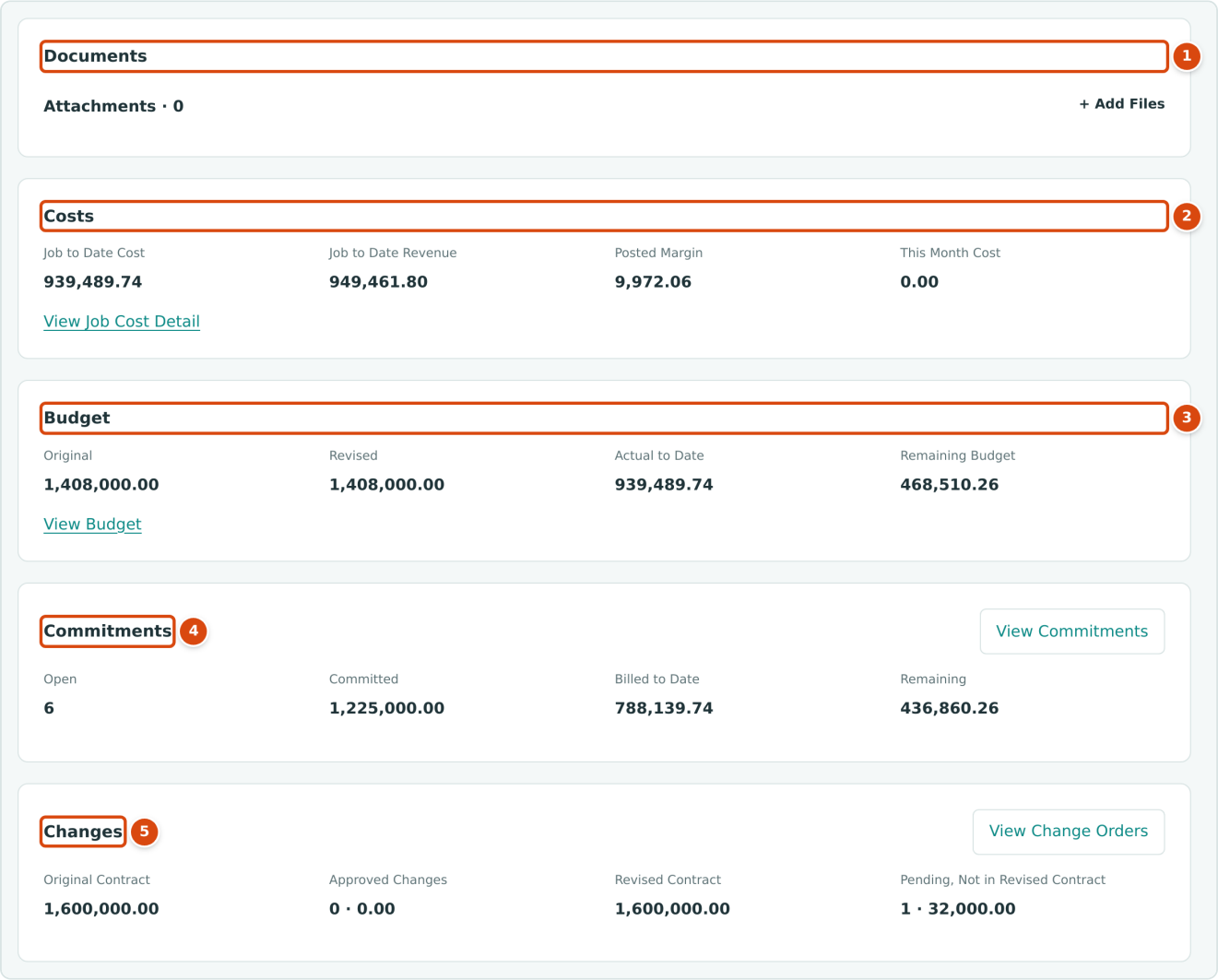

Figure 7-28 Documents, costs, budget, commitments and changes on J-2004.

1. **Documents**: the job's attachments; **+ Add Files** adds more.
2. **Costs**: **Job to Date Cost**, **Job to Date Revenue**, **Posted Margin** (revenue less cost) and **This Month Cost**. **View Job Cost Detail** opens the job cost detail report for this month.
3. **Budget**: **Original**, **Revised**, **Actual to Date** and **Remaining Budget**, with **View Budget** (see Job Budgets). A job without a budget shows *No budget yet* and **Add Budget**.
4. **Commitments**: the number of **Open** commitments (draft, approved and issued), and the **Committed**, **Billed to Date** and **Remaining** amounts of the issued and closed ones. **View Commitments** lists them (see

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Commitments).

5. **Changes**: **Original Contract**, **Approved Changes** (count and amount), **Revised Contract** and **Pending, Not in Revised Contract**, with **View Change Orders** (see Change Orders).

Jobs billed through a schedule of values also have a **Billing** card. Every job has a **Forecast** and a **WIP** card:

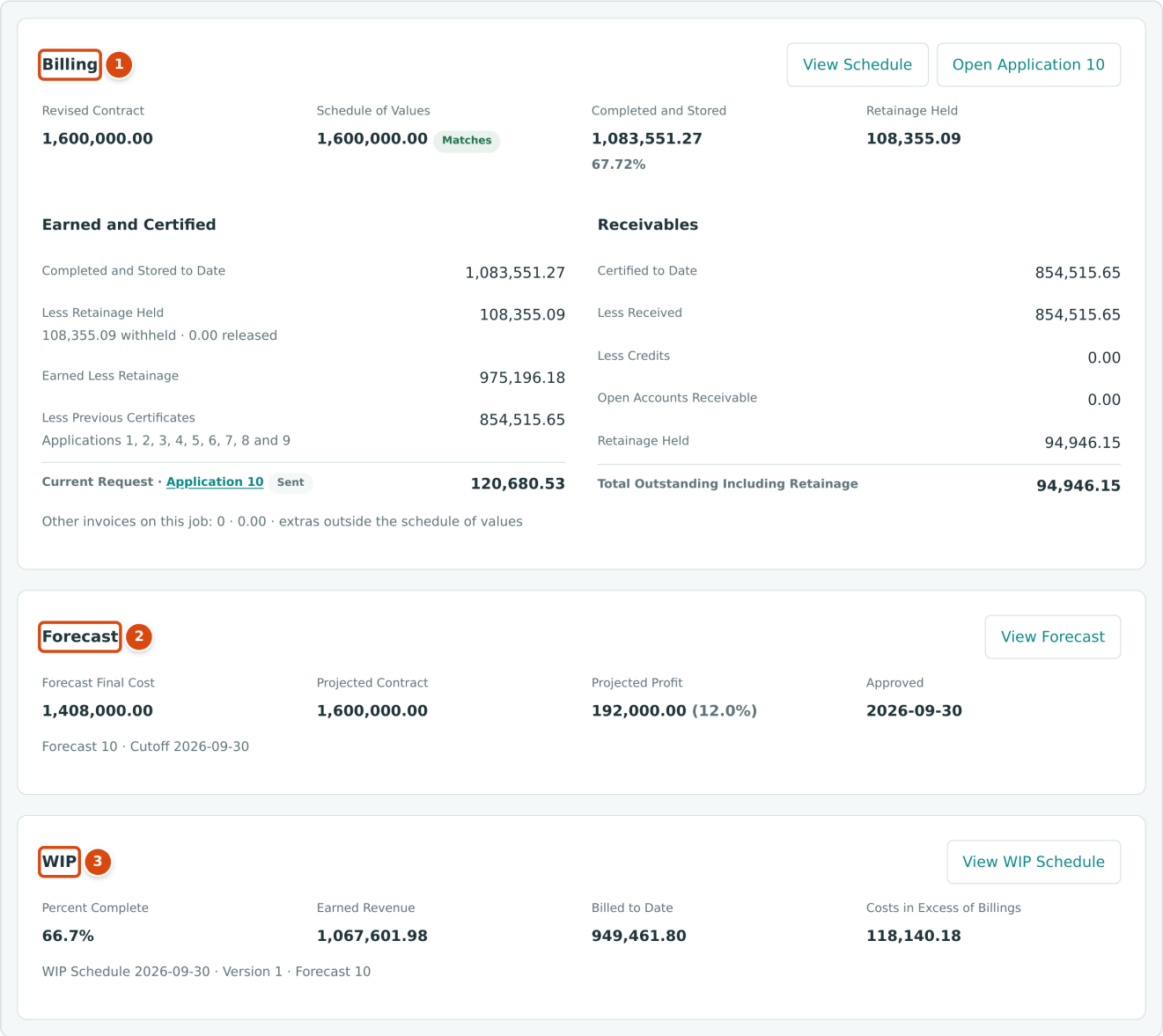

Figure 7-29 Billing, forecast and WIP for J-2004.

1. **Billing**: the schedule of values against the revised contract, what has been completed and stored, retainage held, and the current pay application. See Schedules of Values and Pay Applications.
2. **Forecast**: the latest approved forecast, or *No approved forecast*. See Forecasts.
3. **WIP**: the job's row of the latest approved WIP schedule, or *No approved WIP schedule*. See WIP Schedules.

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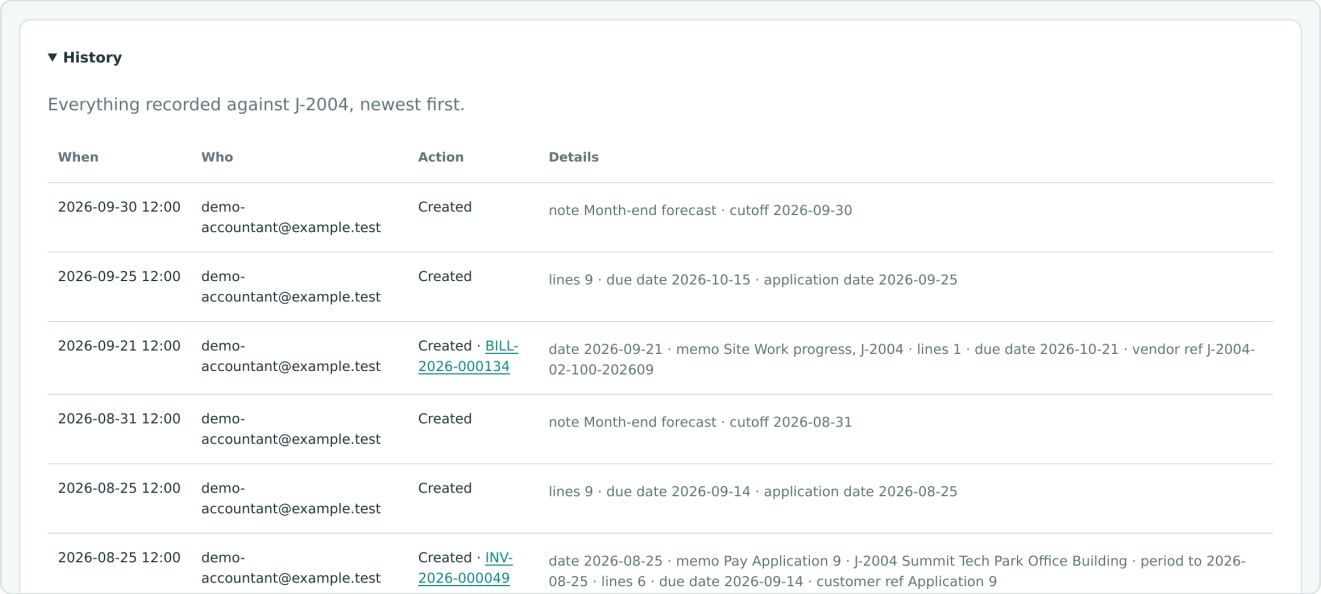
At the bottom of the page:

- **Cost Codes** lists the codes assigned to the job and how many there are. **Edit** switches the card to edit mode, where you tick codes to **Assign** or **Unassign** them and **Add Codes** adds more (see Assigning Cost Codes to a Job).
- **History** lists everything recorded against the job, newest first. Click **History** to open it.



▼ **History**

Everything recorded against J-2004, newest first.

When	Who	Action	Details
2026-09-30 12:00	demo-accountant@example.test	Created	note Month-end forecast · cutoff 2026-09-30
2026-09-25 12:00	demo-accountant@example.test	Created	lines 9 · due date 2026-10-15 · application date 2026-09-25
2026-09-21 12:00	demo-accountant@example.test	Created · BILL-2026-000134	date 2026-09-21 · memo Site Work progress, J-2004 · lines 1 · due date 2026-10-21 · vendor ref J-2004-02-100-202609
2026-08-31 12:00	demo-accountant@example.test	Created	note Month-end forecast · cutoff 2026-08-31
2026-08-25 12:00	demo-accountant@example.test	Created	lines 9 · due date 2026-09-14 · application date 2026-08-25
2026-08-25 12:00	demo-accountant@example.test	Created · INV-2026-000049	date 2026-08-25 · memo Pay Application 9 · J-2004 Summit Tech Park Office Building · period to 2026-08-25 · lines 6 · due date 2026-09-14 · customer ref Application 9

Figure 7-30 The job's history, opened.

Editing a Job

1. On the job page, click **Edit Job**.
2. Change the fields you need. Cost codes are not on this form; manage them in the **Cost Codes** card on the job page.
3. Click **Save Job**. Structally opens the job page again.

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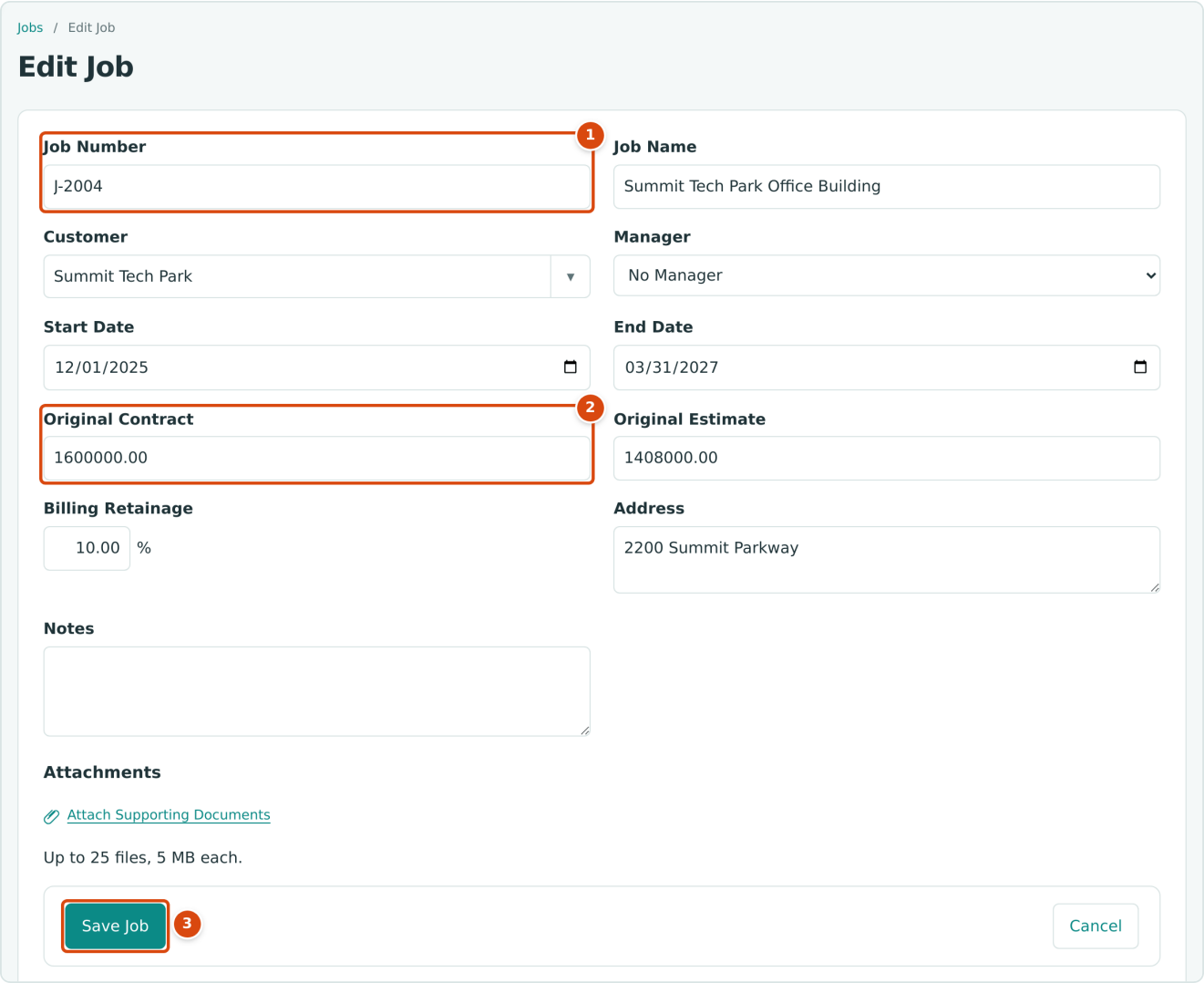

Figure 7-31 Editing J-2004.

1. **Job Number**: can be changed only while the job is a draft.
2. **Original Contract** and **Original Estimate**: once the job is no longer a draft, an amount that was entered cannot be changed. Contract changes go through change orders, cost changes through budget revisions.
3. **Save Job** saves the changes.

An archived job cannot be edited: its page has no **Edit Job** button.

Worked Example: J-2004 Summit Tech Park Office Building

Cedar Ridge Contracting signed a 1,600,000.00 contract with Summit Tech Park for an office building at 2200 Summit Parkway, with work from December 1, 2025 to March 31, 2027. Its estimate was 1,408,000.00, and the owner holds back 10% of each billing. The job was created with:

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Field	Value
Job Number	J-2004
Job Name	Summit Tech Park Office Building
Customer	Summit Tech Park
Start Date / End Date	2025-12-01 / 2027-03-31
Original Contract	1,600,000.00
Original Estimate	1,408,000.00
Billing Retainage	10.00%
Address	2200 Summit Parkway
Cost codes	02-100, 03-300, 06-100, 07-100, 09-100, 22-100, 26-100, 31-100, plus the general code 01-100

The planned profit is 1,600,000.00 − 1,408,000.00 = 192,000.00, or 12.0% of the contract; the job's approved September forecast shows the same **Projected Profit** of 192,000.00 (12.0%). After activation the job collected 939,489.74 of cost and 949,461.80 of revenue by September 30, 2026, as the **Costs** card shows.

What Happens After You Save

	After Create Job	After Save Job
Status	**Draft**	Unchanged
Cost codes	The ticked codes plus every **General** code	Unchanged
Journal entry	None; jobs never post on their own	None

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	After Create Job	After Save Job
Can still be changed	Everything	Number and original amounts only while Draft
Next step	Add a budget, then activate the job	—

A draft job does not appear in the **Job** lists of bills, expenses and invoices; it does appear when you create budgets, commitments and change orders.

Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
Job number already in use	Another job has the same number, whatever the capitalization.	Use a different number.
Job number must be 1 to 30 characters.	The number is empty or too long.	Shorten it.
Job name must be 1 to 120 characters.	The name is empty or too long.	Shorten it.
Customer must be active.	The customer was deactivated.	Reactivate the customer, or choose another.
A message that the manager must be a user of the company	The chosen manager no longer has active access to the company.	Choose another manager or **No Manager**.
End date cannot be before the start date.	The dates are reversed.	Correct the dates.
Retainage percent must be from 0 to 100 with at most two decimals.	**Billing Retainage** is out of range.	Enter a value such as 10 or 5.5.

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Message or Symptom	Why It Happens	What to Do
Job number can only be changed while the job is a draft.	The job is active, on hold or closed.	Keep the number.
Original contract and estimate are frozen once the job is active.	You changed an original amount after the job left Draft.	Use a change order or a budget revision instead.
Inactive cost codes cannot be assigned.	A ticked cost code was deactivated meanwhile.	Untick it, or reactivate it.
This job was changed by someone else. Reload the page and try again.	Someone saved the job after you opened it.	Reload the page and make your change again.
This page is read-only. on New Job	You have view access only.	Ask a Company Admin for Edit access to Jobs & Costing.
A new job is not in the bill's **Job** list	The job is still a draft.	Activate it.

Related Topics

- Closing and Reopening Jobs
- Cost Codes and Cost Types
- Job Budgets
- Commitments
- Coding Transactions to Jobs

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job status | close job | reopen job | archive job | on hold | adjustment reason

8.6 Closing and Reopening Jobs

A job's **status** controls what can still happen on it: whether costs and revenue can be coded to it, whether its budget and commitments can change, and whether it shows in everyday lists. Change the status as the work moves along: activate the job when work starts, put it on hold when work pauses, close it when the work is done and the last costs are in, and archive it when you no longer want to see it.

Before You Begin

- You need **Edit** access to **Jobs & Costing**. Company Admins, Accountants and Project Managers have it. See Roles and Permissions.
- To activate a job, it needs at least one active cost code assigned and the company needs at least one active cost type.

Navigation

Jobs & Costing → **Jobs** → open the job → **Status** list at the top right of the job page.

The Five Statuses

Status	Meaning
Draft	Set up but not started. You can still change the job number and original amounts. Nothing can be posted to it.
Active	Work in progress. Costs and revenue can be coded to it.
On Hold	Work paused. Costs can still be coded to it, but each line needs an adjustment reason.
Closed	Work finished. Late costs still need an adjustment reason; the budget and commitments can no longer change. The closing date is recorded as **Closed On**.
Archived	Retired. The job leaves the everyday lists and accepts nothing more. This cannot be undone.

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Allowed Changes

You can move a job only along these paths. The **Status** list on the job page offers only the statuses you can move to next, and the confirmation window is named after the action.

From	To	Action	Reason Required
Draft	Active	**Activate**	No
Draft	Archived	**Archive**	Yes
Active	On Hold	**Put On Hold**	No
Active	Closed	**Close**	No
On Hold	Active	**Resume**	No
On Hold	Closed	**Close**	No
Closed	Active	**Reopen**	Yes
Closed	Archived	**Archive**	Yes
Archived	—	None	—

Step by Step: Changing a Job's Status

1. Open the job.
2. In the **Status** list at the top right, choose the new status. A confirmation window opens that explains the change.

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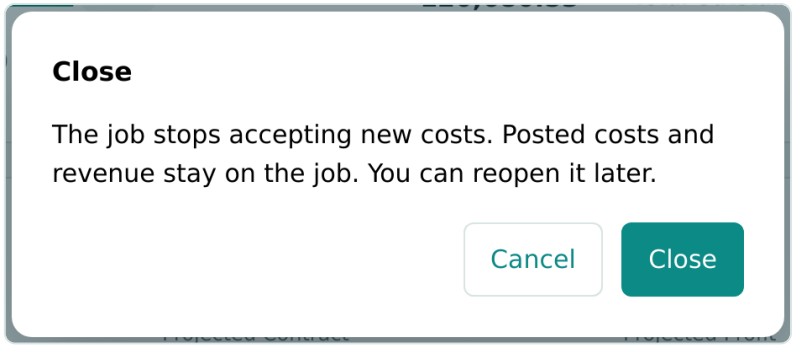

Figure 7-32 Closing J-2004 asks for confirmation first.

3. If the window shows a **Reason** box (for **Reopen** and **Archive**), type why you are making the change. The reason is kept in the job's **History**.
4. Click the action button (**Close** in the figure above), or **Cancel** to keep the current status.

Structally reloads the job page with the new status.

The confirmation windows say:

Action	Text in the Window
Activate	The job starts accepting coded costs and revenue.
Put On Hold	New costs are flagged while the job is on hold. Existing postings stay.
Close	The job stops accepting new costs. Posted costs and revenue stay on the job. You can reopen it later.
Resume	The job accepts costs again without flags.
Reopen	The job accepts costs again. A reason is recorded.
Archive	The job leaves every list and its cost code stops accepting postings. A reason is recorded.

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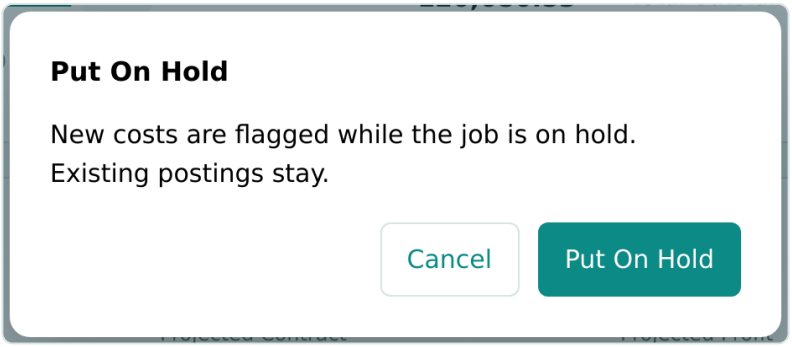

Figure 7-33 Putting a job on hold.

Every job in Cedar Ridge Contracting has already been activated, so the **Activate** window comes from the training company:

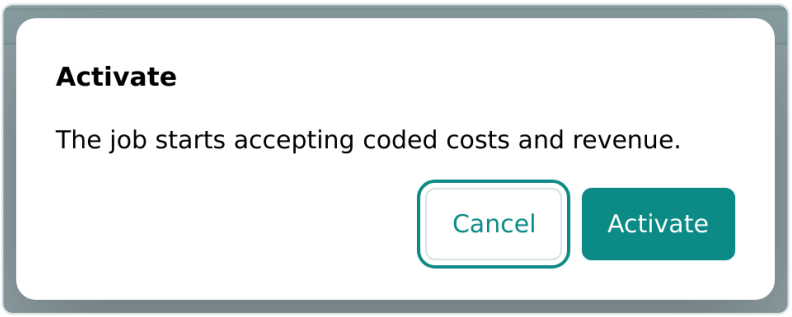

Figure 7-34 Activating a new job in the training company Cedar Ridge Training.

Closing a Job

Close a job when the work is complete and you expect no more costs. When you click **Close**:

- the status becomes **Closed**, and **Closed On** on the **Details** card shows today's date (you cannot choose another closing date). In the training company, Cedar Ridge Training, job J-101 closed on October 24, 2026 shows **Closed On** 2026-10-24;
- posted costs and revenue stay on the job and in every report;
- a cost posted to the job later needs an **Adjustment Reason** on its line;
- the job's budget and commitments can no longer be created, edited or approved.

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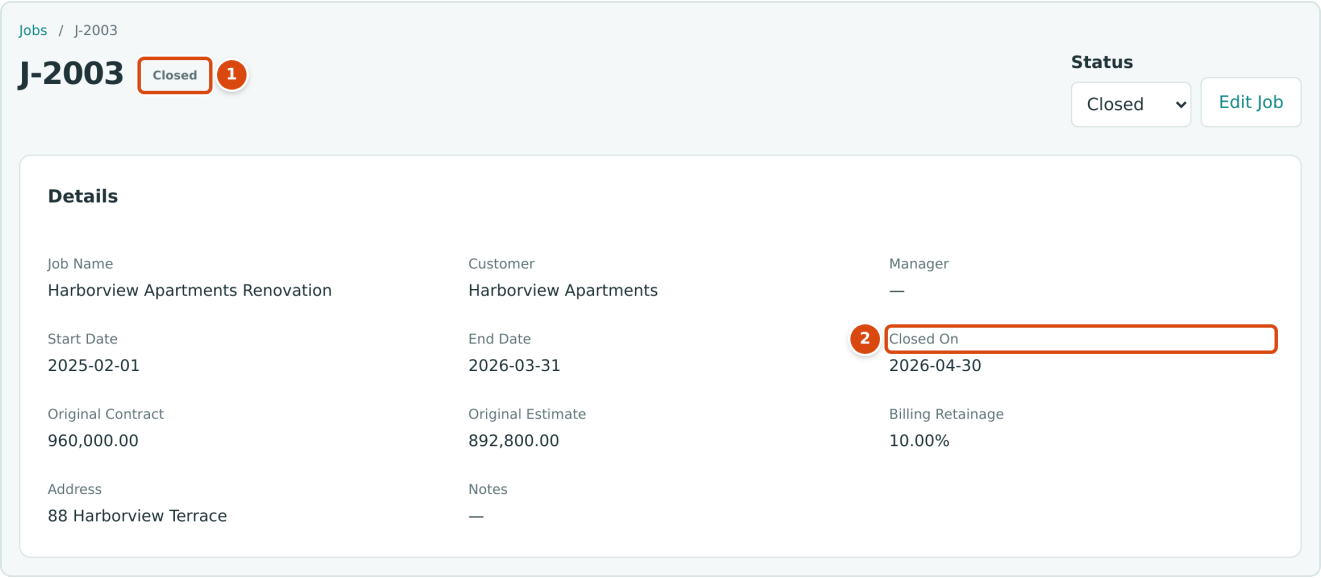

Figure 7-35 A closed job: J-2003 Harborview Apartments Renovation.

1. The **Closed** status.
2. **Closed On**: the day the job was closed.

Reopening a Job

Reopen a closed job when more work or billing is needed. Choose **Active** in the **Status** list, type a **Reason** and click **Reopen**. **Closed On** is cleared. If you click **Reopen** without a reason, the window says *Enter a reason.*:

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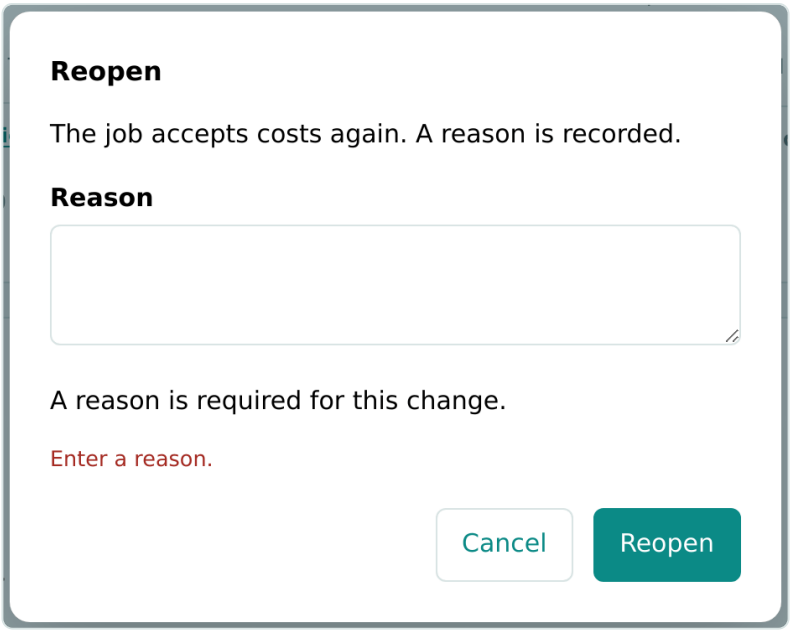

Figure 7-36 Reopening a closed job needs a reason.

Archiving a Job

Archive a draft job you will never start, or a closed job you no longer want to see. Type a **Reason** and click **Archive**.

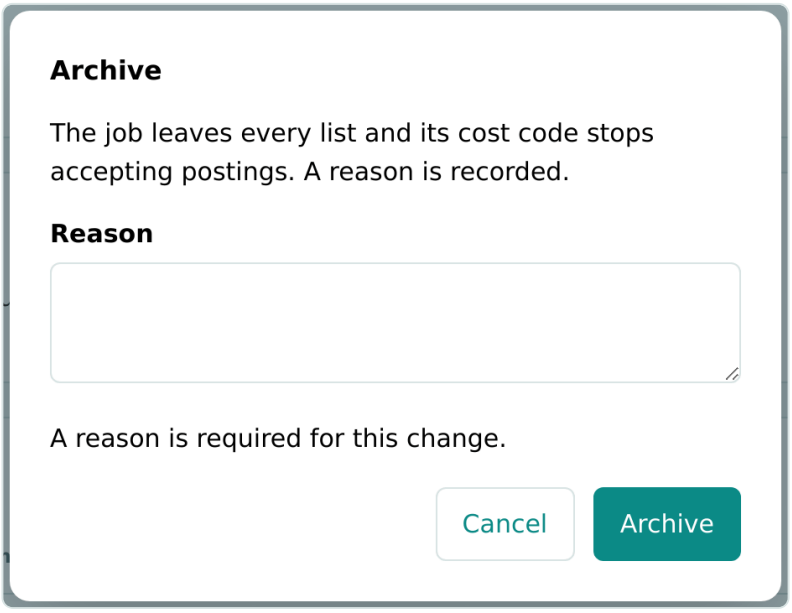

Figure 7-37 Archiving a job.

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Archiving cannot be undone

An archived job cannot be reopened or edited, and nothing can be coded to it. Its page stays available from the Jobs list (choose **Archived** or **All** in **Status**), with its history, but without the **Status** list or **Edit Job**.

What Each Status Allows

	Draft	Active	On Hold	Closed	Archived
Listed in the **Job** column of bills, expenses, vendor credits and journal entries	No	Yes	Yes, as *(On Hold)*	Yes, as *(Closed)*	No
Post costs to the job	No	Yes	Yes, with an **Adjustment Reason**	Yes, with an **Adjustment Reason**	No
Listed on invoice and credit memo lines (revenue)	No	Yes	No	No	No
Create, edit or approve a budget	Yes	Yes	Yes	No	No
Create, edit or approve a commitment	Yes	Yes	Yes	No	No
New change orders	Yes	Yes	Yes	No	No

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	Draft	Active	On Hold	Closed	Archived
Edit the job	Yes	Yes, except number and original amounts	Same as Active	Same as Active	No
Assign or unassign cost codes	Yes	Yes	Yes	Yes	No
Shown in the Jobs list's default view (**Active and On Hold**)	No	Yes	Yes	No	No
Shown in the Budgets list	Yes	Yes	Yes	Yes	No

Costs on On-Hold and Closed Jobs

When a bill, expense, vendor credit or journal entry line names a job that is on hold or closed, an **Adjustment Reason** box appears on the line. A line without a reason is refused with *Job J-2003 is closed; give an adjustment reason.* (or *… is on hold; …*).

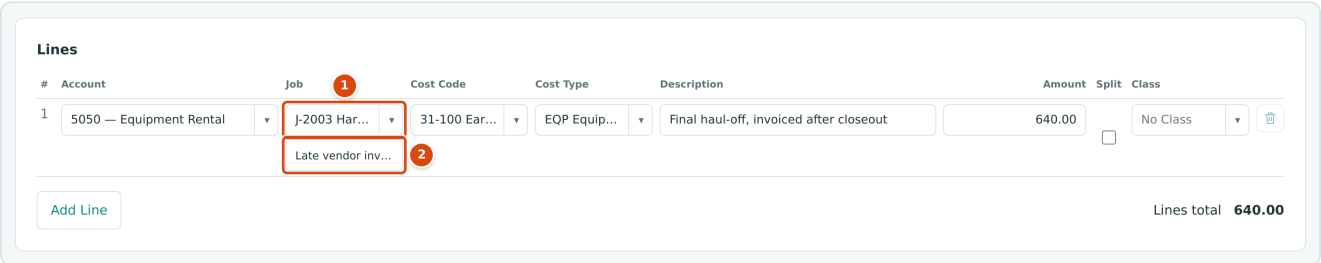

Figure 7-38 A late cost on a closed job, with its adjustment reason.

1. The job, shown with *(Closed)* in the list.
2. **Adjustment Reason**: required for on-hold and closed jobs.

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These lines post normally, and they are listed for review: as *On-Hold or Closed Job* in Job Costs and, for the current month, under **Needs Attention** on the Overview.

Worked Example: Closing J-2003

J-2003 Harborview Apartments Renovation was planned to end on March 31, 2026. The owner paid every certified billing in full, and the job was closed with **Closed On** 2026-04-30. Its page now shows **Job to Date Cost** 991,766.00 against **Job to Date Revenue** 960,000.00: a loss of 31,766.00, the same as its last approved forecast.

In October, a hauling company sends a late invoice of 640.00 for final haul-off. Instead of reopening the job, the bookkeeper enters the bill on account 5050 Equipment Rental, codes it to J-2003 · 31-100 · EQP, and types the adjustment reason *Late vendor invoice after closeout*, as in the figure above. Once posted, the job's cost to date becomes 991,766.00 + 640.00 = 992,406.00, and the line is listed for review in Job Costs. (The bill is illustrative; it is not in the sample company.)

Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
A job needs at least one active cost code and one cost type before activation.	The job has no active cost code assigned, or the company has no active cost type.	Assign a cost code on the job page, or activate a cost type.
Enter a reason.	**Reopen** or **Archive** was clicked with an empty **Reason**.	Type a reason.
A reason is required to reopen a closed job. / A reason is required to archive a job.	The reason was blank when the change reached Structally.	Try again with a reason.
Job J-1008 is not active yet. (on a bill or expense)	The job is still a draft.	Activate the job.
Job J-2003 is closed; give an adjustment reason.	The line names an on-hold or closed job.	Type an **Adjustment Reason** on the line.
Job J-1001 is archived. (with your job's number)	The line names an archived job.	Choose another job.

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Message or Symptom	Why It Happens	What to Do
Budgets cannot change on a closed or archived job.	You tried to add or approve a budget on a closed job.	Reopen the job first, if the change is justified.
Commitments cannot change on a closed or archived job.	You tried to approve a commitment on a closed job.	Reopen the job first.
Archived jobs cannot be changed.	The job is archived.	No action; archived jobs are final.
The job is missing from the Jobs list	The list shows active and on-hold jobs by default.	Choose **Closed**, **Archived** or **All** in **Status**.
This job was changed by someone else. Reload the page and try again.	Someone changed the job after you opened it.	Reload the page and try again.

Related Topics

- Creating and Managing Jobs
- Coding Transactions to Jobs
- Job Costs and Cost Transfers
- Forecasts and WIP Schedules

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job coding | cost code | cost type | adjustment reason | extra | split | revenue

8.7 Coding Transactions to Jobs

Job costs and job revenue are not entered separately. They come from the ordinary transactions you already post, when their lines carry **job coding**:

- A **cost line** (on a bill, expense, vendor credit or journal entry) carries a **Job**, a **Cost Code** and a **Cost Type**. When it posts, its amount is job cost for that job, code and type.
- A **revenue line** (on an invoice or credit memo) carries only a **Job**. When it posts, its amount is job revenue for that job.

Each journal line keeps its coding, so the job cost reports, budgets, forecasts and the WIP schedule all read the same posted amounts as your general ledger.

Before You Begin

- Jobs & Costing is turned on and at least one job is **Active**, **On Hold** or **Closed**. Otherwise the **Job Costing** switch does not appear.
- The job's cost codes are assigned to it (see Cost Codes and Cost Types).
- The account you use can carry job coding (see Job Cost Accounts).
- You need **Edit** access to the area of the document: **Vendors & Bills** for bills, expenses and vendor credits, **Customers & Invoices** for invoices and credit memos, **Accounting** for journal entries.

Navigation

Open the document's form, for example **Vendors & Bills** → **Bills** → **New Bill**, and tick **Job Costing** at the top of the form.

Where Job Coding Appears

Document	Switches at the Top	Line Columns Added	See
Bill	**Job Costing**, **Commitments** (when issued commitments exist), **Retainage** (when there is a Retainage Payable account)	**Job**, **Commitment**, **Cost Code**, **Cost Type**, **Retainage**, **Split**, **Adjustment Reason**	Entering a Bill

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Document	Switches at the Top	Line Columns Added	See
Expense	**Job Costing**	**Job**, **Cost Code**, **Cost Type**, **Split**, **Adjustment Reason**	Recording an Expense
Vendor credit	**Job Costing**, **Commitments**	**Job**, **Commitment**, **Cost Code**, **Cost Type**, **Split**, **Adjustment Reason**	Vendor Credits
Journal entry	**Job Costing**	**Job**, **Cost Code**, **Cost Type**, **Adjustment Reason** (no **Split**)	Journal Entries
Invoice	**Job Costing**, **Retainage** (when there is a Retainage Receivable account)	**Job**, **Retainage**, **Extra**, **Split**	Creating an Invoice
Credit memo	**Job Costing**	**Job**, **Extra**, **Split**	Credit Memos

Extra appears on invoice and credit memo lines once any job in the company has an approved schedule of values. **Adjustment Reason** appears on a line only after you choose a job that is on hold or closed. Categorizing a bank transaction as an expense offers the same **Job Costing** switch (see Reviewing the Bank Feed).

Step by Step: Coding a Cost Line

1. Open the bill, expense, vendor credit or journal entry form and tick **Job Costing**. The lines gain the job columns.
2. Choose the line's **Account**: a direct cost account such as **5050 — Equipment Rental**.
3. Choose the **Job**. The list shows active jobs, and on-hold and closed jobs marked *(On Hold)* or *(Closed)*.
4. Choose the **Cost Code**. Codes not assigned to the chosen job are grayed out.
5. Choose the **Cost Type**.
6. If the job is on hold or closed, type an **Adjustment Reason**.
7. Enter the description and amount and finish the document as usual.

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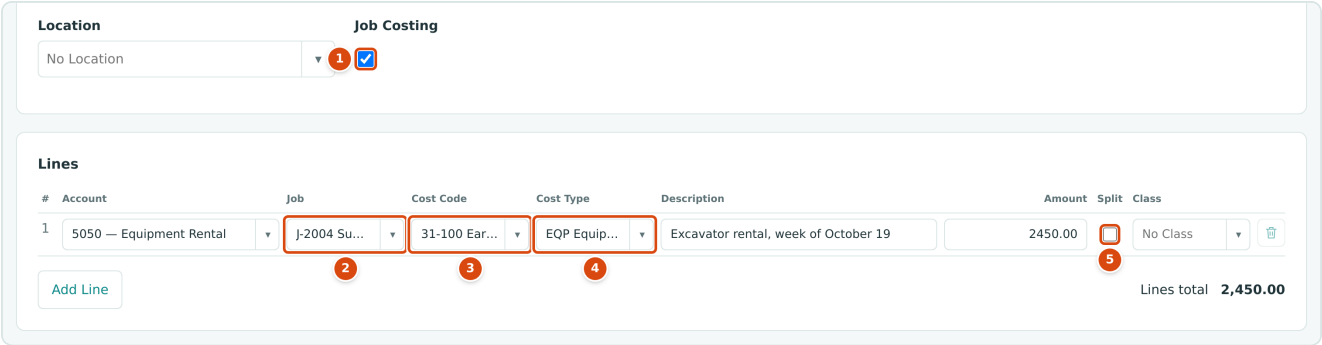

Figure 7-39 An expense line coded to J-2004, 31-100 Earthwork, EQP Equipment.

1. **Job Costing** ticked: the job columns appear.
2. **Job**: the job the cost belongs to.
3. **Cost Code**: one of the job's assigned codes.
4. **Cost Type**: the kind of cost.
5. **Split**: divide the line among several jobs, codes or types (see Splitting a Line).

A line without a job is an ordinary, uncoded line: overhead such as rent or office supplies normally stays that way. A job-coded line on a **Direct Cost** account needs all three: job, cost code and cost type.

If you untick **Job Costing** while lines are coded, Structally asks *Turn off Job Costing and clear the job coding on every line?* Clicking **OK** clears the coding; **Cancel** keeps it.

Coding Revenue Lines

On an invoice or credit memo, tick **Job Costing** and choose the **Job** on each revenue line. Revenue lines have no cost code or cost type, and only **Active** jobs are offered.

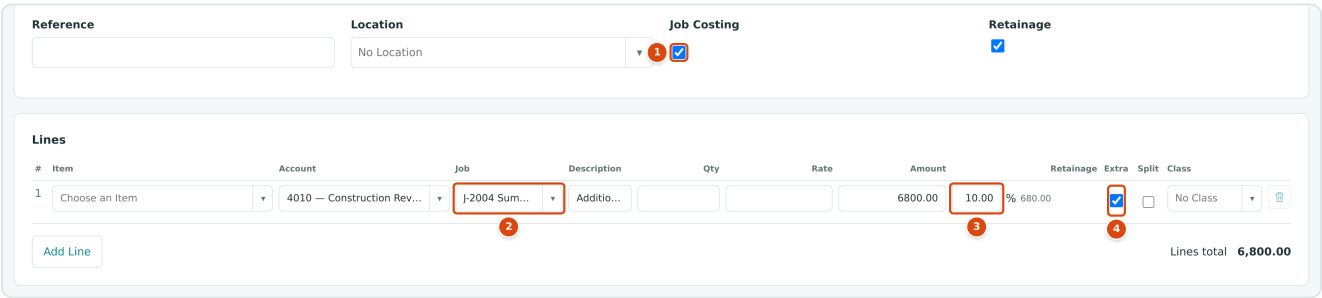

Figure 7-40 An invoice line for extra work on J-2004.

1. **Job Costing** ticked.
2. **Job**: the job the revenue belongs to.

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3. **Retainage**: choosing a job whose **Billing Retainage** is above zero ticks **Retainage** and fills the job's percentage (10.00 for J-2004).
4. **Extra**: ticked because this is work outside J-2004's schedule of values.

Jobs Billed Through a Schedule of Values

A job with an approved schedule of values is billed through its pay applications. An ordinary invoice line for such a job is refused unless you tick **Extra** to say it is separate work outside the schedule:

Line 1: J-2004 bills its contract through its schedule of values. Tick Extra for separate work outside the schedule.

Extras appear on the job page under **Billing** as *Other invoices on this job*.

Coding Journal Entry Lines

Tick **Job Costing** on a new journal entry. Each line gains **Job**, **Cost Code** and **Cost Type**. Use it for reclassifications and accruals, for example to move a cost that was posted to an overhead account onto a job. To move cost from one job to another, use **Transfer Cost** in Job Costs and Cost Transfers instead.

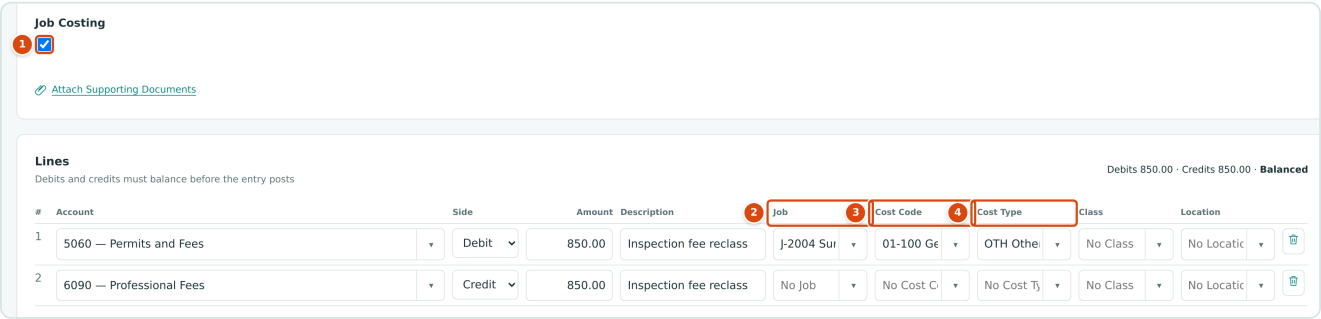

Figure 7-41 A journal entry that moves an inspection fee onto J-2004.

1. **Job Costing** ticked.
2. **Job** on the debit line.
3. **Cost Code** of the job.
4. **Cost Type**.

The Rules Structally Checks

Structally checks every line when you save or post. A line is refused with these messages:

Message	Why	What to Do
Account 5040 requires job coding.	The account is set to **Required** in Job Cost Accounts.	Tick **Job Costing** and choose the job, cost code and cost type.
Account 1010 cannot carry job coding.	The account is **Excluded** (bank, balance sheet and excluded accounts).	Remove the job coding, or use a job cost account.
Job-coded cost lines need a cost code and a cost type.	A cost line has a job but no code or type.	Choose both.
A cost code or cost type needs a job.	A code or type was chosen without a job.	Choose the job, or clear the code and type.
Cost codes and cost types apply to cost lines only.	A revenue line (or a revenue account on a journal entry) has a code or type.	Keep only the job on revenue lines.
Cost code 06-100 is not assigned to job J-1036.	The code is not assigned to the job.	Choose an assigned code, or assign it on the job page.
Cost code 01-200 is inactive. / Cost type OVH is inactive.	The code or type was deactivated.	Choose an active one, or reactivate it.
Job J-1008 is not active yet.	The job is a draft.	Activate the job.
Job J-2003 is closed; give an adjustment reason.	The job is on hold or closed.	Type an **Adjustment Reason**.
Job J-1001 is archived. (with your job's number)	The job is archived.	Use another job.

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Message	Why	What to Do
Line 1: J-2004 bills its contract through its schedule of values. Tick Extra for separate work outside the schedule.	Invoice line for a job with a schedule of values.	Tick **Extra**, or bill through a pay application.
Line 1 allocations must equal the line amount.	Split rows do not add up to the line.	Correct the allocations.
Line 1 needs a job to hold retainage.	A line holds retainage without a job.	Choose the job, or clear the retainage.
Turn on Job Costing or clear the job coding on the lines.	**Job Costing** is unticked while lines are coded.	Tick it, or clear the coding.
Choose a listed job. (or *cost code*, *cost type*)	The choice is no longer in the list, for example the job was archived.	Choose again.
Jobs & Costing is not turned on for this company.	The module was turned off.	Ask Structally support.

Worked Example: An Equipment Rental Coded to J-2004

Hilltop Equipment Rental charges 2,450.00 for an excavator used on the Summit Tech Park site, paid on the spot from the operating account. (This example is illustrative.) You record an expense:

- **Paid From**: 1010 Operating Checking; **Vendor**: Hilltop Equipment Rental.
- Line: **5050 — Equipment Rental**, **J-2004**, **31-100 Earthwork**, **EQP Equipment**, *Excavator rental, week of October 19*, **2,450.00**, as in the first figure.

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The Posting Entry

Account	Debit	Credit
5050 Equipment Rental (J-2004 · 31-100 · EQP)	2,450.00	
1010 Operating Checking		2,450.00

The debit carries the job coding. J-2004's job cost rises by 2,450.00 in the 31-100 · EQP slot, its budget page shows it under **Actual to Date**, and the Overview counts it in **Job Cost This Month**.

On the revenue side, the invoice line in the second figure (6,800.00 of extra work on J-2004, 10% retainage) would post: debit 1100 Accounts Receivable 6,120.00, debit 1110 Retainage Receivable 680.00, and credit 4010 Construction Revenue 6,800.00 coded to J-2004.

Related Topics

- Entering a Bill, including commitments and retainage
- Job Costing Settings
- Closing and Reopening Jobs
- Job Costs and Cost Transfers
- Schedules of Values and Pay Applications

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budget | original budget | budget revision | owner change | internal transfer | budget vs actual

8.8 Job Budgets

A **job budget** is the cost you plan to spend on a job, broken down by cost code and cost type: for J-2004, 211,200.00 of drywall subcontract (09-100 · SUB), 169,000.00 of concrete materials (03-300 · MAT), and so on. Structally compares it with the cost you actually post and the commitments you have issued, so you see early which parts of a job are running over.

A job has one **original budget** and any number of **revisions**. Each is a separate record with its own lines, effective date and status, and must be **approved** before it counts. The **revised budget** is the original plus every approved revision.

Budget Kind	Use It For	Rule
Original	The budget the job starts with, usually the estimate.	One per job. Its lines cannot be negative, and it must total more than zero.
Owner Change	Scope the owner added or removed, usually through a change order.	Lines can be positive or negative.
Internal Transfer	Moving budget between cost codes or types without changing the total.	The lines must net to zero.

Before You Begin

- The job is **Draft**, **Active** or **On Hold**. Closed and archived jobs' budgets cannot change.
- The cost codes you budget are assigned to the job (see Assigning Cost Codes to a Job).
- You need **Edit** access to **Jobs & Costing** to create, edit and approve budgets. Company Admins, Accountants and Project Managers have it. See Roles and Permissions.

Navigation

Jobs & Costing → **Budgets** → click the job. From a job's page, use **View Budget** or **Add Budget** on the **Budget** card.

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The Budgets List

The **Budgets** list shows every job that is not archived, with its budget totals as of today.

Jobs-Costing / Budgets

Budgets

Job	Status	Original	Revised	Actual to Date	Remaining Budget	Pending Revisions
J-1001 Aspen Office Remodel	Closed	0.00	0.00	86,464.43	-86,464.43	0
J-1002 Birchwood Warehouse Addition	Closed	0.00	0.00	145,894.79	-145,894.79	0
J-1003 Cobalt Retail Fit-Out	Closed	0.00	0.00	84,215.01	-84,215.01	0

Figure 7-42 The top of the Budgets list: older service jobs without budgets.

1. **Job**: click it to open the job's budget page.
2. **Original**: the approved original budget.
3. **Revised**: the original plus every approved revision effective by today.
4. **Actual to Date**: cost posted to the job through today.
5. **Remaining Budget**: **Revised** less **Actual to Date**.
6. **Pending Revisions**: the number of draft budgets waiting for a decision.

The **Status** column shows the job's status. Jobs without a budget show 0.00 budgets, so their remaining budget is negative by their whole cost. The contract jobs at the end of the sample company's list have budgets:

J-2001 Bayside Medical Office Building	Closed	1,646,500.00	1,689,500.00	1,683,100.00	6,400.00	0
J-2002 Pinecrest Middle School Addition	Closed	2,180,500.00	2,225,500.00	2,231,900.00	-6,400.00	0
J-2003 Harborview Apartments Renovation	Closed	892,800.00	954,800.00	991,766.00	-36,966.00	0
J-2004 Summit Tech Park Office Building	Active	1,408,000.00	1,408,000.00	939,489.74	468,510.26	0

Figure 7-43 The contract jobs in the Budgets list.

1. J-2004 Summit Tech Park Office Building: 468,510.26 of budget left.

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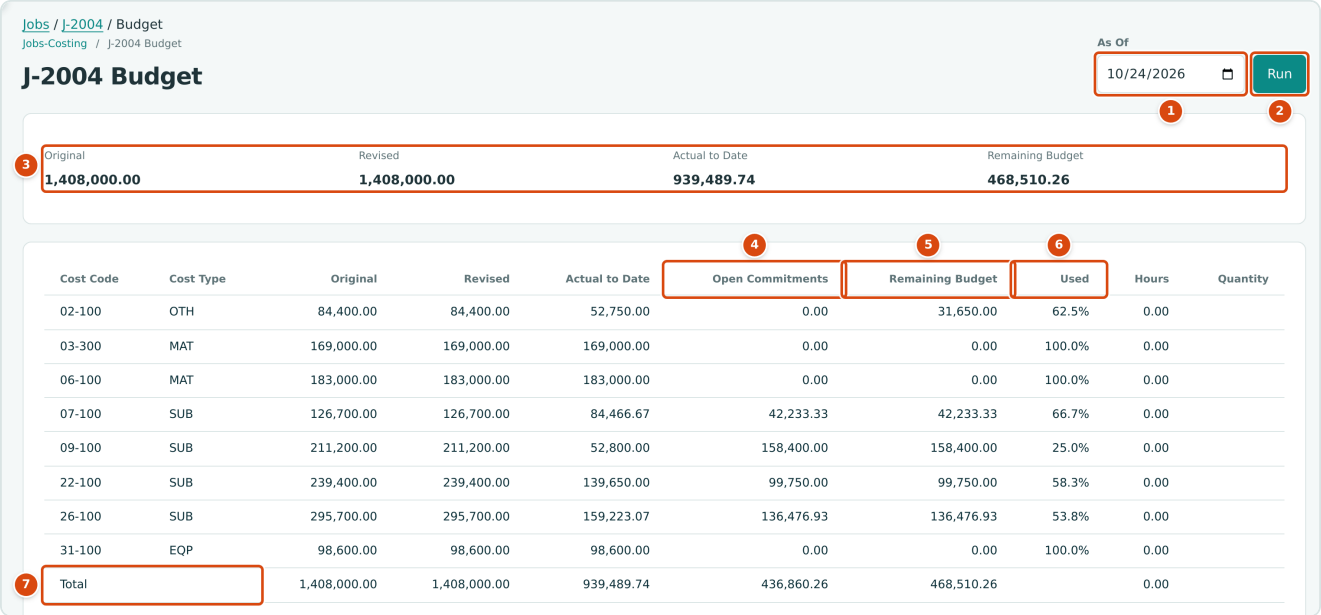
The Job's Budget Page



Cost Code	Cost Type	Original	Revised	Actual to Date	Open Commitments	Remaining Budget	Used	Hours	Quantity
02-100	OTH	84,400.00	84,400.00	52,750.00	0.00	31,650.00	62.5%	0.00	
03-300	MAT	169,000.00	169,000.00	169,000.00	0.00	0.00	100.0%	0.00	
06-100	MAT	183,000.00	183,000.00	183,000.00	0.00	0.00	100.0%	0.00	
07-100	SUB	126,700.00	126,700.00	84,466.67	42,233.33	42,233.33	66.7%	0.00	
09-100	SUB	211,200.00	211,200.00	52,800.00	158,400.00	158,400.00	25.0%	0.00	
22-100	SUB	239,400.00	239,400.00	139,650.00	99,750.00	99,750.00	58.3%	0.00	
26-100	SUB	295,700.00	295,700.00	159,223.07	136,476.93	136,476.93	53.8%	0.00	
31-100	EQP	98,600.00	98,600.00	98,600.00	0.00	0.00	100.0%	0.00	
Total		1,408,000.00	1,408,000.00	939,489.74	436,860.26	468,510.26		0.00	

Figure 7-44 J-2004's budget against actual cost, as of October 24, 2026.

1. **As Of**: the date the page is calculated for. It starts with today.
2. **Run** recalculates the page for the date.
3. The totals: **Original**, **Revised**, **Actual to Date** and **Remaining Budget**.
4. **Open Commitments**: what is left to bill on issued commitments for the cost code and type.
5. **Remaining Budget**: **Revised** less **Actual to Date**.
6. **Used**: **Actual to Date** as a percentage of **Revised**.
7. **Total** of every column.

Each row is one cost code and cost type. A row appears when it has a budget, posted cost or an open commitment, so cost posted outside the budget shows up too (with 0.00 budgeted). The columns:

Column	What It Shows
Original	The approved original budget for the row.
Revised	The original plus approved revisions effective on or before **As Of**.
Actual to Date	Cost posted to the job in the row's code and type, through **As Of**.

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Column	What It Shows
Open Commitments	Issued commitments (with approved amendments) less what has been billed against them. It is shown for information and is not subtracted from **Remaining Budget**.
Remaining Budget	**Revised** − **Actual to Date**. Negative when the row is over budget.
Used	**Actual to Date** ÷ **Revised**, or a dash when nothing is budgeted.
Hours and **Quantity**	The budgeted hours and quantity (with its unit), when entered. A **Quantity Total** line per unit follows the table.

Export CSV downloads the table, with the same columns and totals, as *J-2004-budget.csv*.

Viewing the Budget as of an Earlier Date

Change **As Of** and click **Run**. Revisions effective after the date and costs posted after it are left out. For example, J-2002 as of December 31, 2024 shows the original budget of 2,180,500.00 as the revised budget too: its two owner changes were approved in January and April 2025, and its internal transfer nets to zero.

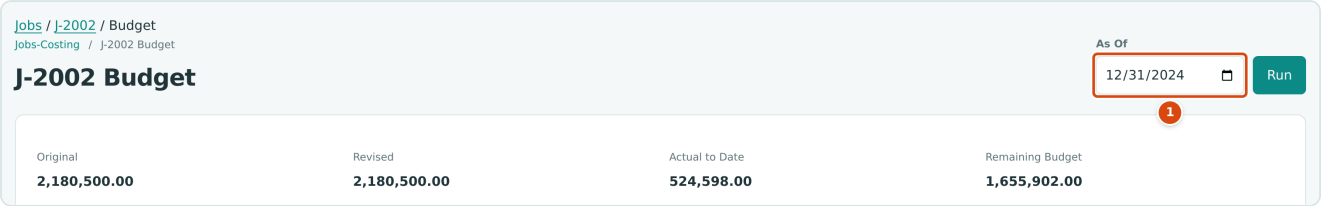

Figure 7-45 J-2002's budget as of December 31, 2024.

1. **As Of** set to 12/31/2024.

The Revisions Card

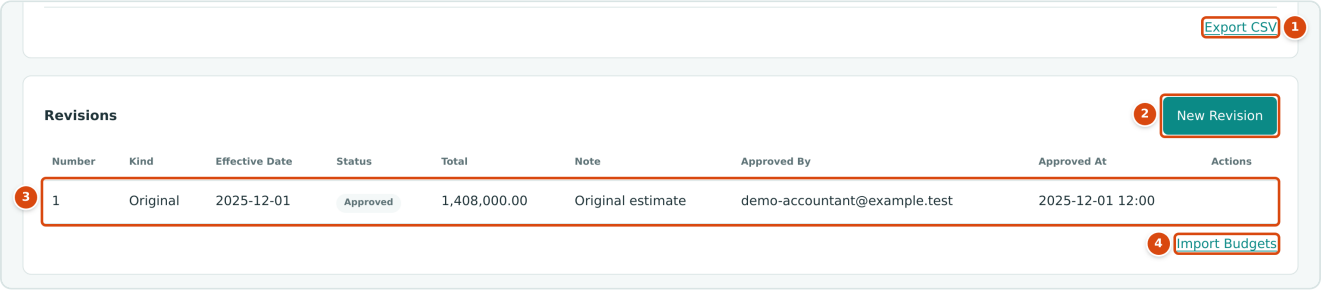

Figure 7-46 The Revisions card lists every budget of the job.

1. **Export CSV** for the table above.
2. **New Revision** (or **New Original Budget** when the job has none) opens the budget form.
3. A budget: **Number**, **Kind**, **Effective Date**, **Status**, **Total**, **Note**, **Approved By**, **Approved At** and **Actions**.
4. **Import Budgets** opens **Settings** → **Import Data** for job budgets (users with Edit access to Settings only).

Step by Step: Entering the Original Budget

1. Open the job and click **Add Budget** on the **Budget** card (or **New Original Budget** on the budget page). The **New Budget** form opens with **Kind** set to **Original**.
2. Set the **Effective Date**, usually the job's start date, and an optional **Note**.
3. On the first line, choose the **Cost Code** and **Cost Type** and type the **Amount**.
4. Optionally enter **Hours**, or a **Quantity** with its **Unit** (for example 300 CY of concrete).
5. Click **Add Line** for each further code and type. Each code and type pair can appear only once.
6. Click **Save Budget**. The budget is saved as a **Draft** and the budget page opens.
7. Approve it (see Approving, Rejecting or Withdrawing a Budget).

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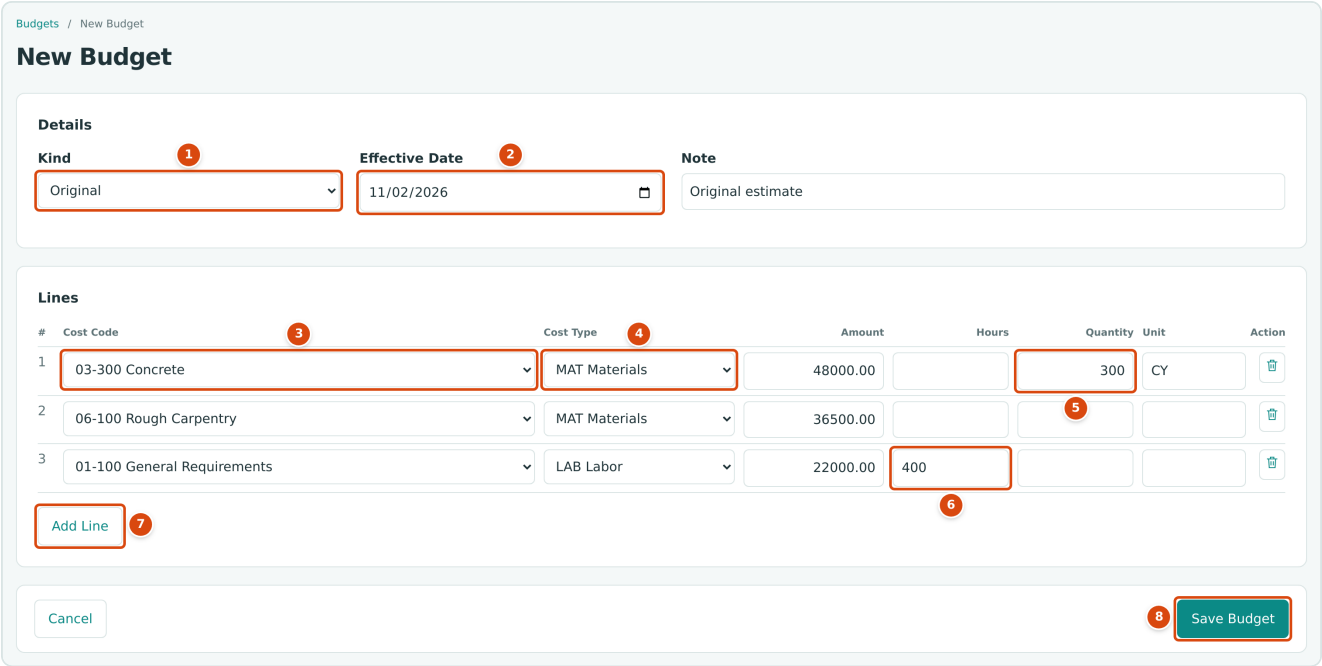

Figure 7-47 An original budget for the draft job J-1008, ready to save.

1. **Kind**: only **Original** is offered while the job has no original budget.
2. **Effective Date**: the budget counts from this date.
3. **Cost Code**: only the codes assigned to the job.
4. **Cost Type**: the active cost types.
5. **Quantity** (with **Unit**): optional.
6. **Hours**: optional.
7. **Add Line** adds a row (up to 50 on the form).
8. **Save Budget** saves the draft.

Step by Step: Adding a Revision

The original budget must be approved first.

1. On the job's budget page, click **New Revision**.
2. Choose the **Kind**: **Owner Change** or **Internal Transfer**.
3. Set the **Effective Date** (not before the original's) and a **Note**.
4. Enter the change on each line as a signed amount: positive to add budget, negative to remove it. An internal transfer's lines must add up to 0.00.
5. Click **Save Budget**, then approve the revision.

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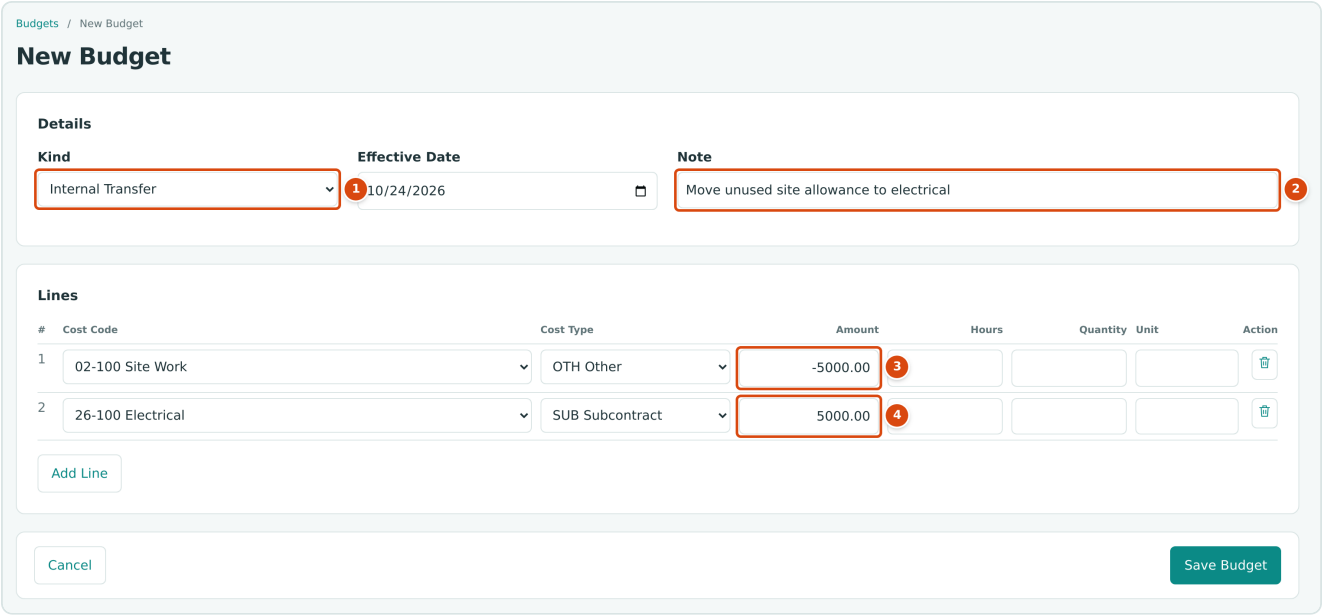

Figure 7-48 An internal transfer that moves 5,000.00 of budget on J-2004.

1. **Kind**: **Owner Change** or **Internal Transfer**.
2. **Note**: why the budget changes.
3. The amount taken from 02-100 · OTH.
4. The amount added to 26-100 · SUB. The lines net to zero.

> **Revisions from change orders**
>
> When a change order with cost lines is approved, Structally adds an approved budget revision for it automatically: an **Owner Change** (or an **Internal Transfer** for an internal-transfer change order) with the change order's date, lines and title. See Change Orders.

Approving, Rejecting or Withdrawing a Budget

A draft budget's row in the **Revisions** card has an **Edit** link and three buttons in **Actions**. Every budget in Cedar Ridge Contracting is already approved, so the figure comes from the training company, Cedar Ridge Training:

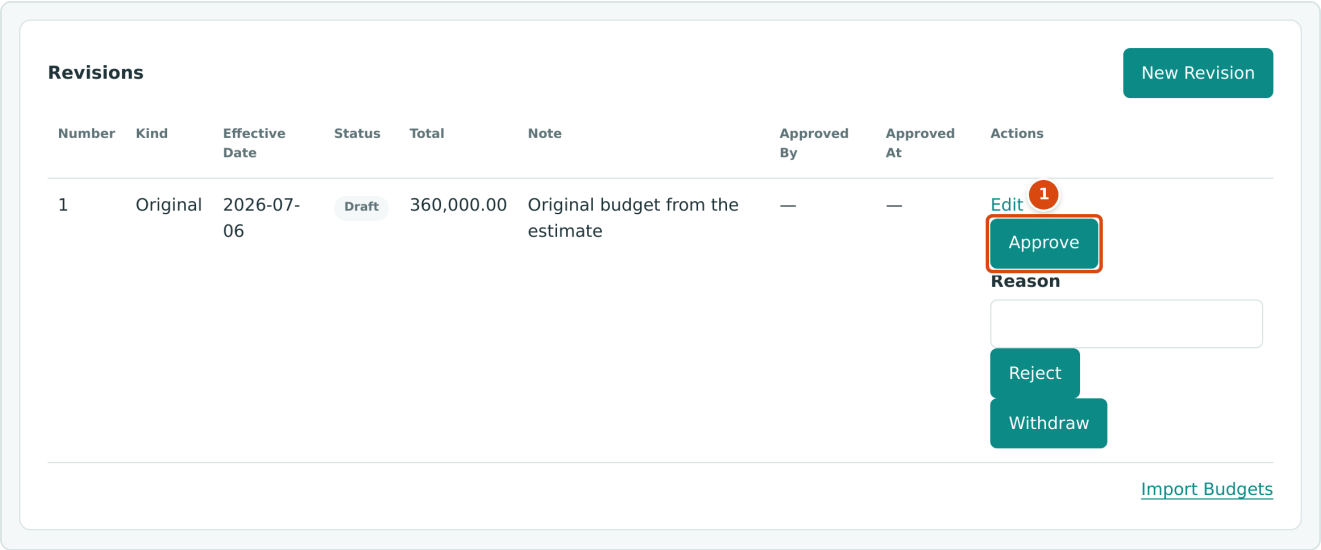

Figure 7-49 A draft original budget waiting for approval, in the training company Cedar Ridge Training.

1 **Approve** makes the draft count. **Edit** sits above it; **Reject**, with its **Reason** box, and **Withdraw** below it.

- **Edit** reopens the draft in the budget form.
- **Approve** makes the budget count from its effective date. **Approved By** and **Approved At** are filled in.
- **Reject** needs a **Reason**, typed in the box above the button.
- **Withdraw** takes the draft out of consideration.

Approved, rejected and withdrawn budgets cannot be edited or changed again. A rejected or withdrawn original budget lets you enter a new original. Draft budgets cannot be deleted; withdraw a draft you do not need.

Field Reference

Field	Description	Required	Example
Kind	**Original**, **Owner Change** or **Internal Transfer**. Fixed once saved.	Yes	Internal Transfer
Effective Date	The date from which an approved budget counts. A revision cannot be dated before the original.	Yes	10/24/2026

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Field	Description	Required	Example
Note	Up to 200 characters. Shown in the Revisions card.	No	Move unused site allowance to electrical
Cost Code (line)	A cost code assigned to the job.	Yes	26-100 Electrical
Cost Type (line)	An active cost type. Each code and type pair once per budget.	Yes	SUB Subcontract
Amount (line)	The budget (original) or the change (revision), two decimals.	Yes	5000.00
Hours (line)	Budgeted hours, not negative.	No	400
Quantity and **Unit** (line)	Budgeted quantity, not negative, with a unit of up to 10 characters.	No	300 CY

Worked Example: J-2004 and J-2002

J-2004 Summit Tech Park Office Building. The original budget, number 1, effective December 1, 2025, equals the job's estimate of 1,408,000.00 across eight code and type pairs (see the budget page figure). As of October 24, 2026:

Row	Revised	Actual to Date	Remaining Budget	Used
09-100 · SUB Drywall	211,200.00	52,800.00	158,400.00	52,800.00 ÷ 211,200.00 = 25.0%
02-100 · OTH Site Work	84,400.00	52,750.00	31,650.00	62.5%
Total	**1,408,000.00**	**939,489.74**	**468,510.26**	

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The drywall row also shows **Open Commitments** of 158,400.00: subcontract SC-2025-000008 (211,200.00) less the 52,800.00 billed. The remaining budget and the open commitment are equal, so the rest of the drywall budget is already committed to Precision Drywall.

J-2002 Pinecrest Middle School Addition shows each kind of revision:

Original	Revised	Actual to Date	Remaining Budget
2,180,500.00	**2,225,500.00**	**2,231,900.00**	**-6,400.00**

	Cost Code	Cost Type	Original	Revised	Actual to Date	Open Commitments	Remaining Budget	Used	Hours	Quantity
1	02-100	OTH	130,800.00	110,800.00	110,800.00	0.00	0.00	100.0%	0.00	
2	03-300	MAT	261,700.00	281,700.00	281,700.00	0.00	0.00	100.0%	0.00	
	06-100	MAT	283,500.00	283,500.00	289,900.00	0.00	-6,400.00	102.3%	0.00	
3	07-100	SUB	196,200.00	165,200.00	165,200.00	0.00	0.00	100.0%	0.00	
	09-100	SUB	327,100.00	327,100.00	327,100.00	0.00	0.00	100.0%	0.00	
	22-100	SUB	370,700.00	370,700.00	370,700.00	0.00	0.00	100.0%	0.00	
4	26-100	SUB	457,900.00	533,900.00	533,900.00	0.00	0.00	100.0%	0.00	
	31-100	EQP	152,600.00	152,600.00	152,600.00	0.00	0.00	100.0%	0.00	
	Total		2,180,500.00	2,225,500.00	2,231,900.00	0.00	-6,400.00		0.00	

Export CSV

Revisions

	Number	Kind	Effective Date	Status	Total	Note	Approved By	Approved At	Actions
	1	Original	2024-08-01	Approved	2,180,500.00	Original estimate	demo-accountant@example.test	2024-08-01 12:00	
5	2	Internal Transfer	2024-10-12	Approved	0.00	Footing redesign funded from the site allowance	demo-accountant@example.test	2024-10-12 12:00	
6	3	Owner Change	2025-01-12	Approved	76,000.00	Science lab casework power	demo-accountant@example.test	2025-01-12 12:00	
7	4	Owner Change	2025-04-12	Approved	-31,000.00	Covered walkway deleted by the owner	demo-accountant@example.test	2025-04-12 12:00	

Import Budgets

Figure 7-50 J-2002: an original budget, an internal transfer and two owner changes.

1. 02-100 · OTH: 130,800.00 original, 110,800.00 revised (−20,000.00).
2. 03-300 · MAT: 261,700.00 original, 281,700.00 revised (+20,000.00).
3. 07-100 · SUB: 196,200.00 original, 165,200.00 revised (−31,000.00).
4. 26-100 · SUB: 457,900.00 original, 533,900.00 revised (+76,000.00).
5. Budget 2, **Internal Transfer**, total 0.00: *Footing redesign funded from the site allowance* (rows 1 and 2).
6. Budget 3, **Owner Change**, +76,000.00: *Science lab casework power* (row 4).
7. Budget 4, **Owner Change**, −31,000.00: *Covered walkway deleted by the owner* (row 3).

Revised budget: 2,180,500.00 + 0.00 + 76,000.00 − 31,000.00 = 2,225,500.00. Actual cost of 2,231,900.00 leaves a remaining budget of −6,400.00, all in 06-100 · MAT, which is 102.3% used.

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What Happens After You Save or Approve

	Draft (Save Budget)	Approved (Approve)
Counts in **Revised** and **Remaining Budget**	No	Yes, from its effective date
Shown in **Pending Revisions**	Yes	No
Can be edited	Yes, with **Edit**	No
Journal entry	None	None. Budgets never post to your books.

Approved budgets feed the job page's **Budget** card, the Overview, Forecasts and the Job Cost Reports.

Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
Approve the original budget before adding a revision.	The original is still a draft (the **New Revision** button shows as soon as an original exists).	Approve the original first.
Job already has an original budget.	A draft or approved original exists.	Add a revision instead.
Revision effective date cannot precede the original budget.	The revision is dated before the original.	Use a later date.
An original budget must total more than zero.	The original's lines add up to zero or less.	Enter the budget amounts.
Original budget lines cannot be negative.	A negative amount on an original.	Use positive amounts; use a revision to reduce.

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Message or Symptom	Why It Happens	What to Do
An internal transfer must net to zero.	The transfer's lines do not add up to 0.00.	Make the decreases equal the increases.
Duplicate cost code and cost type.	The same pair is on two lines.	Combine the lines.
Cost code is not assigned to this job.	A line uses a code the job does not have.	Assign the code to the job first.
A unit is required with a quantity.	A quantity was entered without a unit.	Type the unit, such as CY or SF.
Hours and quantity cannot be negative.	A negative hours or quantity.	Enter zero or more.
A reason is required to reject a budget.	**Reject** was clicked with an empty **Reason**.	Type the reason.
Budgets cannot change on a closed or archived job.	The job is closed or archived.	Reopen the job if the change is justified.
A job's **Remaining Budget** is negative although nothing looks wrong	The job has no approved budget, or cost was posted to codes it did not budget.	Approve a budget, or add a revision for the unbudgeted rows.

Related Topics

- Creating and Managing Jobs
- Commitments
- Change Orders
- Forecasts
- Import Data

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commitments subcontracts purchase orders committed cost retainage issue

8.9 Commitments

A **commitment** is an agreement to pay a vendor for work or materials on a job:

- a **Subcontract** (numbered **SC-**year**-**sequence) for work a subcontractor performs, such as SC-2025-000008 for the drywall on J-2004;
- a **Purchase Order** (numbered **PO-**year**-**sequence) for materials or equipment, such as PO-2025-000004 for the rough carpentry lumber.

Each commitment has lines by cost code and cost type. Once it is **issued**, the vendor's bills are matched to its lines, so you always know how much of the commitment has been billed and how much is still to come (the **open commitment**). Commitments never post to your books; the bills you match to them do.

A commitment moves through four statuses:

Status	Meaning	What You Can Do
Draft	Being prepared.	**Edit**, **Approve**, **Discard**
Approved	Approved internally, not yet sent to the vendor.	**Issue**, **Withdraw** (back to draft), **Print**
Issued	Sent to the vendor. Its lines are frozen and bills can be matched to it.	**New Amendment**, **Close Commitment**, **Print**, **Release Retainage**
Closed	Finished. The unused amount is recorded.	**Print**

Before You Begin

- The job is **Draft**, **Active** or **On Hold**, and the cost codes you need are assigned to it.
- The vendor exists and is active.
- You need **Edit** access to **Jobs & Costing** to create, approve, issue, amend and close commitments. Company Admins, Accountants and Project Managers have it. See Roles and Permissions.

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Navigation

Jobs & Costing → **Commitments** → **New Commitment**. From a job's page, **View Commitments** on the **Commitments** card lists that job's commitments, and its **New Commitment** button starts with the job filled in.

The Commitments List

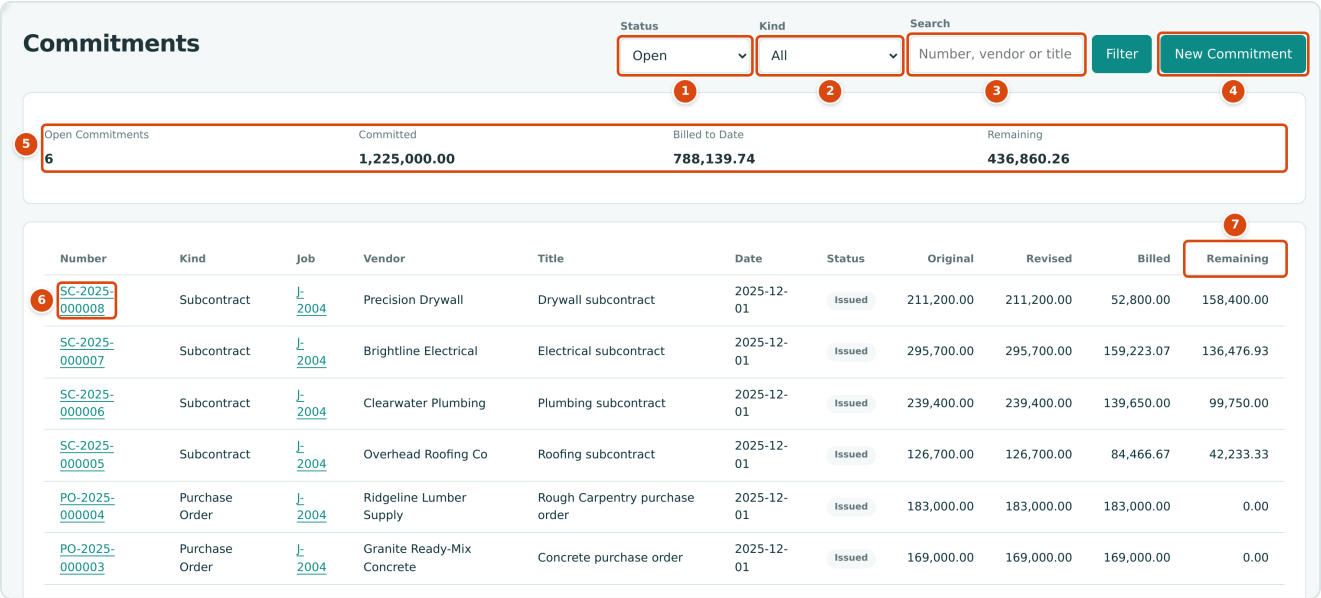

Figure 7-51 The Commitments list shows open commitments at first.

1. **Status**: **Open** (draft, approved and issued; the default), **Draft**, **Approved**, **Issued**, **Closed** or **All**.
2. **Kind**: **All**, **Purchase Orders** or **Subcontracts**.
3. **Search**: part of the number, vendor name or title.
4. **New Commitment** opens the form.
5. Totals for the commitments listed: the number of open ones, and the **Committed**, **Billed to Date** and **Remaining** amounts of the issued and closed ones.
6. Click a number to open the commitment.
7. **Remaining**: the revised amount less what has been billed (and, for a closed commitment, less the unused amount).

The table shows **Number**, **Kind**, **Job**, **Vendor**, **Title**, **Date**, **Status**, **Original**, **Revised**, **Billed** and **Remaining**, newest first.

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Step by Step: Creating a Commitment

1. Click **New Commitment**.
2. Choose the **Kind**: **Purchase Order** or **Subcontract**. **Retainage** fills in with the company's default for that kind (0.00 for purchase orders and 10.00 for subcontracts in the sample company).
3. Choose the **Job** and the **Vendor**.
4. Check the **Date** (it starts with today) and type a **Title**, such as *Blocking and backing lumber*.
5. Optionally type **Notes**; they print on the commitment.
6. On each line, choose the **Cost Code** (only the job's codes are offered) and the **Cost Type**, and type a **Description**.
7. Enter either the **Amount**, or the **Quantity**, **Unit** and **Unit Price**. When both quantity and unit price are given, Structally works out the amount and locks it.
8. Click **Add Line** for more lines; the **Total** updates as you type.
9. Optionally attach the signed agreement or quote under **Attachments**.
10. Click **Save Commitment**. Structally saves it as a draft, opens it and confirms with, for example, *Commitment PO-2026-000001 saved as a draft.*

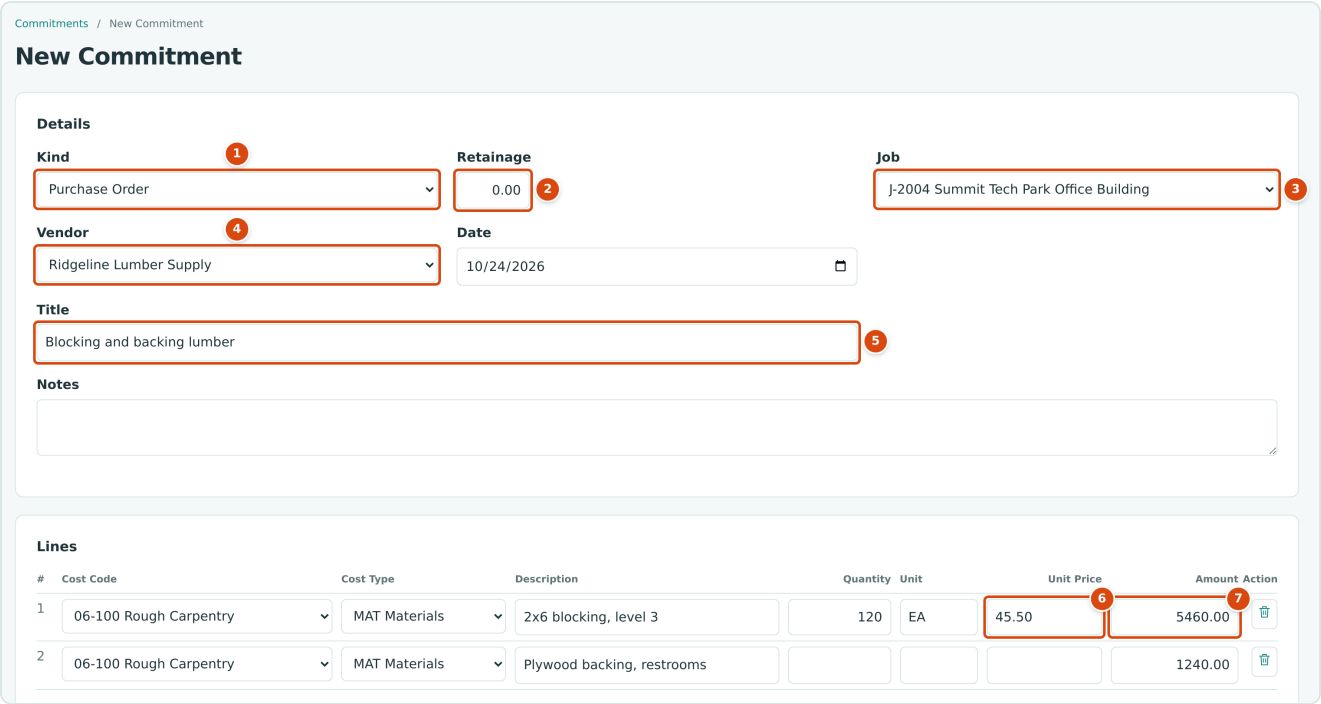

Figure 7-52 A new purchase order for blocking and backing lumber on J-2004.

1. **Kind**: **Purchase Order** or **Subcontract**.
2. **Retainage**: the percent held back from the vendor's bills.

3. **Job**: draft, active and on-hold jobs.
4. **Vendor**: active vendors.
5. **Title**: a short subject; it prints as the **Subject**.
6. **Unit Price**: with a **Quantity**, it sets the amount.
7. **Amount**: 120 × 45.50 = 5,460.00, worked out for you.

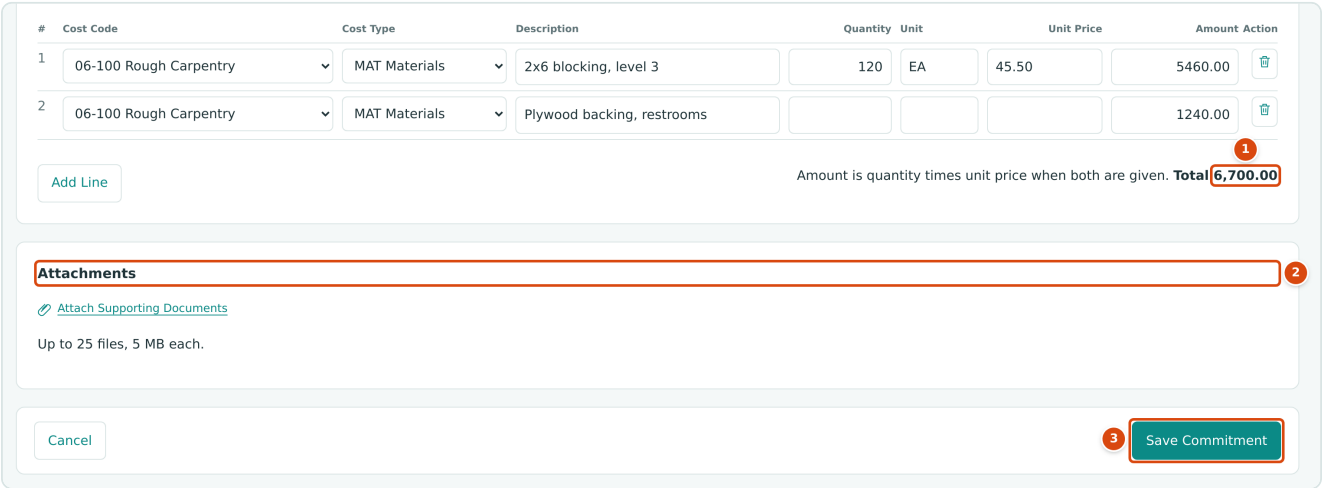

Figure 7-53 The total, attachments and Save Commitment.

1. **Total**: 5,460.00 + 1,240.00 = 6,700.00.
2. **Attachments**: up to 25 files, 5 MB each.
3. **Save Commitment** saves the draft.

Approving and Issuing

The buttons sit at the top right of the commitment page, like those of an issued commitment in The Commitment Page. Every commitment in Cedar Ridge Contracting is already issued or closed, so the two confirmation windows below come from the training company, Cedar Ridge Training.

On a draft commitment's page:

- **Edit** reopens the form. **Kind**, **Job** and **Vendor** cannot be changed once the commitment is saved.
- **Approve** asks *Approve this commitment?* and confirms with *Commitment PO-2026-000001 approved.*
- **Discard** asks *Discard this draft commitment? This cannot be undone.* and deletes the draft (*Commitment PO-2026-000001 discarded.*).

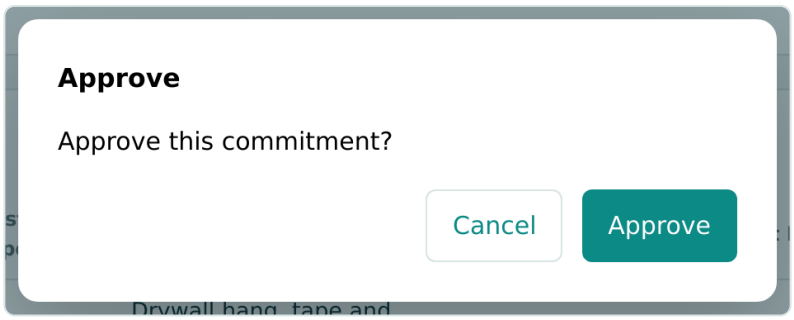

Figure 7-54 Approving a draft subcontract in the training company Cedar Ridge Training.

On an approved commitment:

- **Issue** asks *Issue this commitment? Its lines will be frozen.* Issuing records **Issued Version** 1 with the total at that moment, and the commitment can now be matched on bills.
- **Withdraw** asks *Withdraw this commitment to draft?* and returns it to **Draft** so it can be edited again.
- **Print** opens the printable document.

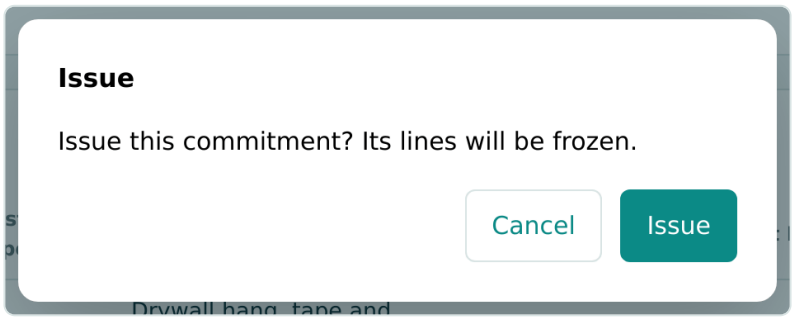

Figure 7-55 Issuing the approved subcontract in the training company Cedar Ridge Training.

The Commitment Page

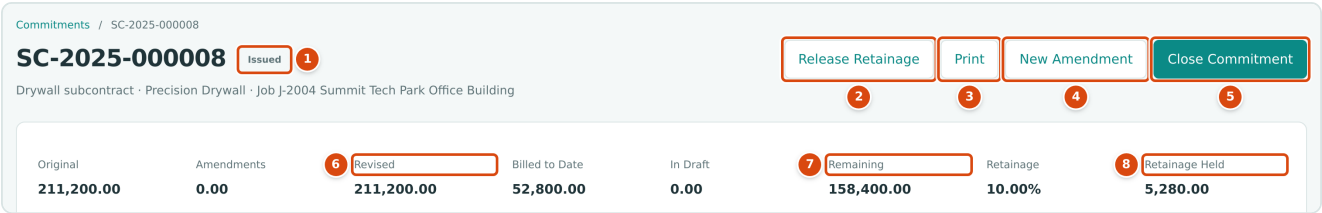

Figure 7-56 The issued drywall subcontract SC-2025-000008.

1 The status.

2. **Release Retainage** starts a retainage release bill for the vendor and job (shown when retainage is held and you have Edit access to Vendors & Bills).
3. **Print** opens the printable subcontract.
4. **New Amendment** changes the issued commitment (see Commitment Amendments).
5. **Close Commitment** closes it with the unused amount.
6. **Revised**: **Original** plus approved **Amendments**.
7. **Remaining**: **Revised** less **Billed to Date** and any closed unused amount.
8. **Retainage Held**: retainage withheld on posted bills, less what was released.

The totals card shows **Original**, **Amendments**, **Revised**, **Billed to Date**, **In Draft** (on draft bills matched to the commitment), **Remaining** and, when retainage applies, **Retainage**, **Retainage Held** and **Retainage Released**. The line under the number repeats the title, vendor and job.

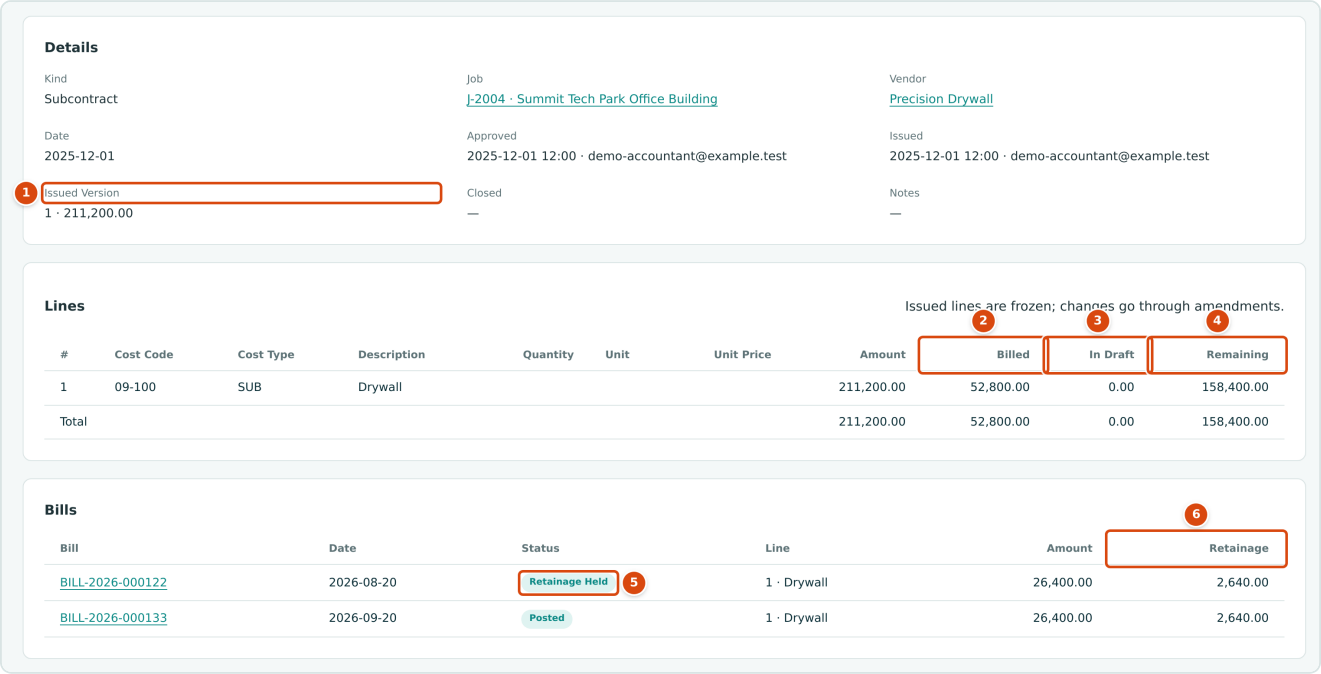

Figure 7-57 Details, lines and matched bills of SC-2025-000008.

1. **Issued Version**: the version number and total recorded when it was issued.
2. **Billed**: posted bills matched to the line, less posted vendor credits.
3. **In Draft**: draft bills matched to the line.
4. **Remaining**: the line's amount plus approved amendments for its cost code and type, less **Billed**.
5. A matched bill's status: **Posted**, or **Retainage Held** for a paid bill whose retainage has not been released yet.
6. **Retainage**: the amount held on each bill line.

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The **Details** card also shows **Kind**, **Job**, **Vendor**, **Date**, **Approved** and **Issued** (date, time and user), **Closed** (date, unused amount and reason) and **Notes**. Below the **Bills** table come the **Amendments** table and the **Documents** card for attachments. Vendor credits matched to the commitment are listed in the **Bills** table too, as negative amounts.

Matching Bills to a Commitment

Vendor bills are matched to an issued commitment on the bill itself: choose the vendor, then the commitment line in the bill line's **Commitment** column. Structally fills the job, cost code, cost type and retainage from the commitment. See Matching a Commitment and Holding Retainage. Only issued commitments of the bill's vendor can be matched. What happens when a bill goes over the commitment depends on the Commitment Overruns setting.

Printing a Commitment

Print opens the commitment as a document, ready for the browser's print dialog or to save as PDF.

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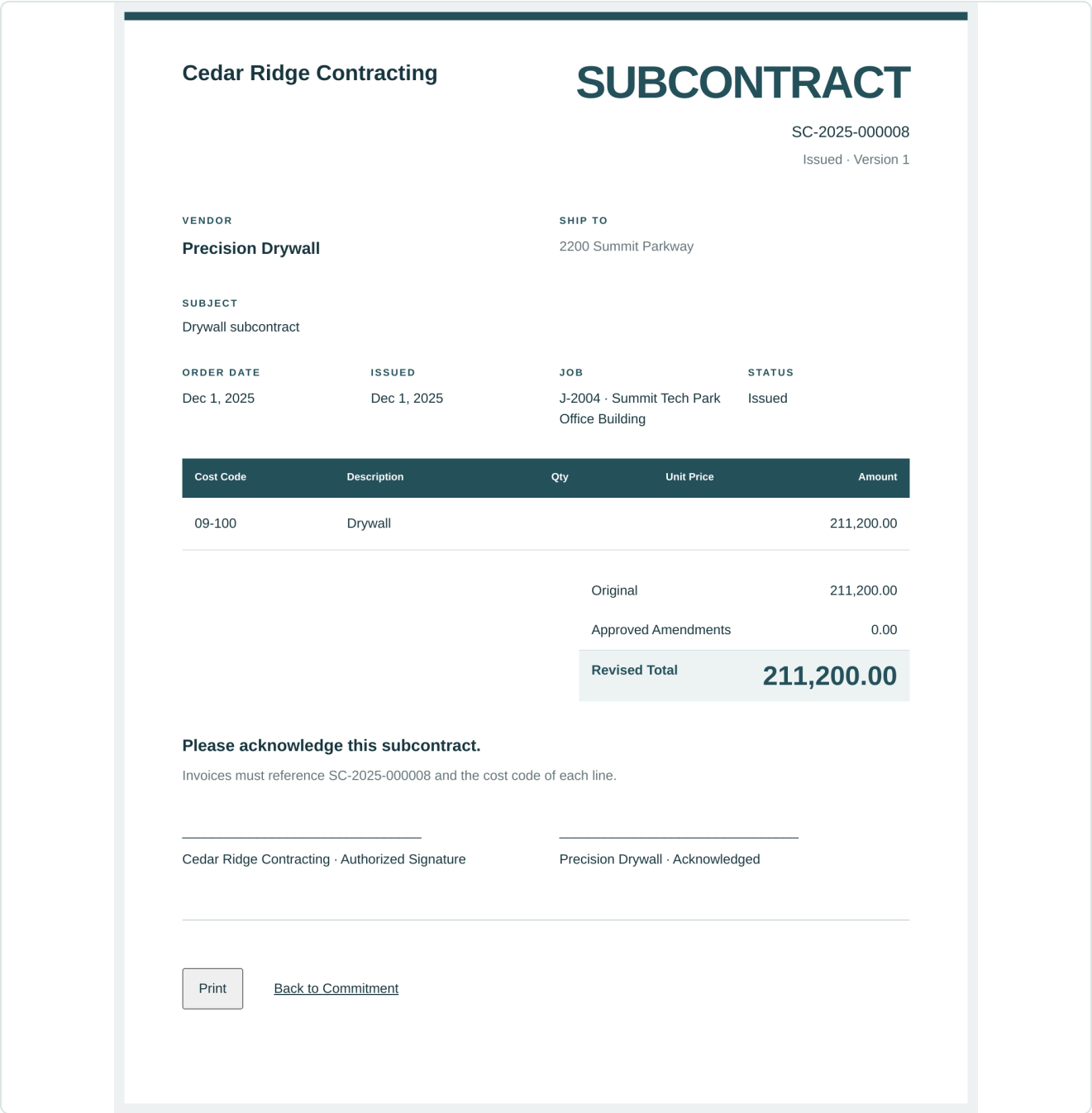

Cedar Ridge Contracting

SUBCONTRACT

SC-2025-000008

Issued · Version 1

VENDOR

Precision Drywall

SHIP TO

2200 Summit Parkway

SUBJECT

Drywall subcontract

ORDER DATE	ISSUED	JOB	STATUS
Dec 1, 2025	Dec 1, 2025	J-2004 · Summit Tech Park Office Building	Issued

Cost Code	Description	Qty	Unit Price	Amount
09-100	Drywall			211,200.00

Original	211,200.00
Approved Amendments	0.00
Revised Total	**211,200.00**

Please acknowledge this subcontract.

Invoices must reference SC-2025-000008 and the cost code of each line.

Cedar Ridge Contracting · Authorized Signature

Precision Drywall · Acknowledged

Print

Back to Commitment

Figure 7-58 The printed drywall subcontract.

The document is titled **SUBCONTRACT** or **PURCHASE ORDER** and shows the number and version, the vendor and its billing address, the **Ship To** address, the **Subject** (the title), **Order Date**, **Issued**, **Job** and **Status**, the lines, and the **Original**, **Approved Amendments** and **Revised Total**. It ends with the acknowledgment line, *Invoices must reference SC-2025-000008 and the cost code of each line.*, any notes, and optional standard terms and signature lines. Which parts appear, the acknowledgment wording and the ship-to address are set in Document Design. Click **Print**, or **Back to Commitment**.

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Closing a Commitment

Close an issued commitment when no more bills will come, for example when the subcontractor has finished. Closing records the **Unused Amount**: the part of the revised amount you will never be billed for.

1. Click **Close Commitment**. The window asks for the **Unused Amount** and a **Reason**.

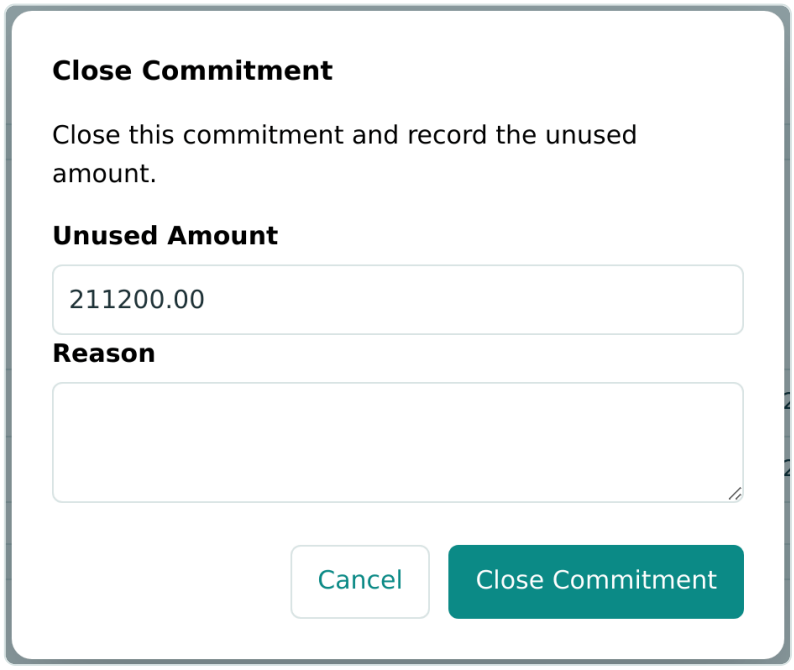

Figure 7-59 The Close Commitment window for SC-2025-000008.

2. Replace the **Unused Amount** with the amount that will not be billed. It starts with the whole revised amount (211200.00 here), not the remaining amount; for SC-2025-000008 the remaining amount is 158,400.00.
3. Type the **Reason**, such as *Work complete*.
4. Click **Close Commitment**. Structally confirms with *Commitment SC-2025-000008 closed.*

For a commitment that has been billed in full, the unused amount is 0.00. The training company, Cedar Ridge Training, closed such a subcontract this way:

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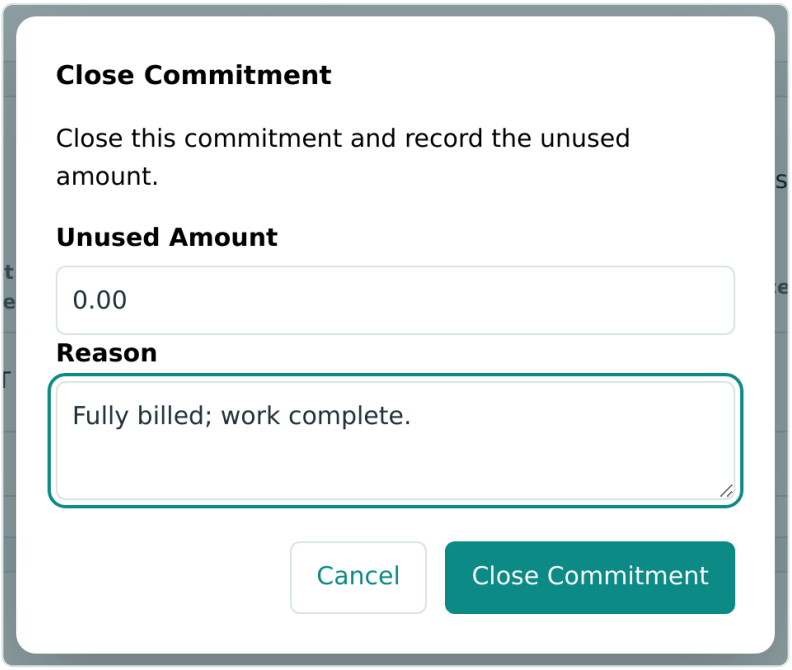

Figure 7-60 Closing a fully billed subcontract with an unused amount of 0.00, in the training company Cedar Ridge Training.

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Check the Unused Amount before you close

Structally accepts an unused amount up to the commitment's revised amount (less any amount already closed), even when part of it has been billed. An unused amount larger than the remaining amount makes **Remaining** negative. The window offers the revised amount even when nothing is left to bill: in the training company it offered 48000.00 for a subcontract whose remaining amount was 0.00.

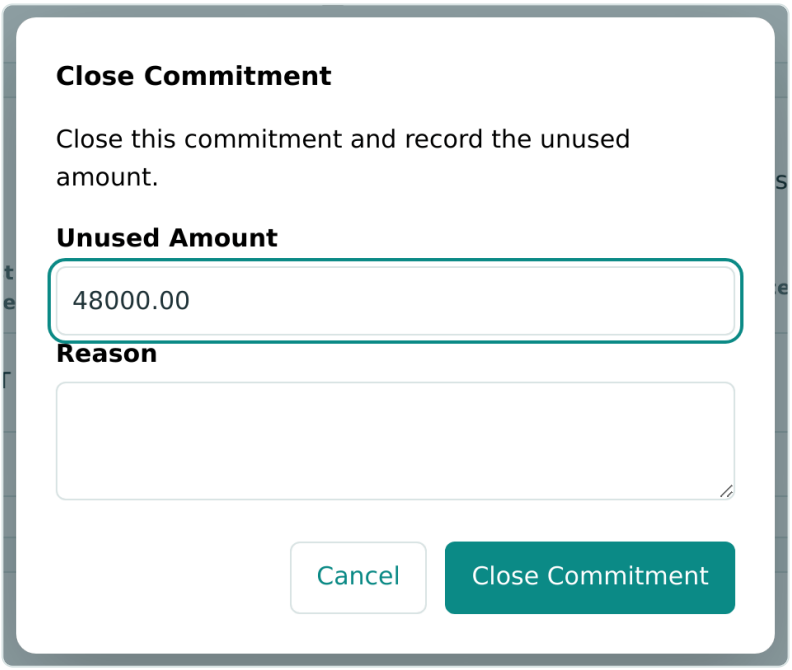

Figure 7-61 The prefilled unused amount for a fully billed subcontract, in the training company Cedar Ridge Training.

Closing cannot be undone: a closed commitment cannot be reopened, amended or matched on new bills.

Field Reference

Field	Description	Required	Example
Kind	**Purchase Order** or **Subcontract**. Sets the number prefix and the default retainage. Fixed once saved.	Yes	Purchase Order

Field	Description	Required	Example
Retainage	Percent held back on bills matched to the commitment, 0 to 100, two decimals.	No	0.00
Job	A draft, active or on-hold job. Fixed once saved.	Yes	J-2004 Summit Tech Park Office Building
Vendor	An active vendor. Fixed once saved.	Yes	Ridgeline Lumber Supply
Date	The commitment date; its year is part of the number.	Yes	10/24/2026
Title	1 to 120 characters. Prints as the subject.	Yes	Blocking and backing lumber
Notes	Up to 2,000 characters. Print on the commitment.	No	
Cost Code (line)	A cost code assigned to the job.	Yes	06-100 Rough Carpentry
Cost Type (line)	An active cost type.	Yes	MAT Materials
Description (line)	Up to 200 characters.	No	2x6 blocking, level 3
Quantity, **Unit**, **Unit Price** (line)	Optional. A unit is required with a quantity. Quantity × unit price sets the amount.	No	120 · EA · 45.50
Amount (line)	Not negative.	Yes, unless quantity and unit price are given	5,460.00

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Field	Description	Required	Example
Attachments	Up to 25 files, 5 MB each.	No	Quote-4471.pdf
Unused Amount (closing)	The part of the revised amount that will not be billed.	Yes	158,400.00
Reason (closing)	Up to 200 characters.	Yes	Work complete

Worked Example: SC-2025-000008, Drywall on J-2004

Cedar Ridge subcontracted the drywall on J-2004 to Precision Drywall: one line, 09-100 · SUB *Drywall*, 211,200.00, with 10% retainage, dated and issued December 1, 2025. Precision Drywall has billed twice, each bill matched to line 1:

Bill	Date	Amount	Retainage Held (10%)
BILL-2026-000122	2026-08-20	26,400.00	2,640.00
BILL-2026-000133	2026-09-20	26,400.00	2,640.00
Total		**52,800.00**	**5,280.00**

So the commitment page shows **Billed to Date** 52,800.00, **Remaining** 211,200.00 − 52,800.00 = 158,400.00, and **Retainage Held** 5,280.00. The same 158,400.00 appears as **Open Commitments** on row 09-100 · SUB of J-2004's budget. The posting entry of each bill is shown in Entering a Bill.

When the drywall is finished and Precision Drywall confirms there is nothing more to bill, you would close the subcontract with the unused amount still remaining at that point.

What Happens After Each Step

Step	Status	Effect
Save Commitment	Draft	Counted in **Open Commitments** on the list; no amounts committed yet.

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Step	Status	Effect
Approve	Approved	Approval date and user recorded.
Issue	Issued	Lines frozen, version 1 recorded. Counted in **Committed** and in the budget page's **Open Commitments**; bills can be matched.
New Amendment → approve	Issued	**Revised** changes (see Commitment Amendments).
Close Commitment	Closed	Unused amount, date, user and reason recorded. No longer in the budget page's **Open Commitments**; no new bills can be matched.

None of these steps writes a journal entry. Every action is listed in the Audit Log.

Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
A commitment must total more than zero.	The lines add up to zero.	Enter the amounts.
A commitment needs at least one line.	No line has a cost code and type.	Complete at least one line.
Enter an amount or quantity and unit price.	A line has neither.	Enter one of them.
Amount must equal quantity times unit price.	The typed amount does not match quantity × unit price.	Clear the amount or correct the figures.
A unit is required with a quantity.	A quantity has no unit.	Type the unit.
Cost code is not assigned to this job.	The code is not on the job.	Assign it on the job page first.

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Message or Symptom	Why It Happens	What to Do
Vendor is inactive.	The vendor was deactivated.	Reactivate the vendor.
Commitments cannot change on a closed or archived job.	The job is closed or archived.	Reopen the job first.
Only a draft commitment can be edited.	The commitment is approved or issued.	Withdraw an approved one to draft; amend an issued one.
A reason is required to close a commitment. / Enter an unused amount and a reason.	The close window was left incomplete.	Fill in both.
Unused amount cannot exceed the outstanding balance.	The unused amount is more than the revised amount less what is already closed.	Enter a smaller amount.
Commitment SC-2025-000008 is not issued. (on a bill)	Bills can be matched only to issued commitments.	Issue the commitment, or leave the line unmatched.
Commitment SC-2025-000008 belongs to another vendor. (on a bill)	The bill's vendor is not the commitment's vendor.	Choose the right vendor or commitment line.
Write Access Required when opening New Commitment	You have view access only.	Ask a Company Admin for Edit access to Jobs & Costing.

Related Topics

- Commitment Amendments
- Entering a Bill
- Retainage and Releasing Retainage
- Job Budgets
- Job Costing Settings

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commitment amendment | subcontract change | purchase order change | change order | retainage

8.10 Commitment Amendments

Once a commitment is **issued**, its lines are frozen: the subcontract or purchase order you sent stays exactly as issued. When the scope changes (the owner adds work, a quantity grows, part of the work is deleted), you record the change as an **amendment**. An amendment adds or subtracts amounts by cost code and cost type, can link to the owner's change order, and can change the commitment's retainage percentage. Once approved, it changes the commitment's **Revised** amount, what the vendor can still bill, and the open commitments on the job's budget.

An amendment has two statuses: **Draft** while you prepare it, and **Approved**. A draft amendment can be approved or discarded; an approved one is final. To undo an approved amendment, enter another amendment with the opposite amounts.

Before You Begin

- The commitment is **Issued**. Draft and approved commitments are changed with **Edit**; closed ones cannot be changed.
- To link a change order, the change order is **Approved** and on the same job (see Change Orders).
- You need **Edit** access to **Jobs & Costing** to create, approve and discard amendments. Company Admins, Accountants and Project Managers have it. See Roles and Permissions.

Navigation

Jobs & Costing → **Commitments** → open the issued commitment → **New Amendment** (at the top of the page or on the **Amendments** card).

Step by Step: Creating an Amendment

1. Open the issued commitment and click **New Amendment**.
2. Check the **Date** (it starts with today; it cannot be before the commitment's date).
3. Type the **Reason** for the change.
4. If the change comes from a change order, choose the approved **Change Order** it belongs to. The list shows the job's approved change orders by number and title (**CO-** number · title), or **No Change Order**.
5. To change the retainage percentage, type it in **New Retainage**. Leave it empty to keep the current percentage.
6. On each line, choose the **Cost Code** and **Cost Type** and type the change as a signed **Amount**: positive to add, negative to reduce. Use the cost code and cost type of the commitment line you are changing.
7. Watch the totals at the top: **This Amendment** and **Revised After** update as you type, and **Retainage After** shows the new percentage.

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8. Optionally attach the signed change document under **Attachments**.
9. Click **Save Amendment**. Structally returns to the commitment and confirms with *Amendment 1 saved as a draft.*

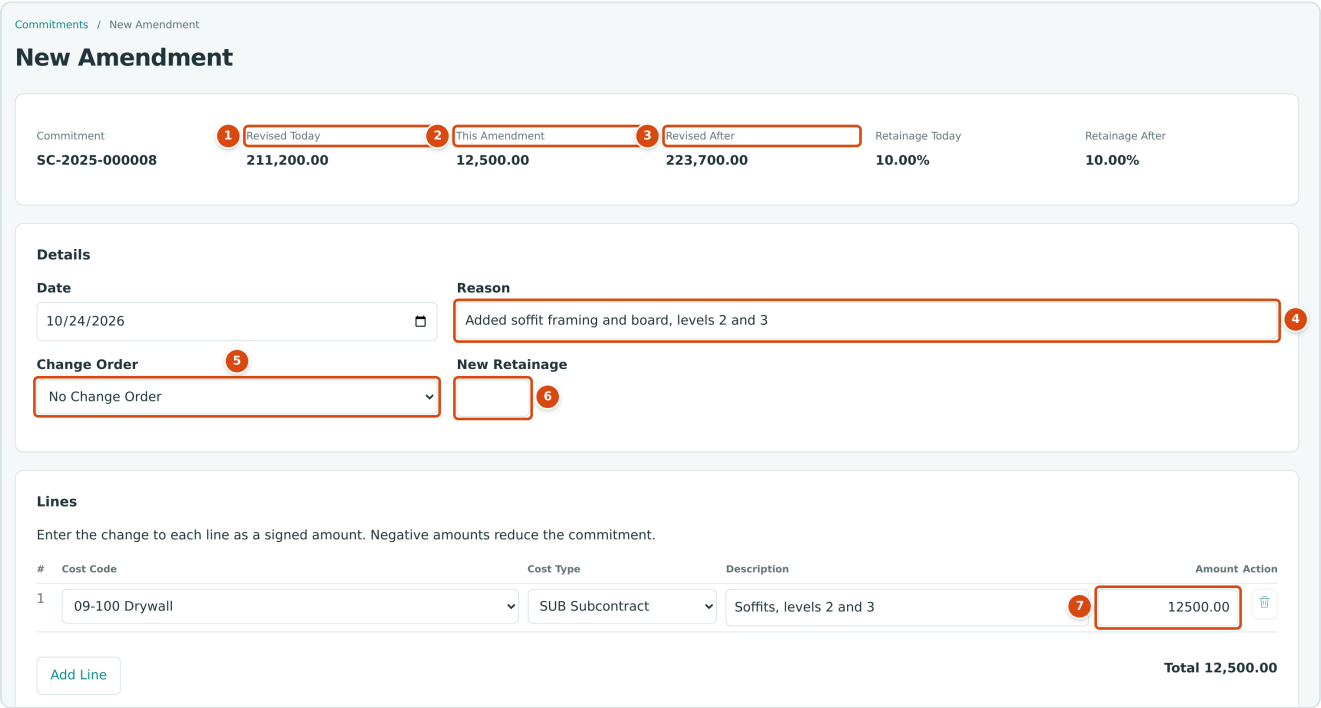

Figure 7-62 An amendment that adds 12,500.00 to the drywall subcontract.

1. **Revised Today**: the commitment's revised amount before this amendment.
2. **This Amendment**: the total of the amendment's lines.
3. **Revised After**: the revised amount once the amendment is approved.
4. **Reason**: required.
5. **Change Order**: an approved change order of the job, or **No Change Order**. J-2004 has no approved change order yet, so only **No Change Order** is offered.
6. **New Retainage**: a new percentage for the whole commitment, or empty.
7. **Amount**: the signed change for the line.

An amendment needs at least one line or a new retainage percentage. Its lines are not limited to the commitment's own codes, but the cost code must be assigned to the job.

When the job has an approved change order, choose it in **Change Order**. The training company, Cedar Ridge Training, amended its electrical subcontract for change order CO-2 this way:

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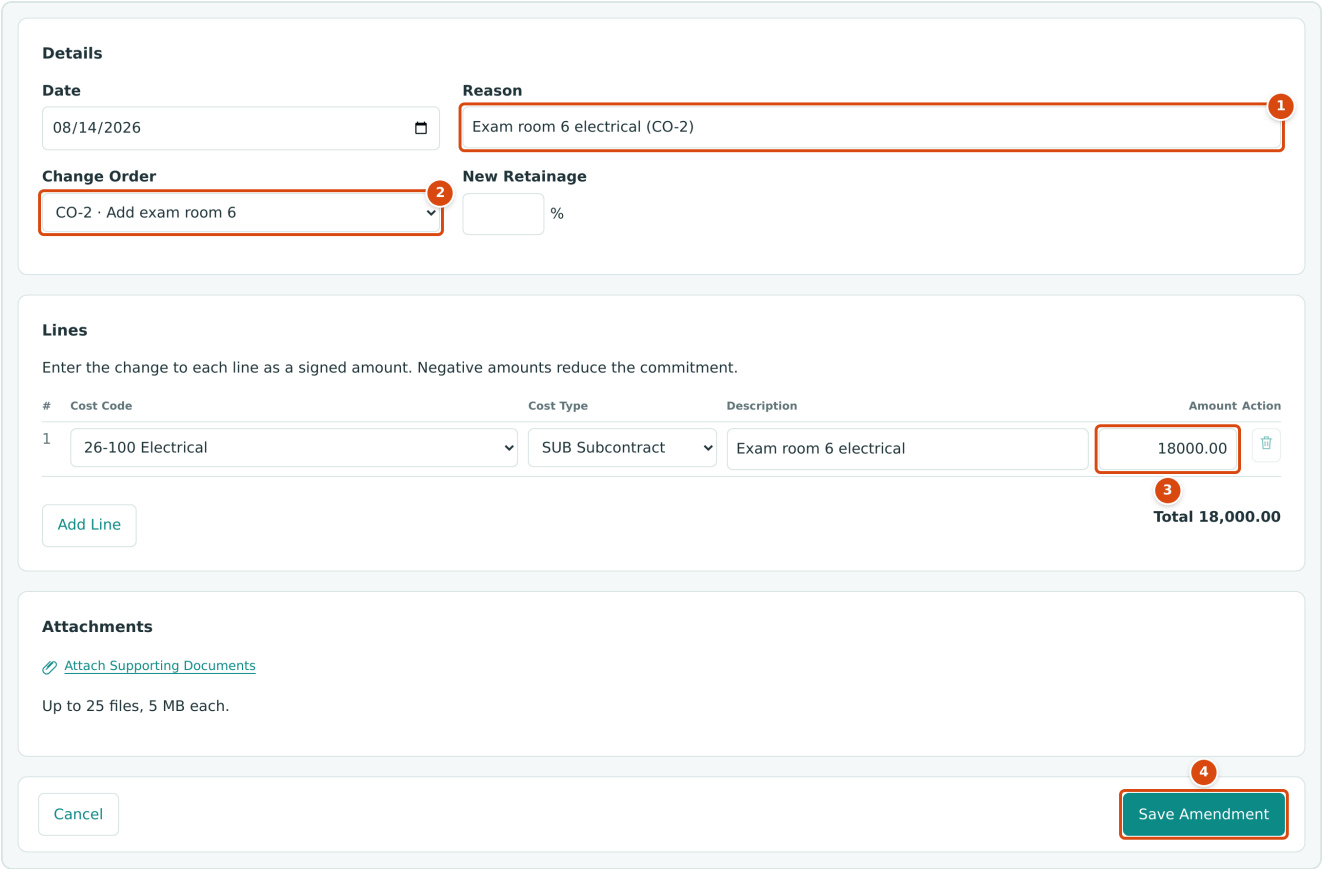

Figure 7-63 An amendment linked to change order CO-2, in the training company Cedar Ridge Training.

1. **Reason**: *Exam room 6 electrical (CO-2)*.
2. **Change Order**: *CO-2 · Add exam room 6*, an approved change order of the job.
3. **Amount**: +18,000.00 on 26-100 · SUB, the code and type of the subcontract's line.
4. **Save Amendment** saves the draft.

Approving or Discarding an Amendment

A draft amendment appears on the commitment's **Amendments** card with two buttons in **Actions**:

- **Approve** makes the amendment final. Structally confirms with *Amendment 1 approved.* The commitment's **Amendments** and **Revised** amounts change, and a **New Retainage** becomes the commitment's **Retainage**.
- **Discard** deletes the draft (*Amendment 1 discarded.*).

After approval, the training company's electrical subcontract shows the amendment in its totals and on its **Amendments** card:

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Commitments / SC-2026-000002

SC-2026-000002 Issued

Release Retainage | Print | New Amendment | Close Commitment

Electrical rough-in and finish · Brightway Electric · Job J-101 Lakeview Clinic Expansion

Original	Amendments	Revised	Billed to Date	In Draft	Remaining
132,000.00	18,000.00	150,000.00	33,000.00	0.00	117,000.00

Retainage	Retainage Held
10.00%	3,300.00

Details

Kind	Job	Vendor
Subcontract	J-101 · Lakeview Clinic Expansion	Brightway Electric
Date	**Approved**	**Issued**
2026-07-06	2026-10-24 15:14 · demo-admin@example.test	2026-10-24 15:14 · demo-admin@example.test
Issued Version	**Closed**	**Notes**
1 · 132,000.00	—	—

Lines Issued lines are frozen; changes go through amendments.

#	Cost Code	Cost Type	Description	Quantity	Unit	Unit Price	Amount	Billed	In Draft	Remaining
1	26-100	SUB	Electrical rough-in and finish				132,000.00	33,000.00	0.00	117,000.00
Total							132,000.00	33,000.00	0.00	117,000.00

Bills

Bill	Date	Status	Line	Amount	Retainage
BILL-2026-000004	2026-07-31	Posted	1 · Electrical rough-in, July progress	33,000.00	3,300.00

Amendments New Amendment

Number	Date	Reason	Change Order	Status	Amount	Approved By	Documents	Actions
1	2026-08-14	Exam room 6 electrical (CO-2)	CO-2	Approved	18,000.00	demo-admin@example.test	—	—

Documents

Attachments · 0 + Add Files

Figure 7-64 The electrical subcontract after its amendment was approved, in the training company Cedar Ridge Training.

There, **Revised** is 132,000.00 + 18,000.00 = 150,000.00, and **Remaining** is 150,000.00 − 33,000.00 billed = 117,000.00.

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Draft Amendment Row Not Captured

Neither the sample company nor the training company has a draft amendment left, so the **Approve** and **Discard** links cannot be shown in a figure. They appear in the **Actions** column of a draft amendment's row while the commitment is issued; approved amendments show a dash there, as in the figure above.

The Amendments Card

After approval, the amendment is listed with its details and the commitment's totals include it. SC-2025-000004, the drywall subcontract on the finished job J-2003, has one approved amendment:

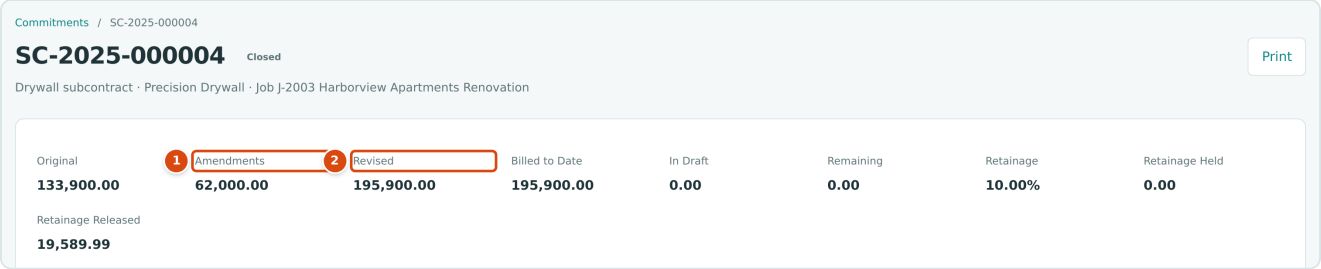

Figure 7-65 The totals of SC-2025-000004 include its approved amendment.

1. **Amendments**: the total of the approved amendments.
2. **Revised**: **Original** + **Amendments**.

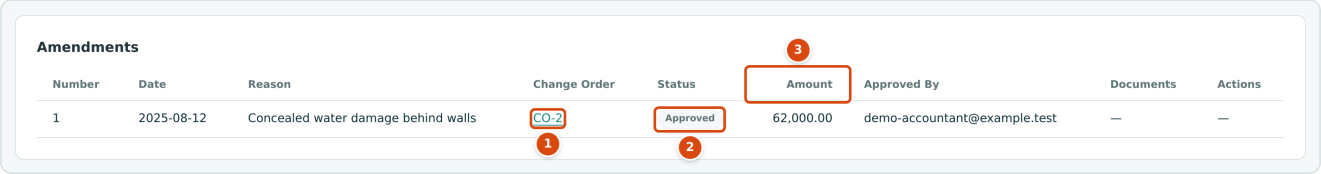

Figure 7-66 The approved amendment, linked to change order CO-2.

1. **Change Order**: click it to open the change order.
2. **Status**: **Draft** or **Approved**.
3. **Amount**: the amendment's total.

The card lists **Number**, **Date**, **Reason**, **Change Order**, **Status**, **Amount**, **New Retainage** (when any amendment changes it), **Approved By**, **Documents** (the amendment's attachments) and **Actions**.

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How an Approved Amendment Changes the Commitment

- **Revised** = **Original** + the approved amendments. **Remaining** grows or shrinks by the amendment's amount.
- On the **Lines** table, a line's **Remaining** includes the approved amendments with the same cost code and cost type, and so does the **Commitment** list on a bill. A subcontractor can therefore be billed up to the amended amount without an overrun.
- The job's budget page shows the change in **Open Commitments**.
- The printed commitment shows **Approved Amendments** and the **Revised Total**. Its version stays **Issued · Version 1**; amendments do not create new versions.
- An amendment never changes the job's budget. Budget changes come from budget revisions or approved change orders (see Job Budgets).
- No journal entry is written.

Amendment lines for new cost codes or types

Amendment amounts are matched to commitment lines by cost code and cost type. An amendment line whose code and type are on none of the commitment's lines raises the **Revised** amount, but there is no commitment line for a bill to be matched to. To add new work, create a new commitment instead.

Field Reference

Field	Description	Required	Example
Date	The amendment date; not before the commitment's date.	Yes	10/24/2026
Reason	1 to 200 characters.	Yes	Added soffit framing and board, levels 2 and 3
Change Order	An approved change order of the same job.	No	No Change Order
New Retainage	A new retainage percentage for the commitment, 0 to 100, two decimals.	No	(empty)
Cost Code (line)	A cost code assigned to the job.	Yes, on each line	09-100 Drywall

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Field	Description	Required	Example
Cost Type (line)	An active cost type.	Yes, on each line	SUB Subcontract
Description (line)	Up to 200 characters.	No	Soffits, levels 2 and 3
Amount (line)	The signed change.	Yes, on each line	12,500.00
Attachments	Up to 25 files, 5 MB each.	No	CO-3 signed.pdf

Worked Example: Two Amendments in the Sample Company

An increase. On J-2003 Harborview Apartments Renovation, Precision Drywall found concealed water damage behind the walls. Cost change order CO-2 was approved, and Cedar Ridge amended subcontract SC-2025-000004 on August 12, 2025:

	Amount
Original (09-100 · SUB)	133,900.00
Amendment 1, linked to CO-2	+62,000.00
Revised	195,900.00
Billed to date	195,900.00
Remaining	0.00

A reduction. On J-2002 Pinecrest Middle School Addition, the owner deleted a covered walkway. Roofing subcontract SC-2024-000005 (Overhead Roofing Co) was amended by −31,000.00 with the reason *Covered walkway deleted by the owner*, linked to CO-3: Original 196,200.00 − 31,000.00 = Revised 165,200.00, and the subcontractor billed exactly 165,200.00.

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An illustrative new amendment. The figure at the top shows a draft for J-2004's drywall subcontract SC-2025-000008: +12,500.00 on 09-100 · SUB. Once approved, **Revised** would become 211,200.00 + 12,500.00 = 223,700.00 and **Remaining** 158,400.00 + 12,500.00 = 170,900.00. Retainage stays 10.00%.

Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
Only an issued commitment can be amended.	The commitment is draft, approved or closed.	Edit a draft (withdraw an approved one first); closed commitments cannot change.
An amendment needs at least one line or a retainage change.	No line and no **New Retainage**.	Add a line or a retainage percentage.
Amendment date cannot precede the commitment date.	The date is earlier than the commitment's.	Use a later date.
Revised commitment cannot be below the closed unused amount.	The amendment would bring the revised amount below zero.	Reduce the negative amounts.
Only an approved change order can be linked.	The change order is not approved.	Approve the change order first, or choose **No Change Order**.
Cost code is not assigned to this job.	The line's code is not on the job.	Assign it to the job, or choose another code.
Retainage percent must be from 0 to 100 with at most two decimals.	**New Retainage** is out of range.	Correct it.
No **New Amendment** button	The commitment is not issued, or you have view access only.	Issue the commitment, or ask for Edit access.

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Related Topics

- Commitments
- Change Orders
- Entering a Bill
- Job Budgets

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change orders | contract | budget revision | approval | schedule of values | construction

8.11 Change Orders

A **change order** records a change to the work on a job after the contract was signed: extra work the owner asks for, work the owner deletes, or a cost the company absorbs. In Structally a change order changes two things, and only when it is approved:

- the **revised contract**: what the customer will pay for the job, and
- the **revised budget**: what the job is expected to cost, by cost code and cost type.

A change order never posts to the general ledger. Its effects reach your books later, through the pay applications that bill the changed contract and the bills that carry the changed costs.

Before You Begin

- Jobs & Costing is turned on for your company, and the job has the status **Draft**, **Active** or **On Hold**. Change orders cannot be added to or changed on a closed or archived job. See Creating and Managing Jobs.
- The cost codes you will use are assigned to the job, and the cost types are active. See Cost Codes and Cost Types.
- To enter, edit, submit, withdraw or discard change orders you need **Edit** access to **Jobs & Costing**. Company Admins, Accountants and Project Managers have it, and so do Custom users given Edit on that area. Viewers can only look.
- Only **Company Admins** and **Accountants** can approve or reject a change order. See Roles and Permissions.

Navigation

Jobs & Costing → **Change Orders**. To see one job's change orders, open the job and click **View Change Orders**.

The Three Kinds of Change Order

Choose the kind when you create the change order. It cannot be changed afterwards.

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Kind	Use It When	Contract Amount	Lines	When Approved
Contract	The customer agrees to pay more (or less) for added or deleted work.	The change to the contract price. A deduction is a negative amount.	Optional: the change to the cost budget.	The revised contract changes by the contract amount. The lines become a new budget revision. If the job has a schedule of values and the amount is more than zero, a schedule line is added.
Cost	The cost of the job changes but the contract price does not, for example a concealed condition the company absorbs.	Must be zero.	The change to the cost budget.	The lines become a new budget revision. The contract does not change.
Internal Transfer	You move budget from one cost code or cost type to another.	Must be zero.	Lines that net to zero, for example -20,000.00 on one line and 20,000.00 on another.	The lines become a new **Internal Transfer** budget revision. The contract does not change.

How a change order reaches the rest of the job:

- **Budget.** Approving a change order with lines creates the next budget revision of the job (for example **Revision 3**), effective on the change order's date, holding the change order's lines. A change order with no lines creates no budget revision. See Job Budgets.
- **Contract.** Only approved **Contract** change orders change the revised contract: the original contract plus all approved contract amounts. Submitted contract changes are shown separately as pending, for example as **Pending, Not in Revised Contract** on the job page.

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- **Schedule of values and billing.** When a **Contract** change order with an amount above zero is approved on a job that has a schedule of values, Structally adds a line numbered **CO-**n to the schedule, so you can bill it on the next pay application. A negative change removes nothing: you revise the schedule and lower existing lines yourself. See Schedules of Values.
- **Commitments.** A change order does not change any subcontract or purchase order. If the change also changes what you owe a subcontractor or supplier, enter a commitment amendment and choose the approved change order in its **Change Order** field. The amendment then appears under **Related Amendments** on the change order.

Statuses

Status	Meaning	What You Can Do Next
Draft	Being prepared. Has no effect.	**Edit**, **Submit**, **Discard**, **Print** (contract kind)
Submitted	Waiting for a decision. Counted as **Pending**.	**Withdraw**; a Company Admin or Accountant can **Approve…** or **Reject…**
Approved	Decided in favor. The contract, budget and schedule effects above are applied.	**Print** (contract kind). Nothing can be changed.
Rejected	Decided against, with a decision reason.	Nothing. Enter a new change order if the change comes back.
Withdrawn	Taken back before a decision.	Nothing. A withdrawn change order cannot be submitted again.

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The Change Orders List

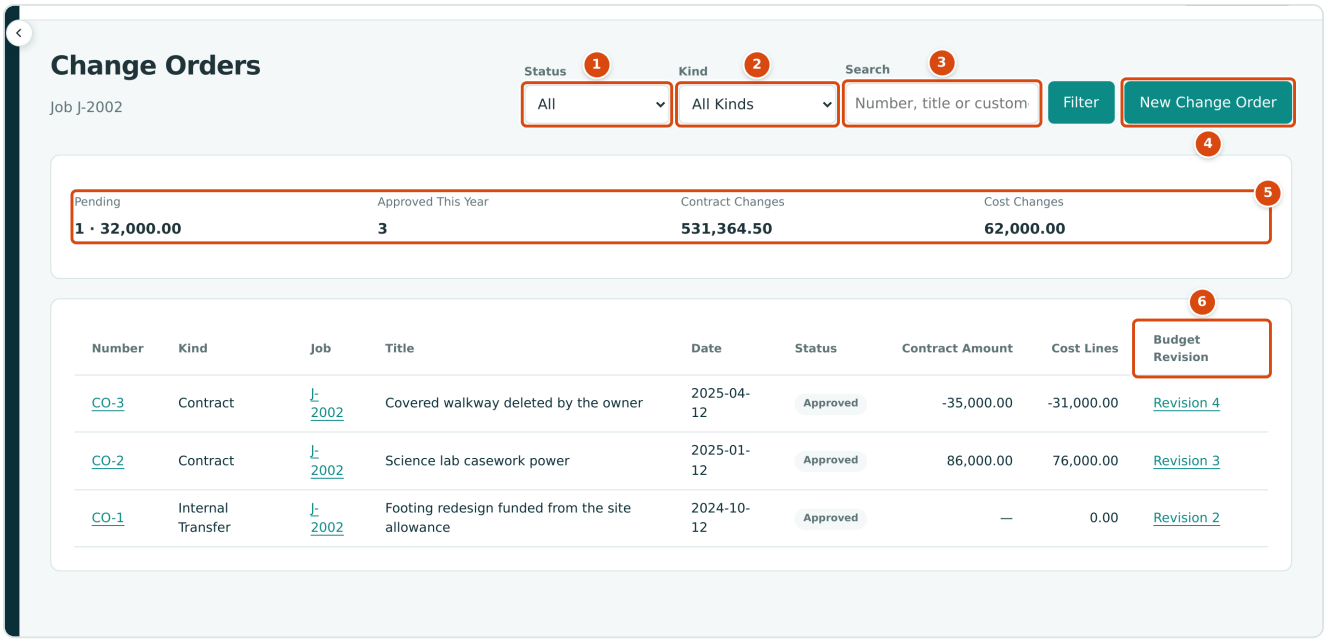

Figure 7-67 The change orders of job J-2002, opened from the job page and filtered to all statuses.

1. **Status**: **Open** (the default) shows **Draft** and **Submitted** change orders. Choose a single status or **All**, then click **Filter**.
2. **Kind**: **All Kinds**, **Contract**, **Cost** or **Internal Transfer**.
3. **Search**: a number such as CO-3, or words from the title or customer reference.
4. **New Change Order** starts a change order, for the job you are viewing if any.
5. The summary for the whole company: **Pending** (the number and value of submitted change orders), **Approved This Year**, **Contract Changes** (approved contract amounts) and **Cost Changes** (the lines of approved **Cost** change orders). These figures do not follow the filters.
6. **Budget Revision**: the budget revision an approved change order created. Click it to open the job's budget.

For each change order the list shows the **Number**, **Kind**, **Job**, **Title**, **Date**, **Status**, **Contract Amount** (a dash for kinds without one) and **Cost Lines** (the total of its lines). Numbers restart at CO-1 on every job, so read the number together with the job. The list is sorted by job, newest change order first.

Step by Step

Enter a Change Order

1. Go to **Jobs & Costing** → **Change Orders** and click **New Change Order**.
2. Choose the **Kind**.

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3. For a **Contract** change order, type the **Contract Amount**: the change to the contract price, negative for a deduction.
4. Choose the **Job**. Jobs that are **Draft**, **Active** or **On Hold** are listed.
5. Type the **Customer Reference** (for example the owner's change request number), the **Date** (the effective date of the change and of its budget revision) and a **Title**. Add a **Reason** to explain the change.
6. Under **Lines**, enter the cost budget change: a **Cost Code**, a **Cost Type**, a **Description** and an **Amount** on each line. Once a job is chosen, the cost code list shows only the codes assigned to that job. Amounts can be negative. Use **Add Line** for more lines and the trash icon to remove one.
7. Optionally attach the owner's request or your pricing with **Attach Supporting Documents** (up to 25 files of 5 MB each).
8. Click **Save Change Order**. Structally confirms *Change order CO-2 saved as a draft.* and opens it.

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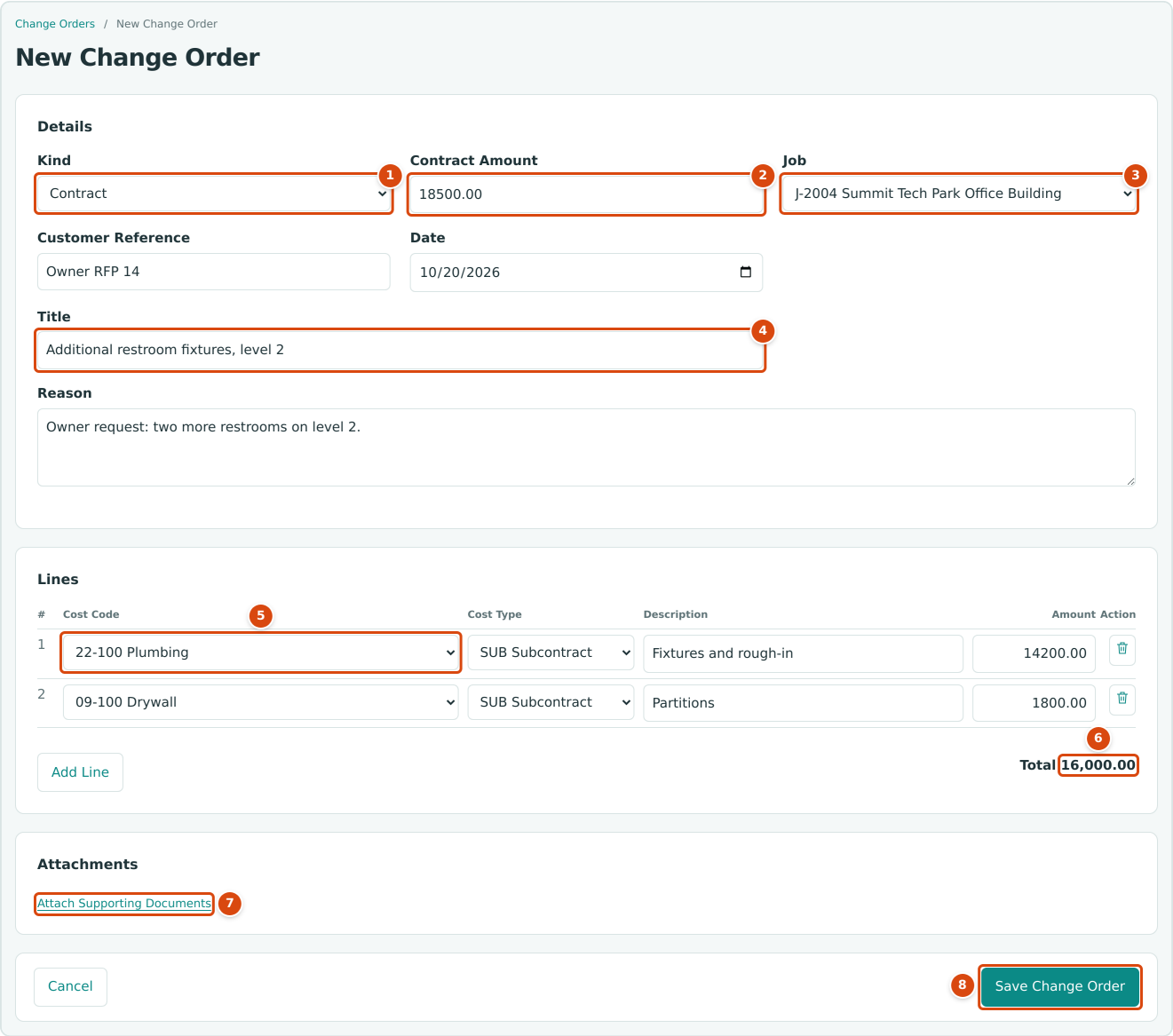

Figure 7-68 A contract change order being entered for J-2004 (illustrative figures, not saved).

1. **Kind**: Contract, Cost or Internal Transfer.
2. **Contract Amount**: the price change the customer agrees to.
3. **Job**: the job being changed.
4. **Title**: what the change is. It prints as the description of the change.
5. **Lines**: the cost budget change by cost code and cost type.
6. The total of the lines: here 16,000.00 of cost against an 18,500.00 price change.
7. **Attach Supporting Documents** adds files to the change order.
8. **Save Change Order** saves a draft. Saving never approves.

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Edit or Discard a Draft

- Open the draft and click **Edit**. The **Kind** and **Job** are locked; everything else can be changed. If you open the edit page of a change order that is no longer a draft, Structally returns you to it with *Only a draft change order can be edited.*
- To throw a draft away, click **Discard** and confirm *Discard this draft change order? This cannot be undone.* Structally confirms *Change order CO-2 discarded.* Only drafts can be discarded.

Submit, Withdraw, Approve or Reject

The buttons on a change order follow its status. Each one asks you to confirm first.

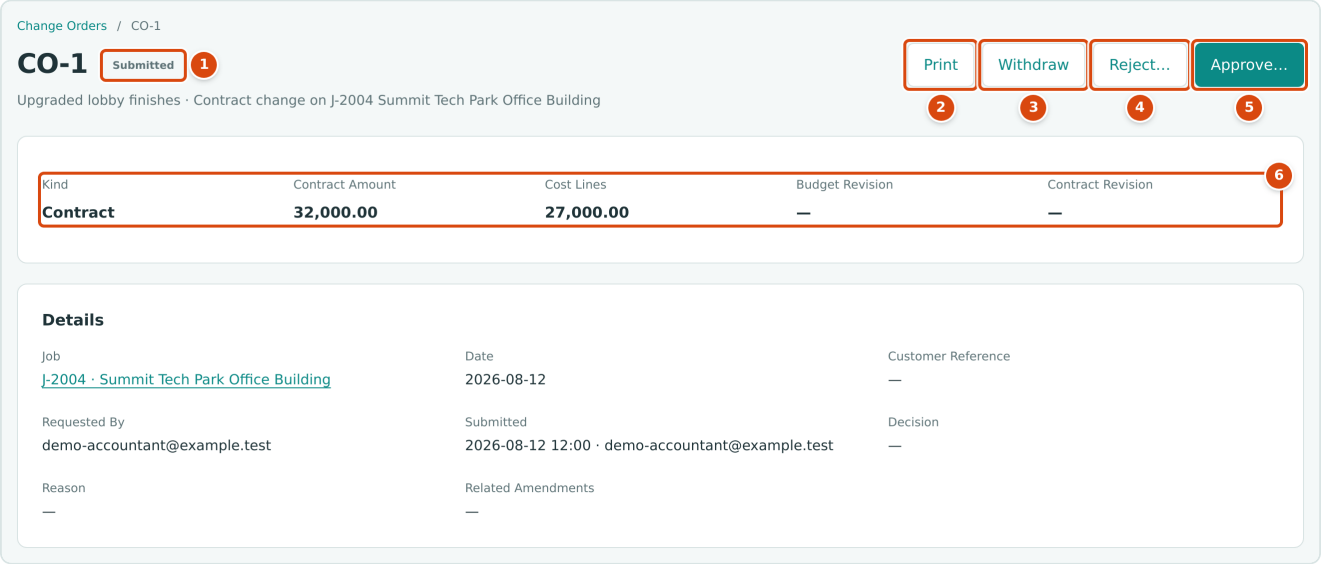

Figure 7-69 A submitted contract change order, as a Company Admin sees it.

1. The status, here **Submitted**.
2. **Print** opens the printable change order (contract kind only).
3. **Withdraw** takes the change order back. It cannot be submitted again.
4. **Reject…** records a decision against it, with a reason.
5. **Approve…** applies it. Only Company Admins and Accountants see **Reject…** and **Approve…**.
6. The facts: **Kind**, **Contract Amount**, **Cost Lines**, and after approval the **Budget Revision** and **Contract Revision** it created.

1. On a draft, click **Submit** and confirm *Submit CO-1 for approval?* The change order becomes **Submitted** and counts as pending.

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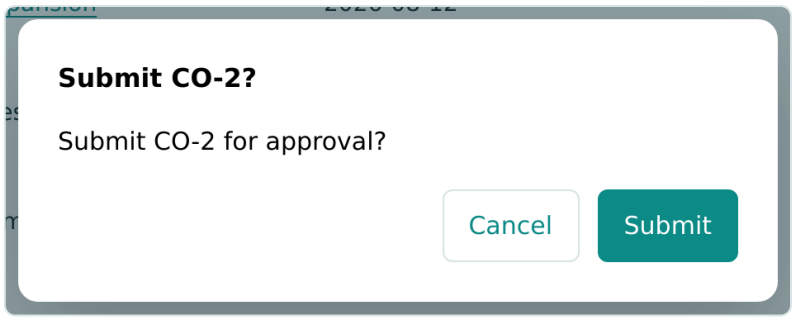

Figure 7-70 Submitting a draft, from the training company Cedar Ridge Training.

2. A Company Admin or Accountant opens it and clicks **Approve…**. The dialog says exactly what approval will do. Type an optional **Decision Reason** and click **Approve**.

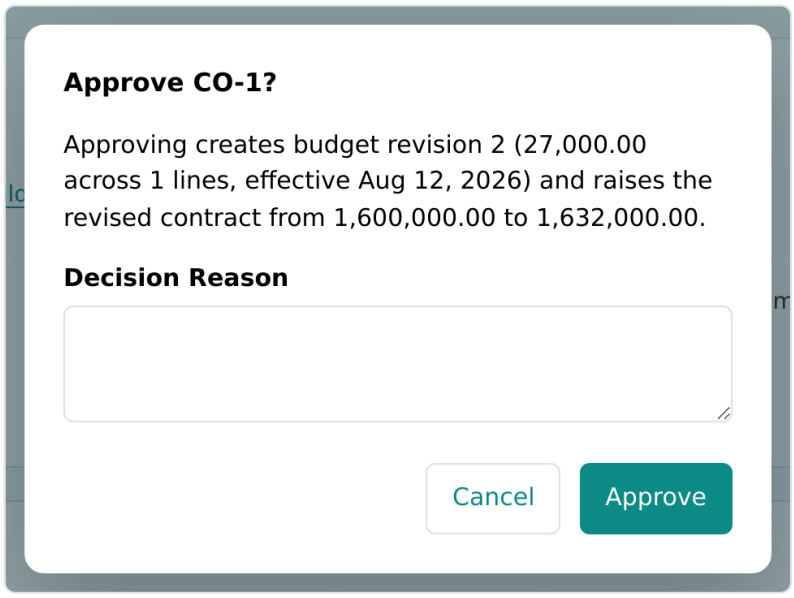

Figure 7-71 The approval dialog of J-2004 CO-1, closed again without approving.

3. To decide against it, click **Reject…**, type the **Decision Reason** (required; the dialog shows *Enter a reason.* while it is empty) and click **Reject**.

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Figure 7-72 Rejecting needs a decision reason.

4. While it is still submitted, anyone with Edit access can click **Withdraw** and confirm *Withdraw CO-1?*

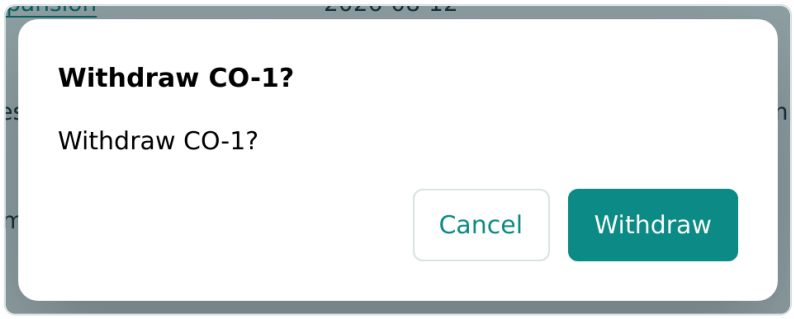

Figure 7-73 Withdrawing a duplicate change order, from the training company Cedar Ridge Training.

Structally confirms each step with *Change order CO-1 submitted.*, *Change order CO-1 withdrawn.*, *Change order CO-1 approved.* or *Change order CO-1 rejected.* When approval adds a schedule line, the message continues, for example *Line CO-1 was added to the J-2004 schedule of values.*

Print a Contract Change Order

Click **Print** on a **Contract** change order that is **Draft**, **Submitted** or **Approved** to open a page you can print or save as PDF and send to the customer for signature. Change orders of the other kinds have no printed form.

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Cedar Ridge Contracting

CHANGE ORDER

CO-1

Submitted

CUSTOMER

Summit Tech Park

PROJECT

J-2004 · Summit Tech Park Office Building

2200 Summit Parkway

DATE	CUSTOMER REFERENCE	CONTRACT	STATUS
Aug 12, 2026	—	J-2004 · Summit Tech Park Office Building	Submitted

Description of Change	Amount
Upgraded lobby finishes	32,000.00

Original Contract	1,600,000.00
Approved Changes to Date	0.00
This Change	32,000.00
Revised Contract	**1,632,000.00**

The contract sum is changed by this change order as shown above.

ACCEPTED BY CUSTOMER	APPROVED BY CEDAR RIDGE CONTRACTING
Name	Name
Signature	Signature
Date	Date

Figure 7-74 The printed form of J-2004 CO-1, with the sample company's Document Design settings.

The printed change order shows:

- your company name (with logo, address and phone when your Document Design includes them), the title **CHANGE ORDER**, the number and the status;
- **Customer** with the billing address, and **Project** with the job number, name and address;
- **Date**, **Customer Reference**, **Contract** and **Status**;

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- **Description of Change** (the title, plus the reason when **Show Reason** is on) and the **Amount**;
- the totals **Original Contract**, **Approved Changes to Date** (the approved contract change orders numbered before this one), **This Change** and **Revised Contract**;
- the agreement line, the standard terms when **Show Terms** is on, and signature blocks for the customer and for your company when **Show Signature Lines** is on.

These options (**Agreement Line**, **Standard Terms**, **Show Reason**, **Show Terms**, **Show Signature Lines**) are set in Document Design. Use **Print** on the page to print, or **Back to Change Order** to return.

The Change Order Page After Approval

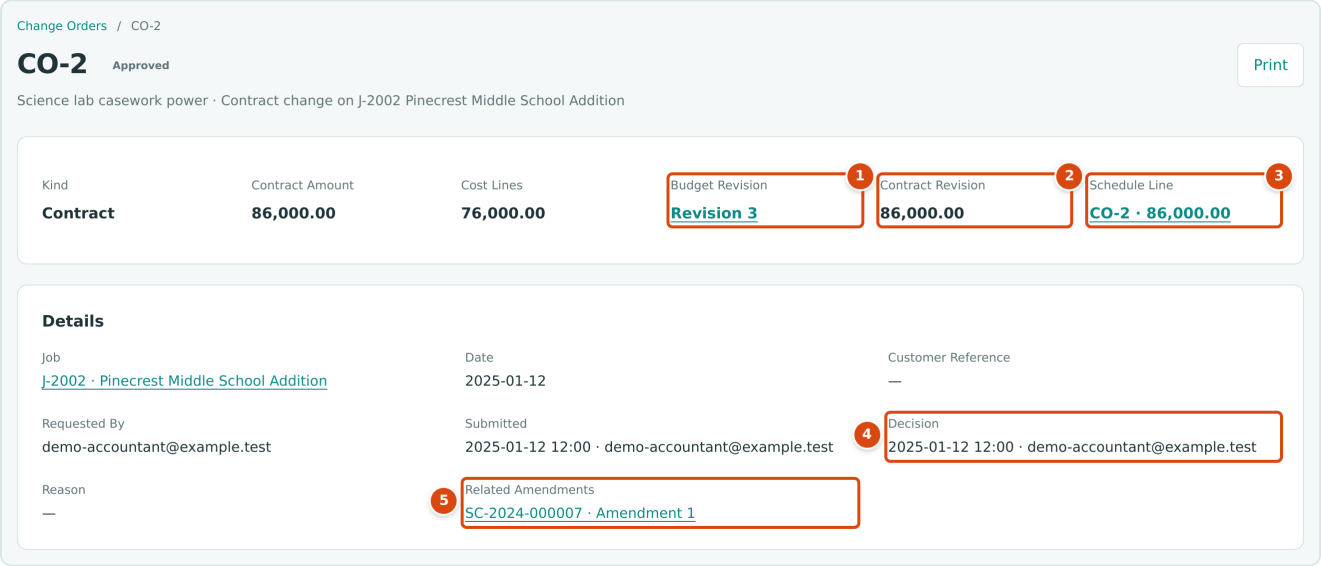

Figure 7-75 An approved contract change order and the records it created.

1. **Budget Revision**: the budget revision created from the lines. It links to the job's budget.
2. **Contract Revision**: the amount added to the revised contract.
3. **Schedule Line**: the line added to the schedule of values. It links to the schedule.
4. **Decision**: when and by whom it was decided, followed by the decision reason if one was given.
5. **Related Amendments**: commitment amendments that name this change order.

The **Lines** card lists the cost lines and their total, and **Documents** holds the attachments.

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Field Reference

Field	Description	Required	Example
Kind	**Contract**, **Cost** or **Internal Transfer**. Cannot be changed after the first save.	Yes	Contract
Contract Amount	The change to the contract price, positive or negative. Must be zero or empty unless the kind is **Contract**.	For contract changes	32,000.00
Job	The job being changed: **Draft**, **Active** or **On Hold**. Cannot be changed after the first save.	Yes	J-2004 Summit Tech Park Office Building
Customer Reference	The customer's own reference, up to 60 characters. Searchable in the list.	No	Owner RFP 14
Date	The effective date. The budget revision created on approval takes this date.	Yes	08/12/2026
Title	A short name for the change, 1 to 120 characters. Prints as the description of the change.	Yes	Upgraded lobby finishes
Reason	Why the change is needed, up to 2,000 characters.	No	Owner request
Cost Code (line)	A cost code assigned to the job.	Yes, per line	09-100 Drywall
Cost Type (line)	An active cost type. Each cost code and cost type pair can appear only once.	Yes, per line	SUB Subcontract

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Field	Description	Required	Example
Description (line)	Up to 200 characters.	No	Partitions
Amount (line)	The budget change, positive or negative, never zero. Internal transfer lines must net to zero.	Yes, per line	27,000.00
Attachments	PDF, JPG, PNG, HEIC, Word, Excel or CSV files, up to 5 MB each and 25 per change order.	No	owner-request.pdf
Decision Reason	Typed in the Approve or Reject dialog, up to 200 characters.	To reject	Owner declined the price.

Worked Example: Three Changes on J-2002

Job J-2002 Pinecrest Middle School Addition started with an original contract of $2,450,000.00. The sample company holds three approved change orders on it, all shown in the list figure above:

Change Order	Kind	Contract Amount	Lines	Created on Approval
CO-1 Footing redesign funded from the site allowance (October 12, 2024)	Internal Transfer	—	02-100 Site Work, Other: -20,000.00; 03-300 Concrete, Materials: 20,000.00	Budget Revision 2 (nets to 0.00)
CO-2 Science lab casework power (January 12, 2025)	Contract	86,000.00	26-100 Electrical, Subcontract: 76,000.00	Budget Revision 3, a contract revision of 86,000.00 and schedule line CO-2

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Change Order	Kind	Contract Amount	Lines	Created on Approval
CO-3 Covered walkway deleted by the owner (April 12, 2025)	Contract	-35,000.00	07-100 Roofing, Subcontract: -31,000.00	Budget Revision 4 and a contract revision of -35,000.00

The revised contract is the original contract plus the approved contract amounts:

	Amount
Original contract	$2,450,000.00
CO-2	+ $86,000.00
CO-3	- $35,000.00
Revised contract	$2,501,000.00

CO-1 changes no contract figure; it only moves $20,000.00 of budget. CO-2 adds $10,000.00 more to the contract than to the cost budget ($86,000.00 against $76,000.00): that difference is the markup on the change. The subcontract side of CO-2 was handled by amendment 1 of SC-2024-000007, and that of CO-3 by amendment 1 of SC-2024-000005.

On the billing side, approving CO-2 added line **CO-2** for $86,000.00 to the schedule of values. CO-3 lowered the contract, so the schedule total was then $35,000.00 above the revised contract until a revision of the schedule lowered the Roofing line from $213,900.00 to $178,900.00. See the worked example in Schedules of Values.

The active job J-2004 has one change order waiting for a decision: **CO-1 Upgraded lobby finishes**, a contract change of $32,000.00 with one cost line of $27,000.00 on 09-100 Drywall, Subcontract. The approval dialog above shows what approving it would do: create budget revision 2 for $27,000.00 effective August 12, 2026, and raise the revised contract from $1,600,000.00 to $1,632,000.00. Because J-2004 has an approved schedule of values, approval would also add line CO-1 for $32,000.00 to the schedule.

The training company Cedar Ridge Training shows the same change carried through to the end: on job J-101, CO-2 *Add exam room 6* (customer reference *LMP Change Request 4*) was a contract change of $36,000.00 with two subcontract lines, 09-100 Drywall $9,000.00 and 26-100 Electrical $18,000.00. Approving it created budget revision 2 for $27,000.00, raised the revised contract from $480,000.00 to $516,000.00, and added schedule line **CO-2 · 36,000.00** to the approved schedule of values without a schedule revision. The next pay application billed that line for the first time (see Pay Applications).

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Change Orders / CO-2

CO-2 Approved

Print

Add exam room 6 · Contract change on J-101 Lakeview Clinic Expansion

Kind	Contract Amount	Cost Lines	Budget Revision	Contract Revision	Schedule Line
Contract	**36,000.00**	**27,000.00**	**Revision 2**	**36,000.00**	**CO-2 · 36,000.00**

Details

Job
J-101 · Lakeview Clinic Expansion

Date
2026-08-12

Customer Reference
LMP Change Request 4

Requested By
demo-admin@example.test

Submitted
2026-10-24 15:25 · demo-admin@example.test

Decision
2026-10-24 15:25 · demo-admin@example.test · Approved by owner email of 2026-08-12.

Reason
Owner added a sixth exam room in the east wing.

Related Amendments
—

Lines

#	Cost Code	Cost Type	Description	Amount
1	09-100 Drywall	Subcontract	Exam room 6 drywall	9,000.00
2	26-100 Electrical	Subcontract	Exam room 6 electrical	18,000.00
Total				27,000.00

Documents

Attachments · 0 **+ Add Files**

Figure 7-76 CO-2 after approval, from the training company Cedar Ridge Training.

What Happens After You Save or Approve

	Draft or Submitted	Approved
Revised contract	Unchanged (a submitted contract change shows as pending)	Changed by the contract amount (contract kind)

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	Draft or Submitted	Approved
Budget	Unchanged	A new budget revision from the lines, if there are lines
Schedule of values	Unchanged	A **CO-**n line for a positive contract amount, when the job has a schedule
Commitments	Unchanged	Unchanged; enter a commitment amendment
Journal entry	None	None
Can be changed	A draft, yes. A submitted change order can only be withdrawn or decided.	No

No Journal Entry

Change orders never post. The approved contract change is billed through the job's pay applications, which post invoices, and the approved cost change becomes actual cost only when bills and other costs are coded to the job. Forecasts and WIP schedules read the approved and pending changes; see Forecasts and WIP Schedules.

Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
Change orders cannot change on a closed or archived job.	The job is **Closed** or **Archived**.	Reopen the job first if the change is real. See Closing and Reopening Jobs.
Contract amount applies to contract changes only.	A **Cost** or **Internal Transfer** change order has a contract amount.	Clear the **Contract Amount**, or enter a **Contract** change order instead.

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Message or Symptom	Why It Happens	What to Do
Internal transfer lines must net to zero.	The lines of an internal transfer do not add up to 0.00.	Adjust the lines so the decreases equal the increases.
Cost code is not assigned to this job.	A line uses a cost code the job does not have, or one that was made inactive.	Choose an assigned code, or assign the code to the job first.
Duplicate cost code and cost type.	Two lines use the same cost code and cost type.	Combine them into one line.
Line amount cannot be zero.	A line has a zero amount.	Enter the amount or remove the line.
Title must be 1 to 120 characters.	The title is empty or too long.	Type a shorter title.
Line 1 would take 07-100 SUB below zero.	When you submit or approve, a negative line is larger than the revised budget of that cost code and cost type on the change order's date.	Reduce the negative amount, or move budget to that cost code first.
Enter a reason. (in the dialog) or *A reason is required to reject a change order.*	**Reject** was clicked with an empty **Decision Reason**.	Type the reason.
Reason must be at most 200 characters.	The decision reason is too long.	Shorten it.
This change order was changed by someone else. Reload the page and try again.	Another user changed it after you opened it.	Reload the page and repeat the step.

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Message or Symptom	Why It Happens	What to Do
A change order can have at most 25 attachments.	The change order already has 25 files.	Remove a file first, or combine documents.
There is no **Approve…** button.	You are not a Company Admin or Accountant, or the change order is not **Submitted**.	Submit it, and ask a Company Admin or Accountant to decide.
There is no **Print** button.	The change order is a **Cost** or **Internal Transfer** change, or it was rejected or withdrawn.	Only contract changes that are Draft, Submitted or Approved print.
The contract went down but the schedule of values did not.	A negative contract change never edits the schedule.	Revise the schedule and lower its lines. See Revising an Approved Schedule.

Related Topics

- Job Budgets
- Commitment Amendments
- Schedules of Values and Pay Applications
- Forecasts and WIP Schedules
- Document Design, for the printed change order
- Training exercise E: Managing Change Orders

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schedule of values | progress billing | contract | retainage | revision | construction

8.12 Schedules of Values

A **schedule of values** divides a job's contract into billable lines, such as Mobilization, Earthwork and Concrete, each with a **scheduled value**. Every month you bill the work completed on each line through a pay application, and the customer pays against the same lines. In Structally the schedule also decides, line by line, which revenue account the billing goes to and how much retainage the customer holds back.

Each job has one schedule of values. The schedule is kept in **revisions**: the approved revision is the one in force for billing, and you change the schedule by starting a new revision and approving it.

Before You Begin

- The job is **Active** or **On Hold** and has a customer. See Creating and Managing Jobs.
- The job has its **Original Contract Amount** set: a schedule cannot be approved without it.
- Check the job's **Billing Retainage**. New schedule lines start with that percentage for both work and stored materials. Its default comes from **Customer Invoices** under **Default Retainage** in Job Costing Settings.
- To bill retainage, a Retainage Receivable account is set up in Job Costing Settings. See Retainage.
- To set up, edit, revise or discard a schedule you need **Edit** access to **Jobs & Costing** (Company Admins, Accountants, Project Managers, and Custom users with Edit there). Only **Company Admins** and **Accountants** can approve a schedule or a revision. See Roles and Permissions.

Navigation

Jobs & Costing → **Progress Billing**, then **Set Up Schedule**, **Open Schedule** or **Revise Schedule** on the job's row. Once a schedule is approved you can also open the job and click **View Schedule** in its **Billing** card.

How Schedules Work

1. **Set Up Schedule** starts revision 1 as a draft. The schedule's status is **Draft**.
2. You enter the lines and click **Approve** (or **Save Draft** to finish later). Approving needs the schedule total to equal the job's revised contract. The schedule is now **Approved**, and pay applications can be prepared from it.
3. When the contract changes, an approved **Contract** change order with a positive amount adds its own line to the schedule automatically.
4. For any other change you click **Revise Schedule**. A new draft revision starts from the approved lines while the approved revision stays in force (status **Revision Draft**). Approving the new revision replaces the old one, which becomes **Superseded**.

The **Progress Billing** page lists every active and on-hold job with its schedule status:

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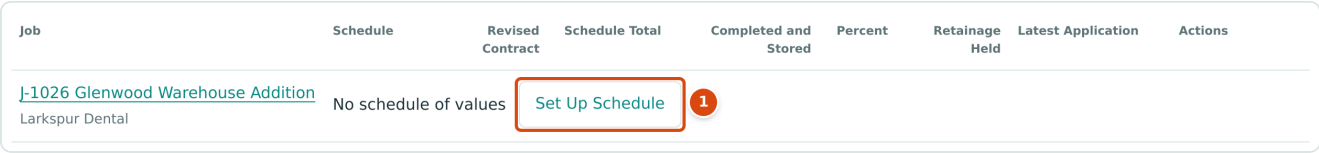

Figure 7-77 A job without a schedule on the Progress Billing page.

1. **Set Up Schedule** starts revision 1 of the job's schedule as a draft. It appears only for users with Edit access to Jobs & Costing.

Step by Step

Set Up a Schedule

1. Go to **Jobs & Costing** → **Progress Billing** and click **Set Up Schedule** on the job's row. Structally confirms *Schedule of values started.* and opens the draft. The draft is empty, except that every approved **Contract** change order with an amount above zero is already there as a **CO-** line.
2. Under **Details**, fill in **Contract Date**, **Architect** and **Architect Project Number** if you want them on the printed pay application. The **Customer** comes from the job.
3. Click **Add Line** for each part of the contract, and fill in the line:
   - **Item**: the line number the customer sees, such as 1, 2, 3 (up to 20 characters, different on every line);
   - **Description**: what the line covers;
   - **Scheduled Value**: the part of the contract price for this line, more than zero;
   - **Revenue Account**: the income account the billing of this line posts to;
   - **Work Retainage** and **Stored Materials Retainage**: the percentages the customer holds back on work completed and on materials stored on this line.
4. Watch the **Contract** card. **Schedule Total** shows **Matches** when the lines add up to the **Revised Contract**, or **Over by** or **Short by** an amount when they do not.
5. Click **Save Draft** to keep your work (*Draft saved.*), or **Approve** to save and approve in one step (*Schedule of values approved.*). Only Company Admins and Accountants see **Approve**.

To remove a line from a draft, click **×** at the end of its row. To throw the whole draft away, click **Discard Draft**: Structally confirms *Draft discarded.*, deletes the schedule and returns you to Progress Billing.

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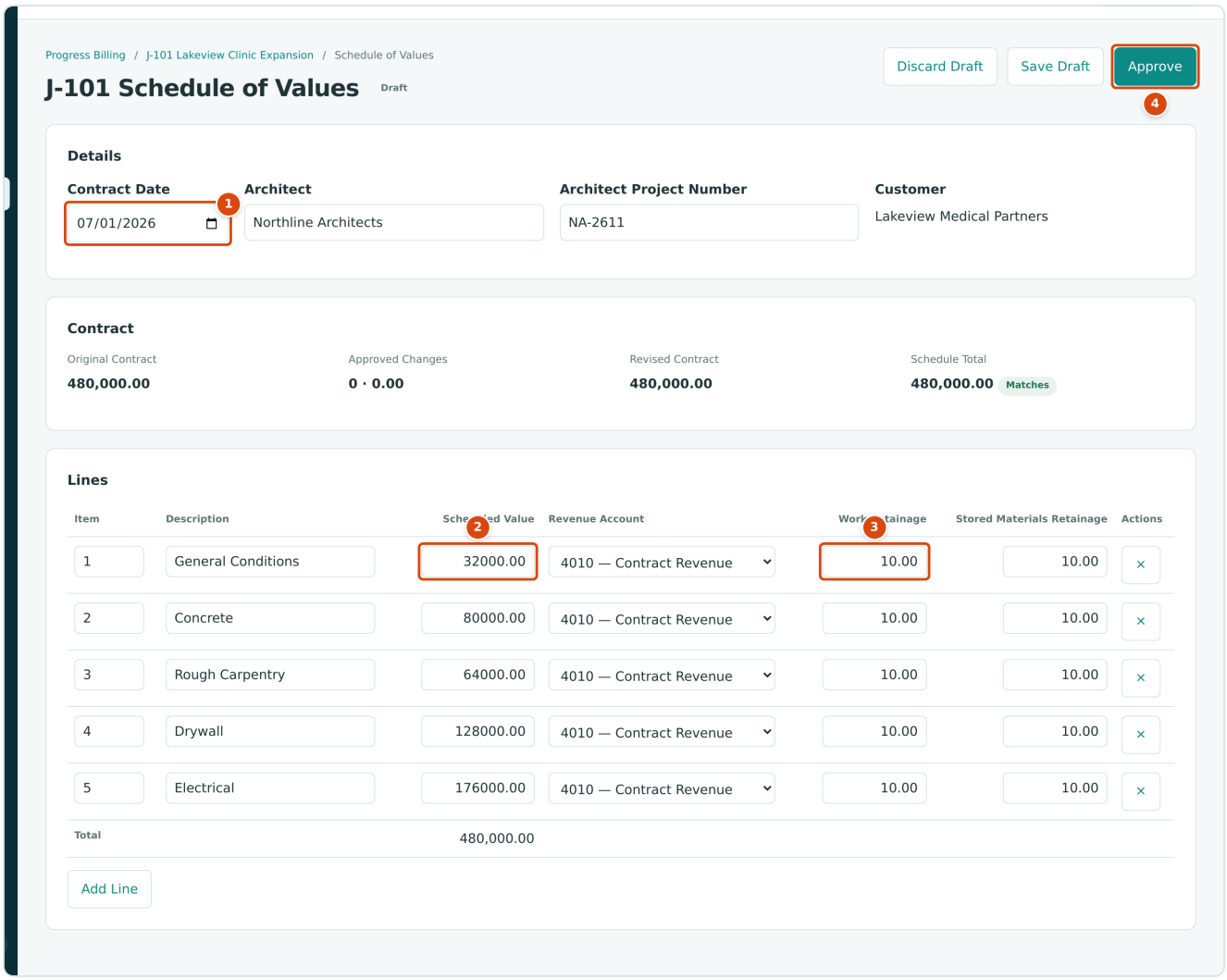

Figure 7-78 A draft schedule being entered, from the training company Cedar Ridge Training (job J-101).

1. **Contract Date**, with **Architect** and **Architect Project Number** beside it: they print on the pay application.
2. **Scheduled Value** of each line. The five lines total 480,000.00, so **Schedule Total** shows **Matches** against the 480,000.00 contract.
3. **Work Retainage**, here 10.00, followed by **Stored Materials Retainage**. Both start at the job's Billing Retainage.
4. **Approve** saves and approves the draft. **Save Draft** and **Discard Draft** are beside it.

In a revision draft the buttons read **Discard Revision**, **Save Draft** and **Approve Revision**, and the lines also show **Billed to Date**.

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Read an Approved Schedule

Progress Billing / J-2004 Summit Tech Park Office Building / Schedule of Values

J-2004 Schedule of Values Approved (1)

Revise Schedule (2) | Open Application 10 (3)

Details (4)

Customer	Contract Date	Architect	Approved
Summit Tech Park	**2025-12-01**	**Summit Design Partners · SDP-2512**	**2025-12-01 · demo-accountant@example.test**

Contract

Original Contract	Approved Changes	Revised Contract	Schedule Total
1,600,000.00	**0 · 0.00**	**1,600,000.00**	**1,600,000.00** Matches (5)

Lines

Item	Description	Scheduled Value	Billed to Date (6)	Balance to Finish	Percent	Revenue Account	Work Retainage (7)	Stored Materials Retainage
1	Mobilization	48,000.00	48,000.00	0.00	100.00%	4010 — Construction Revenue	10.00%	10.00%
2	Earthwork	108,600.00	108,600.00	0.00	100.00%	4010 — Construction Revenue	10.00%	10.00%
3	Concrete	186,200.00	186,200.00	0.00	100.00%	4010 — Construction Revenue	10.00%	10.00%
4	Rough Carpentry	201,800.00	172,971.43	28,828.57	85.71%	4010 — Construction Revenue	10.00%	10.00%
5	Roofing	139,700.00	69,850.00	69,850.00	50.00%	4010 — Construction Revenue	10.00%	10.00%
6	Plumbing	263,800.00	131,899.99	131,900.01	50.00%	4010 — Construction Revenue	10.00%	10.00%
7	Electrical	325,900.00	150,415.38	175,484.62	46.15%	4010 — Construction Revenue	10.00%	10.00%
8	Drywall	232,800.00	29,100.00	203,700.00	12.50%	4010 — Construction Revenue	10.00%	10.00%
9	Site Work	93,200.00	52,425.00	40,775.00	56.25%	4010 — Construction Revenue	10.00%	10.00%
Total		1,600,000.00	949,461.80	650,538.20	59.34%			

History (8)

Date	Event	Change	By
2025-12-01	Approved	Revision 1 · 9 lines · 1,600,000.00	demo-accountant@example.test

Figure 7-79 The approved schedule of values of J-2004 Summit Tech Park Office Building.

1. The schedule status: **Draft**, **Approved** or **Revision Draft**.
2. **Revise Schedule** starts a new draft revision from these lines.
3. **Open Application 10** opens the pay application in progress. When there is none, the button is **New Application**.
4. **Details**: customer, contract date, architect and project number, and who approved the revision in force.

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5. **Schedule Total** compared with the **Revised Contract** (**Original Contract** plus **Approved Changes**). It must show **Matches**.
6. **Billed to Date**: work completed and materials stored on each line in accepted pay applications, with **Balance to Finish** and **Percent** beside it.
7. **Work Retainage** and **Stored Materials Retainage** for each line, next to its **Revenue Account**.
8. **History**: each approved revision (with its line count and total) and each line added by a change order.

Revising an Approved Schedule

Revise the schedule when the contract changes in a way that does not add its own line (for example a deduction), when you need to split or rename lines, or when retainage rates change.

1. Open the schedule and click **Revise Schedule**. Structally confirms *Revision 2 started.* The heading shows **Revision Draft** and the line *Revision 2 · started … · Revision 1 stays in force until this one is approved*.
2. Change the lines. Pay applications keep using the approved revision until the new one is approved.
3. Click **Approve Revision** (*Revision 2 approved.*). The old revision becomes **Superseded** and the history records the approval. Or click **Discard Revision** (*Revision 2 discarded.*) to keep the old one.

Rules for a revision:

- A line that has been billed cannot be removed, and its scheduled value cannot go below its billed to date. The row shows **Below Billed to Date** while it is lower.
- Lines that came from change orders keep their item, description, scheduled value and revenue account. Only their two retainage percentages can change.
- Only one draft revision can be open at a time.

When an approved contract change order lowers the contract, the schedule total no longer matches. The **Lines** card then explains it, for example *CO-3 Covered walkway deleted by the owner reduced the contract by 35,000.00 on 2025-04-12. Revise the schedule and lower existing lines by 35,000.00 before the next application is accepted.* The Progress Billing page marks the job **Differs by** the amount and offers **Revise Schedule**.

Change Order Lines

When a **Contract** change order with an amount above zero is approved on a job that has a schedule, Structally adds a line to the approved revision (and to a draft revision, if one is open):

- **Item**: **CO-** and the change order number, for example CO-2;
- **Description**: the change order's title, with a **From CO-2** tag;
- **Scheduled Value**: the change order's contract amount;
- **Revenue Account**: the active revenue account with the lowest code (4010 Construction Revenue in the sample company);
- **Work Retainage** and **Stored Materials Retainage**: the job's **Billing Retainage**.

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Because the line equals the contract change, the schedule keeps matching the revised contract. The change order's page links to the new line under **Schedule Line**.

Contract

Original Contract	Approved Changes	Revised Contract	Schedule Total
2,450,000.00	**2 · 51,000.00** (1)	**2,501,000.00**	**2,501,000.00** Matches

Lines

Item	Description	Scheduled Value	Billed to Date	Balance to Finish	Percent	Revenue Account	Work Retainage	Stored Materials Retainage
1	Mobilization	73,500.00	73,500.00	0.00	100.00%	4010 — Construction Revenue	10.00%	10.00%
2	Earthwork	166,400.00	166,400.00	0.00	100.00%	4010 — Construction Revenue	10.00%	10.00%
3	Concrete	285,200.00	285,200.00	0.00	100.00%	4010 — Construction Revenue	10.00%	10.00%
4	Rough Carpentry	308,900.00	308,900.00	0.00	100.00%	4010 — Construction Revenue	10.00%	10.00%
(2) 5	Roofing	178,900.00	178,900.00	0.00	100.00%	4010 — Construction Revenue	10.00%	10.00%
6	Plumbing	404,000.00	404,000.00	0.00	100.00%	4010 — Construction Revenue	10.00%	10.00%
7	Electrical	499,100.00	499,100.00	0.00	100.00%	4010 — Construction Revenue	10.00%	10.00%
8	Drywall	356,500.00	356,500.00	0.00	100.00%	4010 — Construction Revenue	10.00%	10.00%
9	Site Work	142,500.00	142,500.00	0.00	100.00%	4010 — Construction Revenue	10.00%	10.00%
CO-2	Science lab casework power From CO-2 (3)	86,000.00	86,000.00	0.00	100.00%	4010 — Construction Revenue	10.00%	10.00%
Total		2,501,000.00	2,501,000.00	0.00	100.00%			

History

Date	Event	Change	By
(5) 2025-04-12	Approved	Revision 2 · 10 lines · 2,501,000.00	demo-accountant@example.test
(4) 2025-01-12	Line Added	CO-2 Science lab casework power · 86,000.00	demo-accountant@example.test
2024-08-01	Approved	Revision 1 · 9 lines · 2,450,000.00	demo-accountant@example.test

Figure 7-80 The schedule of J-2002 after a positive and a negative contract change.

1. **Approved Changes**: two approved contract change orders, net 51,000.00.
2. The Roofing line, lowered in revision 2 after the negative change order.
3. The **From CO-2** tag on the line the change order added.

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4. **Line Added**: CO-2 joined the schedule when the change order was approved.
5. **Approved** revision 2, the revision now in force.

Billing a Job Through Its Schedule: The Extra Flag

Once a job has an approved schedule of values, the job's contract is billed **only** through pay applications. An ordinary invoice line (or credit memo line) coded to that job is refused with *Line 1: J-2004 bills its contract through its schedule of values. Tick Extra for separate work outside the schedule.*

Tick **Extra** on the line when the invoice really is for separate work outside the contract, such as a small service call the customer orders directly. The **Extra** column appears on invoice and credit memo lines when **Job Costing** is on and the company has at least one approved schedule.

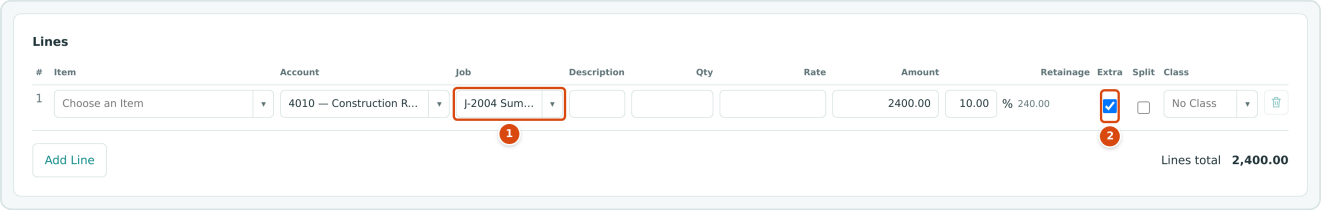

Figure 7-81 An invoice line for extra work on a job that is billed through its schedule (not saved).

1. **Job**: J-2004 is billed through its schedule of values.
2. **Extra** marks the line as work outside the schedule, so the invoice can be saved.

Extra invoices do not count as billed to date on the schedule. The job's **Billing** card counts them separately, for example *Other invoices on this job: 0 · 0.00 · extras outside the schedule of values*. See Creating an Invoice.

Field Reference

Field	Description	Required	Example
Contract Date	The date of the contract with the owner. Prints on the pay application.	No	12/01/2025
Architect	The architect's name, up to 120 characters. Prints on the pay application.	No	Summit Design Partners

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Field	Description	Required	Example
Architect Project Number	Up to 40 characters. Prints on the pay application.	No	SDP-2512
Item (line)	The line number, 1 to 20 characters, different on every line.	Yes	4
Description (line)	What the line covers, 1 to 240 characters.	Yes	Rough Carpentry
Scheduled Value (line)	The part of the contract for this line: more than zero, two decimals at most.	Yes	201,800.00
Revenue Account (line)	An active revenue account. The billing of this line is credited to it.	Yes	4010 — Construction Revenue
Work Retainage (line)	Percent held back on work completed on this line, 0 to 100. Starts at the job's Billing Retainage.	Yes	10.00
Stored Materials Retainage (line)	Percent held back on materials stored on this line, 0 to 100.	Yes	10.00

Worked Example: A Change-Order Line and a Revision on J-2002

Job J-2002 Pinecrest Middle School Addition had an original contract of $2,450,000.00.

1. **August 1, 2024.** Revision 1 was approved with 9 lines totaling $2,450,000.00, matching the contract. Roofing was $213,900.00. Every line held 10.00% retainage.
2. **January 12, 2025.** CO-2 Science lab casework power, +$86,000.00, was approved. Structally added line **CO-2** for $86,000.00 to revision 1. The schedule total and the revised contract both became $2,536,000.00.
3. **April 12, 2025.** CO-3 Covered walkway deleted by the owner, -$35,000.00, was approved. The revised contract became $2,501,000.00, but the schedule still totaled $2,536,000.00: over by $35,000.00.
4. **April 12, 2025.** Revision 2 lowered Roofing by $35,000.00, from $213,900.00 to $178,900.00, and was approved: 10 lines totaling $2,501,000.00. Revision 1 became **Superseded**.

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	Revision 1 after CO-2	Revision 2
Nine original lines	2,450,000.00	2,415,000.00
of which Roofing	213,900.00	178,900.00
CO-2 Science lab casework power	86,000.00	86,000.00
Schedule total	2,536,000.00	2,501,000.00
Revised contract	2,501,000.00 after CO-3	2,501,000.00

The schedule figure above shows the result: **Approved Changes 2 · 51,000.00**, every line billed to 100.00%, and the history of both approvals and the added line.

What Happens After You Save or Approve

	Draft or Revision Draft	Approved
Journal entry	None	None
Pay applications	Use the revision in force (none before the first approval)	Prepared from this revision
Can be changed	Yes, until approved	No; revise it
Schedule total	Can differ from the revised contract	Equals the revised contract at approval

No Journal Entry

A schedule of values never posts. Its revenue accounts and retainage percentages are used when a pay application is accepted: each billed line is credited to its revenue account, and its retainage is debited to Retainage Receivable. See Pay Applications.

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Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
Schedule total 1,632,000.00 does not equal the revised contract 1,600,000.00.	The lines do not add up to the original contract plus approved contract changes.	Adjust the lines until **Schedule Total** shows **Matches**.
Job J-2004 has no original contract amount. Set it on the job before approving the schedule.	The job's **Original Contract Amount** is empty.	Edit the job and enter it.
Schedules of values need an active or on hold job.	The job is Draft, Closed or Archived.	Activate the job, or reopen it.
Job J-2004 has no customer. (with your job's number)	The job has no customer.	Edit the job and choose the customer.
Job J-2004 already has a schedule of values.	A job has one schedule; revise it instead.	Open the existing schedule.
Line 3 item must be 1 to 20 characters. or *Line 3 description must be 1 to 240 characters.*	A line is missing its item or description.	Fill in or shorten the field.
Line 3 scheduled value must be more than zero with at most two decimals.	The value is empty, zero, negative or has more than two decimals.	Enter a positive amount.

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Message or Symptom	Why It Happens	What to Do
Line 3 revenue account must be an active revenue account.	No revenue account, or an inactive one.	Choose an active revenue account.
Retainage percent must be from 0 to 100 with at most two decimals.	A retainage percentage is out of range.	Enter a value from 0 to 100.
Item 4 is used twice.	Two lines have the same item number.	Renumber one of them.
Line 5 has been billed and cannot be removed.	You removed a line that has billing.	Keep the line; lower it no further than its billed to date.
Line 5 cannot be lower than its billed to date, 178,900.00.	A scheduled value is below what was already billed.	Raise it to at least the billed to date.
Approve the schedule of values before revising it.	There is no approved revision yet.	Finish and approve the first draft.
Finish or discard the open schedule revision first.	A draft revision is already open.	Open the schedule and approve or discard the draft.
This record was changed by someone else. Reload the page and try again.	Another user saved the schedule after you opened it.	Reload and make your change again.

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Message or Symptom	Why It Happens	What to Do
There is no **Approve** button.	Only Company Admins and Accountants can approve.	Save the draft and ask one of them.
Revise Schedule and **New Application** show on a closed job's schedule.	The schedule page offers them for any job with an approved schedule.	On a closed job, **Revise Schedule** still starts a draft revision, but approving it is refused with *Schedules of values need an active or on hold job.*, and the **New Application** form does not offer closed jobs. Discard such a draft with **Discard Revision**, or reopen the job first if it really needs more billing.

Related Topics

- Change Orders
- Pay Applications
- Retainage
- Job Costing Settings
- Creating an Invoice

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pay application | progress billing | schedule of values | retainage | stored materials | invoice

8.13 Pay Applications

A **pay application** (also called an application for payment) is the monthly progress bill of a contract job. For each line of the job's schedule of values you enter the work completed this period and the materials stored on site, and Structally works out the amount completed to date, the retainage the customer holds back and the **Current Payment Due**.

You prepare the application, send it to the owner or architect for approval, and when it is approved you **accept** it. Accepting creates and posts one invoice for the period's billing, with its retainage, so the job's receivable and revenue are recorded.

Before You Begin

- The job is **Active** (an **On Hold** job can have an application prepared but not accepted) and has an approved schedule of values that matches its revised contract. See Schedules of Values.
- A Retainage Receivable account is set up in Job Costing Settings if the schedule holds retainage.
- To start, edit, send, revise or discard an application you need **Edit** access to **Jobs & Costing** (Company Admins, Accountants, Project Managers, and Custom users with Edit there). Only **Company Admins** and **Accountants** can accept or reverse an application. See Roles and Permissions.

Navigation

Jobs & Costing → **Progress Billing**. Start an application with **New Application**, or open the one in progress with **Open Application** on the job's row. The job page's **Billing** card has the same buttons.

The Progress Billing Page

The Progress Billing page lists every **Active** and **On Hold** job, with where its billing stands.

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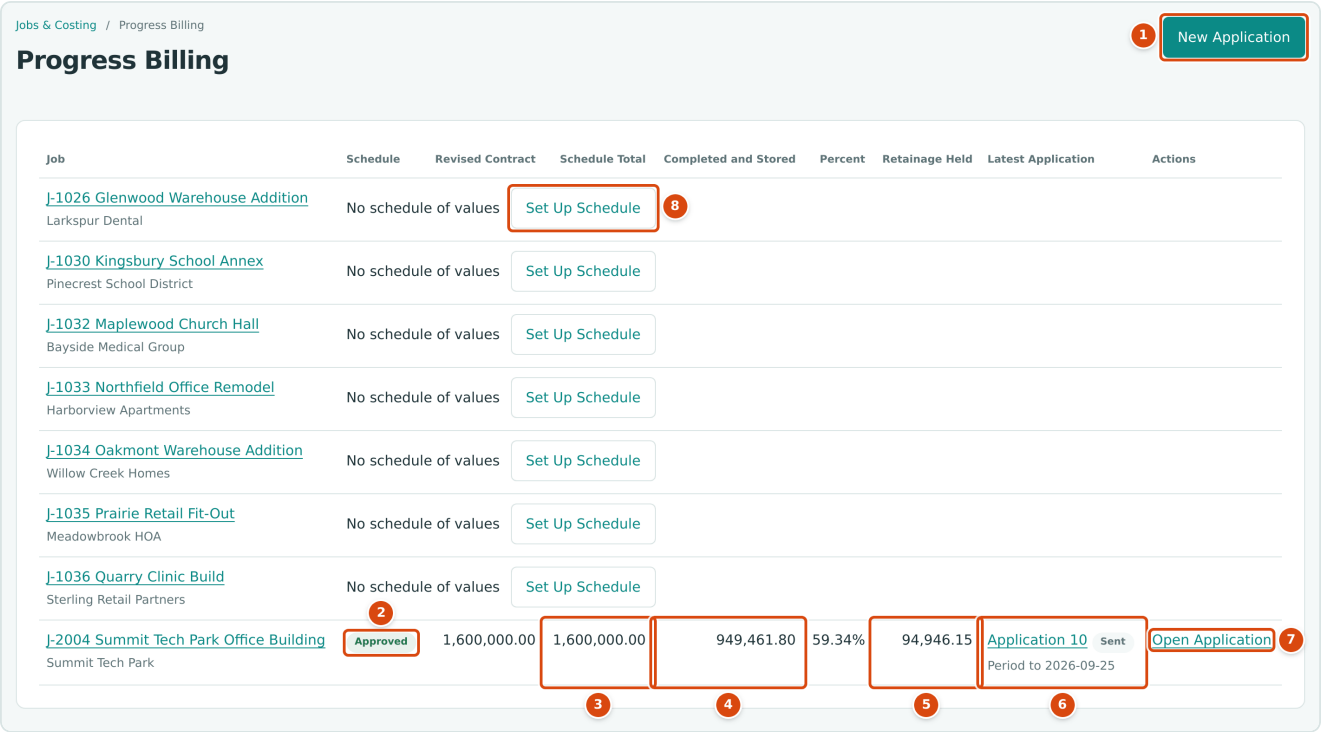

Figure 7-82 The Progress Billing page of the sample company.

1. **New Application** starts a pay application for any job that is ready to bill.
2. **Schedule**: **Approved**, **Draft** or **Revision Draft**.
3. **Schedule Total**, beside the **Revised Contract**. A **Differs by** tag appears when they do not match.
4. **Completed and Stored**: billed to date in accepted applications, with the **Percent** of the schedule beside it.
5. **Retainage Held**: retainage withheld in accepted applications, less retainage released to the customer.
6. **Latest Application**: its number, status and period.
7. **Actions**: **Open Application** while one is in progress; otherwise **Open Schedule**, or **Revise Schedule** when the schedule differs from the contract.
8. **Set Up Schedule** for a job that has no schedule of values yet.

The Life of a Pay Application

Status	Meaning	Who Can Act, and How
Draft	Being prepared. Lines can be edited.	Edit access: **Save Draft**, **Mark as Sent**, **Discard Draft**. Company Admin or Accountant: **Accept…**

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Status	Meaning	Who Can Act, and How
Sent	Sent to the owner or architect for approval. Locked.	Edit access: **Revise**. Company Admin or Accountant: **Accept…**
Superseded	A sent revision that was replaced by a newer revision.	Nothing; follow **Replaced by Revision 2.**
Accepted	Approved for payment. Its invoice is posted.	Company Admin or Accountant: **Reverse…** (latest accepted application only)
Reversed	Accepted and then reversed; its invoice is void.	Nothing; the next new application of the job reuses its number.

A job has only one application in progress (draft or sent) at a time. Applications are numbered per job (Application 1, 2, 3 …), and each number can have several **revisions**: Revision 2 replaces a sent Revision 1, and a new revision also follows a reversed application.

Step by Step

Start an Application

1. Go to **Jobs & Costing** → **Progress Billing** and click **New Application**.
2. Choose the **Job**. Only active and on-hold jobs with an approved schedule and no application in progress are listed.
3. Set the **Application Date**: the end of the billing period. It starts as the last day of the current month, and must be later than the date of the job's last accepted application.
4. Optionally set the **Due Date**.
5. Click **Start Application**. Structally confirms *Application 11 started.* and opens the draft with every schedule line and all amounts at zero.

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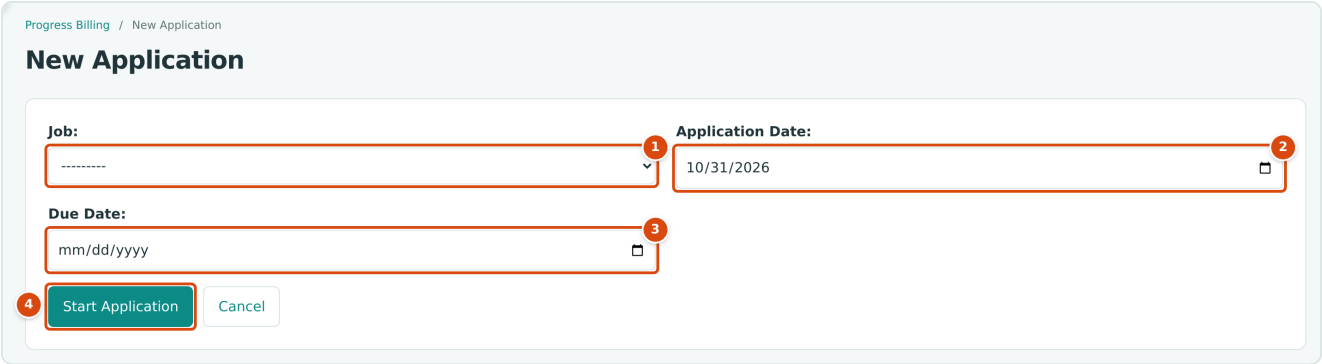

Figure 7-83 The New Application form. In the sample company J-2004 already has Application 10 in progress, so no job is offered.

1. **Job**: jobs ready for a new application.
2. **Application Date**: the period end. It becomes the invoice date when the application is accepted.
3. **Due Date**: optional; it becomes the invoice's due date.
4. **Start Application** creates the draft.

Enter the Period's Progress

In a draft, three columns of the **Lines** table are fields; everything else is worked out as you type.

1. For each line, enter **Work This Period**: the value of work completed on that line in this period. Instead, you can type the line's new **Percent** complete; Structally then fills **Work This Period** with the scheduled value times the percent, less what was completed and stored before and what you add to storage now.
2. If materials were delivered and stored but not yet installed, enter their value in **Added to Storage**. They are billed now, with the line's stored materials retainage.
3. If materials billed as stored in an earlier application were installed this period, enter their value in **Installed from Storage**. This moves them from stored to completed work. It is not billed again.
4. Watch the row flags. **Over 100%** means the line would pass its scheduled value; **More Than Stored** means you installed more than is stored on the line. Both are refused when you save.
5. Change the **Application Date** or **Due Date** under **Details** if needed.
6. Click **Save Draft** (*Draft saved.*) to continue later, or **Mark as Sent** when the application goes to the owner (*Application 11 marked as sent.*).

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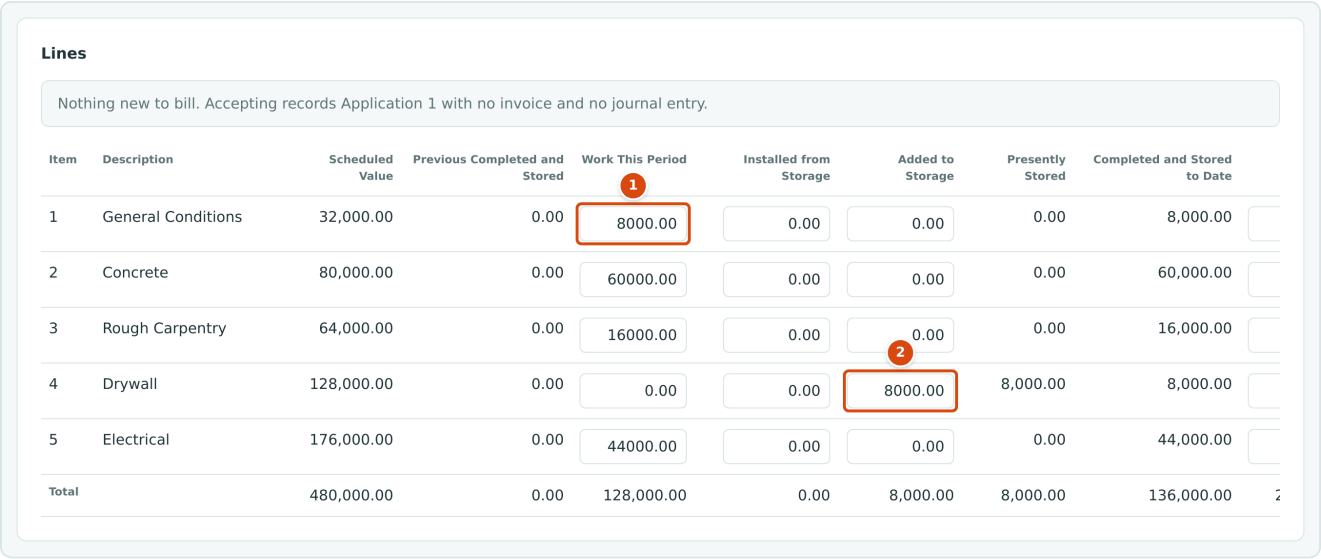

Lines

Nothing new to bill. Accepting records Application 1 with no invoice and no journal entry.

Item	Description	Scheduled Value	Previous Completed and Stored	Work This Period	Installed from Storage	Added to Storage	Presently Stored	Completed and Stored to Date
1	General Conditions	32,000.00	0.00	8000.00	0.00	0.00	0.00	8,000.00
2	Concrete	80,000.00	0.00	60000.00	0.00	0.00	0.00	60,000.00
3	Rough Carpentry	64,000.00	0.00	16000.00	0.00	0.00	0.00	16,000.00
4	Drywall	128,000.00	0.00	0.00	0.00	8000.00	8,000.00	8,000.00
5	Electrical	176,000.00	0.00	44000.00	0.00	0.00	0.00	44,000.00
Total		480,000.00	0.00	128,000.00	0.00	8,000.00	8,000.00	136,000.00

Figure 7-84 The first application of J-101 being entered, from the training company Cedar Ridge Training (the right-hand columns are cut off).

1. **Work This Period**: 8,000.00 of general conditions completed this month.
2. **Added to Storage**: 8,000.00 of drywall delivered and stored, not yet installed. **Presently Stored** and **Completed and Stored to Date** follow at once.

The totals, the **Percent** column and the **Summary** card update as you type. The notice above the lines does not: it describes the figures last saved. In a new application it reads *Nothing new to bill. Accepting records Application 1 with no invoice and no journal entry.* until you click **Save Draft**, as in the figure above.

In the next month's application the drywall was installed. **Previous Completed and Stored** shows *8,000.00 stored* on that line, the stored amount goes into **Installed from Storage**, and the line added by an approved change order (**CO-2 Add exam room 6**, tagged **From CO-2**) is billed for the first time:

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Lines

Nothing new to bill. Accepting records Application 2 with no invoice and no journal entry.

Item	Description	Scheduled Value	Previous Completed and Stored	Work This Period	Installed from Storage	Added to Storage	Presently Stored	Completed and Stored to Date
1	General Conditions	32,000.00	8,000.00	8000.00	0.00	0.00	0.00	16,000.00
2	Concrete	80,000.00	60,000.00	20000.00	0.00	0.00	0.00	80,000.00
3	Rough Carpentry	64,000.00	16,000.00	24000.00	0.00	0.00	0.00	40,000.00
4	Drywall	128,000.00	8,000.00 8,000.00 stored	32000.00	8000.00	0.00	0.00	40,000.00
5	Electrical	176,000.00	44,000.00	48000.00	0.00	0.00	0.00	92,000.00
CO-2	Add exam room 6 From CO-2	36,000.00	0.00	12000.00	0.00	0.00	0.00	12,000.00
Total		516,000.00	136,000.00	144,000.00	8,000.00	0.00	0.00	280,000.00

Figure 7-85 Application 2 of J-101 being entered, from the training company Cedar Ridge Training.

1. **Work This Period** on General Conditions.
2. **Added to Storage** on Drywall is 0.00 this time; the 8,000.00 stored last month is in **Installed from Storage** beside it.

Read the Application

Progress Billing / J-2004 Summit Tech Park Office Building / Application 10

J-2004 Application 10 Sent

Revision 1 · sent for approval 2026-09-25

Print for Approval | Revise | Accept...

Sent for approval on 2026-09-25. Revise to change it: Revision 2 starts from these figures and Revision 1 stays as sent.

Details

Application Date	Due Date	Customer	Schedule
2026-09-25	2026-10-15	Summit Tech Park	Approved · 1,600,000.00

Figure 7-86 A sent application waiting for the owner's approval.

1. The status: **Draft**, **Sent**, **Superseded**, **Accepted** or **Reversed**, with the revision and when it was prepared, sent or accepted.
2. **Print for Approval** prints the application for the owner (draft or sent only).
3. **Revise** starts the next revision from these figures (sent only).
4. **Accept…** previews and posts the invoice (Company Admins and Accountants).

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5. The sent banner: a sent application is locked, and revising keeps the sent revision.
6. **Details**: **Application Date**, **Due Date**, **Customer** and the **Schedule** in force, linked to the schedule page.

The **Summary** card adds up the whole job to date:

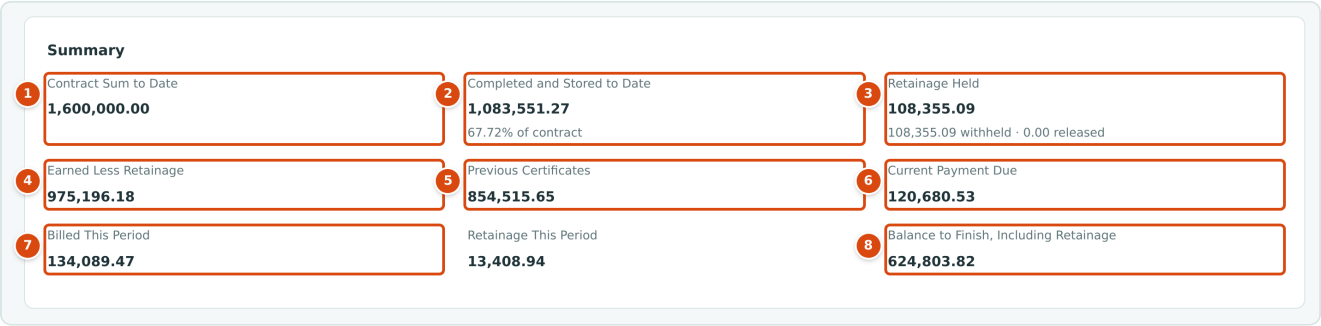

Figure 7-87 The summary of J-2004 Application 10.

1. **Contract Sum to Date**: the revised contract (original plus approved contract change orders).
2. **Completed and Stored to Date**: all work completed and materials stored, including this period, with its percent of the contract.
3. **Retainage Held**: all retainage withheld to date less retainage already released to the customer.
4. **Earned Less Retainage**: completed and stored to date less retainage held.
5. **Previous Certificates**: what earlier accepted applications certified for payment (their billing less retainage, plus retainage released on them).
6. **Current Payment Due**: earned less retainage minus previous certificates. This is what the customer owes for this application.
7. **Billed This Period**: work this period plus materials added to storage. Beside it, **Retainage This Period**.
8. **Balance to Finish, Including Retainage**: the contract sum less earned less retainage.

The **Lines** table shows each schedule line for the period:

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Lines

Item	Description	Scheduled Value	1 Previous Completed and Stored	2 Work This Period	3 Installed from Storage	4 Added to Storage	5 Presently Stored	6 Completed and Stored to Date	Percent	Balance to Finish	7 Billed This Period	8 Retainage This Period
1	Mobilization	48,000.00	48,000.00	0.00	0.00	0.00	0.00	48,000.00	100.00%	0.00	**0.00**	0.00
2	Earthwork	108,600.00	108,600.00	0.00	0.00	0.00	0.00	108,600.00	100.00%	0.00	**0.00**	0.00
3	Concrete	186,200.00	186,200.00	0.00	0.00	0.00	0.00	186,200.00	100.00%	0.00	**0.00**	0.00
4	Rough Carpentry	201,800.00	172,971.43	28,828.57	0.00	0.00	0.00	201,800.00	100.00%	0.00	**28,828.57**	2,882.86
5	Roofing	139,700.00	69,850.00	23,283.33	0.00	0.00	0.00	93,133.33	66.67%	46,566.67	**23,283.33**	2,328.33
6	Plumbing	263,800.00	131,899.99	21,983.34	0.00	0.00	0.00	153,883.33	58.33%	109,916.67	**21,983.34**	2,198.33
7	Electrical	325,900.00	150,415.38	25,069.23	0.00	0.00	0.00	175,484.61	53.85%	150,415.39	**25,069.23**	2,506.92
8	Drywall	232,800.00	29,100.00	29,100.00	0.00	0.00	0.00	58,200.00	25.00%	174,600.00	**29,100.00**	2,910.00
9	Site Work	93,200.00	52,425.00	5,825.00	0.00	0.00	0.00	58,250.00	62.50%	34,950.00	**5,825.00**	582.50
Total		1,600,000.00	949,461.80	134,089.47	0.00	0.00	0.00	1,083,551.27	67.72%	516,448.73	134,089.47	13,408.94

Figure 7-88 The lines of J-2004 Application 10.

1. **Previous Completed and Stored**: from accepted applications before this one. When materials are still stored, a second line shows how much, for example *33,328.57 stored*.
2. **Work This Period**: work completed this period.
3. **Installed from Storage**: previously stored materials installed this period.
4. **Added to Storage**: materials newly stored this period.
5. **Presently Stored**: stored before, plus added, less installed.
6. **Completed and Stored to Date**: previous plus work this period plus added to storage, with **Percent** of the scheduled value and **Balance to Finish** after it.
7. **Billed This Period**: work this period plus added to storage.
8. **Retainage This Period**: work this period times the line's work retainage, plus added to storage times its stored materials retainage. When both apply, a second line shows the two parts.

The **Versions** card at the bottom lists every revision of this application number with its **Status**, **Date**, **Billed This Period**, **Current Payment Due** and **By**.

Versions

Revision	Status	Date	Billed This Period	Current Payment Due	By
Revision 1	Sent	2026-09-25	134,089.47	120,680.53	demo-accountant@example.test

Figure 7-89 The versions of Application 10.

Stored Materials

Materials stored on site can be billed before they are installed. On J-2001 Bayside Medical Office Building, Application 4 billed $33,328.57 of rough carpentry work and $33,328.57 of framing materials stored on site:

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Item	Description	Scheduled Value	Previous Completed and Stored	Work This Period	Installed from Storage	Added to Storage	Presently Stored	Completed and Stored to Date	Percent	Balance to Finish	Billed This Period	Retainage This Period
1	Mobilization	55,500.00	55,500.00	0.00	0.00	0.00	0.00	55,500.00	100.00%	0.00	**0.00**	0.00
2	Earthwork	125,600.00	75,360.00	25,120.00	0.00	0.00	0.00	100,480.00	80.00%	25,120.00	**25,120.00**	2,512.00
3	Concrete	215,300.00	92,271.42	30,757.15	0.00	0.00	0.00	123,028.57	57.14%	92,271.43	**30,757.15**	3,075.72
4	Rough Carpentry	233,300.00	0.00	33,328.57	0.00	33,328.57	33,328.57	66,657.14	28.57%	166,642.86	**66,657.14**	6,665.72 3,332.86 work · 3,332.86 stored
5	Roofing	161,500.00	0.00	0.00	0.00	1 0.00	2 0.00	0.00	0.00%	161,500.00	3 **0.00**	4 0.00

Figure 7-90 Materials added to storage on J-2001 Application 4.

1. **Added to Storage**: 33,328.57 of materials delivered but not installed.
2. **Presently Stored**: 33,328.57 now stored on the line.
3. **Billed This Period**: 33,328.57 of work plus 33,328.57 stored = 66,657.14.
4. **Retainage This Period**: 3,332.86 on the work and 3,332.86 on the stored materials, each at 10.00%.

In Application 5 the materials were installed. They move into completed work and are not billed again:

Item	Description	Scheduled Value	Previous Completed and Stored	Work This Period	Installed from Storage	Added to Storage	Presently Stored	Completed and Stored to Date	Percent	Balance to Finish	Billed This Period	Retainage This Period
1	Mobilization	55,500.00	55,500.00	0.00	0.00	0.00	0.00	55,500.00	100.00%	0.00	**0.00**	0.00
2	Earthwork	125,600.00	100,480.00	25,120.00	0.00	0.00	0.00	125,600.00	100.00%	0.00	**25,120.00**	2,512.00
3	Concrete	215,300.00	123,028.57	30,757.14	0.00	0.00	0.00	153,785.71	71.43%	61,514.29	**30,757.14**	3,075.71
4	Rough Carpentry	233,300.00	66,657.14 33,328.57 stored	0.00	33,328.57	0.00	0.00	66,657.14	28.57%	166,642.86	**0.00**	0.00
5	Roofing	161,500.00	1 0.00	0.00	2 0.00	0.00	3 0.00	0.00	0.00%	161,500.00	4 **0.00**	0.00

Figure 7-91 The same materials installed from storage on Application 5.

1. **Previous Completed and Stored**: 66,657.14, of which 33,328.57 stored.
2. **Installed from Storage**: 33,328.57.
3. **Presently Stored**: 0.00.
4. **Billed This Period**: 0.00 on this line; installing adds no new billing.

When stored materials are installed, the retainage held on them moves from retainage on stored materials to retainage on completed work. On the printed application, J-2001 Application 4 shows 39,367.19 on completed work and 3,332.86 on stored materials; Application 5 shows 54,401.85 on completed work and 0.00 on stored materials.

Revise a Sent Application

If the owner asks for changes to a sent application:

1. Open it and click **Revise**. Structally confirms *Revision 2 started.* Revision 1 becomes **Superseded** and stays exactly as it was sent; Revision 2 is a draft with the same figures.
2. Change the lines, then **Mark as Sent** again.

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Discard Draft on Revision 2 (*Revision 2 discarded.*) returns Revision 1 to **Sent**. Discarding the draft of a first revision (*Draft discarded.*) deletes the application and returns you to Progress Billing.

Accept an Application

When the owner approves the application, a Company Admin or Accountant accepts it.

1. Open the application (draft or sent) and click **Accept…**. The dialog previews the invoice and its journal entry.
2. Check the **Invoice Date** (the application date), **Due Date**, **Customer** and **Current Payment Due**.
3. Check the **Invoice Lines**: one line per schedule line billed, described as the item and description (for example *4 · Rough Carpentry*), with its retainage. A line that bills both work and newly stored materials becomes two invoice lines, the second ending in *· Stored Materials*.
4. Click **Accept and Post Invoice**. Structally confirms, for example, *Application 10 accepted. INV-2026-000050 was posted to accounts receivable.*

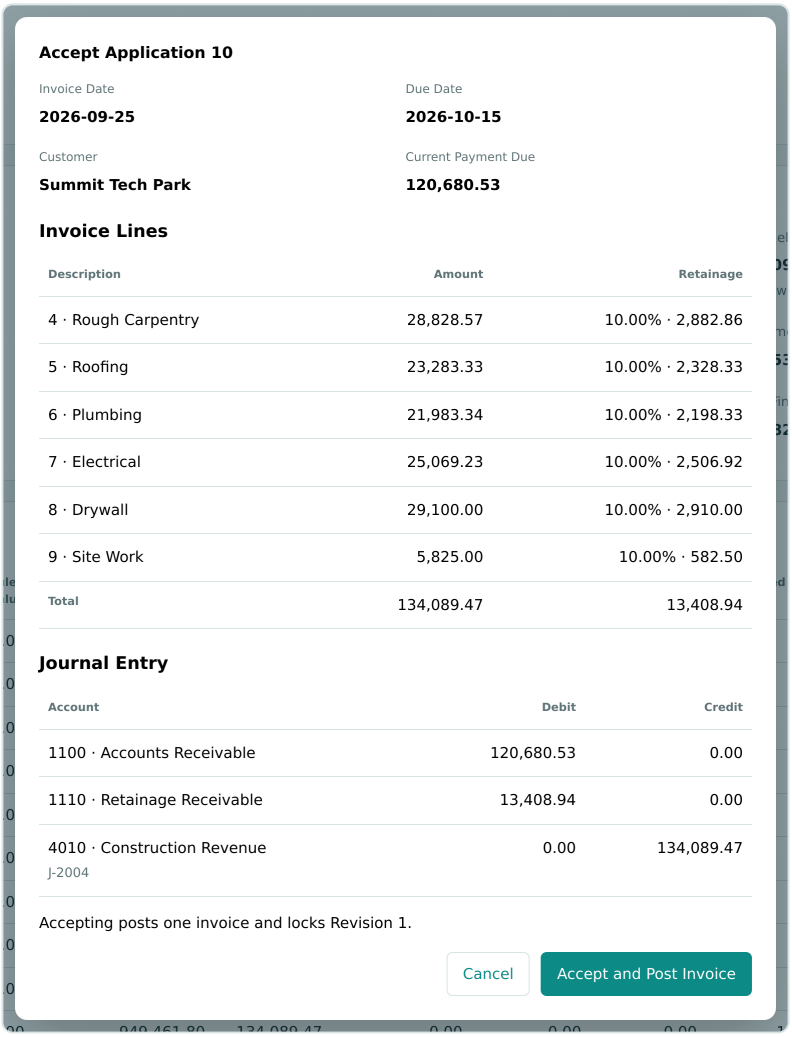
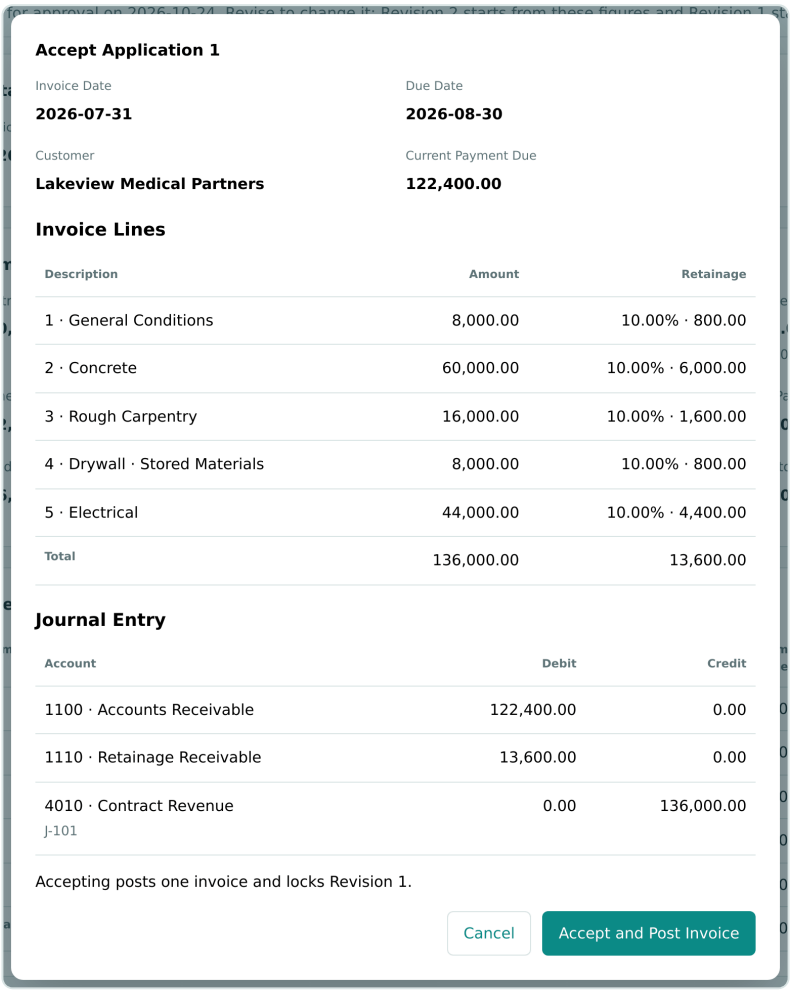


Figure 7-92 The Accept dialog of J-2004 Application 10, closed again without accepting.

Materials added to storage are billed on their own invoice line. In the training company's first application of J-101, the drywall line billed only stored materials, so its invoice line reads *4 · Drywall · Stored Materials*:



Accept Application 1

Invoice Date	Due Date
2026-07-31	**2026-08-30**
Customer	Current Payment Due
Lakeview Medical Partners	**122,400.00**

Invoice Lines

Description	Amount	Retainage
1 · General Conditions	8,000.00	10.00% · 800.00
2 · Concrete	60,000.00	10.00% · 6,000.00
3 · Rough Carpentry	16,000.00	10.00% · 1,600.00
4 · Drywall · Stored Materials	8,000.00	10.00% · 800.00
5 · Electrical	44,000.00	10.00% · 4,400.00
Total	136,000.00	13,600.00

Journal Entry

Account	Debit	Credit
1100 · Accounts Receivable	122,400.00	0.00
1110 · Retainage Receivable	13,600.00	0.00
4010 · Contract Revenue J-101	0.00	136,000.00

Accepting posts one invoice and locks Revision 1.

Cancel Accept and Post Invoice

Figure 7-93 The Accept dialog of Application 1 of J-101, from the training company Cedar Ridge Training.

The dialog ends with *Accepting posts one invoice and locks Revision 1.* If the period bills nothing (only installations from storage, or no progress at all), the dialog says *Nothing new to bill. Accepting records Application 11 with no invoice and no journal entry.* and the button reads **Accept Application**.

If the schedule no longer matches the contract, or retainage is not set up, the dialog shows the reason and **Accept and Post Invoice** stays disabled.

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After Acceptance

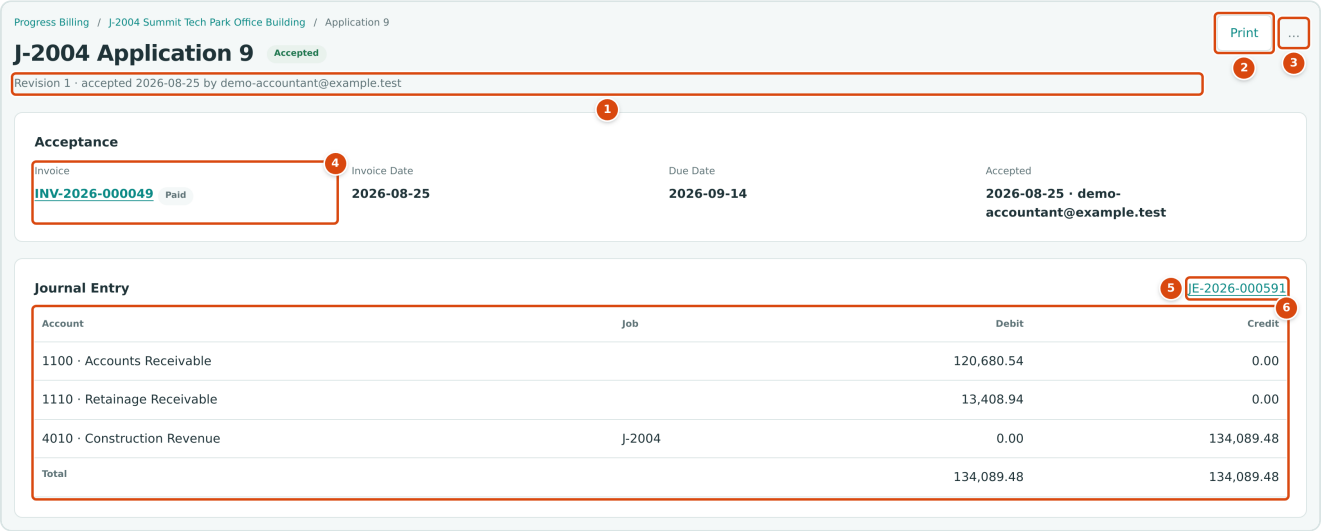

Figure 7-94 An accepted application with its invoice and journal entry.

1. Who accepted the application, and when.
2. **Print** prints the invoice in the application-for-payment layout.
3. The **…** menu holds **Reverse…** (Company Admins and Accountants).
4. **Invoice**: the posted invoice and its status.
5. The journal entry number; click it to open the entry.
6. The entry itself, grouped by account and job.

When the accepted application is the job's latest and nothing is in progress, the page also shows **New Application**.

Reverse an Accepted Application

Reverse an application when it was accepted by mistake or must be billed differently. Only the job's latest accepted application can be reversed.

1. Open it, click **…** and choose **Reverse…**.
2. Check the **Reversal Date** (it starts as today, or the invoice date if that is later) and add a **Memo** if you like.
3. Click **Reverse Application**. Structally voids the invoice with a reversing entry on the reversal date and confirms, for example, *Application 9 reversed. INV-2026-000049 was voided.*

The invoice cannot be reversed while payments, credits or retainage releases are applied to it. The dialog then shows the reason and the button stays disabled:

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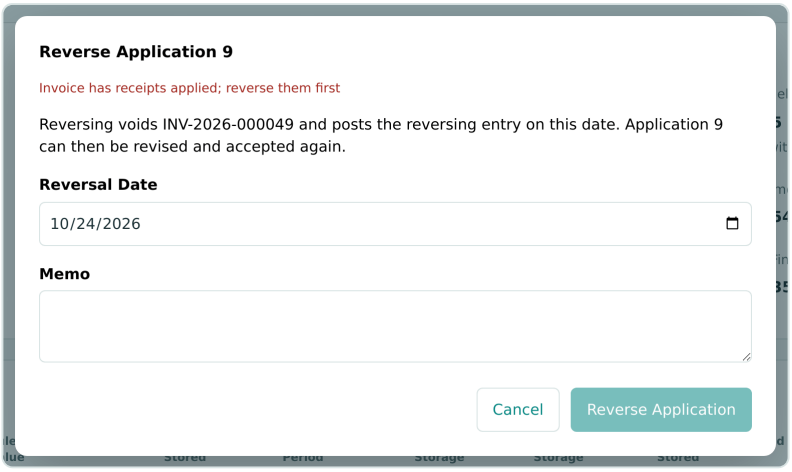

Figure 7-95 Application 9 cannot be reversed while its invoice has a receipt applied (closed without reversing).

After a reversal, start a **New Application** for the job: it reuses the same application number with the next revision, starting from the same previous figures.

Print the Application

Print for Approval (draft or sent) and **Print** (accepted) open a two-page application for payment in your company's Document Design. Use your browser's print command or **Print** at the bottom to print it or save it as PDF.

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Cedar Ridge Contracting

APPLICATION FOR PAYMENT

Application 10

Revision 1

FOR APPROVAL

TO OWNER	PROJECT	CONTRACT
Summit Tech Park	**J-2004 · Summit Tech Park Office Building** 2200 Summit Parkway	Contract Date Dec 1, 2025 Architect Summit Design Partners Architect Project SDP-2512
PERIOD TO	**APPLICATION DATE**	**DUE DATE**
Sep 25, 2026	Sep 25, 2026	Oct 15, 2026

1	Original Contract Sum	1,600,000.00
2	Net Change by Change Orders	0.00
3	**Contract Sum to Date (1 + 2)**	**1,600,000.00**
4	Total Completed and Stored to Date	1,083,551.27
5	Retainage	
	a. On Completed Work	108,355.09
	b. On Stored Materials	0.00
	Total Retainage Held	**108,355.09**
6	Total Earned Less Retainage (4 − 5)	975,196.18
7	Less Previous Certificates for Payment	854,515.65
8	**Current Payment Due (6 − 7)**	**120,680.53**
9	Balance to Finish, Including Retainage (3 − 6)	624,803.82

CHANGE ORDERS APPROVED

Number	Name	Approved Date			Amount
			Additions 0.00	Deductions 0.00	**Net 0.00**

CONTRACTOR

Cedar Ridge Contracting requests payment of the current payment due for work completed and materials stored through the period shown.

Signature

Date

APPROVED FOR PAYMENT

Amount Approved

Amount

Signature

Date

Continuation sheet attached

1 of 2

Figure 7-96 Page 1: the application for payment of J-2004 Application 10, printed for approval.

Page 1, **Application for Payment**, shows:

- the identity: **Application 10** and **Revision 1** with **FOR APPROVAL** before acceptance; after acceptance, the invoice number, *Pay Application 9 · Revision 1* and the invoice status;
- **To Owner** (the customer and billing address), **Project** (job and job address) and **Contract** (contract date, architect and architect project number from the schedule);

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- **Period To**, **Application Date** and **Due Date**;
- the numbered summary: **1** Original Contract Sum, **2** Net Change by Change Orders, **3** Contract Sum to Date, **4** Total Completed and Stored to Date, **5** Retainage (**a.** On Completed Work, **b.** On Stored Materials, **c.** Less Retainage Released with the release invoice numbers, when there are any, and **Total Retainage Held**), **6** Total Earned Less Retainage, **7** Less Previous Certificates for Payment, **8** Current Payment Due and **9** Balance to Finish, Including Retainage;
- **Change Orders Approved**: each approved contract change order with its approved date and amount, and the **Additions**, **Deductions** and **Net**;
- signature blocks for the **Contractor** and **Approved for Payment**.

Cedar Ridge Contracting

J-2004 · Summit Tech Park Office Building · Summit Tech Park

CONTINUATION SHEET

Application 10

Revision 1

FOR APPROVAL

Application 10 · Period To Sep 25, 2026

A Item	B Description	C Scheduled Value	D From Previous Applications	E This Period	F Materials Presently Stored	G Completed and Stored to Date	Percent	H Balance to Finish	I Retainage Held
1	Mobilization	48,000.00	48,000.00	0.00	0.00	48,000.00	100.00%	0.00	4,800.00
2	Earthwork	108,600.00	108,600.00	0.00	0.00	108,600.00	100.00%	0.00	10,860.00
3	Concrete	186,200.00	186,200.00	0.00	0.00	186,200.00	100.00%	0.00	18,620.00
4	Rough Carpentry	201,800.00	172,971.43	28,828.57	0.00	201,800.00	100.00%	0.00	20,180.02
5	Roofing	139,700.00	69,850.00	23,283.33	0.00	93,133.33	66.67%	46,566.67	9,313.32
6	Plumbing	263,800.00	131,899.99	21,983.34	0.00	153,883.33	58.33%	109,916.67	15,388.31
7	Electrical	325,900.00	150,415.38	25,069.23	0.00	175,484.61	53.85%	150,415.39	17,548.44
8	Drywall	232,800.00	29,100.00	29,100.00	0.00	58,200.00	25.00%	174,600.00	5,820.00
9	Site Work	93,200.00	52,425.00	5,825.00	0.00	58,250.00	62.50%	34,950.00	5,825.00
Total		**1,600,000.00**	**949,461.80**	**134,089.47**	**0.00**	**1,083,551.27**	**67.72%**	**516,448.73**	**108,355.09**

J-2004 · Application 10 2 of 2

Figure 7-97 Page 2: the continuation sheet.

Page 2, the **Continuation Sheet**, has one row per schedule line:

Column	Meaning
A Item	The schedule line number.
B Description	The line description; change-order lines add *From CO*-n.
C Scheduled Value	The line's value on the schedule.
D From Previous Applications	Work completed in earlier applications (stored materials are in F).
E This Period	Work this period plus materials installed from storage.
F Materials Presently Stored	Stored and not yet installed.
G Completed and Stored to Date	D + E + F.
Percent	G divided by C.
H Balance to Finish	C - G.
I Retainage Held	Retainage withheld on the line to date, less any released.

Notes under the table explain installed materials (for example *This period (E) includes 33,328.57 of stored materials installed on line 4, billed on Application 4; it adds no new billing.*) and released retainage.

The Job's Billing Card

The **Billing** card on the job page summarizes the same figures and the receivables they created:

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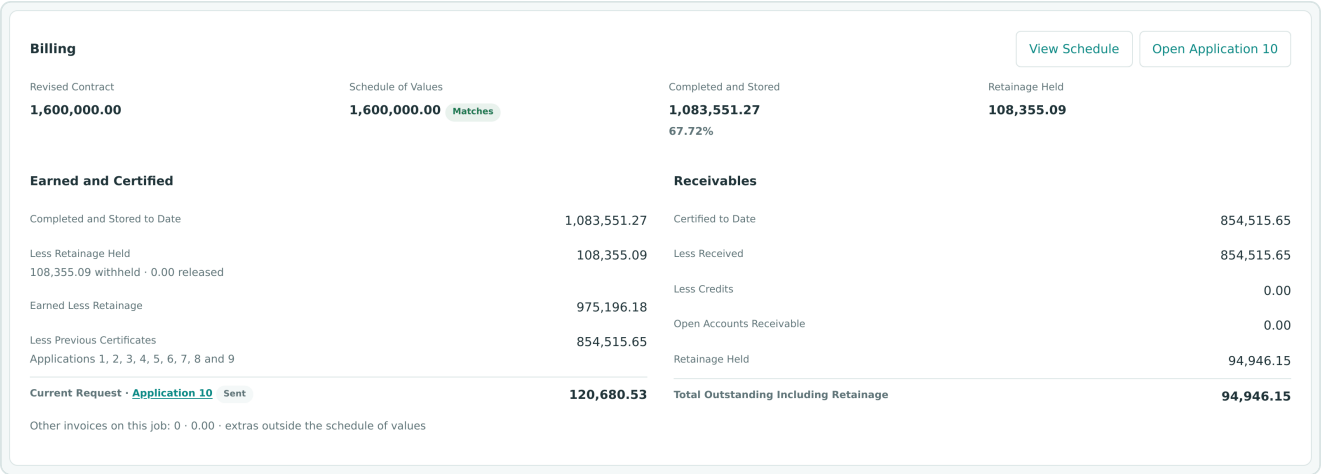

Figure 7-98 The Billing card on the J-2004 job page.

Earned and Certified follows the application in progress (or the latest accepted one): completed and stored, retainage held, earned less retainage, previous certificates (naming the applications) and the **Current Request**. **Receivables** covers accepted applications: **Certified to Date**, **Less Received**, **Less Credits**, **Open Accounts Receivable**, **Retainage Held** and **Total Outstanding Including Retainage**.

Field Reference

Field	Description	Required	Example
Job	An active or on-hold job with an approved schedule and no application in progress.	Yes	J-2004 Summit Tech Park Office Building
Application Date	The period end. Must be after the job's last accepted application date. Becomes the invoice date.	Yes	09/25/2026
Due Date	Optional due date for the invoice; not before the application date.	No	10/15/2026
Work This Period (line)	Work completed on the line this period; zero or more, two decimals.	No	28,828.57

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Field	Description	Required	Example
Installed from Storage (line)	Previously stored materials installed this period; not more than presently stored.	No	33,328.57
Added to Storage (line)	Materials newly stored this period; billed now.	No	33,328.57
Percent (line)	Type a percent complete to fill **Work This Period**.	No	66.67
Reversal Date	The date of the entry that voids the invoice.	To reverse	10/24/2026
Memo	A note on the reversing entry.	No	Billed in error

Worked Example: J-2004 Application 10

Job J-2004 Summit Tech Park Office Building has a contract of $1,600,000.00 with 10.00% retainage on every line. Applications 1 to 9 are accepted; Application 10, for the period to September 25, 2026, was sent on September 25, 2026.

Line 4, Rough Carpentry:

Item	Amount
Scheduled value	201,800.00
Previous completed and stored	172,971.43
Work this period	28,828.57
Completed and stored to date (172,971.43 + 28,828.57)	201,800.00 (100.00%)
Balance to finish	0.00

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Item	Amount
Retainage this period (10.00% × 28,828.57 = 2,882.857, rounded)	2,882.86

Retainage is rounded half up on each line, so the period's retainage is the sum of the six line amounts, 2,882.86 + 2,328.33 + 2,198.33 + 2,506.92 + 2,910.00 + 582.50 = $13,408.94 (10% of the $134,089.47 total would round to $13,408.95).

The summary:

Summary Line	Calculation	Amount
Contract Sum to Date	Original contract, no approved changes	1,600,000.00
Completed and Stored to Date	949,461.80 before + 134,089.47 this period	1,083,551.27 (67.72%)
Retainage Held	94,946.15 before + 13,408.94 this period	108,355.09
Earned Less Retainage	1,083,551.27 - 108,355.09	975,196.18
Previous Certificates	Earned less retainage of Applications 1 to 9	854,515.65
Current Payment Due	975,196.18 - 854,515.65	120,680.53
Balance to Finish, Including Retainage	1,600,000.00 - 975,196.18	624,803.82

The **Current Payment Due** equals the period's billing less its retainage: $134,089.47 - $13,408.94 = $120,680.53.

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What Happens After You Accept

	Draft or Sent	Accepted
Invoice	None	One posted invoice dated the application date, reference *Application 10*, memo *Pay Application 10 · J-2004 Summit Tech Park Office Building · period to* the date
Journal entry	None	Posted and locked
Accounts receivable	Unchanged	Increased by the current payment due
Retainage receivable	Unchanged	Increased by the period's retainage
Billed to date on the schedule	Unchanged	Increased by the period's billing
Can be changed	Draft: yes. Sent: revise it.	No; reverse it

The invoice is an ordinary invoice of the customer: you send it, receive payment on it and see it in the AR Aging. It carries a **Pay Application 10** tag and the note *Billed by J-2004 Pay Application 10. To void it, reverse the pay application.* While the invoice is open, its **…** menu says *Void is not available: reverse Pay Application 10 instead.*

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The Posting Entry

The Posting Entry

Accepting debits **Accounts Receivable** for the current payment due and **Retainage Receivable** for the retainage, and credits each schedule line's revenue account for the period's billing, coded to the job. The preview of J-2004 Application 10:

Account	Debit	Credit
1100 Accounts Receivable	120,680.53	
1110 Retainage Receivable	13,408.94	
4010 Construction Revenue (J-2004)		134,089.47

The entry actually posted for Application 9 (JE-2026-000591, shown in the figure above) is the same shape: 1100 debit 120,680.54, 1110 debit 13,408.94, 4010 credit 134,089.48. Reversing an application posts the opposite entry on the reversal date.

Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
The job is not in the **Job** list of **New Application**.	It has no approved schedule, an application is already in progress, or the job is not active or on hold.	Approve the schedule, or open the application in progress.
Finish the application in progress first.	The job already has a draft or sent application.	Open it with **Open Application**.
Approve the schedule of values before preparing an application.	The job's schedule has no approved revision.	Approve the schedule first.

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Message or Symptom	Why It Happens	What to Do
Application date must be after 08/25/2026, the date of Application 9.	The date is on or before the last accepted application's date.	Use a later period end.
Due date cannot be before the application date.	The due date is earlier than the application date.	Correct the due date.
Line 4 would reach 100.01% of its scheduled value. (row flag **Over 100%**)	Completed and stored to date would pass the scheduled value.	Lower the amounts, or revise the schedule through a change order.
Line 4 installs 5,000.00 from storage; 3,000.00 is stored. (row flag **More Than Stored**)	You installed more than is stored on the line.	Lower **Installed from Storage**.
Line 4 amounts must be zero or more with at most two decimals.	A negative amount or more than two decimals.	Correct the amount.
Schedule total 2,536,000.00 does not equal the revised contract 2,501,000.00.	The contract changed and the schedule was not revised.	Revise and approve the schedule, then accept.
Job J-2004 is on hold; make it active to accept the application.	The job is **On Hold**.	Set the job back to **Active**.
Set up retainage in Job Costing Settings before posting invoices with retainage.	No Retainage Receivable account exists.	Ask a Company Admin to create it in Job Costing Settings.
Only the latest accepted application can be reversed; Application 10 is later.	A later application has been accepted.	Reverse the later one first.

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Message or Symptom	Why It Happens	What to Do
Invoice has receipts applied; reverse them first	A customer payment is applied to the invoice.	Reverse the receipt first. See Receiving Customer Payments.
Invoice has credits applied; unapply them first	A credit is applied to the invoice.	Unapply the credit first.
Invoice has retainage releases; reverse them first	Retainage of the invoice was released.	Reverse the release first. See Releasing Retainage.
This record was changed by someone else. Reload the page and try again.	Another user changed the application.	Reload and repeat.
There is no **Accept…** button.	You are not a Company Admin or Accountant, or the application is not draft or sent.	Ask a Company Admin or Accountant.
An earlier application cannot be found.	Pages link only to the latest application of each job.	Open its invoice (the invoice's reference is *Application* and the number) and print it from there, or see Gaps below.

Gaps in This Area

No List of a Job's Earlier Applications

Structally has no screen that lists all pay applications of a job. The Progress Billing page, the schedule and the job's Billing card link only to the latest or current application, so once a later application exists, an earlier one can be reached only through its own address. Its invoice (reference *Application* and the number) remains easy to find in the invoice list.

Related Topics

- Schedules of Values
- Change Orders
- Retainage and Releasing Retainage

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- Receiving Customer Payments
- Sending and Printing Invoices
- WIP Schedules, which compare billings with costs

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retainage | retainage receivable | retainage payable | subcontracts | pay application | settings

8.14 Retainage

Retainage (also called retention) is part of each progress billing that is held back until the work is finished, as security that the contractor completes the job. A contractor meets it on both sides:

- **Retainage receivable**: the customer holds back part of what you bill. You have earned it, but you cannot collect it until the customer releases it.
- **Retainage payable**: you hold back part of what your subcontractors and suppliers bill you. It is a cost of the job now, but you do not pay it until you release it.

Structally keeps each side in its own balance sheet account, so retained amounts never appear as due in accounts receivable or accounts payable until they are released. This page explains the settings, how retainage is calculated and posted, and where you can see what is held. To pay or bill retained amounts, see Releasing Retainage.

Before You Begin

- Jobs & Costing is turned on for your company.
- Retainage settings and accounts are kept in Job Costing Settings. Only **Company Admins** can change them. See Roles and Permissions.

Navigation

Jobs & Costing → Job Costing Settings → Default Retainage.

Retainage Settings and Accounts

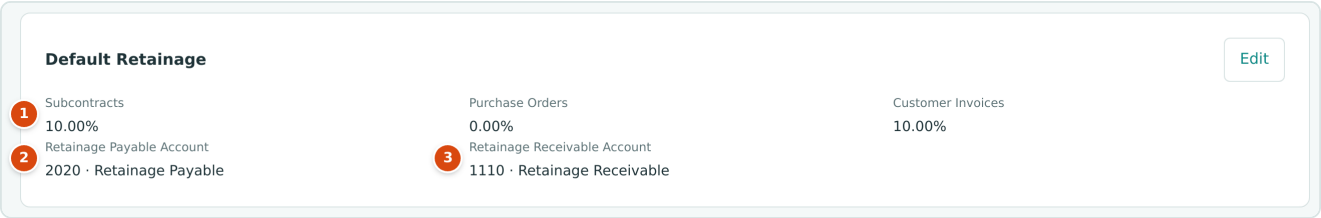

Figure 7-99 The Default Retainage card in the sample company's Job Costing Settings.

1. The default percentages: **Subcontracts**, **Purchase Orders** and **Customer Invoices**. A Company Admin changes them with **Edit**.
2. **Retainage Payable Account**: where retainage you hold on bills is recorded.

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3. **Retainage Receivable Account**: where retainage your customers hold on your billings is recorded.

Setting	Effect	Default	Sample Company
Subcontracts	The retainage percentage a new subcontract starts with.	10.00%	10.00%
Purchase Orders	The retainage percentage a new purchase order starts with.	0.00%	0.00%
Customer Invoices	The **Billing Retainage** a new job starts with. New schedule of values lines and invoice lines for the job take it.	10.00%	10.00%
Retainage Payable Account	The liability account for retainage held on bills. When none exists, the card shows **Create Account**, which creates *Retainage Payable* with the first free code from 2020 to 2099.	None	2020 · Retainage Payable
Retainage Receivable Account	The asset account for retainage held on invoices. **Create Account** creates *Retainage Receivable* with the first free code from 1110 to 1199.	None	1110 · Retainage Receivable

Percentages run from 0 to 100 with at most two decimals. A change to a default affects only commitments and jobs created afterwards.

Without a Retainage Payable account, bills show no **Retainage** switch and cannot hold retainage; without a Retainage Receivable account, invoices cannot hold retainage and pay applications that hold retainage cannot be accepted.

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Where Each Percentage Comes From

Document	Percentage Used	Can Be Changed
Subcontract or purchase order	The default for its kind, when the commitment is created	On the commitment; later by a commitment amendment (**New Retainage**). See Commitments.
Bill line matched to a commitment line	The commitment's retainage percentage	Yes, on the bill line, while the bill is a draft. See Entering a Bill.
Job	**Billing Retainage**, starting from **Customer Invoices**	On the job. See Creating and Managing Jobs.
Schedule of values line	The job's Billing Retainage, for both **Work Retainage** and **Stored Materials Retainage**	Yes, in a draft schedule or revision. See Schedules of Values.
Ordinary invoice line coded to a job	The job's Billing Retainage, filled in when you choose the job	Yes, on the invoice line.

How Retainage Is Calculated

Retainage is worked out line by line: the line amount times the percentage, rounded half up to the cent. A document's retainage is the sum of its line amounts. A line can hold retainage only when it is coded to a job (*Line 1 needs a job to hold retainage.*).

On a pay application, work this period uses the line's **Work Retainage** and materials added to storage use its **Stored Materials Retainage**. When stored materials are installed later, the retainage held on them moves from retainage on stored materials to retainage on completed work; the total held does not change. See Pay Applications.

Retainage Payable: Bills From Subcontractors

When you post a bill that holds retainage, Structally records the full cost, but only the amount due goes to accounts payable:

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Account	Debit	Credit
The bill's cost accounts (with the job coding)	Bill total	
2010 Accounts Payable		Amount due (total less retainage)
2020 Retainage Payable		Retainage

You pay the amount due through Paying Bills as usual. The retainage stays in Retainage Payable until you release it to the vendor. A bill that is fully paid but still holds retainage shows the status **Retainage Held** instead of **Paid**:

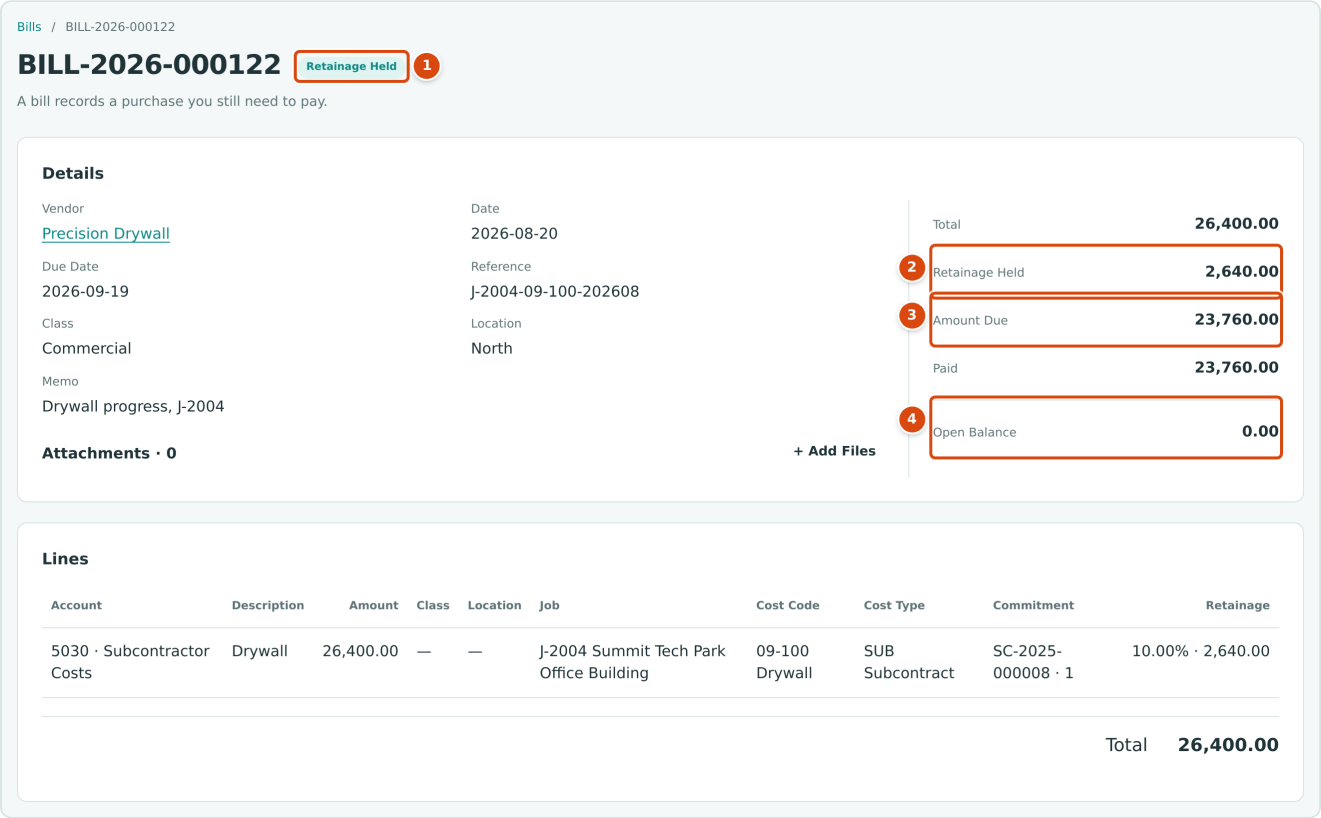

Figure 7-100 A paid subcontractor bill that still holds retainage.

1. **Retainage Held**: the bill is paid except for its retainage.
2. **Retainage Held**: the retainage still held on this bill (after any releases; a **Retainage Released** line appears once some is released).
3. **Amount Due**: the total less retainage; this is what was payable.
4. **Open Balance**: what is still unpaid of the amount due.

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The vendor's page adds a **Retainage Held** tile (*Withheld on bills until released*), and the commitment's page shows its **Retainage Held** and **Retainage Released**.

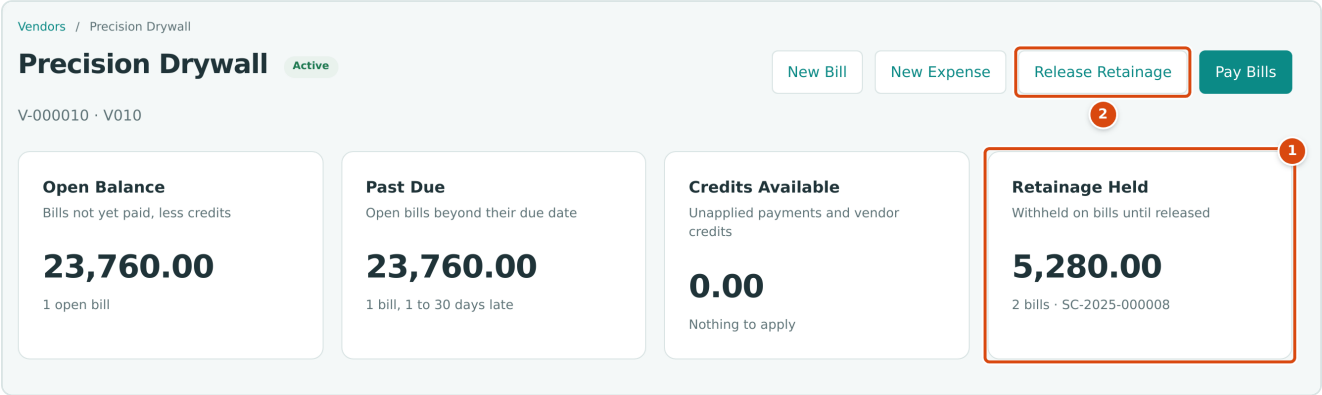

Figure 7-101 Retainage held from Precision Drywall on subcontract SC-2025-000008.

1. **Retainage Held**: the total held on the vendor's posted bills, with the number of bills (and the commitment, when there is only one).
2. **Release Retainage**: starts a release for this vendor. See Releasing Retainage.

Retainage Receivable: Billing the Customer

When an invoice that holds retainage is posted, either from an accepted pay application or entered directly, Structally records the full revenue, but only the amount due goes to accounts receivable:

Account	Debit	Credit
1100 Accounts Receivable	Amount due (total less retainage)	
1110 Retainage Receivable	Retainage	
The revenue accounts (with the job)		Invoice total

The customer pays the amount due; the retainage waits in Retainage Receivable until you bill it with a receivable retainage release.

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Invoices / INV-2026-000049

INV-2026-000049 Paid Pay Application 9

Send ...

Billed by J-2004 Pay Application 9. To void it, reverse the pay application.

Details

Customer: Summit Tech Park

Date: 2026-08-25

Due Date: 2026-09-14

Reference: Application 9

Memo: Pay Application 9 · J-2004 Summit Tech Park Office Building · period to 2026-08-25

Attachments · 0 **+ Add Files**

Total	**134,089.48**
1 Retainage Held	**13,408.94**
2 Amount Due	**120,680.54**
Paid	**120,680.54**
3 Open Balance	**0.00**

Lines

Item	Account	Description	Qty	Rate	Amount	Class	Location	Job	Cost Code	Cost Type	Retainage
	4010 · Construction Revenue	4 · Rough Carpentry			28,828.58	—	—	J-2004 Summit Tech Park Office Building			10.00% · 2,882.86
	4010 · Construction Revenue	5 · Roofing			23,283.34	—	—	J-2004 Summit Tech Park Office Building			10.00% · 2,328.33
	4010 · Construction Revenue	6 · Plumbing			21,983.33	—	—	J-2004 Summit Tech Park Office Building			10.00% · 2,198.33
	4010 · Construction Revenue	7 · Electrical			25,069.23	—	—	J-2004 Summit Tech Park Office Building			10.00% · 2,506.92
	4010 · Construction Revenue	8 · Drywall			29,100.00	—	—	J-2004 Summit Tech Park Office Building			10.00% · 2,910.00
	4010 · Construction Revenue	9 · Site Work			5,825.00	—	—	J-2004 Summit Tech Park Office Building			10.00% · 582.50

Total **134,089.48**

Figure 7-102 The invoice of J-2004 Pay Application 9, paid except for its retainage.

1. **Retainage Held**: 10.00% of each billed line, held by the customer.
2. **Amount Due**: what the customer pays now.
3. **Open Balance**: 0.00; the customer has paid the amount due.

In the invoice list such an invoice shows **Retainage Held**. On the invoice's own page the status shows **Paid** next to the **Pay Application 9** tag.

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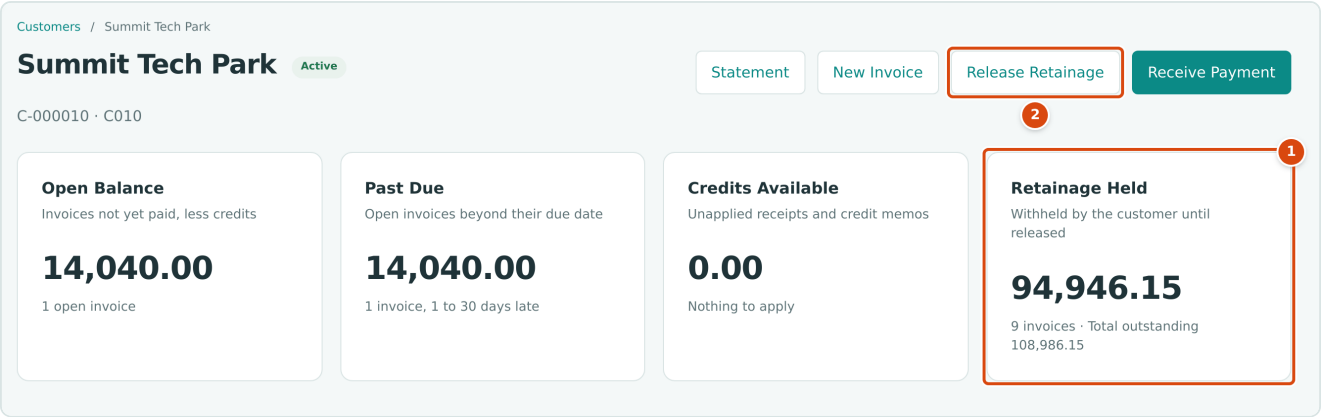

Figure 7-103 Retainage held by the customer Summit Tech Park.

1. **Retainage Held** (*Withheld by the customer until released*): the total, the number of invoices, and the **Total outstanding** (open balance plus retainage).
2. **Release Retainage**: starts a receivable release for this customer.

Where Retainage Balances Show

Where	What You See
A bill or invoice page	**Retainage Held**, **Retainage Released** (once released), **Amount Due**; the **Retainage** column on lines; the **Retainage Releases** card
The Bills and Invoices lists	The status **Retainage Held** for paid documents that still hold retainage
A vendor or customer page	The **Retainage Held** tile and **Release Retainage**
A commitment page	**Retainage Held** and **Retainage Released**, and the retainage of each matched bill
Progress Billing	The **Retainage Held** column for each job
A pay application	**Retainage Held** in the summary, with withheld and released

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Where	What You See
The job page's **Billing** card	**Retainage Held** and **Total Outstanding Including Retainage**
A customer statement	**Retainage Held** and **Total Outstanding Including Retainage**
Balance Sheet and Trial Balance	The balances of 1110 Retainage Receivable and 2020 Retainage Payable
Tie-Out	Checks that retainage held on posted bills agrees with Retainage Payable, and on posted invoices with Retainage Receivable

Worked Example: Both Sides on J-2004

Job J-2004 Summit Tech Park Office Building holds 10.00% retainage on both sides.

Payable side. Precision Drywall bills its drywall work under subcontract SC-2025-000008, which holds 10.00%:

Bill	Date	Total	Retainage (10.00%)	Amount Due	Status
BILL-2026-000122	August 20, 2026	26,400.00	2,640.00	23,760.00	Retainage Held (paid)
BILL-2026-000133	September 20, 2026	26,400.00	2,640.00	23,760.00	Open
Total		52,800.00	5,280.00	47,520.00	

Each bill posted:

Account	Debit	Credit
5030 Subcontractor Costs (J-2004 · 09-100 · SUB)	26,400.00	
2010 Accounts Payable		23,760.00

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Account	Debit	Credit
2020 Retainage Payable		2,640.00

The job carries the full $52,800.00 of drywall cost, and Precision Drywall's **Retainage Held** tile shows $5,280.00 (*2 bills · SC-2025-000008*). Across all its vendors (Brightline Electrical, Clearwater Plumbing, Overhead Roofing Co and Precision Drywall) the sample company holds $43,614.02 of retainage on October 24, 2026, which is the balance of 2020 Retainage Payable.

Receivable side. Each accepted J-2004 pay application held 10.00% of the period's billing. Application 9, for the period to August 25, 2026, billed $134,089.48 and held $13,408.94:

Account	Debit	Credit
1100 Accounts Receivable	120,680.54	
1110 Retainage Receivable	13,408.94	
4010 Construction Revenue (J-2004)		134,089.48

After Applications 1 to 9, Summit Tech Park holds $94,946.15, the customer's **Retainage Held** tile above. Accepting the sent Application 10 would add $13,408.94, for $108,355.09.

Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
Set up retainage in Job Costing Settings before posting bills with retainage.	No Retainage Payable account exists.	A Company Admin clicks **Create Account** beside **Retainage Payable Account**.
Set up retainage in Job Costing Settings before posting invoices with retainage.	No Retainage Receivable account exists.	A Company Admin clicks **Create Account** beside **Retainage Receivable Account**.

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Message or Symptom	Why It Happens	What to Do
Line 1 needs a job to hold retainage.	A line with a retainage percentage has no job.	Choose the job, or set the retainage to 0.
Retainage percent must be from 0 to 100 with at most two decimals.	A percentage is out of range.	Enter a value from 0 to 100.
No free account code from 2020 to 2099 for Retainage Payable.	Every code in that range is in use.	Free a code in the range, or ask your accountant how to number the account.
A bill shows **Retainage Held** although it is paid.	The amount due is paid; the retainage is still held.	Release it when the subcontract allows. See Releasing Retainage.
The default percentage changed but existing jobs did not.	Defaults apply only to commitments and jobs created afterwards.	Change the job's Billing Retainage, the schedule lines or the commitment.

Related Topics

- Releasing Retainage
- Job Costing Settings
- Entering a Bill and Commitments
- Pay Applications and Schedules of Values
- Tie-Out
- Glossary

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retainage | retainage release | subcontractors | closeout | accounts payable | accounts receivable

8.15 Releasing Retainage

Retainage stays in its own account until it is **released**. Releasing turns a retained amount into an ordinary amount due:

- A **release to a vendor** is a special bill, marked **Retainage Release**, that moves retainage you held from Retainage Payable to Accounts Payable. You then pay it like any bill.
- A **release to a customer** is a special invoice, marked **Retainage Release**, that moves retainage the customer held from Retainage Receivable to Accounts Receivable. You send it and receive payment like any invoice.

Releases are usually made at completion, but you can release any part of the retainage on any line at any time, for example when a subcontractor finishes its scope early.

Before You Begin

- Retainage is held on posted (open or paid) bills or invoices, and the Retainage Payable or Retainage Receivable account exists. See Retainage.
- The vendor or customer is active.
- Releases to vendors need **Edit** access to **Vendors & Bills**; releases to customers need **Edit** access to **Customers & Invoices**. Company Admins, Accountants and Project Managers have both; Viewers have neither. See Roles and Permissions.

Navigation

To a vendor: open the vendor (**Vendors & Bills** → **Vendors**), the bill, or the commitment, and click **Release Retainage**.

To a customer: open the customer (**Customers & Invoices** → **Customers**) or the invoice, and click **Release Retainage**.

Release Retainage appears only while retainage is held there and you have Edit access.

Release Retainage to a Vendor

Every posted bill that holds retainage has a **Retainage Releases** card listing the releases made from it:

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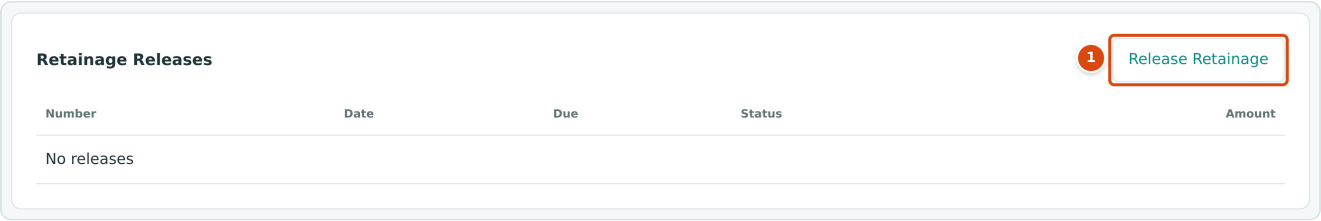

Figure 7-104 The Retainage Releases card of a Precision Drywall bill.

1. **Release Retainage** opens a new release for this vendor with only this bill's lines. From the vendor page you get all the vendor's held retainage; from a commitment page, the vendor's held retainage on that commitment's job.

Step by Step

1. Click **Release Retainage** on the vendor, bill or commitment. The **New Retainage Release** page opens with the vendor chosen.
2. To look at another vendor or one job only, choose **Vendor** and **Job** (**All Jobs** or a job that has held retainage) and click **Load Held Retainage**.
3. Under **Details**, set the **Date** of the release (it starts as today). **Terms** start with the vendor's terms; leave **Due Date** empty to have it worked out from the terms when you save. Add a **Reference** and a **Memo** if you like.
4. Under **Retainage Held**, type the amount to release in **Release** on each line you are releasing. Each line shows what was **Retained**, what has already been **Released**, and what is still **Held**. Leave the other lines empty.
5. Check the **Summary**: **Lines**, **Release Total**, and **Held After** (what will still be held on the lines shown).
6. Click **Post Release** to post it now, or **Save Draft** to keep it as a draft.

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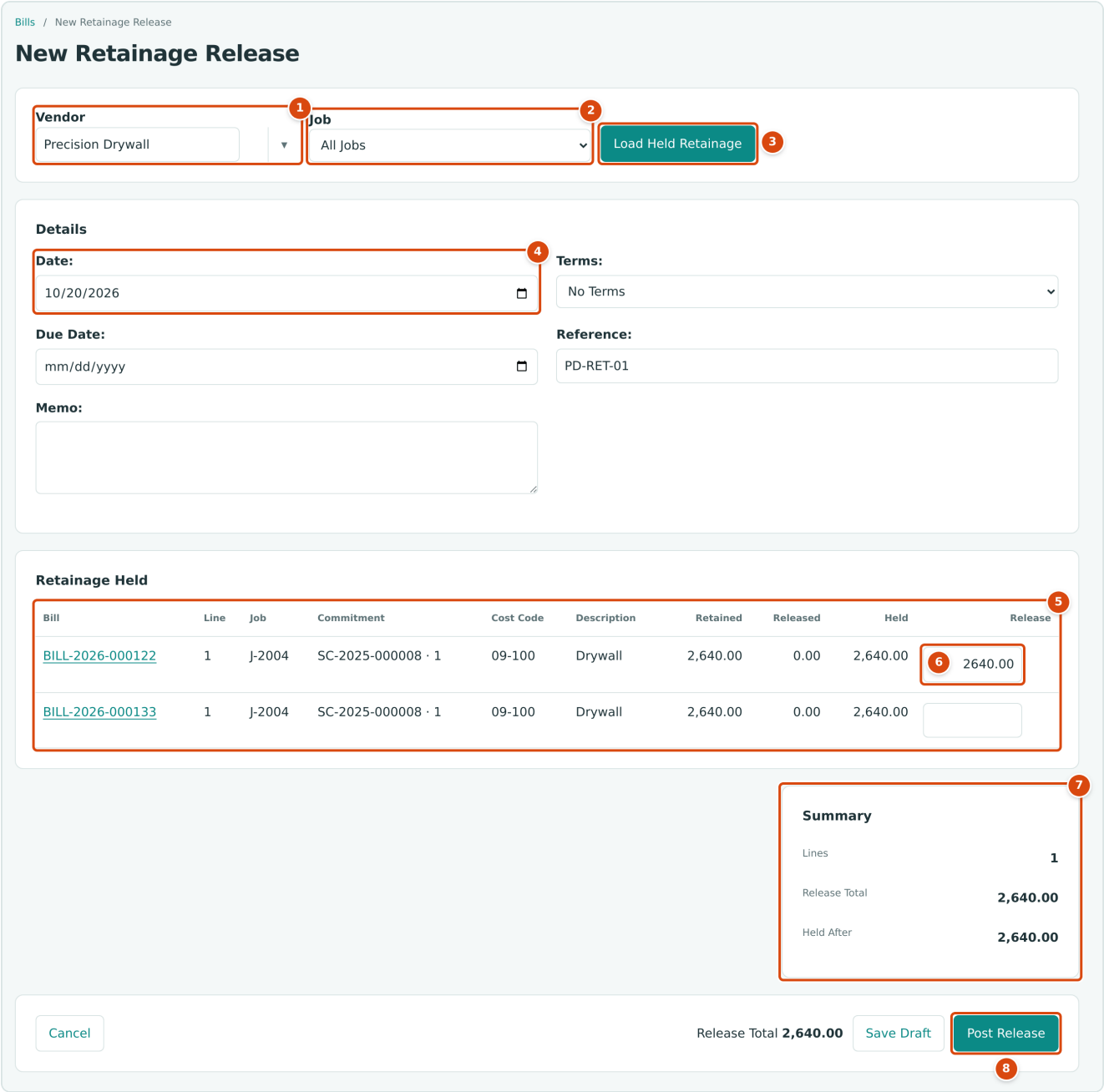

Figure 7-105 Releasing the retainage of one bill to Precision Drywall (not posted).

1. **Vendor**: the vendor whose held retainage is listed.
2. **Job**: **All Jobs**, or one job.
3. **Load Held Retainage** reloads the list for the vendor and job chosen.
4. **Date**: the accounting date of the release.
5. **Retainage Held**: one row per posted bill line that still holds retainage, with its **Bill**, **Line**, **Job**, **Commitment**, **Cost Code** and **Description**.

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6. **Release**: the amount to release, up to the line's **Held**.
7. **Summary**: 1 line, a release total of 2,640.00, and 2,640.00 still held after it.
8. **Post Release** posts the release to accounts payable.

Structally confirms with a message such as *Retainage release BILL-2026-000142 posted to accounts payable.* (with the new bill number) and opens the release. **Save Draft** opens the draft instead; a draft changes nothing until you post it with **Post Bill** on its page, and **Edit Draft** reopens it as **Edit Retainage Release**.

Partial and Final Releases

Release any amount up to what is held on a line. What you do not release stays held on the line and appears again the next time you release. A line drops off the list once its retainage is fully released. One release can cover several bills, commitments and jobs of the same vendor.

A final release enters the full **Held** amount on every line, so **Held After** is 0.00:

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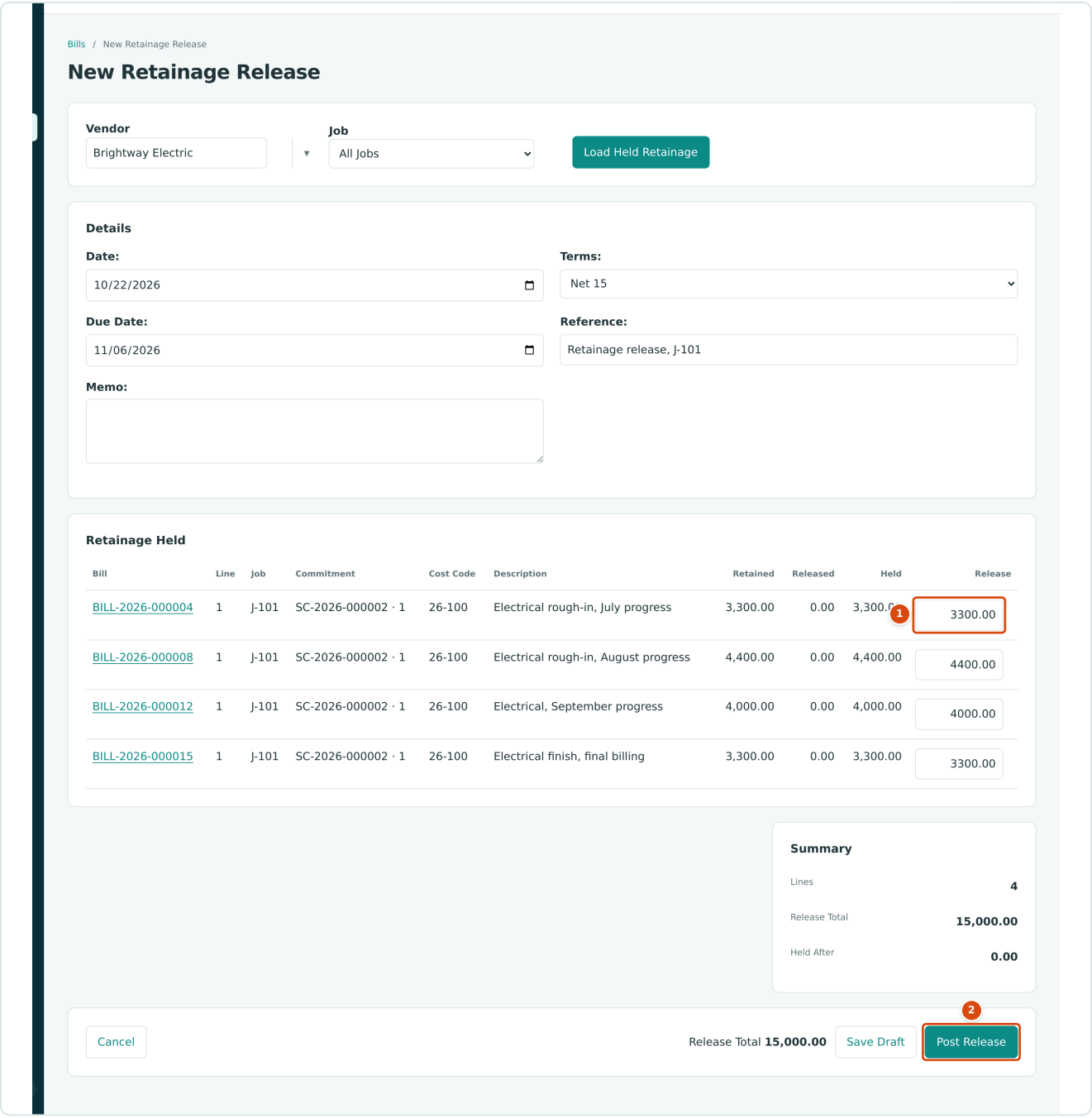

Figure 7-106 A final release to the electrical subcontractor of J-101, from the training company Cedar Ridge Training.

1. **Release**: the full 3,300.00 held on the first bill line; every other line is released in full too.
2. **Post Release** posts the 15,000.00 release (4 lines, held after 0.00).

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After Posting

Bills / BILL-2025-000126

BILL-2025-000126 Paid **Retainage Release** (1)

A retainage release makes withheld retainage payable to the vendor.

Details

Vendor: Overhead Roofing Co

Date: 2025-06-26

Due Date: 2025-07-26

Reference: J-2001-RET

Memo: Retainage release at completion

(2) Total **14,820.00**

Paid **14,820.00**

Open Balance **0.00**

Attachments · 0 **+ Add Files**

Lines (3)

Source Bill	Line	Job	Commitment	Cost Code	Description	Amount
BILL-2024-000092	1	J-2001	SC-2024-000001 · 1	07-100	Roofing	2,470.00
BILL-2024-000109	1	J-2001	SC-2024-000001 · 1	07-100	Roofing	2,470.00
BILL-2024-000125	1	J-2001	SC-2024-000001 · 1	07-100	Roofing	2,470.00
BILL-2024-000141	1	J-2001	SC-2024-000001 · 1	07-100	Roofing	2,470.00
BILL-2024-000159	1	J-2001	SC-2024-000001 · 1	07-100	Roofing	2,470.00
BILL-2025-000013	1	J-2001	SC-2024-000001 · 1	07-100	Roofing	2,470.00
					Total	**14,820.00**

Figure 7-107 A posted and paid release to a subcontractor at the completion of J-2001.

1. The **Retainage Release** tag, with the explanation *A retainage release makes withheld retainage payable to the vendor.*
2. **Total**: the amount now payable to the vendor.
3. **Source Bill**: each line names the bill and line it releases, with the job, commitment and cost code.

- The release is a bill with the status **Open**. It appears in the Bills list, the vendor's balance and the AP Aging, and you pay it with Paying Bills.
- Each source bill's **Retainage Held** goes down, a **Retainage Released** line appears in its summary, and its **Retainage Releases** card lists the release.

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The Posting Entry of a Vendor Release

A release debits **Retainage Payable** once per line and credits **Accounts Payable** for the total. It does not touch job costs: the cost was recorded when the original bills were posted.

▼ **Posting Entry** · 2025-06-26 · Posted · Locked · 7 Lines

Date: 2025-06-26 · Release Retainage

Account	Description	Debit	Credit
2020	Roofing	2,470.00	0.00
2020	Roofing	2,470.00	0.00
2020	Roofing	2,470.00	0.00
2020	Roofing	2,470.00	0.00
2020	Roofing	2,470.00	0.00
2020	Roofing	2,470.00	0.00
2010		0.00	14,820.00

Figure 7-108 The posting entry of BILL-2025-000126.

Account	Debit	Credit
2020 Retainage Payable (six lines of 2,470.00)	14,820.00	
2010 Accounts Payable		14,820.00

Bill Retainage to a Customer

Releases to customers are made per job: one release covers the held retainage of one customer on one job.

1. Open the customer (or one of its invoices that holds retainage) and click **Release Retainage**. The **New Retainage Release** page opens with the customer chosen and the first job with held retainage selected.
2. To change them, choose **Customer** and **Job** and click **Load Held Retainage**.
3. Under **Details**, set the **Date**, check **Terms** and **Due Date**, and add a **Reference** and **Memo** if you like.
4. Under **Retainage Held**, type the amount to bill in **Release** on each line. Each row is one invoice line holding retainage, shown with its **Invoice**, **Line**, **Job**, **Description**, **Retained**, **Released** and **Held**. For pay application invoices the description is the schedule line, such as *1 · Mobilization*.
5. Check the **Summary** and click **Post Release** or **Save Draft**.

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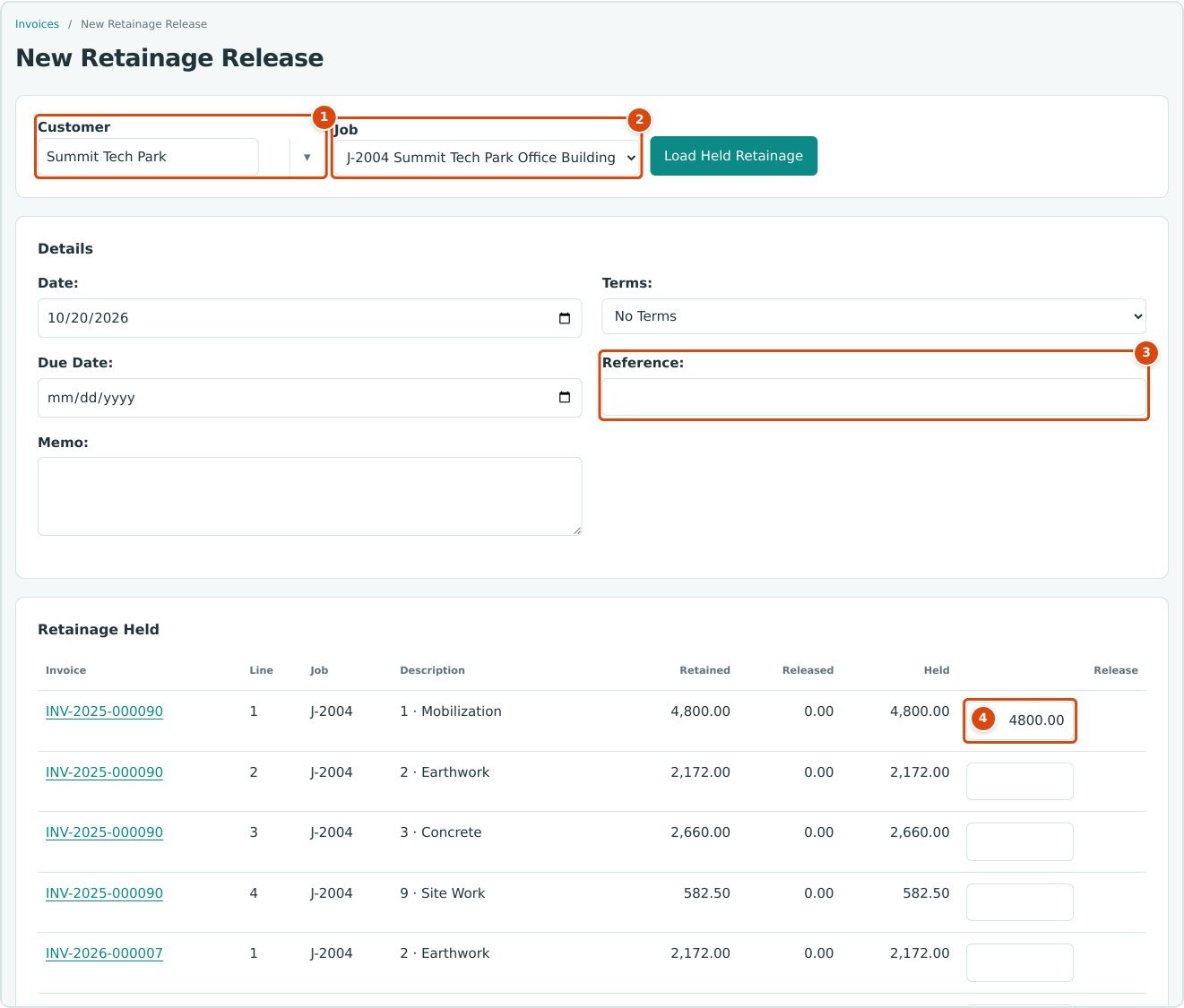

Figure 7-109 Billing part of Summit Tech Park's retainage on J-2004 (not posted; only the first rows are shown).

1. **Customer**: the customer whose held retainage is listed.
2. **Job**: a receivable release is always for one job.
3. **Reference**: for example the customer's retainage request or your own reference.
4. **Release**: here the 4,800.00 held on the Mobilization line of INV-2025-000090, released in full.

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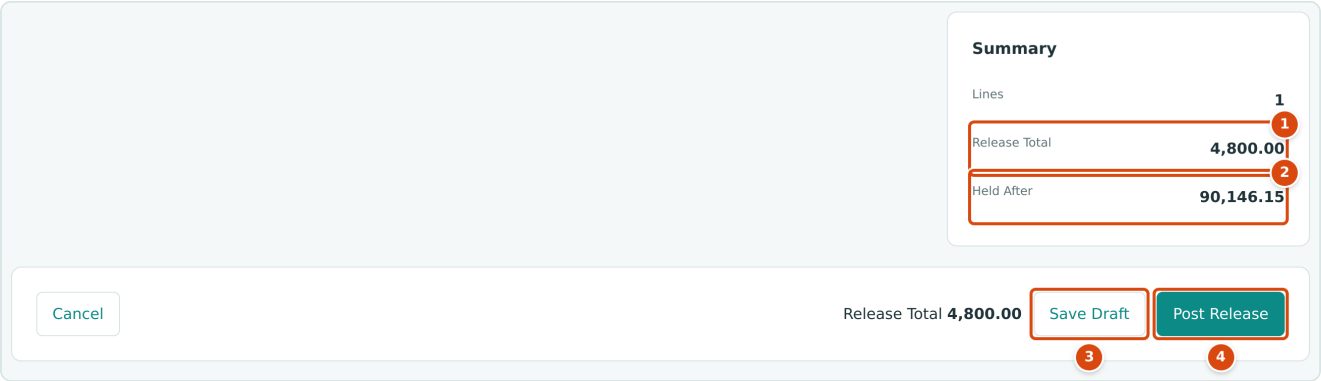

Figure 7-110 The summary and buttons of the same release.

1. **Release Total**: the amount the customer will owe on the release.
2. **Held After**: 94,946.15 held on J-2004 less 4,800.00 = 90,146.15 still held.
3. **Save Draft** keeps the release as a draft invoice.
4. **Post Release** posts it to accounts receivable.

Structally confirms with a message such as *Retainage release INV-2026-000051 posted to accounts receivable.* (with the new invoice number). The release is an **Open** invoice: send it from its page and record the payment with Receiving Customer Payments. Printed, each line reads *Retainage released on* and the source invoice number.

At completion you usually bill everything that is held. Enter the full **Held** amount on every line; **Held After** then shows 0.00:

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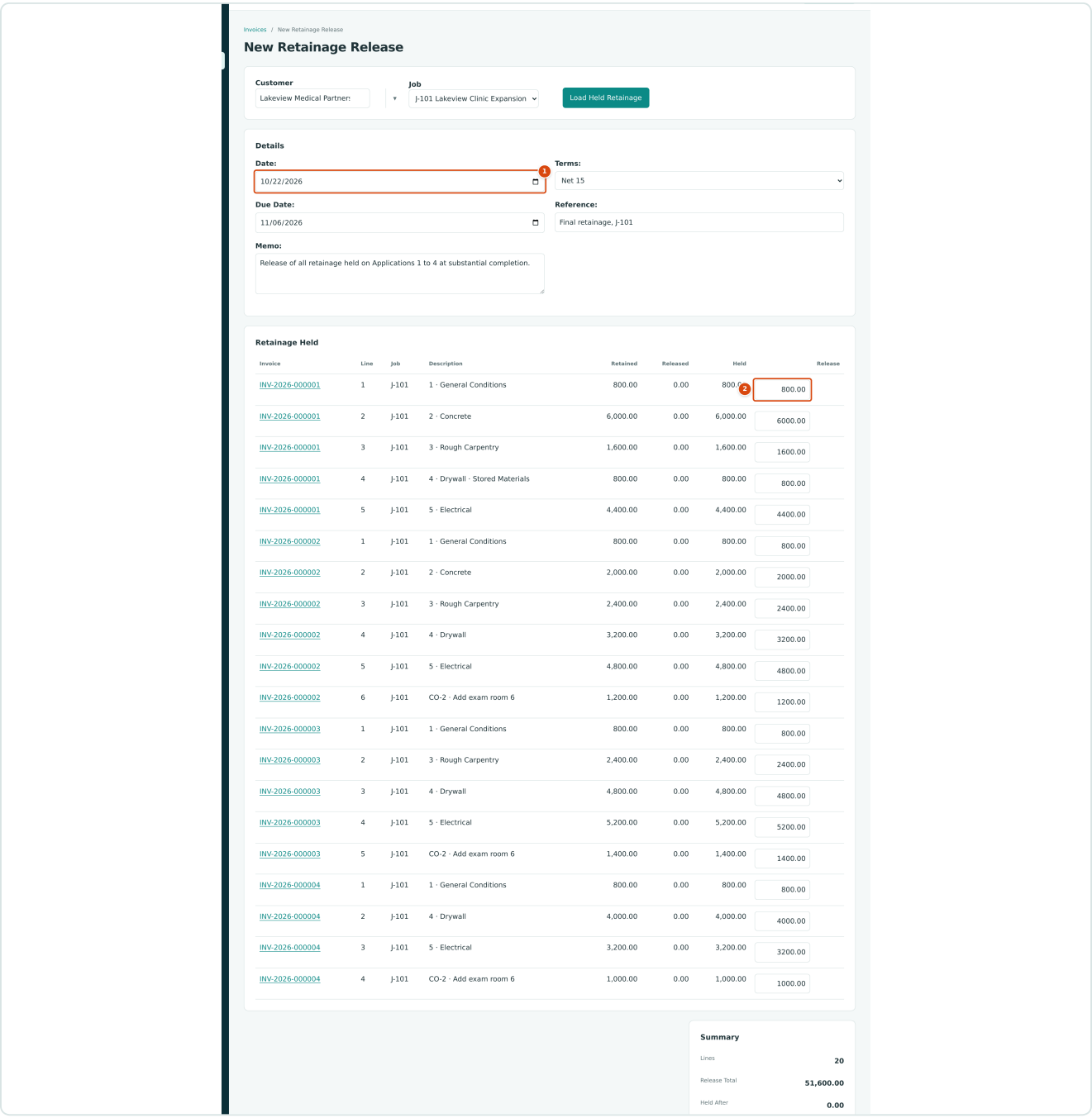

Figure 7-111 The final receivable release of J-101, from the training company Cedar Ridge Training.

1. **Date**: the date of the release invoice. With **Net 15** terms the due date is 15 days later.
2. **Release**: the full 800.00 held on the first line. All 20 lines from the four application invoices are released, 51,600.00 in total.

Once released, the amounts appear on the job's later pay applications: the printed application shows **c. Less Retainage Released** with the release invoice numbers, **Retainage Held** goes down, and **Previous Certificates** includes the released amount.

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The Posting Entry of a Customer Release

A release debits **Accounts Receivable** for the total and credits **Retainage Receivable** once per line. Revenue is not touched: it was recorded when the original invoices were posted.

▼ **Posting Entry** · 2025-06-26 · Posted · Locked · 86 Lines

Date: 2025-06-26 · Release Receivable Retainage

Account	Description	Debit	Credit
1100		189,850.09	0.00
1110	6 · Plumbing	0.00	2,542.50
1110	7 · Electrical	0.00	2,898.46
1110	8 · Drywall	0.00	3,365.00
1110	9 · Site Work	0.00	673.13
1110	CO-1 · Imaging suite power and data	0.00	485.00
1110	1 · Mobilization	0.00	5,550.00
1110	2 · Earthwork	0.00	2,512.00

Figure 7-112 The first lines of the 86-line posting entry of INV-2025-000048.

Worked Example: Closing Out J-2001

Job J-2001 Bayside Medical Office Building was completed in 2025. Both sides of its retainage were released on June 26, 2025.

To a subcontractor. Overhead Roofing Co billed its roofing under subcontract SC-2024-000001 with 10.00% retainage. Six bills each held $2,470.00. Release BILL-2025-000126 (reference *J-2001-RET*, memo *Retainage release at completion*) released all six lines:

Source Bill	Line	Released
BILL-2024-000092	1	2,470.00
BILL-2024-000109	1	2,470.00
BILL-2024-000125	1	2,470.00
BILL-2024-000141	1	2,470.00

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Source Bill	Line	Released
BILL-2024-000159	1	2,470.00
BILL-2025-000013	1	2,470.00
Total (6 × 2,470.00)		14,820.00

Posting moved $14,820.00 from 2020 Retainage Payable to 2010 Accounts Payable, and the release was then paid.

From the customer. After the last accepted application, Application 16, Bayside Medical Group held $189,850.09 of retainage on J-2001. Release INV-2025-000048 (reference *J-2001 retainage*) billed all of it in 85 lines, one per held invoice line:

Account	Debit	Credit
1100 Accounts Receivable	189,850.09	
1110 Retainage Receivable (85 lines)		189,850.09

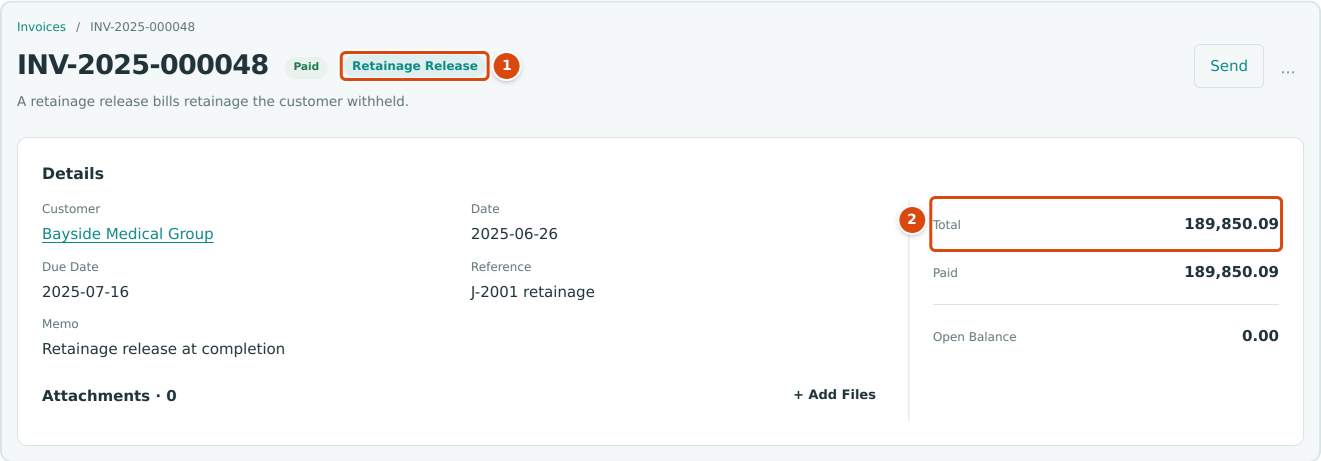

Figure 7-113 The receivable release of J-2001, paid by the customer.

1. The **Retainage Release** tag, with the explanation *A retainage release bills retainage the customer withheld.*
2. **Total**: the retainage billed to the customer.

The customer paid it, so J-2001's retainage receivable is zero.

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Reverse a Release

A posted release that has not been paid can be reversed:

1. Open the release and click **…** → **Reverse Release…**. (The menu item appears while the release is **Open**.)
2. Enter the **Date** of the reversal and an optional **Memo**. The panel explains *This reverses the posting entry on the date entered.*
3. Click **Reverse Release**.

The release becomes **Void**, its entry is reversed on that date, and the retainage is held again on the source lines, ready to be released again. A release with a payment applied must have the payment reversed first.

The source documents are protected the other way round: a bill or invoice whose retainage was released cannot be voided (and a pay application whose invoice had retainage released cannot be reversed) until the release is reversed.

Field Reference

Field	Description	Required	Example
Vendor / **Customer**	Whose held retainage is listed. Active vendors and customers only.	Yes	Precision Drywall
Job	Vendor releases: **All Jobs** or one job. Customer releases: one job, required.	Customer releases	J-2004 Summit Tech Park Office Building
Date	The accounting date of the release. Starts as today.	Yes	10/20/2026
Terms	Payment terms; start with the vendor's or customer's terms. **No Terms** leaves the due date to you.	No	Net 30
Due Date	When the release is due. Empty means worked out from the terms.	No	11/19/2026
Reference	The vendor's invoice number, or your reference for the customer.	No	J-2001-RET

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Field	Description	Required	Example
Memo	An internal note.	No	Retainage release at completion
Release (line)	The amount to release on the line: at least 0.01 and not more than **Held**.	On at least one line	2,640.00

Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
There is no **Release Retainage** button.	Nothing is held there, or you lack Edit access to Vendors & Bills (vendor releases) or Customers & Invoices (customer releases).	Check the **Retainage Held** figures, or ask a user with Edit access.
No held retainage. in the table	The vendor or customer has no held retainage for the job chosen.	Choose **All Jobs** (vendors) or another job, or another vendor or customer.
At least one release line is required.	No **Release** amount was entered.	Enter an amount on at least one line.
Line 1 releases more than the retainage held on its source line.	The amount is more than **Held**, or another release of the same line was posted meanwhile.	Lower the amount to what is held.
Line 1 must name a posted bill line of this vendor that holds retainage. (or *… posted invoice line of this customer …*)	The source line was voided, or belongs to another vendor or customer.	Load the held retainage again.
Line 2 is on a different job than line 1.	A customer release mixes jobs.	Release each job separately.

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Message or Symptom	Why It Happens	What to Do
Set up retainage in Job Costing Settings before releasing retainage.	The retainage account is missing or inactive.	Ask a Company Admin to set it up.
Vendor must be active.	The vendor was deactivated.	Reactivate the vendor first.
Bill has payments applied; reverse them first (or *Invoice has receipts applied; reverse them first*)	You tried to reverse a release that has been paid.	Reverse the payment, then the release.
Bill has retainage releases; reverse them first (or *Invoice has retainage releases; reverse them first*)	You tried to void a source bill or invoice, or reverse a pay application, whose retainage was released.	Reverse the release first.
This field is required. under **Job** on a new customer release	No customer is chosen yet.	Choose the customer and click **Load Held Retainage**.
Two drafts release the same retainage.	Drafts do not reserve retainage; only posted releases count.	Post one and correct or leave the other; posting refuses an amount above what is still held.

Related Topics

- Retainage
- Paying Bills and Receiving Customer Payments
- Entering a Bill
- Pay Applications
- Commitments
- Closing and Reopening Jobs

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job costs | cost transfer | job to date | gl bridge | exceptions | posted margin

8.16 Job Costs and Cost Transfers

The **Job Costs** page shows what has actually been posted to each job: the cost and revenue for a period you choose, the cost and revenue to date, and the **posted margin** (revenue to date less cost to date). Each job opens into its **cost codes** (the work categories, such as 09-100 Drywall) and **cost types** (the kind of cost, such as SUB for subcontract). Below the table, a **GL Bridge** proves that the job-coded amounts agree with the general ledger, and an **Exceptions** list points at postings that need a second look.

Use the page at month end to review job costs before you prepare forecasts and WIP schedules, and whenever you need to answer "what has this job cost so far?". When a cost was posted to the wrong job, cost code or cost type, move it with a **cost transfer** (see Transferring a Cost).

The Job Costs page shows posted amounts only. Budgets, committed amounts and remaining budget are on other screens; see Budget, Committed, Actual and Remaining.

Before You Begin

- Jobs & Costing is turned on for your company and costs have been posted with job coding (see Coding Transactions to Jobs).
- Which accounts count as job cost and job revenue is set in **Job Cost Accounts** in Job Costing Settings.
- To open the page you need **View** or **Edit** access to **Jobs & Costing**. Company Admins, Accountants, Viewers and Project Managers have it.
- To transfer a cost you need **Edit** access to **Jobs & Costing**: Company Admins, Accountants and Project Managers, and Custom users given Edit on Jobs & Costing. See Roles and Permissions.

Navigation

Jobs & Costing → **Job Costs**, or **Reports** → **Job Costs**. The **Job Cost This Month** and **Unassigned This Month** tiles on the Jobs & Costing Overview open the same page.

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The Job Costs Page

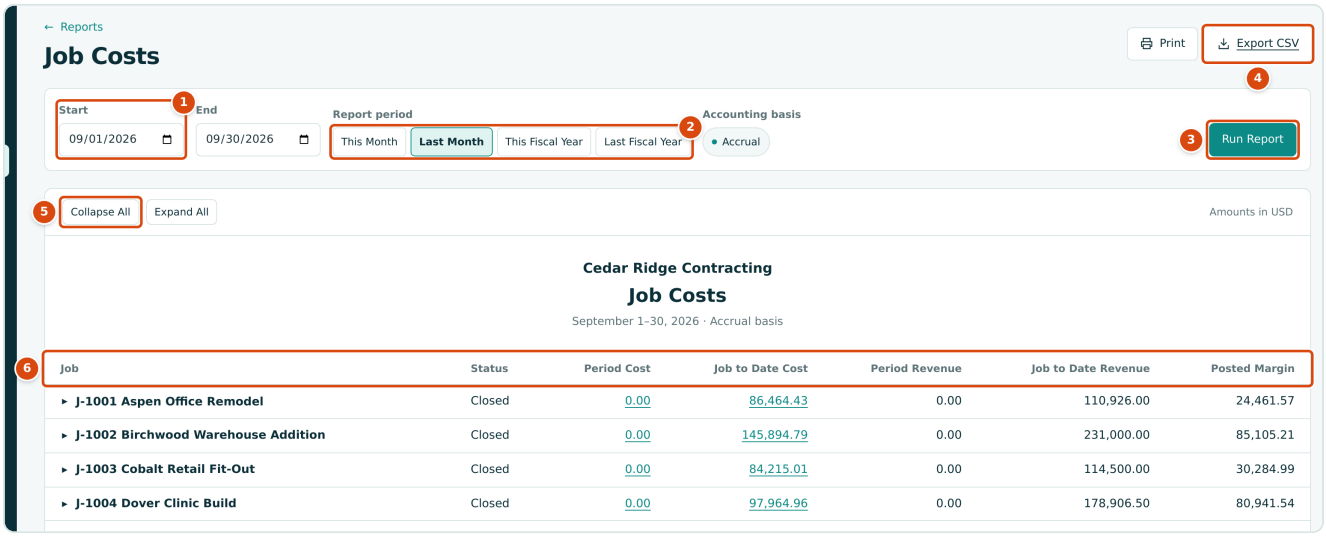

Figure 7-114 The Job Costs page run for September 2026.

1. **Start** and **End**: the period. When you open the page from the menu it covers the current month up to today.
2. **Report period**: shortcuts for **This Month**, **Last Month**, **This Fiscal Year** and **Last Fiscal Year**. The highlighted one matches the dates shown.
3. **Run Report**: runs the page for the dates you typed.
4. **Export CSV**: downloads the table as a CSV file. **Print** prints the page.
5. **Collapse All** and **Expand All**: hide or show the cost code rows of every job. Click a job's name to open or close just that job.
6. The columns, explained in Reading the Table.

Step by Step

1. Open **Jobs & Costing** → **Job Costs**.
2. Type a **Start** and an **End** date, or click a **Report period** shortcut. For a closed month, use its first and last day (for example 09/01/2026 to 09/30/2026).
3. Click **Run Report**. The heading under the company name repeats the period, for example *September 1–30, 2026 · Accrual basis*.
4. Click **Collapse All** to see one line per job, then click a job's name to open its cost codes.
5. Click an amount in **Period Cost** or **Job to Date Cost** to open the Job Cost Detail report for that job and the same **Start** and **End** dates.
6. Scroll down to check the **GL Bridge** and the **Exceptions**.

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If the start date is after the end date, the page shows *Start must be on or before end.* and no figures.

Both links open the same period

The **Job to Date Cost** link opens Job Cost Detail for the report's **Start** and **End** dates, not from the start of the job. To list every line to date, change **Start** in Job Cost Detail to the job's first month.

Reading the Table

▸ **J-1032 Maplewood Church Hall**	Active	14,683.73	71,897.19	43,275.00	97,587.00	25,689.81
▸ **J-1033 Northfield Office Remodel**	Active	6,345.05	54,723.32	39,885.00	112,420.50	57,697.18
▸ **J-1034 Oakmont Warehouse Addition**	Active	25,595.82	62,223.77	50,620.00	88,080.00	25,856.23
▸ **J-1035 Prairie Retail Fit-Out**	Active	13,460.17	27,943.27	0.00	77,477.50	49,534.23
▸ **J-1036 Quarry Clinic Build**	Active	11,090.80	30,983.10	28,080.00	28,080.00	-2,903.10
▸ **J-2001 Bayside Medical Office Building**	Closed	0.00	1,683,100.00	0.00	1,898,500.00	215,400.00
▸ **J-2002 Pinecrest Middle School Addition**	Closed	0.00	2,231,900.00	0.00	2,501,000.00	269,100.00
▸ **J-2003 Harborview Apartments Renovation**	Closed	0.00	991,766.00	0.00	960,000.00	-31,766.00
1 ▾ **J-2004 Summit Tech Park Office Building**	Active	2 121,630.66	939,489.74	0.00	949,461.80	9,972.06
02-100 Site Work / OTH		5,275.00	52,750.00			4
03-300 Concrete / MAT		0.00	169,000.00			
06-100 Rough Carpentry / MAT		26,142.85	183,000.00			
07-100 Roofing / SUB		21,116.66	84,466.67			
3 09-100 Drywall / SUB		26,400.00	52,800.00			
22-100 Plumbing / SUB		19,950.00	139,650.00			
26-100 Electrical / SUB		22,746.15	159,223.07			
31-100 Earthwork / EQP		0.00	98,600.00			
5 Unassigned		8,318.40	429,696.00	0.00	0.00	0.00
General		0.00	0.00	0.00	0.00	0.00
6 Total		221,032.37	9,447,197.77	170,050.00	11,073,426.30	1,626,228.53

Figure 7-115 September 2026: J-2004 opened to its cost codes, and the footer rows.

1. The job. Click its name to show or hide its cost code rows.
2. **Period Cost**: 121,630.66 of cost was posted to J-2004 in September. The amount is a link to the job's Job Cost Detail for the same dates.
3. A cost code row: 26,400.00 of 09-100 Drywall, cost type SUB, this month, and 52,800.00 to date.
4. **Posted Margin**: job to date revenue less job to date cost (949,461.80 − 939,489.74 = 9,972.06).
5. **Unassigned**: cost on job cost accounts posted without a job.
6. **Total**: the sum of the job rows.

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Column or Row	What It Shows
Job	The job number and name. Jobs that are Active, On Hold or Closed are always listed; a Draft or Archived job appears only if something was posted to it.
Status	The job's status today.
Period Cost	Cost posted to the job between **Start** and **End**: debits less credits on job cost accounts.
Job to Date Cost	Cost posted to the job from the first posting in your books up to **End**.
Period Revenue	Revenue posted to the job in the period: credits less debits on job revenue accounts, such as invoice lines coded to the job.
Job to Date Revenue	Revenue posted to the job up to **End**.
Posted Margin	**Job to Date Revenue** less **Job to Date Cost**. It is based on what has been billed, not on percent complete; for earned revenue see WIP Schedules.
Cost code rows	Under each job, one row per cost code and cost type, written *code name / type*, with its period and to date cost.
Unassigned	Cost posted to job cost accounts with no job. With the default settings, expense accounts are job cost accounts, so ordinary overhead such as rent and utilities lands here. It is not part of **Total**.
General	Cost coded to cost codes marked **General** (such as 01-100 General Requirements). It is already included in the job rows and in **Total**.
Total	The sum of all job rows.

What Counts as Job Cost and Job Revenue

Job Costs adds up posted journal lines that carry a job:

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- **Job cost** comes from accounts whose **Eligibility** is **Direct Cost** in Job Costing Settings. By default that is every direct cost account and every expense account, so an overhead bill coded to a job counts as job cost too.
- **Job revenue** comes from accounts whose **Eligibility** is **Revenue**: by default the income accounts, such as 4010 Construction Revenue.
- Accounts set to **Excluded** never count. That includes the WIP accounts, so WIP adjustments (4100 WIP Revenue Adjustment and the others) do not change **Job to Date Revenue** or **Posted Margin**.
- Only posted entries count. Draft bills and invoices with job coding are listed under **Exceptions** as provisional instead.

Reading J-2004 for September 2026

J-2004 Summit Tech Park Office Building shows **Period Cost** 121,630.66: six bills posted between September 16 and 21 (rough carpentry 26,142.85, roofing 21,116.66, plumbing 19,950.00, electrical 22,746.15, drywall 26,400.00 and site work 5,275.00). **Job to Date Cost** is 939,489.74 and **Job to Date Revenue** is 949,461.80, so **Posted Margin** is 9,972.06. **Period Revenue** is 0.00 because Pay Application 10 was sent but not yet accepted, so it has not been invoiced.

Budget, Committed, Actual and Remaining

The Job Costs page has no budget or commitment columns. Each of those figures has its own place in the product, and they are worked out like this:

Figure	Where You See It	How It Is Worked Out
Original and **Revised** budget	**Budget** card on the job page; Budgets	Approved budget revisions with an effective date up to today.
Actual to Date	**Budget** card on the job page; Budgets	Posted job cost up to today, the same rule as **Job to Date Cost** here.
Remaining Budget	**Budget** card on the job page; Budgets	**Revised** less **Actual to Date**. Negative means over budget.
Committed, **Billed to Date**, **Remaining**	**Commitments** card on the job page; Commitments	Issued and closed subcontracts and purchase orders including approved amendments; what has been billed against them; and the difference.

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Figure	Where You See It	How It Is Worked Out
Open Commitments per line	The job's budget page (**View Budget** on the job page)	What is still unbilled on issued commitments today, whatever **As Of** date is chosen.
Open Commitments at a date	Each line of a forecast	What is still unbilled on issued commitments at the forecast's cutoff date.
Forecast Final Cost	Forecasts	Actual cost plus open commitments plus still to buy, plus any adjustment.

For J-2004 at the end of September 2026: revised budget 1,408,000.00, actual to date 939,489.74, remaining budget 468,510.26; committed 1,225,000.00, billed to date 788,139.74, remaining on commitments 436,860.26. The job page figure is in Job Cost Reports.

The job's budget page puts these figures side by side for each cost code and cost type, as of the date in **As Of**:

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Jobs / J-101 / Budget

Jobs-Costing / J-101 Budget

J-101 Budget

As Of 09/30/2026 Run

Original	Revised	Actual to Date	Remaining Budget
360,000.00	**387,000.00**	**315,000.00**	**72,000.00**

Cost Code	Cost Type	Original	Revised	Actual to Date	Open Commitments	Remaining Budget	Used	Hours	Quantity
01-100	OTH	24,000.00	24,000.00	18,000.00	0.00	6,000.00	75.0%	0.00	
03-300	SUB	60,000.00	60,000.00	60,000.00	0.00	0.00	100.0%	0.00	
06-100	MAT	48,000.00	48,000.00	48,000.00	0.00	0.00	100.0%	0.00	
09-100	SUB	96,000.00	105,000.00	72,000.00	33,000.00	33,000.00	68.6%	0.00	
26-100	SUB	132,000.00	150,000.00	117,000.00	33,000.00	33,000.00	78.0%	0.00	
Total		360,000.00	387,000.00	315,000.00	66,000.00	72,000.00		0.00	

Export CSV

Revisions New Revision

Number	Kind	Effective Date	Status	Total	Note	Approved By	Approved At	Actions
1	Original	2026-07-06	Approved	360,000.00	Original budget from the estimate	demo-admin@example.test	2026-10-24 15:12	
2	Owner Change	2026-08-12	Approved	27,000.00	Add exam room 6	demo-admin@example.test	2026-10-24 15:25	

Import Budgets

Figure 7-116 Budget against actual for J-101 at September 30, 2026, in the training company, Cedar Ridge Training.

On the 09-100 Drywall line, for example: revised budget 105,000.00, actual to date 72,000.00, still open on the subcontract 33,000.00, remaining budget 105,000.00 − 72,000.00 = 33,000.00, and 72,000.00 ÷ 105,000.00 = 68.6% used. **Remaining Budget** does not subtract open commitments; a forecast does.

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GL Bridge

The **GL Bridge** proves that job costing agrees with the books for the period. For each account that requires job coding or that has job-coded lines in the period, it splits the account's movement into the job-coded part and the unassigned part.

GL Bridge

Account	Coded	Unassigned	GL Movement	Difference	Status
1400 Costs in Excess of Billings	80,953.27	0.00	80,953.27	0.00	OK
2400 Billings in Excess of Costs	-2,813.43	0.00	-2,813.43	0.00	OK
4010 Construction Revenue	-146,425.00	0.00	-146,425.00	0.00	OK
4030 Design and Consulting Revenue	-23,625.00	0.00	-23,625.00	0.00	OK
4100 WIP Revenue Adjustment	-78,139.84	0.00	-78,139.84	0.00	OK
5030 Subcontractor Costs	157,412.23	0.00	157,412.23	0.00	OK
5040 Materials	35,304.83	0.00	35,304.83	0.00	OK
5050 Equipment Rental	14,269.41	0.00	14,269.41	0.00	OK
5060 Permits and Fees	14,045.90	0.00	14,045.90	0.00	OK
Total	50,982.37	0.00	50,982.37	0.00	OK

Figure 7-117 The GL Bridge for September 2026: every account reconciles.

1. An account row. WIP accounts appear here too, because WIP entries carry the job on every line.
2. **Difference**: **Coded** plus **Unassigned** less **GL Movement**. It should always be 0.00, with the status **OK**.
3. **Total**: **OK** when every account reconciles, otherwise **Check**.

Column	Meaning
Account	The account code and name.
Coded	Net amount of the account's lines that carry a job (debits less credits, so revenue accounts show as negative).
Unassigned	Net amount of the account's lines without a job.
GL Movement	The account's movement in the period.
Difference	**Coded** + **Unassigned** − **GL Movement**.

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Column	Meaning
Status	**OK** when the difference is 0.00, **Check** otherwise.

The overview's **Needs Attention** list repeats the result as *GL bridge: all accounts reconcile* or, when something is off, *GL bridge: 2 accounts need a check*.

Exceptions

The **Exceptions** card lists postings that are not wrong in themselves but deserve a review before you close the month. When there is nothing to show it says *No exceptions.*

Exceptions

	Kind	Job or Account	Count	Amount
1	On-Hold or Closed Job	J-1024 Eastgate Church Hall	26	-27,695.34
	On-Hold or Closed Job	J-2003 Harborview Apartments Renovation	22	28,385.53
	On-Hold or Closed Job	J-2002 Pinecrest Middle School Addition	7	-8,682.56
	On-Hold or Closed Job	J-1029 Juniper Duplex	12	-9,402.92
	On-Hold or Closed Job	J-1028 Ironside Clinic Build	18	-22,205.64
	On-Hold or Closed Job	J-1027 Hawthorne Retail Fit-Out	35	-89,612.67
	On-Hold or Closed Job	J-1020 Aspen Clinic Build	17	-75,372.37
	On-Hold or Closed Job	J-1025 Foxhill Office Remodel	5	-51,780.46
	On-Hold or Closed Job	J-1031 Lakeshore Parking Deck	22	-13,895.60
2	Commitment Overrun	J-2003 Harborview Apartments Renovation	4	36,966.00

Figure 7-118 Exceptions for January 1 to September 30, 2026.

1. **On-Hold or Closed Job**: lines in the period coded to a job whose status is now On Hold or Closed. **Count** is the number of lines; **Amount** is their net (debits less credits, so revenue lowers it).
2. **Commitment Overrun**: posted bills in the period that went over their commitment line. **Amount** is the total over: 36,966.00 on four J-2003 lines.

Kind	When It Appears
Unassigned Required Coding	Cost with no job on an account whose **Coding** is **Required** in Job Costing Settings.

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Kind	When It Appears
On-Hold or Closed Job	Lines in the period coded to a job that is On Hold or Closed today. The test uses today's status, so normal costs posted before the job closed are listed too.
General-Coded Cost and **General-Coded Cost, All Jobs**	Cost coded to a cost code marked **General**, per job and for all jobs.
Coding Outside Cost or Revenue	Job coding on an account that is neither a job cost nor a job revenue account.
Provisional: Bills, **Provisional: Vendor Credits**, **Provisional: Invoices**, **Provisional: Credit Memos**	Draft documents that carry job coding, with their count and total, whatever their date. They are in no figure until they are posted.
Commitment Overrun	Posted bills dated in the period with an amount over the commitment line they bill.

Transferring a Cost

A **cost transfer** moves cost that is already posted from one job, cost code or cost type to another. Use it when a bill was coded to the wrong job or phase and the bill itself is correct (it is paid, or it is in a closed period). The transfer leaves the original document alone and posts one balanced journal entry that takes the cost off the old coding and puts it on the new one.

You start a transfer from the Job Cost Detail report, so you can see the cost you are moving.

Step by Step

1. Open **Jobs & Costing** → **Job Costs**, run the period, and click the job's **Period Cost**. Job Cost Detail opens for that job.
2. Optionally pick the **Cost Code** and **Cost Type** you are moving from and click **Run Report**. Keep **Lines** on **Cost**.
3. Click **Transfer Cost** at the top of the page. The **Transfer Cost** panel opens with **From** filled in from the report's job, cost code and cost type.
4. Enter the **Date** of the transfer and the **Amount**.
5. Choose the **Account** that holds the cost (for materials, **5040 Materials**).
6. Check the **From** job, cost code and cost type.

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7. Choose the **To** job, cost code and cost type. Leave the **To Account** on **Same Account**, or choose another job cost account if the cost also belongs on a different account.
8. Type a **Reason**. It is required.
9. Click **Transfer Cost**. Structally confirms with a message such as *Transferred 6400.00 to J-2002.* and runs the report again.

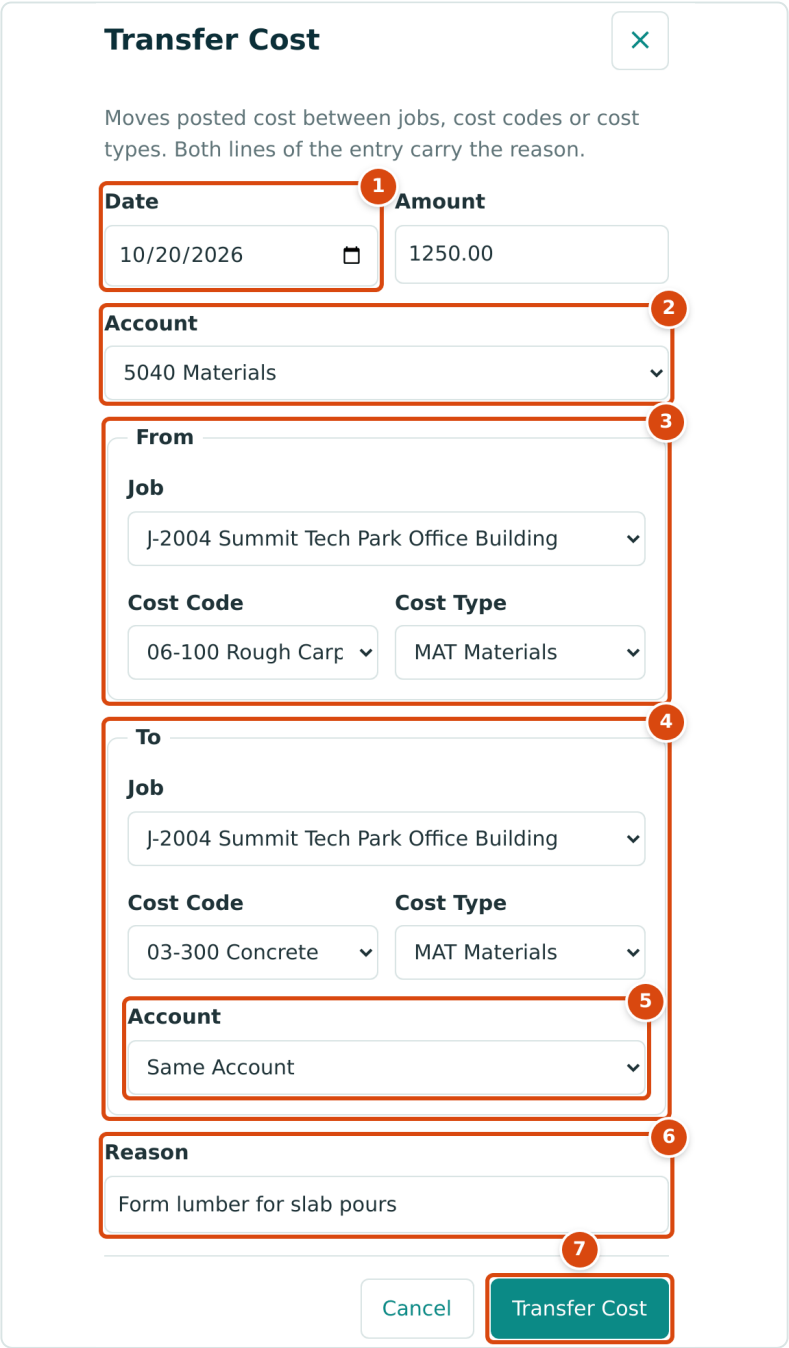

Figure 7-119 The Transfer Cost panel, filled in but not yet submitted.

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1. **Date** (today unless you change it) and **Amount**.
2. **Account**: the job cost account the cost sits on.
3. **From**: the job, cost code and cost type that lose the cost.
4. **To**: the job, cost code and cost type that receive it.
5. **Account** under **To**: **Same Account**, or a different job cost account.
6. **Reason**: why the cost moves. It becomes the entry's description.
7. **Transfer Cost** posts the entry; **Cancel** closes the panel.

The figure shows an illustrative transfer: $1,250.00 of form lumber that was billed to 06-100 Rough Carpentry on J-2004 belongs to 03-300 Concrete on the same job.

Field Reference

Field	Description	Required	Example
Date	The accounting date of the transfer entry. Must be after the Books Closed date.	Yes	10/20/2026
Amount	A positive amount with up to two decimals.	Yes	1,250.00
Account	An active job cost account (Eligibility **Direct Cost**).	Yes	5040 Materials
From Job, **Cost Code**, **Cost Type**	Where the cost is taken from.	Yes	J-2004 · 06-100 · MAT
To Job, **Cost Code**, **Cost Type**	Where the cost goes. The cost code must be assigned to the **To** job.	Yes	J-2004 · 03-300 · MAT
To Account	**Same Account**, or another job cost account.	No	Same Account
Reason	Why you move the cost.	Yes	Form lumber for slab pours

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A job that is On Hold or Closed can give or receive a transfer; the reason is recorded with it. A Draft or Archived job cannot.

Worked Example: Lumber Billed to the Wrong Job

The sample company holds a real transfer. On October 20, 2024, $6,400.00 of framing lumber billed to J-2001 Bayside Medical Office Building was used on J-2002 Pinecrest Middle School Addition. The transfer moved it, keeping the same account, cost code and cost type:

Field	Value
Date	10/20/2024
Amount	6,400.00
Account	5040 Materials
From	J-2001 · 06-100 Rough Carpentry · MAT Materials
To	J-2002 · 06-100 Rough Carpentry · MAT Materials
Reason	Lumber for Pinecrest billed to Bayside

The Transfer Entry

Account	Debit	Credit
5040 Materials (J-2002 · 06-100 · MAT)	6,400.00	
5040 Materials (J-2001 · 06-100 · MAT)		6,400.00

The entry is numbered like any journal entry (here JE-2024-000645) and its description is *Job cost transfer: Lumber for Pinecrest billed to Bayside*. The 5040 balance does not change; J-2001's cost falls by $6,400.00 and J-2002's rises by $6,400.00.

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What Happens After You Transfer

- One posted, locked journal entry is written on the transfer date. Its type is **Job Cost Transfer** on the journal entry page.
- In Job Cost Detail the receiving job shows a debit line and the giving job a credit line. Both lines show the entry description, and the **Type** column shows **Journal Entry**.
- Job Costs, budgets (actual to date), and forecasts and WIP schedules prepared after the transfer use the new coding.

Date	Type (1)	No.	Party	Description (2)	Cost Code	Cost Type	Debit	Credit
2024-10-20	Journal Entry	—	—	Job cost transfer: Lumber for Pinecrest billed to Bayside	06-100	MAT (3)	6,400.00	0.00
Total							6,400.00	0.00
Net								6,400.00

Figure 7-120 The transfer as it appears on the receiving job.

1. **Type**: transfers are listed as **Journal Entry** in this report.
2. **Description**: *Job cost transfer:* followed by the reason.
3. **Debit**: the cost added to J-2002.

Back to Report
Journal / Journal Entry

Journal Entry

Job cost transfer: Lumber for Pinecrest billed to Bayside (1)

Attachments · 0 **+ Add Files**

Date: 2024-10-20 · Job Cost Transfer (2)

Account	Description	Job	Cost Code	Cost Type	Debit	Credit
(3) 5040		J-2001	06-100	MAT	0.00	6,400.00
(4) 5040		J-2002	06-100	MAT	6,400.00	0.00

Figure 7-121 The transfer's journal entry, opened from the date link in Job Cost Detail.

1. The entry description, built from the reason.
2. The entry date and the type **Job Cost Transfer**.
3. The credit that takes the cost off J-2001.
4. The debit that puts it on J-2002.

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Correcting a Transfer

A posted transfer cannot be edited, and its journal entry page has no **Reverse** button (only manual journal entries have one). To undo a transfer, post a second transfer for the same amount in the opposite direction, with a reason that says what it corrects. Structally does not check that the **From** job still has that much cost, so check Job Cost Detail before you transfer.

Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
Start must be on or before end.	The dates are the wrong way round.	Swap the dates and run the report again.
A job's figures look too low.	The **End** date is before the last postings, or the costs went to accounts set to **Excluded**.	Check the dates; review **Job Cost Accounts** in Job Costing Settings.
Unassigned is not zero.	Costs on job cost accounts were posted without a job; with the default settings this includes overhead such as rent.	Nothing, if it is overhead. A transfer needs a **From** job, so it cannot move unassigned cost; correct the original document instead.
GL Bridge shows **Check**.	Job-coded and unassigned amounts do not add up to the account movement.	Note the account and the period and contact support.
Transfer Cost is not shown.	**Lines** is set to **Revenue**, or you have View access only.	Set **Lines** to **Cost**; ask for Edit access to Jobs & Costing.
Transfer reason is required.	**Reason** is empty.	Type why the cost moves.
This field is required.	A **Date**, **Amount**, account, job, cost code or cost type is missing.	Complete every field except the **To** account.

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Message or Symptom	Why It Happens	What to Do
Amounts must be positive Decimals with no more than two decimal places.	The amount is zero or negative.	Enter a positive amount; to move cost back, swap **From** and **To**.
Cost code 03-300 is not assigned to job J-2004.	The cost code is not on that job.	Assign the cost code to the job on its page, or pick an assigned code.
Cost code 06-100 is inactive. or *Cost type MAT is inactive.*	The code or type was deactivated.	Reactivate it in Cost Codes and Cost Types.
Job J-1008 is not active yet.	The job is still a draft.	Activate the job first.
Job J-1027 is archived.	Archived jobs accept no postings.	Choose another job.
Transfer accounts must be direct cost accounts.	An account is not a job cost account.	Choose an account with Eligibility **Direct Cost**.
Accounting date must be after the company closing date.	The date is on or before the Books Closed date.	Use a date in an open period.
Permission denied for transfer_job_cost.	Your access does not allow transfers.	Ask a Company Admin for Edit access to Jobs & Costing.

Related Topics

- Job Cost Reports: Job Cost Detail and the other job views
- Coding Transactions to Jobs
- Job Budgets and Commitments
- Forecasts and WIP Schedules
- Job Costing Settings

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forecasts | estimate at completion | cost to complete | projected profit | projected loss | still to buy

8.17 Forecasts

A **forecast** is your estimate of what a job will cost by the time it is finished, prepared at a **cutoff** date (usually a month end). It is built line by line, one line per cost code and cost type: what the budget says, what has been spent, what is already committed to subcontractors and suppliers, and what you still expect to buy. The total is the **Forecast Final Cost**, also called the estimate at completion. Compared with the **Projected Contract**, it gives the job's **Projected Profit**, or a **Projected Loss**.

Approved forecasts drive the WIP schedule: the forecast final cost is what percent complete is measured against. A forecast itself never posts anything to your books.

Before You Begin

- The job is **Active**, **On Hold** or **Closed**, and its **Original Contract** is set on the job (see Creating and Managing Jobs). A forecast can be prepared without it, but not approved.
- Every job cost is coded to a cost code and a cost type (see Coding Transactions to Jobs).
- A budget is helpful but not required; lines without a budget are marked **Unbudgeted**.
- To view forecasts you need **View** or **Edit** access to **Jobs & Costing**. To create, edit, add lines to or discard a draft you need **Edit** (Company Admins, Accountants, Project Managers, and Custom users with Edit on Jobs & Costing). **Only Company Admins and Accountants can approve a forecast.** See Roles and Permissions.

Navigation

Jobs & Costing → **Forecasts & WIP**, on the **Forecasts** tab. From a job's page, use **New Forecast** or **View Forecast** on its **Forecast** card.

The Forecasts List

The **Forecasts** tab lists every job that is Active, On Hold or Closed, with its latest forecast.

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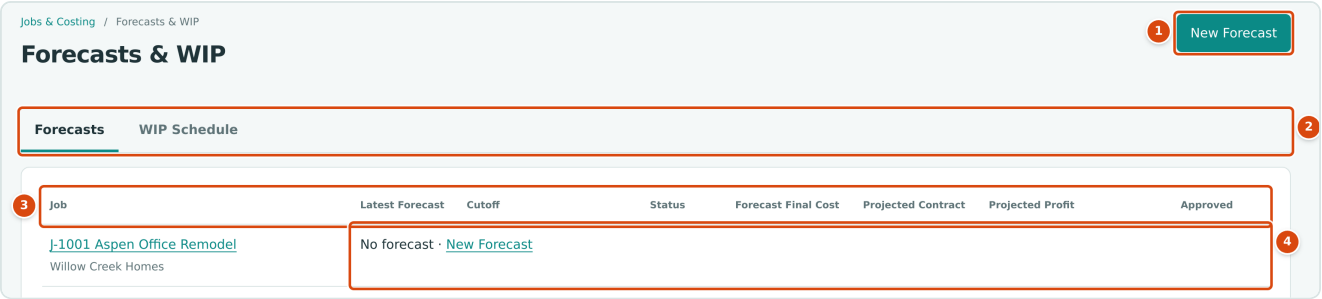

Figure 7-122 The Forecasts tab of Forecasts & WIP.

1. **New Forecast**: starts a forecast for any job. Shown to users who can edit.
2. The **Forecasts** and **WIP Schedule** tabs.
3. The columns of the list.
4. A job with no forecast yet. **New Forecast** here starts one with the job already chosen.

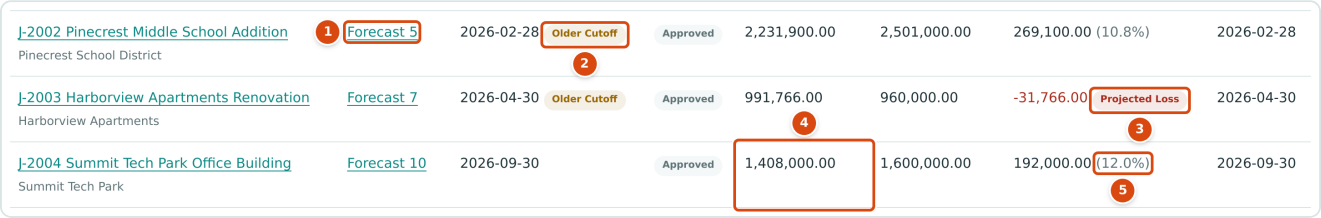

Figure 7-123 The last three contract jobs in the list.

1. **Latest Forecast**: the job's newest forecast, draft or approved. Click it to open the forecast.
2. **Older Cutoff**: the forecast's cutoff is before the end of last month, so it may be out of date.
3. **Projected Loss**: the forecast final cost is more than the projected contract.
4. **Forecast Final Cost** of J-2004's Forecast 10: 1,408,000.00.
5. The margin: projected profit as a percent of the projected contract, 192,000.00 ÷ 1,600,000.00 = 12.0%.

Column	What It Shows
Job	The job and its customer. Click to open the job.
Latest Forecast	The newest forecast for the job, or *No forecast*.
Cutoff	The forecast's cutoff date, with **Older Cutoff** when it is before the end of last month.

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Column	What It Shows
Status	**Draft** or **Approved**.
Forecast Final Cost	The total estimated cost at completion.
Projected Contract	Original contract plus approved contract change orders.
Projected Profit	Projected contract less forecast final cost, with the margin percent, or **Projected Loss**.
Approved	The date the forecast was approved.

Creating a Forecast

1. On the **Forecasts** tab click **New Forecast** (or **New Forecast** in the job's row or on the job page).
2. Choose the **Job**. Only Active, On Hold and Closed jobs are listed.
3. Check the **Cutoff**. It starts as the last day of last month. The forecast uses the budget, costs and commitments as of this date. It cannot be later than today.
4. Optionally type a **Note**, such as *Month-end forecast*.
5. Click **Create Forecast**. Structally confirms with *Forecast 11 created.* (the next number for that job) and opens the draft.

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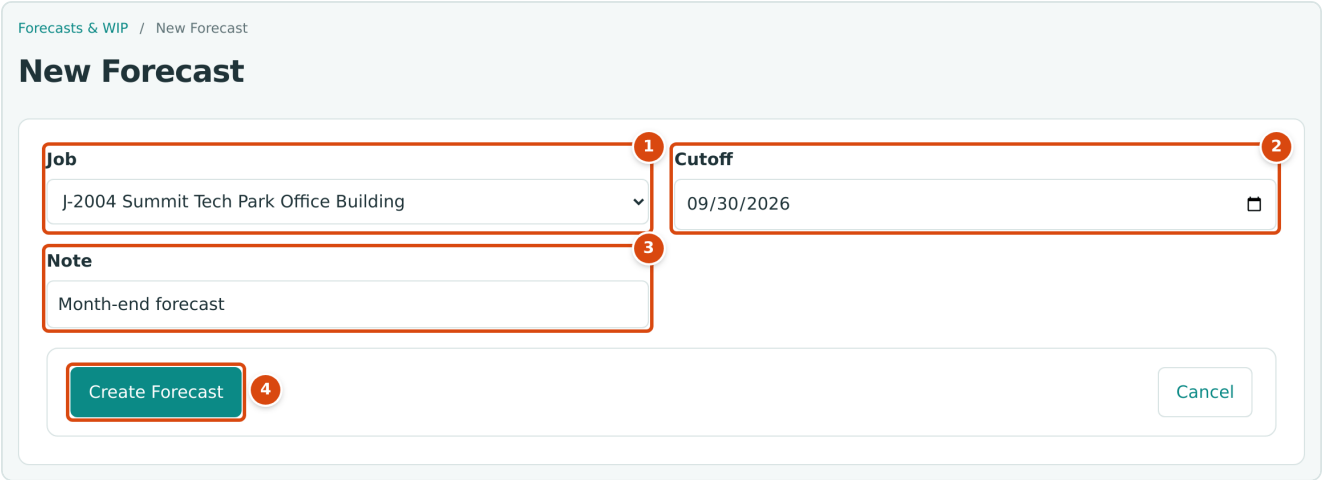

Figure 7-124 The New Forecast form, filled in but not yet created.

1. **Job**: the job to forecast.
2. **Cutoff**: the date the figures are taken at.
3. **Note**: an optional note, up to 500 characters.
4. **Create Forecast** creates the draft; **Cancel** returns to the list.

What Structally Fills In

The new draft gets one line for every cost code and cost type that has a revised budget, posted cost or an open commitment at the cutoff, plus every line of the job's last approved forecast. Each line starts with:

- **Previous Final**: that line's **Forecast Final Cost** on the last approved forecast (empty on a job's first forecast).
- **Still to Buy**: what is left to reach the previous final cost (or, on a first forecast, the revised budget) after actual cost and open commitments, and never less than zero.
- **Adjustment**: 0.00.

So a new month's forecast starts from last month's estimate, and you only change the lines where your expectation has moved.

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Forecast Lines

Lines

Cost Code	Cost Type	Revised Budget (1)	Actual Cost (2)	Open Commitments (3)	Previous Final (4)	Still to Buy (5)	Adjustment (6)	Forecast Final Cost (7)	Variance	Note
02-100 Site Work	OTH	53,500.00	38,214.30	0.00	53,500.00	15,285.70	0.00	**53,500.00**	0.00	—
03-300 Concrete	MAT	107,100.00	107,100.00	0.00	107,100.00	0.00	0.00	**107,100.00**	0.00	—
06-100 Rough Carpentry	MAT	116,100.00	116,100.00	0.00	116,100.00	0.00	0.00	**116,100.00**	0.00	—
07-100 Roofing	SUB	80,400.00	80,400.00	0.00	80,400.00	0.00	0.00	**80,400.00**	0.00	—
09-100 Drywall	SUB	195,900.00	83,957.14	111,942.86	195,900.00	0.00	0.00	**195,900.00**	0.00	—
(8) 22-100 Plumbing	SUB	151,800.00	123,648.00	28,152.00	170,016.00	18,216.00	0.00	**170,016.00**	-18,216.00	—
26-100 Electrical	SUB	187,500.00	137,500.00	50,000.00	206,250.00	18,750.00	0.00	**206,250.00**	-18,750.00	—
31-100 Earthwork	EQP	62,500.00	62,500.00	0.00	62,500.00	0.00	0.00	**62,500.00**	0.00	—
Total		954,800.00	749,419.44	190,094.86	991,766.00	52,251.70	0.00	**991,766.00**	-36,966.00	

Figure 7-125 The lines of J-2003 Forecast 2, cutoff November 30, 2025.

1. **Revised Budget** for the line at the cutoff.
2. **Actual Cost** posted to the line up to the cutoff.
3. **Open Commitments**: unbilled amounts on issued commitments at the cutoff.
4. **Previous Final**: the line's final cost on the last approved forecast.
5. **Still to Buy**: your estimate of cost not yet incurred or committed.
6. **Adjustment**: an extra amount, positive or negative.
7. **Forecast Final Cost** = actual cost + open commitments + still to buy + adjustment.
8. A line forecast over budget: 22-100 Plumbing, explained in the worked example.

Column	What It Means	Can You Change It?
Cost Code	The cost code and its name. **Unbudgeted** marks a line with no revised budget.	No
Cost Type	The cost type code.	No

Column	What It Means	Can You Change It?
Revised Budget	Approved budget revisions for the line with an effective date on or before the cutoff.	No
Actual Cost	Posted job cost on the line from the start of your books to the cutoff.	No
Open Commitments	For issued commitments dated on or before the cutoff: the commitment line plus approved amendments, less bills (net of vendor credits) posted against it up to the cutoff, never below zero.	No
Previous Final	The line's **Forecast Final Cost** on the last approved forecast.	No
Still to Buy	Cost you still expect to incur that is not yet committed (the estimate to complete beyond commitments). Zero or more.	Yes, on a draft
Adjustment	A correction, positive or negative, for anything the other columns miss.	Yes, on a draft
Forecast Final Cost	**Actual Cost** + **Open Commitments** + **Still to Buy** + **Adjustment**.	Worked out
Variance	**Revised Budget** − **Forecast Final Cost**. Negative means the line is expected to finish over budget.	Worked out
Note	A note for the line, up to 200 characters.	Yes, on a draft

On a draft, **Revised Budget**, **Actual Cost**, **Open Commitments** and the contract figures are read live as of the cutoff, so they change if postings are added for dates up to the cutoff. When the forecast is approved they are frozen.

Two warnings can appear on a line:

- **Below Actual Cost**: the forecast final cost is less than what is already spent. A forecast with such a line cannot be approved.

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- **Below Open Commitments**: the final cost less the actual cost is less than the open commitments, so the forecast assumes some committed work will not be billed. The page then says, for example, *1 line is below its open commitments: 22-100 SUB (final cost less actual cost 20,000.00, open commitments 28,152.00). Approval needs an explanation.*

Editing a Draft

A draft shows the **Draft** status, a card with **Cutoff**, **Note**, **Prepared By** and **Started From** (the approved forecast it started from), the **Contract** and **Forecast** cards, and the **Lines** table with input boxes in **Still to Buy**, **Adjustment** and **Note**. The buttons at the top are **Discard Draft**, **Save Draft** and, for Company Admins and Accountants, **Approve**.

1. Open the draft from the **Forecasts** list, or with **Open Draft** on the job's **Forecast** card or on an approved forecast of the same job.
2. Change **Still to Buy**, **Adjustment** or **Note** on the lines that need it. As you type, the line's **Forecast Final Cost** and **Variance**, the totals, and the **Forecast Final Cost**, **Variance** and **Projected Profit** at the top are worked out again.
3. Change **Cutoff** or **Note** at the top if needed. Saving a new cutoff adds lines for any cost code and cost type that has budget, cost or commitments at the new date; it never removes lines.
4. Click **Save Draft**. Structally confirms with *Forecast 11 saved.*

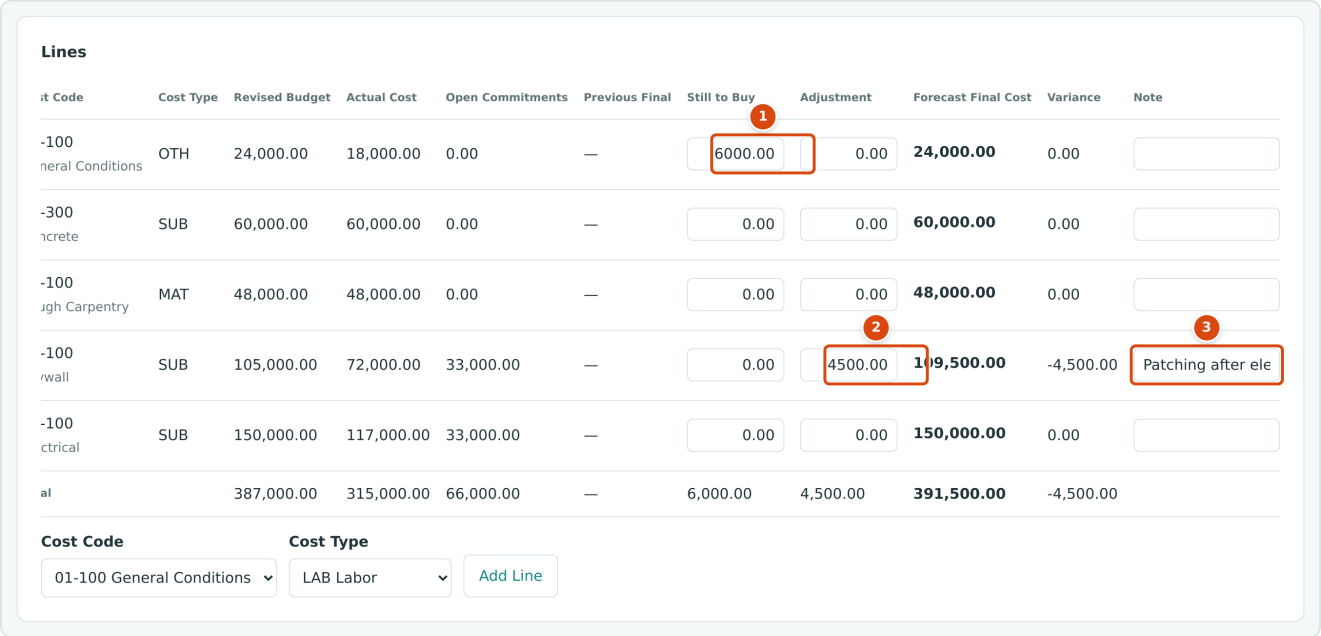

Figure 7-126 A draft forecast's lines in the training company, Cedar Ridge Training (J-101, cutoff September 30, 2026).

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1. **Still to Buy**: 6,000.00 of general conditions still to come on 01-100 (18,000.00 spent + 6,000.00 = 24,000.00, the budget).
2. **Adjustment**: 4,500.00 added to 09-100 Drywall for patching that is not yet committed, so the line's final cost is 72,000.00 + 33,000.00 + 4,500.00 = 109,500.00 and its **Variance** is −4,500.00.
3. **Note**: why the line changed.

The cards above the lines follow every keystroke:

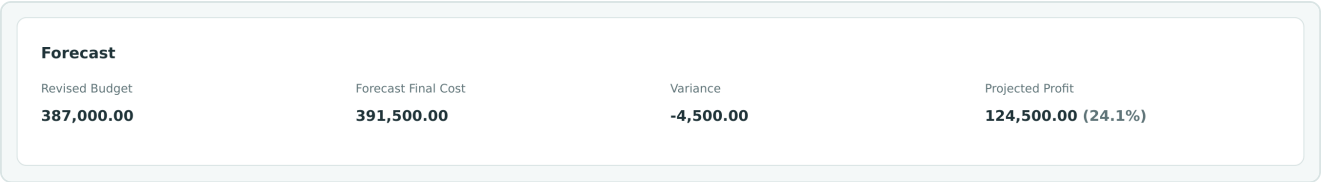

Figure 7-127 The draft's Forecast card in the training company after the changes above.

With a projected contract of $516,000.00 (original contract $480,000.00 plus $36,000.00 of approved change orders), the projected profit is 516,000.00 − 391,500.00 = $124,500.00, and the margin is 124,500.00 ÷ 516,000.00 = 24.1%.

Adding a Line

When you expect cost on a cost code and cost type that has no line yet (for example a phase that has not started and has no budget), add it below the lines table:

1. Choose the **Cost Code** (only active codes assigned to the job are offered) and the **Cost Type**.
2. Click **Add Line**. Structally confirms with *Line added.* The new line starts with **Still to Buy** and **Adjustment** at 0.00.
3. Enter its **Still to Buy** and click **Save Draft**.

Save the lines you changed before you add a line; adding a line reloads the draft.

Approving a Forecast

Company Admins and Accountants approve forecasts.

1. On the draft, click **Approve**. The **Approve Forecast** dialog shows the **Forecast Final Cost**, the **Projected Profit** and any line that is below its open commitments.
2. If a line is below its open commitments, type an **Explanation**. Without one the dialog says *Enter an explanation.*
3. Click **Approve Forecast**. Structally saves the draft, approves it and confirms with *Forecast 11 approved.*

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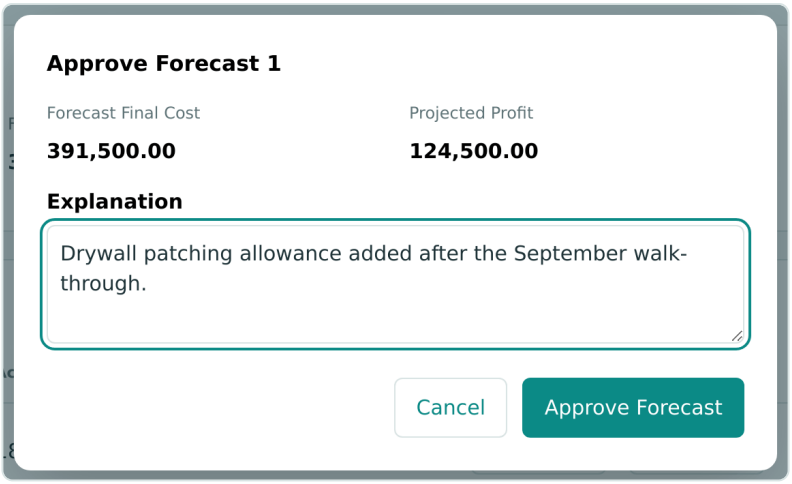

Figure 7-128 The Approve Forecast dialog in the training company.

The **Explanation** is optional unless a line is below its open commitments. Whatever you type is kept on the approved forecast's **Approval** card.

Approval records who approved it and when, freezes every figure on the forecast (budget, actual cost, open commitments, final cost and the contract figures), and makes it the job's current approved forecast. An approved forecast cannot be changed; next month you create a new one, which starts from it.

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Forecasts & WIP / J-101 Lakeview Clinic Expansion / Forecast 1

New Forecast

J-101 Forecast 1 Approved

Approval

Cutoff	Prepared By	Approved By	Approved At
2026-09-30	**demo-admin@example.test**	**demo-admin@example.test**	**2026-10-24 15:32**

Explanation
Drywall patching allowance added after the September walk-through.

Contract

Original Contract	Approved Changes	Projected Contract	Pending, Not Included
480,000.00	**36,000.00**	**516,000.00**	**0 · 0.00**

Forecast

Revised Budget	Forecast Final Cost	Variance	Projected Profit
387,000.00	**391,500.00**	**-4,500.00**	**124,500.00** (24.1%)

Lines

Cost Code	Cost Type	Revised Budget	Actual Cost	Open Commitments	Previous Final	Still to Buy	Adjustment	Forecast Final Cost	Variance	Note
01-100 General Conditions	OTH	24,000.00	18,000.00	0.00	—	6,000.00	0.00	**24,000.00**	0.00	—
03-300 Concrete	SUB	60,000.00	60,000.00	0.00	—	0.00	0.00	**60,000.00**	0.00	—
06-100 Rough Carpentry	MAT	48,000.00	48,000.00	0.00	—	0.00	0.00	**48,000.00**	0.00	—
09-100 Drywall	SUB	105,000.00	72,000.00	33,000.00	—	0.00	4,500.00	**109,500.00**	-4,500.00	Patching after electrical
26-100 Electrical	SUB	150,000.00	117,000.00	33,000.00	—	0.00	0.00	**150,000.00**	0.00	—
Total		387,000.00	315,000.00	66,000.00	—	6,000.00	4,500.00	**391,500.00**	-4,500.00	

Versions

Forecast	Cutoff	Status	Forecast Final Cost	Projected Profit	Approved By	Approved At
Forecast 1	2026-09-30	Approved	391,500.00	124,500.00 (24.1%)	demo-admin@example.test	2026-10-24 15:32

Figure 7-129 The same forecast after approval, in the training company.

Discarding a Draft

Click **Discard Draft**, then **Discard Draft** again in the **Discard Forecast 11?** dialog. The draft and its lines are deleted, Structally confirms with *Forecast 11 discarded.* and returns to the list. Approved forecasts cannot be discarded. A job can have only one draft forecast at a time.

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An Approved Forecast

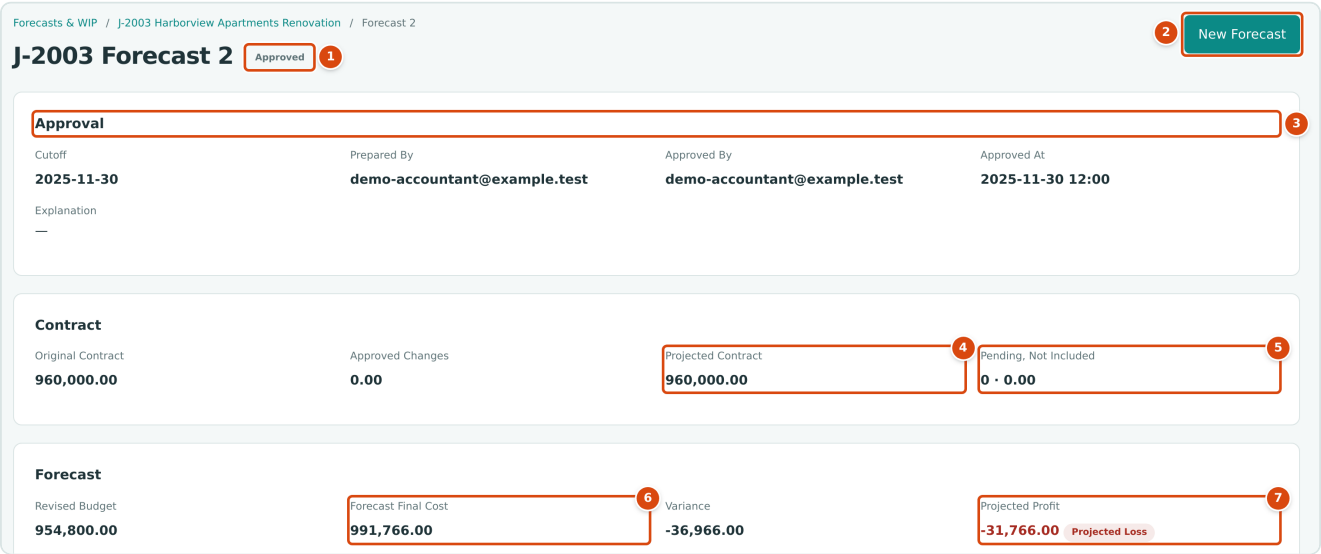

Figure 7-130 The top of an approved forecast for the loss job J-2003.

1. The status, **Approved**.
2. **New Forecast** starts the job's next forecast (**Open Draft** when a draft already exists).
3. **Approval**: the cutoff, who prepared and approved it, when, and the explanation given at approval.
4. **Projected Contract**: **Original Contract** plus **Approved Changes**.
5. **Pending, Not Included**: the number and amount of contract change orders submitted but not approved by the cutoff. They are not in the projected contract.
6. **Forecast Final Cost**: the total of the lines.
7. **Projected Profit**, here a loss of 31,766.00 with the **Projected Loss** badge.

Below the lines, an approved forecast shows **Versions**: every forecast of the job, newest first, with its cutoff, status, final cost, projected profit and approval.

Projected Profit and Margin

Figure	How It Is Worked Out
Projected Contract	**Original Contract** on the job + **Approved Changes** (approved contract change orders dated on or before the cutoff).

Figure	How It Is Worked Out
Revised Budget (total)	The sum of the lines' revised budgets.
Forecast Final Cost (total)	The sum of the lines' forecast final cost.
Variance (total)	**Revised Budget** − **Forecast Final Cost**.
Projected Profit	**Projected Contract** − **Forecast Final Cost**.
Margin (in brackets)	**Projected Profit** ÷ **Projected Contract** × 100, rounded to one decimal place. Shown only when the profit is zero or more.
Projected Loss	Shown instead of a margin when **Projected Profit** is below zero. The job page shows the loss amount, for example *10,455.76 · Forecast 12 · Cutoff 2026-09-30*.

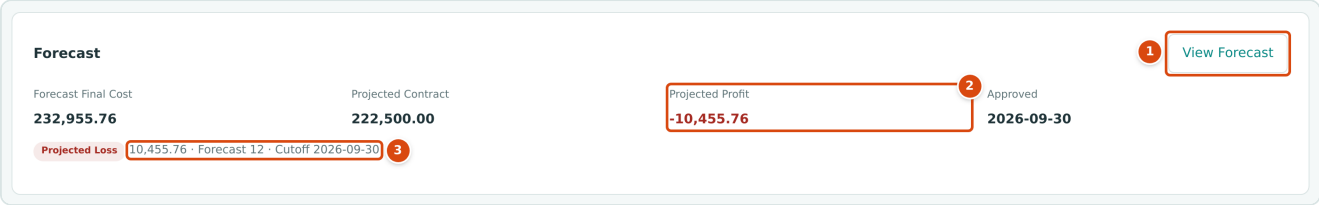

Figure 7-131 The Forecast card on a job page shows the latest approved forecast.

1. **View Forecast** opens the latest approved forecast (**New Forecast** when the job has none).
2. **Projected Profit** from that forecast.
3. The projected loss amount, the forecast number and its cutoff.

How Forecasts Feed WIP

When you prepare a WIP schedule, each job uses its latest approved forecast with a cutoff on or before the schedule's cutoff. Its total **Forecast Final Cost** becomes the schedule's **Forecast Final Cost**, and:

- **Percent Complete** = cost to date ÷ forecast final cost (with adjustments for uninstalled materials), never more than 100%.

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- A forecast final cost above the contract creates a **Loss Provision** for the part of the loss not yet recognized.
- A job with no approved forecast at the cutoff stops the schedule from being approved (*No approved forecast at the cutoff.*). A job whose forecast is from an earlier month is marked **Older Forecast**.

Approve each job's forecast for the month before you prepare that month's WIP schedule.

Closing Out a Finished Job

A new forecast starts from the job's last approved forecast and carries its final cost forward through **Still to Buy** (an earlier **Adjustment** is folded into **Still to Buy**, and the new **Adjustment** starts at 0.00). On a job that is finished, that carried amount is cost that will never come, and it keeps the job below 100% complete on the WIP schedule. Set **Still to Buy** to 0.00 on every line of the closeout forecast.

The training company shows what happens. On J-101, Forecast 1 had added $4,500.00 for drywall patching. When the job finished, all $387,000.00 of cost was posted and the patching was not needed:

Lines

Cost Code	Cost Type	Revised Budget	Actual Cost	Open Commitments	Previous Final	Still to Buy	Adjustment	Forecast Final Cost	Variance	Note
01-100 General Conditions	OTH	24,000.00	24,000.00	0.00	24,000.00	0.00	0.00	**24,000.00**	0.00	
03-300 Concrete	SUB	60,000.00	60,000.00	0.00	60,000.00	0.00	0.00	**60,000.00**	0.00	
06-100 Rough Carpentry	MAT	48,000.00	48,000.00	0.00	48,000.00	0.00	0.00	**48,000.00**	0.00	
09-100 Drywall	SUB	105,000.00	105,000.00	0.00	109,500.00	4500.00	1 0.00	**109,500.00**	-4,500.00	Allowance not
26-100 Electrical	SUB	150,000.00	150,000.00	0.00	150,000.00	0.00	0.00	**150,000.00**	0.00	
Total		387,000.00	387,000.00	0.00	391,500.00	4,500.00	0.00	**391,500.00**	-4,500.00	

Cost Code 01-100 General Conditions **Cost Type** LAB Labor Add Line

Figure 7-132 Forecast 3 in the training company: the 4,500.00 carried forward as still to buy.

1. **Adjustment** is back to 0.00; the 4,500.00 now sits in **Still to Buy** (previous final 109,500.00 − actual 105,000.00 − open commitments 0.00).

Forecast 3 was approved as it was, with a final cost of $391,500.00, so the closeout WIP schedule showed J-101 only 98.9% complete. The next forecast fixed it by setting the drywall **Still to Buy** to 0.00:

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Lines

Cost Code	Cost Type	Revised Budget	Actual Cost	Open Commitments	Previous Final	Still to Buy	Adjustment	Forecast Final Cost	Variance	Note
01-100 General Conditions	OTH	24,000.00	24,000.00	0.00	24,000.00	0.00	0.00	**24,000.00**	0.00	
03-300 Concrete	SUB	60,000.00	60,000.00	0.00	60,000.00	0.00	0.00	**60,000.00**	0.00	
06-100 Rough Carpentry	MAT	48,000.00	48,000.00	0.00	48,000.00	0.00	0.00	**48,000.00**	0.00	
09-100 Drywall	SUB	105,000.00	105,000.00	0.00	109,500.00	1 0.00	0.00	**105,000.00**	0.00	Allowance not ne
26-100 Electrical	SUB	150,000.00	150,000.00	0.00	150,000.00	0.00	0.00	**150,000.00**	0.00	
Total		387,000.00	387,000.00	0.00	391,500.00	0.00	0.00	**387,000.00**	0.00	

Cost Code 01-100 General Conditions **Cost Type** LAB Labor Add Line

Figure 7-133 Forecast 4 being edited in the training company.

1. **Still to Buy** set to 0.00, so the drywall final cost equals its actual cost of 105,000.00 and the forecast total equals cost to date, 387,000.00.

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Forecasts & WIP / J-101 Lakeview Clinic Expansion / Forecast 4

New Forecast

J-101 Forecast 4 Approved

Approval

Cutoff	Prepared By	Approved By	Approved At
2026-10-24	**demo-admin@example.test**	**demo-admin@example.test**	**2026-10-24 15:47**

Explanation

Job closed; final cost equals cost to date.

Contract

Original Contract	Approved Changes	Projected Contract	Pending, Not Included
480,000.00	**36,000.00**	**516,000.00**	**0 · 0.00**

Forecast

Revised Budget	Forecast Final Cost	Variance	Projected Profit
387,000.00	**387,000.00**	**0.00**	**129,000.00** (25.0%)

Lines

Cost Code	Cost Type	Revised Budget	Actual Cost	Open Commitments	Previous Final	Still to Buy	Adjustment	Forecast Final Cost	Variance	Note
01-100 General Conditions	OTH	24,000.00	24,000.00	0.00	24,000.00	0.00	0.00	**24,000.00**	0.00	—
03-300 Concrete	SUB	60,000.00	60,000.00	0.00	60,000.00	0.00	0.00	**60,000.00**	0.00	—
06-100 Rough Carpentry	MAT	48,000.00	48,000.00	0.00	48,000.00	0.00	0.00	**48,000.00**	0.00	—
09-100 Drywall	SUB	105,000.00	105,000.00	0.00	109,500.00	0.00	0.00	**105,000.00**	0.00	Allowance not needed; dry
26-100 Electrical	SUB	150,000.00	150,000.00	0.00	150,000.00	0.00	0.00	**150,000.00**	0.00	—
Total		387,000.00	387,000.00	0.00	391,500.00	0.00	0.00	**387,000.00**	0.00	

Versions

Forecast	Cutoff	Status	Forecast Final Cost	Projected Profit	Approved By	Approved At
Forecast 4	2026-10-24	Approved	387,000.00	129,000.00 (25.0%)	demo-admin@example.test	2026-10-24 15:47

Figure 7-134 The approved closeout forecast in the training company.

The projected profit is now 516,000.00 − 387,000.00 = $129,000.00 (25.0%). To carry the change into a WIP schedule that is already approved and posted, create a new version of it; see Correcting a Posted Schedule.

Worked Example: A Loss Job and a Job Whose Outlook Changed

J-2003 Harborview Apartments Renovation, Forecast 2 (cutoff November 30, 2025). The plumbing line, 22-100 SUB, had a revised budget of $151,800.00. By the cutoff $123,648.00 was billed and $28,152.00 was still open on the subcontract. The previous forecast had already raised the line's final cost to $170,016.00, so the draft started with the remainder as still to buy:

Item	Amount
Previous Final	170,016.00
Less Actual Cost	123,648.00
Less Open Commitments	28,152.00
Still to Buy (start value)	**18,216.00**
Forecast Final Cost (123,648.00 + 28,152.00 + 18,216.00 + 0.00)	**170,016.00**
Variance (151,800.00 − 170,016.00)	**−18,216.00**

With the electrical line also over by $18,750.00, the whole forecast came to $991,766.00 against a revised budget of $954,800.00 (variance −$36,966.00). The projected contract was $960,000.00, so:

Projected Profit = 960,000.00 − 991,766.00 = **−31,766.00**, shown as a **Projected Loss**. On the WIP schedule this loss is provided for in full at once (see the J-2003 example).

J-1026 Glenwood Warehouse Addition: the outlook changes month by month. J-1026 is a service job with a contract of $222,500.00. Its versions show how the estimate moved as costs came in above plan:

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Versions

Forecast	Cutoff	Status	Forecast Final Cost	Projected Profit	Approved By	Approved At
Forecast 12	2026-09-30	Approved	232,955.76	(1) -10,455.76 Projected Loss	demo-accountant@example.test	2026-09-30 12:00
Forecast 11	2026-08-31	Approved	221,048.83	1,451.17 (0.7%)	demo-accountant@example.test	2026-08-31 12:00
Forecast 10	2026-07-31	Approved	217,640.43	4,859.57 (2.2%)	demo-accountant@example.test	2026-07-31 12:00
Forecast 9	2026-06-30	Approved	(2) 212,565.92	9,934.08 (4.5%)	demo-accountant@example.test	2026-06-30 12:00
Forecast 8	2026-05-31	Approved	180,625.44	41,874.56 (18.8%)	demo-accountant@example.test	2026-05-31 12:00
Forecast 7	2026-04-30	Approved	(3) 169,100.00	53,400.00 (24.0%)	demo-accountant@example.test	2026-04-30 12:00
Forecast 6	2026-03-31	Approved	169,100.00	53,400.00 (24.0%)	demo-accountant@example.test	2026-03-31 12:00
Forecast 5	2026-02-28	Approved	169,100.00	53,400.00 (24.0%)	demo-accountant@example.test	2026-02-28 12:00
Forecast 4	2026-01-31	Approved	169,100.00	53,400.00 (24.0%)	demo-accountant@example.test	2026-01-31 12:00
Forecast 3	2025-12-31	Approved	169,100.00	53,400.00 (24.0%)	demo-accountant@example.test	2025-12-31 12:00
Forecast 2	2025-11-30	Approved	169,100.00	53,400.00 (24.0%)	demo-accountant@example.test	2025-11-30 12:00
Forecast 1	2025-10-31	Approved	169,100.00	53,400.00 (24.0%)	demo-accountant@example.test	2025-10-31 12:00

Figure 7-135 J-1026's forecasts, newest first.

1. Forecast 12 (September 30, 2026): the job turns into a projected loss.
2. Forecast 9 (June 30, 2026): the final cost has risen to 212,565.92.
3. Forecast 7 (April 30, 2026): still the original estimate of 169,100.00.

Forecast	Cutoff	Forecast Final Cost	Projected Profit	Margin
7	2026-04-30	169,100.00	53,400.00	53,400.00 ÷ 222,500.00 = 24.0%
8	2026-05-31	180,625.44	41,874.56	18.8%
9	2026-06-30	212,565.92	9,934.08	4.5%
10	2026-07-31	217,640.43	4,859.57	2.2%

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Forecast	Cutoff	Forecast Final Cost	Projected Profit	Margin
11	2026-08-31	221,048.83	1,451.17	0.7%
12	2026-09-30	232,955.76	−10,455.76	**Projected Loss**

From Forecast 8 on, the actual cost had passed the original estimate, so the forecast final cost equals the cost to date. In September's WIP schedule that makes J-1026 100.0% complete: earned revenue is capped at the $222,500.00 contract, the $10,455.76 loss is already in the costs, and no loss provision is needed.

What Happens After You Save or Approve

	Draft (Save Draft)	Approved (Approve)
Status	**Draft**	**Approved**
Figures	Budget, actual cost, open commitments and contract read live as of the cutoff	Frozen at approval
Journal entry	None	None. Forecasts never post.
Can be changed	Yes, by users with Edit on Jobs & Costing	No. Create the next forecast instead.
Used by WIP schedules	No	Yes, as the job's forecast for cutoffs on or after its own
Can be deleted	Yes, with **Discard Draft**	No

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Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
This job already has a draft forecast.	A job can have one draft at a time.	Open the draft from the list or the job page, or discard it.
Forecasts need an active, on hold or closed job.	The job is a draft or archived.	Activate the job first.
Cutoff cannot be after today.	The cutoff is in the future.	Use today or an earlier date, normally the last month end.
Code all job cost to a cost code and cost type before preparing a forecast.	Some cost on the job has no cost code or cost type.	Find it in Job Cost Detail (lines with a dash in **Cost Code**) and correct the coding.
Choose an active cost code of this job and an active cost type.	The cost code is not assigned to the job, or the code or type is inactive.	Assign the code to the job or reactivate it.
This cost code and cost type are already on the forecast.	The line exists.	Change the existing line instead.
Line 1 still to buy must be zero or more with at most two decimals.	A negative still to buy.	Use **Adjustment** for a reduction.
Set the original contract on the job before approving a forecast.	The job has no original contract amount.	Edit the job and enter its contract.
Forecast final cost is below actual cost on 22-100 SUB.	A line's final cost is less than what is spent.	Raise **Still to Buy** or **Adjustment** on that line.
Explain the commitment shortfall before approving.	A line is below its open commitments and no explanation was given.	Type an **Explanation** in the approval dialog.

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Message or Symptom	Why It Happens	What to Do
Approve is not shown.	Only Company Admins and Accountants approve.	Save the draft and ask one of them to approve it.
This job was changed by someone else. Reload the page and try again.	Someone saved the forecast after you opened it.	Reload the page and make your changes again.
Only a draft forecast can be changed.	The forecast is already approved.	Create a new forecast.

Related Topics

- WIP Schedules
- Job Budgets, Commitments and Change Orders
- Job Costs and Cost Transfers
- Job Cost Reports

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wip | work in progress | percent complete | earned revenue | over billings | under billings | loss provision | uninstalled materials

8.18 WIP Schedules

A **work in progress (WIP) schedule** measures, at a month end, how much of each contract you have actually earned, and compares it with what you have billed. Construction companies bill on a schedule that rarely matches the work done, so the invoices alone overstate or understate revenue. The WIP schedule corrects that:

- **Percent complete** is cost to date as a share of the job's forecast final cost (the cost-to-cost method).
- **Earned revenue** is that percentage of the contract.
- When earned revenue is more than billed, the difference is **Costs in Excess of Billings** (under billing, an asset). When billed is more than earned, it is **Billings in Excess of Costs** (over billing, a liability).
- A job forecast to lose money gets a **Loss Provision** so the whole loss is booked at once.
- Materials bought but not yet installed can be kept out of percent complete.

When the schedule is approved, **Post WIP Entries** writes one journal entry that brings the WIP balances on your Balance Sheet, and the matching revenue and cost adjustments on your Profit and Loss, in line with the schedule.

Before You Begin

- Each job on the schedule has an approved forecast with a cutoff on or before the schedule's cutoff. Approve this month's forecasts first.
- Costs and progress billings for the month are posted (see Job Costs and Pay Applications).
- The seven WIP accounts exist. A Company Admin creates them with **Create Accounts** on the **WIP Accounts** card in Job Costing Settings. The sample company uses 1400, 1450, 2400, 2450, 4100, 5900 and 5950.
- **Only Company Admins and Accountants can create, refresh, change, approve, discard and post WIP schedules.** Other users with View or Edit access to **Jobs & Costing** can open them read-only. See Roles and Permissions.

Navigation

Jobs & Costing → **Forecasts & WIP** → **WIP Schedule** tab. The **WIP** card on a job's page links to the latest approved schedule with **View WIP Schedule**.

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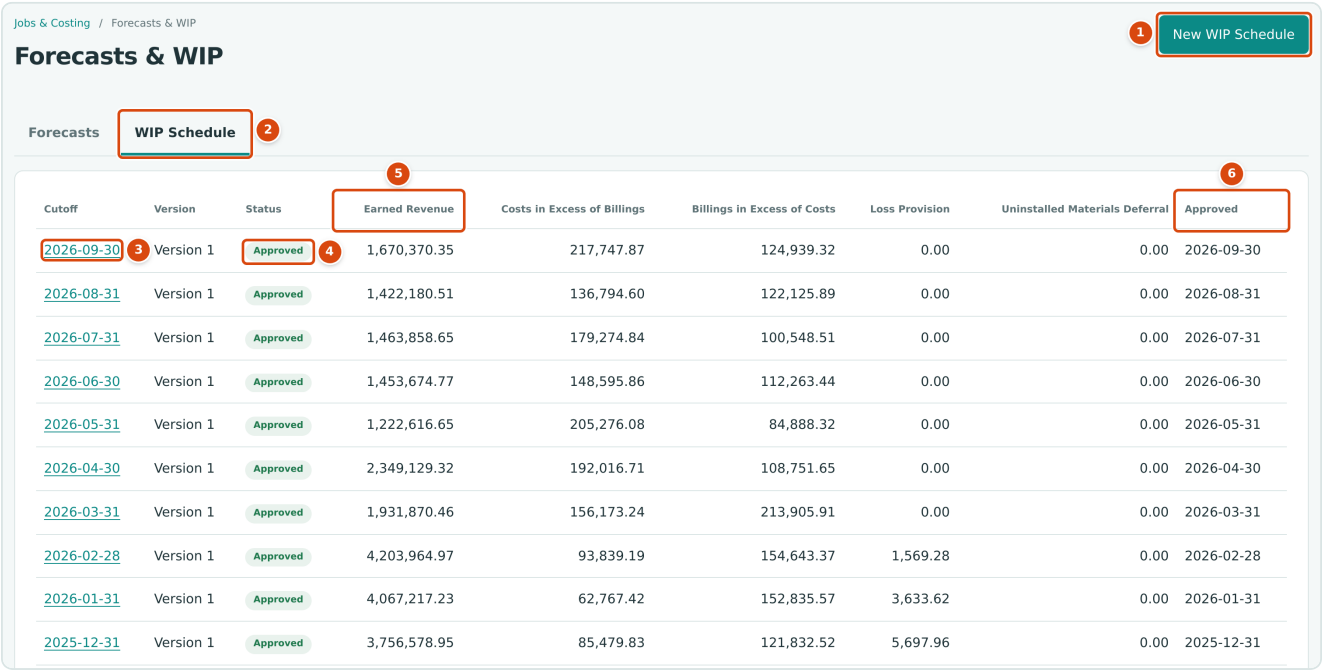
The WIP Schedule List



Cutoff	Version	Status	Earned Revenue	Costs in Excess of Billings	Billings in Excess of Costs	Loss Provision	Uninstalled Materials Deferral	Approved
2026-09-30	Version 1	Approved	1,670,370.35	217,747.87	124,939.32	0.00	0.00	2026-09-30
2026-08-31	Version 1	Approved	1,422,180.51	136,794.60	122,125.89	0.00	0.00	2026-08-31
2026-07-31	Version 1	Approved	1,463,858.65	179,274.84	100,548.51	0.00	0.00	2026-07-31
2026-06-30	Version 1	Approved	1,453,674.77	148,595.86	112,263.44	0.00	0.00	2026-06-30
2026-05-31	Version 1	Approved	1,222,616.65	205,276.08	84,888.32	0.00	0.00	2026-05-31
2026-04-30	Version 1	Approved	2,349,129.32	192,016.71	108,751.65	0.00	0.00	2026-04-30
2026-03-31	Version 1	Approved	1,931,870.46	156,173.24	213,905.91	0.00	0.00	2026-03-31
2026-02-28	Version 1	Approved	4,203,964.97	93,839.19	154,643.37	1,569.28	0.00	2026-02-28
2026-01-31	Version 1	Approved	4,067,217.23	62,767.42	152,835.57	3,633.62	0.00	2026-01-31
2025-12-31	Version 1	Approved	3,756,578.95	85,479.83	121,832.52	5,697.96	0.00	2025-12-31

Figure 7-136 The WIP Schedule tab of Forecasts & WIP.

1. **New WIP Schedule**: shown to Company Admins and Accountants.
2. The **WIP Schedule** tab.
3. **Cutoff**: the month end of the schedule. Click it to open the schedule.
4. **Status**: **Draft**, **Approved** or **Replaced** (an approved version that a later version of the same cutoff replaced).
5. The schedule's totals. Drafts show a dash until they are approved.
6. **Approved**: the date of approval.

The list is newest first. Each cutoff can have several versions (**Version 1**, **Version 2** and so on); only one of them is **Approved** at a time.

Creating a WIP Schedule

1. Approve the month's forecasts and post the month's costs and billings.
2. On the **WIP Schedule** tab click **New WIP Schedule**.
3. Check the **Cutoff**. It starts as the last day of last month and cannot be later than today.
4. Optionally type a **Note**, such as *Month-end WIP*.
5. Click **Create WIP Schedule**. Structally builds the schedule, confirms with *WIP schedule 2026-09-30 created.* and opens it as a **Draft**.

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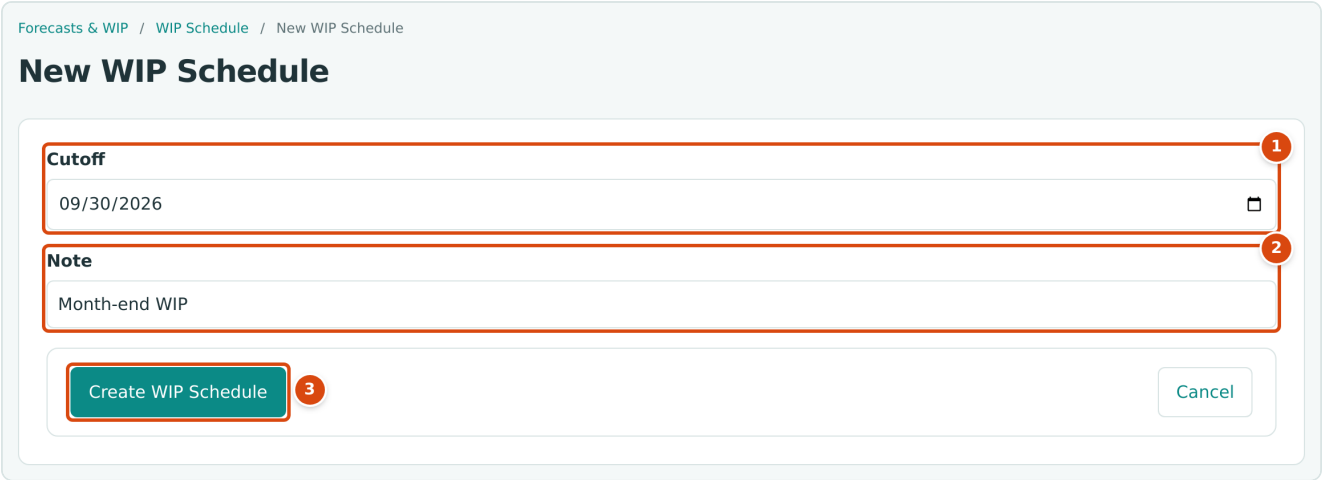

Figure 7-137 The New WIP Schedule form, filled in but not yet created.

1. **Cutoff**: the date every figure is measured at.
2. **Note**: an optional note, up to 500 characters.
3. **Create WIP Schedule** builds the draft; **Cancel** returns to the list.

Only one draft WIP schedule can exist at a time in a company. A new schedule for a cutoff that already has one gets the next version number.

Which Jobs Are Included

A job is on the schedule when, at the cutoff, it has posted cost, billings, an approved forecast or a WIP balance, and it is one of these:

- an **Active** or **On Hold** job;
- a **Closed** job that closed in the cutoff month or later (or has no closing date);
- any job that still has a balance in the WIP accounts, so that the balance can be cleared.

Draft and archived jobs are not included unless they hold a WIP balance.

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Reading the Schedule

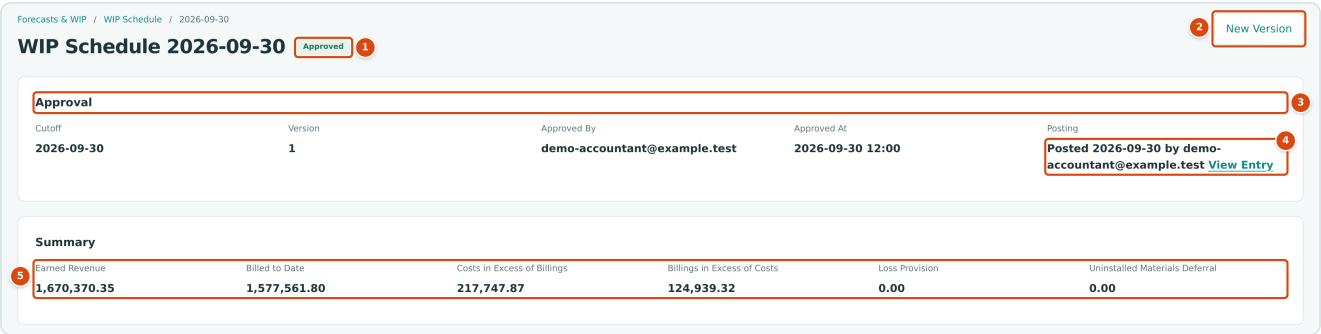
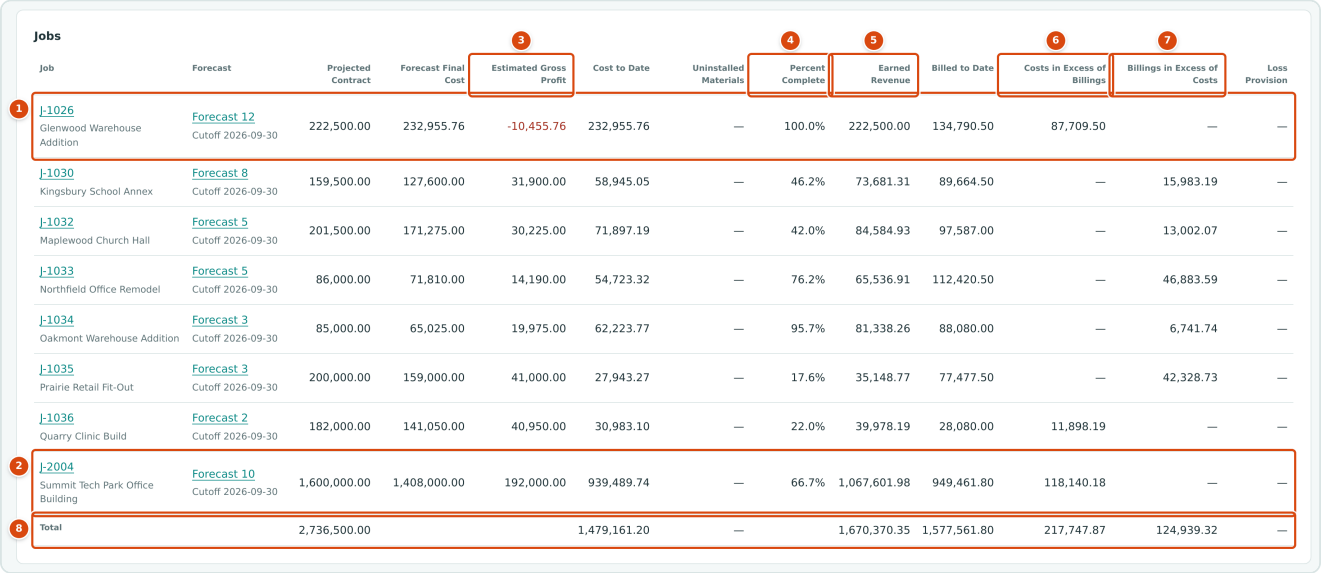


Figure 7-138 The top of the September 2026 schedule.

1. The status.
2. **New Version**: starts a corrected draft for the same cutoff (see Correcting a Schedule).
3. **Approval**: cutoff, version, who approved it and when.
4. **Posting**: *Posted* with the date, the user and a **View Entry** link, or *Not Posted*. A schedule that needed no entry shows *no entry needed*.
5. **Summary**: the schedule's totals.



Jobs

Job	Forecast	Projected Contract	Forecast Final Cost	Estimated Gross Profit	Cost to Date	Uninstalled Materials	Percent Complete	Earned Revenue	Billed to Date	Costs in Excess of Billings	Billings in Excess of Costs	Loss Provision
J-1026 Glenwood Warehouse Addition	Forecast 12 Cutoff 2026-09-30	222,500.00	232,955.76	-10,455.76	232,955.76	—	100.0%	222,500.00	134,790.50	87,709.50	—	—
J-1030 Kingsbury School Annex	Forecast 8 Cutoff 2026-09-30	159,500.00	127,600.00	31,900.00	58,945.05	—	46.2%	73,681.31	89,664.50	—	15,983.19	—
J-1032 Maplewood Church Hall	Forecast 5 Cutoff 2026-09-30	201,500.00	171,275.00	30,225.00	71,897.19	—	42.0%	84,584.93	97,587.00	—	13,002.07	—
J-1033 Northfield Office Remodel	Forecast 5 Cutoff 2026-09-30	86,000.00	71,810.00	14,190.00	54,723.32	—	76.2%	65,536.91	112,420.50	—	46,883.59	—
J-1034 Oakmont Warehouse Addition	Forecast 3 Cutoff 2026-09-30	85,000.00	65,025.00	19,975.00	62,223.77	—	95.7%	81,338.26	88,080.00	—	6,741.74	—
J-1035 Prairie Retail Fit-Out	Forecast 3 Cutoff 2026-09-30	200,000.00	159,000.00	41,000.00	27,943.27	—	17.6%	35,148.77	77,477.50	—	42,328.73	—
J-1036 Quarry Clinic Build	Forecast 2 Cutoff 2026-09-30	182,000.00	141,050.00	40,950.00	30,983.10	—	22.0%	39,978.19	28,080.00	11,898.19	—	—
J-2004 Summit Tech Park Office Building	Forecast 10 Cutoff 2026-09-30	1,600,000.00	1,408,000.00	192,000.00	939,489.74	—	66.7%	1,067,601.98	949,461.80	118,140.18	—	—
Total		2,736,500.00			1,479,161.20	—		1,670,370.35	1,577,561.80	217,747.87	124,939.32	—

Figure 7-139 The Jobs table of the September 2026 schedule.

1. J-1026: forecast final cost equals cost to date, so it is 100.0% complete and earns its full contract; its loss is already in cost.

2. J-2004, explained in the worked example.
3. **Estimated Gross Profit**: projected contract less forecast final cost.
4. **Percent Complete**, shown to one decimal place.
5. **Earned Revenue**.
6. **Costs in Excess of Billings**: earned more than billed.
7. **Billings in Excess of Costs**: billed more than earned.
8. **Total** for the schedule.

Column Reference

A dash means zero, or that the job has an issue and was not calculated.

Column	What It Shows
Job	The job, its name, a **Closed** or **On Hold** badge, **Older Forecast** when the forecast used is from an earlier month, and **Incomplete** when the job has an issue.
Forecast	The approved forecast used (**Forecast 10**, with its cutoff), or *No approved forecast*.
Projected Contract	Original contract + approved contract change orders dated on or before the cutoff. Pending change orders are left out.
Forecast Final Cost	The total of the forecast's lines.
Estimated Gross Profit	**Projected Contract − Forecast Final Cost**.
Cost to Date	Posted job cost up to the cutoff.
Uninstalled Materials	Materials in cost to date that are not yet installed, with their treatment (**Revenue at Cost** or **Deferred**). See Uninstalled Materials.
Percent Complete	The share of the forecast cost incurred, from 0% to 100%.

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Column	What It Shows
Earned Revenue	The contract revenue earned so far.
Billed to Date	Invoices coded to the job dated up to the cutoff, including retainage held, less credit memos. Voided invoices drop out from their void date.
Costs in Excess of Billings	**Earned Revenue** − **Billed to Date**, when positive.
Billings in Excess of Costs	**Billed to Date** − **Earned Revenue**, when positive.
Loss Provision	The part of a projected loss not yet in the job's recognized cost.

The **Summary** card adds up **Earned Revenue**, **Billed to Date**, **Costs in Excess of Billings**, **Billings in Excess of Costs**, **Loss Provision** and **Uninstalled Materials Deferral** for the jobs without an issue (billed to date covers every job).

How the Figures Are Worked Out

Structally works each job out like this, with **D** the deferred uninstalled materials and **A** the uninstalled materials treated as revenue at cost:

Figure	Formula
Projected Contract (C)	Original contract + approved changes.
Percent Complete (P)	(Cost to Date − A − D) ÷ (Forecast Final Cost − A), kept between 0% and 100%.
Earned Revenue (E)	P × (C − A) + A, rounded to the cent (half a cent rounds up). P is used unrounded; the screen shows it to one decimal.
Recognized cost	Cost to Date − D.
Gross profit to date	E − recognized cost.

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Figure	Formula
Projected loss	Forecast Final Cost − C, when positive.
Loss already recognized	Recognized cost − E, when positive.
Loss Provision	Projected loss − loss already recognized, when positive.
Costs in Excess of Billings	E − Billed to Date, when positive.
Billings in Excess of Costs	Billed to Date − E, when positive.
Uninstalled Materials Deferral	D.

Issues That Block Approval

A job with an issue shows **Incomplete**, a dash in its calculated columns, and a line at the top of a draft under *1 item needs attention before approval* (or *3 items need attention before approval*):

Message	Cause	Fix
J-1036: No approved forecast at the cutoff.	The job has no approved forecast dated on or before the cutoff.	Approve a forecast for the job, then **Refresh Figures**.
J-2003: Uninstalled materials exceed cost to date.	The uninstalled materials entered are more than the job's cost to date.	Lower or remove the entries.
J-2003: Forecast cost base is zero or negative.	The forecast final cost, less materials treated as revenue at cost, is zero or less.	Correct the forecast or the treatment.

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Message	Cause	Fix
J-1026: Forecast final cost is below cost to date.	Costs posted after the forecast passed its final cost.	Approve a new forecast at or above cost to date, then refresh.
J-2004: Confirm the uninstalled materials before approval.	An uninstalled materials entry is still **Unconfirmed**.	Choose its treatment and click **Confirm**.

The job numbers in the table are examples.

Working on a Draft

A draft shows the **Draft** status, *Version 1 · Refreshed* with the date and time under the title, the attention list when something needs fixing, and the buttons **Discard Draft**, **Refresh Figures** and **Approve** (**Approve** cannot be clicked while anything needs attention). The **Uninstalled Materials** card gets an **Add Material** button and an **Actions** column.

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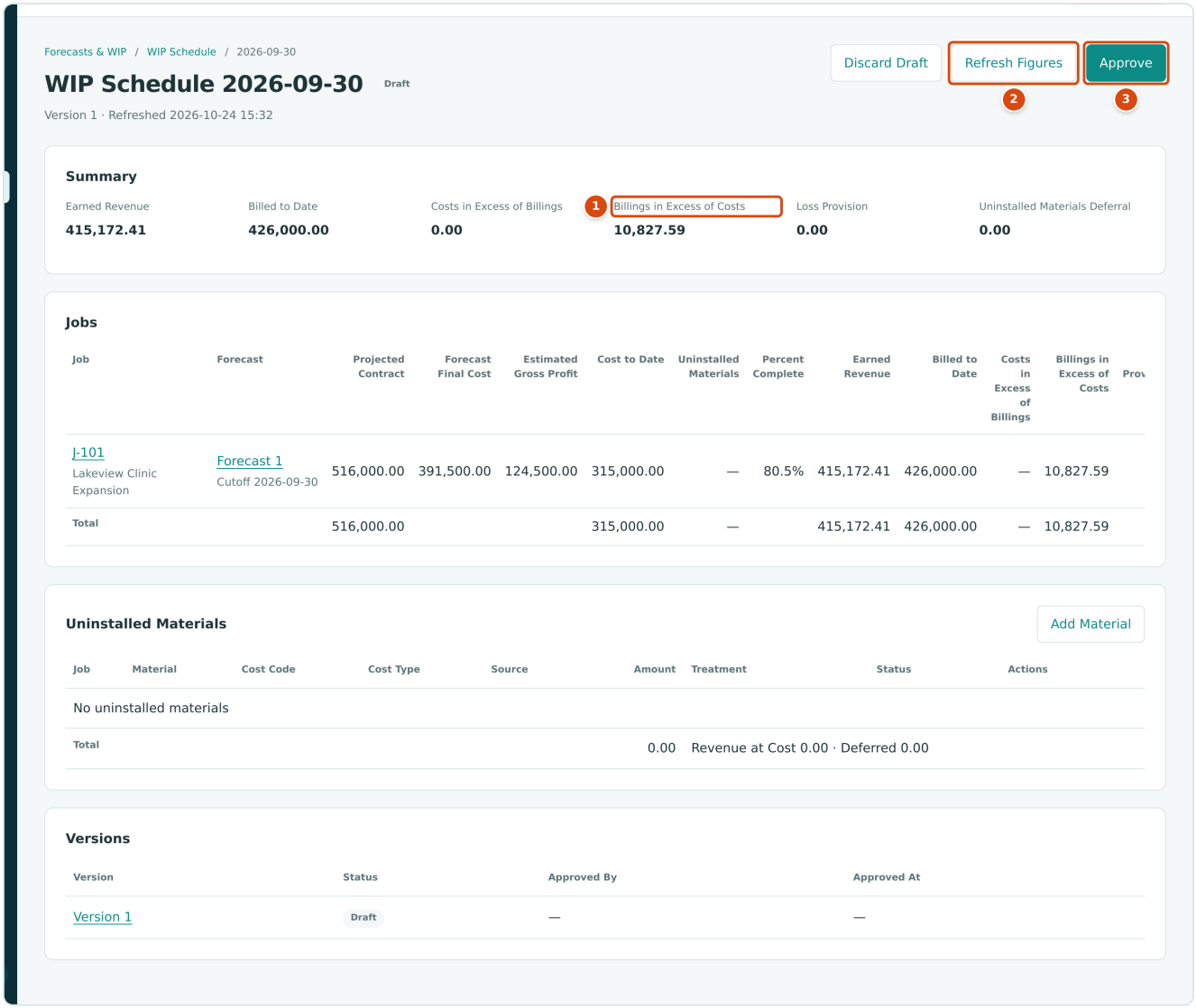

Figure 7-140 A draft WIP schedule in the training company, Cedar Ridge Training.

1. **Billings in Excess of Costs**: J-101 has billed more than it has earned.
2. **Refresh Figures**: reads every figure again.
3. **Approve**: freezes the schedule. It is available here because nothing needs attention.

In this draft J-101 Lakeview Clinic Expansion has a projected contract of $516,000.00, a forecast final cost of $391,500.00 and $315,000.00 of cost to date:

Step	Calculation	Result
Percent complete	315,000.00 ÷ 391,500.00 = 0.8045977	80.5%

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Step	Calculation	Result
Earned revenue	0.8045977 × 516,000.00 = 415,172.4138	415,172.41
Billings in Excess of Costs	426,000.00 billed − 415,172.41	10,827.59

Refreshing Figures

A draft keeps the figures it read when it was created or last refreshed. After you post more costs or invoices, approve a forecast, or approve a contract change order dated on or before the cutoff, click **Refresh Figures**. Structally reads everything again, adds or removes jobs, keeps the uninstalled materials you entered, and confirms with *Figures refreshed.*

Approve checks that nothing changed since the last refresh. If something did, it stops with *Figures changed since the last refresh. Refresh the schedule and review it again.*

Approving

1. Clear every item in the attention list.
2. Click **Approve**. Structally confirms with *WIP schedule 2026-09-30 approved.*

The schedule's figures are frozen. If another version of the same cutoff was approved before, it becomes **Replaced**. An approved schedule cannot be edited or discarded.

Discarding a Draft

Click **Discard Draft**. There is no confirmation step: the draft and its uninstalled materials are deleted, Structally confirms with *Draft discarded.* and returns to the list. Only drafts can be discarded.

Uninstalled Materials

Uninstalled materials are materials charged to a job (delivered and billed by the supplier) but not yet built into the work. Counting them as progress would overstate percent complete, so a WIP schedule lets you list them and choose a **Treatment**:

Treatment	Effect
Deferred	Taken out of cost to date for percent complete and out of the recognized cost. The posting moves the amount to **1450 Uninstalled Materials** (an asset) and credits **5950 Uninstalled Materials Deferral**, which lowers cost on the Profit and Loss.

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Treatment	Effect
Revenue at Cost	Taken out of percent complete, but revenue equal to its cost is earned now (no margin on it). Nothing is deferred.

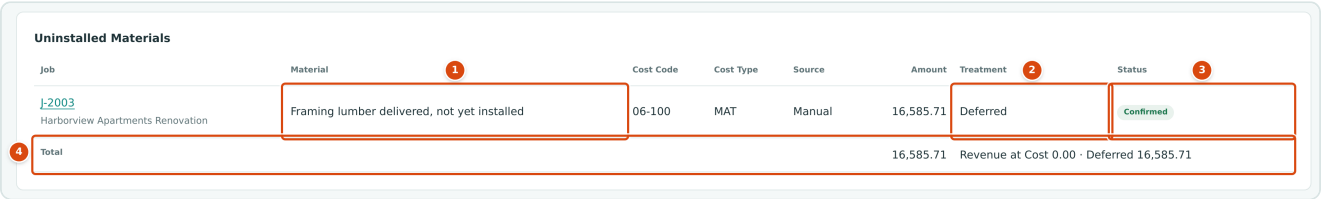

Figure 7-141 Uninstalled materials on the October 31, 2025 schedule.

1. **Material**: what the entry is. This one was entered by hand, so its **Source** is **Manual**.
2. **Treatment**: **Deferred** or **Revenue at Cost**.
3. **Status**: **Confirmed**, or **Unconfirmed** until someone confirms it.
4. **Total**, split into **Revenue at Cost** and **Deferred**.

There are two kinds of entries:

- **Manual** entries you add yourself. On a draft, click **Add Material**, choose the **Job**, and fill a row for each item: **Material**, optionally **Cost Code** and **Cost Type**, **Amount** and **Treatment** (default **Deferred**). **Add Row** adds a row and **×** removes one. Click **Save**; Structally confirms with *Uninstalled materials saved.* To change a job's entries later, click **Edit** on one of them; saving that panel replaces all of that job's manual entries. Manual entries are confirmed as you save them.
- **Cost Type** entries that Structally adds by itself for cost types whose **Counts Toward Progress** setting is **No** (set on each cost type in Cost Codes and Cost Types). Their amount is the job's cost to date on that cost type, their treatment starts from the cost type's **Uninstalled Default**, and they are **Unconfirmed** the first time they appear. Choose the **Treatment** and click **Confirm**; Structally confirms with *Treatment confirmed.* A confirmed one can be changed with **Change Treatment**.

When you create next month's schedule, each job's manual entries and confirmed treatments are copied from its last approved schedule, marked *Carried from* the earlier cutoff. Edit or remove entries once the materials are installed.

No Screenshot of the Uninstalled Materials Panel

Neither company has a draft schedule with uninstalled materials, so the **Add Uninstalled Materials** panel (a **Job** list and rows of **Material**, **Cost Code**, **Cost Type**, **Amount** and **Treatment**, with **Add Row**, **Cancel** and **Save**) and the **Confirm** and **Change Treatment** buttons are described here rather than shown.

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Posting WIP Entries

Approving does not touch your books. Posting does.

1. Open the approved schedule and click **Post WIP Entries**.
2. Review the **Post WIP Entries** page. For each job it lists the WIP accounts that change, with the **Target Balance** (from the schedule), the **Recorded Balance** (what the job holds in that account in the ledger at the cutoff), and the **Debit** or **Credit** that closes the gap. Credit balances are shown with *Cr*.
3. Click **Post Entries**. Structally confirms with *WIP entries posted for 2026-09-30.* If the ledger already matches, it says *WIP schedule 2026-09-30 posted with no entry needed.*

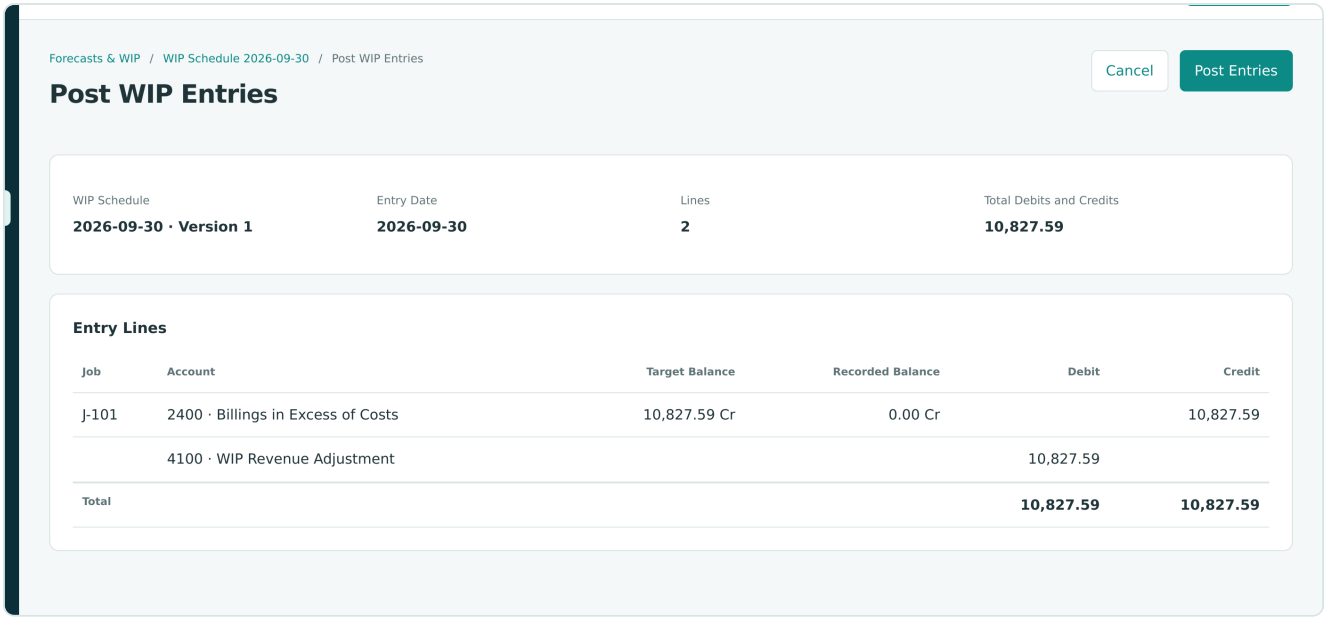

Figure 7-142 The posting preview before posting, in the training company.

This is J-101's first posted schedule, so nothing is recorded yet: 2400 must go from 0.00 to its 10,827.59 target, a credit, and 4100 WIP Revenue Adjustment is debited the same amount, taking back revenue billed ahead of the work. The entry date is the cutoff, 2026-09-30.

Once a schedule is posted, the same page shows the entry that was posted:

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Forecasts & WIP / WIP Schedule 2026-09-30 / Post WIP Entries

Post WIP Entries

Cancel | Post Entries

This WIP schedule is already posted.

WIP Schedule	Entry Date (1)	Lines (2)	Total Debits and Credits (3)
2026-09-30 · Version 1	**2026-09-30**	**17**	**256,573.56**

Entry Lines

Job	Account	Target Balance	Recorded Balance	Debit	Credit
J-1030	2400 · Billings in Excess of Costs			12,209.01	
	4100 · WIP Revenue Adjustment				12,209.01
J-1032	1400 · Costs in Excess of Billings				12,997.95
	2400 · Billings in Excess of Costs				13,002.07
	4100 · WIP Revenue Adjustment			26,000.02	
J-1033	2400 · Billings in Excess of Costs				32,286.14
	4100 · WIP Revenue Adjustment			32,286.14	
J-1034	1400 · Costs in Excess of Billings				10,419.67
	2400 · Billings in Excess of Costs				6,741.74
	4100 · WIP Revenue Adjustment			17,161.41	
J-1035	2400 · Billings in Excess of Costs			16,931.03	
	4100 · WIP Revenue Adjustment				16,931.03
J-1036	1400 · Costs in Excess of Billings				13,769.29
	4100 · WIP Revenue Adjustment			13,769.29	
(4) J-2004	1400 · Costs in Excess of Billings			118,140.18	
	2400 · Billings in Excess of Costs			20,076.48	
	4100 · WIP Revenue Adjustment				138,216.66
(5) **Total**				**256,573.56**	**256,573.56**

Figure 7-143 The Post WIP Entries page of an already posted schedule shows the entry that was posted.

1. **Entry Date**: always the schedule's cutoff.
2. **Lines** in the entry.
3. **Total Debits and Credits**.
4. J-2004's three lines, worked out in the example below.
5. The totals, equal on both sides.

For a schedule that is already posted, the page shows *This WIP schedule is already posted.*, the **Post Entries** button cannot be clicked, and the lines are read from the posted entry (without target and recorded balances).

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The Posting Entry

The entry is a **true-up**. For each job, Structally compares the schedule's targets with what the job already holds in the four WIP balance accounts, and posts only the difference:

Balance Account	Target From the Schedule	Offset Account
1400 Costs in Excess of Billings (current asset)	**Costs in Excess of Billings**	**4100 WIP Revenue Adjustment**
2400 Billings in Excess of Costs (current liability)	**Billings in Excess of Costs**	**4100 WIP Revenue Adjustment**
1450 Uninstalled Materials (current asset)	**Uninstalled Materials Deferral**	**5950 Uninstalled Materials Deferral**
2450 Provision for Contract Losses (current liability)	**Loss Provision**	**5900 Contract Loss Expense**

- An increase in 1400 is a debit to 1400; an increase in 2400 is a credit to 2400. The 4100 line is the 1400 change less the 2400 change: credited when revenue goes up, debited when it goes down.
- An increase in 1450 is debited to 1450 and credited to 5950.
- An increase in 2450 is credited to 2450 and debited to 5900.
- Every line carries the job and the description *J-2004 WIP adjustment*; the entry's description is *WIP adjustment, schedule 2026-09-30 version 1*, and its type on the journal entry page is **WIP Adjustment**.

The entry does not reverse at the next cutoff. Next month's posting starts from the balances this one left and moves them to next month's targets. After each posting, a job whose invoices post to revenue accounts shows revenue to date (billings plus the WIP revenue adjustment) equal to its earned revenue.

The WIP accounts accept postings only from WIP schedules: bills, invoices and manual journal entries cannot use them.

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Rules for Posting

Message	Why
Only an approved WIP schedule can be posted.	Drafts and replaced versions cannot be posted.
This WIP schedule is already posted.	Each version posts once.
A WIP schedule with a later cutoff is already posted.	Post cutoffs in date order. Once a month is posted, no earlier month can be posted.
Create the WIP accounts first.	One or more WIP accounts are missing. The page links to **Job Costing Settings**.
Accounting date must be after the company closing date.	The cutoff is on or before the Books Closed date.

Correcting a Schedule With a New Version

To correct an approved schedule (posted or not), open it and click **New Version**. Structally creates a draft for the same cutoff with the next version number, reading every figure again, and confirms with *Version 2 created.* Make your changes, approve it (the old version becomes **Replaced**) and post it. Because posting is a true-up, the new version posts only the difference between its targets and what the earlier version already posted.

A new version cannot be posted if a schedule with a later cutoff is already posted. In that case, let the next month's schedule carry the correction: its true-up brings every balance to the right figure at its own cutoff.

Worked Example: Correcting a Posted Closeout Schedule

In the training company, J-101 finished in October. All $387,000.00 of cost and all $516,000.00 of billings were posted, and the job was closed. A closeout WIP schedule with the cutoff October 24, 2026 was prepared, but the job's forecast at the time (Forecast 3) still carried $4,500.00 of drywall still to buy (see Closing Out a Finished Job).

Version 1. The schedule measured the job against a final cost of $391,500.00 instead of $387,000.00:

Forecasts & WIP / WIP Schedule / 2026-10-24

Discard Draft | Refresh Figures | Approve

WIP Schedule 2026-10-24 Draft

Version 1 · Refreshed 2026-10-24 15:46

Summary

Earned Revenue	Billed to Date	Costs in Excess of Billings	Billings in Excess of Costs	Loss Provision	Uninstalled Materials Deferral
510,068.97	**516,000.00**	**0.00**	**5,931.03**	**0.00**	**0.00**

Jobs

Job	Forecast	Projected Contract	Forecast Final Cost	Estimated Gross Profit	Cost to Date	Uninstalled Materials	Percent Complete	Earned Revenue	Billed to Date	Costs in Excess of Billings	Billings in Excess of Costs	L Provis
J-101 Lakeview Clinic Expansion Closed	Forecast 3 Cutoff 2026-10-24	516,000.00	391,500.00	124,500.00	387,000.00	—	98.9%	510,068.97	516,000.00	—	5,931.03	
Total		516,000.00			387,000.00	—		510,068.97	516,000.00	—	5,931.03	

Uninstalled Materials

Add Material

Job	Material	Cost Code	Cost Type	Source	Amount	Treatment	Status	Actions
No uninstalled materials								
Total					0.00	Revenue at Cost 0.00 · Deferred 0.00		

Versions

Version	Status	Approved By	Approved At
Version 1	Draft	—	—

Figure 7-144 Version 1 of the closeout schedule in the training company, before approval.

Step	Calculation	Result
Percent complete	387,000.00 ÷ 391,500.00 = 0.9885057	98.9%
Earned revenue	0.9885057 × 516,000.00 = 510,068.9655	510,068.97
Billings in Excess of Costs	516,000.00 − 510,068.97	5,931.03

It was approved and posted. September had left 10,827.59 in 2400, so the posting moved 2400 down to 5,931.03:

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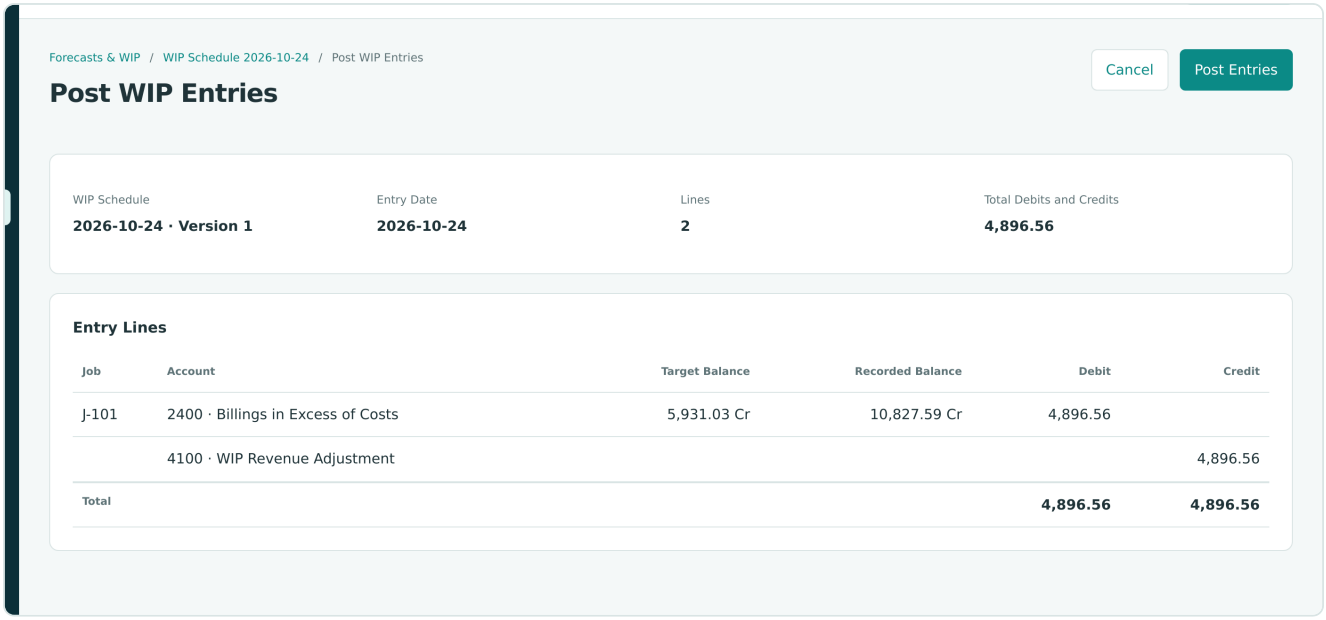

Figure 7-145 Posting Version 1 of the closeout schedule in the training company.

Account	Debit	Credit
2400 Billings in Excess of Costs (J-101)	4,896.56	
4100 WIP Revenue Adjustment (J-101)		4,896.56

A finished job should have earned its whole contract, so this left $5,931.03 of revenue unrecognized.

Version 2. After approving Forecast 4 with every **Still to Buy** at 0.00 (final cost $387,000.00), the schedule was corrected:

1. Open the approved, posted schedule for October 24, 2026 and click **New Version**. Structally creates *Version 2* as a draft and reads every figure again, including the latest approved forecast, Forecast 4.
2. Review the draft: J-101 is now 100.0% complete and earns 516,000.00, exactly what was billed, so **Billings in Excess of Costs** is 0.00.
3. Click **Approve**. Version 1 becomes **Replaced**.
4. Click **Post WIP Entries** and **Post Entries**.

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Forecasts & WIP / WIP Schedule / 2026-10-24

Discard Draft | Refresh Figures | Approve

WIP Schedule 2026-10-24 Draft

Version 2 · Refreshed 2026-10-24 15:47

Summary

Earned Revenue	Billed to Date	Costs in Excess of Billings	Billings in Excess of Costs	Loss Provision	Uninstalled Materials Deferral
516,000.00	**516,000.00**	**0.00**	**0.00**	**0.00**	**0.00**

Jobs

Job	Forecast	Projected Contract	Forecast Final Cost	Estimated Gross Profit	Cost to Date	Uninstalled Materials	Percent Complete	Earned Revenue	Billed to Date	Costs in Excess of Billings	Billings in Excess of Costs	Loss Provision
J-101 Lakeview Clinic Expansion Closed	Forecast 4 Cutoff 2026-10-24	516,000.00	387,000.00	129,000.00	387,000.00	—	100.0%	516,000.00	516,000.00	—	—	—
Total		516,000.00			387,000.00	—		516,000.00	516,000.00	—	—	—

Uninstalled Materials

Add Material

Job	Material	Cost Code	Cost Type	Source	Amount	Treatment	Status	Actions
No uninstalled materials								
Total					0.00	Revenue at Cost 0.00 · Deferred 0.00		

Versions

Version	Status	Approved By	Approved At
Version 2	Draft	—	—
Version 1	Approved	demo-admin@example.test	2026-10-24 15:46

Figure 7-146 Version 2 in the training company, refreshed from Forecast 4.

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Forecasts & WIP / WIP Schedule 2026-10-24 / Post WIP Entries

Post WIP Entries

Cancel | Post Entries

WIP Schedule	Entry Date	Lines	Total Debits and Credits
2026-10-24 · Version 2	**2026-10-24**	**2**	**5,931.03**

Entry Lines

Job	Account	Target Balance	Recorded Balance	Debit	Credit
J-101	2400 · Billings in Excess of Costs	0.00 Cr	5,931.03 Cr	5,931.03	
	4100 · WIP Revenue Adjustment				5,931.03
Total				**5,931.03**	**5,931.03**

Figure 7-147 Posting Version 2 in the training company: only the difference is posted.

The Version 2 Entry

Account	Debit	Credit
2400 Billings in Excess of Costs (J-101)	5,931.03	
4100 WIP Revenue Adjustment (J-101)		5,931.03

Version 1's entry stays posted. Version 2 posts only the gap between its target (0.00) and what Version 1 left (5,931.03). After both entries, J-101 holds nothing in the WIP accounts and its revenue to date equals its $516,000.00 contract.

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Forecasts & WIP / WIP Schedule / 2026-10-24

New Version

WIP Schedule 2026-10-24 Approved

Approval

Cutoff	Version	Approved By	Approved At	Posting
2026-10-24	**2**	**demo-admin@example.test**	**2026-10-24 15:47**	**Posted 2026-10-24 by demo-admin@example.test** View Entry

Summary

Earned Revenue	Billed to Date	Costs in Excess of Billings	Billings in Excess of Costs	Loss Provision	Uninstalled Materials Deferral
516,000.00	**516,000.00**	**0.00**	**0.00**	**0.00**	**0.00**

Jobs

Job	Forecast	Projected Contract	Forecast Final Cost	Estimated Gross Profit	Cost to Date	Uninstalled Materials	Percent Complete	Earned Revenue	Billed to Date	Costs in Excess of Billings	Billings in Excess of Costs	Loss Provision
J-101 Lakeview Clinic Expansion Closed	Forecast 4 Cutoff 2026-10-24	516,000.00	387,000.00	129,000.00	387,000.00	—	100.0%	516,000.00	516,000.00	—	—	—
Total		516,000.00			387,000.00	—		516,000.00	516,000.00	—	—	—

Uninstalled Materials

Job	Material	Cost Code	Cost Type	Source	Amount	Treatment	Status
No uninstalled materials							
Total					0.00	Revenue at Cost 0.00 · Deferred 0.00	

Versions

Version	Status	Approved By	Approved At
Version 2	Approved	demo-admin@example.test	2026-10-24 15:47
Version 1	Replaced	demo-admin@example.test	2026-10-24 15:46

Figure 7-148 The corrected schedule in the training company: Version 2 approved and posted, Version 1 replaced.

Worked Example: J-2004 at September 30, 2026

The September 2026 schedule (Version 1, approved and posted) shows these figures for J-2004 Summit Tech Park Office Building:

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Input	Amount
Original contract (no approved changes; one pending change order of 32,000.00 is left out)	1,600,000.00
Forecast final cost (Forecast 10, cutoff 2026-09-30)	1,408,000.00
Cost to date	939,489.74
Billed to date (including retainage held)	949,461.80
Uninstalled materials	0.00

The arithmetic, following the product's formulas:

Step	Calculation	Result
Percent complete	939,489.74 ÷ 1,408,000.00	0.6672512358 (shown as 66.7%)
Earned revenue	0.6672512357954… × 1,600,000.00 = 1,067,601.9773	1,067,601.98 (rounded)
Gross profit to date	1,067,601.98 − 939,489.74	128,112.24
Estimated gross profit	1,600,000.00 − 1,408,000.00	192,000.00
Costs in Excess of Billings	1,067,601.98 − 949,461.80	118,140.18
Billings in Excess of Costs	billed is less than earned	0.00
Loss provision	forecast is below the contract	0.00

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At the end of August, J-2004 had been over billed: the August schedule left a **Billings in Excess of Costs** balance of $20,076.48 in 2400 and nothing in 1400. September's posting moves both balances to the new targets:

Account	Target	Recorded	Change
1400 Costs in Excess of Billings	118,140.18	0.00	+118,140.18
2400 Billings in Excess of Costs	0.00	20,076.48 Cr	−20,076.48
4100 WIP Revenue Adjustment			118,140.18 − (−20,076.48) = 138,216.66 more revenue

J-2004's Lines in the September 2026 WIP Entry

Account	Debit	Credit
1400 Costs in Excess of Billings (J-2004)	118,140.18	
2400 Billings in Excess of Costs (J-2004)	20,076.48	
4100 WIP Revenue Adjustment (J-2004)		138,216.66

These are three of the 17 lines of the September entry, which totals $256,573.56 on each side. After posting, J-2004's revenue to date is 949,461.80 billed + 118,140.18 net WIP adjustment = 1,067,601.98, its earned revenue.

Worked Example: A Loss Job With Uninstalled Materials

On the October 31, 2025 schedule, J-2003 Harborview Apartments Renovation (the sample company's loss job) had a $960,000.00 contract, a forecast final cost of $991,766.00, cost to date of $668,888.80 and billings of $684,462.08. Framing lumber of $16,585.71 was on site but not installed, entered as a **Deferred** uninstalled material.

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Jobs

Job	Forecast	Projected Contract	Forecast Final Cost	Estimated Gross Profit (2)	Cost to Date	Uninstalled Materials (3)	Percent Complete	Earned Revenue	Billed to Date	Costs in Excess of Billings	Billings in Excess of Costs (4)	Loss Provision (5)
J-1019 Silverton Retail Fit-Out Closed	Forecast 1 Cutoff 2025-10-31	138,500.00	128,941.96	9,558.04	128,941.96	—	100.0%	138,500.00	138,500.00	—	—	—
J-1020 Aspen Clinic Build Closed	Forecast 1 Cutoff 2025-10-31	216,500.00	176,447.50	40,052.50	52,360.32	—	29.7%	64,245.79	113,380.00	—	49,134.21	—
J-1022 Cobalt School Annex Closed	Forecast 1 Cutoff 2025-10-31	139,889.50	97,984.57	41,904.93	97,984.57	—	100.0%	139,889.50	139,889.50	—	—	—
J-1024 Eastgate Church Hall Closed	Forecast 1 Cutoff 2025-10-31	222,500.00	181,337.50	41,162.50	74,781.76	—	41.2%	91,756.76	47,188.50	44,568.26	—	—
J-1025 Foxhill Office Remodel Closed	Forecast 1 Cutoff 2025-10-31	74,000.00	62,900.00	11,100.00	18,913.54	—	30.1%	22,251.22	21,870.00	381.22	—	—
J-1026 Glenwood Warehouse Addition	Forecast 1 Cutoff 2025-10-31	222,500.00	169,100.00	53,400.00	21,727.52	—	12.8%	28,588.84	32,046.00	—	3,457.16	—
J-1027 Hawthorne Retail Fit-Out Closed	Forecast 1 Cutoff 2025-10-31	171,500.00	135,485.00	36,015.00	15,509.80	—	11.4%	19,632.66	—	19,632.66	—	—
J-2002 Pinecrest Middle School Addition Closed	Forecast 1 Cutoff 2025-10-31	2,501,000.00	2,231,900.00	269,100.00	1,942,741.07	—	87.0%	2,176,977.20	2,181,036.23	—	4,059.03	—
(1) J-2003 Harborview Apartments Renovation Closed	Forecast 1 Cutoff 2025-10-31	960,000.00	991,766.00	-31,766.00	668,888.80	16,585.71 Deferred	65.8%	631,410.00	684,462.08	—	53,052.08	10,872.91

Figure 7-149 J-2003 on the October 31, 2025 schedule.

1. J-2003, a projected loss job.
2. **Estimated Gross Profit**: 960,000.00 − 991,766.00 = −31,766.00.
3. **Uninstalled Materials**: 16,585.71, **Deferred**.
4. **Billings in Excess of Costs**: 53,052.08.
5. **Loss Provision**: 10,872.91.

Step	Calculation	Result
Percent complete	(668,888.80 − 16,585.71) ÷ 991,766.00 = 652,303.09 ÷ 991,766.00	65.8%
Earned revenue	0.6577187462 × 960,000.00 = 631,409.9963	631,410.00
Recognized cost	668,888.80 − 16,585.71	652,303.09
Loss already recognized	652,303.09 − 631,410.00	20,893.09

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Step	Calculation	Result
Projected loss	991,766.00 − 960,000.00	31,766.00
Loss provision	31,766.00 − 20,893.09	10,872.91
Billings in Excess of Costs	684,462.08 − 631,410.00	53,052.08

It was the first posted schedule, so nothing was recorded yet and the entry posts the full targets:

J-2003's Lines in the October 2025 WIP Entry

Account	Debit	Credit
2400 Billings in Excess of Costs (J-2003)		53,052.08
4100 WIP Revenue Adjustment (J-2003)	53,052.08	
1450 Uninstalled Materials (J-2003)	16,585.71	
5950 Uninstalled Materials Deferral (J-2003)		16,585.71
2450 Provision for Contract Losses (J-2003)		10,872.91
5900 Contract Loss Expense (J-2003)	10,872.91	

The whole projected loss is now on the books: 20,893.09 through earned revenue below cost, plus the 10,872.91 provision, equals 31,766.00. As the job progresses, the provision shrinks month by month and is gone at 100% complete, when the loss is fully in cost.

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	Job	Account	Target Balance	Recorded Balance	Debit	Credit
	J-1020	2400 · Billings in Excess of Costs				49,134.21
		4100 · WIP Revenue Adjustment			49,134.21	
	J-1024	1400 · Costs in Excess of Billings			44,568.26	
		4100 · WIP Revenue Adjustment				44,568.26
	J-1025	1400 · Costs in Excess of Billings			381.22	
		4100 · WIP Revenue Adjustment				381.22
	J-1026	2400 · Billings in Excess of Costs				3,457.16
		4100 · WIP Revenue Adjustment			3,457.16	
	J-1027	1400 · Costs in Excess of Billings			19,632.66	
		4100 · WIP Revenue Adjustment				19,632.66
	J-2002	2400 · Billings in Excess of Costs				4,059.03
		4100 · WIP Revenue Adjustment			4,059.03	
1	J-2003	2400 · Billings in Excess of Costs				53,052.08
		4100 · WIP Revenue Adjustment			53,052.08	
2		1450 · Uninstalled Materials			16,585.71	
		5950 · Uninstalled Materials Deferral				16,585.71
3		2450 · Provision for Contract Losses				10,872.91
		5900 · Contract Loss Expense			10,872.91	
	Total				**201,743.24**	**201,743.24**

Figure 7-150 The lines of the October 31, 2025 WIP entry.

1. Over billing for J-2003, offset to 4100.
2. The deferred materials moved to 1450, offset to 5950.
3. The loss provision, offset to 5900.

What Happens After You Approve or Post

	Draft	Approved	Posted
Figures	Read at creation or the last refresh	Frozen	Frozen
Journal entry	None	None	One entry dated the cutoff, or none if nothing changed

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	Draft	Approved	Posted
Can be changed	Yes (refresh, materials, confirm)	No; use **New Version**	No; use **New Version**
Can be deleted	Yes, **Discard Draft**	No	No

After posting, the effect shows on your financial statements:

- **Balance Sheet**: 1400 Costs in Excess of Billings and 1450 Uninstalled Materials under **Current Assets**; 2400 Billings in Excess of Costs and 2450 Provision for Contract Losses under **Current Liabilities**. At September 30, 2026 the sample company shows 217,747.87 in 1400 and 124,939.32 in 2400, the schedule's totals. See the Balance Sheet.
- **Profit and Loss**: 4100 WIP Revenue Adjustment under **Income** (78,139.84 for September 2026); 5900 Contract Loss Expense and 5950 Uninstalled Materials Deferral are direct cost accounts, reported with the job costs under **Cost of Goods Sold**. See Profit and Loss.
- The job's **WIP** card shows the latest approved schedule's percent complete, earned revenue, billed to date and the over or under billing.
- The posted lines carry the job, so they appear in the GL Bridge on Job Costs; they do not change the job's posted cost, revenue or margin there.

Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
Finish or discard the draft WIP schedule first.	Another draft exists (one per company).	Open the draft from the list and approve or discard it.
Cutoff cannot be after today.	The cutoff is in the future.	Use the last month end.
Approve cannot be clicked.	Items need attention.	Fix each item listed at the top; see Issues That Block Approval.
Figures changed since the last refresh. Refresh the schedule and review it again.	Postings, forecasts or change orders changed after the last refresh.	Click **Refresh Figures**, review, and approve again.

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Message or Symptom	Why It Happens	What to Do
Entry 1 description must be 1 to 200 characters.	A material row has no **Material** text.	Describe the material, or clear the row.
Entry 1 amount must be more than zero with at most two decimals.	A material row has no amount, zero or a negative amount.	Enter a positive amount.
A material entry from last month is still listed.	Manual entries carry forward to the next schedule.	Edit the job's entries and remove what is installed.
This job was changed by someone else. Reload the page and try again.	Someone changed the schedule after you opened it.	Reload the page and repeat your change.
Reload the page and try again.	The page was out of date when you clicked a button.	Reload the page.
A WIP schedule with a later cutoff is already posted.	Cutoffs post in date order.	Carry the correction into the next schedule.
Create the WIP accounts first.	WIP accounts are missing.	A Company Admin clicks **Create Accounts** on the **WIP Accounts** card in Job Costing Settings.
New WIP Schedule and the buttons are missing.	Only Company Admins and Accountants prepare WIP.	Ask one of them.

Related Topics

- Forecasts
- Job Costs and Cost Transfers
- Pay Applications and Retainage
- Job Costing Settings
- Balance Sheet and Profit and Loss

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job cost detail | job revenue detail | job reports | overruns | profitability | export

8.19 Job Cost Reports

Structally reports job costs at three levels of detail:

1. **Job Cost Detail** lists every posted line behind a job's cost (or revenue), with links to the documents. It is described on this page.
2. **Job Costs** summarizes cost and revenue by job, cost code and cost type for a period and to date, with the GL Bridge and Exceptions.
3. The **job page**, the **Jobs & Costing Overview**, **Budgets**, **Forecasts** and **WIP schedules** show each job's position against its budget, its commitments, its forecast and its earned revenue.

Financial statements (Balance Sheet, Profit and Loss, Trial Balance and General Ledger) are in Reports.

Before You Begin

- Jobs & Costing is turned on and at least one job is Active, On Hold or Closed. Until then **Job Costs** and **Job Cost Detail** are not listed under Reports.
- You need **View** or **Edit** access to **Jobs & Costing** to open Job Cost Detail, even though it is listed under **Reports**. Company Admins, Accountants, Viewers and Project Managers have it. See Roles and Permissions.

Navigation

Reports → Job Cost Detail. You also reach it by clicking a cost on the Job Costs page, or with **View Job Cost Detail** on a job's **Costs** card.

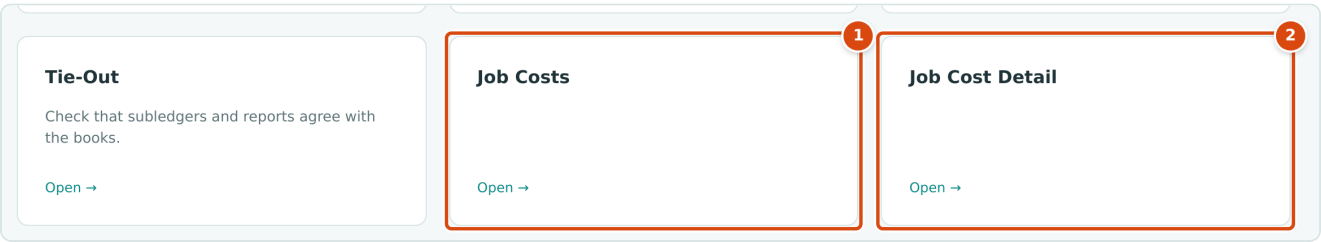

Figure 7-151 The job reports on the Reports page.

1. **Job Costs**: the summary by job (see Job Costs).
2. **Job Cost Detail**: the line detail for one job.

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Job Cost Detail

Job Cost Detail lists the posted lines of one job for a period: what was posted, from which document, to which cost code and cost type. Use it to check a job's cost before a forecast, to find a miscoded line, and to start a cost transfer.

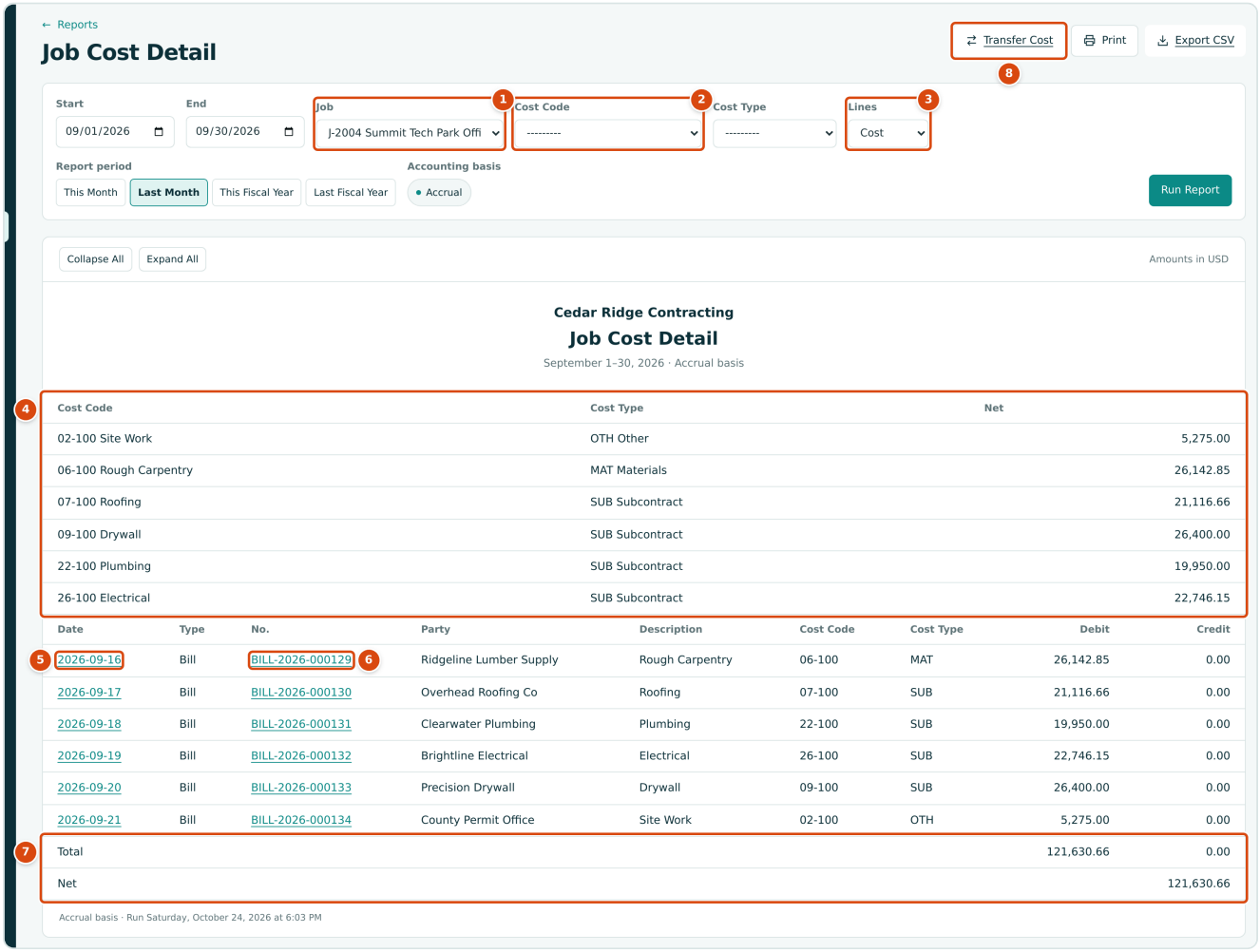

Figure 7-152 Job Cost Detail for J-2004, September 2026.

1. **Job**: the job to report. Required.
2. **Cost Code** and **Cost Type**: optional filters. A dashed line means all.
3. **Lines**: **Cost** or **Revenue**.
4. The summary: the net amount for each cost code and cost type in the period.
5. **Date**: opens the journal entry behind the line.
6. **No.**: opens the document (here the bill).
7. **Total** debits and credits, and the **Net** (debits less credits).

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8 **Transfer Cost**: moves posted cost to another job, cost code or cost type. Shown on cost lines to users with Edit access to Jobs & Costing.

Step by Step

1. Open **Reports** → **Job Cost Detail**.
2. Choose the **Job**. The list holds Active, On Hold and Closed jobs.
3. Type **Start** and **End**, or click a **Report period** shortcut. The page starts with the current month.
4. Optionally narrow to one **Cost Code** and one **Cost Type**.
5. Leave **Lines** on **Cost**, or choose **Revenue**.
6. Click **Run Report**.
7. Click a **Date** to see the journal entry, or a **No.** to open the document. **Back to Report** on that page brings you back to the same report.
8. Click **Export CSV** to download the lines, or **Print**.

Field Reference

Field	Description	Required	Example
Start and **End**	The period. Lines dated in it are listed.	Yes	09/01/2026 to 09/30/2026
Job	The job.	Yes	J-2004 Summit Tech Park Office Building
Cost Code	Show one cost code only.	No	09-100 Drywall
Cost Type	Show one cost type only.	No	SUB Subcontract
Lines	**Cost** lists lines on job cost accounts; **Revenue** lists lines on job revenue accounts.	Yes	Cost

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Columns

Column	What It Shows
Date	The accounting date. A link to the journal entry.
Type	The kind of document: **Bill**, **Invoice**, **Expense**, **Journal Entry** and so on. Cost transfers show as **Journal Entry**; the entry that cancels a voided document shows as **Reversal**.
No.	The document number, a link to the document. A dash when there is none.
Party	The vendor or customer.
Description	The line's description, or the entry's description when the line has none.
Cost Code and **Cost Type**	The line's coding. A dash when the line has none.
Debit and **Credit**	The line amount on its side.
Total and **Net**	Total debits and credits, and debits less credits.

The CSV file has the same columns, one row per line, without the summary.

Checking a Job at Closeout

Before you prepare a job's closeout forecast and WIP schedule, run Job Cost Detail over the life of the job and compare its **Net** with the budget page. The training company's J-101 shows the whole job from July 1 to October 24, 2026:

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← Reports

Job Cost Detail

Transfer Cost | Print | Export CSV

Start: 07/01/2026 | End: 10/24/2026 | Job: J-101 Lakeview Clinic Expans | Cost Code: --------- | Cost Type: --------- | Lines: Cost

Report period: This Month | Last Month | This Fiscal Year | Last Fiscal Year

Accounting basis: • Accrual

Run Report

Collapse All | Expand All

Amounts in USD

Cedar Ridge Training

Job Cost Detail

July 1, 2026–October 24, 2026 · Accrual basis

Cost Code	Cost Type	Net
01-100 General Conditions	OTH Other	24,000.00
03-300 Concrete	SUB Subcontract	60,000.00
06-100 Rough Carpentry	MAT Materials	48,000.00
09-100 Drywall	SUB Subcontract	105,000.00
26-100 Electrical	SUB Subcontract	150,000.00

Date	Type	No.	Party	Description	Cost Code	Cost Type	Debit	Credit
2026-07-24	Bill	BILL-2026-000002	Pine Valley Lumber	Framing lumber, first delivery	06-100	MAT	16,000.00	0.00
2026-07-31	Bill	BILL-2026-000001	Cascade Site Services	Fencing, toilets and dumpsters, July	01-100	OTH	6,000.00	0.00
2026-07-31	Bill	BILL-2026-000003	High Desert Concrete	Foundations and slab, July progress	03-300	SUB	45,000.00	0.00
2026-07-31	Bill	BILL-2026-000004	Brightway Electric	Electrical rough-in, July progress	26-100	SUB	33,000.00	0.00
2026-07-31	Bill	BILL-2026-000005	Cascade Site Services	Fencing, toilets and dumpsters, July	01-100	OTH	6,000.00	0.00
2026-07-31	Reversal	BILL-2026-000005	Cascade Site Services	Fencing, toilets and dumpsters, July	01-100	OTH	0.00	6,000.00
2026-08-21	Bill	BILL-2026-000006	Pine Valley Lumber	Framing lumber, second delivery	06-100	MAT	20,000.00	0.00
2026-08-31	Bill	BILL-2026-000007	High Desert Concrete	Slab and site concrete, August progress	03-300	SUB	15,000.00	0.00
2026-08-31	Bill	BILL-2026-000008	Brightway Electric	Electrical rough-in, August progress	26-100	SUB	44,000.00	0.00
2026-08-31	Bill	BILL-2026-000009	Summit Drywall	Drywall hang, August progress	09-100	SUB	32,000.00	0.00
2026-08-31	Bill	BILL-2026-000010	Cascade Site Services	Fencing, toilets and dumpsters, August	01-100	OTH	6,000.00	0.00
2026-09-18	Bill	BILL-2026-000011	Pine Valley Lumber	Framing lumber, final delivery	06-100	MAT	12,000.00	0.00
2026-09-30	Bill	BILL-2026-000012	Brightway Electric	Electrical, September progress	26-100	SUB	40,000.00	0.00
2026-09-30	Bill	BILL-2026-000013	Summit Drywall	Drywall tape and finish, September progress	09-100	SUB	40,000.00	0.00
2026-09-30	Bill	BILL-2026-000014	Cascade Site Services	Fencing, toilets and dumpsters, September	01-100	OTH	6,000.00	0.00
2026-10-20	Bill	BILL-2026-000015	Brightway Electric	Electrical finish, final billing	26-100	SUB	33,000.00	0.00
2026-10-20	Bill	BILL-2026-000016	Summit Drywall	Drywall finish, final billing	09-100	SUB	33,000.00	0.00
2026-10-20	Bill	BILL-2026-000017	Cascade Site Services	Fencing, toilets and dumpsters, October	01-100	OTH	6,000.00	0.00
Total							393,000.00	6,000.00
Net								387,000.00

Accrual basis · Run Saturday, October 24, 2026 at 3:47 PM

Figure 7-153 Job Cost Detail for the life of J-101, in the training company, Cedar Ridge Training.

Bill BILL-2026-000005 repeats the July site charge of BILL-2026-000001 and was voided, so it appears as a **Bill** line (debit 6,000.00) and a **Reversal** line (credit 6,000.00) on the same date. The debits of 393,000.00 less the credits of 6,000.00 give a **Net** of 387,000.00, the job's cost to date. The budget page on the same date agrees, with nothing left:

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Jobs / J-101 / Budget

Jobs-Costing / J-101 Budget

J-101 Budget

As Of 10/24/2026 Run

Original	Revised	Actual to Date	Remaining Budget
360,000.00	**387,000.00**	**387,000.00**	**0.00**

Cost Code	Cost Type	Original	Revised	Actual to Date	Open Commitments	Remaining Budget	Used	Hours	Quantity
01-100	OTH	24,000.00	24,000.00	24,000.00	0.00	0.00	100.0%	0.00	
03-300	SUB	60,000.00	60,000.00	60,000.00	0.00	0.00	100.0%	0.00	
06-100	MAT	48,000.00	48,000.00	48,000.00	0.00	0.00	100.0%	0.00	
09-100	SUB	96,000.00	105,000.00	105,000.00	0.00	0.00	100.0%	0.00	
26-100	SUB	132,000.00	150,000.00	150,000.00	0.00	0.00	100.0%	0.00	
Total		360,000.00	387,000.00	387,000.00	0.00	0.00		0.00	

Export CSV

Revisions

Number	Kind	Effective Date	Status	Total	Note	Approved By	Approved At	Actions
1	Original	2026-07-06	Approved	360,000.00	Original budget from the estimate	demo-admin@example.test	2026-10-24 15:12	
2	Owner Change	2026-08-12	Approved	27,000.00	Add exam room 6	demo-admin@example.test	2026-10-24 15:25	

Import Budgets

Figure 7-154 J-101's budget at closeout in the training company.

With all cost in and nothing left to buy, the closeout forecast should show a final cost equal to that net; see Closing Out a Finished Job.

Job Revenue Detail

Set **Lines** to **Revenue** to list the job's revenue lines instead. The title changes to **Job Revenue Detail**. Revenue lines have no cost code or cost type, and because revenue is a credit, the **Net** is negative.

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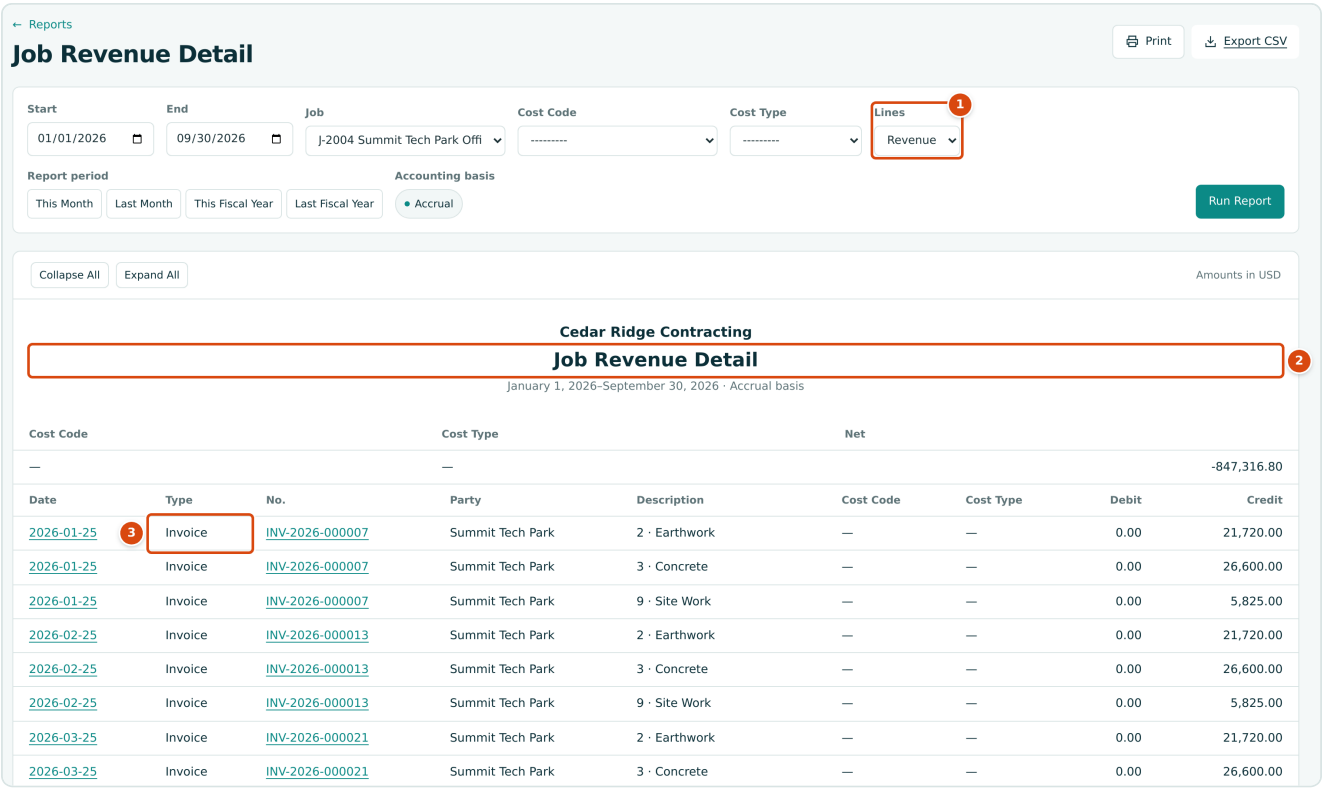

Figure 7-155 Job Revenue Detail for J-2004, January 1 to September 30, 2026.

1. **Lines** set to **Revenue**.
2. The title changes to **Job Revenue Detail**.
3. **Type**: **Invoice**. Each line's description names the line billed, such as *2 · Earthwork*.

Transfer Cost is not offered on revenue lines. WIP revenue adjustments are not job revenue, so they are not listed here; see WIP Schedules.

The Job Page

Each job's page shows its job cost position in a row of cards. The figures are as of today.

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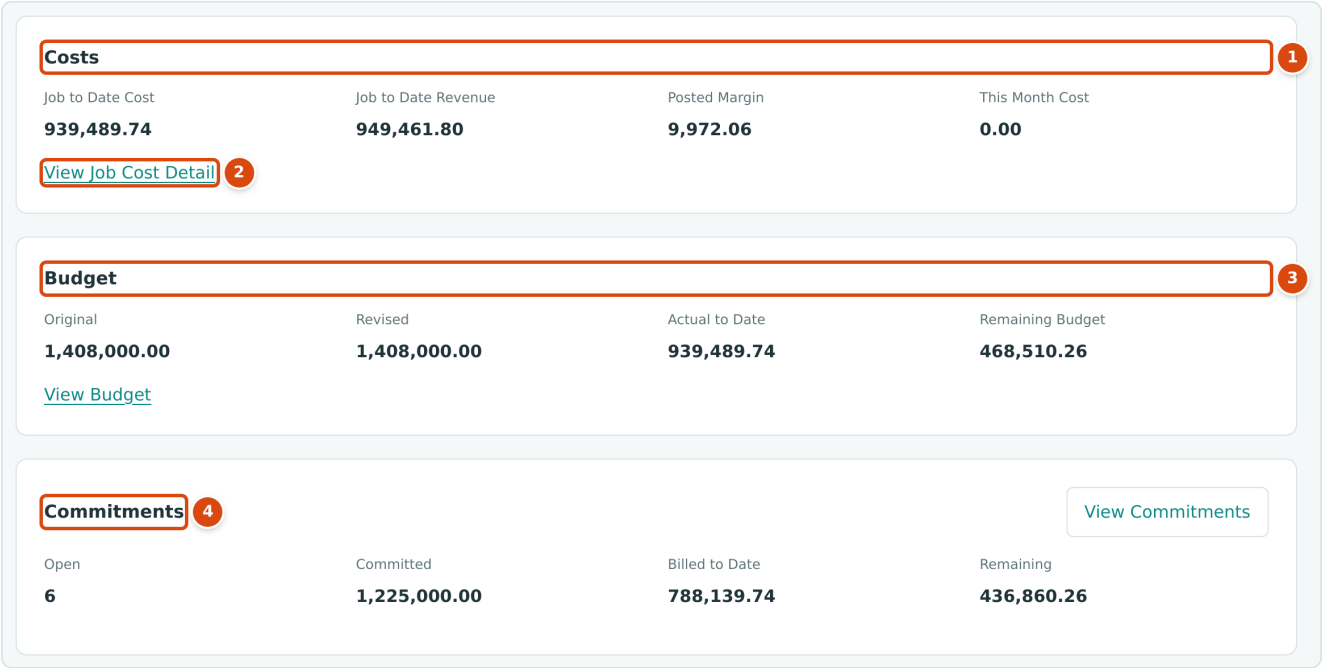

Figure 7-156 The Costs, Budget and Commitments cards of J-2004.

1. **Costs**: posted cost and revenue to date, the posted margin, and this month's cost.
2. **View Job Cost Detail** opens Job Cost Detail for this job and the current month.
3. **Budget**: original, revised, actual to date and remaining budget.
4. **Commitments**: open commitments and their committed, billed and remaining amounts.

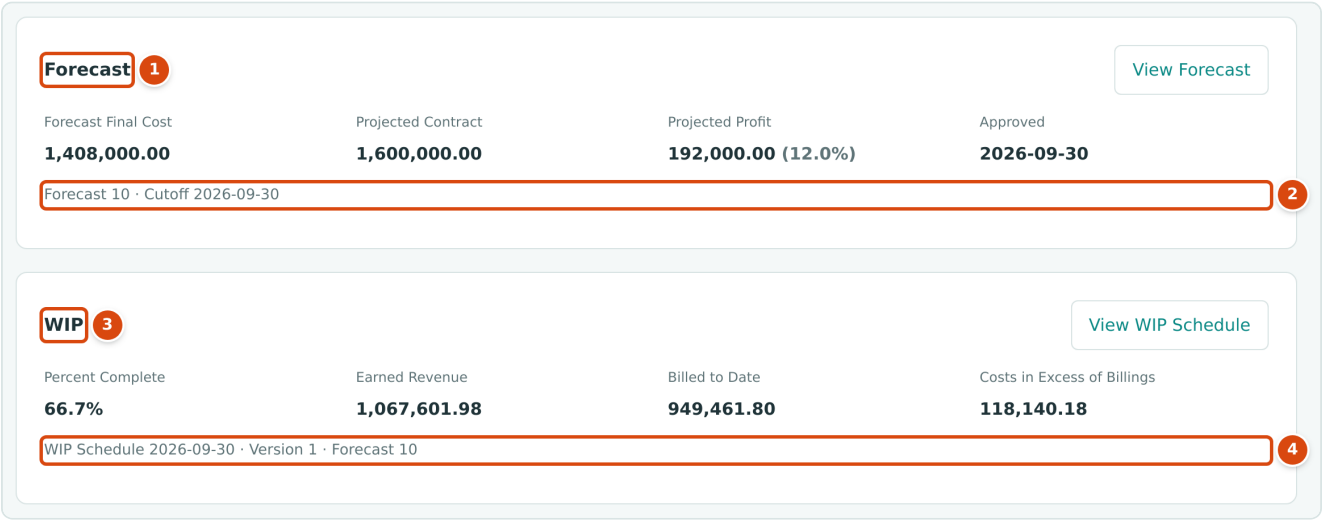

Figure 7-157 The Forecast and WIP cards of J-2004.

1. **Forecast**: the latest approved forecast's final cost, projected contract, projected profit and approval date.

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2. Which forecast it is and its cutoff. A draft forecast, if any, is listed below with **Open Draft**.
3. **WIP**: the latest approved WIP schedule's percent complete, earned revenue, billed to date, and costs in excess of billings or billings in excess of costs.
4. Which schedule, version and forecast it comes from.

Card	Field	How It Is Worked Out
Costs	**Job to Date Cost**, **Job to Date Revenue**, **Posted Margin**	As on Job Costs, up to today.
Costs	**This Month Cost**	Cost posted from the first of the current month to today.
Budget	**Original**, **Revised**	Approved budget revisions effective up to today.
Budget	**Actual to Date**, **Remaining Budget**	Posted cost; revised less actual.
Commitments	**Open**	The number of draft, approved and issued commitments.
Commitments	**Committed**, **Billed to Date**, **Remaining**	Issued and closed commitments including approved amendments; billed against them; the difference.
Forecast	**Forecast Final Cost**, **Projected Contract**, **Projected Profit**	From the latest approved forecast; see Forecasts.
WIP	**Percent Complete**, **Earned Revenue**, **Billed to Date**, over or under billing	From the latest approved WIP schedule; see WIP Schedules.

The Jobs & Costing Overview

The Jobs & Costing Overview shows the active jobs with the highest cost to date and a **Needs Attention** list.

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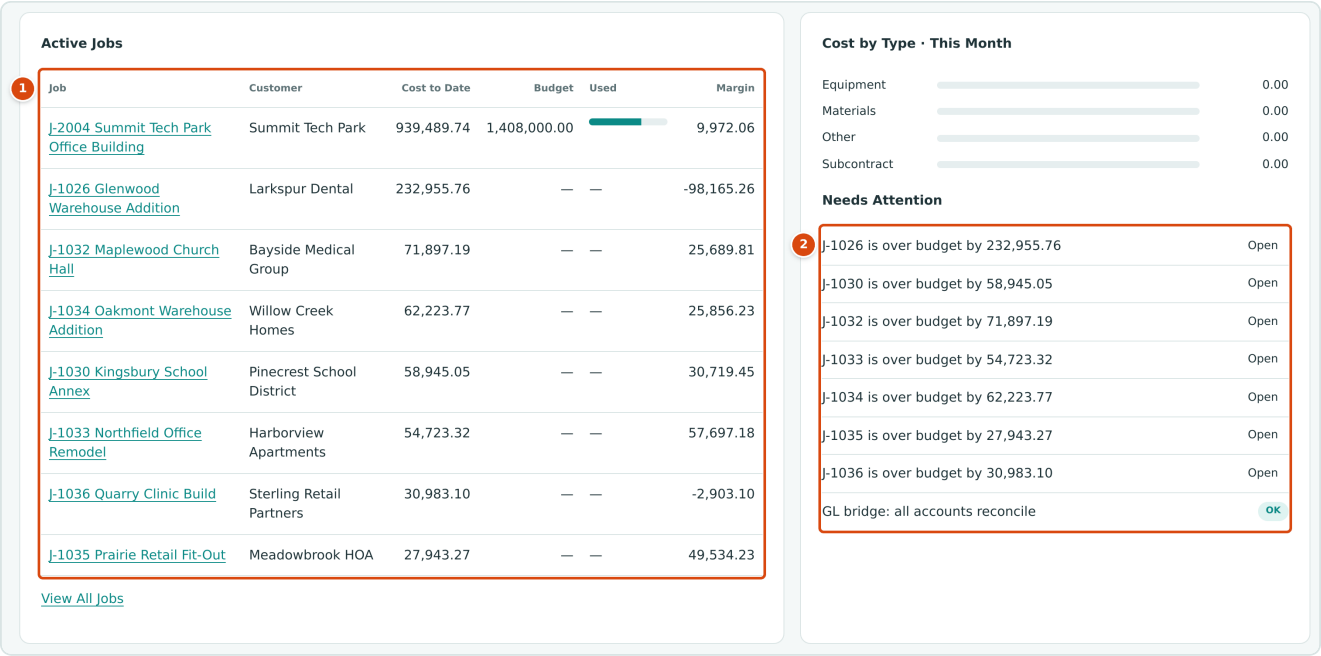

Figure 7-158 Active jobs and Needs Attention on the overview.

1. **Active Jobs**: up to eight active jobs, largest cost to date first, with **Customer**, **Cost to Date**, **Budget** (the revised budget, shown only when the job has an original budget), **Used** (cost to date as a share of that budget) and **Margin** (the posted margin).
2. **Needs Attention**: active jobs over budget, cost lines without a job, lines on on-hold or closed jobs, draft documents with job coding, and the GL Bridge result. Each item links to the page to review.

Jobs without a budget

A job with no budget at all has a revised budget of 0.00, so the overview lists it as over budget by its whole cost to date (for example *J-1026 is over budget by 232,955.76*). The sample company's active service jobs (J-1026, J-1030 and J-1032 to J-1036) have no budget, so they all appear. Read those items as "no budget yet".

Finding Overruns and Checking Profitability

What You Want to Know	Where to Look	What to Look For
Is a job spending more than budgeted so far?	Budgets, the job page **Budget** card, the overview's **Needs Attention**	A negative **Remaining Budget**; *is over budget by* on the overview.

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What You Want to Know	Where to Look	What to Look For
Which cost codes are over?	The job's budget page, or its forecast's **Lines**	A negative **Variance** on a forecast line.
Did a vendor bill more than the commitment?	**Exceptions** on Job Costs; Commitments	**Commitment Overrun** rows.
Will the job lose money?	The **Forecasts** list, the job page **Forecast** card	**Projected Loss**, or a low margin.
Is the loss booked?	The WIP schedule	**Estimated Gross Profit** below zero and a **Loss Provision**.
How much has the job earned against what was billed?	The WIP schedule, the job page **WIP** card	**Costs in Excess of Billings** (under billed) or **Billings in Excess of Costs** (over billed).
What has been billed against cost so far?	Job Costs, the overview's **Margin**	**Posted Margin**: revenue billed to date less cost to date.

Worked Example: J-2004 at September 30, 2026

The views answer different questions, and their figures fit together. For J-2004 Summit Tech Park Office Building at the end of September 2026:

View	Figure	Amount
Job Costs	Job to date cost	939,489.74
Job Costs	Job to date revenue (billed)	949,461.80
Job Costs	**Posted Margin** (949,461.80 − 939,489.74)	9,972.06
Budget card	Remaining budget (1,408,000.00 − 939,489.74)	468,510.26

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View	Figure	Amount
Commitments card	Remaining on commitments (1,225,000.00 − 788,139.74)	436,860.26
Forecast 10	Forecast final cost; variance against the budget	1,408,000.00; 0.00
Forecast 10	**Projected Profit** (1,600,000.00 − 1,408,000.00)	192,000.00 (12.0%)
WIP schedule	Earned revenue at 66.7% complete	1,067,601.98
WIP schedule	Gross profit earned to date (1,067,601.98 − 939,489.74)	128,112.24
WIP schedule	**Costs in Excess of Billings** (1,067,601.98 − 949,461.80)	118,140.18

The posted margin and the earned gross profit differ by exactly the under billing: 9,972.06 + 118,140.18 = 128,112.24. The job is on budget and profitable; it has simply billed less than it has earned, because Pay Application 10 was sent but not yet accepted.

Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
Job Cost Detail shows only the filters.	No job was chosen yet.	Choose a **Job** and click **Run Report**.
This field is required. under **Job**	The report was run without a job.	Choose a job.
Start must be on or before end.	The dates are the wrong way round.	Swap the dates.
A closed job is missing from the **Job** list.	It is Draft or Archived.	Only Active, On Hold and Closed jobs are listed.

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Message or Symptom	Why It Happens	What to Do
A line shows a dash under **Cost Code**.	The cost was posted to the job without a cost code or cost type.	Correct the document's coding; forecasts refuse jobs with uncoded cost.
A transfer shows as **Journal Entry** here.	Cost transfers are journal entries.	Open the date link; the entry page shows the type **Job Cost Transfer**.
Job Costs and **Job Cost Detail** are not on the Reports page.	Jobs & Costing is off, or no job is Active, On Hold or Closed yet.	Turn the module on or activate a job.

Related Topics

- Job Costs and Cost Transfers
- Job Budgets and Commitments
- Forecasts and WIP Schedules
- The Jobs & Costing Overview
- Reports, Balance Sheet and Profit and Loss

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9 Settings

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settings | company setup | access | administration

9.1 Settings

Settings holds the choices that apply to the whole company rather than to one customer, vendor or job: the name and address printed on your documents, how those documents look, how invoices are emailed, which periods are closed, the balances your books start with, the classes and locations you report by, who can sign in, and the files you import from other systems.

Most of these pages are set once when the company starts and then visited only occasionally. The exception is **Books Closed**, which you move forward every month after you finish the month's work.

Navigation

Settings → **Overview** in the navigation, or the **Settings** icon (the gear) in the narrow icon bar.

The Settings Overview

The overview groups the settings pages into three sections, **Company**, **Books** and **People & Data**. Each card names the page, says what it is for, and shows the current value where there is one. Click a card to open its page.

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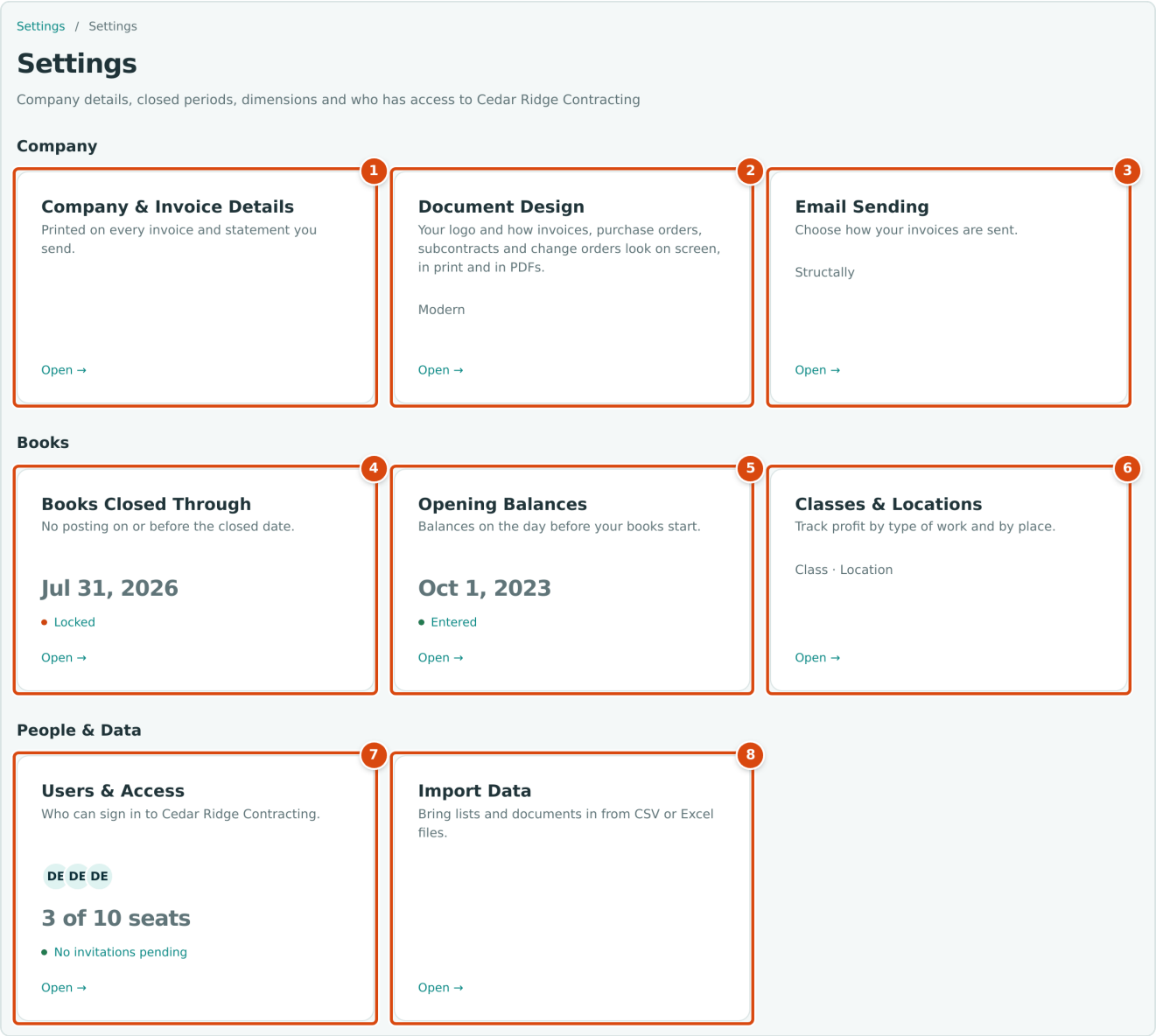

Figure 8-1 The Settings overview of the sample company, as a Company Admin sees it.

1. **Company & Invoice Details**: the legal name, address, contact details and tax ID printed on your documents, plus the date format and time zone. Shows the legal name once one is entered.
2. **Document Design**: your logo and the look of invoices, purchase orders, subcontracts and change orders. Shows the layout in use (**Modern**).
3. **Email Sending**: how invoices are emailed. Shows the sending method (**Structally** or **Your SMTP Account**).
4. **Books Closed Through**: the date through which nothing can be posted. Shows the date and **Locked**, or **Open** and **No closed period**.
5. **Opening Balances**: the balances your books start with. Shows the books start date and **Entered**, or **Not entered** and **Books start not set**.

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6. **Classes & Locations**: the two reporting tags you can put on transactions. Shows their current names (**Class · Location**).
7. **Users & Access**: who can sign in to the company. Shows the first users' initials, the seats in use (**3 of 10 seats**) and how many invitations are still pending.
8. **Import Data**: brings lists and documents in from CSV or Excel files.

The same pages are listed under **Settings** in the navigation. The navigation uses short names: **Company Details** opens the page headed **Company & Invoice Details**. The **Books Closed Through** card opens the page headed **Books Closed**, the name the navigation uses.

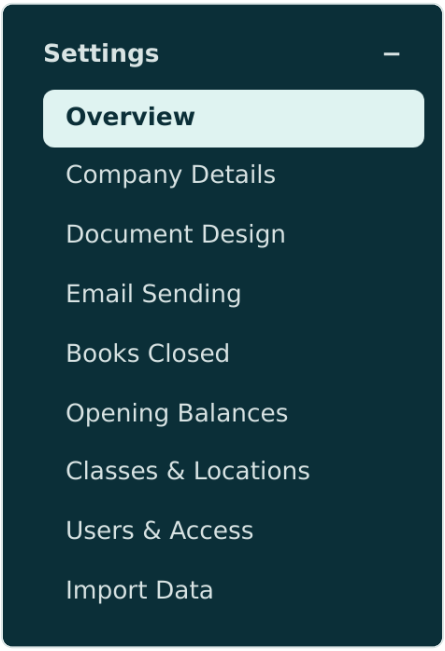

Figure 8-2 The Settings group of the navigation for a Company Admin.

Who Can Open Each Page

Settings is one of the seven access areas (see Roles and Permissions). Only the Company Admin role includes it; Accountants, Viewers and Project Managers have no Settings access, so the Settings group is not in their navigation and opening a settings page shows **This Area Is Locked for You**. A Custom user gets whatever level a Company Admin chose for Settings.

Three pages are for Company Admins only, whatever level a Custom user has: **Company & Invoice Details**, **Classes & Locations** and **Users & Access**. Their cards and navigation links are hidden from everyone else.

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Page	Company Admin	Custom, Settings View	Custom, Settings Edit
Overview	Opens	Opens, without the three Company Admin cards	Opens, without the three Company Admin cards
Company & Invoice Details	Views and edits	Locked	Locked
Document Design	Views and edits	Views	Views and edits
Email Sending	Views, edits and sends a test	Views	Views, edits and sends a test
Books Closed	Views and changes	Views	Views and changes
Opening Balances	Views and posts	Sees the balancing account only	Views and posts
Classes & Locations	Views and edits	Locked	Locked
Users & Access	Views and edits	Locked	Locked
Import Data	Downloads templates, imports and undoes	Downloads templates and sees past imports	Downloads templates, imports and undoes

Job costing policies, retainage accounts and the WIP accounts are not on these pages; they are in Job Costing Settings under **Jobs & Costing**. Payment terms are under **Accounting** (see Payment Terms).

Setting Up a New Company

A new company usually works through Settings in this order:

1. **Company & Invoice Details**: enter the legal name, address, phone, email and tax ID, and check the time zone and date format. Documents and emails use these from the start.
2. **Document Design**: upload your logo and choose the layout, accent color and the wording of each document.

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3. **Email Sending**: decide whether invoices go out through Structally or through your own email account, and send a test email.
4. **Classes & Locations**: rename the labels if your company uses other words, and add the values you will report by.
5. **Opening Balances**: enter the balance sheet as of the day before your books start.
6. **Import Data**: bring in customers, vendors, items and other lists from your old system.
7. **Users & Access**: add the people who will work in the company and give each a role.
8. **Books Closed**: once a month is finished and reviewed, close it.

The training exercise A: Setting Up a New Company and Setting Up a New Company cover the same steps together with the rest of the product.

Pages in This Section

- Company Details: legal name, address, contact details, tax ID, date format and time zone, and where each appears.
- Document Design: logo, layout, accent color and the wording of invoices, purchase orders, subcontracts and change orders, with previews.
- Email Sending: sending invoices through Structally or your own email account, the default subject and message, and the test email.
- Books Closed: closing a period so nothing can be posted, reversed or voided on or before its last day, and the month-end routine.
- Opening Balances: entering the balances your books start with.
- Classes & Locations: the two reporting tags, their values and their labels.
- Users & Access: adding users, roles and custom access, suspending and removing access, invitations, passwords and seats.
- Import Data: templates, checking a file, importing, results and undoing an import.
- Settings Reference: every setting in one table.

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company details | legal name | tax id | time zone | date format | settings

9.2 Company Details

The **Company & Invoice Details** page holds the facts about your company that Structally prints on the documents you send and uses when it emails them: the legal name, address, phone, email and tax ID. It also holds two company-wide display choices: the **Date Format** used on screens and the **Time Zone** that decides what "today" is and how times are shown.

Fill it in before you send your first invoice, purchase order or change order, and update it whenever the company moves or changes its contact details. Printed documents always use the values saved at the moment they are printed, so a change also shows on older documents the next time you print them.

Before You Begin

- You must be a **Company Admin**. This page is not available to any other role, including Custom users with Settings access. See Roles and Permissions.

Navigation

Settings → **Company Details**, or the **Company & Invoice Details** card on the Settings overview.

The Page

The page opens in read mode: each value is listed under its label, with — where nothing has been entered. The sample company has entered none of the contact details yet, so its documents show only the company name.

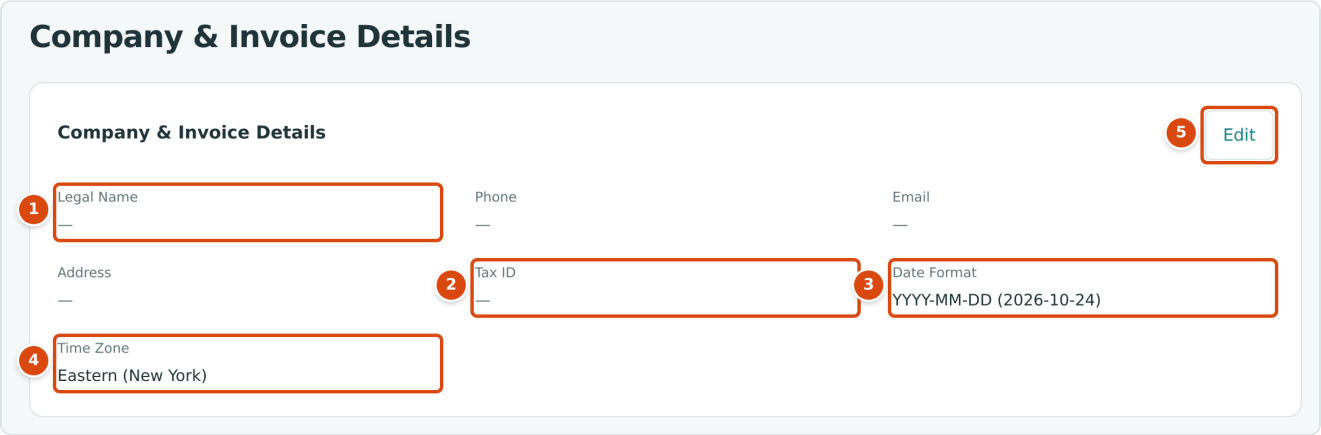

Figure 8-3 Company & Invoice Details in read mode.

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1. **Legal Name**: empty here, so documents print the company name, **Cedar Ridge Contracting**, instead.
2. **Tax ID**: printed on documents when **Show Tax ID** is on in Document Design.
3. **Date Format**: how dates appear on screens. The choice shows today's date in that format.
4. **Time Zone**: the company's time zone, **Eastern (New York)** unless changed.
5. **Edit** turns the values into a form.

Step by Step

1. Open **Settings** → **Company Details** and click **Edit**.
2. Type the **Legal Name** exactly as it should appear on documents, for example with "LLC" or "Inc.".
3. Enter the **Phone**, **Email** and **Address**. The address box takes several lines; each line prints on its own line.
4. Enter the **Tax ID** if you want it printed on documents.
5. Check **Date Format** and **Time Zone**.
6. Click **Save**. If you changed the time zone, confirm it (see Changing the Time Zone). Click **Cancel** instead to leave without saving.

Structally confirms with *Company details saved.* and shows the page in read mode again.

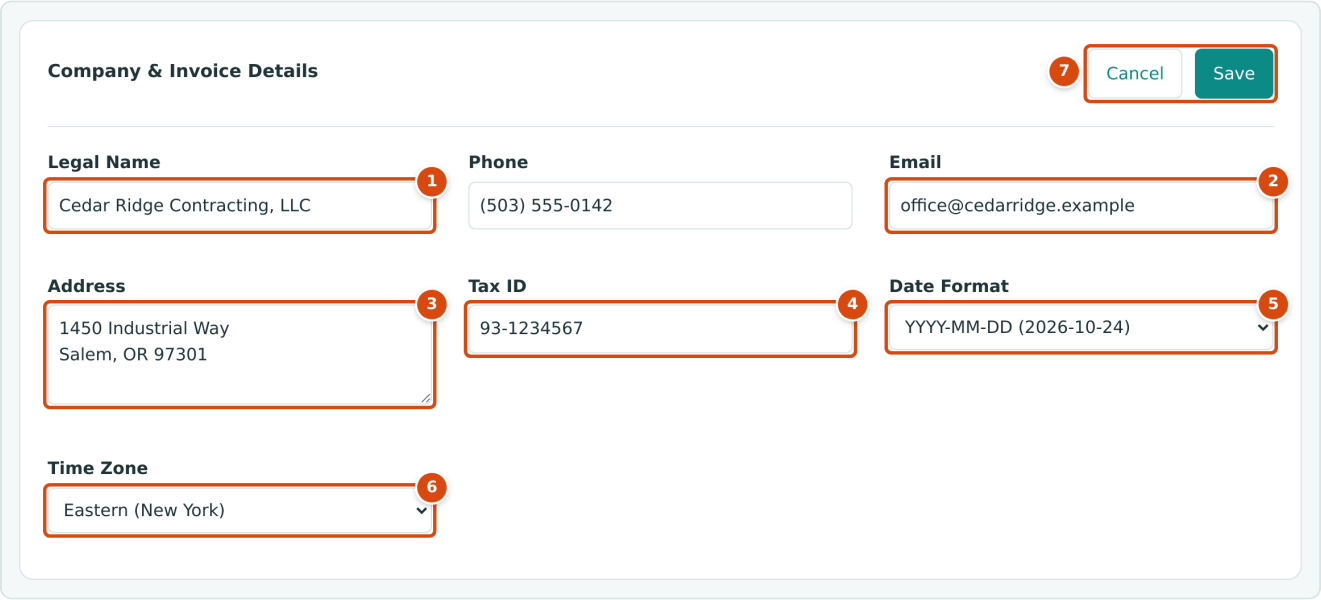

Figure 8-4 The form filled in with illustrative details (not saved in the sample company).

1. **Legal Name**: up to 150 characters.
2. **Email**: your company's general address. It receives the test email and replies to invoices sent through Structally.
3. **Address**: up to 1,000 characters on several lines.

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4. **Tax ID**: up to 40 characters, printed as written.
5. **Date Format**: three choices, each shown with today's date.
6. **Time Zone**: a list of named zones.
7. **Cancel** and **Save**.

Changing the Time Zone

When you save a different time zone, Structally asks first:

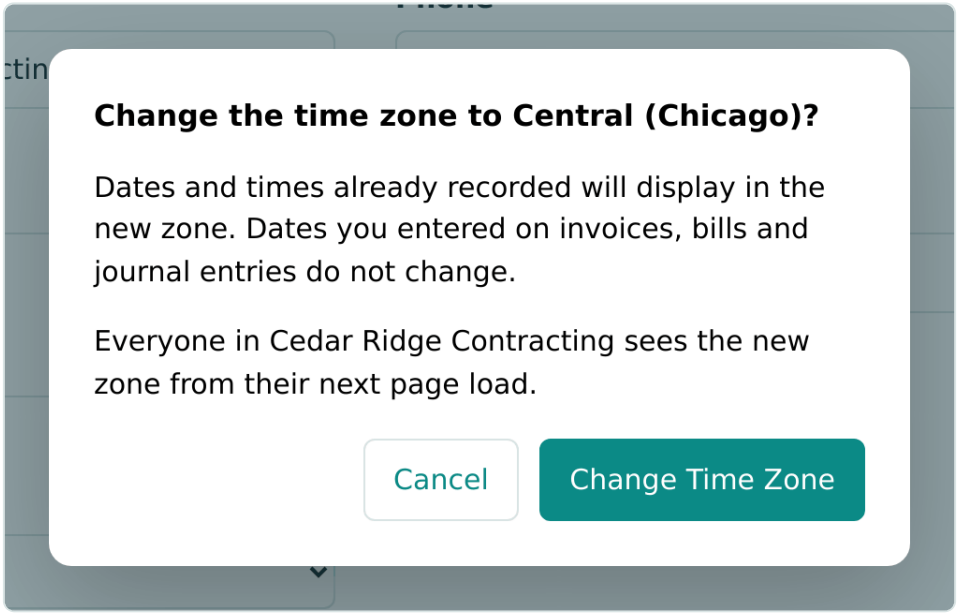

Figure 8-5 The confirmation shown before the time zone changes.

Click **Change Time Zone** to save, or **Cancel** to go back to the form. As the dialog says, *Dates and times already recorded will display in the new zone. Dates you entered on invoices, bills and journal entries do not change.* Everyone in the company sees the new zone from their next page load.

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Field Reference

Field	Description	Required	Example
Legal Name	The name printed at the top of every document and used as the sender name of emails sent through Structally. When empty, the company name is used. Up to 150 characters.	No	Cedar Ridge Contracting, LLC
Phone	Printed in the company block of documents. Up to 40 characters.	No	(503) 555-0142
Email	Printed in the company block; receives replies to invoices sent through Structally and the test email. Must be a valid email address.	No	office@cedarridge.example
Address	Printed in the company block; also used as the **Ship To** of purchase orders when Ship To is **Company Address**, or when the job has no address. Up to 1,000 characters.	No	1450 Industrial Way, Salem, OR 97301
Tax ID	Printed as **Tax ID:** followed by the value, when **Show Tax ID** is on. Up to 40 characters.	No	93-1234567
Date Format	How dates appear on lists, record pages and reports: **YYYY-MM-DD** (the default), **MM/DD/YYYY** or **DD/MM/YYYY**. Printed documents always spell the date out, for example Oct 15, 2026.	No	YYYY-MM-DD

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Field	Description	Required	Example
Time Zone	The zone that decides which day is "today" (for example the date a new form starts with, and the latest date the Books Closed date can take) and in which times such as **Last Sign-In** are shown. Default **Eastern (New York)**.	No	Eastern (New York)

The **Time Zone** list has two groups. **United States**: Eastern (New York), Central (Chicago), Mountain (Denver), Arizona (Phoenix, No Daylight Saving), Pacific (Los Angeles), Alaska (Anchorage), Hawaii (Honolulu) and Puerto Rico. **Other Zones, by Offset from UTC**: one city for each offset from UTC-11 (Pago Pago) to UTC+14 (Kiritimati).

The company name itself (the name in the company chooser and at the top of the navigation) is not on this page and cannot be changed here.

Where These Details Appear

Detail	Where It Appears
Legal Name (or the company name)	Top of printed and PDF invoices, purchase orders, subcontracts, change orders and pay applications; the **Authorized Signature** line of purchase orders and subcontracts; **Approved by** on change orders; the sender name of email sent through Structally ("… via Structally"); the **{company}** placeholder in the default email subject and message
Address, Phone, Email	The company block of printed documents, when **Show Address and Phone** is on in Document Design
Address	**Ship To** on purchase orders and subcontracts (see Document Design)
Email	Replies to invoices sent through Structally; the address the **Send Test Email** goes to; **Send Me a Copy** is ticked by default on the invoice send form when an email is set (see Email Sending)
Tax ID	The company block of printed documents, when **Show Tax ID** is on

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Detail	Where It Appears
Date Format	Dates on screens throughout the company
Time Zone	Today's date and every displayed time

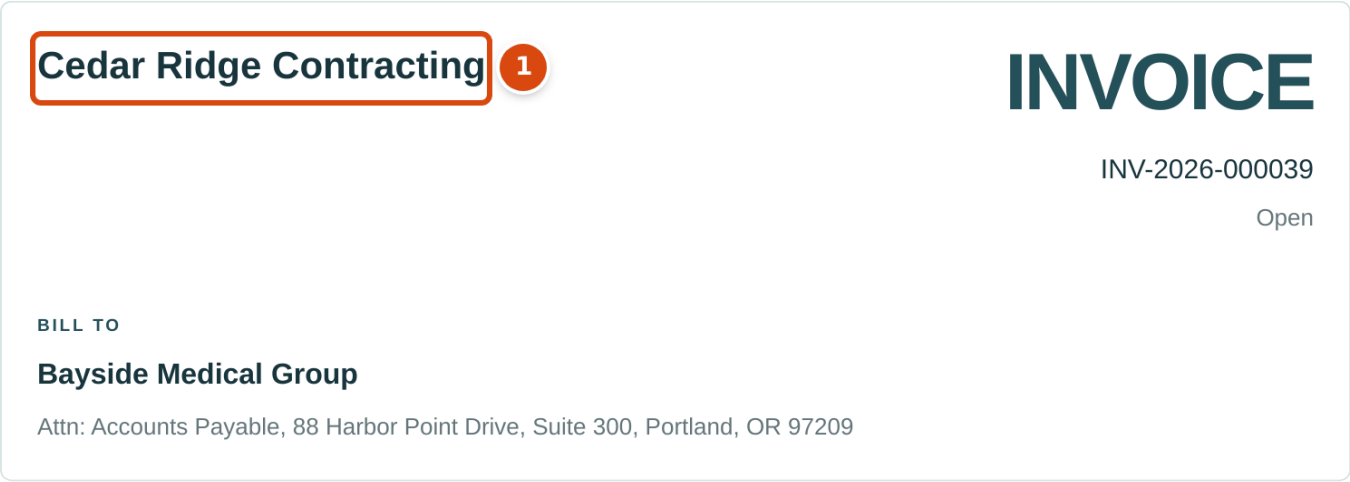

Figure 8-6 The top of the sample company's invoice preview: only the company name, because no details are entered.

1. The company name. With a legal name, address, phone, email and tax ID entered, they print here, under the name.

Worked Example

Suppose Cedar Ridge Contracting enters the details in the form figure above (illustrative; they are not saved in the sample company):

Field	Entered
Legal Name	Cedar Ridge Contracting, LLC
Phone	(503) 555-0142
Email	office@cedarridge.example

Field	Entered
Address	1450 Industrial Way / Salem, OR 97301
Tax ID	93-1234567

With the default design (**Show Address and Phone** and **Show Tax ID** both on), the top left of every invoice, purchase order and change order then reads:

> **Cedar Ridge Contracting, LLC**
> 1450 Industrial Way
> Salem, OR 97301
> (503) 555-0142
> office@cedarridge.example
> Tax ID: 93-1234567

An invoice emailed through Structally comes from "Cedar Ridge Contracting, LLC via Structally", and the customer's reply goes to office@cedarridge.example.

What Happens After You Save

- The new values are used immediately on every document you print, download or email, including documents created earlier. Nothing is posted and no journal entry is written.
- A changed **Date Format** or **Time Zone** applies to everyone in the company from their next page load. Dates already entered on documents do not change.

Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
Enter a valid email address.	The **Email** is not a complete address.	Correct it, for example office@cedarridge.example.
Choose a listed time zone.	The time zone sent is not one in the list.	Choose a zone from the list.
Address must be at most 1000 characters.	The address is too long.	Shorten it.

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Message or Symptom	Why It Happens	What to Do
Documents show the company name, not the legal name.	**Legal Name** is empty.	Enter the legal name.
The address, phone or tax ID does not print.	**Show Address and Phone** or **Show Tax ID** is off, or the field is empty.	Turn the option on in Document Design and fill the field.
There is no Company Details link in the navigation.	You are not a Company Admin.	Ask a Company Admin; the page names them when you open it.

Related Topics

- Document Design
- Email Sending
- Books Closed, which uses the company's "today"
- Settings Reference

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document design | invoice design | logo | layout | accent color | purchase orders | change orders

9.3 Document Design

Document Design decides how the documents you send look: invoices, purchase orders, subcontracts and change orders, on screen, in print, as PDFs and as the PDF attached to an emailed invoice. One design covers them all. The logo, layout, accent color, company block and footer line are shared; each kind of document then has its own options and wording.

The design is applied whenever a document is shown or printed, so a change applies to every document from then on, including documents created before the change.

Before You Begin

- To change the design you need **Edit** access to **Settings**: Company Admins, and Custom users given Settings **Edit**. Custom users with Settings **View** can open the page and the previews but not change anything. See Roles and Permissions.
- The company block prints the details from Company Details; enter them first.
- For a logo: a PNG or JPG file of at most 2 MB and at most 1600 by 600 pixels.

Navigation

Settings → **Document Design**, or the **Document Design** card on the Settings overview.

The Page

The page has four cards. Each opens in read mode, listing the current choices, and has its own **Edit** button, so you change and save one card at a time.

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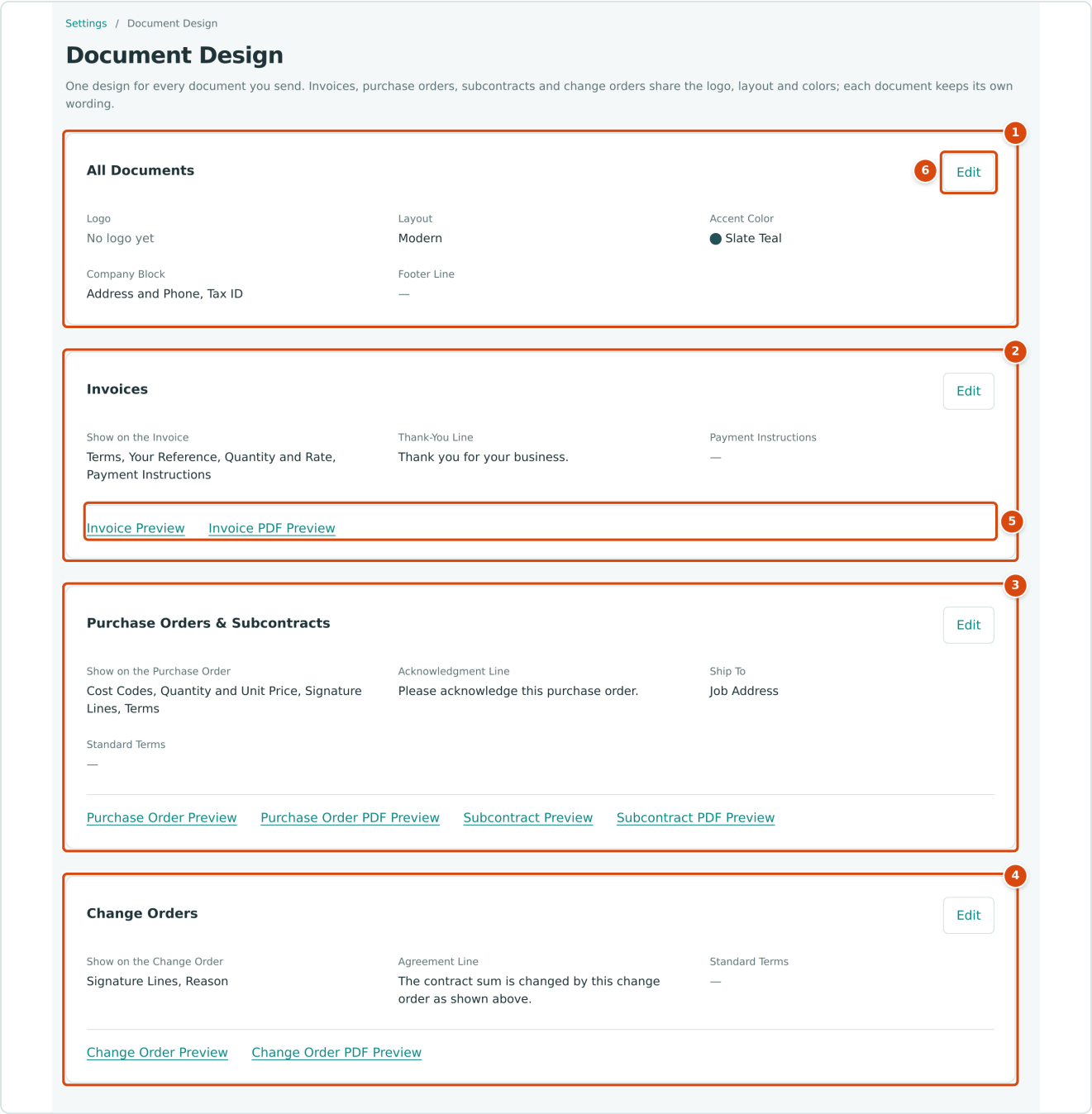

Figure 8-7 Document Design in read mode, with the sample company's settings.

1. **All Documents**: logo, layout, accent color, company block and footer line, shared by every document.
2. **Invoices**: what an invoice shows and its wording.
3. **Purchase Orders & Subcontracts**: what a commitment shows and its wording.
4. **Change Orders**: what a change order shows and its wording.

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5. The preview links of each card open a sample document with the saved design in a new browser tab, as a web page or as a PDF.
6. **Edit** turns a card into a form with **Cancel** and **Save**.

All Documents

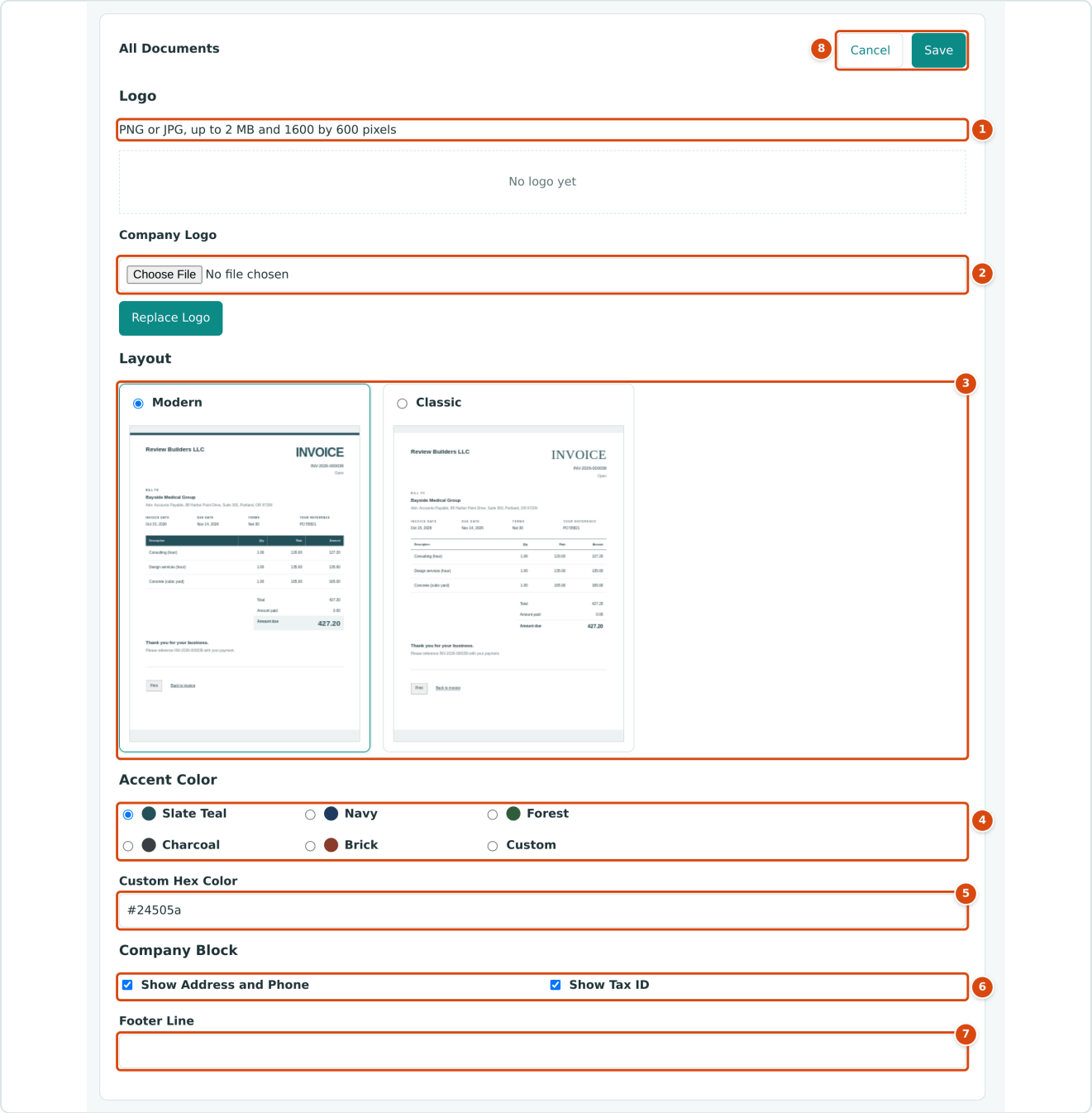

Figure 8-8 The All Documents card opened for editing.

1. The logo rules: **PNG or JPG, up to 2 MB and 1600 by 600 pixels**. The current logo (or **No logo yet**) is shown below them.
2. **Company Logo**: choose the file, then click **Replace Logo**. **Remove** appears once a logo is saved.
3. **Layout**: **Modern** or **Classic**; the pictures show the difference.
4. **Accent Color**: five named colors, or **Custom**.
5. **Custom Hex Color**: a color code such as #24505a, used when **Custom** is chosen.
6. **Company Block**: **Show Address and Phone** and **Show Tax ID**.
7. **Footer Line**: one line printed at the bottom of every document.
8. **Cancel** and **Save** for the layout, color, company block and footer line.

Uploading or Removing the Logo

1. Click **Edit** on **All Documents**.
2. Under **Company Logo**, click **Choose File** and pick the image.
3. Click **Replace Logo**. The button reads **Replace Logo** even when there is no logo yet. The logo is saved straight away; you do not need to click **Save**.
4. To take the logo off your documents, click **Remove** under the current logo.

The logo prints at the top left of every document, above the company name, and is shown on this page. Its size counts toward your company's file storage.

Layout, Accent Color, Company Block and Footer

1. Click **Edit** on **All Documents**.
2. Choose **Modern** or **Classic**.
3. Choose an accent color: **Slate Teal** (the default), **Navy**, **Forest**, **Charcoal** or **Brick**. For another color, choose **Custom** and type its code in **Custom Hex Color**: a # followed by six digits or letters A to F. Typing a code that matches a named color selects that color.
4. Tick **Show Address and Phone** to print the address, phone and email under the company name, and **Show Tax ID** to print the tax ID.
5. Type a **Footer Line** if you want one, for example your license number.
6. Click **Save**. Structally confirms with *Document design saved.*

The accent color is used for the document title (such as **INVOICE**), the small headings and the band behind the column headings; the **Modern** layout also has a colored bar across the top of the page.

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Invoices

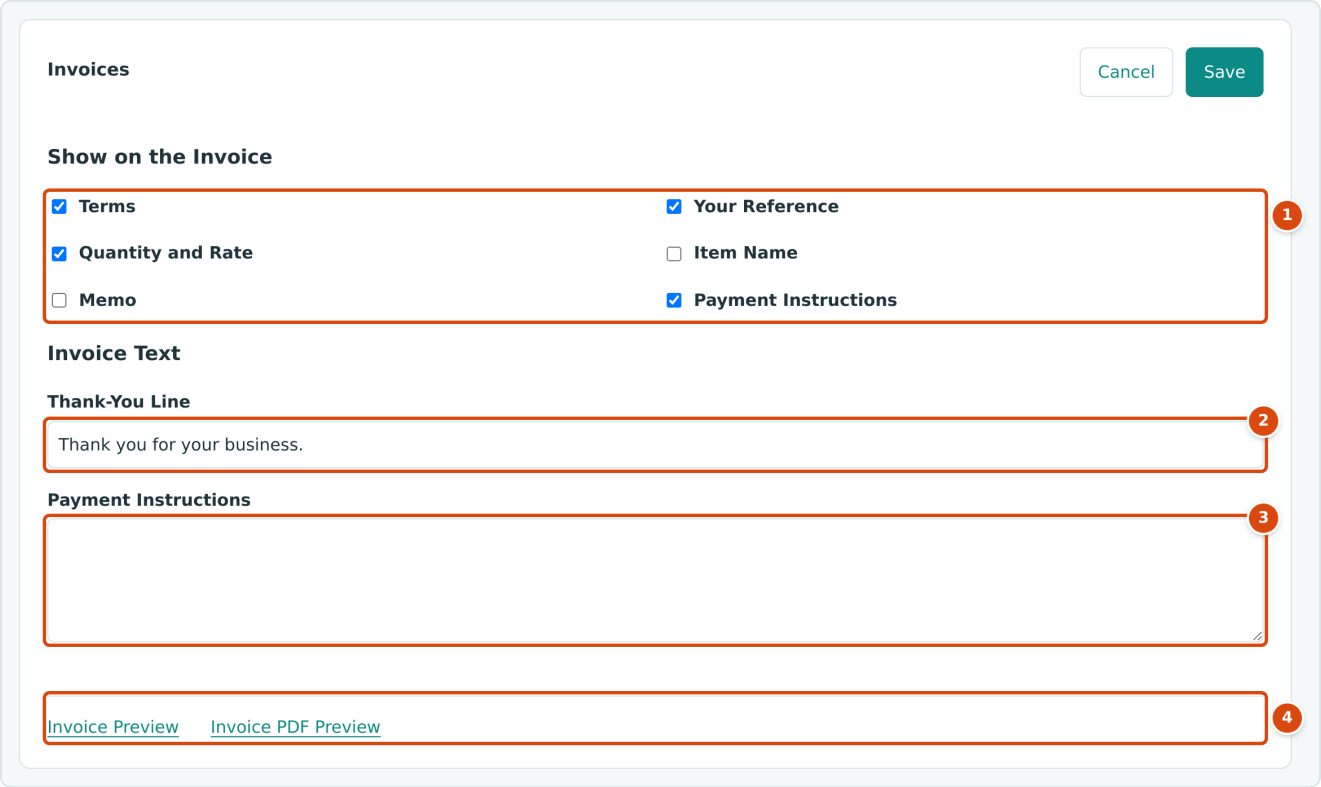

Figure 8-9 The Invoices card opened for editing.

1. **Show on the Invoice**: the parts of the invoice you can turn on or off.
2. **Thank-You Line**: printed in bold under the totals. Required.
3. **Payment Instructions**: how customers should pay you, for example bank details.
4. **Invoice Preview** and **Invoice PDF Preview**.

Option	When Ticked	Default
Terms	The invoice's payment terms print beside the dates.	On
Your Reference	The customer's reference (such as their purchase order number) prints beside the dates.	On
Quantity and Rate	The lines show **Qty** and **Rate** columns.	On

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Option	When Ticked	Default
Item Name	Each line shows the product or service name before its description.	Off
Memo	The invoice's memo prints under **Memo**.	Off
Payment Instructions	The **Payment Instructions** text prints under the thank-you line.	On

Every invoice also prints "Please reference" followed by the invoice number "with your payment." under the thank-you line. These options also apply to the invoice PDF attached when you email an invoice (see Sending and Printing Invoices).

Purchase Orders and Subcontracts

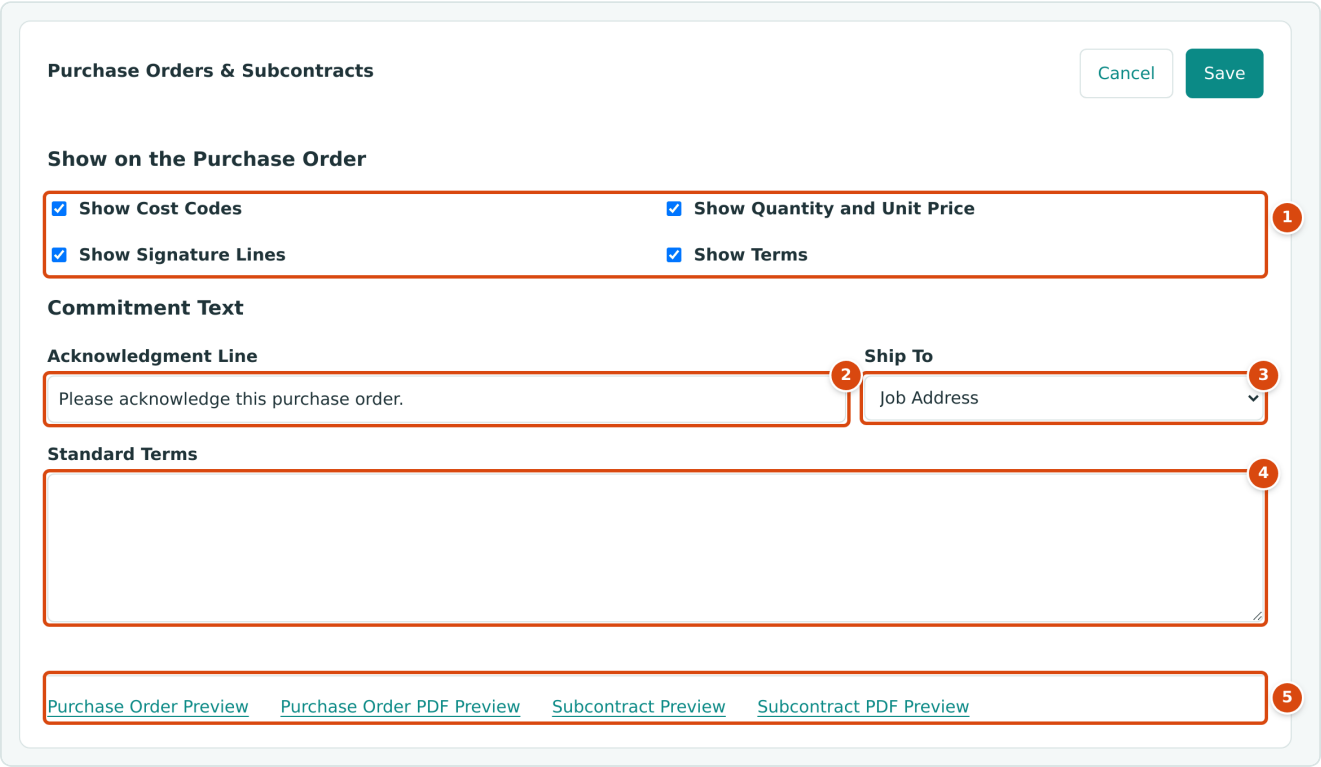

Figure 8-10 The Purchase Orders & Subcontracts card opened for editing.

1. **Show on the Purchase Order**: **Show Cost Codes**, **Show Quantity and Unit Price**, **Show Signature Lines** and **Show Terms**, all on by default.

2. **Acknowledgment Line**: the sentence asking the vendor to acknowledge. Required.
3. **Ship To**: **Job Address** (the default), **Company Address** or **Leave Blank**.
4. **Standard Terms**: your standard conditions, printed when **Show Terms** is on.
5. Previews of a purchase order and a subcontract, as a web page or a PDF.

- **Show Cost Codes** adds the **Cost Code** column; **Show Quantity and Unit Price** adds the **Qty** and **Unit Price** columns.
- **Show Signature Lines** prints a signature line for your company (the legal name followed by "Authorized Signature") and one for the vendor ("Acknowledged").
- The default **Acknowledgment Line** is "Please acknowledge this purchase order." On a subcontract, the words "purchase order" in it print as "subcontract".
- **Ship To** with **Job Address** prints the job's address, or your company address when the job has none. **Leave Blank** leaves the Ship To block off the document.

These settings apply to commitments printed from **Jobs & Costing** (see Commitments).

Change Orders

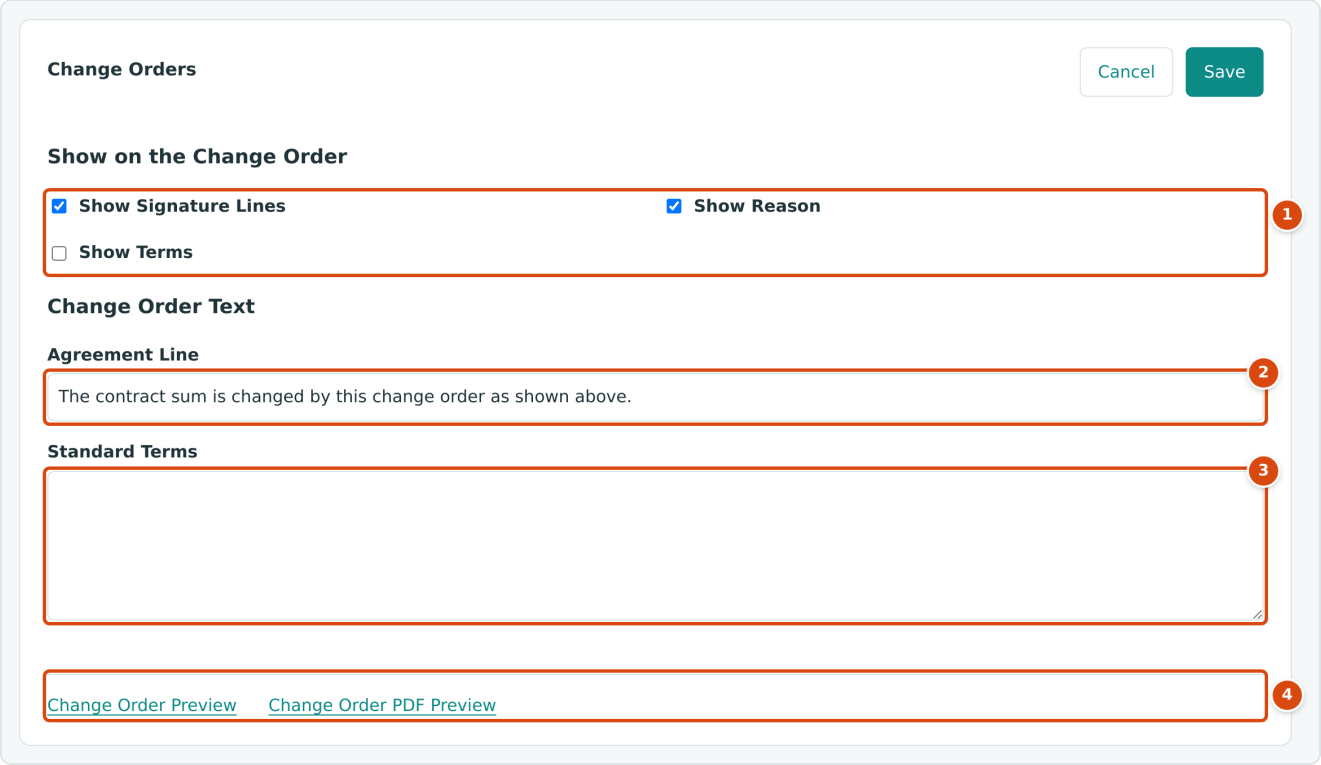

Figure 8-11 The Change Orders card opened for editing.

1. **Show on the Change Order**: **Show Signature Lines** and **Show Reason** (on by default) and **Show Terms** (off by default).
2. **Agreement Line**: the sentence printed under the totals. Required. The default is "The contract sum is changed by this change order as shown above."
3. **Standard Terms**: printed when **Show Terms** is on; up to 2,000 characters.
4. **Change Order Preview** and **Change Order PDF Preview**.

Show Reason prints the change order's reason under its title; **Show Signature Lines** prints **Accepted by Customer** and **Approved by** your company, each with **Name**, **Signature** and **Date** lines. See Change Orders.

Previewing Documents

Each card has preview links that open in a new browser tab:

Link	Opens
Invoice Preview, **Invoice PDF Preview**	A sample invoice, INV-2026-000039 to Bayside Medical Group for 427.20
Purchase Order Preview, **Purchase Order PDF Preview**	A sample purchase order, PO-2026-000012
Subcontract Preview, **Subcontract PDF Preview**	A sample subcontract, SC-2026-000004
Change Order Preview, **Change Order PDF Preview**	A sample change order, CO-1 for 10,000.00

The previews use fixed sample content, not your records, with your saved design, logo and company details. Save a card before you preview it: changes you have not saved are not shown.

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Cedar Ridge Contracting 1

2 **INVOICE**

INV-2026-000039

Open

BILL TO

Bayside Medical Group

Attn: Accounts Payable, 88 Harbor Point Drive, Suite 300, Portland, OR 97209

INVOICE DATE	DUE DATE	3 TERMS	4 YOUR REFERENCE
Oct 15, 2026	Nov 14, 2026	Net 30	PO 55821

Description	5 Qty	Rate	Amount
Consulting (hour)	1.06	120.00	127.20
Design services (hour)	1.00	135.00	135.00
Concrete (cubic yard)	1.00	165.00	165.00

Total	427.20
Amount Paid	0.00
Amount Due	**427.20**

Thank you for your business. 6

Please reference INV-2026-000039 with your payment.

Figure 8-12 The invoice preview with the sample company's design.

1. The company name (the legal name once entered), with the logo above it if there is one.
2. The title in the accent color, here Slate Teal, with the Modern layout's bar across the top.
3. **Terms**, shown because **Terms** is ticked.
4. **Your Reference**, shown because **Your Reference** is ticked.
5. The **Qty** and **Rate** columns, shown because **Quantity and Rate** is ticked.
6. The **Thank-You Line**.

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Cedar Ridge Contracting

SUBCONTRACT

SC-2026-000004

Issued · Version 1

VENDOR

Boulder Lumber & Supply

880 Mill Street
Boulder, CO 80301

SHIP TO

41 Rowan Street
Boulder, CO 80302

1

SUBJECT

Framing package

ORDER DATE	ISSUED	JOB	STATUS
Oct 15, 2026	Oct 16, 2026	342 · 41 Rowan	Issued

2

Cost Code	Description	Qty	Unit Price	Amount
06-100	Framing lumber	400.00 ea	55.00	22,000.00
06-200	Sheathing	120.00 ea	35.00	4,200.00
06-300	Hardware and connectors	1.00 lot	1,800.00	1,800.00

Original	28,000.00
Approved Amendments	2,500.00
Revised Total	**30,500.00**

Please acknowledge this subcontract.

3

Invoices must reference SC-2026-000004 and the cost code of each line.

NOTES

Deliver to site in three drops.

Figure 8-13 The subcontract preview.

1. **Ship To**: the job address, because **Ship To** is **Job Address**.
2. The **Cost Code** column, from **Show Cost Codes**.
3. The **Acknowledgment Line**, with "subcontract" in place of "purchase order".
4. The signature lines, from **Show Signature Lines**.

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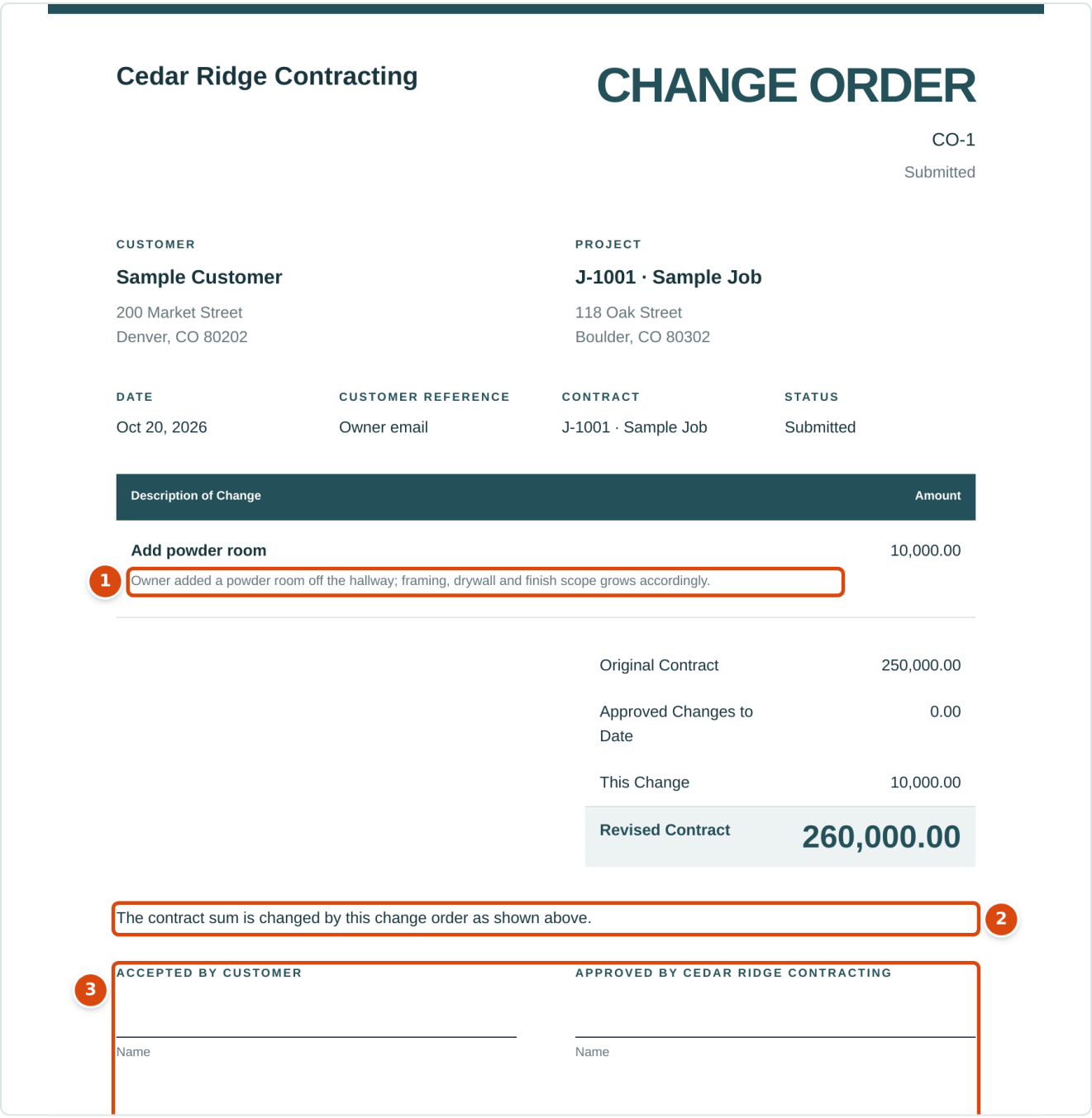

Cedar Ridge Contracting

CHANGE ORDER

CO-1

Submitted

CUSTOMER

Sample Customer

200 Market Street
Denver, CO 80202

PROJECT

J-1001 · Sample Job

118 Oak Street
Boulder, CO 80302

DATE	CUSTOMER REFERENCE	CONTRACT	STATUS
Oct 20, 2026	Owner email	J-1001 · Sample Job	Submitted

Description of Change	Amount
Add powder room	10,000.00
1 Owner added a powder room off the hallway; framing, drywall and finish scope grows accordingly.	

Original Contract	250,000.00
Approved Changes to Date	0.00
This Change	10,000.00
Revised Contract	**260,000.00**

The contract sum is changed by this change order as shown above. 2

3

ACCEPTED BY CUSTOMER

Name

APPROVED BY CEDAR RIDGE CONTRACTING

Name

Figure 8-14 The change order preview.

1. The reason, from **Show Reason**.
2. The **Agreement Line**.
3. The signature blocks, from **Show Signature Lines**.

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Field Reference

Field	Card	Description	Required	Default
Company Logo	All Documents	PNG or JPG, up to 2 MB and 1600 by 600 pixels.	No	None
Layout	All Documents	**Modern** or **Classic**.	Yes	Modern
Accent Color	All Documents	Slate Teal, Navy, Forest, Charcoal, Brick or Custom.	Yes	Slate Teal
Custom Hex Color	All Documents	# and six hexadecimal digits.	With Custom	#24505a
Show Address and Phone	All Documents	Prints the address, phone and email.	No	On
Show Tax ID	All Documents	Prints the tax ID.	No	On
Footer Line	All Documents	Up to 200 characters, bottom of every document.	No	Empty
Terms, **Your Reference**, **Quantity and Rate**, **Item Name**, **Memo**, **Payment Instructions** (options)	Invoices	See the table under Invoices.	No	See the table

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Field	Card	Description	Required	Default
Thank-You Line	Invoices	1 to 200 characters.	Yes	Thank you for your business.
Payment Instructions	Invoices	Up to 1,000 characters.	No	Empty
Show Cost Codes, **Show Quantity and Unit Price**, **Show Signature Lines**, **Show Terms**	Purchase Orders & Subcontracts	Columns and blocks of the printed commitment.	No	All on
Acknowledgment Line	Purchase Orders & Subcontracts	1 to 200 characters.	Yes	Please acknowledge this purchase order.
Ship To	Purchase Orders & Subcontracts	Job Address, Company Address or Leave Blank.	Yes	Job Address
Standard Terms	Purchase Orders & Subcontracts	Up to 2,000 characters.	No	Empty
Show Signature Lines, **Show Reason**, **Show Terms**	Change Orders	Blocks of the printed change order.	No	On, On, Off
Agreement Line	Change Orders	1 to 200 characters.	Yes	The contract sum is changed by this change order as shown above.

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Field	Card	Description	Required	Default
Standard Terms	Change Orders	Up to 2,000 characters.	No	Empty

Worked Example

Cedar Ridge Contracting uses the default design: **Modern** layout, **Slate Teal** accent, both company block options on, and the default invoice options (**Terms**, **Your Reference**, **Quantity and Rate** and **Payment Instructions** on; **Item Name** and **Memo** off). The invoice preview above shows the result: the sample invoice's three lines (1.06 hours of consulting at 120.00 = 127.20, 1.00 hour of design services at 135.00 = 135.00 and 1.00 cubic yard of concrete at 165.00 = 165.00) total 427.20, with the terms Net 30 and the reference PO 55821 beside the dates. No payment instructions print, because the **Payment Instructions** text is empty.

To add payment instructions, click **Edit** on **Invoices**, type the instructions (for example "Pay by ACH to account ending 4421"), click **Save**, and open **Invoice Preview** again: the text now prints under **Payment Instructions** below the thank-you line (the example text is illustrative).

What Happens After You Save

- Each card saves on its own; Structally confirms with *Document design saved.* A logo upload or removal takes effect immediately.
- The new design applies to every document shown, printed, downloaded or emailed from then on, old and new alike. Nothing is posted.

Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
Choose a PNG or JPG logo.	**Replace Logo** was clicked with no file chosen.	Choose a file first.
Logo must be a PNG or JPG image.	The file is another format, or not a valid image.	Save the logo as PNG or JPG.
Logo must be at most 2 MB.	The file is too large.	Save a smaller version.

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Message or Symptom	Why It Happens	What to Do
Logo must be at most 1600 by 600 pixels.	The image is too wide or too tall.	Resize it, keeping it at most 1600 pixels wide and 600 high.
The **Custom Hex Color** is refused.	It is not # followed by six digits or letters A to F.	Type a code such as #1f3a5f.
Acknowledgment line must be 1 to 200 characters.	The line is empty or too long.	Type a shorter sentence.
Agreement line must be 1 to 200 characters.	The line is empty or too long.	Type a shorter sentence.
Standard terms must be at most 2000 characters.	The terms are too long.	Shorten them.
The preview does not show my change.	The card was not saved.	Click **Save**, then open the preview again.
The address or tax ID does not print.	The detail is empty in Company Details, or its **Show** option is off.	Enter it and tick the option.
There is no **Edit** button.	You have Settings **View**, not **Edit**.	Ask a Company Admin.

Related Topics

- Company Details
- Email Sending
- Sending and Printing Invoices
- Commitments and Change Orders
- Settings Reference

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email invoices smtp sender test email settings

9.4 Email Sending

When you send a posted invoice to a customer, Structally emails it with the invoice PDF attached. **Email Sending** decides how that email leaves Structally and what it says by default:

- **Send Through Structally** (the standard choice) sends from Structally's own mail service, under your company's name, with replies going to your company email.
- **Use Your SMTP Account** sends through your own mail server, from your own address.

The page also holds the **Default Subject** and **Default Message** that fill in the send form for every invoice, and a **Send Test Email** button to check that sending works.

Before You Begin

- To change these settings or send a test you need **Edit** access to **Settings**: Company Admins, and Custom users given Settings **Edit**. With Settings **View** you can read the page only. See Roles and Permissions.
- Enter your company **Email** in Company Details. Replies to invoices sent through Structally go there, and the test email is sent to it.
- For your own account: the mail server's host name, port and security setting, and the username and password of the mailbox, from your email provider.

Navigation

Settings → **Email Sending**, or the **Email Sending** card on the Settings overview.

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The Page

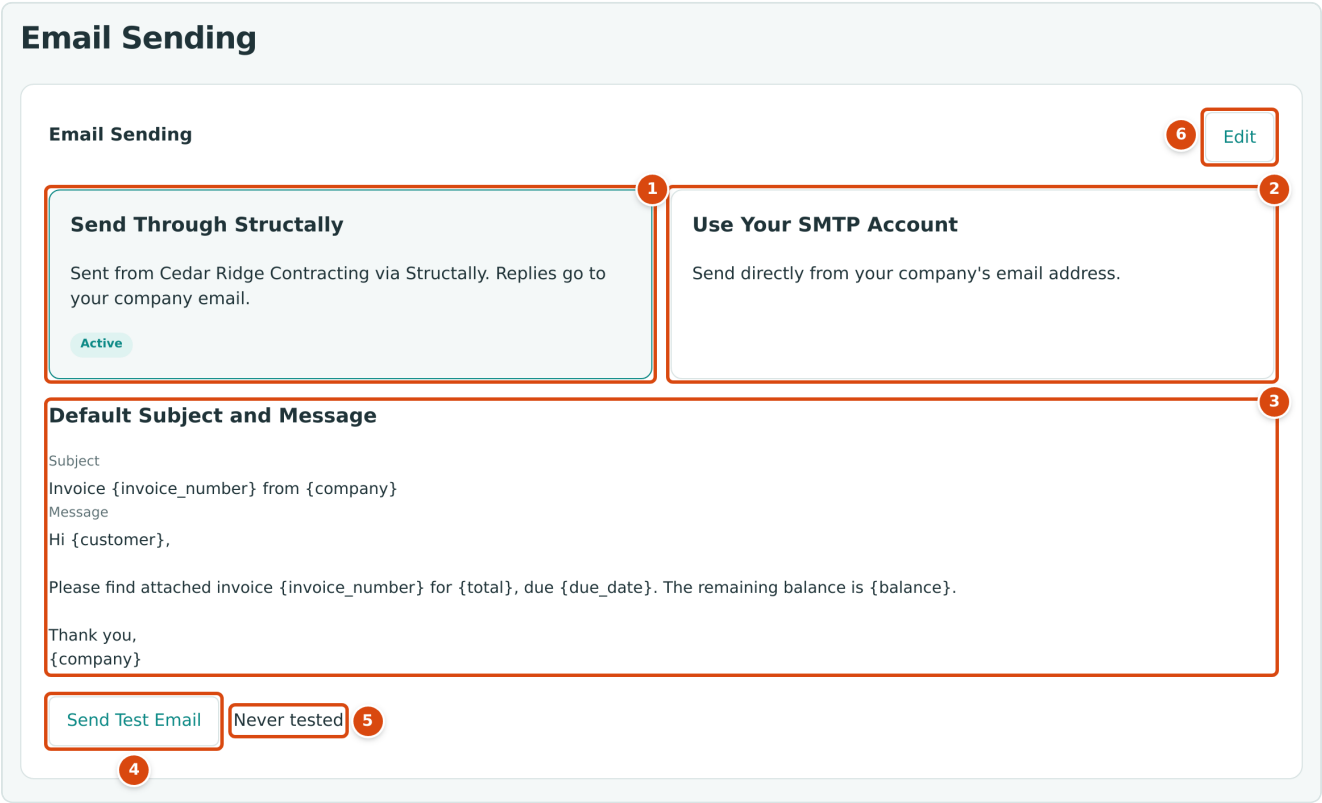

Figure 8-15 Email Sending in the sample company, which uses the standard settings.

1. **Send Through Structally**, marked **Active**: "Sent from Cedar Ridge Contracting via Structally. Replies go to your company email."
2. **Use Your SMTP Account**: "Send directly from your company's email address." When it is the active method, the card also lists the **Sender** and the **SMTP Host**, port and security.
3. **Default Subject and Message**: the wording every invoice email starts with.
4. **Send Test Email** sends a test with the saved settings.
5. The result of the last test, or **Never tested**.
6. **Edit** opens the settings form.

If You Change Nothing

A new company sends through Structally with the default subject and message shown above, so you can email invoices without visiting this page. Each email:

- comes from your legal name (or the company name) followed by "via Structally", at a Structally email address;

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- has your company **Email** as its reply-to address, so a customer who clicks Reply writes to you. If the company has no email in Company Details, there is no reply-to address.

Step by Step: Sending Through Your Own Account

1. Open **Settings** → **Email Sending** and click **Edit**.
2. Click **Use Your SMTP Account**. The server fields appear.
3. Enter the **SMTP Host**, **Port** and **Security** your provider gives you.
4. Enter the **Username** and **Password** of the mailbox.
5. Enter the **Sender Name** and **Sender Email** customers should see.
6. Check the **Default Subject** and **Default Message** (see below).
7. Click **Save**. Structally confirms with *Email settings saved.*
8. Click **Send Test Email** and check the result next to the button.

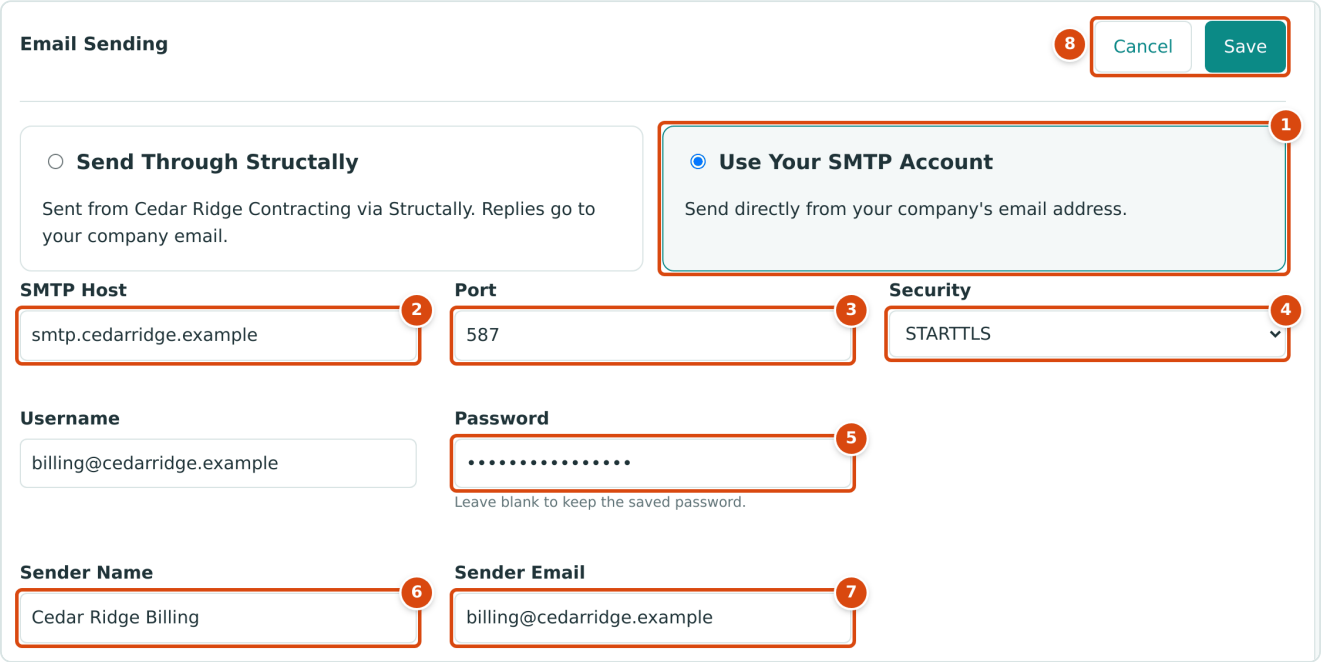

Figure 8-16 The form with your own account chosen (illustrative values, not saved).

1. **Use Your SMTP Account** chosen.
2. **SMTP Host**: your provider's outgoing mail server. Required for this method.
3. **Port**: 587 unless your provider says otherwise.
4. **Security**: **STARTTLS** or **TLS**, as your provider specifies.
5. **Password**: the saved password is never shown again. *Leave blank to keep the saved password.*

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6. **Sender Name**: the name customers see. Optional.
7. **Sender Email**: the address the email comes from. Required for this method.
8. **Cancel** and **Save**.

To go back to sending through Structally, click **Edit**, choose **Send Through Structally** and click **Save**. The server details stay saved but are not used.

The Default Subject and Message

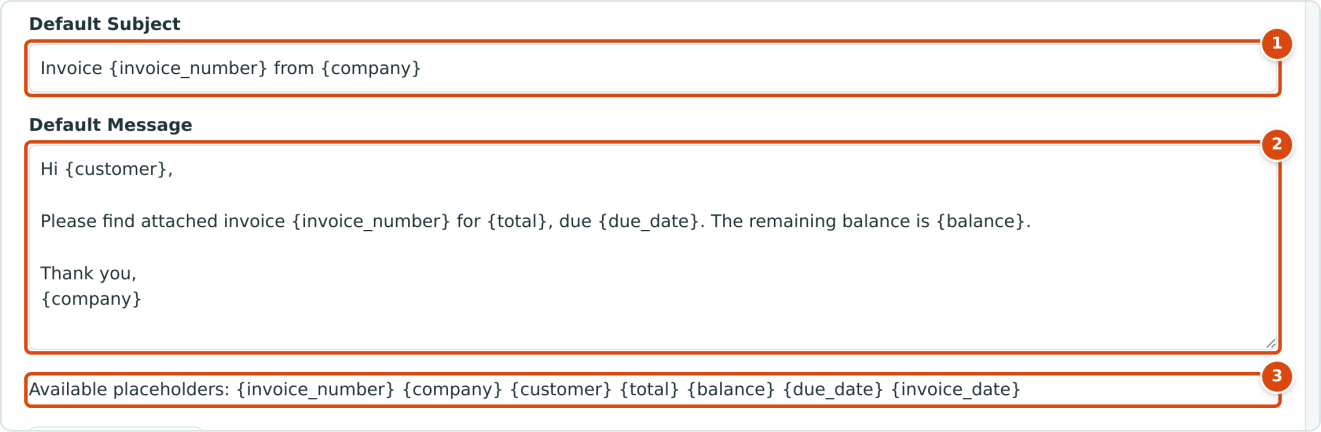

Figure 8-17 The default subject and message, with the placeholders you can use.

1. **Default Subject**: up to 200 characters. Required.
2. **Default Message**: the body of the email. Required.
3. The placeholders you can use in either.

When you open the send form of a posted invoice, Structally fills its **Subject** and **Message** from these defaults, replacing each placeholder with that invoice's value. You can still change the wording of each email before you send it.

Placeholder	Replaced With
{invoice_number}	The invoice number, such as INV-2026-000050
{company}	Your legal name, or the company name when no legal name is entered
{customer}	The customer's name

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Placeholder	Replaced With
{total}	The invoice total, such as 28,080.00
{balance}	What is still unpaid on the invoice today
{due_date}	The due date, written as YYYY-MM-DD
{invoice_date}	The invoice date, written as YYYY-MM-DD

A word in braces that is not in this list is left as you typed it.

Sending a Test Email

Send Test Email sends a short email with the subject "Structally test email" and the text "This is a test email from" your company name, to the company **Email** in Company Details, using the saved method. Save your changes before you test; the test does not use what is still in the form.

The line next to the button then shows the date and time of the test and its result: "delivered to" the address, or the error your mail server returned (for example a rejected username or password). It keeps showing the last result until the next test.

Field Reference

Field	Description	Required	Example
Send Through Structally / Use Your SMTP Account	How invoice emails are sent.	Yes	Send Through Structally
SMTP Host	Your outgoing mail server.	With your own account	smtp.cedarridge.example
Port	A number from 1 to 65535.	Yes	587

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Field	Description	Required	Example
Security	**STARTTLS** or **TLS**.	Yes	STARTTLS
Username	The mailbox sign-in name, if your server needs one.	No	billing@cedarridge.example
Password	The mailbox password. Blank keeps the saved one.	No	(hidden)
Sender Name	The name shown as the sender.	No	Cedar Ridge Billing
Sender Email	The address the email comes from.	With your own account	billing@cedarridge.example
Default Subject	Starting subject of every invoice email. Up to 200 characters.	Yes	Invoice {invoice_number} from {company}
Default Message	Starting text of every invoice email.	Yes	Hi {customer}, …

Worked Example

Cedar Ridge Contracting keeps the standard settings. When it sends invoice INV-2026-000050 (Summit Tech Park, total $28,080.00, due October 3, 2026, of which $14,040.00 is still unpaid on October 24, 2026), the send form starts with:

- **Subject**: Invoice INV-2026-000050 from Cedar Ridge Contracting
- **Message**: Hi Summit Tech Park, Please find attached invoice INV-2026-000050 for 28,080.00, due 2026-10-03. The remaining balance is 14,040.00. Thank you, Cedar Ridge Contracting

The email comes from "Cedar Ridge Contracting via Structally". Because the sample company has no email in Company Details yet, it has no reply-to address; entering one there makes customer replies go to it.

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What Happens After You Save

- The method and the default wording apply to every invoice email sent from then on. An email already queued keeps the subject, message and sending method it was queued with. Nothing is posted.
- Each change of these settings and each test is recorded in the Audit Log.

Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
Required for your SMTP account.	**Use Your SMTP Account** is chosen without an **SMTP Host** or **Sender Email**.	Fill both, or choose **Send Through Structally**.
Set the company email before sending a test email.	Company Details has no **Email**.	Enter it in Company Details.
The test result shows an error from the mail server.	The host, port, security, username or password does not match your provider's settings.	Check each with your provider, save, and test again.
The password field is empty after saving.	The saved password is never shown.	Leave it blank to keep it; type a new one only to change it.
Customers' replies do not reach you.	No company **Email** is entered (with Send Through Structally).	Enter it in Company Details.
A placeholder appears in braces in the email.	It is misspelled or not in the list.	Use one of the placeholders listed above.
There is no **Edit** or **Send Test Email** button.	You have Settings **View**, not **Edit**.	Ask a Company Admin.

Related Topics

- Sending and Printing Invoices

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- Company Details
- Document Design, for the attached invoice PDF
- Settings Reference

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books closed | lock date | closing | month end | closed period

9.5 Books Closed

The **Books Closed** date (the **Closed Through** date on this page) protects finished periods. Once you set it, Structally refuses anything that would put an entry into your books dated on or before that date: posting a document or journal entry, reversing or voiding one, posting opening balances or a WIP schedule. Reports for the closed period therefore stay exactly as you reviewed them, for example after you have sent financial statements to your lender or filed a tax return.

You normally move the date forward once a month, after the month's work is done and reviewed (see The Month-End Routine).

Before You Begin

- To set, change or clear the date you need **Edit** access to **Settings**: Company Admins, and Custom users given Settings **Edit**. Accountants have no Settings access, so a Company Admin closes the books. With Settings **View** you can see the date only. See Roles and Permissions.

Navigation

Settings → **Books Closed**, or the **Books Closed Through** card on the Settings overview.

The Page

The page, headed **Books Closed**, has one card: **Closed Through**.

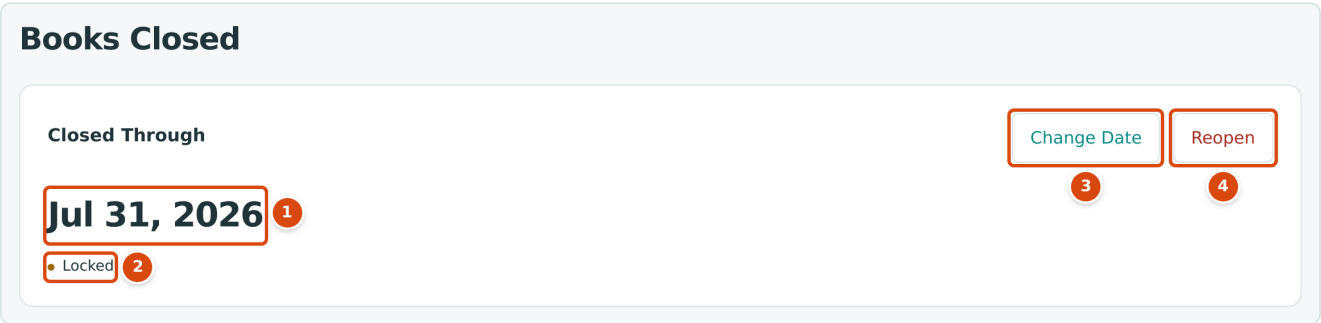

Figure 8-18 The Books Closed page of the sample company, closed through July 31, 2026.

1. The current closed date. **Open** when no period is closed.
2. **Locked** when a date is set; **No closed period** otherwise.

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3. **Change Date** opens the **Lock Date** editor in the card. It reads **Set a Date** when no period is closed.
4. **Reopen** clears the closed date, opening every period. It asks for confirmation first, and it is shown only while a period is closed.

Step by Step

Close a Period or Move the Date

1. Open **Settings** → **Books Closed**.
2. Click **Change Date** (or **Set a Date**) at the top of the **Closed Through** card. The card shows the **Lock Date** field with **Cancel** and **Save**.
3. In **Lock Date**, enter the last day of the period you are closing, for example September 30, 2026.
4. Click **Save**. **Cancel** closes the editor and keeps the current date.

The page shows the new date and **Locked**. Saving does not ask for confirmation, and there is no separate confirmation message. The date cannot be later than today in the company's time zone; a later date is refused and the editor stays open with the message.

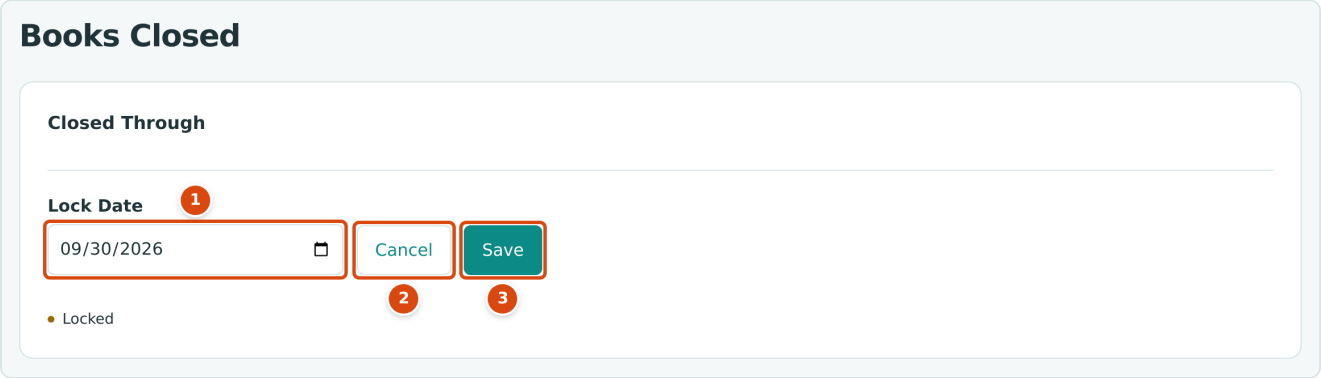

Figure 8-19 Moving the closed date to September 30, 2026 (not saved in the sample company).

1. **Lock Date**: the new closed date.
2. **Cancel** closes the editor without changing the date.
3. **Save** saves the new date.

Reopen or Move the Date Back

- To reopen only part of a closed period, click **Change Date**, enter an earlier **Lock Date** and click **Save**. For example, change July 31, 2026 to June 30, 2026 to reopen July.
- To reopen everything, click **Reopen**. The **Reopen Closed Books** dialog asks you to confirm; click **Reopen** in the dialog to clear the closed date, or **Cancel** to keep it. The page then shows **Open** and **No closed period**.

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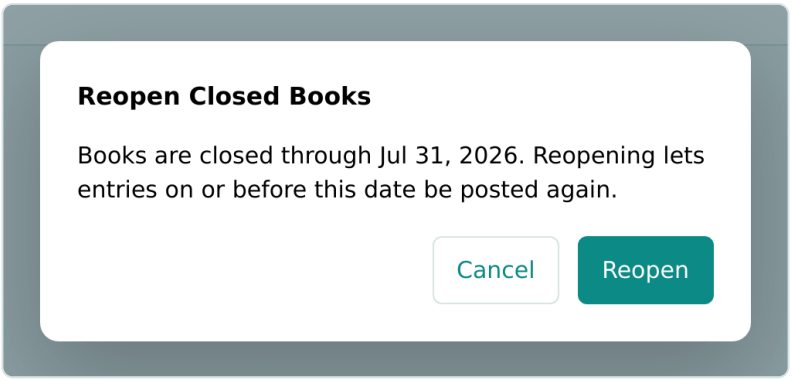

Figure 8-20 Reopen asks for confirmation before it clears the closed date.

> ⚠ **An empty Lock Date also reopens everything**
>
> If you clear the **Lock Date** field and click **Save**, the closed date is cleared just as **Reopen** would clear it, but without the confirmation dialog.

Close the period again as soon as you have made your correction.

What a Closed Period Blocks

Action	Allowed When the Date Is…	Refusal Message
Posting any document or journal entry (invoices, bills, expenses, payments, receipts, deposits, transfers, credits, refunds, bank entries, journal entries, job cost transfers, retainage releases)	After the closed date	*Accounting date must be after the company closing date.*
Reversing a journal entry, payment, receipt, deposit, transfer, expense or refund, or voiding an invoice, bill or credit	Dated after the closed date	*Accounting date must be after the company closing date; 2026-07-31 is on a closed period.* (with the date you entered)
Posting opening balances, which are dated the day before the books start	After the closed date	*Accounting date must be after the company closing date.*

Action	Allowed When the Date Is…	Refusal Message
Posting a WIP schedule	Its cutoff is after the closed date	*Accounting date must be after the company closing date.*

Things a closed period does not block:

- Saving and editing drafts, whatever their date. A draft dated in a closed period simply cannot be posted until you change its date or reopen the period.
- Reading anything: reports, registers and documents for a closed period stay available.
- Correcting a mistake in a closed period. Reverse or void the entry with a date after the closed date; the correction then lands in the open period, and the closed period's figures do not change (see Reversing and Correcting Transactions).

The Month-End Routine

A routine that fits how Structally works, for closing month M:

1. **Finish the transactions.** Post the month's invoices, bills, expenses, payments and deposits. Check the drafts listed under **Needs Attention** on the Home dashboard.
2. **Reconcile the bank.** Import the bank statement, review the bank feed and reconcile each bank and credit card account through the last day of M.
3. **Post the adjustments.** Enter the month's adjusting journal entries, such as depreciation.
4. **Post job costing results.** If you use Jobs & Costing, approve the month's forecasts and create, approve and post the WIP schedule with a cutoff of the last day of M. Do this before closing: a WIP schedule cannot be posted once its cutoff is closed.
5. **Review.** Run the Trial Balance, the Tie-Out, the Profit and Loss and the Balance Sheet for M.
6. **Close.** On **Settings** → **Books Closed**, click **Change Date**, enter the last day of M in **Lock Date** and click **Save**.

The training exercise F: Closing the Month works through a full month end in the sample company.

Worked Example

The sample company's books are closed through July 31, 2026, and today in the sample company is October 24, 2026.

- A bill dated August 15, 2026 can still be posted, because August is open.

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- A posted bill dated July 20, 2026 turns out to be wrong. Voiding it with the date July 31, 2026 is refused with *Accounting date must be after the company closing date; 2026-07-31 is on a closed period.* Voiding it dated October 24, 2026 is accepted: the void entry is dated October 24, 2026 and the July figures do not change. (Bill and dates are illustrative.)
- When August and September are reconciled and reviewed, the Company Admin clicks **Change Date**, enters September 30, 2026 in **Lock Date** and clicks **Save**, as in the second figure. A date after October 24, 2026 would be refused, because it is in the future.

What Happens After You Save

- From that moment, everyone in the company is held to the new date, in every area.
- The change is recorded in the Audit Log.
- The **Books Closed Through** card on the Settings overview shows the new date.

Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
Lock date cannot be in the future. (under **Lock Date**, with the editor still open)	The date is after today in the company's time zone.	Enter today or an earlier date and click **Save** again.
Accounting date must be after the company closing date.	The document, entry, opening balances or WIP schedule is dated on or before the closed date.	Date it after the closed date, or ask a Company Admin to move the date back.
Accounting date must be after the company closing date; 2026-07-31 is on a closed period.	A reversal or void is dated on or before the closed date.	Enter a date after the closed date.
Reversal date cannot be earlier than the journal entry date.	A reversal or void is dated before the entry it reverses.	Use a date on or after the original date.
There is no **Change Date** (or **Set a Date**) or **Reopen** button on the **Closed Through** card.	You have Settings **View**, not **Edit**.	Ask a Company Admin.

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Message or Symptom	Why It Happens	What to Do
There is no **Reopen** button, only **Set a Date**.	No period is closed, so there is nothing to reopen.	Nothing; the card shows **Open** and **No closed period**.
Clicking **Reopen** does not reopen the books at once.	**Reopen** first asks for confirmation in the **Reopen Closed Books** dialog.	Click **Reopen** in the dialog, or **Cancel** to keep the date.
The Settings group is missing from the navigation.	Your role has no Settings access (for example Accountant).	Ask a Company Admin to close the books.

Related Topics

- Reversing and Correcting Transactions
- Opening Balances
- WIP Schedules
- F: Closing the Month
- Settings Reference

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opening balances | books start | opening balance equity | company setup | balance sheet

9.6 Opening Balances

When a company starts using Structally partway through its life, its bank accounts, equipment, loans and owner's equity already have balances. **Opening Balances** records those balances in one step: you list the balance sheet accounts and their balances as of the end of the day before your books start, and Structally posts a single journal entry dated that day. Whatever is needed to make the entry balance goes to the **Opening Balance Equity** account, so you never have to work out the equity figure yourself.

The first time you post, the date you enter as **Books Start** is saved for the company. After that it cannot be changed, and any further opening balances use the same date.

Before You Begin

- You need **Edit** access to **Settings**: Company Admins, and Custom users given Settings **Edit**. With Settings **View** you see only the balancing account. See Roles and Permissions.
- The accounts exist and are active in the Chart of Accounts. You can also add an account from the **Account** picker if you have Edit access to Accounting.
- The chart has exactly one active Opening Balance Equity account (in the sample company, **3000 — Opening Balance Equity**), or several with one marked as the default.
- The day before your books start must not be in a closed period (see Books Closed).
- Have the balances as of the last day before the books start, for example from your old system's balance sheet or your accountant's year-end statements.

Navigation

Settings → **Opening Balances**, or the **Opening Balances** card on the Settings overview.

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The Page

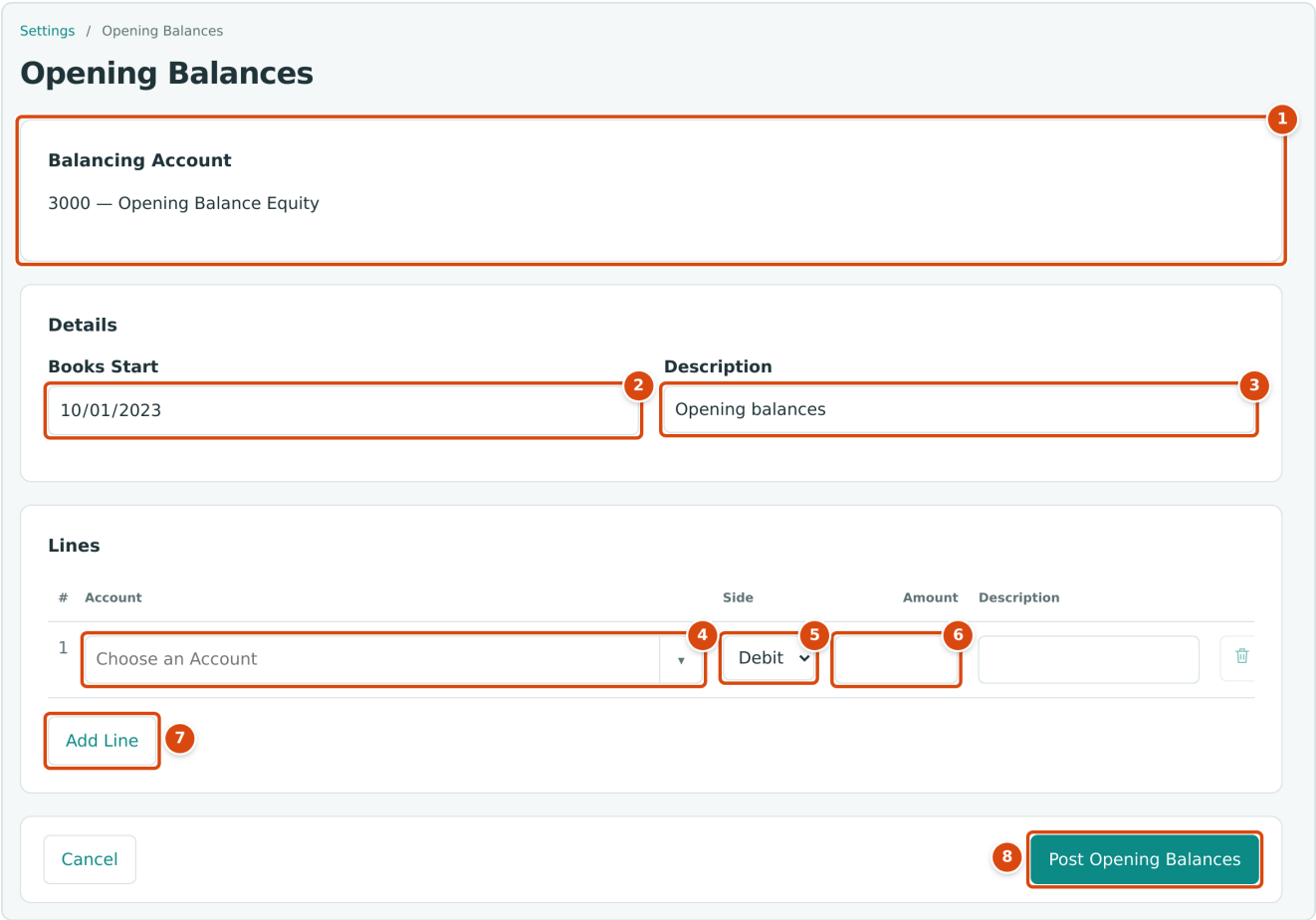

Figure 8-21 Opening Balances in the sample company, whose books start October 1, 2023.

1. **Balancing Account**: the account that takes the difference, **3000 — Opening Balance Equity**.
2. **Books Start**: the first day of your books in Structally. Once saved it is shown but cannot be changed; here it is October 1, 2023.
3. **Description**: the journal entry's description, **Opening balances** unless you change it.
4. **Account**: a balance sheet account. Type to search.
5. **Side**: **Debit** or **Credit**.
6. **Amount**: the balance, a positive amount.
7. **Add Line** adds a line; the trash icon at the end of a line removes it.
8. **Post Opening Balances** posts the entry. **Cancel** leaves without posting.

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Step by Step

1. Open **Settings** → **Opening Balances**.
2. Check the **Balancing Account**. If it shows a message instead of an account, fix the chart of accounts first (see the table at the end of this page).
3. Enter **Books Start**, the first day you will record transactions in Structally (for example October 1, 2023). The entry will be dated the day before. Skip this step if the date is already set.
4. Change the **Description** if you want.
5. On each line, choose the **Account**, choose **Debit** or **Credit**, and type the **Amount**. Use **Debit** for assets (cash, receivables, prepaid expenses, equipment) and **Credit** for liabilities, equity and contra-asset accounts such as accumulated depreciation. Add a **Description** if useful.
6. Click **Add Line** for each further account, up to 50 lines.
7. Click **Post Opening Balances**.

Structally posts the entry and opens it, so you can check it straight away.

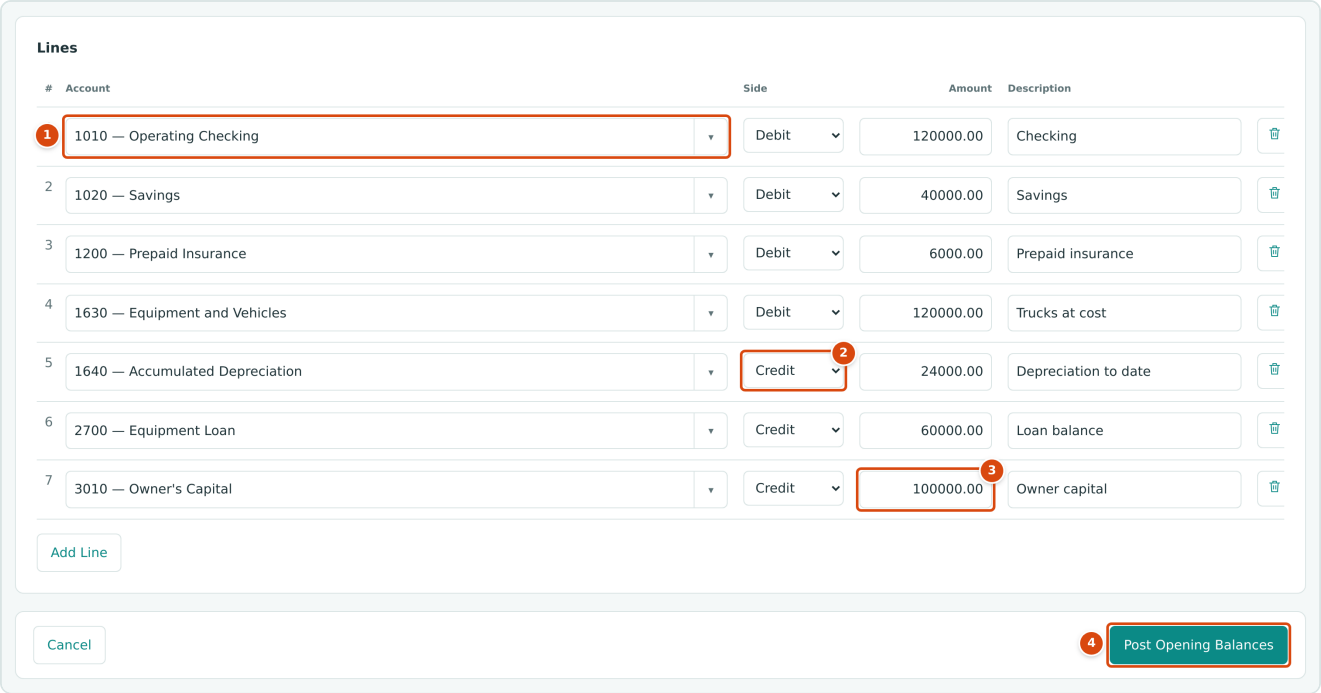

Figure 8-22 The sample company's opening balances entered on the form (shown, not posted again).

1. An asset account, **1010 — Operating Checking**, on the debit side.
2. A contra-asset, **1640 — Accumulated Depreciation**, on the credit side.
3. The owner's capital, credited.
4. **Post Opening Balances**. You do not add a line for Opening Balance Equity; Structally adds it.

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Which Accounts You Can Use

The **Account** list offers the active balance sheet accounts (assets, liabilities and equity), except the Opening Balance Equity account itself. Income and expense accounts are not offered: their balances belong to the period before your books start.

Some balance sheet accounts can only be changed by the documents they belong to, and posting refuses them even though they are offered:

Accounts	Message
Retainage Receivable	*Account 1110 accepts postings only from invoices and retainage releases.*
Retainage Payable	*Account 2020 accepts postings only from bills and retainage releases.*
Costs in Excess of Billings, Uninstalled Materials, Billings in Excess of Costs, Provision for Contract Losses	*Account 1400 accepts postings only from WIP schedules.* (with the account's own code)

Customer and vendor balances

Opening Balances posts account balances only. It does not create customer invoices or vendor bills, so an amount you enter on Accounts Receivable or Accounts Payable is not owed by any particular customer or to any particular vendor. Aging reports list invoices and bills, and the Tie-Out report compares them with those two accounts, so such an amount shows there as a difference.

Field Reference

Field	Description	Required	Example
Books Start	First day of your books in Structally. The entry is dated the day before. Saved on the first posting and then fixed.	Yes, the first time	10/01/2023
Description	Description of the journal entry. Up to 240 characters.	No	Opening balances

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Field	Description	Required	Example
Account (line)	An active balance sheet account other than Opening Balance Equity.	Yes	1010 — Operating Checking
Side (line)	**Debit** or **Credit**.	Yes	Debit
Amount (line)	A positive amount with up to two decimals.	Yes	120000.00
Description (line)	A note on the line. Up to 100 characters.	No	Checking

Worked Example

Cedar Ridge Contracting's books start on October 1, 2023. Its balance sheet at September 30, 2023 was entered as the lines in the second figure:

Account	Side	Amount
1010 Operating Checking	Debit	120,000.00
1020 Savings	Debit	40,000.00
1200 Prepaid Insurance	Debit	6,000.00
1630 Equipment and Vehicles	Debit	120,000.00
1640 Accumulated Depreciation	Credit	24,000.00
2700 Equipment Loan	Credit	60,000.00
3010 Owner's Capital	Credit	100,000.00

The debits total $286,000.00 (120,000.00 + 40,000.00 + 6,000.00 + 120,000.00) and the credits $184,000.00 (24,000.00 + 60,000.00 + 100,000.00). The debits are larger by $102,000.00, so Structally adds a credit of $102,000.00 to Opening Balance Equity and posts this entry, dated September 30, 2023:

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Account	Debit	Credit
1010 Operating Checking	120,000.00	
1020 Savings	40,000.00	
1200 Prepaid Insurance	6,000.00	
1630 Equipment and Vehicles	120,000.00	
1640 Accumulated Depreciation		24,000.00
2700 Equipment Loan		60,000.00
3010 Owner's Capital		100,000.00
3000 Opening Balance Equity		102,000.00

Both sides total $286,000.00. Had the credits been larger, Structally would have debited Opening Balance Equity with the difference instead.

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What Happens After You Post

The Opening Entry

Structally posts one balanced, locked journal entry dated the day before **Books Start**, with your lines plus one line to the balancing account. It appears in Journal Entries with the type **Opening Balances**. The sample company's entry, posted on September 30, 2023:

Journal / Journal Entry

Journal Entry

Opening balances

Attachments · 0 **+ Add Files**

Date: 2023-09-30 · Opening Balances (1)

Account	Description	Debit	Credit
1010		120,000.00	0.00
1020		40,000.00	0.00
1200		6,000.00	0.00
1630		120,000.00	0.00
1640		0.00	24,000.00
2700		0.00	60,000.00
3010		0.00	100,000.00
(2) 3000		0.00	102,000.00

Figure 8-23 The sample company's opening entry in Journal Entries.

1. The date (the day before the books start) and the type, **Opening Balances**. 2. The line Structally added: a 102,000.00 credit to 3000.

- **Books Start** is saved, and the **Opening Balances** card on the Settings overview shows the date with **Entered**.
- The balances appear on the Balance Sheet and Trial Balance from that date. The Tie-Out report's cash flow check starts at the books start date.
- Like any posted entry, the opening entry cannot be edited. To correct it, reverse it (see Reversing and Correcting Transactions) or post further opening balances. Further opening balances are dated the same day before the books start, so they are possible only while that day is not closed.
- Over time, move the balance left in Opening Balance Equity to the equity accounts your accountant uses, with a journal entry.

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Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
No active opening balance equity account; add one to the chart.	The chart has no active account with the Opening Balance Equity role.	Add or reactivate one in the Chart of Accounts.
Several opening balance equity accounts; mark one as default	More than one active account has that role and none is the default.	Mark one as the default, or deactivate the extra one.
Accounting date must be after the company closing date.	The day before the books start is in a closed period. The sample company, closed through July 31, 2026, gets this message.	Ask a Company Admin to reopen the period, post, and close it again (see Books Closed).
Account 1110 accepts postings only from invoices and retainage releases.	A retainage or WIP account was used (see Which Accounts You Can Use).	Leave it out; those balances come from their own documents.
An account is missing from the **Account** list.	It is an income or expense account, inactive, a root account, or the Opening Balance Equity account.	Use an active balance sheet account.
The **Books Start** field cannot be changed.	Opening balances were already posted, which fixed the date.	Further opening balances use the same date.
Customer or vendor aging totals do not match Accounts Receivable or Accounts Payable.	Opening balances on those accounts have no invoices or bills behind them.	See the note under Which Accounts You Can Use.

Related Topics

- Setting Up a New Company
- The Chart of Accounts
- Journal Entries

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- Import Data
- Books Closed

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classes | locations | dimensions | reporting | profit and loss | labels

9.7 Classes & Locations

Classes and **locations** are two optional tags you put on transactions so you can report profit by something other than the account. A class answers "what kind of work was this?" (in the sample company: **Commercial**, **Remodel** and **Residential**). A location answers "where?" (**East**, **North** and **South**). The Profit and Loss report can then show a column for each class or each location.

The two tags work differently on documents:

- A **class** is set **on each line**, so one invoice or bill can split between kinds of work.
- A **location** is set **once per document**, for the whole invoice, bill, expense or credit.
- On a journal entry, each line can carry both.

If your company uses other words, such as "Division" instead of "Class" or "Branch" instead of "Location", rename the labels; Structally then uses your words on every form and report.

Before You Begin

- You must be a **Company Admin**. Classes & Locations is not available to other roles, including Custom users with Settings access. Only Company Admins can create class and location values, also from the pickers on documents. See Roles and Permissions.

Navigation

Settings → **Classes & Locations**, or the **Classes & Locations** card on the Settings overview.

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The Page

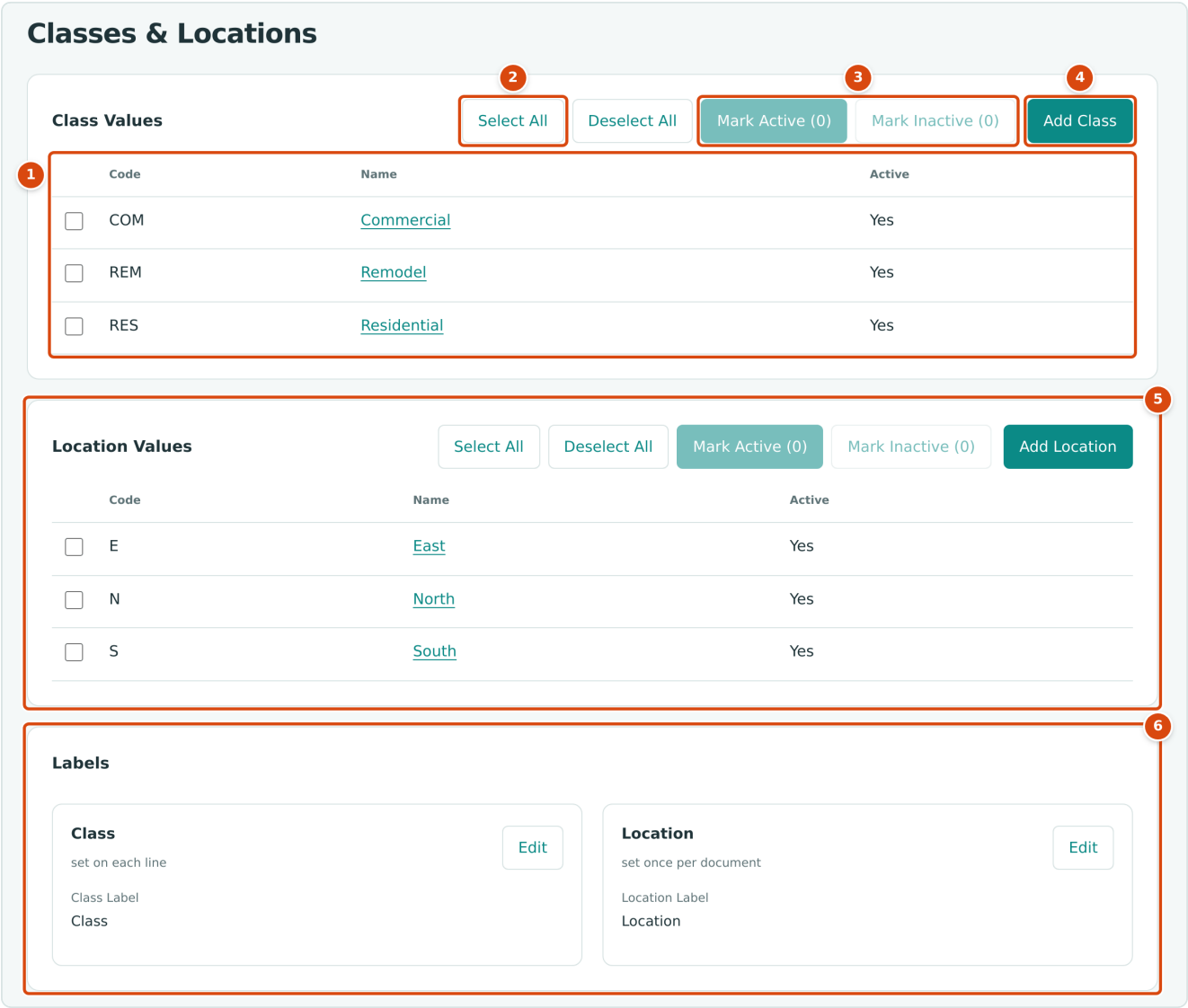

Figure 8-24 Classes & Locations in the sample company.

1. **Class Values**: every class value with its **Code**, **Name** and whether it is **Active**. Click a name to open the value.
2. **Select All** and **Deselect All** tick or clear every row of the table.
3. **Mark Active** and **Mark Inactive** act on the ticked rows; the number shows how many are ticked.
4. **Add Class** opens the **New Class** panel.
5. **Location Values**: the same for locations, with **Add Location**.
6. **Labels**: the names used for the two tags, with a note on how each is assigned (**set on each line**, **set once per document**).

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Adding a Value

1. Click **Add Class** (or **Add Location**).
2. Enter a **Code**: 1 to 20 letters, digits or hyphens, for example IND.
3. Enter a **Name**: up to 100 characters, for example Industrial.
4. Click **Create Class** (or **Create Location**).

Structally confirms with a message such as *Class IND added.* The new value is active and can be chosen on documents straight away.

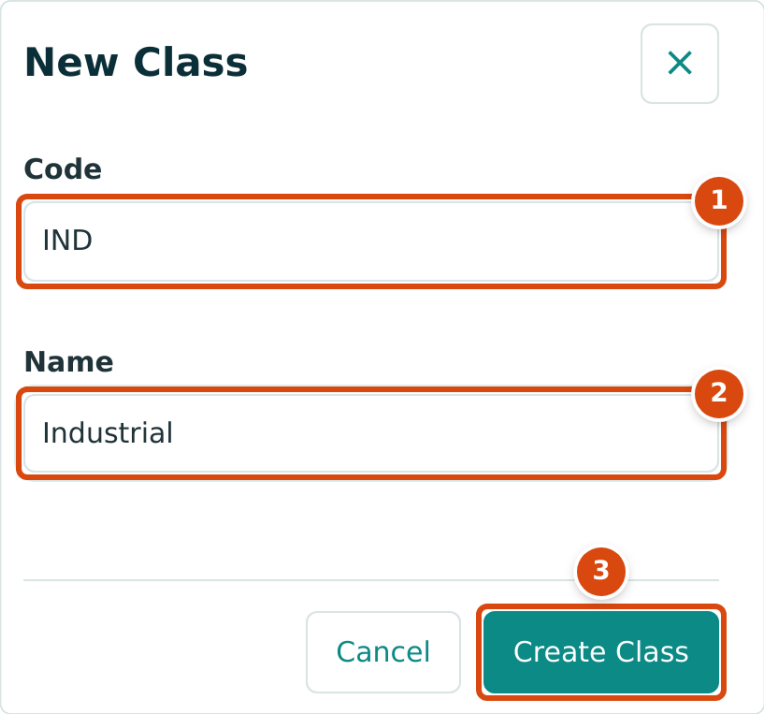

Figure 8-25 The New Class panel (filled in, not created).

1. **Code**: short and unique among the classes. It cannot be changed later.
2. **Name**: what appears in pickers and reports. It must be unique among the classes.
3. **Create Class** adds the value; **Cancel** closes the panel.

A Company Admin can also add a value while entering a document: type a new name in the **Class** or **Location** picker and choose **+ Add New**.

Marking Values Active or Inactive

Values are never deleted. When you stop using one, mark it inactive: it is no longer offered on new documents, but everything already tagged with it keeps the tag and still reports under it.

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1. Tick the rows to change, or use **Select All**.
2. Click **Mark Inactive** (or **Mark Active**). The button shows how many rows are ticked.

Structally confirms with a message such as *2 values marked inactive.*

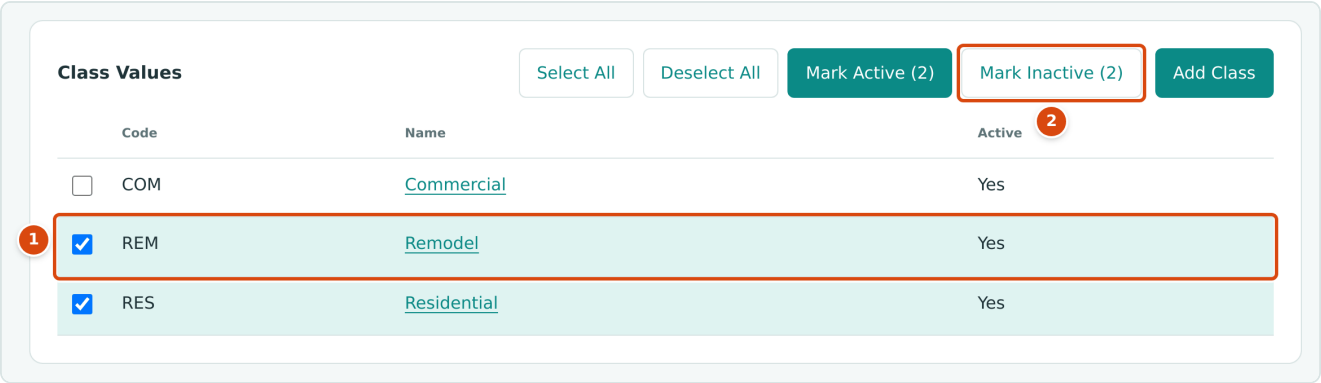

Figure 8-26 Two class values ticked (not changed in the sample company).

1. A ticked row is highlighted.
2. **Mark Inactive (2)** marks both ticked values inactive.

A Value's Own Page

Click a value's name to open its page. It shows the **Code**, **Name**, **Status** and **Posted Lines**, the number of posted journal lines tagged with the value.

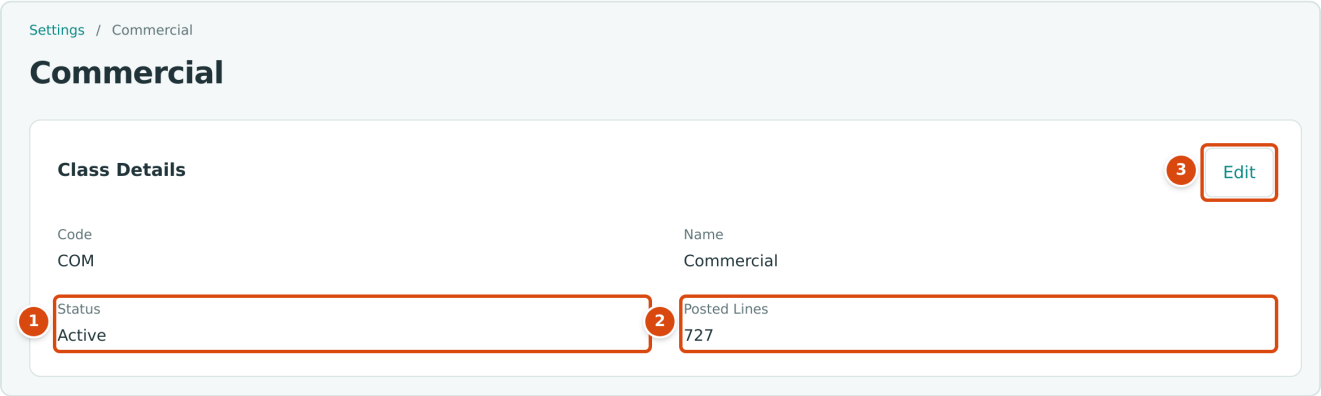

Figure 8-27 The class Commercial, used on 727 posted lines in the sample company.

1. **Status**: **Active** or **Inactive**.
2. **Posted Lines**: how many posted journal lines carry this class.

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3. **Edit** opens the form.

Click **Edit** to change the **Name** or tick or clear **Active**, then click **Save**. Structally confirms with *Class saved.* (or *Location saved.*). The code cannot be changed.

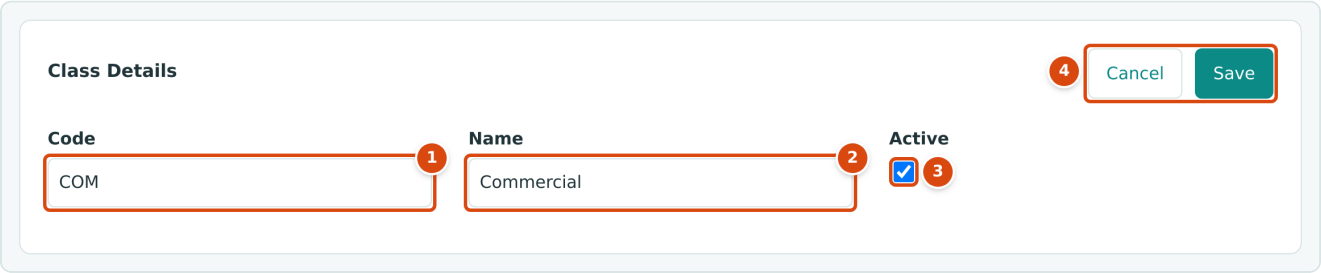

Figure 8-28 Editing a class value.

1. **Code**: shown but not editable.
2. **Name**.
3. **Active**.
4. **Cancel** and **Save**.

Renaming the Labels

1. In **Labels**, click **Edit** on **Class** (or **Location**).
2. Type the new label, up to 30 characters.
3. Click **Save**. Structally confirms with *Class label saved.* (or *Location label saved.*).

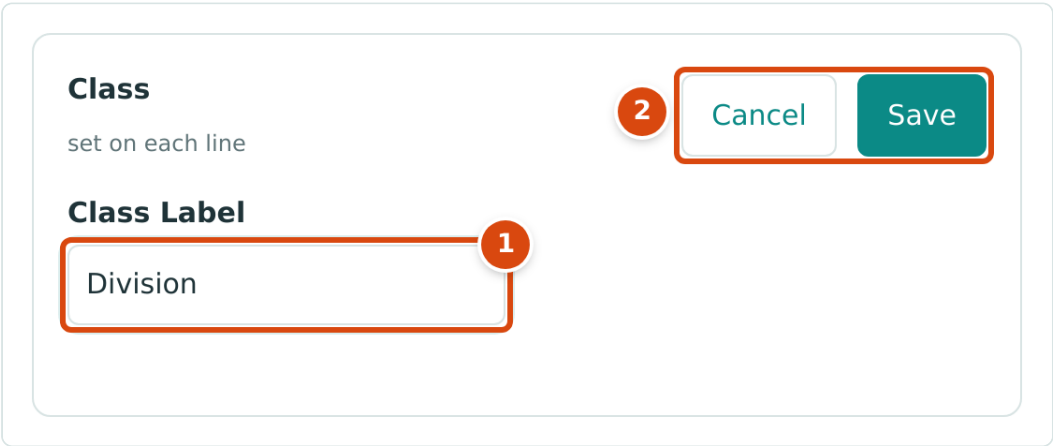

Figure 8-29 Renaming the class label to Division (not saved).

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1. **Class Label**: the word used everywhere for classes.
2. **Cancel** and **Save**.

The label replaces the word on document forms (the line column and the header field, with **No** followed by the label as the empty choice), on this page (**Division Values**, **Add Division**) and in the Profit and Loss columns (**By Division**). Values and tags already recorded do not change.

Where Classes and Locations Are Used

Where	Class	Location
Invoices, bills, customer and vendor credits	On each line	Once, for the document
Expenses	On each line	Once, for the expense
Journal entries	On each line	On each line
Profit and Loss	**Display Columns By → By Class**	**Display Columns By → By Location**

The **By** choices appear in the Profit and Loss report when the company has at least one active value of that kind, and only on the accrual basis. Opening balances do not carry classes or locations.

When you open a document that uses a value later marked inactive, the value is shown with **(Inactive)** and is kept; a new document cannot choose it.

Field Reference

Field	Description	Required	Example
Code	1 to 20 letters, digits or hyphens; unique within classes (or locations). Fixed once created.	Yes	COM
Name	Up to 100 characters; unique within classes (or locations).	Yes	Commercial

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Field	Description	Required	Example
Active	Whether the value can be chosen on new documents.		Ticked
Class Label	The word used for classes. Up to 30 characters. Default **Class**.	Yes	Class
Location Label	The word used for locations. Up to 30 characters. Default **Location**.	Yes	Location

Worked Example

In the sample company, the class **Commercial** (COM) is on 727 posted lines, as its page shows. A Profit and Loss for September 2026 with **Display Columns By** set to **By Class** splits the figures into columns by class, so you can compare the profit of commercial, remodel and residential work.

If the company stopped doing remodels, a Company Admin would tick **REM** and click **Mark Inactive (1)**. Remodel would disappear from the class pickers on new documents, but its posted lines would keep reporting under Remodel.

What Happens After You Save

- Nothing is posted. New, renamed or inactive values apply to documents from then on.
- Creating values, changing them and marking them active or inactive are recorded in the Audit Log.

Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
Code must be 1 to 20 letters, digits or hyphens.	The code is empty, too long or has other characters (such as spaces).	Use letters, digits and hyphens only.
Code is already in use.	Another value of the same kind has this code.	Choose another code.
Name is already in use.	Another value of the same kind has this name.	Choose another name.

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Message or Symptom	Why It Happens	What to Do
Select at least one row.	**Mark Active** or **Mark Inactive** was clicked with nothing ticked.	Tick the rows first.
Class REM is inactive.	A document form sent a class (or location) that has been marked inactive.	Choose an active value, or mark the value active again.
A value is missing from a document's picker.	It is inactive.	Mark it active, or choose another value.
Classes & Locations is not in the navigation.	You are not a Company Admin.	Ask a Company Admin.

Related Topics

- Entering a Bill and Creating an Invoice
- Journal Entries
- Profit and Loss
- Settings Reference

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users | access | roles | invitations | passwords | seats | custom access

9.8 Users & Access

Users & Access is where a Company Admin decides who can sign in to the company and what each person can do there. Every user has one **role** in the company, which sets their access to each area of Structally (see Roles and Permissions for what each role allows). From this page you add users, change their roles, give a Custom user exactly the access they need, suspend or remove access, resend invitations, send password resets, and ask Structally for more seats.

A person can work in several companies with one sign-in and a different role in each. Everything on this page applies to this company only.

Before You Begin

- You must be a **Company Admin**. This page is not available to any other role, including Custom users with Settings access.
- Adding or reactivating a user needs a free seat (see Seats).

Navigation

Settings → **Users & Access**, or the **Users & Access** card on the Settings overview.

The User List

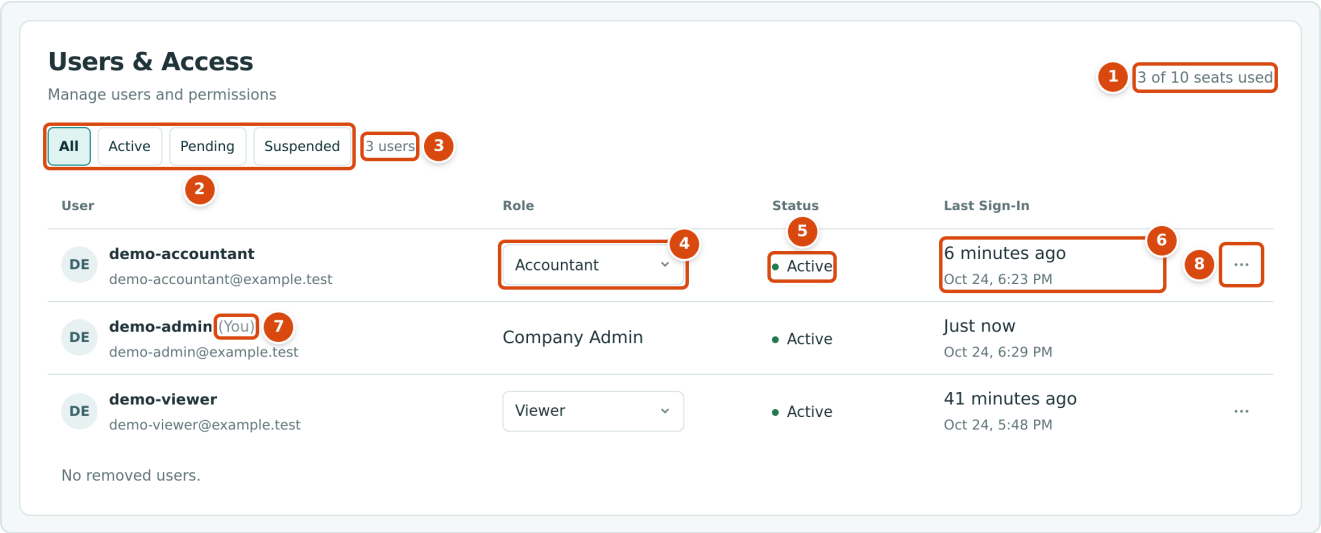

Figure 8-30 Users & Access in the sample company, seen by demo-admin.

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1. The seats in use and the company's seat limit: **3 of 10 seats used**.
2. Status filters: **All**, **Active**, **Pending** and **Suspended**. Structally remembers your choice for the next visit.
3. How many users the filter shows.
4. **Role**: choose another role to change it (see Changing a Role).
5. **Status** of the user's access.
6. **Last Sign-In**: how long ago and when the user last signed in. A user who has not yet signed in shows **Never** and the date of the invitation.
7. **(You)** marks your own row. You cannot change your own role or access, so your row has no role selector and no menu.
8. The ⋯ menu holds the other actions for the user.

The list shows everyone with access to the company, in order of email address, except Structally's own support staff. There is no column sorting; use the status filters to narrow the list. The name is the user's full name, or the part of the email before the @ when no name is known.

Status	Meaning
Active	The user can sign in and open the company.
Pending	The user was added but has not yet set a password from the invitation email. Pending users can be given a role and do use a seat.
Suspended	Access is paused. The user cannot open this company until reactivated.

Users whose access was removed are listed separately under **Removed Users** (or the page says **No removed users.**).

Adding a User

1. In **Add User**, type the person's **Email**.
2. Type their **Full Name**.
3. Choose the **Role**. It starts as **Viewer**.
4. Click **Add User**.

Structally confirms with *User added.* The user appears in the list.

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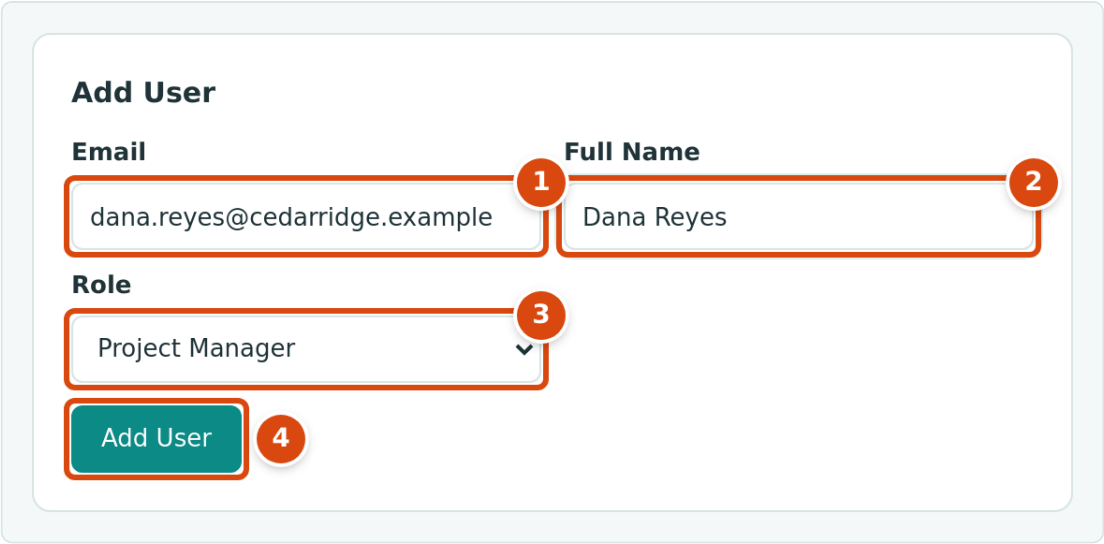

Figure 8-31 Adding a project manager (illustrative, not added in the sample company).

1. **Email**: the address the person signs in with.
2. **Full Name**: how the person appears in Structally.
3. **Role**: **Company Admin**, **Accountant**, **Viewer**, **Project Manager** or **Custom**.
4. **Add User**.

What happens next depends on whether the email already has a Structally sign-in:

- **A new person** gets an invitation email to set a password. Until they do, their status is **Pending**.
- **Someone who already signs in to Structally** (for another company, for example) keeps their sign-in and name. As soon as you leave the **Email** field, Structally checks the address and, if it is known, shows *This person already has a Structally sign-in. Their existing name will be used.* and disables **Full Name**. The confirmation then reads *User added. They already had a Structally sign-in, so their existing name is used.* The person finds the company in their company list the next time they sign in (see Choosing a Company).

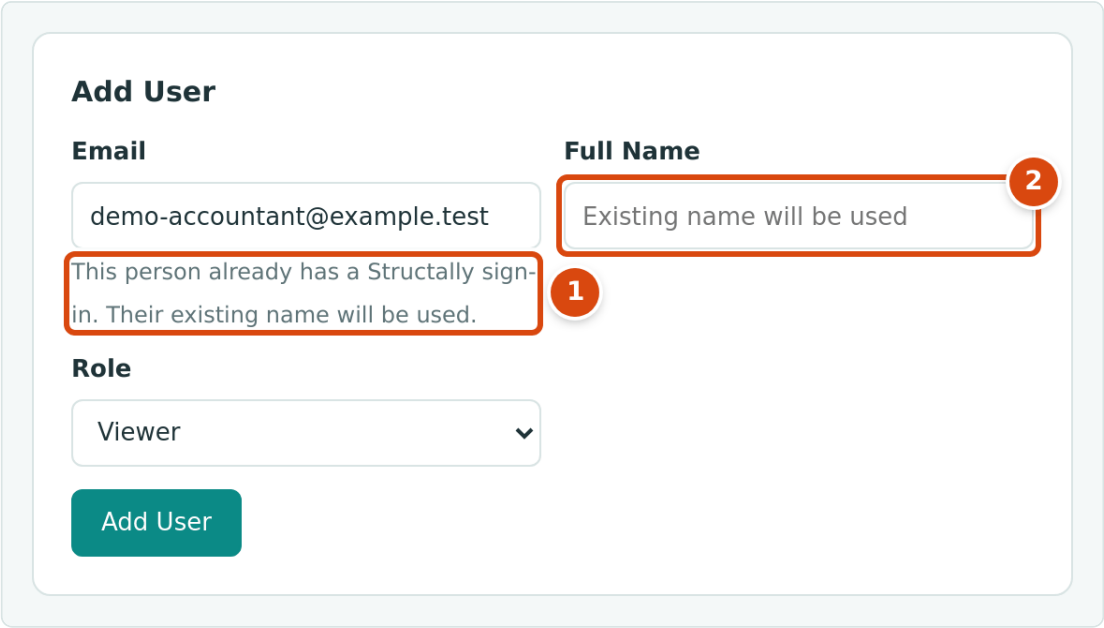

Figure 8-32 The Add User form when the email already has a Structally sign-in.

1. The notice that the person already has a sign-in.
2. **Full Name** is disabled: "Existing name will be used".

A user added with the **Custom** role starts with **No Access** to every area. Open **Edit Access** next to give them access (see Custom Access).

Changing a Role

1. In the user's row, choose the new role in the **Role** list.
2. Your browser asks you to confirm, naming the user (by full name, or by email when no name is known) and the new role, for example "Change demo-viewer@example.test to Accountant?". Click **OK** to save it at once, or **Cancel** to keep the old role.

The new role applies from the user's next page. When you change someone to **Custom**, they start with **No Access** to every area; open **Edit Access** to choose. Changing a Custom user to another role discards their custom choices.

Custom Access

A Custom user's access is chosen area by area. For a Custom user, the ··· menu has **Edit Access**, which opens a **Custom Access** card under the list with the user's name:

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Area	No Access	View	Edit
Customers & Invoices	○	○	○
Vendors & Bills	○	○	○
Jobs & Costing	○	○	○
Banking	○	○	○
Reports	○	○	○
Accounting	○	○	○
Settings	○	○	○

1. Choose **No Access**, **View** or **Edit** for each of the seven areas.
2. Click **Save Access**, or **Cancel** to leave it unchanged.

As the card explains, *Edit allows creating, posting and changing records in that area. View shows pages and reports only.* Whatever you choose, a Custom user cannot perform the approval steps or the actions reserved for Company Admins (see Roles and Permissions). The **Project Manager** role is the same as Custom with **Edit** on Customers & Invoices, Vendors & Bills and Jobs & Costing and **No Access** elsewhere.

No Screenshot of the Custom Access Card

The sample company has no Custom user, and giving someone the Custom role would change the sample company, so the **Custom Access** card is described from the product rather than shown. It lists the seven areas as rows with **No Access**, **View** and **Edit** columns, a short explanation above, the note quoted above below, and the **Save Access** and **Cancel** buttons.

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The Actions Menu

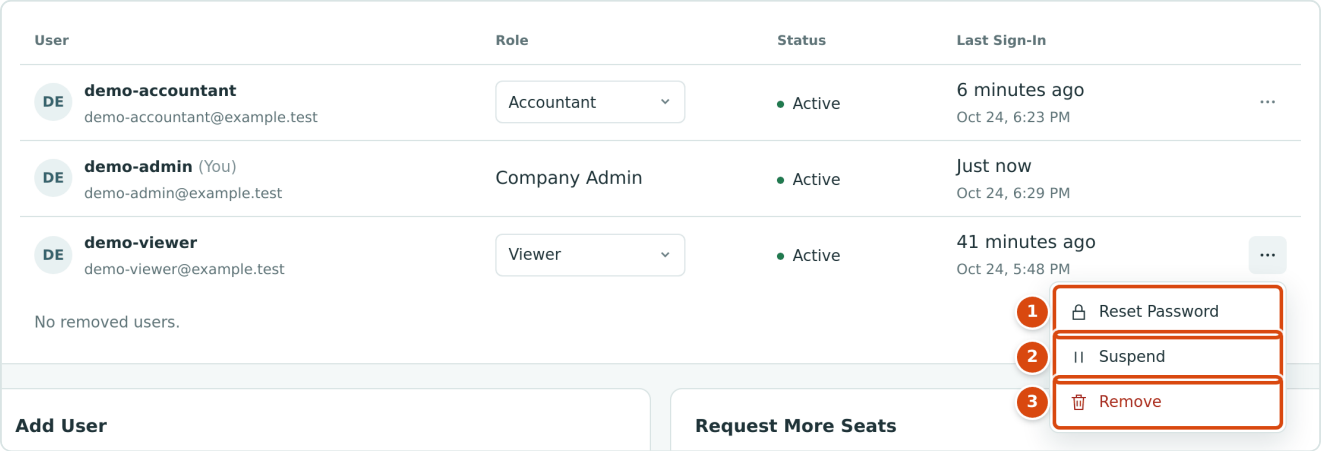

Figure 8-33 The actions menu of an active user.

1. **Reset Password**: emails the user a link to choose a new password.
2. **Suspend**: pauses the user's access to this company.
3. **Remove**: takes the user's access away.

The menu shows only the actions that fit the user's status. Each takes effect at once, without a confirmation step.

Action	Offered For	What It Does
Edit Access	Custom users	Opens the Custom Access card.
Resend Invitation	**Pending** users	Emails a fresh invitation to set a password.
Reset Password	**Active** users	Emails a link to choose a new password. You never see or set the password yourself.
Suspend	**Active** and **Pending** users	The user can no longer open this company. Their seat is freed.
Reactivate	**Suspended** users, and users under **Removed Users**	Gives access back with the same role. Needs a free seat.

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Action	Offered For	What It Does
Remove	Every user except you	Moves the user to **Removed Users**. Their seat is freed.

Suspending or removing a user affects this company only; their other companies are not touched. Records they created stay in the company and keep showing who created them (see Suspended and Removed Access).

Rules That Protect Access

- **You cannot change your own access.** Your row has no controls; if a change reaches Structally another way, it is refused with *You cannot change your own access.* Ask another Company Admin.
- **At least one Company Admin must stay.** A change that would leave the company without an active Company Admin (changing the role, suspending or removing the last one) is refused with *At least one company admin must remain.*
- **Seats.** Adding or reactivating a user when every seat is taken is refused (see below).

Seats

Your company's plan includes a number of **seats**. Each Active or Pending user uses one; suspended and removed users and Structally support staff do not. The count appears at the top of the list and on the Settings overview.

When the seats are all used, ask for more:

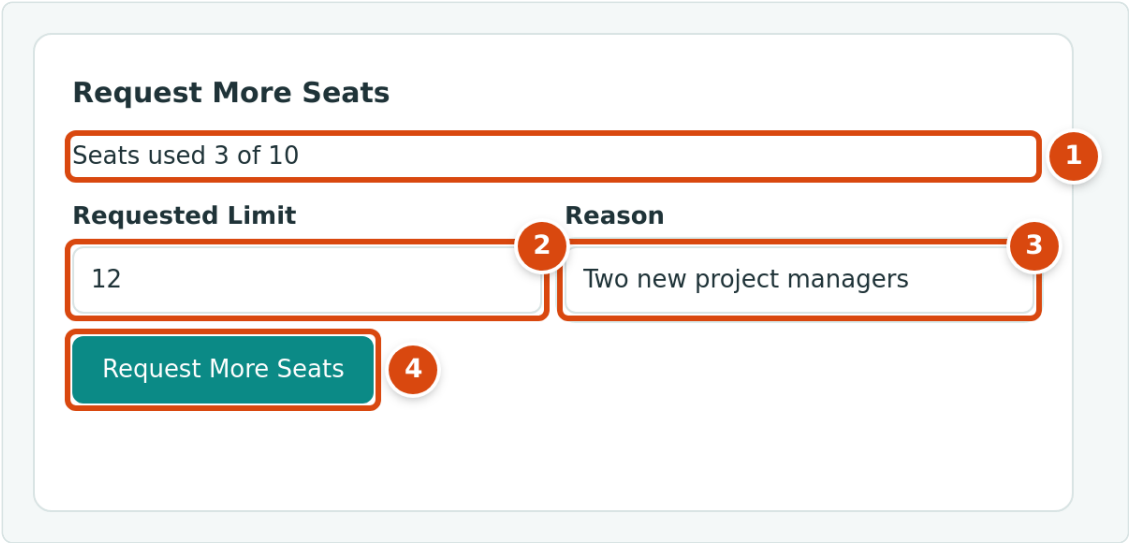

Figure 8-34 A seat request filled in (illustrative, not sent).

1. The seats used and the current limit.
2. **Requested Limit**: the new total number of seats you want, above the current limit and at most 1000.
3. **Reason**: optional, up to 240 characters.
4. **Request More Seats** sends the request to Structally.

While a request is waiting, the card shows "Requested" with the number of seats, the date and your reason, and no new request can be sent. Once Structally decides, the card shows **Approved** or **Rejected** with Structally's note; an approved request raises the seat limit.

Field Reference

Field	Description	Required	Example
Email (Add User)	The person's email address; it becomes their sign-in.	Yes	dana.reyes@cedarridge.example
Full Name (Add User)	Up to 150 characters. Ignored when the email already has a sign-in.	No	Dana Reyes
Role (Add User and list)	Company Admin, Accountant, Viewer, Project Manager or Custom.	Yes	Project Manager
Area levels (Custom Access)	No Access, View or Edit for each of the seven areas.	Yes	Edit on Jobs & Costing
Requested Limit	The new seat limit you are asking for.	Yes	12
Reason	Why you need the seats. Up to 240 characters.	No	Two new project managers

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Worked Example

The sample company has three users on a limit of 10 seats: demo-accountant (Accountant), demo-admin (Company Admin) and demo-viewer (Viewer), all **Active**, so the page reads **3 of 10 seats used**.

Suppose the company hires a project manager (illustrative). The Company Admin adds dana.reyes@cedarridge.example as **Project Manager**, as in the figure above. The list then shows four users, Dana Reyes with the status **Pending** and **Never** under Last Sign-In, and the count becomes 4 of 10. Dana receives an invitation, sets her password, and her status becomes **Active**. When she later leaves, suspending her frees the seat again (3 of 10) while keeping her history.

Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
That person already has access.	The email already has active or suspended access to this company.	Find the user in the list; reactivate them if suspended.
Approved seat limit reached for Cedar Ridge Contracting (with your company's name)	Every seat is in use.	Suspend or remove someone, or request more seats.
You cannot change your own access.	The change was for your own row.	Ask another Company Admin.
At least one company admin must remain.	The change would leave no active Company Admin.	Make another user Company Admin first.
Only a custom user has an access matrix.	Access was saved for a user whose role is not Custom.	Change the role to Custom first.
Identity has not accepted its invitation yet; resend the invitation instead.	A password reset was sent to a user who never set a password.	Use **Resend Invitation**.

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Message or Symptom	Why It Happens	What to Do
Identity already has a password	An invitation was resent to a user who has since set a password.	Nothing to do; the user can sign in. Use **Reset Password** if they forgot it.
Requested limit must be above the current limit of 10 and at most 1000. (with your limit)	The requested limit is not above the current one, or is over 1000.	Enter a larger number, at most 1000.
A seat request is already pending.	You already asked and Structally has not decided yet.	Wait for the decision.
A new user did not get the invitation.	The email went to spam, or the address was mistyped.	Check the address in the list; use **Resend Invitation**, or remove the user and add the right address.
Users & Access is not in the navigation.	You are not a Company Admin.	Ask a Company Admin; the locked page names them.

Related Topics

- Roles and Permissions
- Signing In and Choosing a Company
- Access Problems
- Settings Reference

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import csv excel templates data migration undo import

9.9 Import Data

Import Data brings records into Structally from a spreadsheet instead of typing them one by one: your customer and vendor lists, a chart of accounts, items, invoices and bills that are still open in your old system, expenses, credits, a bank statement, job budgets, cost codes and cost types.

Every import works the same way:

1. **Download the template** for what you are importing and fill it in.
2. **Upload the file.** Structally checks every row and shows you a **preview**, a numbered batch such as IMP-2026-000001. Nothing is created yet.
3. **Import** the rows that are ready. Rows with problems are skipped.
4. If something went wrong, **undo** the import: drafts it created are discarded, expenses reversed and unused records deactivated.

Before You Begin

- To upload, import, cancel or undo you need **Edit** access to **Settings**: Company Admins, and Custom users given Settings **Edit**. With Settings **View** you can download templates and see past imports only. See Roles and Permissions.
- What your file refers to must already exist and be active in Structally, under the same name or code: accounts, payment terms, items, classes and locations, and for budgets the jobs, cost codes and cost types. Customers and vendors can be created by the import (see Step by Step).
- **Job Budgets**, **Cost Codes** and **Cost Types** are offered only when Jobs & Costing is turned on for the company.

Navigation

Settings → **Import Data**, or the **Import Data** card on the Settings overview.

The Page

The page has three parts: **Choose a Template**, **Upload a File** and **Recent Imports**.

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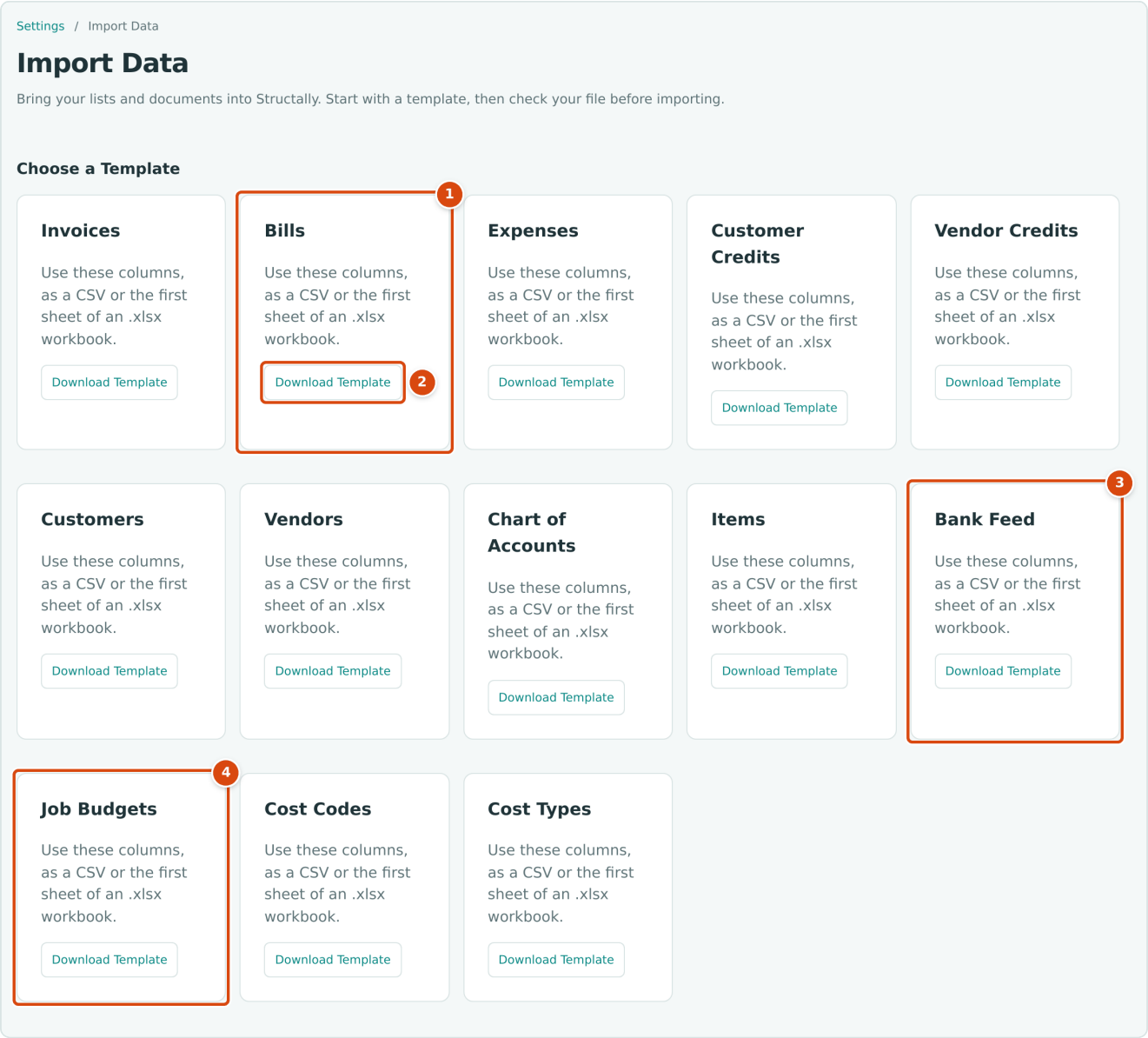

Figure 8-35 The thirteen templates offered in the sample company, which has Jobs & Costing turned on.

1. One card per kind of record, here **Bills**.
2. **Download Template** saves a CSV file with the right column headings and one example row, named after the kind, for example bills-template.csv.
3. **Bank Feed** imports bank transactions into Banking.
4. **Job Budgets**, **Cost Codes** and **Cost Types** appear only with Jobs & Costing.

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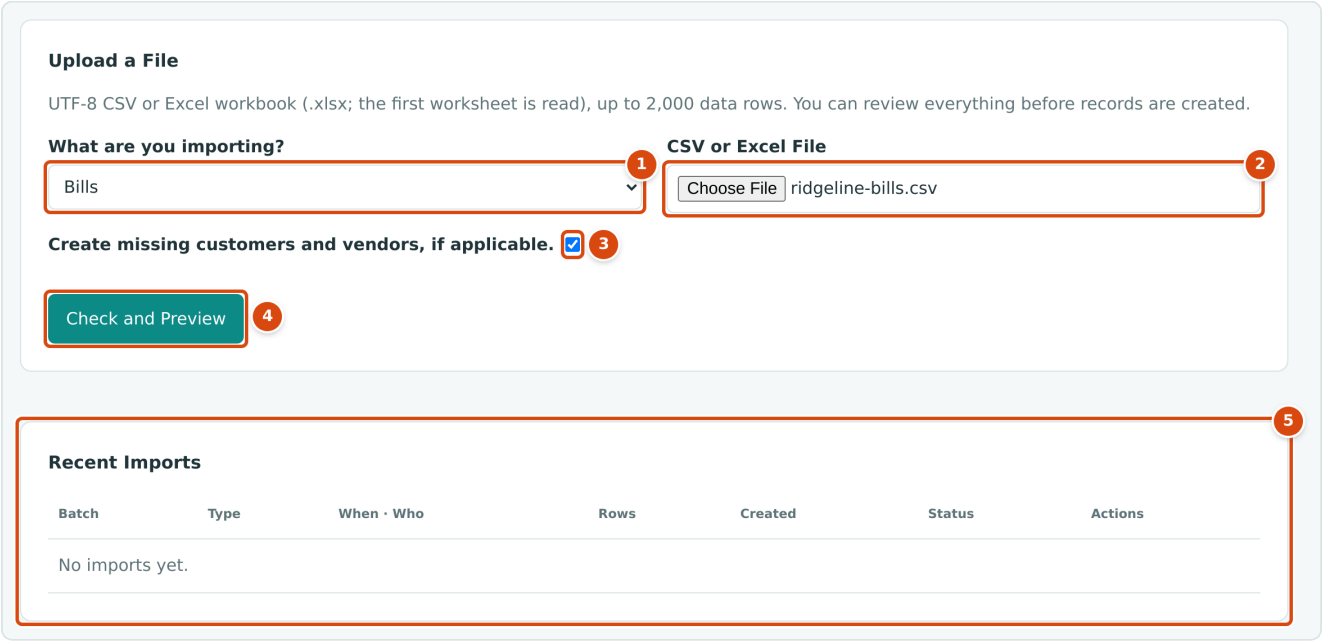

Figure 8-36 A bills file chosen for checking (not checked or imported in the sample company).

1. **What are you importing?**: the kind of record in the file.
2. **CSV or Excel File**: the file to check.
3. **Create missing customers and vendors, if applicable.**: ticked by default.
4. **Check and Preview** checks the file and opens the preview.
5. **Recent Imports**: your last 50 batches. The sample company has none yet, so it shows **No imports yet.**

What You Can Import

Template	Creates	Grouped By	Notes
Invoices	Draft invoices	invoice_ref	Lines use an item, an income account, or both; quantity times rate must equal the amount when all are given.
Bills	Draft bills	bill_ref	Lines can use any active account except Accounts Payable. No job coding.

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Template	Creates	Grouped By	Notes
Expenses	Posted expenses	expense_ref	paid_from_account must be a bank or credit card account; the vendor may be left blank.
Customer Credits	Draft customer credits	credit_ref	Lines use income accounts.
Vendor Credits	Draft vendor credits	credit_ref	
Customers	Customers	One per row	Code: letters, digits, hyphens and underscores only.
Vendors	Vendors	One per row	
Chart of Accounts	Accounts	One per row	Code: 1 to 10 letters or digits; parents may be earlier or later in the file; at most 5 levels.
Items	Items	One per row	income_account must be an income account.
Bank Feed	Bank transactions waiting in Banking	One per row	You choose the **Bank Account**; amounts are signed (minus for money out).
Job Budgets	Draft budgets	budget_ref	The first budget of a job is its original budget; a later one is a revision and needs an approved original.
Cost Codes	Cost codes	One per row	general: yes or no.
Cost Types	Cost types	One per row	wip_group and sort_order as in the template.

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Draft documents still have to be reviewed and posted in their own areas; imported expenses are posted straight away. Imported bank transactions appear in the bank feed for review (see Reviewing the Bank Feed).

The Template Columns

The first row of your file must contain exactly these column names, in this order. Columns starting with line_ describe one line of a document.

Template	Columns
Invoices	invoice_ref, customer, date, due_date, terms, customer_ref, memo, line_item, line_account, line_description, line_qty, line_rate, line_amount, line_class, line_location
Bills	bill_ref, vendor, date, due_date, terms, vendor_ref, memo, line_account, line_description, line_amount, line_class, line_location
Expenses	expense_ref, vendor, date, paid_from_account, reference, memo, line_account, line_description, line_amount, line_class, line_location
Customer Credits	credit_ref, customer, date, customer_ref, memo, line_account, line_description, line_amount, line_class, line_location
Vendor Credits	credit_ref, vendor, date, vendor_ref, memo, line_account, line_description, line_amount, line_class, line_location
Customers	name, code, primary_contact, primary_phone, primary_email, secondary_contact, secondary_phone, secondary_email, billing_address, shipping_same_as_billing, shipping_address, terms, taxable, notes
Vendors	name, code, primary_contact, primary_phone, primary_email, secondary_contact, secondary_phone, secondary_email, billing_address, terms, notes
Chart of Accounts	code, name, role, balance_type, parent_code
Items	sku, name, rate, income_account
Bank Feed	date, description, amount, reference

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Template	Columns
Job Budgets	budget_ref, job, effective_date, note, line_cost_code, line_cost_type, line_amount, line_hours, line_quantity, line_unit
Cost Codes	code, name, general
Cost Types	code, name, wip_group, sort_order

Rules for Every File

- A CSV file saved as UTF-8, at most 1 MB, or an Excel workbook (.xlsx) of at most 5 MB, of which only the first worksheet is read.
- At most 2,000 data rows below the heading row.
- Dates as YYYY-MM-DD, for example 2026-10-15.
- Amounts with at most two decimals; commas between thousands are allowed.
- Yes-or-no columns accept yes, no, true, false, 1 or 0.
- References to existing records ignore capital letters: customers and vendors are matched by name, accounts by code, items by SKU, terms by name, jobs by number, and classes and locations by code or name.
- In the Chart of Accounts template, the role column takes the account role written as in the template's example row (revenue), and balance_type is debit or credit.
- For documents, each row is one line. Rows with the same reference make one document. The document's own columns (customer, date, terms and so on) can be left blank on the second and later rows, but must not differ from the first.

Step by Step

Check a File

1. Click **Download Template** on the card for what you are importing, and fill in the file. Keep the heading row as it is.
2. In **Upload a File**, choose the kind in **What are you importing?**.
3. Click **Choose File** under **CSV or Excel File** and pick your file.
4. For documents, decide on **Create missing customers and vendors, if applicable.**: ticked, a customer or vendor name that is not found becomes a new customer or vendor when you import; cleared, such rows are problems.

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5. For **Bank Feed**, choose the **Bank Account** the transactions belong to. The field appears when Bank Feed is chosen.
6. Click **Check and Preview**.

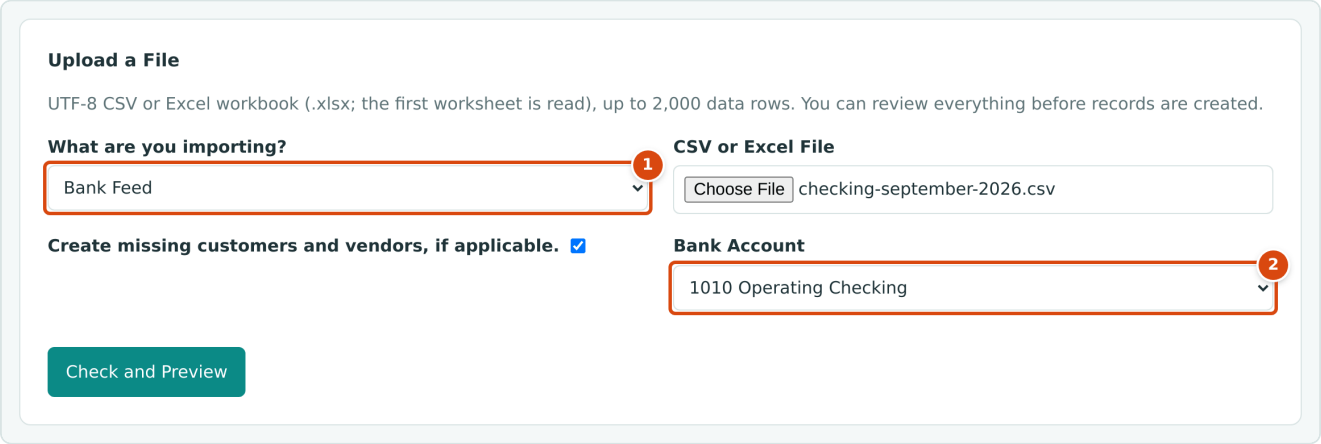

Figure 8-37 A bank feed file with its bank account chosen.

1. **Bank Feed** chosen.
2. **Bank Account**: a bank or credit card account.

If the file itself cannot be read (wrong format, wrong headings, too many rows), Structally says so on the same page and creates nothing. Otherwise it opens the batch's preview.

Review the Preview

The preview page is headed with the batch number and the status **Preview**, followed by the kind and the file name. It shows:

- four totals: **Rows in File**, **Ready**, **Problems** and **New Customers** (the customers the import will create);
- **Check Your File**: a table of every row with **Row**, **Reference**, **Customer / Vendor**, **Date**, **Amount** and **Check**. **Check** says **Ready** or **Problem** with the reason, for example "Vendor Apex Lumber not found" or "Date must be YYYY-MM-DD". Use **Problems Only** to list just the rows to fix, and **All Rows** to list everything again. As the page says, *A problem on one line skips the whole document.*
- **Ready to Import**, with the import button and **Cancel Import**.

No Screenshot of a Batch

The sample company has no imports, and checking a file creates a batch, so the preview and results pages are described from the product rather than shown.

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Import or Cancel

- To import, click the button under **Ready to Import**. It names what will be created, for example **Import 1 Draft Bill** or **Import 12 Customers**. Only ready rows are imported; *Problem groups will be skipped.* The button is unavailable when nothing is ready.
- To drop the batch instead, click **Cancel Import**. The batch is kept with the status **Canceled** and nothing is created.

To fix problems, correct your file and check it again; the new check is a new batch.

After the Import

The batch's page now shows **Import Results**, one row per document or record:

Column	Shows
Reference	The document reference, or "Row" and the row number for lists
Rows	The file rows it came from
Result	**Created** or **Skipped** (later **Undone** or **Kept**)
Created	The number or code of the new record, linked to it
Current State	The record's status today, for example **Draft**, **Posted**, **Active**
Note	"Created draft", "Posted", "Created", "Skipped because the group has problems" or, for bank transactions, "Already present in Banking"

Results CSV (on the batch page and in **Recent Imports**) downloads the same information, named after the batch, for example IMP-2026-000001-results.csv. Its columns are group_ref, row_numbers, status, Created Number, note and problems.

Bank transactions that are already in Banking are skipped, not imported twice.

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Undoing an Import

An imported batch (other than a bank feed) has an **Undo Import** section, also reached with **Undo Import** in **Recent Imports**. Before you confirm, it lists what will happen, for example "Will delete 3 draft invoices" or "Will deactivate 2 customers", and under **Cannot undo**, what will be kept and why.

Created Record	On Undo
Draft invoice, bill, credit or budget	Discarded
Document that is no longer a draft	Kept, with a reason such as "Cannot undo posted"
Expense	Reversed, dated today, with the memo "Undo" and the batch number; kept if it is matched in Banking or already reversed
Customer, vendor, account, item, cost code or cost type (including customers and vendors the import created)	Deactivated if nothing refers to it; otherwise kept, for example "Referenced by INV-2026-000055"

1. Open the batch and go to **Undo Import**.
2. Type the batch number in **Type the Batch Number to Confirm**.
3. Click **Undo Import**.

The batch's status becomes **Undone** and the page shows how many records were **Deleted**, **Reversed** and **Deactivated**, and what was **Kept**. Bank feed imports are not undone here; as the page says, *Bank feed imports are undone in Banking.*

Statuses

Batch Status	Meaning
Preview	Checked, nothing created yet.
Imported	The ready rows were created.
Canceled	Dropped without importing.

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Batch Status	Meaning
Undone	Imported, then undone.

Batches are numbered IMP-, the year and a sequence, for example IMP-2026-000001.

Worked Example

Cedar Ridge Contracting receives a two-line invoice from Ridgeline Lumber Supply, RL-4471 dated October 15, 2026, and enters it in a bills template (illustrative):

bill_ref	vendor	date	due_date	terms	vendor_ref	memo
RL-4471	Ridgeline Lumber Supply	2026-10-15		Net 30	RL-4471	
RL-4471						

Both rows have the reference RL-4471, so they make one bill. The vendor, the terms Net 30, account 5040, the class Residential and the location North all exist in the sample company. The due date is blank, so Structally works it out from the terms: October 15, 2026 plus 30 days is November 14, 2026. The preview would show **Rows in File** 2, **Ready** 2, **Problems** 0, and the button **Import 1 Draft Bill**. Importing creates one draft bill for $2,460.00 (1,840.00 + 620.00), to be reviewed and posted under **Vendors & Bills**. Had the import been a mistake, **Undo Import** would discard the draft.

Common Mistakes and Troubleshooting

Message or Symptom	Why It Happens	What to Do
File must be a CSV or an Excel workbook (.xlsx)	The file is another format, or a damaged workbook.	Save it as CSV (UTF-8) or .xlsx.
File must be at most 1 MB / Workbook must be at most 5 MB	The file is too large.	Split it into several files.

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Message or Symptom	Why It Happens	What to Do
File must be UTF-8	The CSV was saved in another character encoding.	Save it as "CSV UTF-8".
Wrong header; missing columns: …; extra columns: …	The heading row does not match the template.	Copy the heading row from a fresh template.
Wrong header; columns must be in the template order	The columns are all there but in another order.	Put them back in the template order.
At most 2,000 data rows are allowed	The file has more than 2,000 rows.	Split it.
The file contains no data rows	Only the heading row is filled.	Add your rows.
Choose a bank account	**Bank Feed** was chosen without a **Bank Account**.	Choose the account.
"Vendor … not found" (or Customer)	The name does not match an active vendor and the create option is off.	Fix the name, add the vendor, or tick **Create missing customers and vendors, if applicable.**
"… differs within the document"	A later row of a document has a different customer, date, terms or other header value.	Leave those columns blank on later rows, or make them the same.
"Date must be YYYY-MM-DD"	A date is in another format, for example 10/15/2026.	Format dates as 2026-10-15.
"Account … must be an income account"	An invoice or customer credit line, or an item, uses a non-income account.	Use an income account.

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Message or Symptom	Why It Happens	What to Do
"Duplicate reference within the file"	Two bank feed rows have the same reference.	Make each reference unique, or leave it blank.
"Jobs & Costing is not turned on for this company."	A job budget, cost code or cost type file was checked while Jobs & Costing is off.	Jobs & Costing must be turned on for the company first.
Type the batch number to confirm	The confirmation does not match the batch number.	Type it exactly, for example IMP-2026-000001.
Bank feed imports are undone in Banking	Undo was tried on a bank feed batch.	Deal with the transactions in the bank feed (see Reviewing the Bank Feed).

Related Topics

- Opening Balances
- Importing Bank Statements
- Managing Customers and Managing Vendors
- The Chart of Accounts
- Job Budgets and Cost Codes and Cost Types

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10 Training Exercises

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training exercises walkthrough scenarios

10.1 Training Exercises

These exercises follow one company through one project, from the first sign-in to the closed job. Each exercise builds on the one before, uses the real Structally screens, and states the figures you should see. Work through them in order to learn the whole system, or read a single exercise to see a workflow in context.

The Company and the Project

Cedar Ridge Training is a general contractor in Bend, Oregon. It moves its books to Structally on July 1, 2026, with $250,000.00 in the bank, $85,000.00 of equipment and a $40,000.00 equipment loan.

Its first project in Structally is job **J-101 Lakeview Clinic Expansion** for **Lakeview Medical Partners**:

Contract	$480,000.00, raised to $516,000.00 by one change order
Estimated cost	$360,000.00, raised to $387,000.00
Schedule	July 6 to October 30, 2026; finished and closed on October 24
Billing	Monthly AIA-style pay applications, 10% retainage
Subcontractors	High Desert Concrete, Brightway Electric, Summit Drywall (10% retainage)
Suppliers	Pine Valley Lumber (purchase order), Cascade Site Services (monthly, no commitment)
Result	Gross profit $129,000.00 (25.0%), net income $128,975.00

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The Exercises

Exercise	What You Do	Main Topics
A: Setting Up a New Company	Prepare an empty company for business	Company details, classes, cost codes, retainage and WIP accounts, opening balances, books closed, users, payment terms
B: Starting a New Project	Add the customer and set up the job	Customers, jobs, cost codes, original budget
C: Recording Project Costs	Commit, bill and pay July's costs	Vendors, commitments, bills with retainage, payments
D: Billing the Customer	Bill July's progress and collect	Schedule of values, pay applications, stored materials, receipts, deposits
E: Managing Change Orders	Add an exam room to the contract	Change orders, budget revisions, commitment amendments
F: Closing the Month	Close September	Forecasts, WIP, bank feed, reconciliation, reports, books closed
G: Correcting Mistakes	Put four real mistakes right	Voids, withdrawals, closed periods, reversals
H: The Complete Project Lifecycle	Finish and close the job	Final billing, retainage release, closeout forecast and WIP, final reports

Timeline

Date	Event	Exercise
June 30, 2026	Opening balances; books closed	A
July 6	Job starts; budget approved; commitments issued	B, C

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Date	Event	Exercise
July 24 to 31	First bills; pay application 1	C, D
August 10	First vendor payments	C
August 12 to 14	Change order CO-2 approved; subcontracts amended	E
August 25 to 31	First customer payment and deposit; August bills; pay application 2	D
September 10 to 30	Payments, customer payment, September bills, pay application 3	F
September 30	Forecast, WIP entry, bank reconciliation; books closed	F
October 5	Insurance premium entered, then corrected	G
October 10 to 20	Payments, customer payment, October bills, final pay application	H
October 22 to 23	Retainage released both ways; everything collected and paid	H
October 24	Commitments and job closed; final forecast and WIP	H

Before You Start

- **Use a training company.** The exercises post real transactions. Do them in a company set aside for training, never in your live books. Ask your Structally administrator for one; it starts with the standard chart of accounts, as in Exercise A.
- **Your access.** Exercise A is done as a Company Admin. The later exercises need **Edit** access to the areas they use, and the approval steps need a Company Admin or Accountant (see Roles and Permissions).
- **Dates on the screens.** The exercises were entered on October 24, 2026, with transaction dates from June to October. Stamps that record when something was done (such as *accepted 2026-10-24* or *Balances as of 2026-10-24*) show the day of entry, not the transaction date. When you do the exercises, those stamps show your own date.

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- **Document numbers.** Structally numbers documents in the order they are saved. If you save in a different order, or make an extra mistake, your numbers differ from the ones shown; the amounts do not.
- **Mistakes are part of it.** Two duplicates entered by accident while the exercises were prepared were kept and are corrected in Exercise G, the way you would correct them in real books.

Key Figures to Check

After	Check	Expected
A	Balance Sheet at June 30, 2026	Total assets 335,000.00
C	J-101 Actual to Date	100,000.00
D	INV-2026-000001	136,000.00 billed, 122,400.00 due, 13,600.00 retainage
E	J-101 Revised Contract	516,000.00
F	Net income July 1 to September 30	100,147.41
F	Bank reconciliation at September 30	Difference 0.00
H	Net income July 1 to October 24	128,975.00
H	Operating Checking at October 24	374,175.00

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training setup opening balances books closed cost codes

10.2 A: Setting Up a New Company

In this exercise you are the Company Admin of **Cedar Ridge Training**, a general contractor in Bend, Oregon, that has just moved its books to Structally. Structally has created the company with the standard chart of accounts and given you access. By the end you will have:

- the company's details and time zone;
- classes and a location for reporting;
- cost codes, retainage accounts and WIP accounts for job costing;
- opening balances as of June 30, 2026, and the books closed through that date;
- a second user, the company's accountant;
- the payment terms its customers and vendors will use.

Every step below was performed in Structally exactly as written, and every figure shows the result. The later exercises continue in the same company.

Before You Begin

- You are a **Company Admin** of the new company (the setup pages in this exercise are for Company Admins).
- You have the closing figures from your old system: in this exercise, the June 30, 2026 balances of the bank account, equipment and the equipment loan.

Step 1: Open the Company

Sign in (see Signing In). If you have access to more than one company, Structally lists them under **Your Companies**; click **Open** beside **Cedar Ridge Training**.

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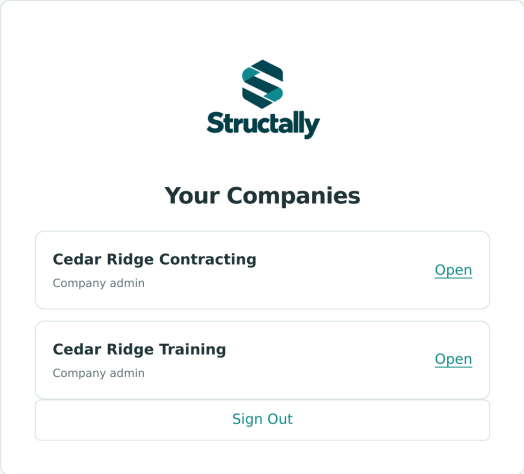

Figure 9-1 The company chooser of a user with two companies.

A new company has no transactions yet, so the Home dashboard shows zeros. Later you can move between companies with **Your Company** at the top of the navigation (see Choosing a Company).

Step 2: Enter the Company Details

These details print on invoices and statements.

1. Go to **Settings** → **Company Details** and click **Edit** on **Company & Invoice Details**.
2. Enter the values below, then click **Save**.

Field	Value
Legal Name	Cedar Ridge Training LLC
Phone	(541) 555-0142
Email	office@cedarridge-training.example.test
Address	410 Timberline Way, Bend, OR 97701 (two lines)
Tax ID	93-0000001

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Field	Value
Time Zone	Pacific (Los Angeles)

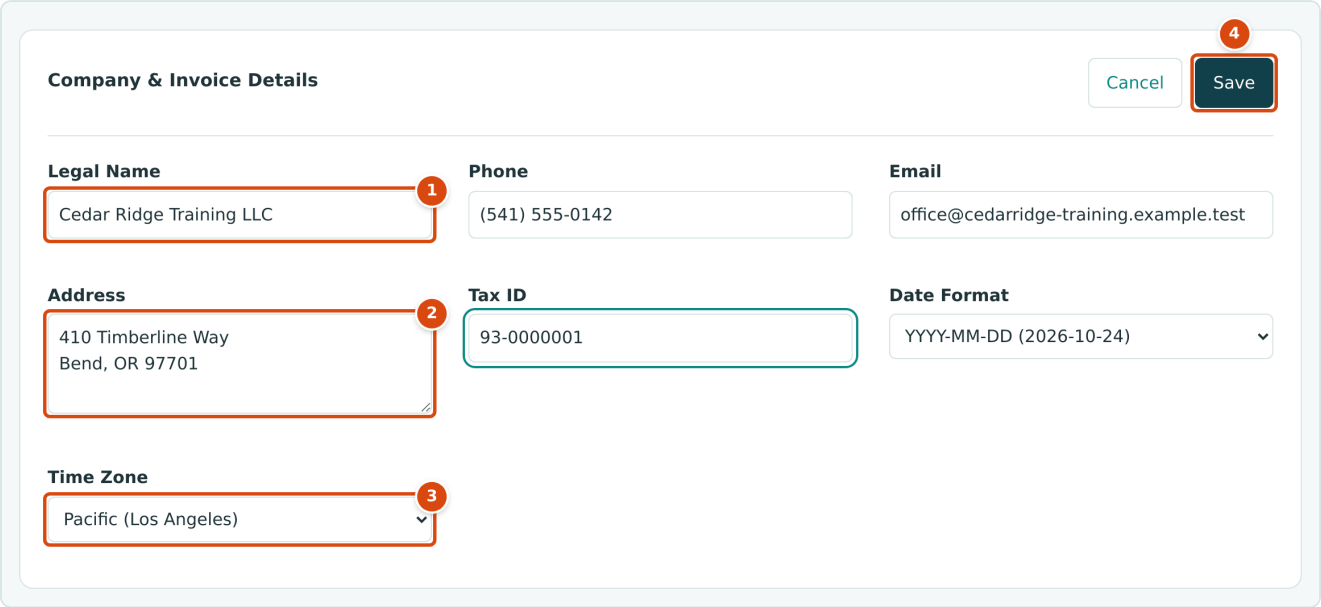

Figure 9-2 Company details being entered.

1. **Legal Name**: the name printed on documents.
2. **Address**: press Enter for a new line.
3. **Time Zone**: the zone that decides what "today" is for the company.
4. **Save** stores all the details at once.

Because the time zone changes, Structally asks you to confirm:

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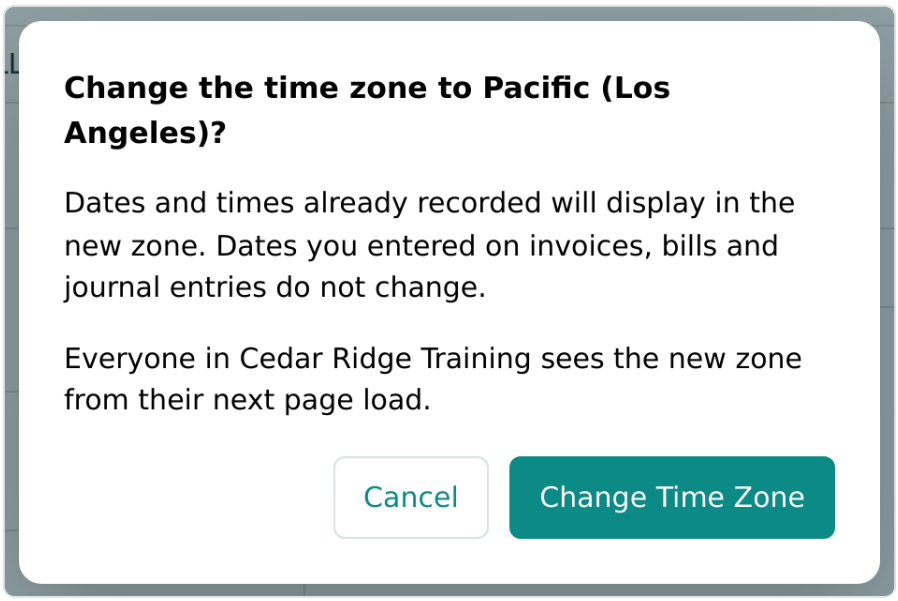

Figure 9-3 Changing the time zone needs a confirmation.

Click **Change Time Zone**. Dates already entered on documents do not change; only the display of recorded times and the meaning of "today" do. See Company Details for every field.

Step 3: Review the Chart of Accounts

Open **Accounting** → **Chart of Accounts**. The standard chart already holds the accounts a contractor needs: bank and Undeposited Funds accounts, receivable and payable control accounts, equity, contract revenue, direct cost accounts (labor, subcontractors, materials, equipment rental, other job costs) and operating expenses.

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Accounts / Chart of Accounts

Chart of Accounts

1 Add Account

Code	Name	Role	Balance Type	Active	Status
1010	Operating Checking	Cash	Debit	Yes	Active
1020	Savings	Cash	Debit	Yes	Active
1050	Undeposited Funds	Cash	Debit	Yes	Active
1100	Accounts Receivable	Receivable	Debit	Yes	Active
1110	Retainage Receivable	Retainage Receivable	Debit	Yes	Active
1200	Materials Inventory	Inventory	Debit	Yes	Active
1300	Prepaid Expenses	Prepaid	Debit	Yes	Active
1400	Costs in Excess of Billings	Costs in Excess of Billings	Debit	Yes	Active
1450	Uninstalled Materials	Uninstalled Materials	Debit	Yes	Active
1630	Equipment and Vehicles	Equipment	Debit	Yes	Active
1690	Accumulated Depreciation	Accumulated Depreciation	Credit	Yes	Active
2010	Accounts Payable	Payable	Credit	Yes	Active
2020	Retainage Payable	Retainage Payable	Credit	Yes	Active
2100	Company Credit Card	Credit Card	Credit	Yes	Active
2200	Sales Tax Payable	Tax Payable	Credit	Yes	Active
2300	Customer Deposits	Deferred Revenue	Credit	Yes	Active
2400	Billings in Excess of Costs	Billings in Excess of Costs	Credit	Yes	Active
2450	Provision for Contract Losses	Provision for Contract Losses	Credit	Yes	Active
2500	Equipment and Vehicle Loans	Long Term Debt	Credit	Yes	Active
3010	Owner's Equity	Owner Equity	Credit	Yes	Active
3020	Owner Draws	Owner Draws	Debit	Yes	Active
3900	Opening Balance Equity	Opening Balance Equity	Credit	Yes	Active
4010	Contract Revenue	Revenue	Credit	Yes	Active
4020	Interest Income	Other Income	Credit	Yes	Active

Figure 9-4 The standard chart of accounts in a new company.

1 **Add Account** opens a drawer for a new account.

You can rename accounts and add your own at any time (see Creating and Editing Accounts). Cedar Ridge Training keeps the standard chart.

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Step 4: Add Classes and a Location

Classes and locations let reports split results. A **class** is chosen on each line of a transaction; a **location** once per document.

1. Go to **Settings** → **Classes & Locations**.
2. Click **Add Class**, enter **Code** COM and **Name** Commercial, and click **Create Class**.

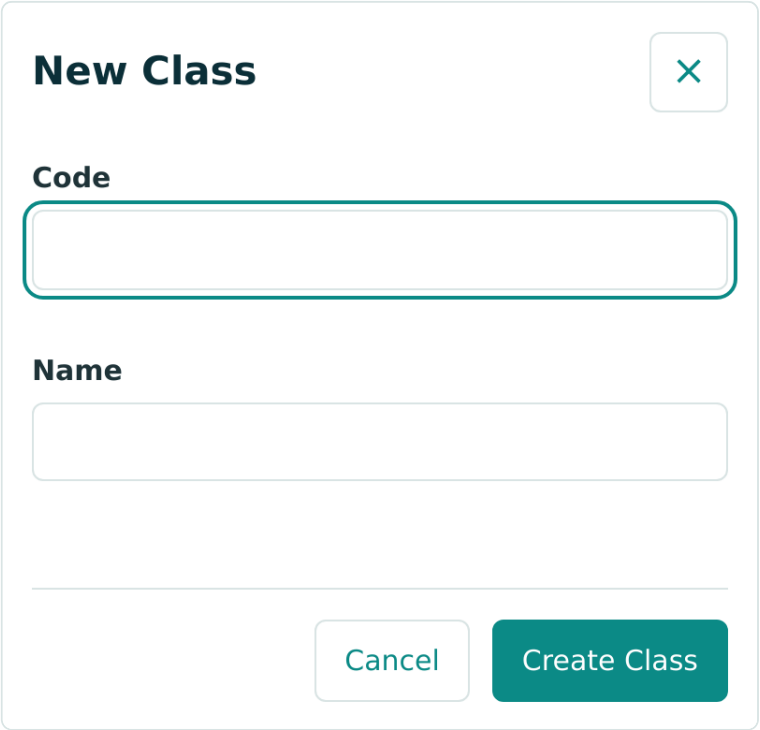

Figure 9-5 Adding a class.

3. Add a second class, RES Residential, the same way.
4. Click **Add Location** and create BND Bend Office.

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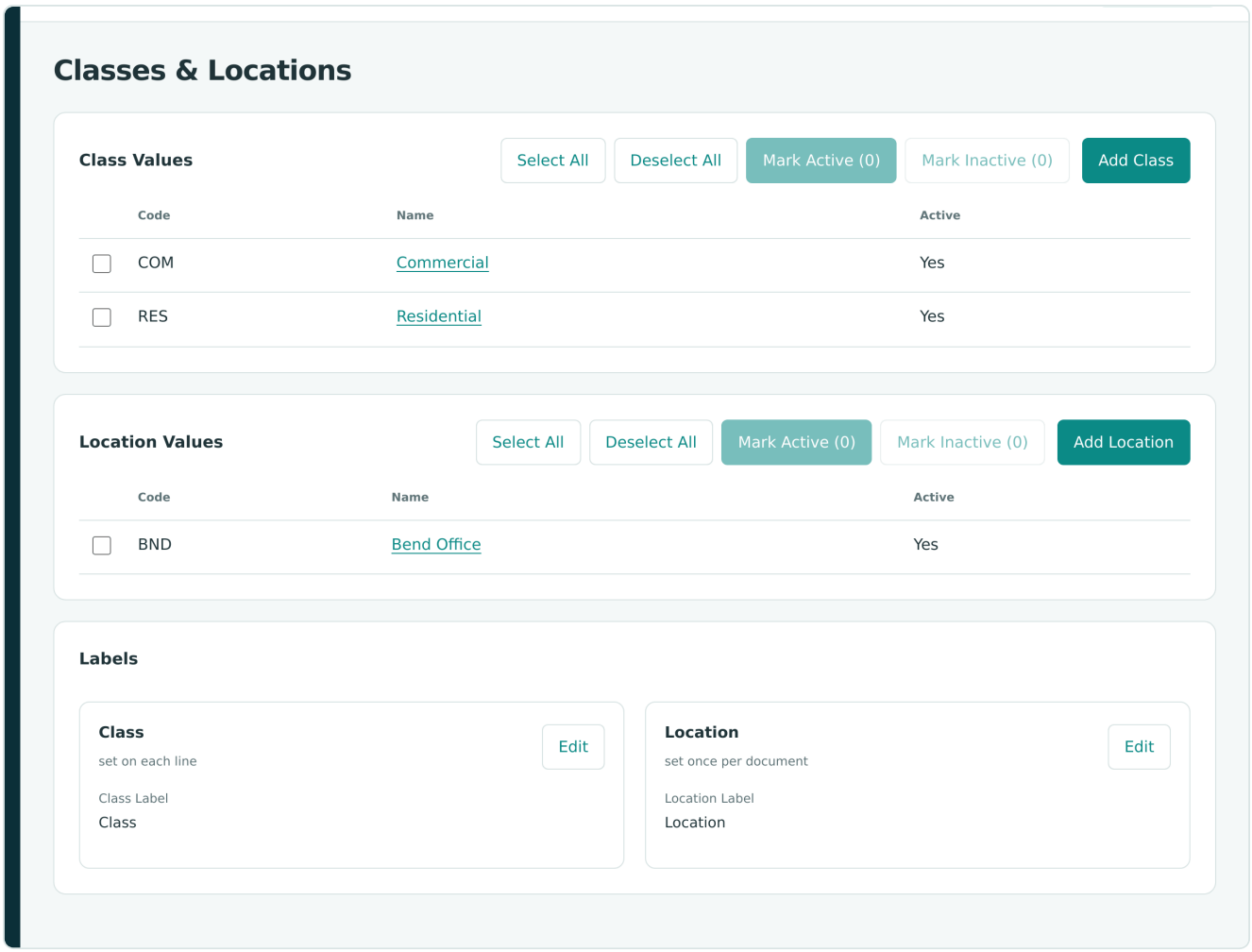

Figure 9-6 The classes and location of Cedar Ridge Training.

Step 5: Prepare Job Costing

Jobs & Costing is turned on for the company, and the seven standard cost types (labor, burden, materials, subcontract, equipment, overhead, other) are already there. Three things remain.

Add the Cost Codes

1. Go to **Jobs & Costing** → **Job Costing Settings**.
2. In **Cost Codes**, click **Add Cost Code**, enter the **Code** and **Name**, leave **Active** ticked, and click **Create Cost Code**.

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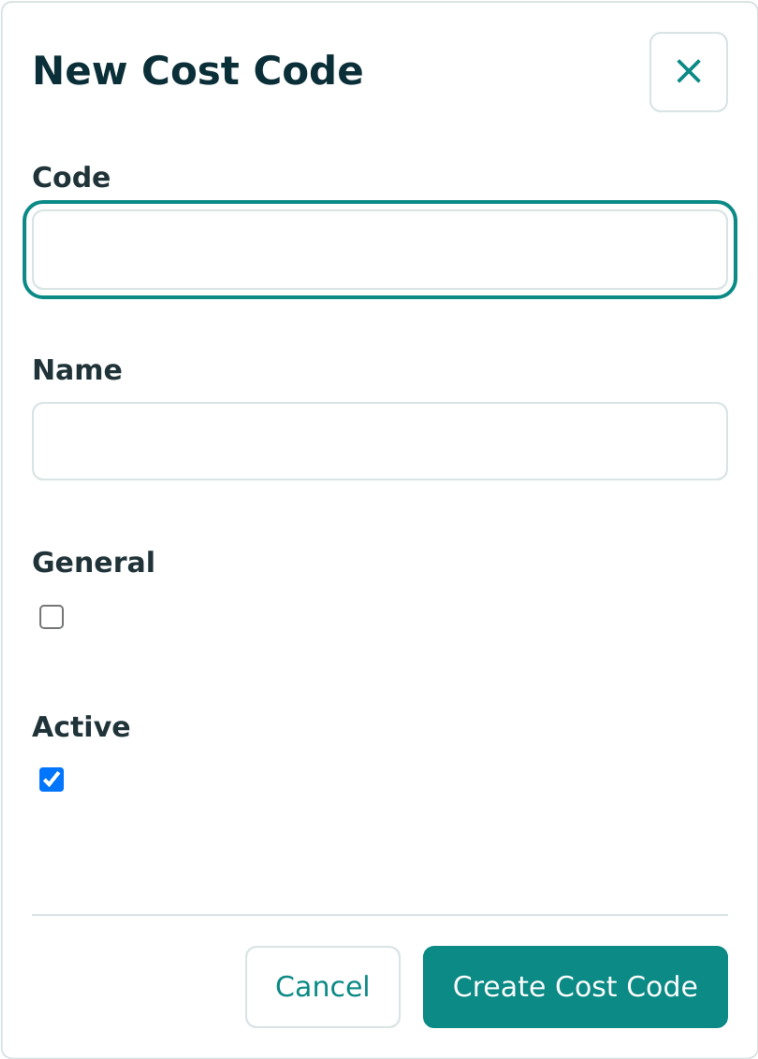

Figure 9-7 Adding a cost code.

3. Repeat for each code below.

Code	Name
01-100	General Conditions
03-300	Concrete
06-100	Rough Carpentry
09-100	Drywall

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Code	Name
26-100	Electrical

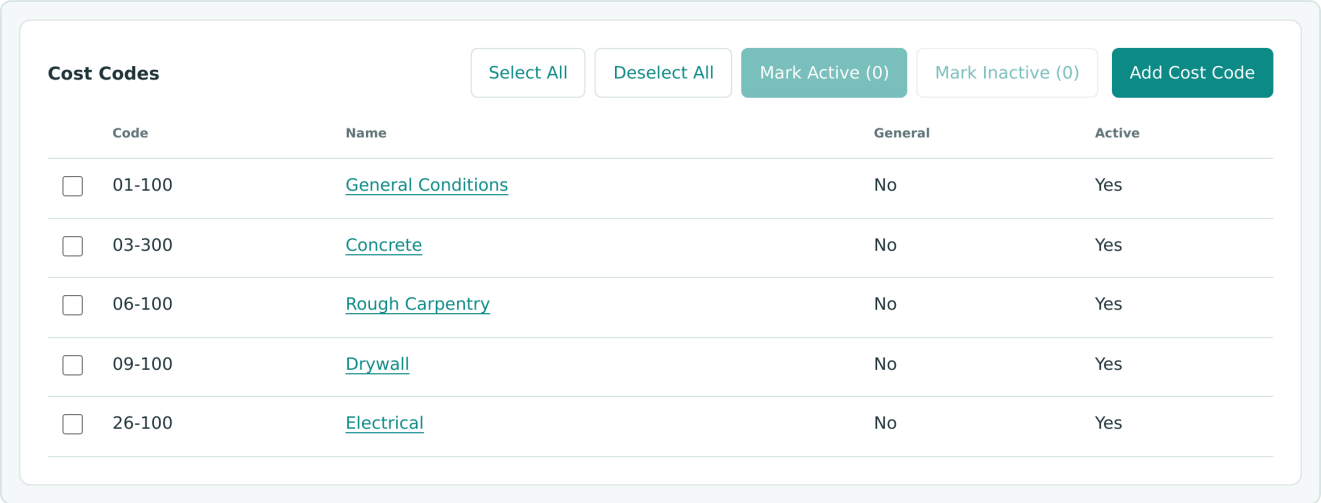

Figure 9-8 The five cost codes of the training company.

Create the Retainage and WIP Accounts

Still on **Job Costing Settings**:

1. Under **Retainage Payable Account**, click **Create Account**. Structally creates **2020 Retainage Payable** and selects it.
2. Under **Retainage Receivable Account**, click **Create Account**. Structally creates **1110 Retainage Receivable**.
3. Under **WIP Accounts**, click **Create Accounts**. Structally creates the seven accounts that work-in-progress schedules post to.

The default retainage percentages stay as they are: 10% on subcontracts, 0% on purchase orders and 10% on customer invoices.

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Default Retainage Edit

Subcontracts
10.00%
Purchase Orders
0.00%
Customer Invoices
10.00%
Retainage Payable Account
2020 · Retainage Payable
Retainage Receivable Account
1110 · Retainage Receivable

WIP Accounts

Purpose	Account
Costs in Excess of Billings	1400 · Costs in Excess of Billings
Uninstalled Materials	1450 · Uninstalled Materials
Billings in Excess of Costs	2400 · Billings in Excess of Costs
Provision for Contract Losses	2450 · Provision for Contract Losses
WIP Revenue Adjustment	4100 · WIP Revenue Adjustment
Contract Loss Expense	5900 · Contract Loss Expense
Uninstalled Materials Deferral	5950 · Uninstalled Materials Deferral

Figure 9-9 Retainage defaults and accounts, and the WIP accounts, once created.

Only a Company Admin can change these settings. See Job Costing Settings for the other choices on the page, such as which accounts may carry job coding and the **Commitment Overruns** rule.

Step 6: Enter the Opening Balances

Cedar Ridge Training starts its books in Structally on July 1, 2026. Its old system shows these balances at the close of June 30, 2026:

Account	Balance
1010 Operating Checking	$250,000.00 (debit)
1630 Equipment and Vehicles	$85,000.00 (debit)
2500 Equipment and Vehicle Loans	$40,000.00 (credit)

1. Go to **Settings** → **Opening Balances**.

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2. Set **Books Start** to 07/01/2026, the first day you will record in Structally.
3. Enter one line per account: choose the **Account**, the **Side** (Debit or Credit) and the **Amount**, with an optional **Description**. Click **Add Line** for each further line.
4. Click **Post Opening Balances**.

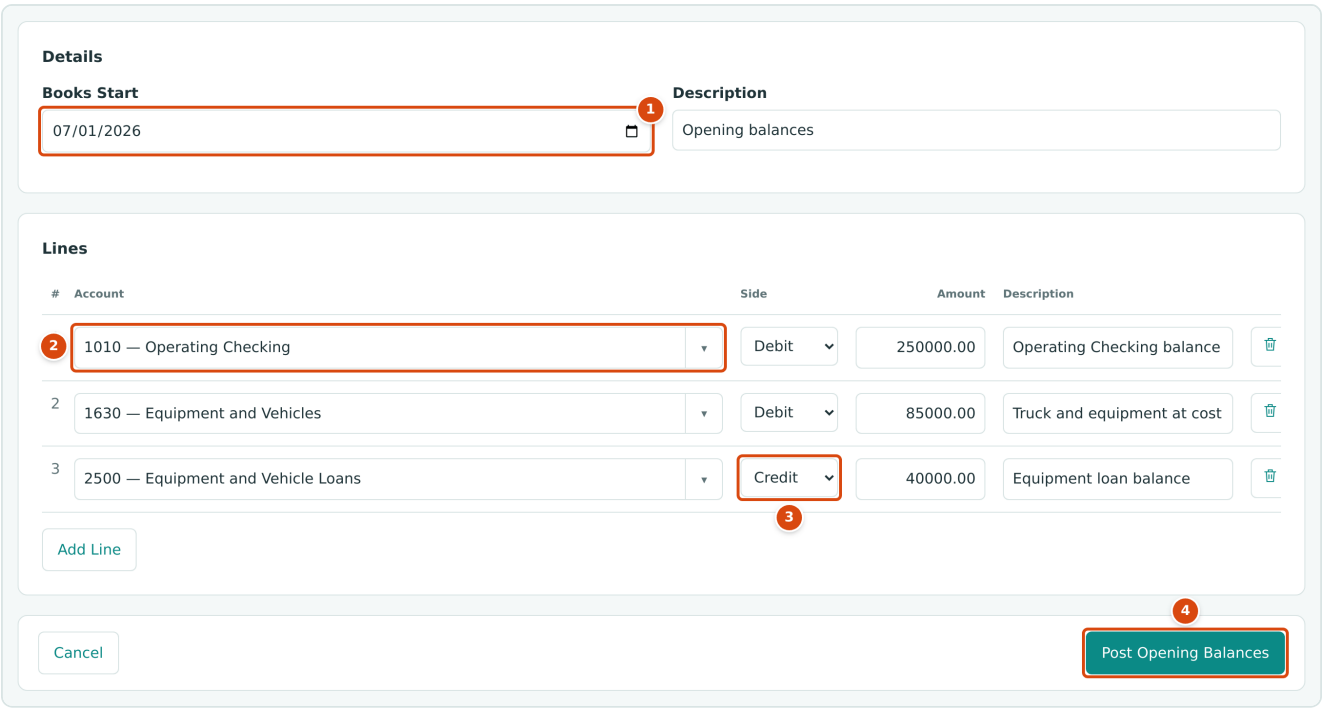

Figure 9-10 The opening balances of Cedar Ridge Training.

1. **Books Start**: the first day of activity in Structally. It can be set once.
2. The account of each balance.
3. **Side**: Debit for assets, Credit for liabilities.
4. **Post Opening Balances** posts the entry.

You do not enter the equity balance. Structally balances the entry to **3900 Opening Balance Equity** and dates it the day before Books Start:

	Amount
Debits: 250,000.00 + 85,000.00	335,000.00
Credits entered: 40,000.00	40,000.00

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	Amount
Credit to 3900 Opening Balance Equity: 335,000.00 − 40,000.00	**295,000.00**

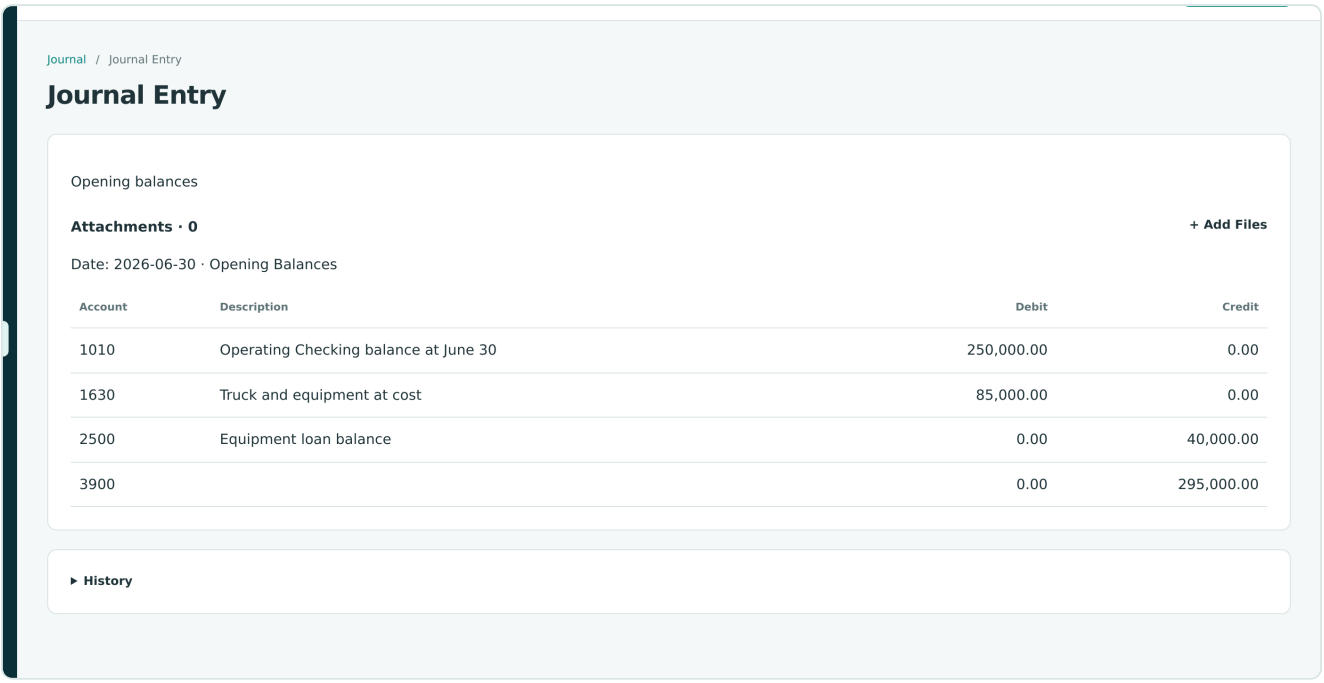

Figure 9-11 The opening balances entry Structally posted.

Accounting Effect

Account	Debit	Credit
1010 Operating Checking	250,000.00	
1630 Equipment and Vehicles	85,000.00	
2500 Equipment and Vehicle Loans		40,000.00
3900 Opening Balance Equity		295,000.00

Dated June 30, 2026. Your accountant may later move the Opening Balance Equity balance to the owner's equity accounts with a journal entry.

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Step 7: Close the Books Through June 30

The opening balances should never change by accident. Closing the books through June 30, 2026 stops anyone from posting any entry dated on or before that date, including a void or reversal dated in the closed period.

1. Go to **Settings** → **Books Closed**. The **Closed Through** card reads **Open**: no period is closed yet.
2. Click **Set a Date**, enter **Lock Date** 06/30/2026 and click **Save**.

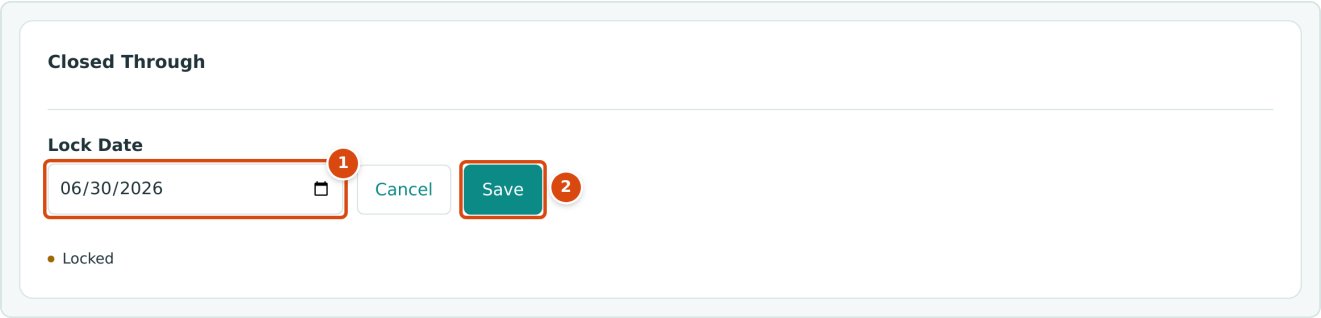

Figure 9-12 Closing the books through June 30, 2026.

1. **Lock Date**: the last day of the closed period.
2. **Save** closes the books through that date.

The card then shows **Jun 30, 2026** and **Locked**, with **Change Date** and **Reopen** (you see it after a later month-end in Exercise F).

You will move this date forward at each month-end in Exercise F. See Books Closed.

Step 8: Give Your Accountant Access

1. Go to **Settings** → **Users & Access**.
2. Under **Add User**, enter the accountant's **Email**. This accountant already has a Structally sign-in, so the existing name is used and the **Full Name** box is not needed.
3. Choose **Role** Accountant and click **Add User**.

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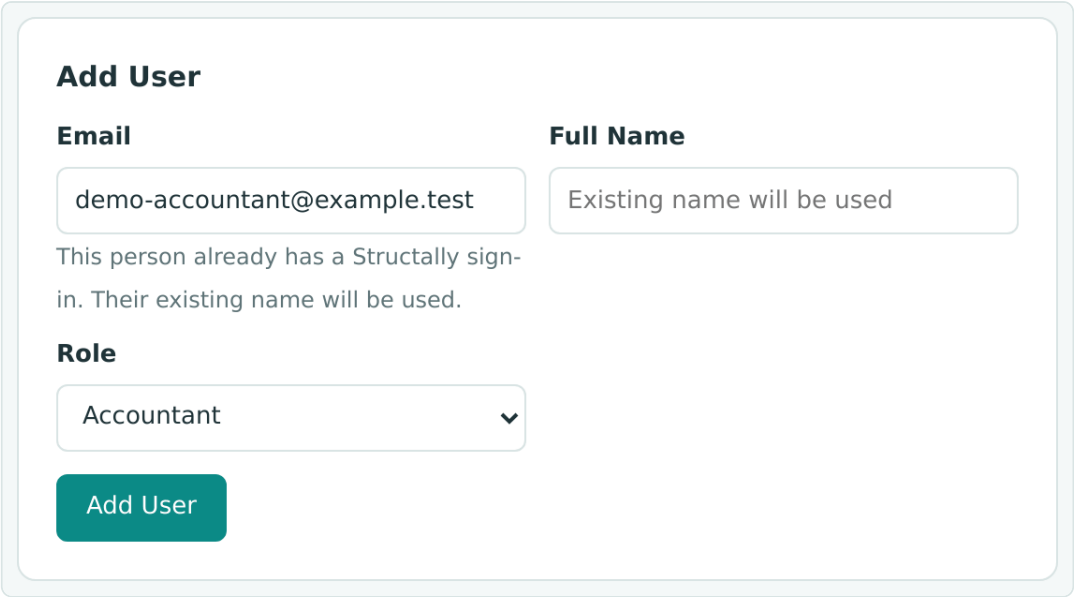

Figure 9-13 Adding a user who already has a Structally sign-in.

A person who already has a Structally sign-in can open the company at once. A new person receives an invitation email to set a password first. Each user takes one seat; the company here uses 2 of its 5 seats.

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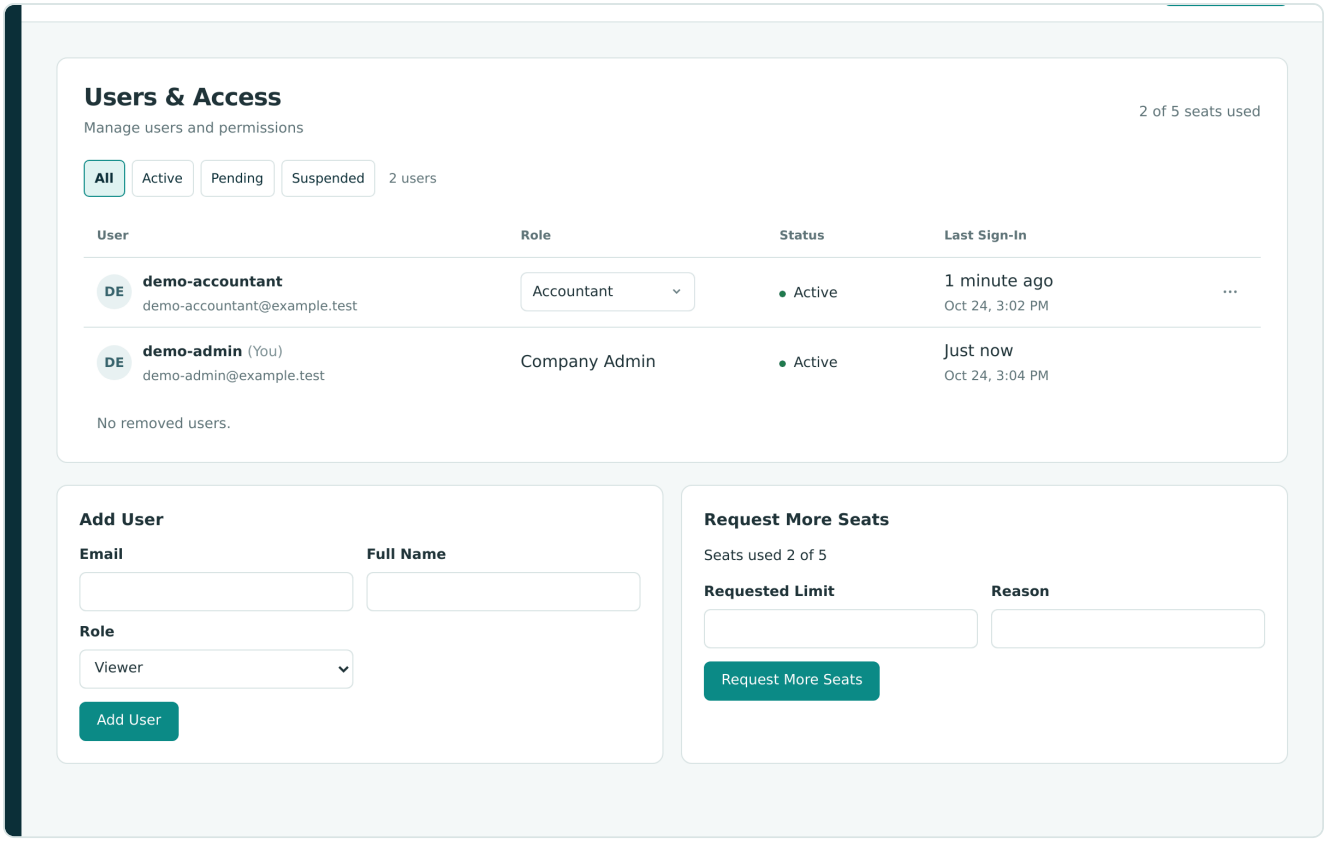

Figure 9-14 The company's users after the accountant is added.

See Users & Access and Roles and Permissions.

Step 9: Set Up Payment Terms

A new company has no payment terms, and the customers and vendors of the next exercises need them. Cedar Ridge Training uses three:

Name	Days	Company Default
Due on Receipt	0	
Net 15	15	
Net 30	30	Ticked

1. Go to **Accounting** → **Terms** and click **New Terms**.

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2. In the **New Terms** drawer, enter the **Name** and **Days**, tick **Company Default** for Net 30 only, and click **Add Terms**.
3. Repeat for each of the three terms.

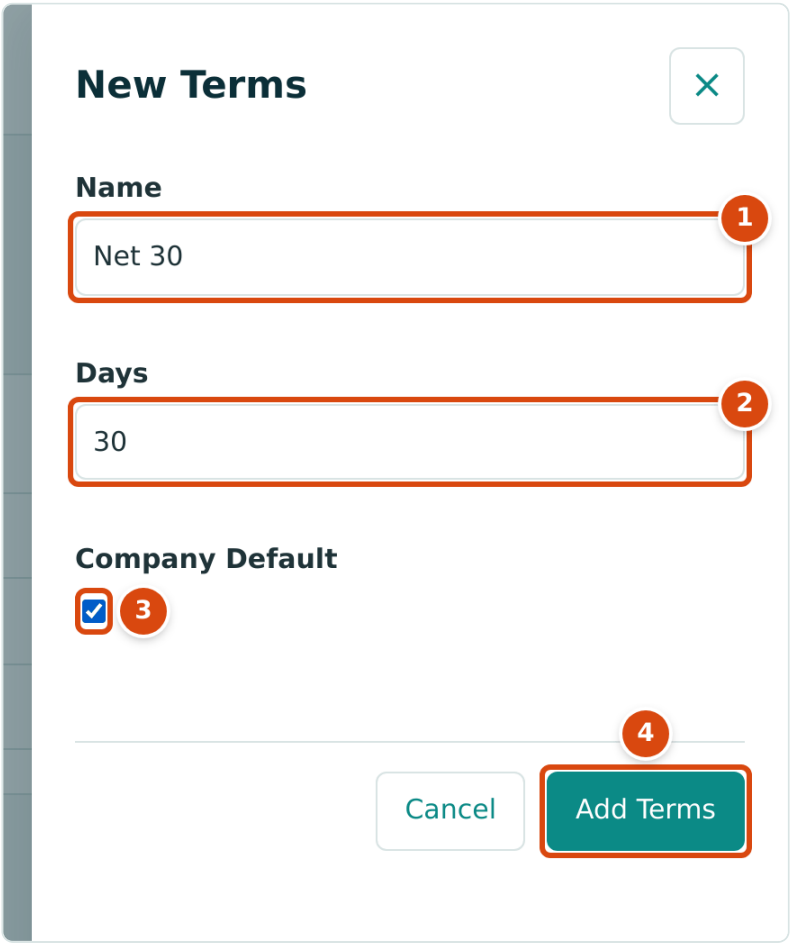

Figure 9-15 Adding the company's default terms.

1. **Name**: how the terms appear in the pickers.
2. **Days**: the due date is this many days after the document date.
3. **Company Default**: the terms new bills and invoices start with.
4. **Add Terms** saves them.

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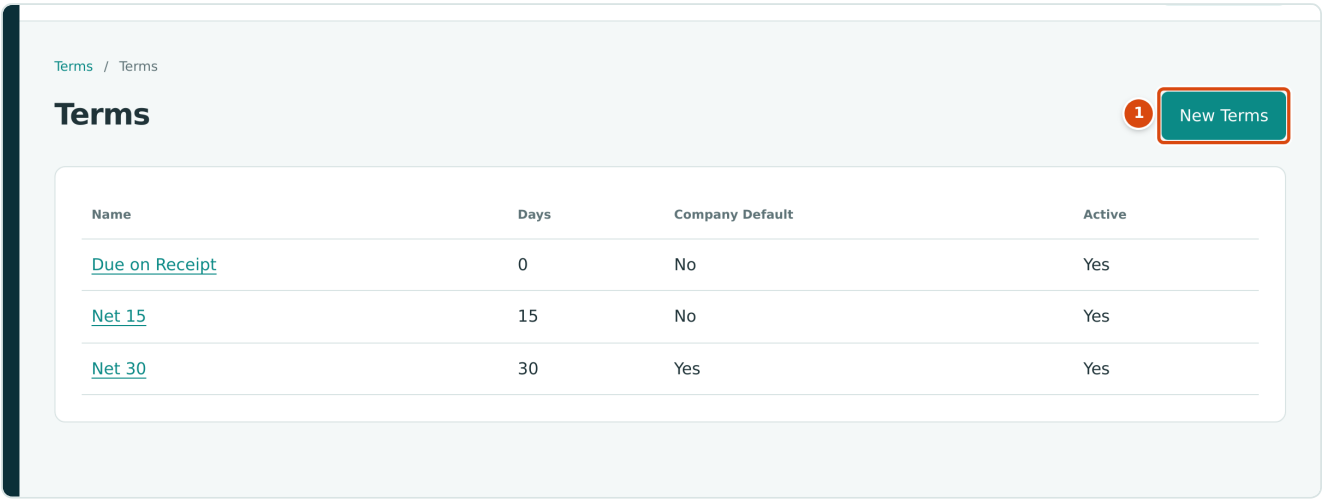

Figure 9-16 The company's payment terms.

1 **New Terms** opens the drawer for another set of terms.

Terms only set due dates; adding them posts nothing. See Payment Terms.

Check Your Work

Check	Where	Expected
Opening cash	**Accounting** → **Chart of Accounts**, 1010	250,000.00
Opening equity	**Reports** → **Balance Sheet** as of 2026-06-30	Opening Balance Equity 295,000.00
Closed period	**Settings** → **Books Closed**	Jun 30, 2026, Locked
Users	**Settings** → **Users & Access**	2 of 5 seats used
Terms	**Accounting** → **Terms**	Due on Receipt, Net 15, Net 30 (Company Default)

The company is ready for its first project.

Next: B: Starting a New Project.

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training jobs budgets customers cost codes

10.3 B: Starting a New Project

Cedar Ridge Training has won its first project: a $480,000.00 expansion of a medical clinic for **Lakeview Medical Partners**, to be built between July 6 and October 30, 2026. The estimate behind the bid totals $360,000.00 of cost, for a planned gross profit of $120,000.00 (25%).

In this exercise you set the project up so that costs and billing can be recorded against it:

1. add the customer;
2. create job **J-101 Lakeview Clinic Expansion** with its contract and estimate;
3. give the job its cost codes and make it active;
4. enter and approve the original budget.

Before You Begin

- Exercise A is done: the company has payment terms, cost codes, and retainage and WIP accounts.
- You need **Edit** access to **Customers & Invoices** and **Jobs & Costing**. Approving a budget is done here by a Company Admin.

Step 1: Add the Customer

1. Go to **Customers & Invoices** → **Customers** and click **New Customer**.
2. Enter the details below and click **Save**.

Field	Value
Name	Lakeview Medical Partners
Code	LMP
Primary Contact	Dana Whitfield
Primary Phone	(541) 555-0188
Primary Email	ap@lakeviewmed.example.test

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Field	Value
Billing Address	2200 Lakeview Drive, Bend, OR 97702
Payment Terms	Net 30

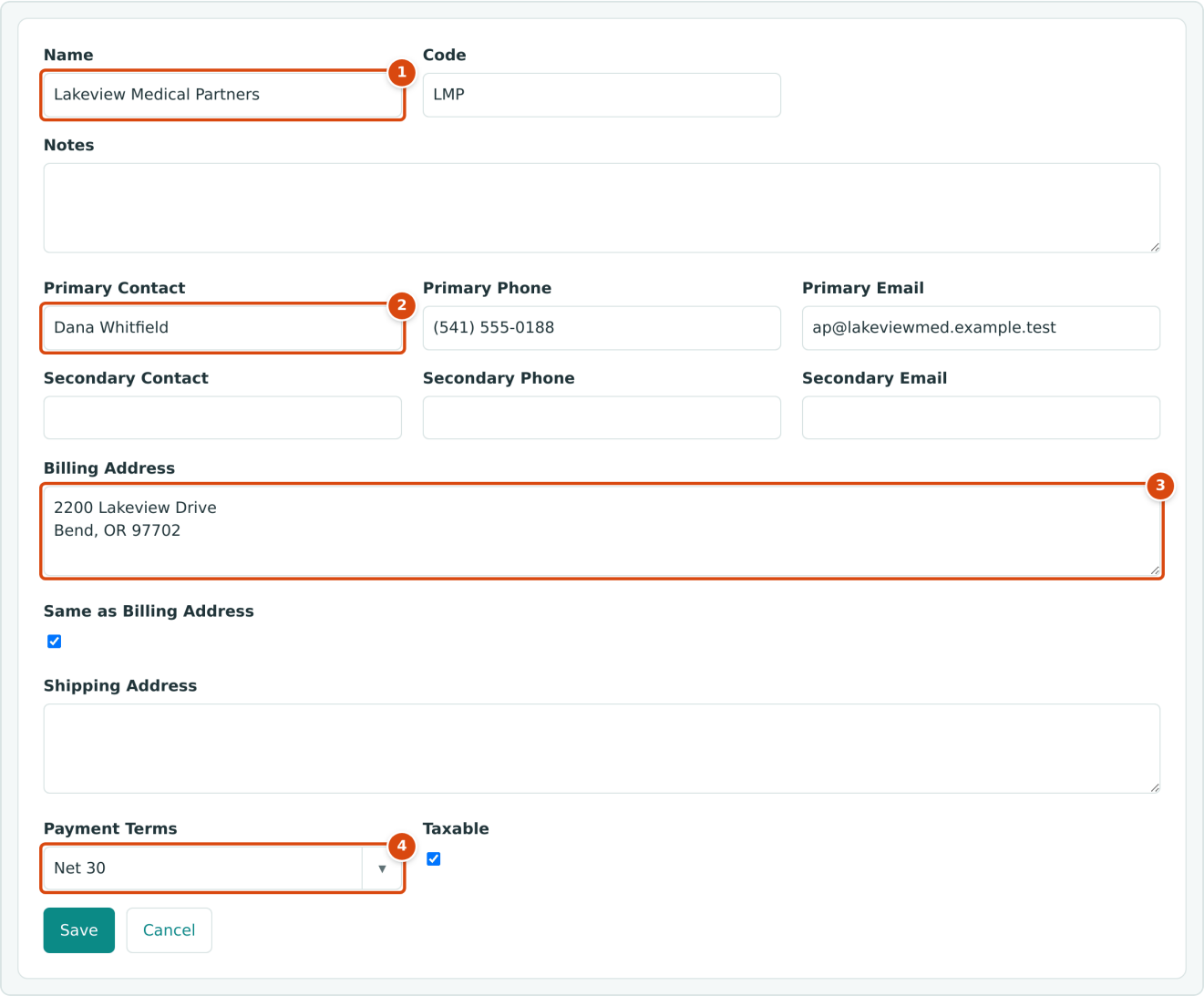

Figure 9-17 The customer, ready to save.

1. **Name**: the customer's name as it appears on invoices.
2. **Primary Contact** and the contact's phone and email.
3. **Billing Address**: printed on invoices.
4. **Payment Terms**: stored with the customer.

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See Managing Customers for the other fields.

Step 2: Create the Job

1. Go to **Jobs & Costing** → **Jobs** and click **New Job**.
2. Complete the form as below and click **Create Job**.

Field	Value	Why
Job Number	J-101	Your own numbering. Each number can be used once.
Job Name	Lakeview Clinic Expansion	
Customer	Lakeview Medical Partners	The job's invoices go to this customer.
Start Date / End Date	07/06/2026 to 10/30/2026	The planned schedule.
Original Contract	480,000.00	The signed contract amount, before change orders.
Original Estimate	360,000.00	The estimated cost behind the bid.
Billing Retainage	10.00 %	The retainage the customer withholds from each billing.
Address	2200 Lakeview Drive, Bend, OR 97702	The job site.

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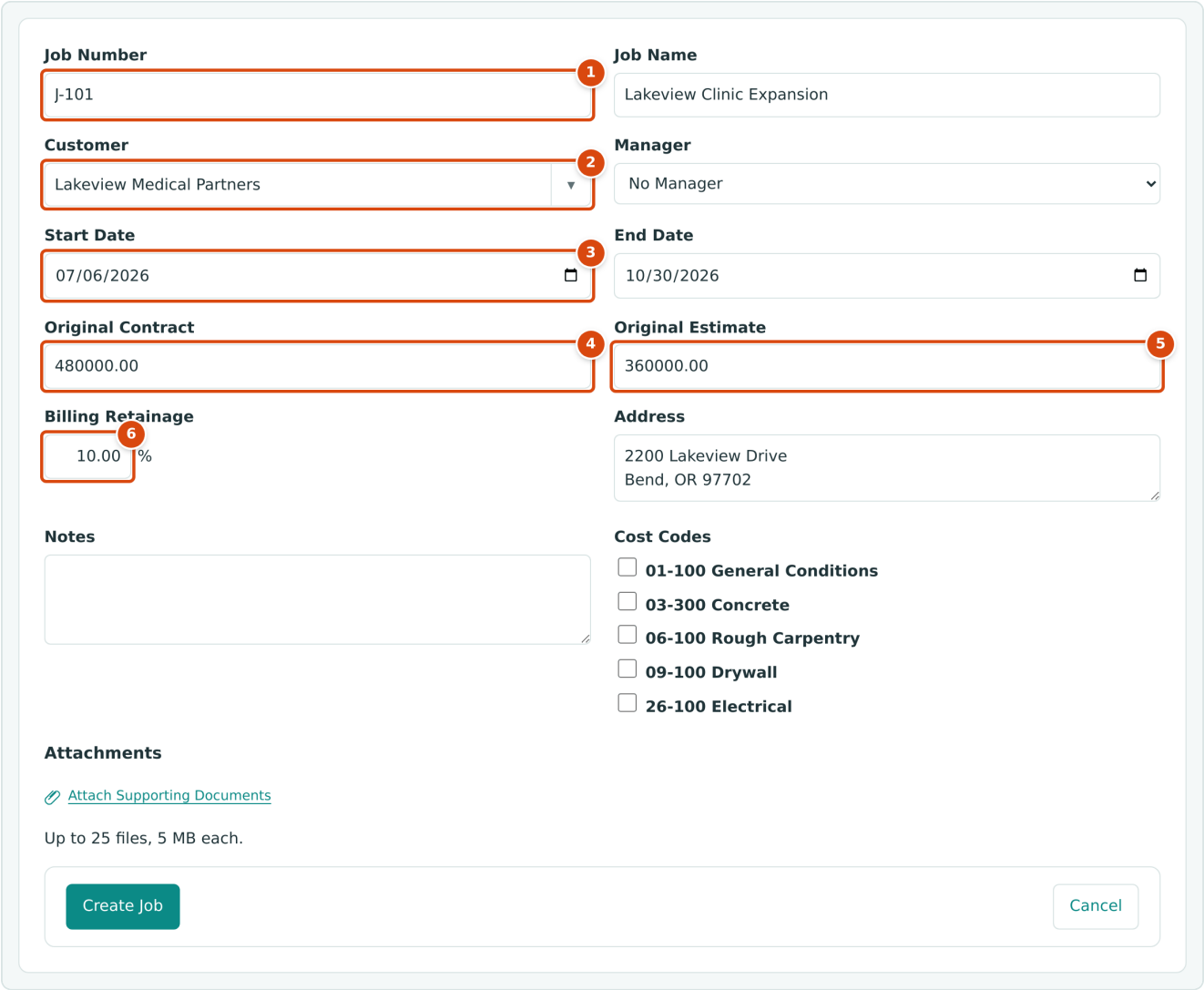

Figure 9-18 Job J-101 before it is created.

1. **Job Number**: J-101.
2. **Customer**: chosen from the list.
3. **Start Date**: work starts July 6, 2026.
4. **Original Contract**: $480,000.00.
5. **Original Estimate**: $360,000.00.
6. **Billing Retainage**: 10% of each billing is held back by the customer.

The form also lists the company's **Cost Codes**; you can tick them here. This exercise assigns them on the job page instead, in the next step. If you enter a job number that is already in use, Structally refuses it with *Job number already in use*.

A new job starts as a **Draft**: it exists, but cannot take costs or billing yet.

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Step 3: Assign the Cost Codes and Activate the Job

On the job page:

1. On the **Cost Codes** card, click **Edit**, then **Add Codes**.
2. In the **Add Cost Codes** drawer, tick the five codes the job uses (01-100, 03-300, 06-100, 09-100 and 26-100) and click **Add 5 Codes**. Only codes on the job can be charged to it.
3. Click **Done**.

The card lists the five codes. While it is in **Edit**, tick boxes and the buttons to change them appear:

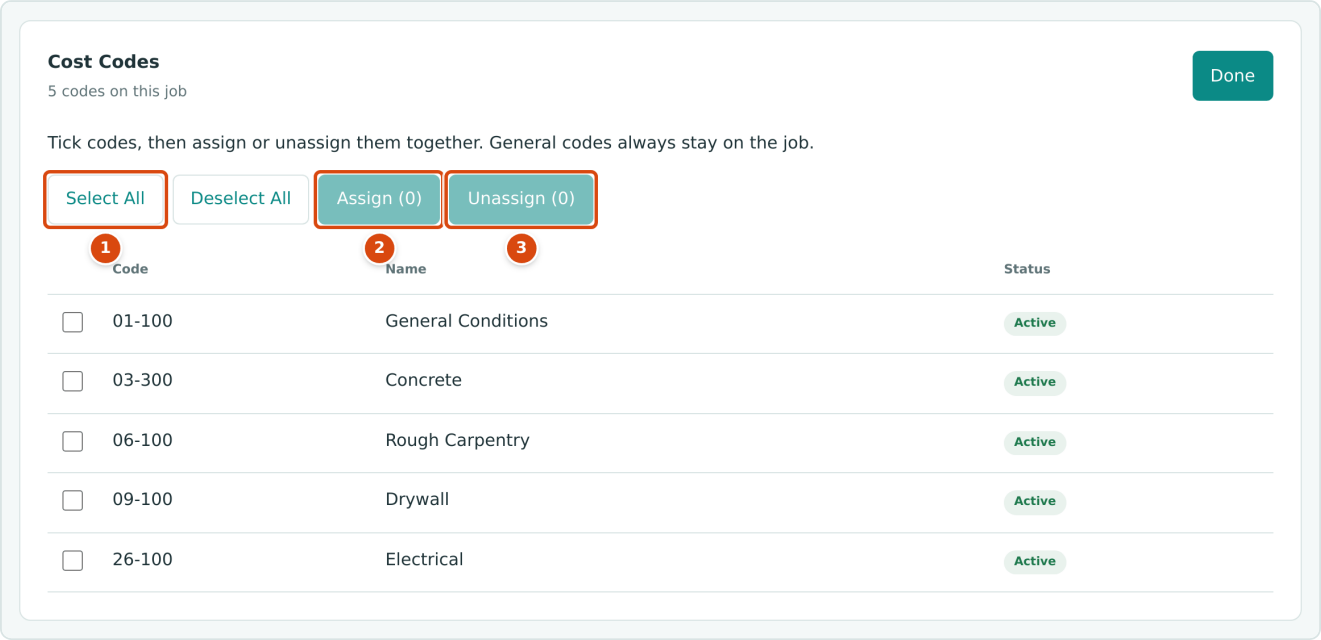

Figure 9-19 The job's five cost codes, with the card in Edit.

1. **Select All** ticks every code (**Deselect All** clears them).
2. **Assign (n)** puts the ticked codes back on the job.
3. **Unassign (n)** takes the ticked codes off the job.

The figure was taken after the project, when every company code was already on J-101, so the card shows no **Add Codes** button. The drawer is pictured in Cost Codes and Cost Types.

4. In **Status**, choose **Active**. Structally asks you to confirm:

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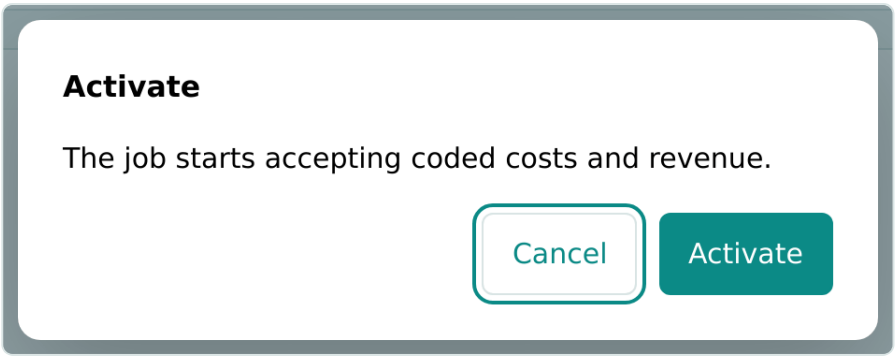

Figure 9-20 Activating the job.

5. Click **Activate**.

The job is now **Active**. Its page brings together everything about the project: details, costs, budget, commitments, changes, billing, forecasts and WIP. All of them are empty for now.

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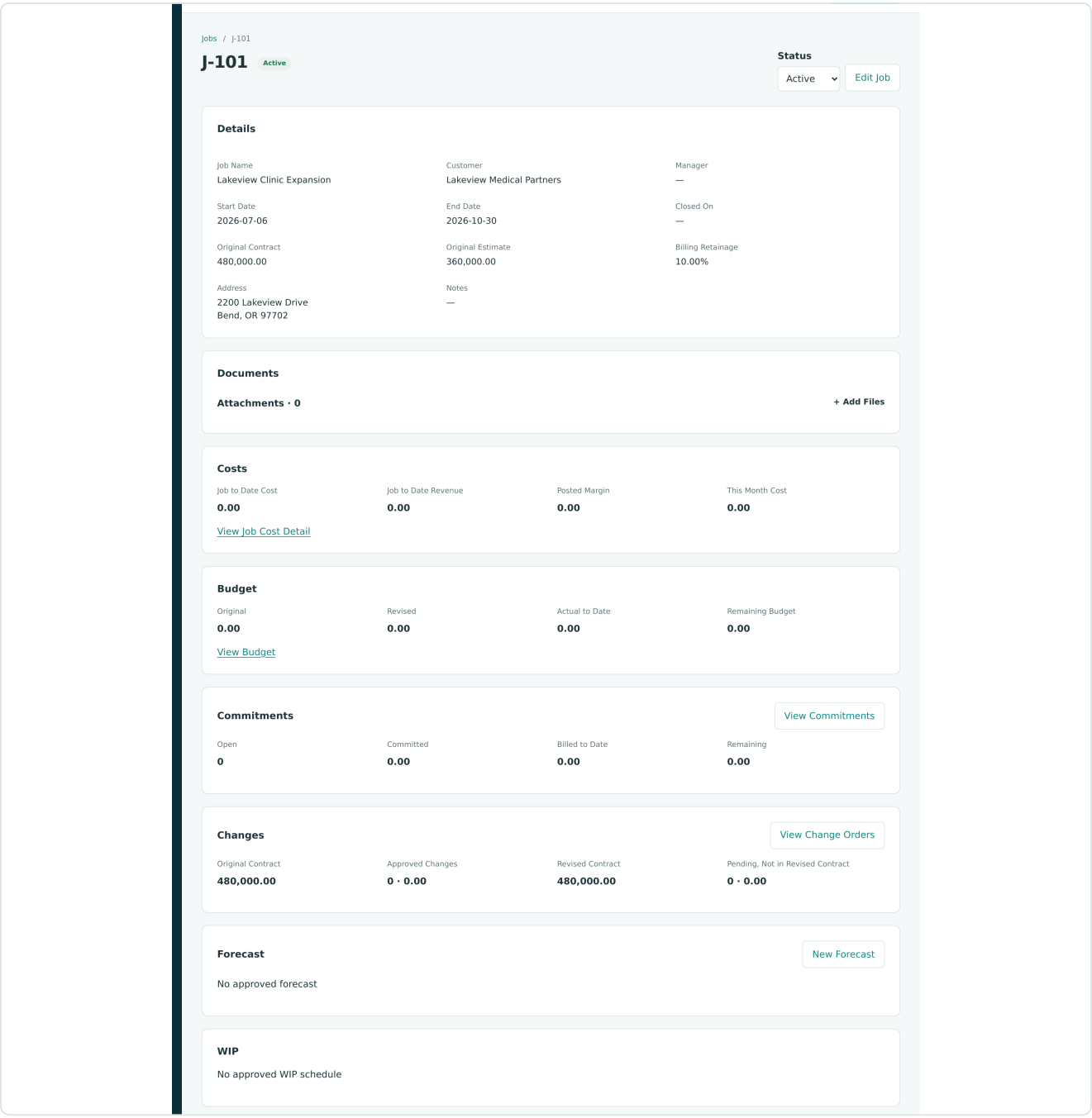

Figure 9-21 The job page of J-101, active and ready for its budget (the Cost Codes card below it is not shown).

See Creating and Managing Jobs and Closing and Reopening Jobs.

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Step 4: Enter the Original Budget

The budget breaks the $360,000.00 estimate down by cost code and cost type, so that actual costs and commitments can be compared with it line by line.

1. On the job page, under **Budget**, click **Add Budget**.
2. Keep **Kind** as **Original**, set **Effective Date** to 07/06/2026, and add a **Note**.
3. Enter one line per cost code and cost type, clicking **Add Line** for each:

Cost Code	Cost Type	Amount	What It Covers
01-100 General Conditions	OTH Other	24,000.00	Site fencing, toilets, dumpsters
03-300 Concrete	SUB Subcontract	60,000.00	Concrete subcontractor
06-100 Rough Carpentry	MAT Materials	48,000.00	Framing lumber
09-100 Drywall	SUB Subcontract	96,000.00	Drywall subcontractor
26-100 Electrical	SUB Subcontract	132,000.00	Electrical subcontractor
Total		**360,000.00**	Equals the original estimate

4. Click **Save Budget**.

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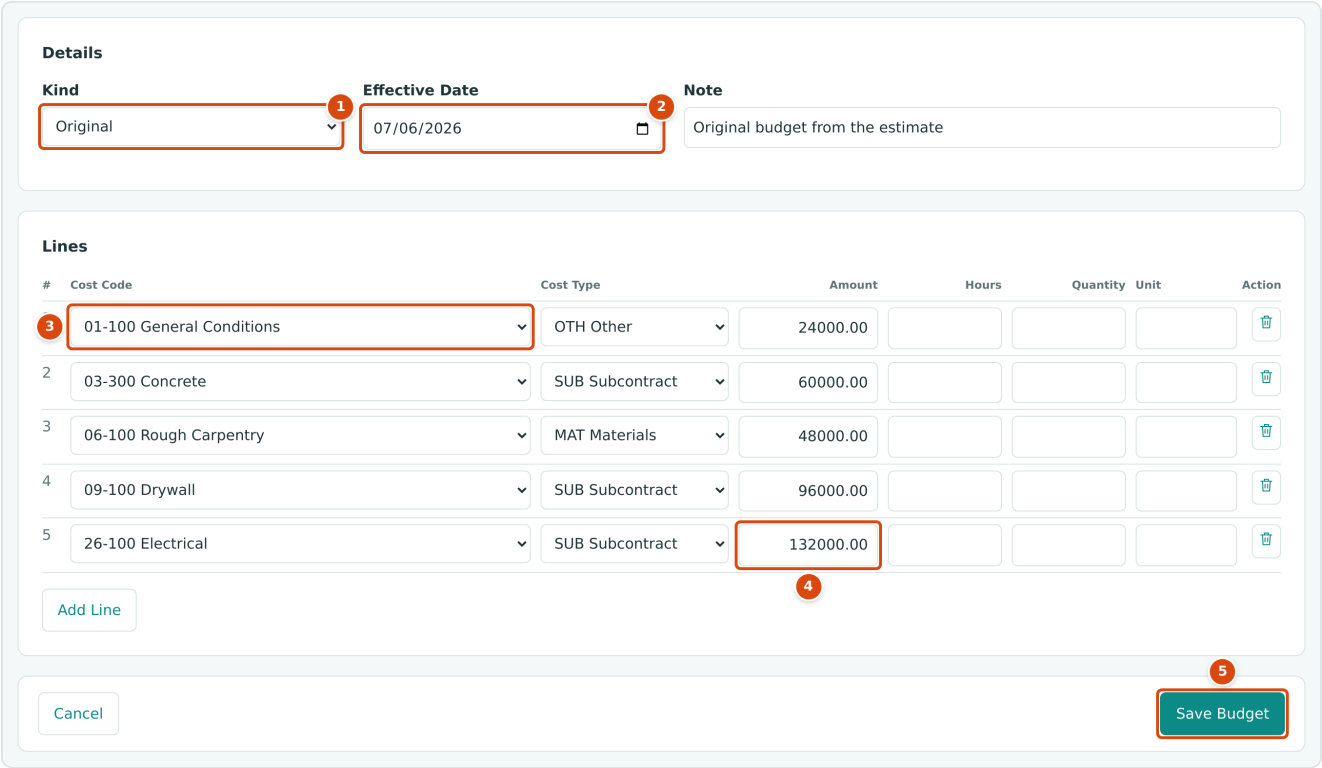

Figure 9-22 The original budget of J-101.

1. **Kind**: Original for the first budget; later changes are revisions.
2. **Effective Date**: when the budget takes effect.
3. Each line is a cost code with a cost type.
4. The last line's amount; **Hours**, **Quantity** and **Unit** are optional.
5. **Save Budget** saves it as a draft revision.

Step 5: Approve the Budget

The budget is saved as revision 1 with the status **Draft**. It does not count until it is approved.

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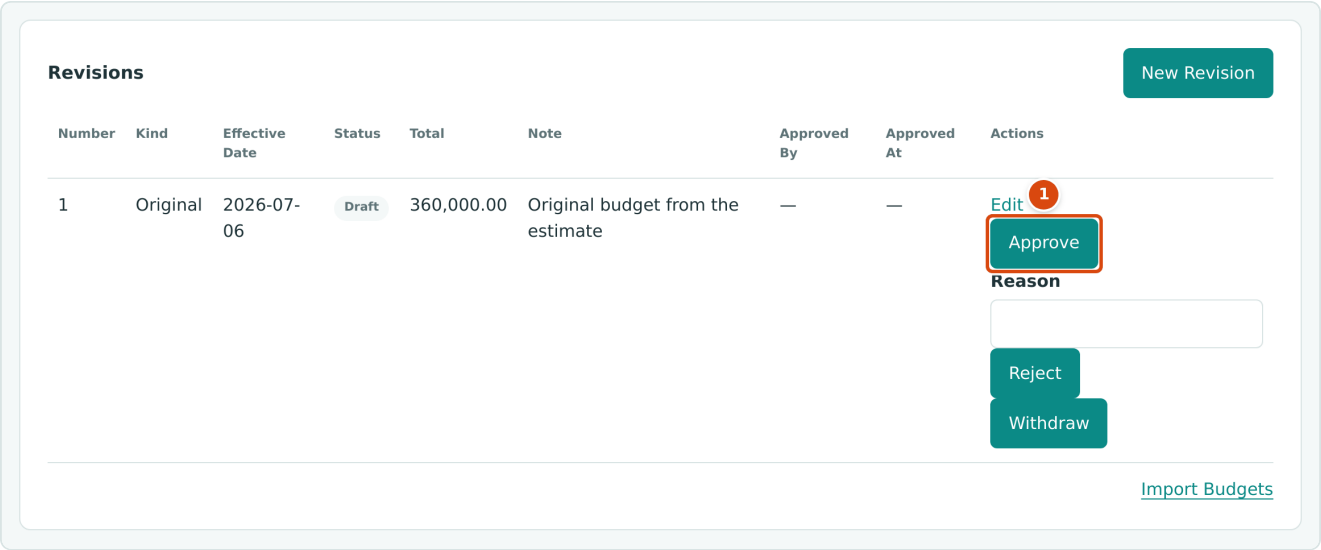

Figure 9-23 The draft budget revision waiting for approval.

Click **Approve**. The budget page now shows the approved figures:

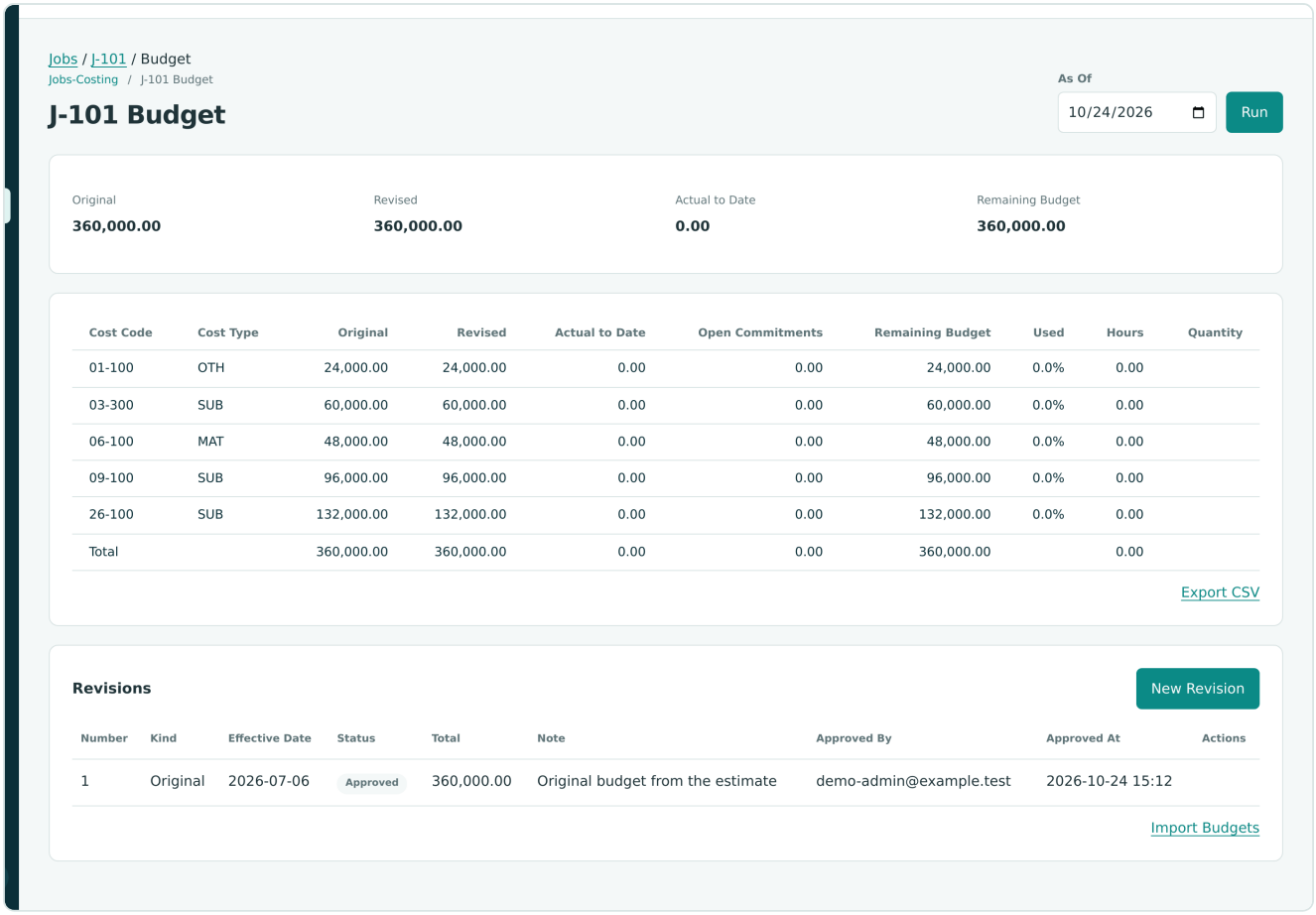

Figure 9-24 The approved original budget, before any cost is recorded.

The columns you will watch for the rest of the project are **Revised** (the budget after approved changes), **Actual to Date** (posted costs), **Open Commitments** (subcontract and purchase order amounts not yet billed) and **Remaining Budget**.

See Job Budgets for revisions and the other kinds of budget.

Check Your Work

Check	Where	Expected
Customer	**Customers & Invoices → Customers**	Lakeview Medical Partners
Job status	J-101 job page	Active
Contract	J-101 job page, **Changes**	Revised Contract 480,000.00

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Check	Where	Expected
Budget	J-101 **Budget**	Original and Revised 360,000.00

No money has moved yet: setting up a customer, a job and a budget writes no journal entries.

Next: C: Recording Project Costs.

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training vendors commitments bills retainage payments

10.4 C: Recording Project Costs

Work on the Lakeview clinic starts in July. Cedar Ridge Training buys lumber under a purchase order, hires three subcontractors, and pays a site services company month by month. In this exercise you:

1. add the five vendors;
2. issue the purchase order and the three subcontracts as **commitments**;
3. enter July's four bills, matched to the commitments, with retainage held on the subcontracts;
4. pay three of the bills on August 10.

After each step you can see the cost arrive on the job and in the books.

Before You Begin

- Exercise B is done: J-101 is active with an approved budget.
- You need **Edit** access to **Vendors & Bills** and **Jobs & Costing**.

Step 1: Add the Vendors

Go to **Vendors & Bills** → **Vendors**, click **New Vendor**, and create each vendor with **Payment Terms** Net 30:

Name	Code	Role on the Project
High Desert Concrete	HDC	Concrete subcontractor
Pine Valley Lumber	PVL	Lumber supplier
Brightway Electric	BWE	Electrical subcontractor
Summit Drywall	SDW	Drywall subcontractor
Cascade Site Services	CSS	Fencing, toilets and dumpsters, billed monthly

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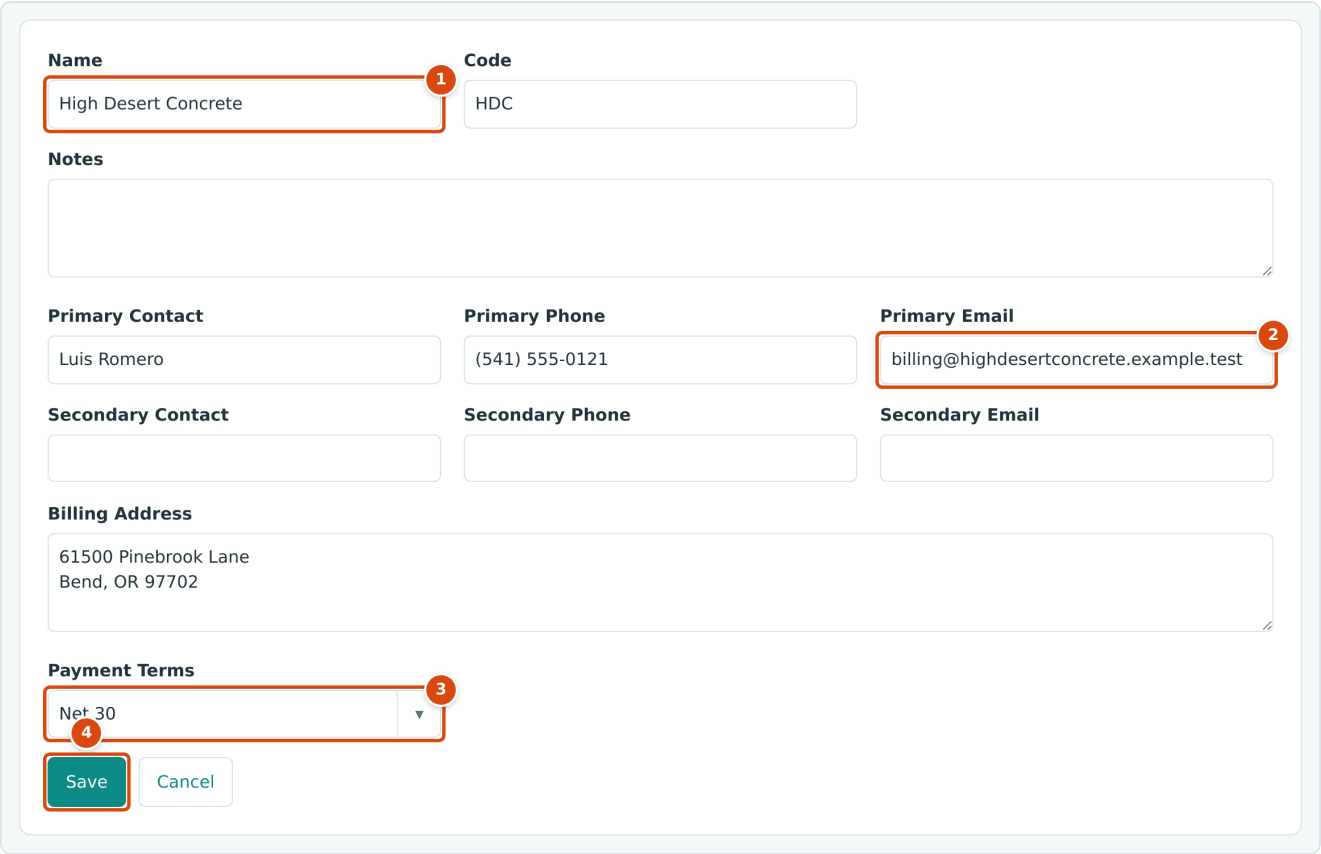

Figure 9-25 The first vendor, ready to save.

1. **Name**: as it appears on the vendor's invoices.
2. **Primary Email**: where you reach the vendor's accounts department.
3. **Payment Terms**: kept on the vendor's record.
4. **Save** creates the vendor.

See Managing Vendors.

Step 2: Issue the Commitments

A **commitment** is a subcontract or purchase order: an amount you have agreed to pay a vendor for part of the job. Entering it before the bills arrive shows the job's **committed** cost, and lets Structally check each bill against what was agreed.

1. Go to **Jobs & Costing** → **Commitments** and click **New Commitment**.
2. Choose the **Kind**, the **Retainage** percentage, the **Job** and the **Vendor**, set **Date** to 07/06/2026 and type a **Title**.
3. Enter the line: **Cost Code**, **Cost Type**, **Description** and **Amount**.
4. Click **Save Commitment**.

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Kind	Vendor	Title	Cost Code · Type	Amount	Retainage
Subcontract	High Desert Concrete	Foundations and slab	03-300 · SUB	60,000.00	10%
Purchase Order	Pine Valley Lumber	Framing lumber package	06-100 · MAT	48,000.00	0%
Subcontract	Brightway Electric	Electrical rough-in and finish	26-100 · SUB	132,000.00	10%
Subcontract	Summit Drywall	Drywall hang, tape and finish	09-100 · SUB	96,000.00	10%

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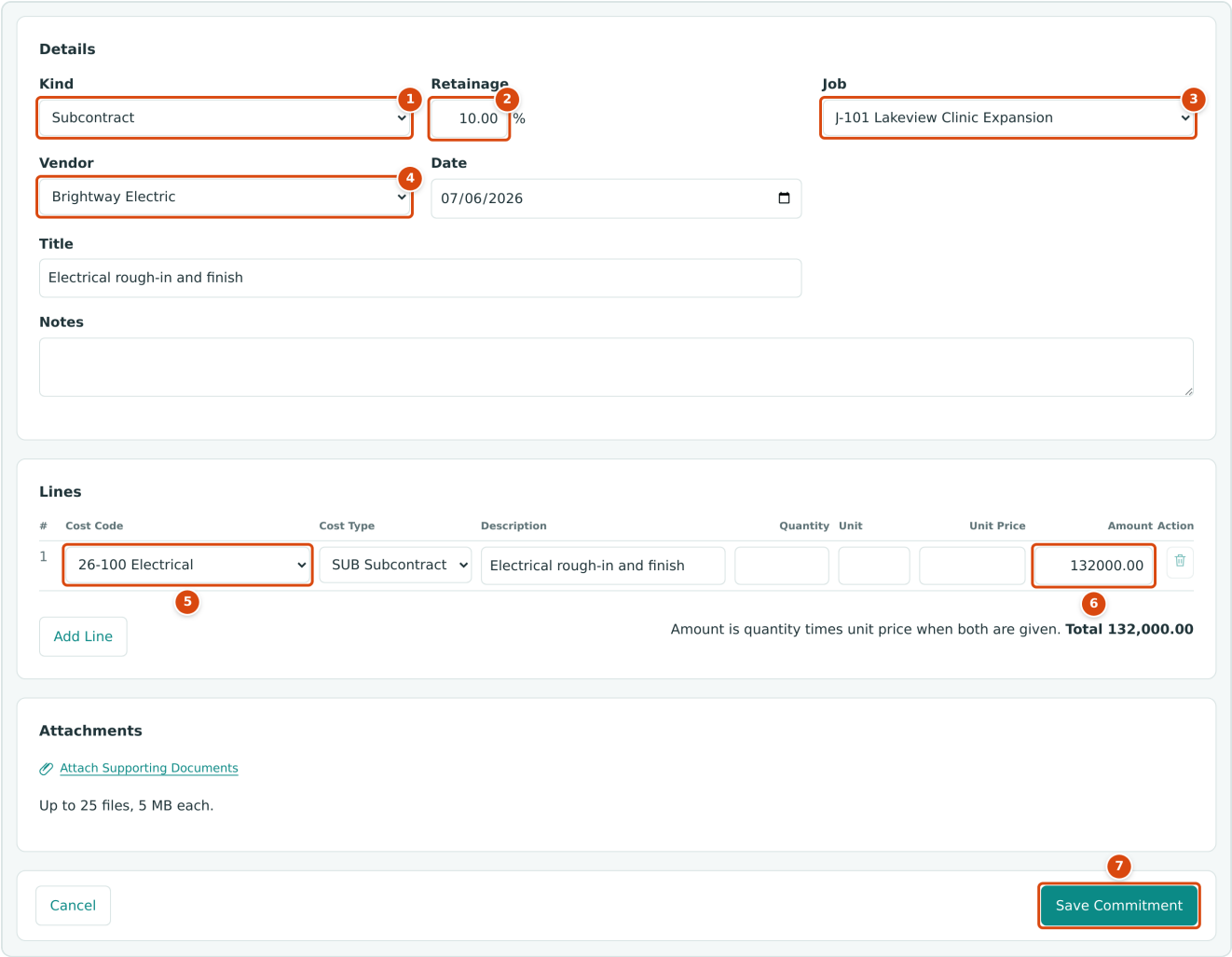

Figure 9-26 The electrical subcontract before it is saved.

1. **Kind**: Subcontract or Purchase Order.
2. **Retainage**: the share of each bill held back until the work is accepted. It starts with the company default for the kind (10% for subcontracts, 0% for purchase orders).
3. **Job**: the job the commitment is for.
4. **Vendor**: the subcontractor or supplier.
5. **Cost Code** and **Cost Type** of the line.
6. **Amount** of the line.
7. **Save Commitment** saves it as a draft.

Structally numbers them as it saves: purchase orders **PO-2026-000001**, and subcontracts **SC-2026-000001** (concrete), **SC-2026-000002** (electrical) and **SC-2026-000003** (drywall).

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A saved commitment is a **Draft**. Before bills can be matched to it, approve it and then issue it. On each commitment page:

1. Click **Approve** and confirm.
2. Click **Issue** and confirm. Issuing sends the commitment to the vendor in effect and freezes its lines; later changes go through amendments.

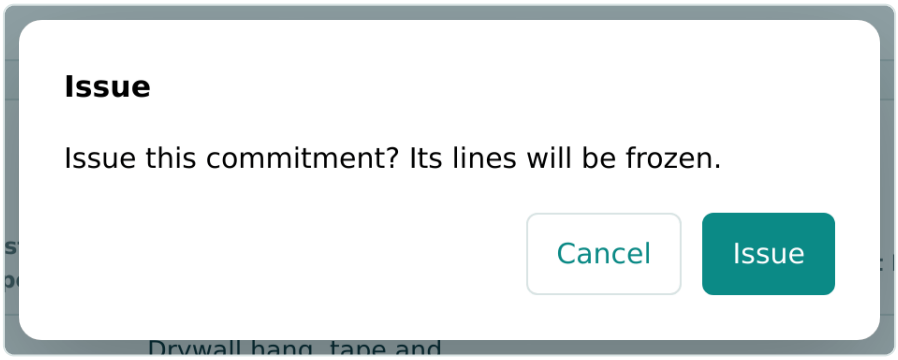

Figure 9-27 Issuing a commitment freezes its lines.

Once issued, the four commitments count as **Open Commitments** on the J-101 budget page: together they commit $336,000.00 of the $360,000.00 budget before any cost has been billed.

See Commitments.

Step 3: Enter July's Bills

At the end of July the vendors' invoices arrive. Enter each as a bill (see Entering a Bill for the full form):

Vendor	Date	Reference	Matched To	Amount	Retainage	Amount Due
Pine Valley Lumber	07/24/2026	PVL-88412	PO-2026-000001	16,000.00	0.00	16,000.00
High Desert Concrete	07/31/2026	HDC-2207	SC-2026-000001	45,000.00	4,500.00	40,500.00
Brightway Electric	07/31/2026	BE-1031	SC-2026-000002	33,000.00	3,300.00	29,700.00

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Vendor	Date	Reference	Matched To	Amount	Retainage	Amount Due
Cascade Site Services	07/31/2026	CSS-0712	none	6,000.00	0.00	6,000.00
Total				**100,000.00**	**7,800.00**	**92,200.00**

For a vendor with an issued commitment, choosing the vendor turns on **Job Costing** and **Commitments**. Then:

1. Choose the line's **Account**: **5030 — Subcontractors** for the subcontracts, **5040 — Materials** for the lumber. Matching a commitment does not choose the account for you.
2. In **Commitment**, choose the commitment line. Structally fills the job, cost code, cost type and the retainage percentage.
3. Replace the proposed amount with the invoice amount and click **Post Bill**.

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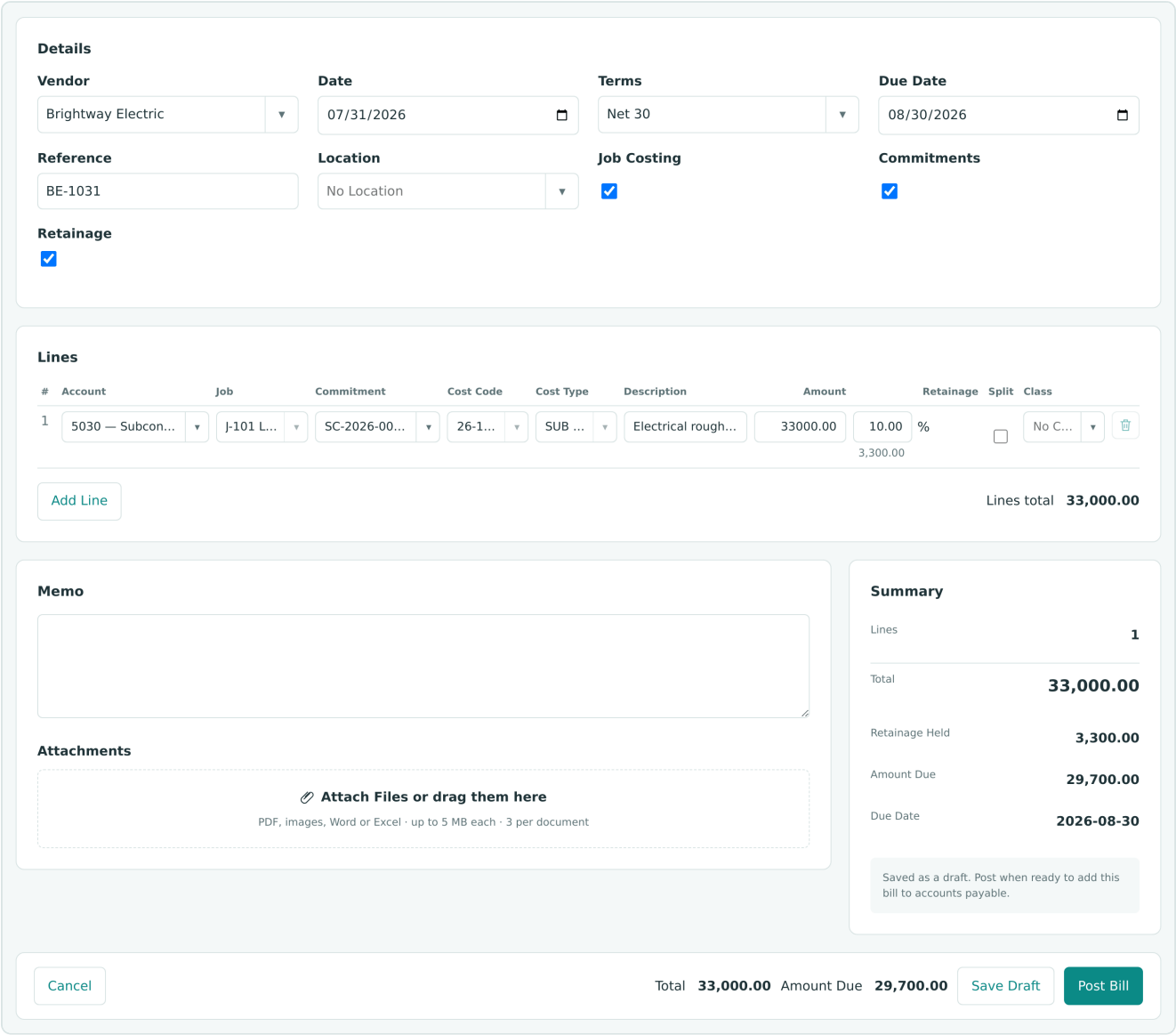

Figure 9-28 Brightway Electric's July bill, matched to its subcontract.

The **Summary** shows what happens to the $33,000.00: all of it is job cost, $3,300.00 is retainage held, and $29,700.00 is due now.

Cascade Site Services works without a commitment. Tick **Job Costing**, and code the line to **5090 — Other Job Costs**, job **J-101**, cost code **01-100** and cost type **OTH**:

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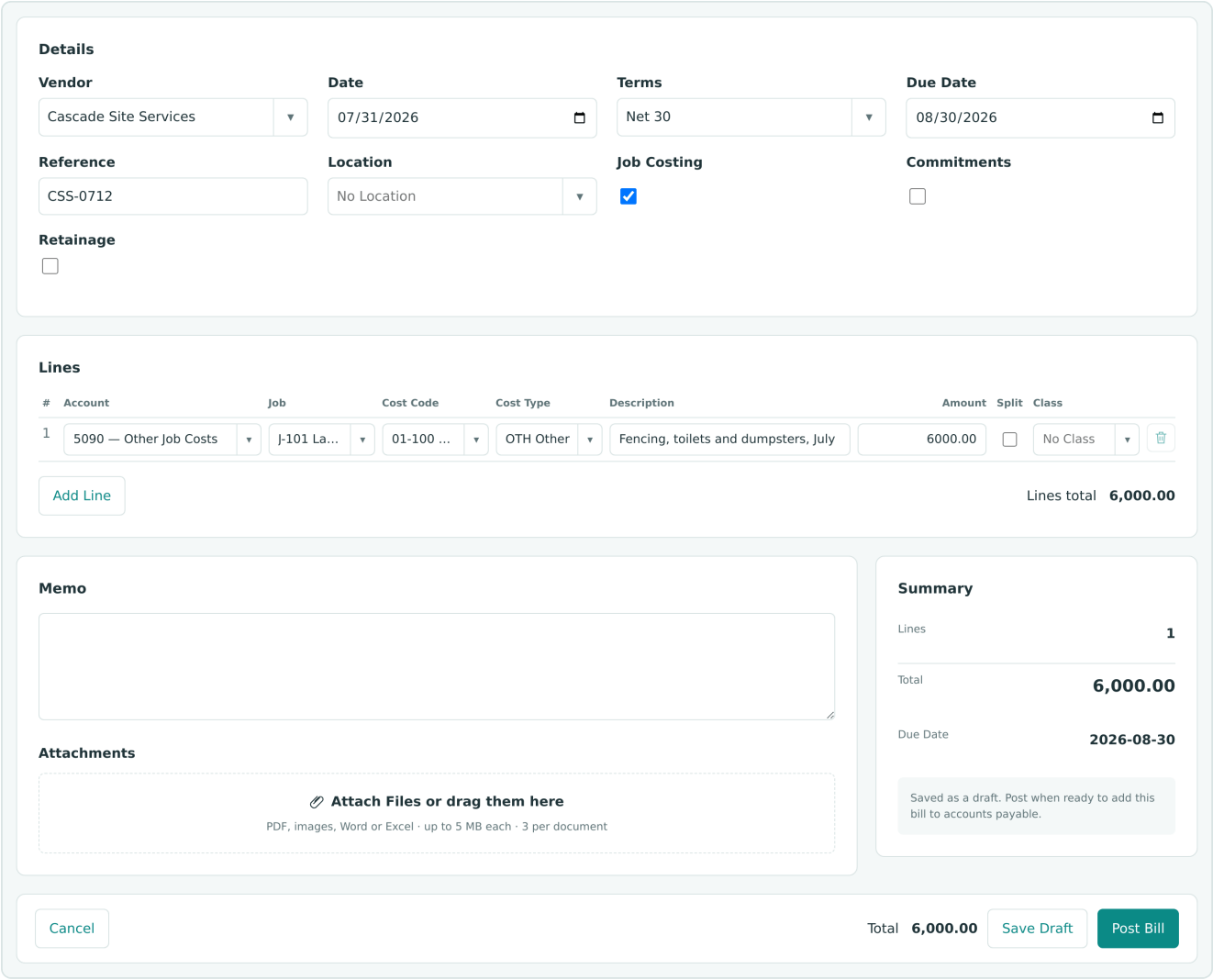

Figure 9-29 A job-coded bill without a commitment.

Structally numbers the bills as they post: **BILL-2026-000001** (Cascade), **BILL-2026-000002** (Pine Valley), **BILL-2026-000003** (High Desert) and **BILL-2026-000004** (Brightway).

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The July Bills in the Books

Account	Debit	Credit
5040 Materials (J-101 · 06-100 · MAT)	16,000.00	
5030 Subcontractors (J-101 · 03-300 · SUB)	45,000.00	
5030 Subcontractors (J-101 · 26-100 · SUB)	33,000.00	
5090 Other Job Costs (J-101 · 01-100 · OTH)	6,000.00	
2010 Accounts Payable		92,200.00
2020 Retainage Payable		7,800.00
Total	**100,000.00**	**100,000.00**

Four entries, one per bill, shown here combined. The whole $100,000.00 is job cost in July; $7,800.00 of it will be paid only when the retainage is released (Exercise H).

Entered a bill twice?

In this exercise the Cascade bill was posted twice by mistake, as BILL-2026-000001 and BILL-2026-000005. Exercise G shows how the duplicate was voided.

Step 4: Pay the First Bills

On August 10, Cedar Ridge Training pays three bills by check from Operating Checking:

Check	Vendor	Bill	Paid
1001	Pine Valley Lumber	BILL-2026-000002	16,000.00
1002	Cascade Site Services	BILL-2026-000001	6,000.00

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Check	Vendor	Bill	Paid
1003	High Desert Concrete	BILL-2026-000003	40,500.00

For each payment:

1. Go to **Vendors & Bills** → **Payments** and click **Pay Bills**.
2. Choose the **Vendor** and click **Load Open Items**.
3. Enter the **Date** (08/10/2026), **Funds Account** (1010 - Operating Checking), **Amount**, **Method** (Check) and **Reference** (the check number).
4. In **Allocate**, enter the amount for each bill you are paying.
5. Click **Pay Bills**.

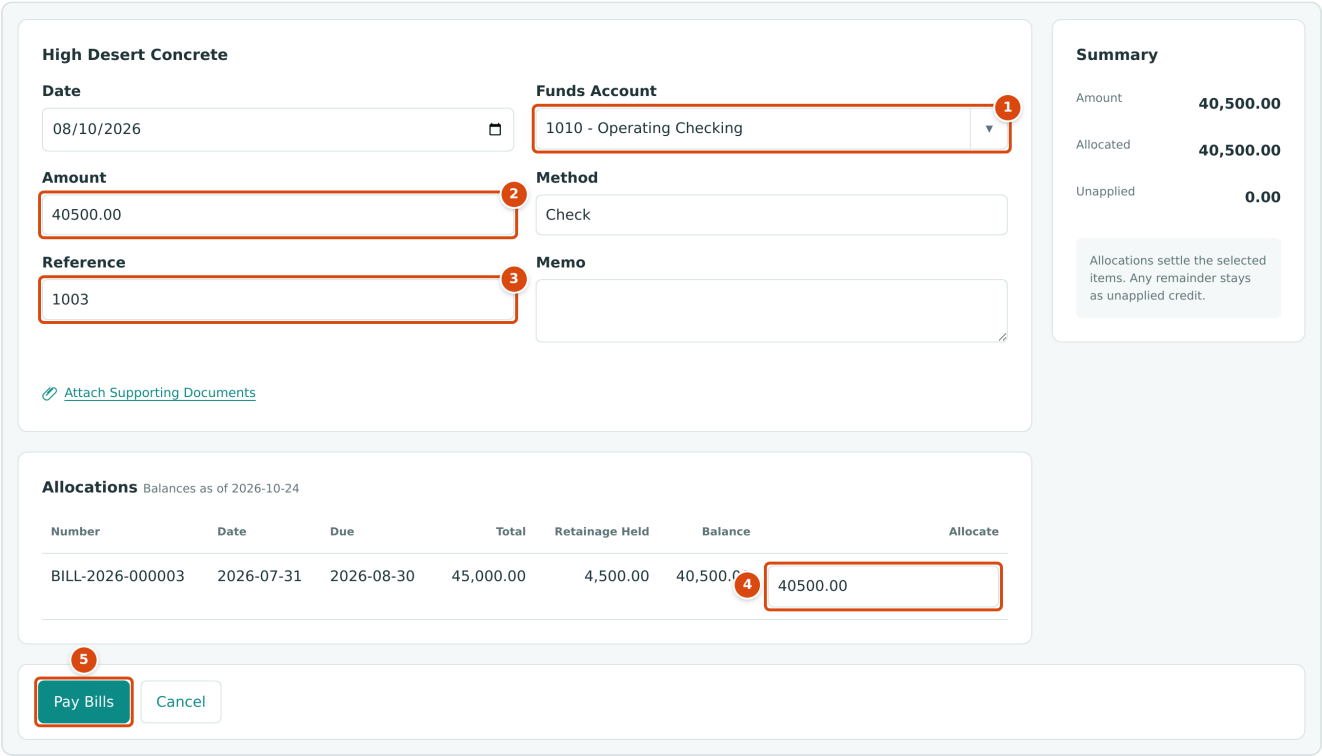

Figure 9-30 Paying High Desert Concrete's July bill, less retainage.

1. **Funds Account**: the bank account the check is drawn on.
2. **Amount** of the check.
3. **Reference**: the check number.
4. **Allocate**: how much of the payment settles this bill. The list shows the bill's **Total**, **Retainage Held** and **Balance**; you pay the balance, not the retainage.

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5 **Pay Bills** posts the payment.

The Payments in the Books

Account	Debit	Credit
2010 Accounts Payable	62,500.00	
1010 Operating Checking		62,500.00

Three entries (PAY-2026-000001 to PAY-2026-000003), combined here. Paying a bill never touches job cost again: the cost was recorded when the bill posted.

See Paying Bills.

Where the Costs Show

Place	What You See After July
J-101 **Budget**	Actual to Date 100,000.00 by cost code; Open Commitments reduced by what was billed
Each commitment	**Billed to Date** and **Remaining**, for example SC-2026-000002 billed 33,000.00, remaining 99,000.00
Vendors & Bills → Bills	The Brightway bill **Open** with 29,700.00 unpaid; the others **Paid** after August 10
Reports → AP Aging	What is still owed, by vendor and age

Next: D: Billing the Customer.

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training progress billing pay applications retainage receipts deposits

10.5 D: Billing the Customer

Lakeview's contract is billed monthly with an AIA-style pay application: each month Cedar Ridge Training reports how much of each part of the work is done, and the customer pays that amount less 10% retainage. In this exercise you:

1. set up the job's **schedule of values**, the list of billing lines that adds up to the contract;
2. prepare **pay application 1** for July, including materials stored on site;
3. accept it, which posts the customer's invoice;
4. record Lakeview's partial payment and deposit it in the bank.

Before You Begin

- Exercise C is done.
- J-101 has a **Billing Retainage** of 10% and the company has a Retainage Receivable account (Exercise A).
- Approving a schedule of values and accepting a pay application need a Company Admin or Accountant (see Roles and Permissions).

Step 1: Set Up the Schedule of Values

1. Go to **Jobs & Costing** → **Progress Billing**. J-101 shows **No schedule of values**. Click **Set Up Schedule**.
2. In **Details**, enter **Contract Date** 07/01/2026, **Architect** Northline Architects and **Architect Project Number** NA-2611. They print on the pay application.
3. Click **Add Line** for each billing line and enter the **Item**, **Description**, **Scheduled Value**, **Revenue Account** (4010 — Contract Revenue), **Work Retainage** and **Stored Materials Retainage**:

Item	Description	Scheduled Value	Work Retainage	Stored Materials Retainage
1	General Conditions	32,000.00	10.00	10.00
2	Concrete	80,000.00	10.00	10.00
3	Rough Carpentry	64,000.00	10.00	10.00
4	Drywall	128,000.00	10.00	10.00

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Item	Description	Scheduled Value	Work Retainage	Stored Materials Retainage
5	Electrical	176,000.00	10.00	10.00
Total		**480,000.00**		

The schedule shows the revenue side of the contract; it does not have to match the budget's cost codes. Its total must equal the revised contract, and the **Contract** card says **Matches** when it does.

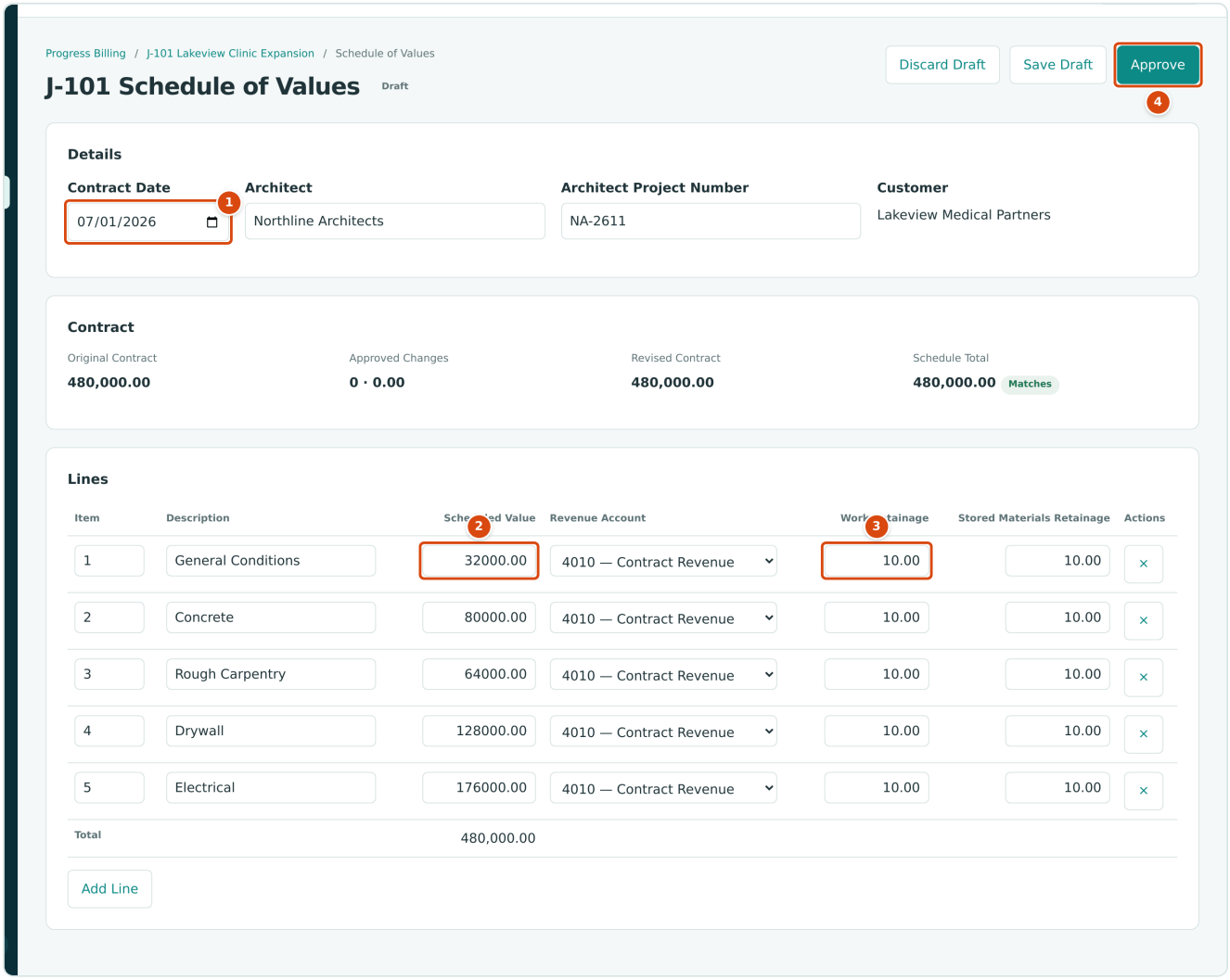

Figure 9-31 The draft schedule of values, ready to approve.

1. **Contract Date**: the date of the contract with the customer.
2. **Scheduled Value**: the contract amount allotted to the line.

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3. **Work Retainage**: the percentage withheld from work billed on the line (**Stored Materials Retainage**, beside it, applies to materials stored).
4. **Approve**: makes the schedule the basis for billing.

4. Click **Approve**. The schedule is **Approved**, and J-101 can now be billed through pay applications. From now on, an ordinary invoice to this job is refused unless its line is marked **Extra** (work outside the schedule).

See Schedules of Values.

Step 2: Prepare Pay Application 1

At the end of July the project manager agrees the progress with the architect:

Line	Work Completed in July	Materials Stored on Site
1 General Conditions	8,000.00	
2 Concrete	60,000.00	
3 Rough Carpentry	16,000.00	
4 Drywall		8,000.00 (board delivered, not yet hung)
5 Electrical	44,000.00	
Total	**128,000.00**	**8,000.00**

1. On the schedule page, click **New Application**. Choose the **Job**, and enter **Application Date** 07/31/2026 and **Due Date** 08/30/2026. Click **Start Application**.

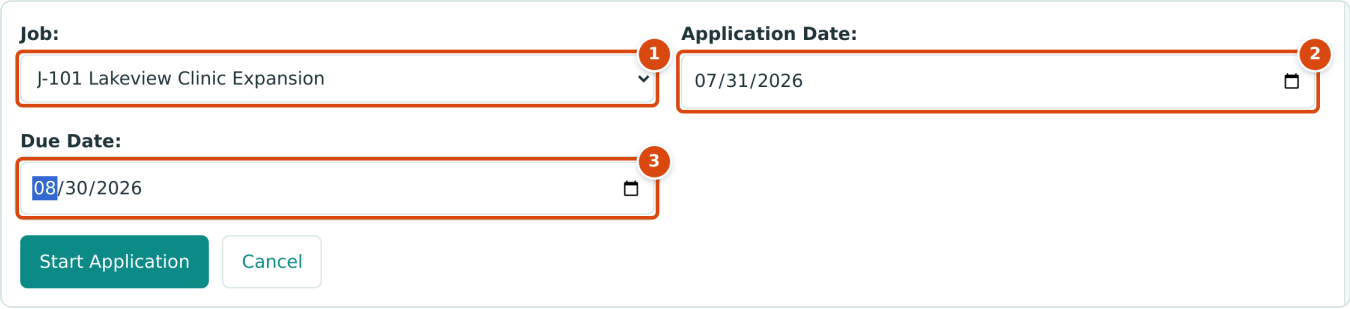

Figure 9-32 Starting the first application.

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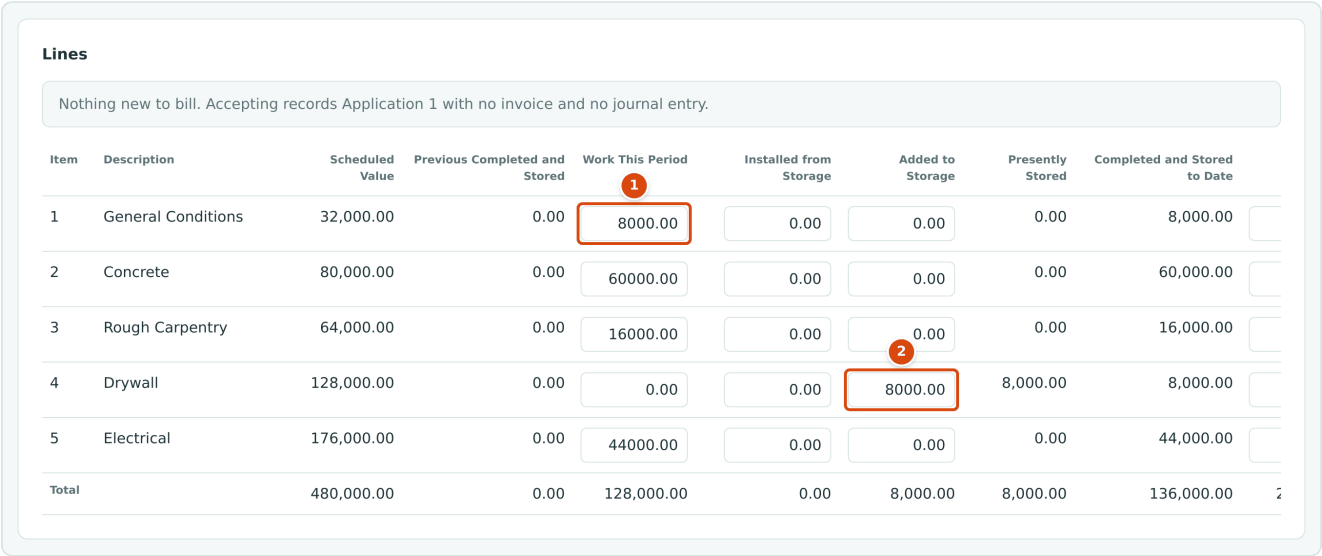
1. **Job**: the job being billed.
2. **Application Date**: the end of the period the application covers.
3. **Due Date**: when the customer's payment is due.

2. In **Lines**, enter each line's **Work This Period**, and for drywall the **Added to Storage** amount. **Installed from Storage** is for materials stored earlier and installed this period (you use it in August).
3. Click **Save Draft**.



Lines

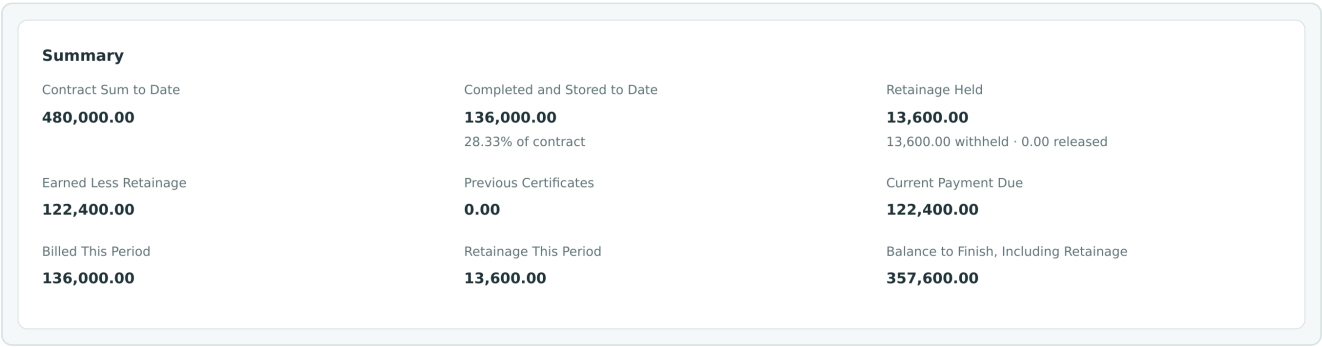
Nothing new to bill. Accepting records Application 1 with no invoice and no journal entry.

Item	Description	Scheduled Value	Previous Completed and Stored	Work This Period (1)	Installed from Storage	Added to Storage	Presently Stored	Completed and Stored to Date
1	General Conditions	32,000.00	0.00	8000.00	0.00	0.00	0.00	8,000.00
2	Concrete	80,000.00	0.00	60000.00	0.00	0.00	0.00	60,000.00
3	Rough Carpentry	64,000.00	0.00	16000.00	0.00	0.00	0.00	16,000.00
4	Drywall	128,000.00	0.00	0.00	0.00	8000.00 (2)	8,000.00	8,000.00
5	Electrical	176,000.00	0.00	44000.00	0.00	0.00	0.00	44,000.00
Total		480,000.00	0.00	128,000.00	0.00	8,000.00	8,000.00	136,000.00

Figure 9-33 July's progress entered on application 1.

1. **Work This Period**: work completed this month, line by line.
2. **Added to Storage**: materials delivered and stored on site, billed before they are installed.

The figure was taken just before **Save Draft**, so the note above the lines still reflects the empty draft; it disappears once the figures are saved. The application then works out every total:



Summary

Contract Sum to Date **480,000.00**	Completed and Stored to Date **136,000.00** 28.33% of contract	Retainage Held **13,600.00** 13,600.00 withheld · 0.00 released
Earned Less Retainage **122,400.00**	Previous Certificates **0.00**	Current Payment Due **122,400.00**
Billed This Period **136,000.00**	Retainage This Period **13,600.00**	Balance to Finish, Including Retainage **357,600.00**

Figure 9-34 The summary of application 1.

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Summary Line	Calculation	Amount
Completed and Stored to Date	128,000.00 work + 8,000.00 stored	136,000.00
Percent of contract	136,000.00 ÷ 480,000.00	28.33%
Retainage Held	10% × 136,000.00	13,600.00
Earned Less Retainage	136,000.00 − 13,600.00	122,400.00
Previous Certificates	first application	0.00
Current Payment Due	122,400.00 − 0.00	**122,400.00**
Balance to Finish, Including Retainage	480,000.00 − 122,400.00	357,600.00

4. Click **Print for Approval** if the architect signs the application on paper, then **Mark as Sent** when it goes to the customer. Both are optional; **Mark as Sent** records the status **Sent**.

See Pay Applications for every column.

Step 3: Accept the Application

When the customer approves the application, click **Accept…**. Structally shows the invoice it is about to post, with its lines, retainage and journal entry:

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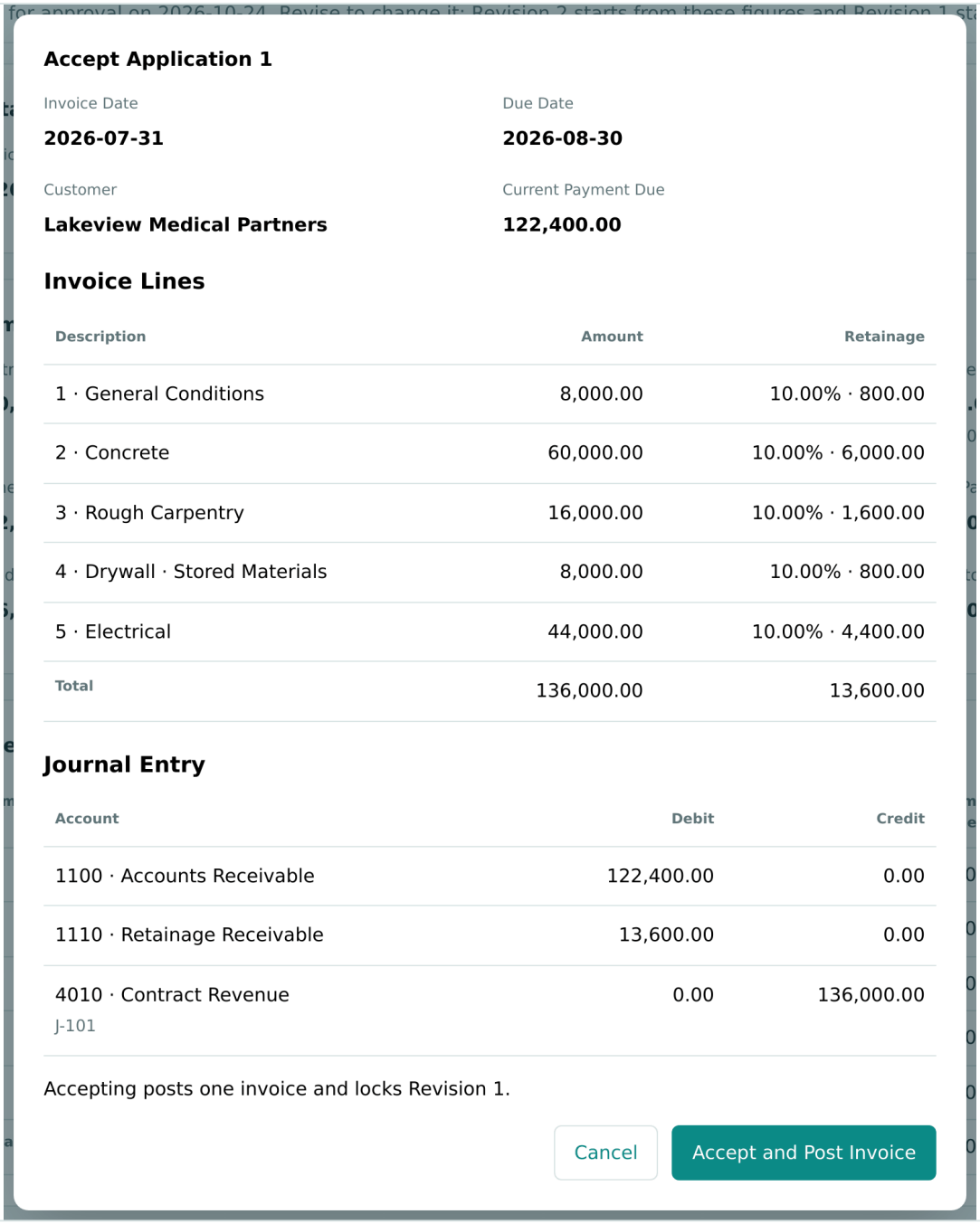

Accept Application 1

Invoice Date
2026-07-31

Due Date
2026-08-30

Customer
Lakeview Medical Partners

Current Payment Due
122,400.00

Invoice Lines

Description	Amount	Retainage
1 · General Conditions	8,000.00	10.00% · 800.00
2 · Concrete	60,000.00	10.00% · 6,000.00
3 · Rough Carpentry	16,000.00	10.00% · 1,600.00
4 · Drywall · Stored Materials	8,000.00	10.00% · 800.00
5 · Electrical	44,000.00	10.00% · 4,400.00
Total	136,000.00	13,600.00

Journal Entry

Account	Debit	Credit
1100 · Accounts Receivable	122,400.00	0.00
1110 · Retainage Receivable	13,600.00	0.00
4010 · Contract Revenue J-101	0.00	136,000.00

Accepting posts one invoice and locks Revision 1.

Cancel | Accept and Post Invoice

Figure 9-35 The accept dialog previews the invoice and its entry.

Click **Accept and Post Invoice**. Application 1 becomes **Accepted** and is locked, and invoice **INV-2026-000001** is posted to accounts receivable.

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The Invoice Entry (JE-2026-000011)

Account	Debit	Credit
1100 Accounts Receivable	122,400.00	
1110 Retainage Receivable	13,600.00	
4010 Contract Revenue (J-101)		136,000.00

All $136,000.00 is revenue now, including the retainage and the stored materials. Only $122,400.00 is collectible now; the $13,600.00 sits in Retainage Receivable until it is released (Exercise H). Revenue on a contract job is adjusted to the percentage of completion at month-end by the WIP schedule (Exercise F).

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Progress Billing / J-101 Lakeview Clinic Expansion / Application 1

Print | New Application | ...

J-101 Application 1 Accepted

Revision 1 · accepted 2026-10-24 by demo-admin@example.test

Acceptance

Invoice	Invoice Date	Due Date	Accepted
INV-2026-000001 Open	2026-07-31	2026-08-30	2026-10-24 · demo-admin@example.test

Journal Entry JE-2026-000011

Account	Job	Debit	Credit
1100 · Accounts Receivable		122,400.00	0.00
1110 · Retainage Receivable		13,600.00	0.00
4010 · Contract Revenue	J-101	0.00	136,000.00
Total		136,000.00	136,000.00

Summary

Contract Sum to Date **480,000.00**	Completed and Stored to Date **136,000.00** 28.33% of contract	Retainage Held **13,600.00** 13,600.00 withheld · 0.00 released
Earned Less Retainage **122,400.00**	Previous Certificates **0.00**	Current Payment Due **122,400.00**
Billed This Period **136,000.00**	Retainage This Period **13,600.00**	Balance to Finish, Including Retainage **357,600.00**

Lines

Item	Description	Scheduled Value	Previous Completed and Stored	Work This Period	Installed from Storage	Added to Storage	Presently Stored	Con
1	General Conditions	32,000.00	0.00	8,000.00	0.00	0.00	0.00	
2	Concrete	80,000.00	0.00	60,000.00	0.00	0.00	0.00	
3	Rough Carpentry	64,000.00	0.00	16,000.00	0.00	0.00	0.00	
4	Drywall	128,000.00	0.00	0.00	0.00	8,000.00	8,000.00	
5	Electrical	176,000.00	0.00	44,000.00	0.00	0.00	0.00	
Total		480,000.00	0.00	128,000.00	0.00	8,000.00	8,000.00	

Versions

Figure 9-36 The accepted application with its invoice and entry.

Step 4: Receive the Customer's Payment

On August 25, Lakeview pays $100,000.00 by check 20417, part of the $122,400.00 due.

1. Go to **Customers & Invoices → Receipts** and click **Receive Payment**.
2. Choose **Lakeview Medical Partners** and click **Load Open Items**.

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3. Enter **Date** 08/25/2026, **Funds Account** 1050 - Undeposited Funds, **Amount** 100000.00, **Method** Check and **Reference** 20417.
4. In **Allocate**, enter 100000.00 against INV-2026-000001.
5. Click **Receive Payment**.

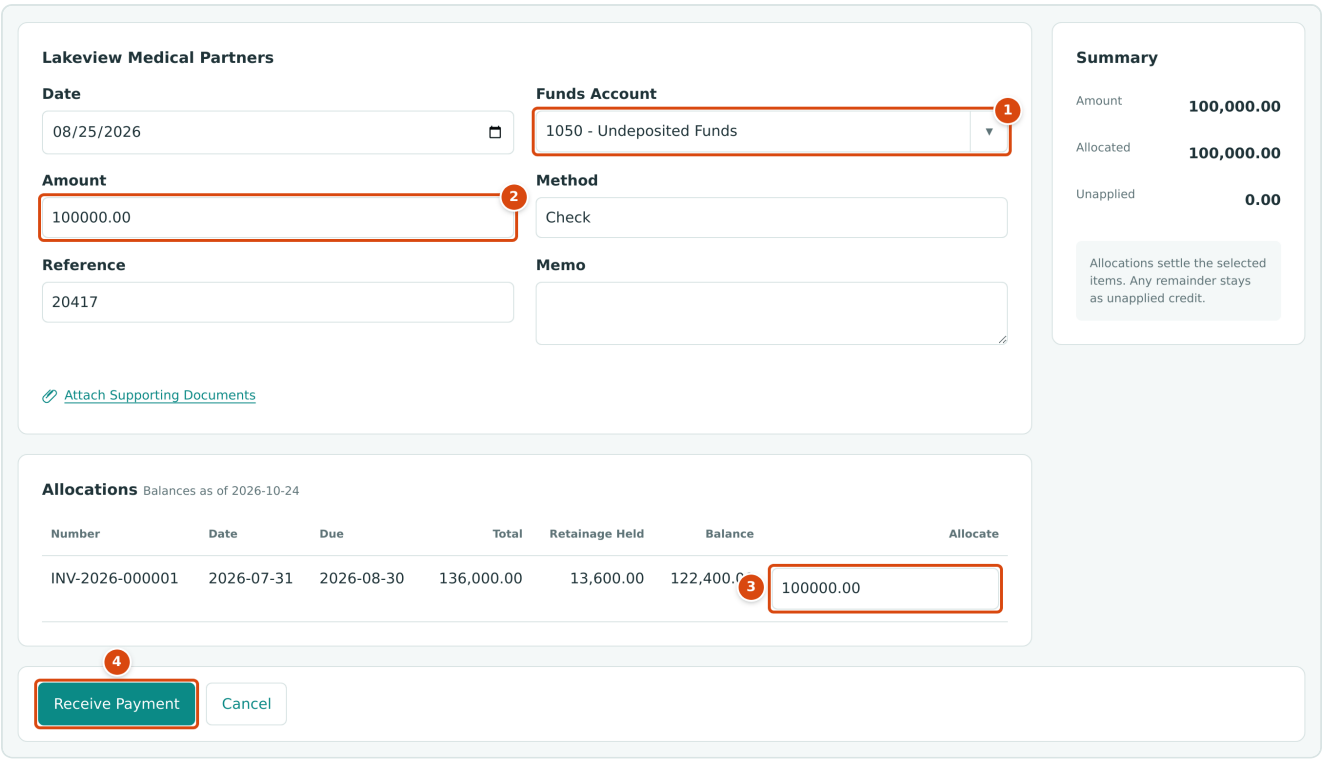

Figure 9-37 A partial payment against the first invoice.

1. **Funds Account**: Undeposited Funds holds checks until they are deposited.
2. **Amount** received.
3. **Allocate**: the part of the payment applied to this invoice.
4. **Receive Payment** posts receipt RCPT-2026-000001.

INV-2026-000001 is now **Partly Paid** with $22,400.00 still open (paid in September). See Receiving Customer Payments.

Step 5: Deposit the Check

The next day the check goes to the bank.

1. Go to **Banking** → **Deposits** and click **Make Deposit**.
2. Leave **From Account** as 1050 - Undeposited Funds and click **Load Receipts**.

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3. Choose **To Account** 1010 - Operating Checking, **Date** 08/26/2026 and a **Memo**, and tick the receipt.
4. Click **Make Deposit**.

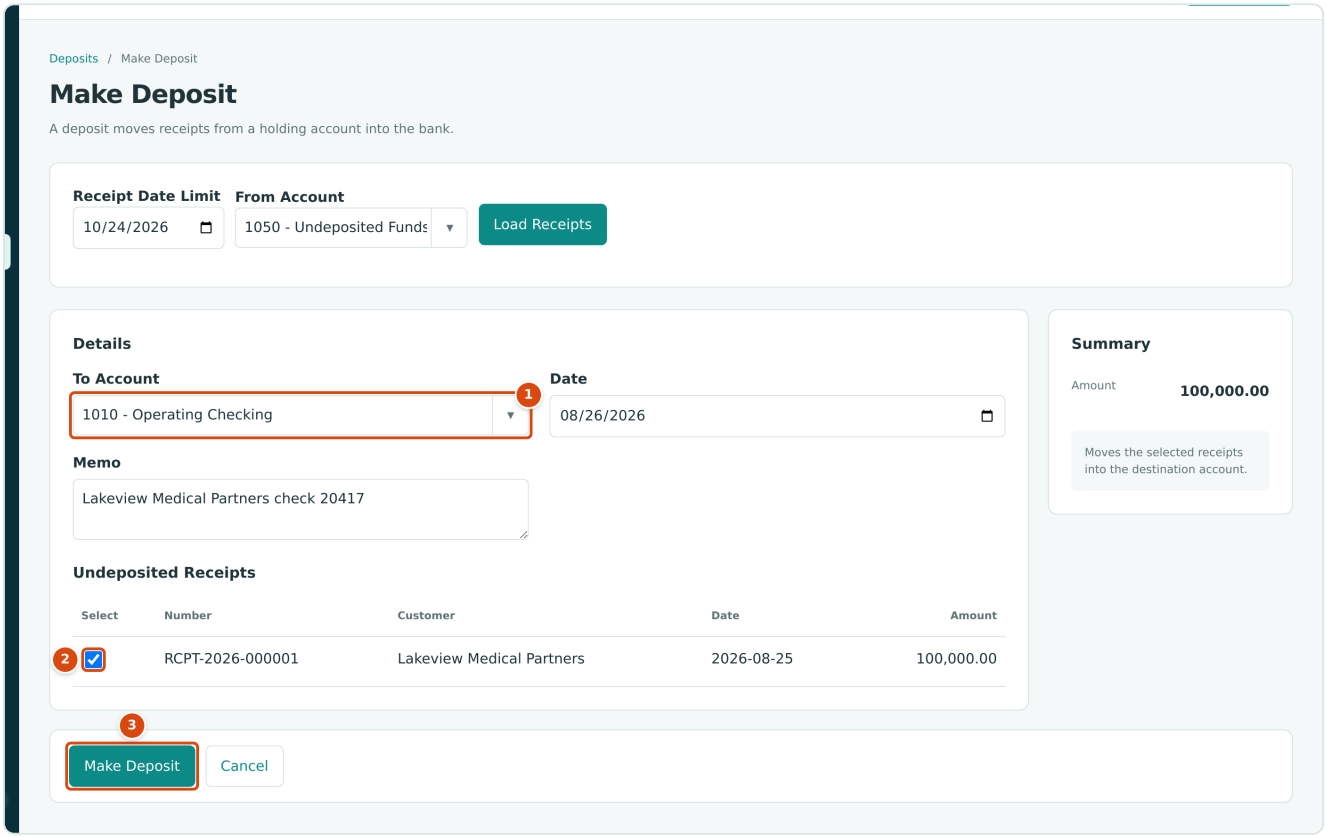

Figure 9-38 Depositing the check into Operating Checking.

1. **To Account**: the bank account that receives the deposit.
2. Tick each receipt in the deposit.
3. **Make Deposit** posts deposit DEP-2026-000001.

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The Receipt and the Deposit

Date	Account	Debit	Credit
08/25	1050 Undeposited Funds	100,000.00	
08/25	1100 Accounts Receivable		100,000.00
08/26	1010 Operating Checking	100,000.00	
08/26	1050 Undeposited Funds		100,000.00

Recording checks in Undeposited Funds first means the bank deposit, which may hold several checks, appears in the bank as one amount, the way the bank statement shows it. See Making Deposits.

The Rest of the Season

The same steps repeat each month. The later applications in this training project:

Application	Date	Billed This Period	Retainage	Current Payment Due	Invoice
1	07/31/2026	136,000.00	13,600.00	122,400.00	INV-2026-000001
2	08/31/2026	144,000.00	14,400.00	129,600.00	INV-2026-000002
3	09/30/2026	146,000.00	14,600.00	131,400.00	INV-2026-000003
4 (final)	10/20/2026	90,000.00	9,000.00	81,000.00	INV-2026-000004
Total		**516,000.00**	**51,600.00**	**464,400.00**	

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Application 2 bills the change order of Exercise E and moves the stored drywall into place with **Installed from Storage**. Lakeview paid $152,000.00 on September 20 (the rest of invoice 1 and all of invoice 2) and $131,400.00 on October 15 (invoice 3).

Next: E: Managing Change Orders.

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training | change orders | commitment amendments | budgets | schedules of values

10.6 E: Managing Change Orders

In early August, Lakeview asks for a sixth exam room in the east wing. Cedar Ridge Training prices the extra work at $36,000.00. It will cost $27,000.00: $9,000.00 more drywall and $18,000.00 more electrical work, both from the existing subcontractors. Lakeview accepts the price by email on August 12.

In this exercise you:

1. enter the change as a **contract change order** with its cost lines;
2. submit and approve it, which updates the contract, the budget and the schedule of values in one step;
3. amend the two subcontracts so the subcontractors can bill the extra work.

Before You Begin

- Exercise D is done: J-101 has an approved schedule of values.
- Approving a change order needs a Company Admin or Accountant (see Approval Steps).

Step 1: Enter the Change Order

1. Go to **Jobs & Costing** → **Change Orders** and click **New Change Order**.
2. Choose **Kind Contract**: the customer pays a different price.
3. Enter **Contract Amount** 36000.00, choose **Job** J-101, and enter **Customer Reference** LMP Change Request 4, **Date** 08/12/2026, **Title** Add exam room 6 and a **Reason**.
4. In **Lines**, enter the cost side of the change, clicking **Add Line** for the second line:

Cost Code	Cost Type	Description	Amount
09-100 Drywall	SUB Subcontract	Exam room 6 drywall	9,000.00
26-100 Electrical	SUB Subcontract	Exam room 6 electrical	18,000.00
Total			**27,000.00**

5. Click **Save Change Order**.

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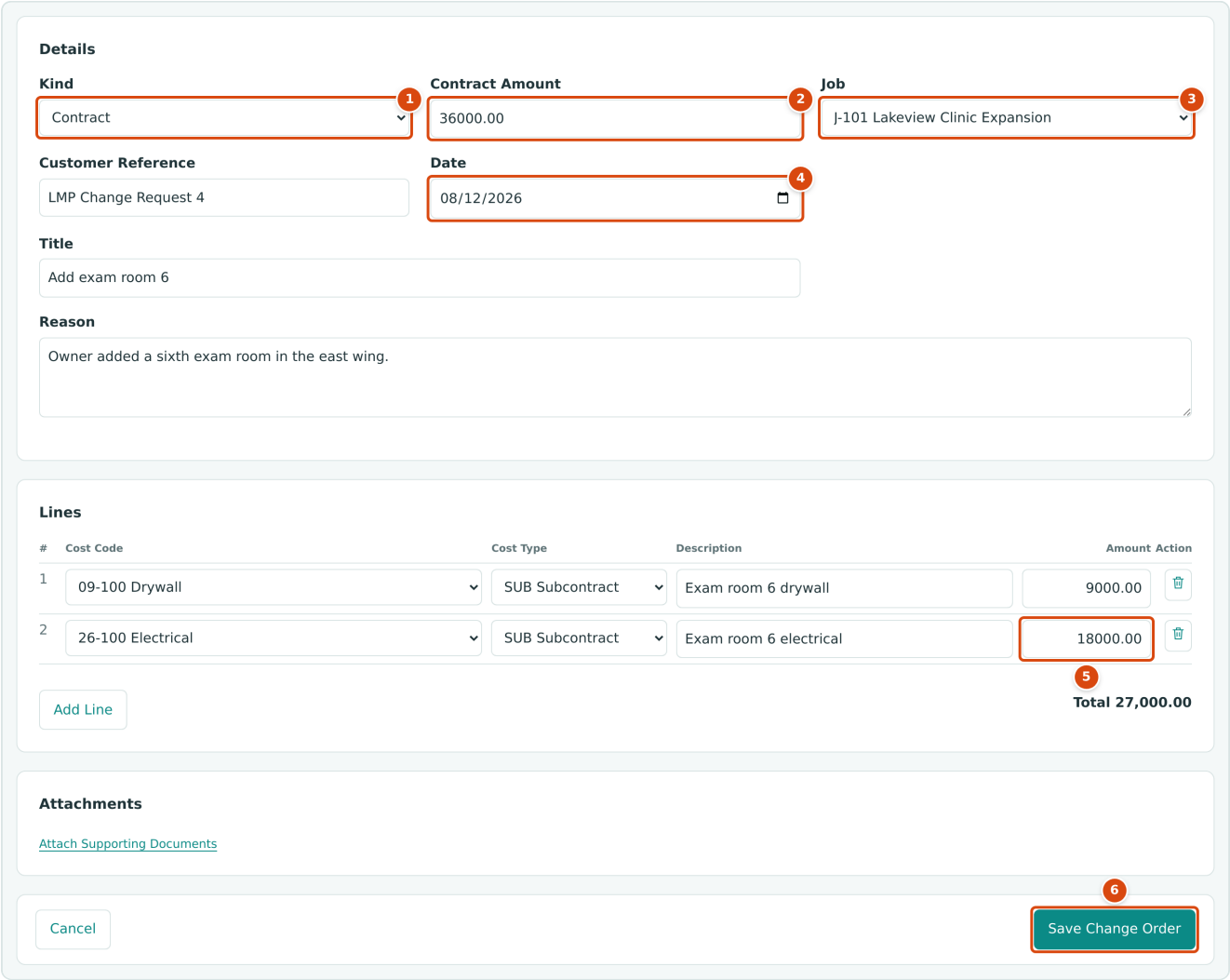

Figure 9-39 The exam room change: 36,000.00 to the customer, 27,000.00 of cost.

1. **Kind**: **Contract** changes the price. **Cost** and **Internal Transfer** change only the budget.
2. **Contract Amount**: the price change the customer agreed to.
3. **Job**: the job being changed.
4. **Date**: the date of the change, here the day the customer accepted it.
5. **Amount** of each cost line: the change to the budget for that cost code and cost type.
6. **Save Change Order** saves it as a draft.

The change order is saved as a **Draft**. In this exercise it was saved twice by mistake, as **CO-1** and **CO-2**; Exercise G withdraws CO-1, so the rest of the project uses **CO-2**.

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Step 2: Submit and Approve It

On the change order page:

1. Click **Submit** and confirm. The status becomes **Submitted**: the change is waiting for a decision.

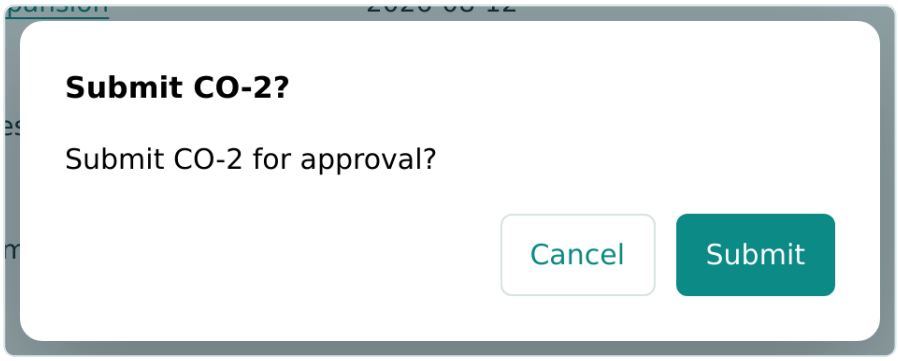

Figure 9-40 Submitting the change order for approval.

2. Click **Approve**. The dialog tells you exactly what approval will do. Type a **Decision Reason** that records how the customer agreed, and click **Approve**.

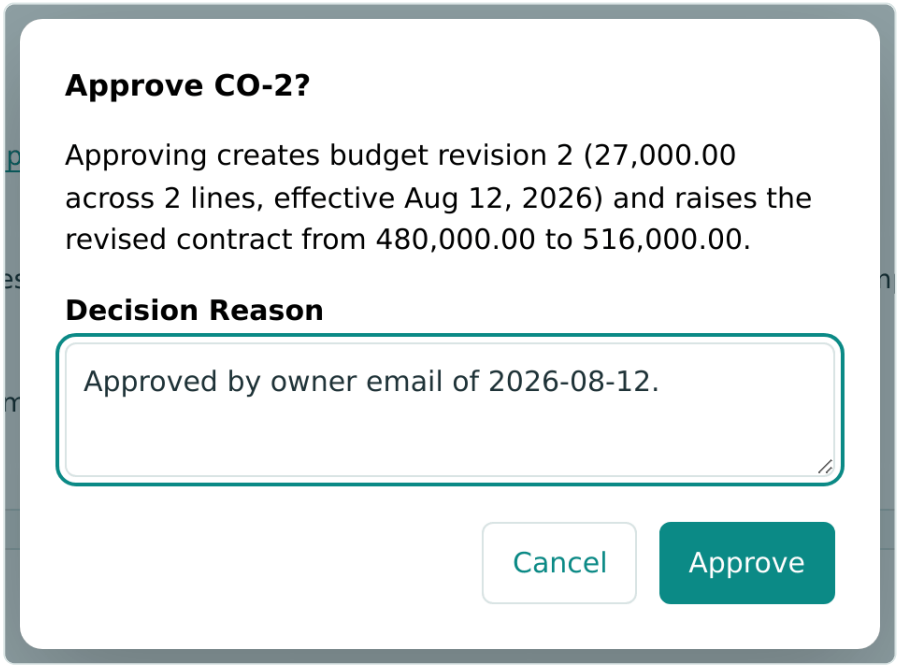

Figure 9-41 The approve dialog states the budget and contract effect.

The approved change order shows what it created:

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Change Orders / CO-2

CO-2 Approved

Print

Add exam room 6 · Contract change on J-101 Lakeview Clinic Expansion

Kind	Contract Amount	Cost Lines	Budget Revision	Contract Revision	Schedule Line
Contract	**36,000.00**	**27,000.00**	**Revision 2**	**36,000.00**	**CO-2 · 36,000.00**

Details

Job
J-101 · Lakeview Clinic Expansion

Date
2026-08-12

Customer Reference
LMP Change Request 4

Requested By
demo-admin@example.test

Submitted
2026-10-24 15:25 · demo-admin@example.test

Decision
2026-10-24 15:25 · demo-admin@example.test · Approved by owner email of 2026-08-12.

Reason
Owner added a sixth exam room in the east wing.

Related Amendments
—

Lines

#	Cost Code	Cost Type	Description	Amount
1	09-100 Drywall	Subcontract	Exam room 6 drywall	9,000.00
2	26-100 Electrical	Subcontract	Exam room 6 electrical	18,000.00
Total				27,000.00

Documents

Attachments · 0

+ Add Files

Figure 9-42 CO-2 after approval, with the records it created.

What Changed	Before	After
Revised contract	480,000.00	516,000.00
Revised budget (budget revision 2 adds 27,000.00)	360,000.00	387,000.00
Schedule of values (new line **CO-2 Add exam room 6**)	480,000.00	516,000.00

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What Changed	Before	After
Planned gross profit	120,000.00 (25.0%)	129,000.00 (25.0%)

The schedule line is added automatically, so the extra work can be billed from pay application 2 onward without revising the schedule by hand.

No Journal Entry Yet

Approving a change order writes no journal entry. The extra revenue is recorded when it is billed on a pay application, and the extra cost when the subcontractors' bills are posted. Until then the change affects only the job's contract, budget and schedule.

See Change Orders.

Step 3: Amend the Subcontracts

The electrical and drywall subcontracts were issued for the original scope. Their lines are frozen, so the extra work is added with an **amendment** on each.

1. Open **SC-2026-000002** (Brightway Electric) and click **New Amendment**.
2. Enter **Date** 08/14/2026 and **Reason** Exam room 6 electrical (CO-2), and choose **Change Order** CO-2 · Add exam room 6.
3. On the line, choose cost code **26-100** and cost type **SUB**, and enter **Amount** 18000.00.
4. Click **Save Amendment**.

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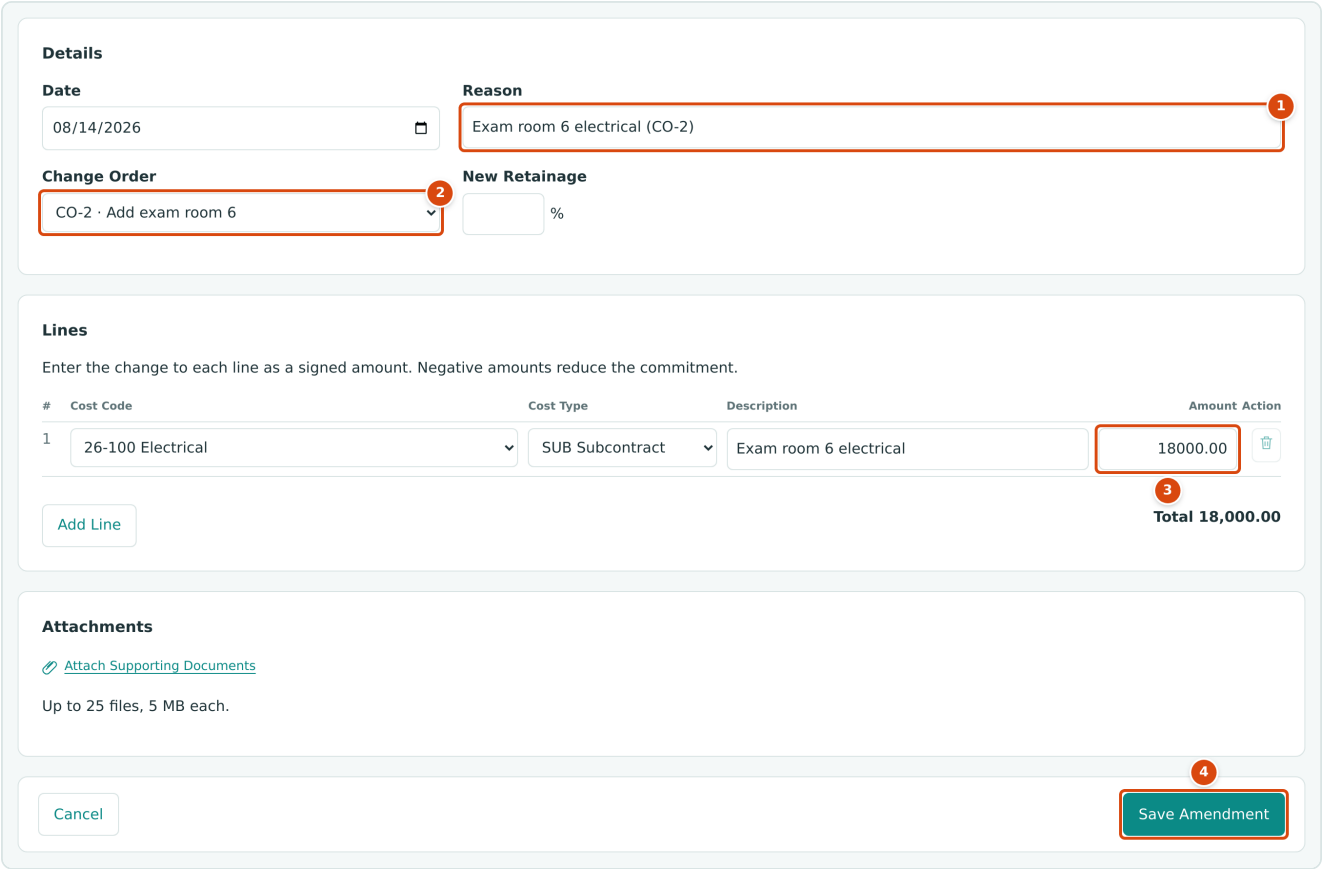

Figure 9-43 The electrical amendment, linked to CO-2.

1. **Reason**: why the commitment changes.
2. **Change Order**: links the amendment to the customer's change.
3. **Amount**: the signed change on the line, here an increase.
4. **Save Amendment** saves it as a draft.

5. In the **Amendments** card, click **Approve** on amendment 1.
6. Repeat for **SC-2026-000003** (Summit Drywall): **Reason** Exam room 6 drywall (CO-2), line **09-100** · **SUB**, **Amount** 9000.00.

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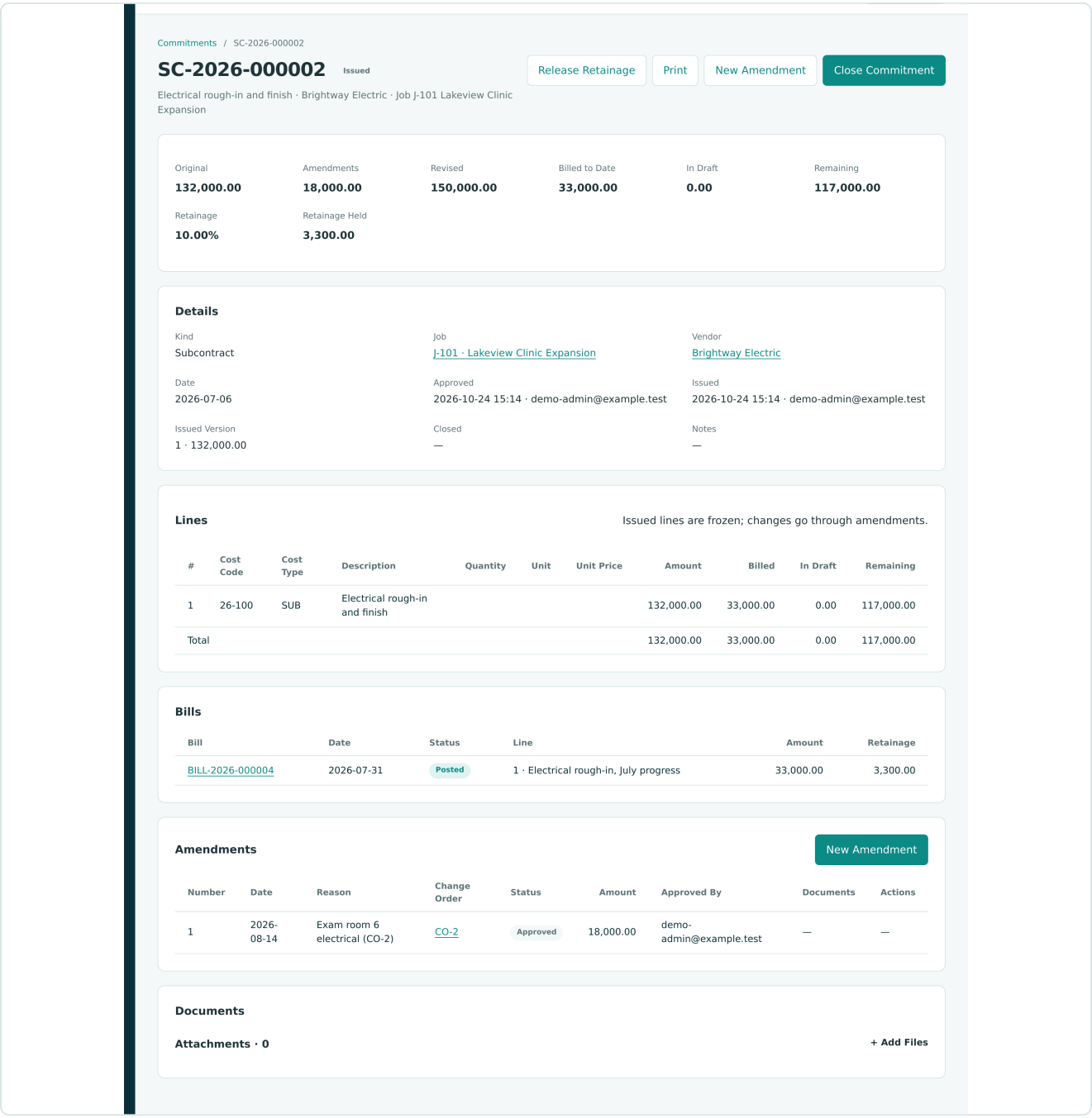

Commitments / SC-2026-000002

SC-2026-000002 Issued

Release Retainage | Print | New Amendment | Close Commitment

Electrical rough-in and finish · Brightway Electric · Job J-101 Lakeview Clinic Expansion

Original	Amendments	Revised	Billed to Date	In Draft	Remaining
132,000.00	18,000.00	150,000.00	33,000.00	0.00	117,000.00

Retainage	Retainage Held
10.00%	3,300.00

Details

Kind	Job	Vendor
Subcontract	J-101 · Lakeview Clinic Expansion	Brightway Electric
Date	**Approved**	**Issued**
2026-07-06	2026-10-24 15:14 · demo-admin@example.test	2026-10-24 15:14 · demo-admin@example.test
Issued Version	**Closed**	**Notes**
1 · 132,000.00	—	—

Lines — Issued lines are frozen; changes go through amendments.

#	Cost Code	Cost Type	Description	Quantity	Unit	Unit Price	Amount	Billed	In Draft	Remaining
1	26-100	SUB	Electrical rough-in and finish				132,000.00	33,000.00	0.00	117,000.00
Total							132,000.00	33,000.00	0.00	117,000.00

Bills

Bill	Date	Status	Line	Amount	Retainage
BILL-2026-000004	2026-07-31	Posted	1 · Electrical rough-in, July progress	33,000.00	3,300.00

Amendments — New Amendment

Number	Date	Reason	Change Order	Status	Amount	Approved By	Documents	Actions
1	2026-08-14	Exam room 6 electrical (CO-2)	CO-2	Approved	18,000.00	demo-admin@example.test	—	—

Documents

Attachments · 0 — + Add Files

Figure 9-44 The electrical subcontract after its amendment is approved.

Commitment	Original	Amendment	Revised
SC-2026-000002 Brightway Electric	132,000.00	+18,000.00	150,000.00
SC-2026-000003 Summit Drywall	96,000.00	+9,000.00	105,000.00

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The four commitments now total $363,000.00 against the revised budget of $387,000.00; the difference, $24,000.00, is the general conditions budget, which Cascade Site Services bills month by month without a commitment.

See Commitment Amendments.

Check Your Work

Check	Where	Expected
Change orders	**Jobs & Costing** → **Change Orders**, with the status filter showing all	CO-2 Approved 36,000.00; CO-1 Withdrawn
Contract	J-101 job page	Revised Contract 516,000.00
Budget	J-101 **Budget**	Revised 387,000.00, with revision 2 approved
Schedule of values	J-101 **Progress Billing**	Six lines totaling 516,000.00
Commitments	SC-2026-000002 and SC-2026-000003	Revised 150,000.00 and 105,000.00

Next: F: Closing the Month.

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training month-end forecasts wip bank reconciliation books closed

10.7 F: Closing the Month

By the end of September, J-101 is three months in. August and September repeated the work of Exercises C and D (bills, payments, pay applications 2 and 3 and Lakeview's September payment; see the season so far). Before anyone relies on the September figures, the controller closes the month:

1. forecasts the job's final cost;
2. prepares and posts the **WIP schedule**, which adjusts revenue to the percentage of completion;
3. imports the bank statement and reviews each line;
4. reconciles the bank account to the statement;
5. reads the quarter's Profit and Loss and Balance Sheet;
6. closes the books through September 30.

Before You Begin

- Exercise E is done, and the August and September transactions below are entered.
- Approving a forecast or a WIP schedule, posting WIP entries and closing the books need a Company Admin or Accountant.

The Season So Far

Month	Vendor Bills	Paid to Vendors	Billed to Lakeview	Received from Lakeview
July	100,000.00		136,000.00 (application 1)	
August	117,000.00	62,500.00 (August 10)	144,000.00 (application 2)	100,000.00 (August 25)
September	98,000.00	137,600.00 (September 10)	146,000.00 (application 3)	152,000.00 (September 20)

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Month	Vendor Bills	Paid to Vendors	Billed to Lakeview	Received from Lakeview
To September 30	315,000.00	200,100.00	426,000.00	252,000.00

Step 1: Forecast the Final Cost

A forecast asks, line by line, what the job will cost when it is finished. The September walk-through finds one problem: the drywall crew will have to patch around the electrical rough-in, which Summit Drywall prices at $4,500.00 more than its subcontract.

1. Go to **Jobs & Costing** → **Forecasts & WIP** and click **New Forecast**.
2. Choose **Job** J-101, enter **Cutoff** 09/30/2026 and a **Note**, and click **Create Forecast**.
3. The forecast lists each budget line with its **Revised Budget**, **Actual Cost** and **Open Commitments**. For each line, enter what is still to come:
   - **Still to Buy**: cost not yet committed. On 01-100 General Conditions, enter 6000.00 for October's site services, which have no commitment.
   - **Adjustment**: a cost change you know about but have not committed. On 09-100 Drywall, enter 4500.00 with the **Note** Patching after electrical rough-in.
4. Click **Save Draft**.

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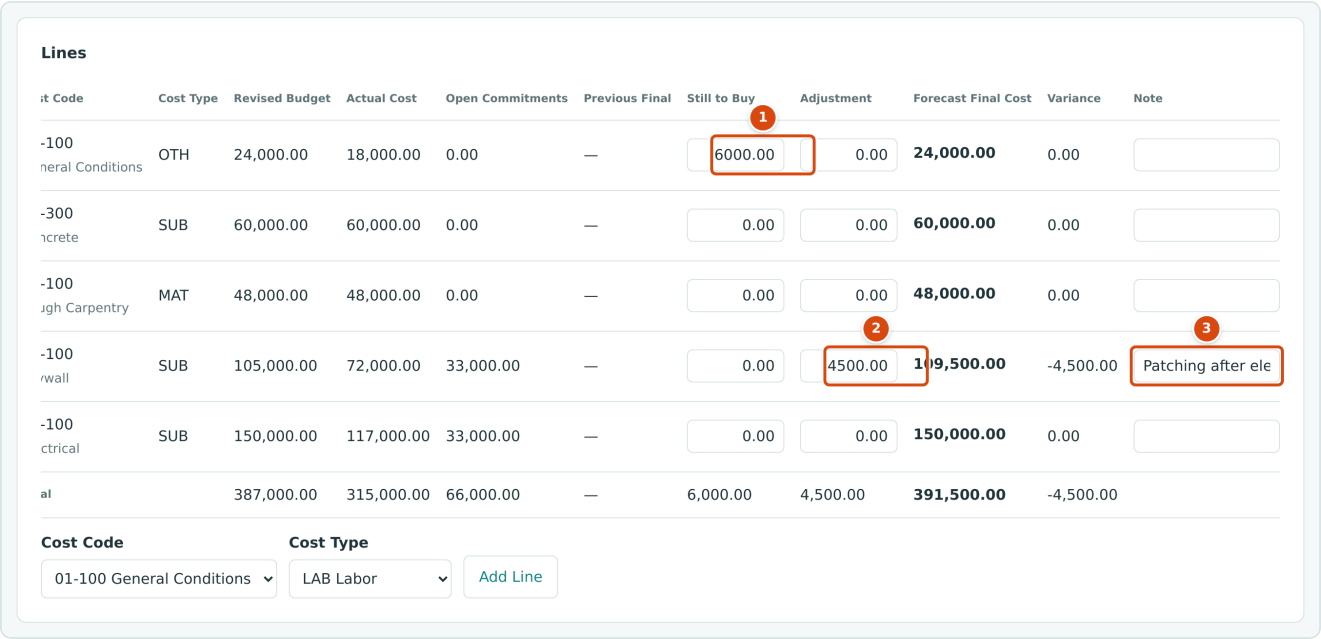


Lines

t Code	Cost Type	Revised Budget	Actual Cost	Open Commitments	Previous Final	Still to Buy	Adjustment	Forecast Final Cost	Variance	Note
-100 neral Conditions	OTH	24,000.00	18,000.00	0.00	—	6000.00	0.00	**24,000.00**	0.00	
-300 ncrete	SUB	60,000.00	60,000.00	0.00	—	0.00	0.00	**60,000.00**	0.00	
-100 ugh Carpentry	MAT	48,000.00	48,000.00	0.00	—	0.00	0.00	**48,000.00**	0.00	
-100 rwall	SUB	105,000.00	72,000.00	33,000.00	—	0.00	4500.00	**109,500.00**	-4,500.00	Patching after ele
-100 ctrical	SUB	150,000.00	117,000.00	33,000.00	—	0.00	0.00	**150,000.00**	0.00	
al		387,000.00	315,000.00	66,000.00	—	6,000.00	4,500.00	**391,500.00**	-4,500.00	

Cost Code: 01-100 General Conditions

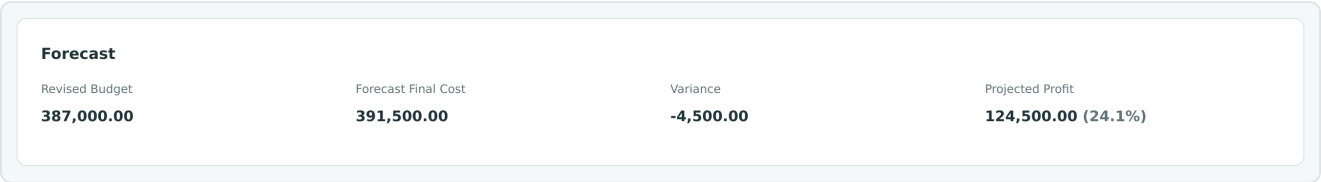
Cost Type: LAB Labor

Add Line

Figure 9-45 The September forecast lines, scrolled to show the entry columns.

1. **Still to Buy**: cost to come that is not in an open commitment.
2. **Adjustment**: a known change in cost, here the drywall patching.
3. **Note**: why the line changed.

Each line's **Forecast Final Cost** is Actual Cost + Open Commitments + Still to Buy + Adjustment. For drywall: 72,000.00 + 33,000.00 + 0.00 + 4,500.00 = 109,500.00. The **Forecast** card adds the lines up:



Forecast

Revised Budget	Forecast Final Cost	Variance	Projected Profit
387,000.00	**391,500.00**	**-4,500.00**	**124,500.00** (24.1%)

Figure 9-46 The forecast's effect on the job's profit.

The job is now expected to cost $391,500.00 and earn $516,000.00 − $391,500.00 = $124,500.00, a margin of 24.1% instead of the planned 25.0%.

5. Click **Approve** and confirm. The approved forecast is the one the WIP schedule uses.

See Forecasts.

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Step 2: Prepare and Post the WIP Schedule

Lakeview has been billed $426,000.00, but by the percentage-of-completion method the company has earned only part of that. The **WIP schedule** works out the difference.

1. On **Forecasts & WIP**, open the **WIP Schedule** tab and click **New WIP Schedule**. Enter **Cutoff** 09/30/2026 and click **Create WIP Schedule**.

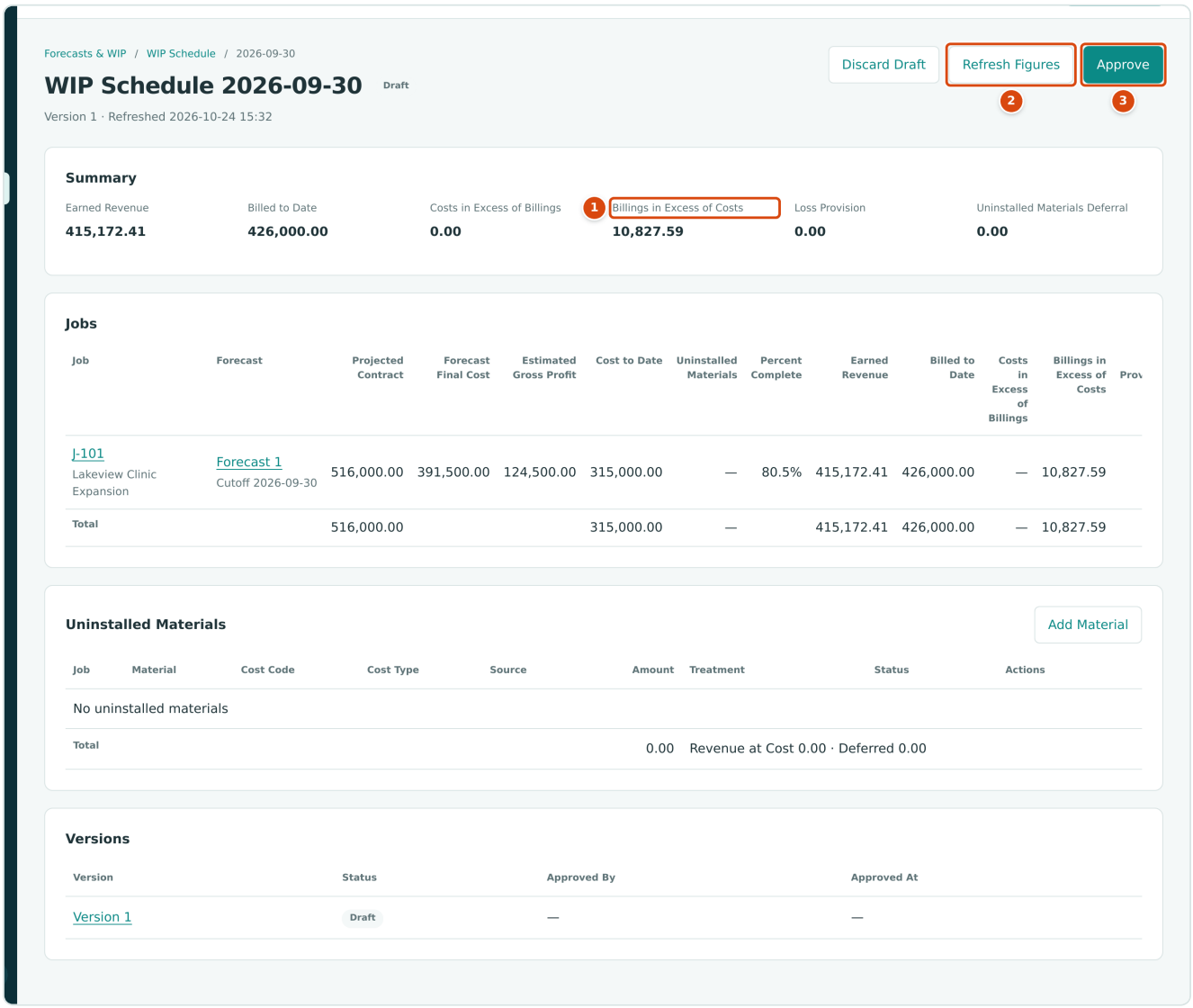

Figure 9-47 The draft WIP schedule for September 30.

1. **Billings in Excess of Costs**: billed more than earned, a liability.
2. **Refresh Figures** recalculates the draft after later postings.
3. **Approve** freezes the schedule.

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WIP Figure	Calculation	Amount
Percent Complete	Cost to Date 315,000.00 ÷ Forecast Final Cost 391,500.00	80.5%
Earned Revenue	516,000.00 × 315,000.00 ÷ 391,500.00	415,172.41
Billed to Date	applications 1 to 3	426,000.00
Billings in Excess of Costs	426,000.00 − 415,172.41	**10,827.59**

2. Click **Approve** and confirm.
3. Click **Post WIP Entries**. Structally shows the entry it will post, with the balance each WIP account should have (**Target Balance**) and the balance it has now (**Recorded Balance**).

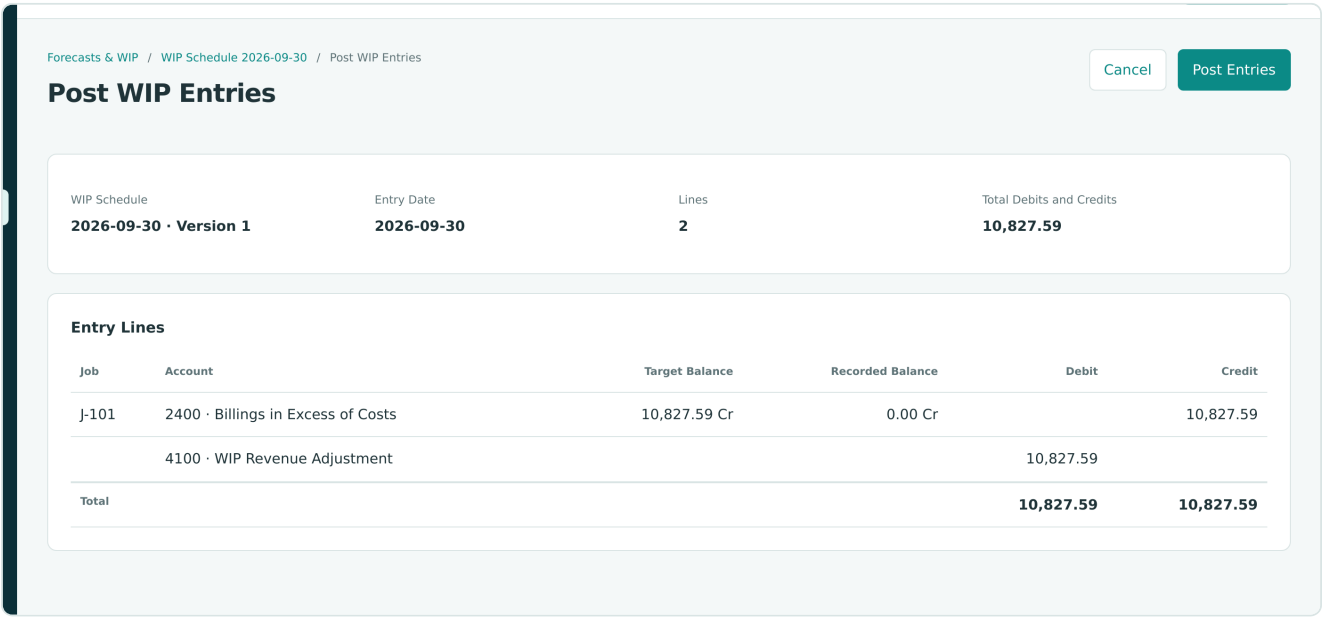

Figure 9-48 The WIP entry before it is posted.

4. Click **Post Entries**.

The WIP Entry (September 30)

Account	Debit	Credit
4100 WIP Revenue Adjustment	10,827.59	
2400 Billings in Excess of Costs (J-101)		10,827.59

Revenue for the quarter becomes $426,000.00 − $10,827.59 = $415,172.41, the amount earned. The $10,827.59 is a liability: work Lakeview has paid for or been billed for but that is not yet done. Next month's schedule replaces this balance with a new one.

See WIP Schedules.

Step 3: Import and Review the Bank Statement

The bank's September statement for Operating Checking arrives as a CSV file with ten lines from August 12 to September 30. Its first lines:

```
date,description,amount,external_id
2026-08-12,CHECK 1001,-16000.00,FVB-0812-001
2026-08-12,CHECK 1002,-6000.00,FVB-0812-002
2026-08-13,CHECK 1003,-40500.00,FVB-0813-001
2026-08-26,DEPOSIT,100000.00,FVB-0826-001
```

1. Go to **Banking** → **Bank Feed** and click **Import Statement** on the 1010 Operating Checking card.
2. Choose the file in **Statement CSV** and click **Import CSV**. The file uses the standard columns, so it imports directly.

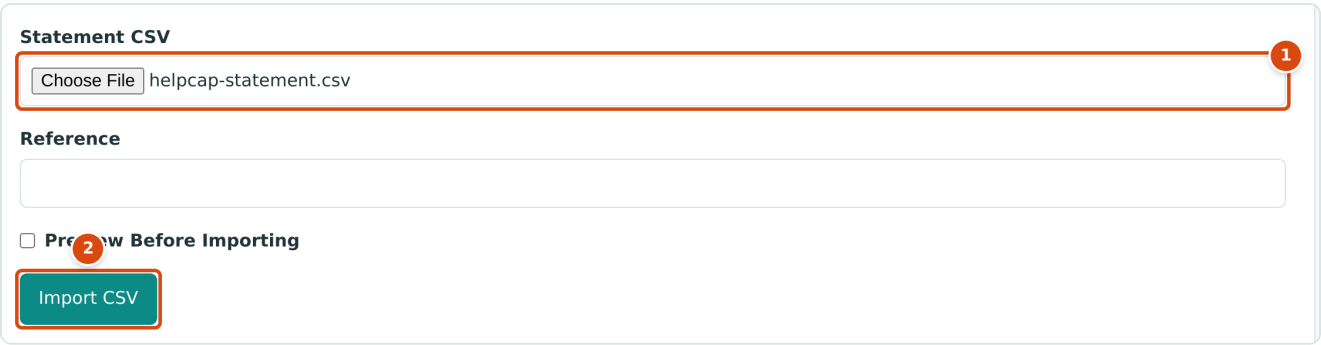

Figure 9-49 Importing the September statement.

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1. **Statement CSV**: the file from the bank.
2. **Import CSV** imports every line for review.

The account's **Bank Transactions** page now lists the ten lines **For Review**. Nine show **1 Possible Match**: a payment, check or deposit already in the books with the same amount. The monthly service charge shows **Needs Category**.

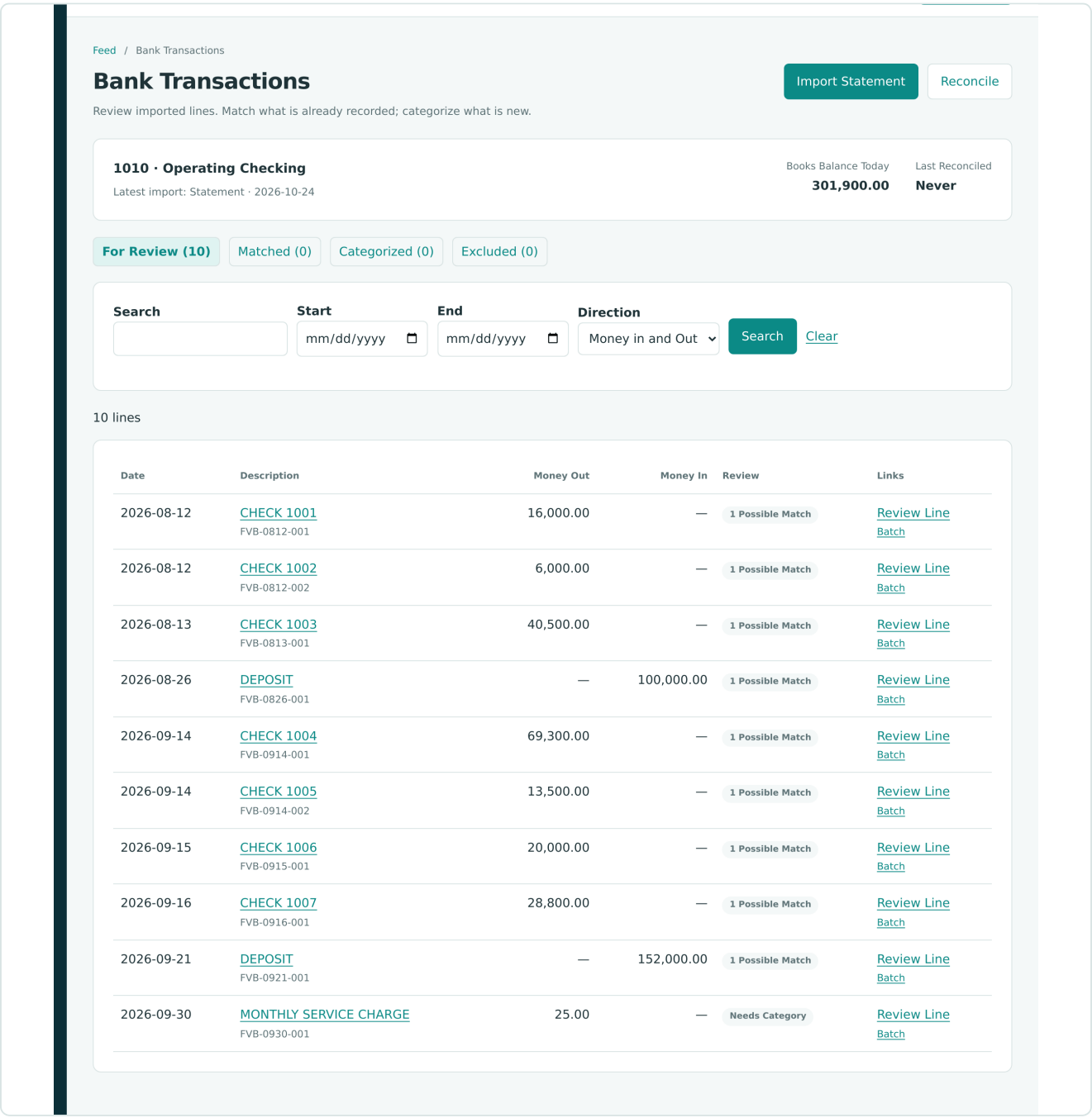

Figure 9-50 The imported lines waiting for review.

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3. Click **Review Line** on CHECK 1001. Structally proposes PAY-2026-000001, the August 10 payment to Pine Valley Lumber. Click **Confirm Match**. Matching links the line to the existing payment; nothing new is posted.

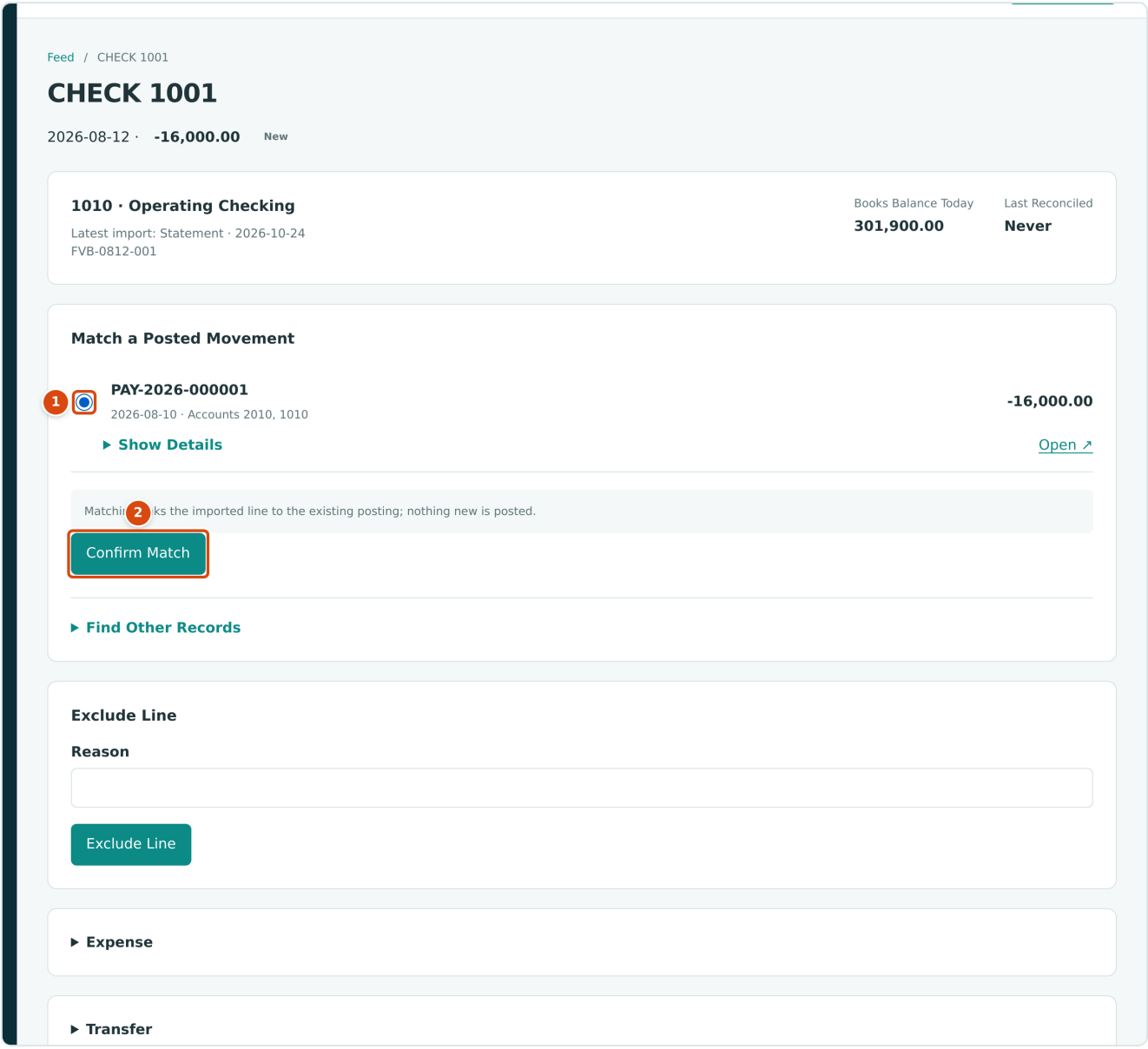

Figure 9-51 Matching a check to the payment already recorded.

1. The proposed record: same amount, dated two days before the bank cleared it.
2. **Confirm Match** links the two.

4. Match the other eight lines the same way.
5. Open the **MONTHLY SERVICE CHARGE** line. Nothing in the books matches it, so it is new: under **Bank Entry**, choose **Account** 6020 - Bank Fees and click **Categorize as Bank Entry**.

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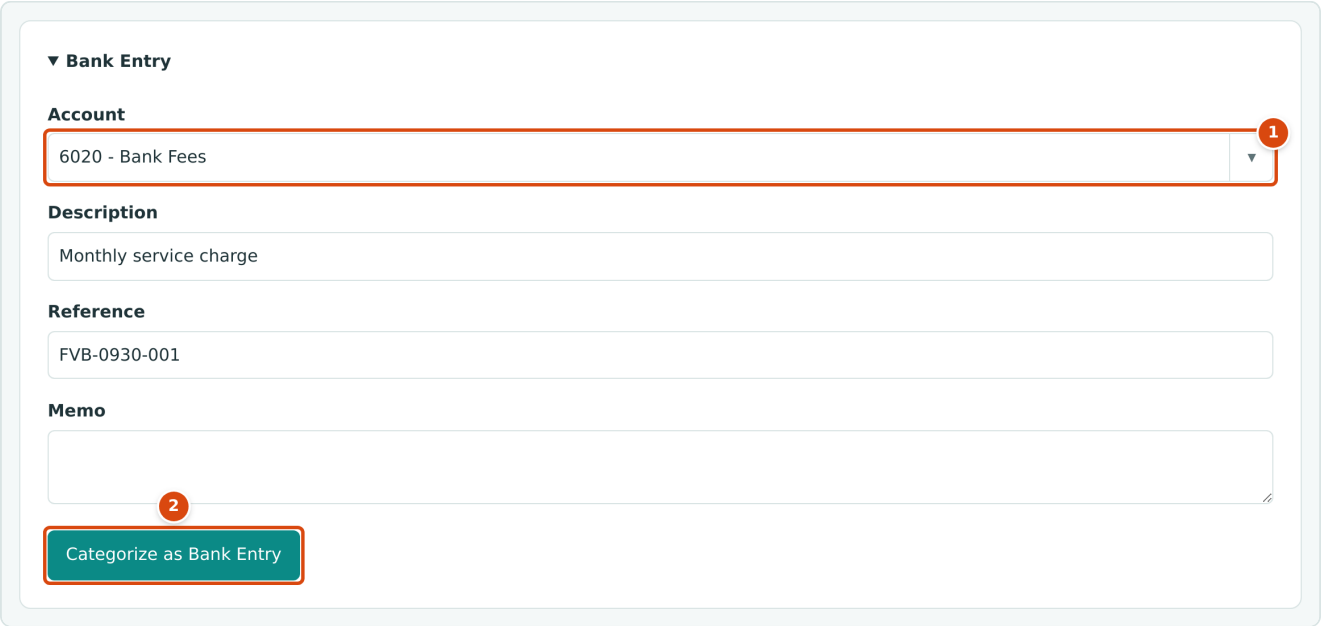

Figure 9-52 Recording the bank's fee from the statement line.

1. **Account**: where the fee is charged.
2. **Categorize as Bank Entry** posts the entry.

The Bank Fee (BE-2026-000001)

Account	Debit	Credit
6020 Bank Fees	25.00	
1010 Operating Checking		25.00

All ten lines are now reviewed: nine **Matched** and one **Categorized**. See Importing Bank Statements and Reviewing the Bank Feed.

Step 4: Reconcile the Bank Account

1. On the **Bank Transactions** page, click **Reconcile**.
2. Choose **Imported Bank Statement**, and enter **Statement Date** 09/30/2026, **Opening Balance** 250000.00 (the balance on July 1, when the books started) and the statement's **Ending Balance** 307875.00. Click **Start Reconciliation**.

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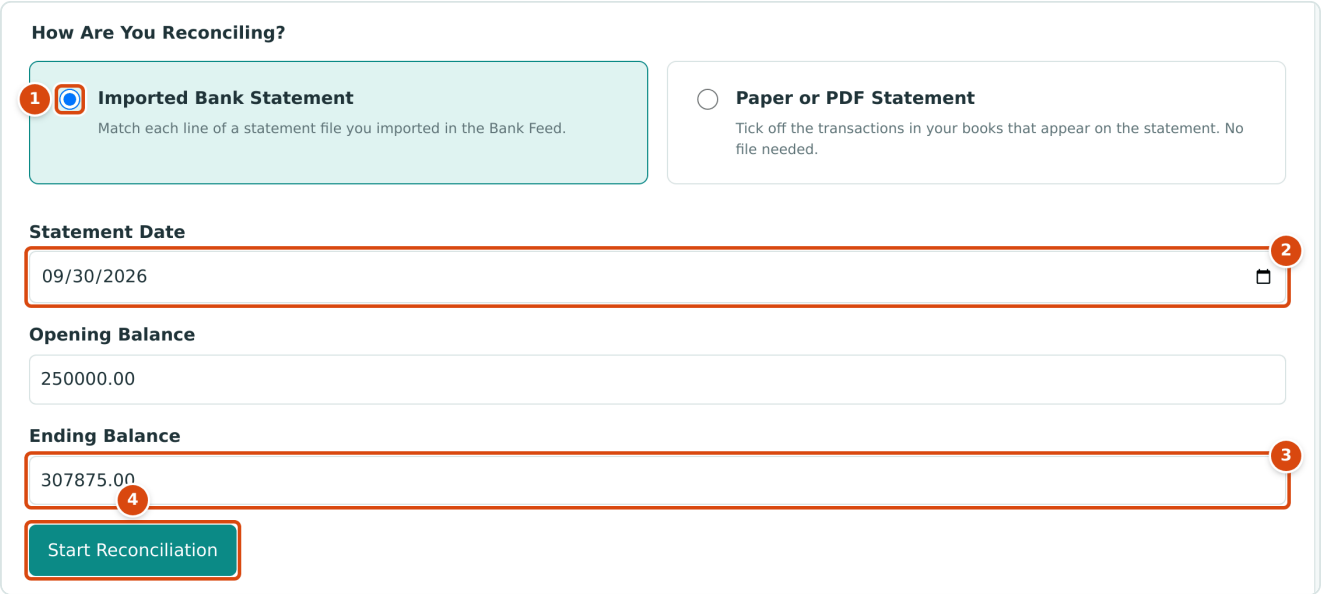

Figure 9-53 Starting the September reconciliation.

1. **Imported Bank Statement**: reconcile the lines you reviewed in the feed.
2. **Statement Date**: the last day of the statement.
3. **Ending Balance**: the closing balance printed on the statement.
4. **Start Reconciliation** opens the statement.

3. Click **Select All** under **Ready to Clear**, then **Clear**. The ten reviewed lines move to **Cleared Lines**, and the **Difference** becomes 0.00: 250,000.00 + 57,875.00 cleared = 307,875.00.

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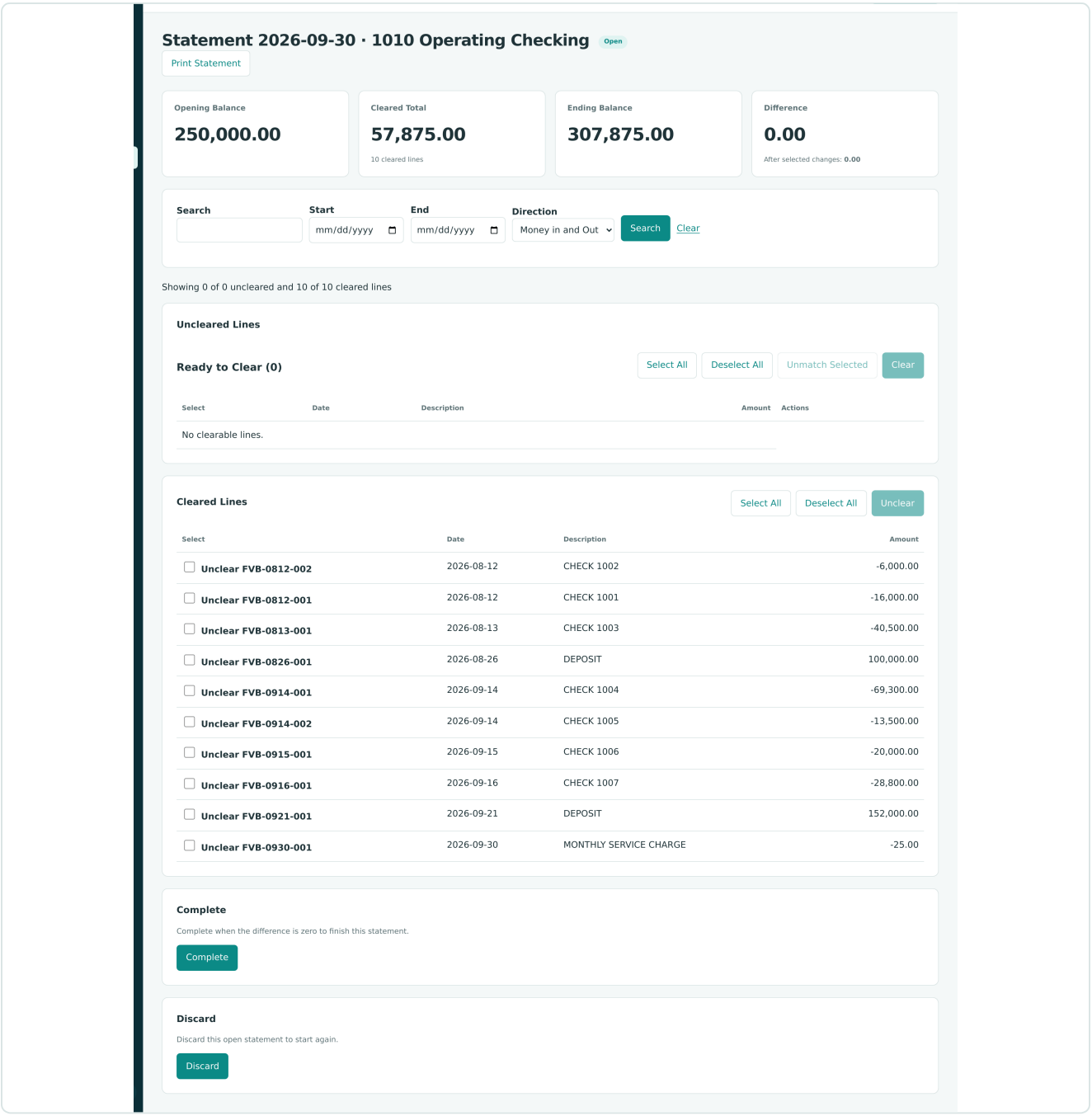

Figure 9-54 Every line cleared and the difference at zero.

4. Click **Complete** and confirm. The statement is **Completed**.

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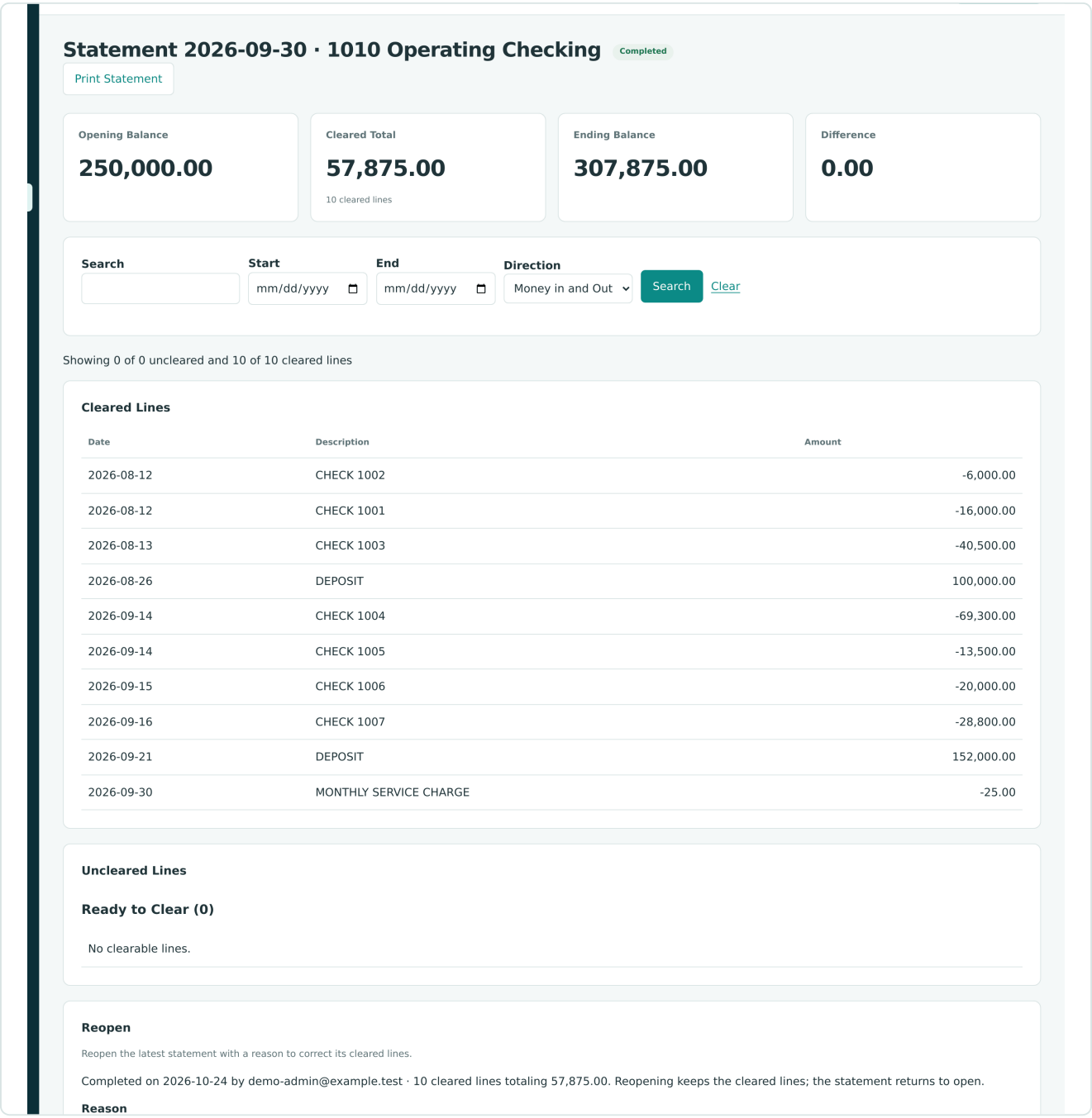

Figure 9-55 The completed September reconciliation.

Why the Books Show Less Than the Bank

On September 30 the books show $301,875.00 in Operating Checking, $6,000.00 less than the bank. The difference is check 1008 (PAY-2026-000008) to Cascade Site Services, written on September 10 but not yet cashed. It stays uncleared until it appears on October's statement. An outstanding check is normal; an unexplained difference is not.

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See Reconciling an Account.

Step 5: Read the Quarter's Reports

Go to **Reports** and run the **Profit and Loss** from 07/01/2026 to 09/30/2026, and the **Balance Sheet** as of 09/30/2026.

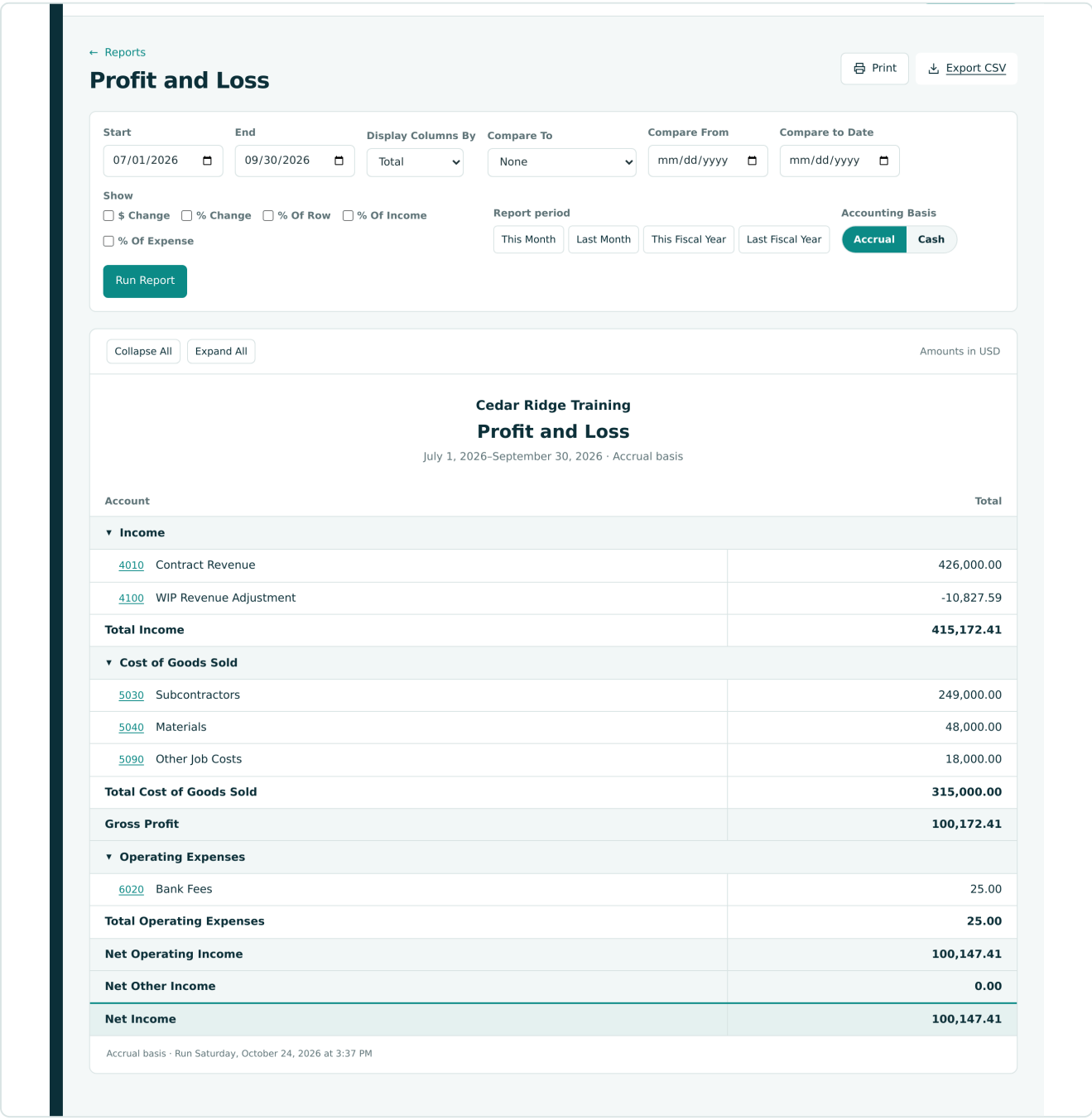

Figure 9-56 The quarter's Profit and Loss.

Profit and Loss Line	Amount
4010 Contract Revenue (applications 1 to 3)	426,000.00
4100 WIP Revenue Adjustment	−10,827.59
Total Income	**415,172.41**
5030 Subcontractors	249,000.00
5040 Materials	48,000.00
5090 Other Job Costs	18,000.00
Gross Profit	**100,172.41**
6020 Bank Fees	25.00
Net Income	**100,147.41**

Gross profit is 100,172.41 ÷ 415,172.41 = 24.1% of revenue, the margin the forecast expects for the whole job. That is the point of the WIP adjustment: revenue follows cost, so each period shows the job's expected margin.

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← Reports

Balance Sheet

Print | Export CSV

As Of: 09/30/2026 | Display Columns By: Total | From: mm/dd/yyyy | Quick dates: Today | Last Month End | Last Fiscal Year End | Accounting basis: Accrual | Run Report

Collapse All | Expand All | Amounts in USD

Cedar Ridge Training

Balance Sheet

As of September 30, 2026 · Accrual basis

Account	Total
Assets	
Current Assets	
1010 Operating Checking	301,875.00
1050 Undeposited Funds	0.00
1100 Accounts Receivable	131,400.00
1110 Retainage Receivable	42,600.00
Non-Current Assets	
1630 Equipment and Vehicles	85,000.00
Total Assets	**560,875.00**
Liabilities	
Current Liabilities	
2010 Accounts Payable	90,000.00
2020 Retainage Payable	24,900.00
2400 Billings in Excess of Costs	10,827.59
Non-Current Liabilities	
2500 Equipment and Vehicle Loans	40,000.00
Total Liabilities	**165,727.59**
Equity	
3900 Opening Balance Equity	295,000.00
Retained Earnings	0.00
Net Income	100,147.41
Total Equity	**395,147.41**
Total Liabilities and Equity	**560,875.00**

Accrual basis · Run Saturday, October 24, 2026 at 3:37 PM | Balance sheet balances

Figure 9-57 The Balance Sheet at the end of the quarter.

Balance	Why
1100 Accounts Receivable 131,400.00	Invoice 3, billed September 30
1110 Retainage Receivable 42,600.00	10% held on applications 1 to 3

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Balance	Why
2010 Accounts Payable 90,000.00	September's bills, less retainage, paid in October
2020 Retainage Payable 24,900.00	10% held on the subcontractors' bills
2400 Billings in Excess of Costs 10,827.59	The WIP entry of Step 2

See Profit and Loss and Balance Sheet.

Step 6: Close the Books

With the month reviewed, protect it from later changes:

1. Go to **Settings** → **Books Closed**. The **Closed Through** card shows **Jun 30, 2026**, the date set in Exercise A.
2. Click **Change Date**, enter **Lock Date** 09/30/2026 and click **Save**.

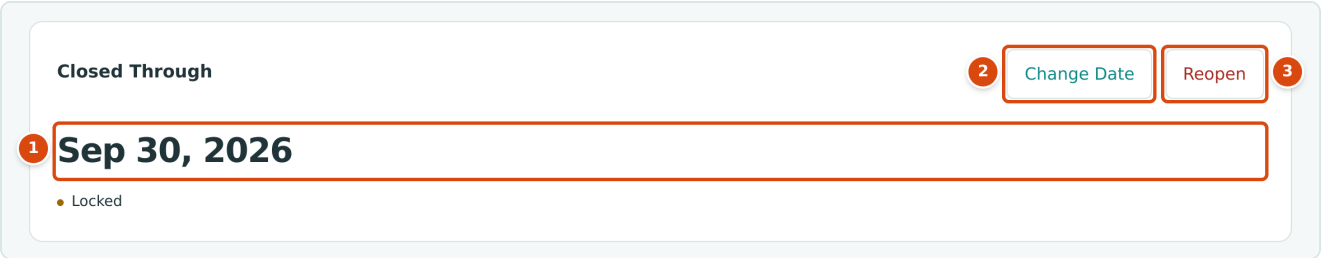

Figure 9-58 The books closed through September 30, 2026.

1. The last closed day.
2. **Change Date** opens the **Lock Date** editor again at the next month-end.
3. **Reopen** clears the date after you confirm in the **Reopen Closed Books** dialog.

From now on, nothing can be posted, voided or reversed with a date on or before September 30, 2026. A mistake found later is corrected in October, as Exercise G shows. See Books Closed.

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Check Your Work

Check	Where	Expected
Forecast	**Forecasts & WIP**	J-101 Forecast 1, cutoff 2026-09-30, Approved, 391,500.00
WIP	**WIP Schedule** tab	2026-09-30 Version 1, Posted
Bank	1010 **Bank Transactions**	Matched (9), Categorized (1)
Reconciliation	**Banking → Reconciliation**	Statement 2026-09-30 Completed, difference 0.00
Books	**Settings → Books Closed**	Sep 30, 2026
Net income	**Profit and Loss** 07/01 to 09/30/2026	100,147.41

Next: G: Correcting Mistakes.

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training corrections voids reversals books closed change orders

10.8 G: Correcting Mistakes

Every mistake in this exercise really happened while the training project was entered. None of them is fixed by editing or deleting: in Structally a posted record cannot be changed. You put things right with a **void** or a **reversal**, which posts the opposite entry and leaves both on record, and then you enter the transaction correctly if needed. Records that have not posted yet, such as a submitted change order, are taken back instead.

Correction	Mistake	Remedy
1	A vendor bill entered twice	Void the duplicate
2	A change order entered twice	Withdraw the duplicate
3	An entry dated in a closed month	Date it in the open period
4	An entry posted to the wrong account	Reverse it and enter it again

Before You Begin

- Exercise F is done: the books are closed through September 30, 2026.
- Reversing and Correcting explains which records can be voided or reversed and what each does.

Correction 1: Void a Bill Entered Twice

In July, Cascade Site Services' invoice CSS-0712 for $6,000.00 was entered twice, as BILL-2026-000001 and BILL-2026-000005 (Exercise C). The bills list shows two identical bills:

Number	Vendor	Date	Due	Total	Paid	Open Balance	Status
BILL-2026-000005	Cascade Site Services	2026-07-31	2026-08-30	6,000.00	0.00	6,000.00	Open Overdue
BILL-2026-000001	Cascade Site Services	2026-07-31	2026-08-30	6,000.00	0.00	6,000.00	Open Overdue

Figure 9-59 The duplicate bill in the bills list.

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Left alone, the duplicate would overstate job cost and accounts payable by $6,000.00, and could be paid twice. Void the later one, which has no payment:

1. Open **BILL-2026-000005** and click ··· → **Void Bill…**.

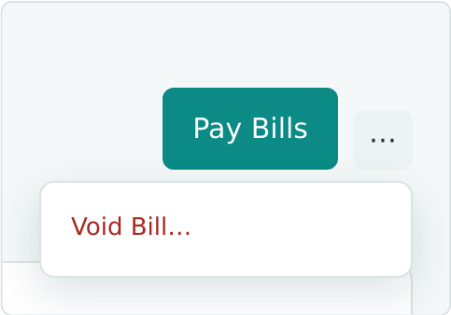

Figure 9-60 Void Bill is in the More Actions menu.

2. In the **Void** drawer, keep **Date** 07/31/2026, the bill's own date, so the duplicate cost leaves July. Enter a **Memo** that explains the void.
3. Click **Void Bill**.

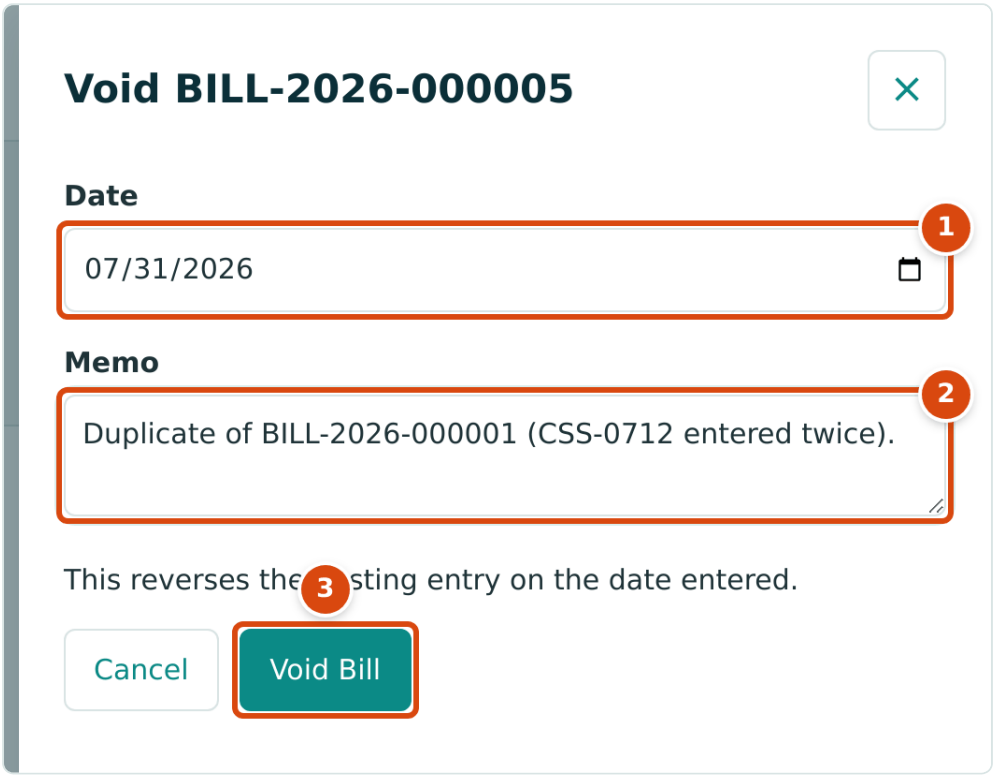

Figure 9-61 Voiding the duplicate on its own date.

1. **Date**: the date of the reversal. It must be after the Books Closed date.

2. **Memo**: why the bill is voided, kept with the reversal.
3. **Void Bill** posts the reversal.

The bill's status becomes **Void**, and its page shows both the **Posting Entry** and the **Reversal Entry**:

▾ **Reversal Entry** · 2026-07-31 · Posted · Locked · 2 Lines

Date: 2026-07-31 · Bill Void

Account	Description	Job	Cost Code	Cost Type	Debit	Credit
5090	Fencing, toilets and dumpsters, July	J-101	01-100	OTH	0.00	6,000.00
2010					6,000.00	0.00

Figure 9-62 The reversal takes the cost off the job and the amount out of payables.

The Void (July 31)

Account	Debit	Credit
2010 Accounts Payable	6,000.00	
5090 Other Job Costs (J-101 · 01-100 · OTH)		6,000.00

The original entry and its reversal cancel out, so July's job cost and the vendor's balance are as if the duplicate had never been posted, and the audit trail still shows what happened.

The Void Bill Still Shows an Open Balance

After the void, the bill page still shows **Open Balance** 6,000.00, although nothing is owed: the reversal has already taken the $6,000.00 out of Accounts Payable. Go by the **Void** status. This is recorded as a product gap.

A bill can be voided only while no payment or credit is applied to it; reverse the payment first. See Posting, Editing and Voiding Bills.

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Correction 2: Withdraw a Duplicate Change Order

The exam room change order of Exercise E was also entered twice, as CO-1 and CO-2, and both were submitted. CO-2 was approved; CO-1 still waits for a decision and makes the list look as if another $36,000.00 change were pending:

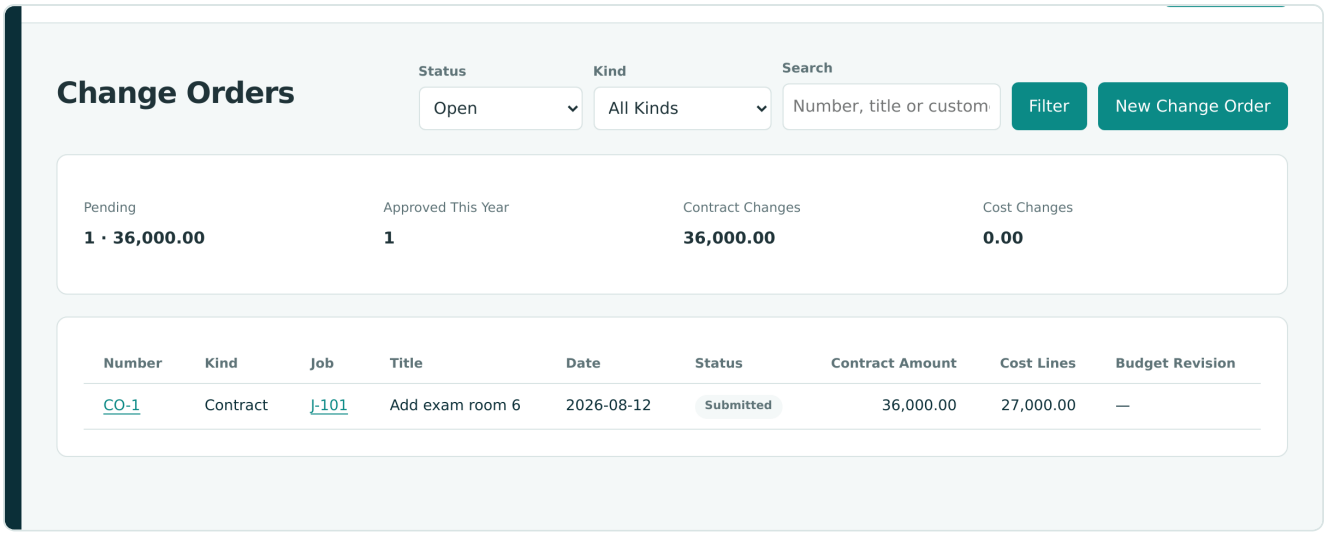

Figure 9-63 The duplicate change order still pending.

A submitted change order has not changed anything yet, so there is nothing to reverse. Take it back instead:

1. Open **CO-1** and click **Withdraw**.
2. Confirm with **Withdraw**.

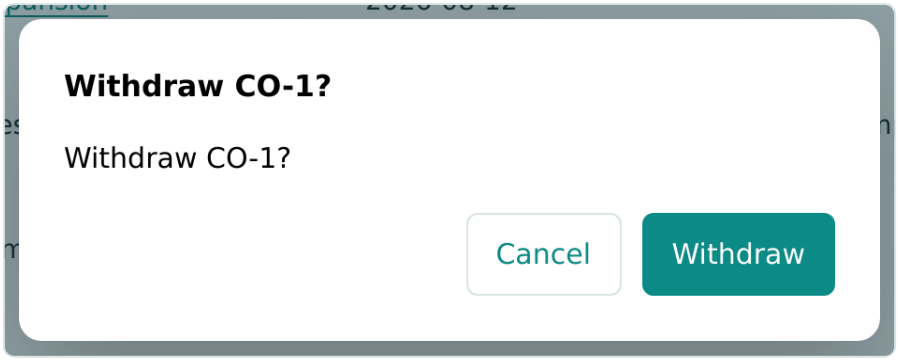

Figure 9-64 Withdrawing the duplicate.

CO-1 becomes **Withdrawn**. It no longer counts as pending and cannot be submitted again; it stays in the list (under the **All** status filter) as a record of what was entered. Rejecting it would also stop it, but **Reject** is for a change the customer turned down, and it records a reason for that decision. See Change Orders.

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Correction 3: A Closed Period Refuses Changes

On October 5, the controller pays the builders risk insurance premium, $4,800.00, by check 1009, and enters it as a journal entry. Copying from the policy, they type the policy's date, September 28, and click **Post Journal Entry**. Structally refuses:

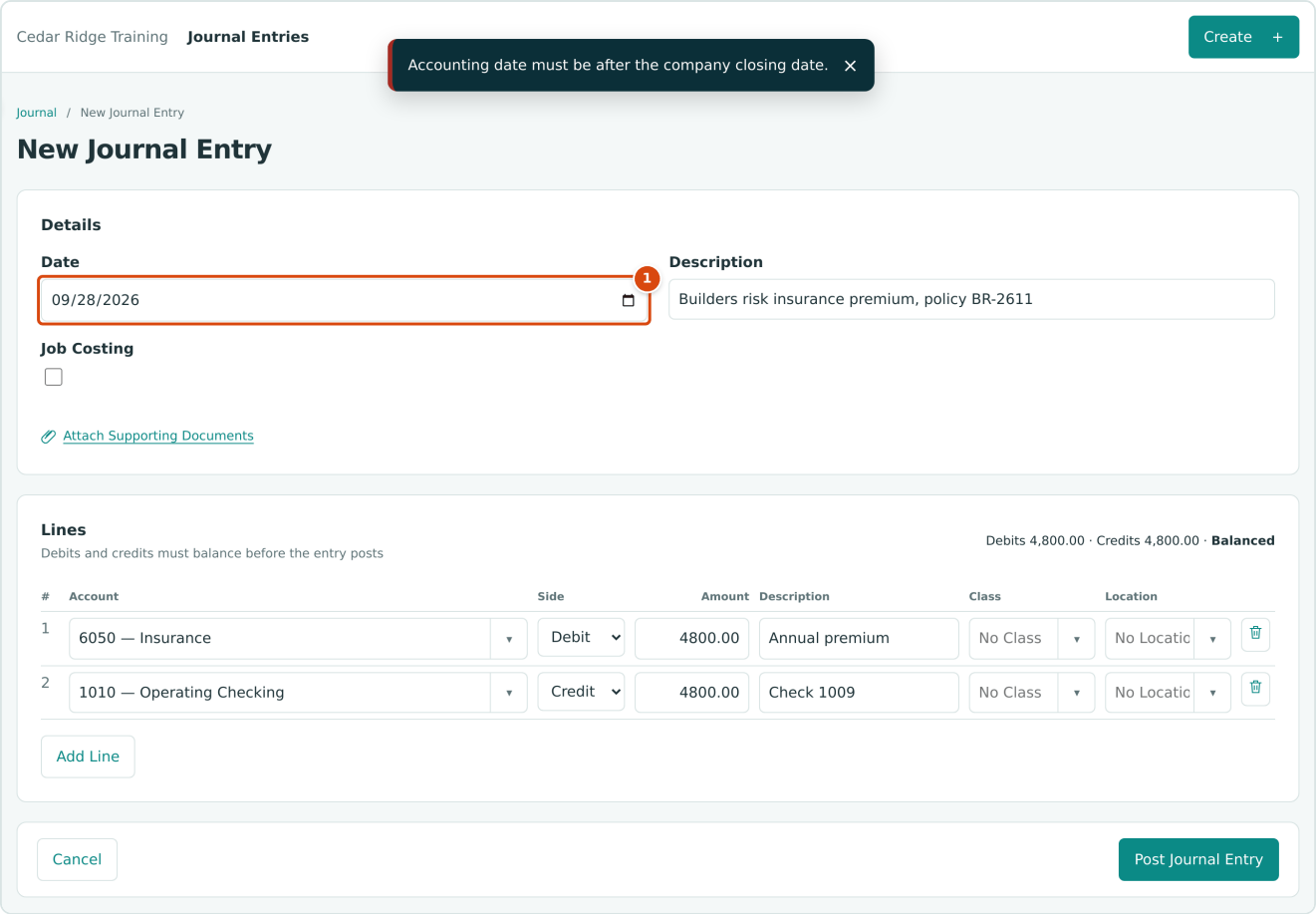

Figure 9-65 A date in the closed period is refused; nothing is posted.

1 **Date**: September 28 is on or before the Books Closed date, September 30.

The books were closed through September 30 in Exercise F, so nothing dated on or before that day can be posted, voided or reversed. That protects the reconciled, reported September figures. Two ways forward:

- **The transaction belongs in the open period** (as here: the check was written on October 5). Change the **Date** to 10/05/2026 and post.
- **It really belongs in the closed month** and the difference matters. A Company Admin can move the Books Closed date back, the entry is posted, and the books are closed again; September's reports then change. Most companies instead record the correction in the current month.

See Books Closed.

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Correction 4: Reverse an Entry Posted to the Wrong Account

The premium covers October 2026 to September 2027, so it should be recorded as a prepaid expense and charged to expense month by month. Instead, the entry was posted on October 5 to **6050 — Insurance**, putting the whole year's premium into October's expenses.

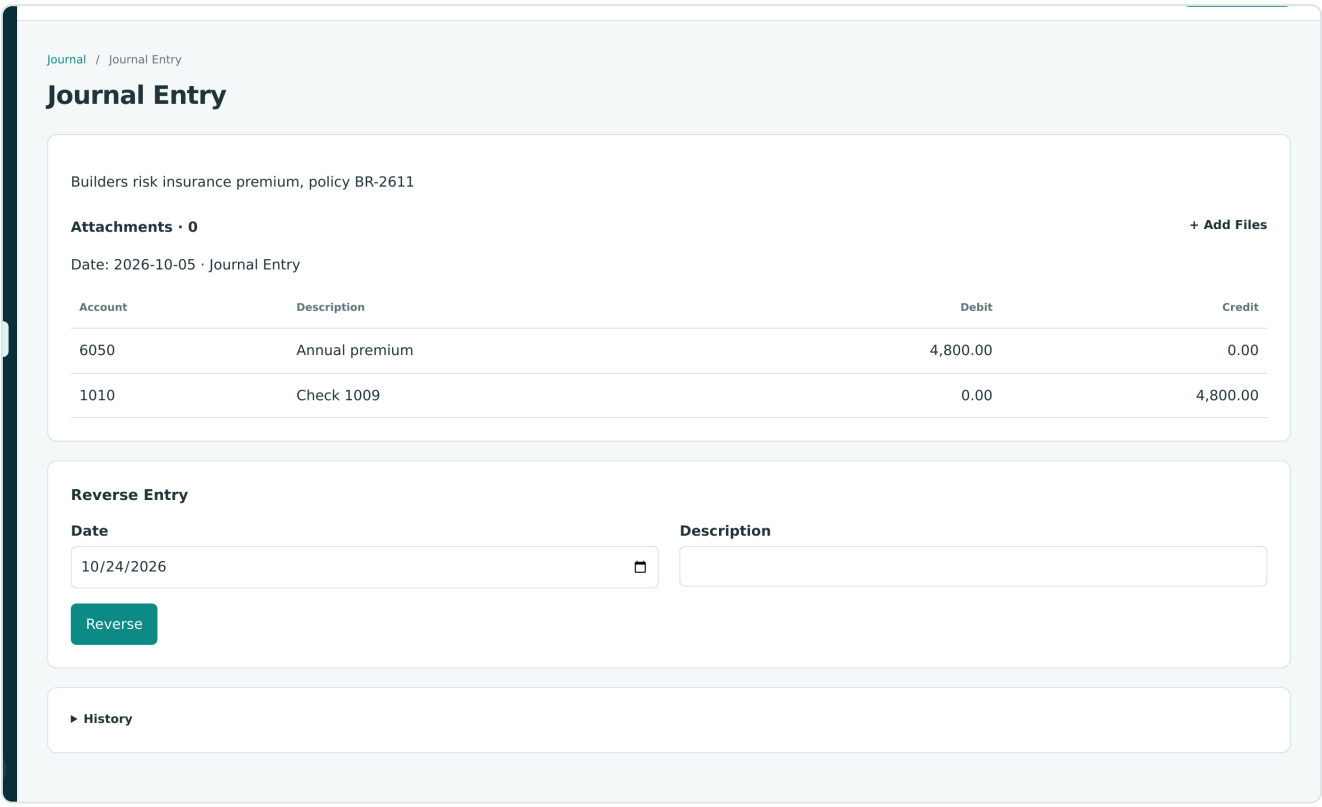

Figure 9-66 The entry posted to the wrong account.

A posted journal entry cannot be edited. Reverse it and enter it again:

1. On the entry's page, in the **Reverse Entry** card, check the **Date**, type a **Description** such as *Recorded to Insurance; premium is prepaid*, and click **Reverse**.

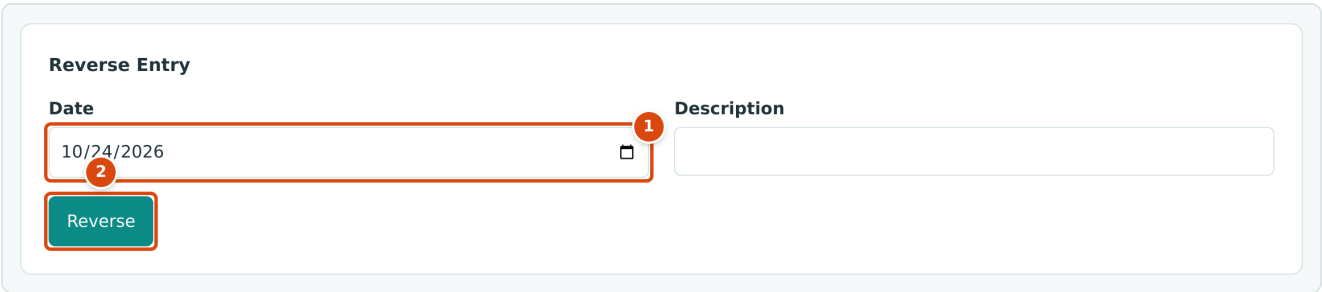

Figure 9-67 The Reverse Entry card on a posted journal entry.

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1. **Date**: the reversal's date. It starts with today's date.
2. **Reverse** posts the opposite entry.

In this exercise the date was left at its default, October 24, and no description was typed, so the reversal appears in the journal list without one. Both dates are in October, so October's figures come out the same; for a mistake in an earlier, still open month, date the reversal in that month instead.

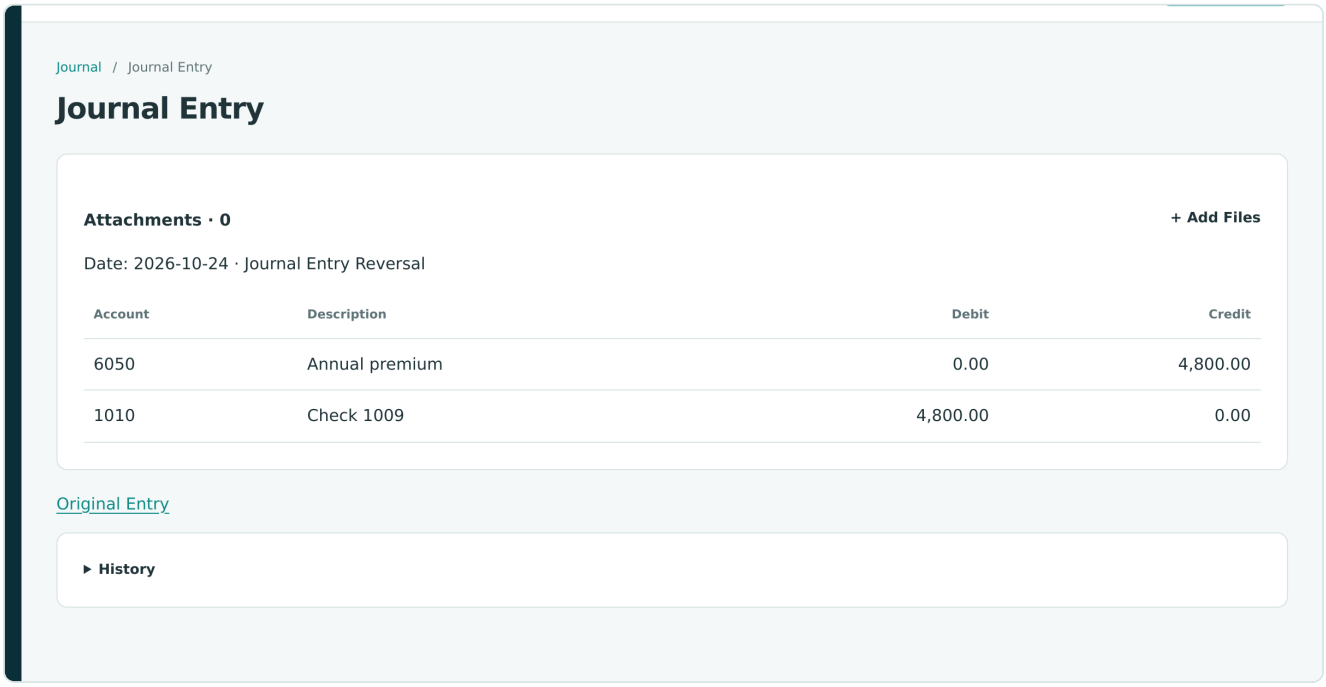

Figure 9-68 The reversal, linked to the original entry.

2. Click **New Journal Entry** and enter the premium correctly: **Date** 10/05/2026, debit **1300 — Prepaid Expenses** 4,800.00 and credit **1010 — Operating Checking** 4,800.00, with the description ending *(prepaid)*. Click **Post Journal Entry**.

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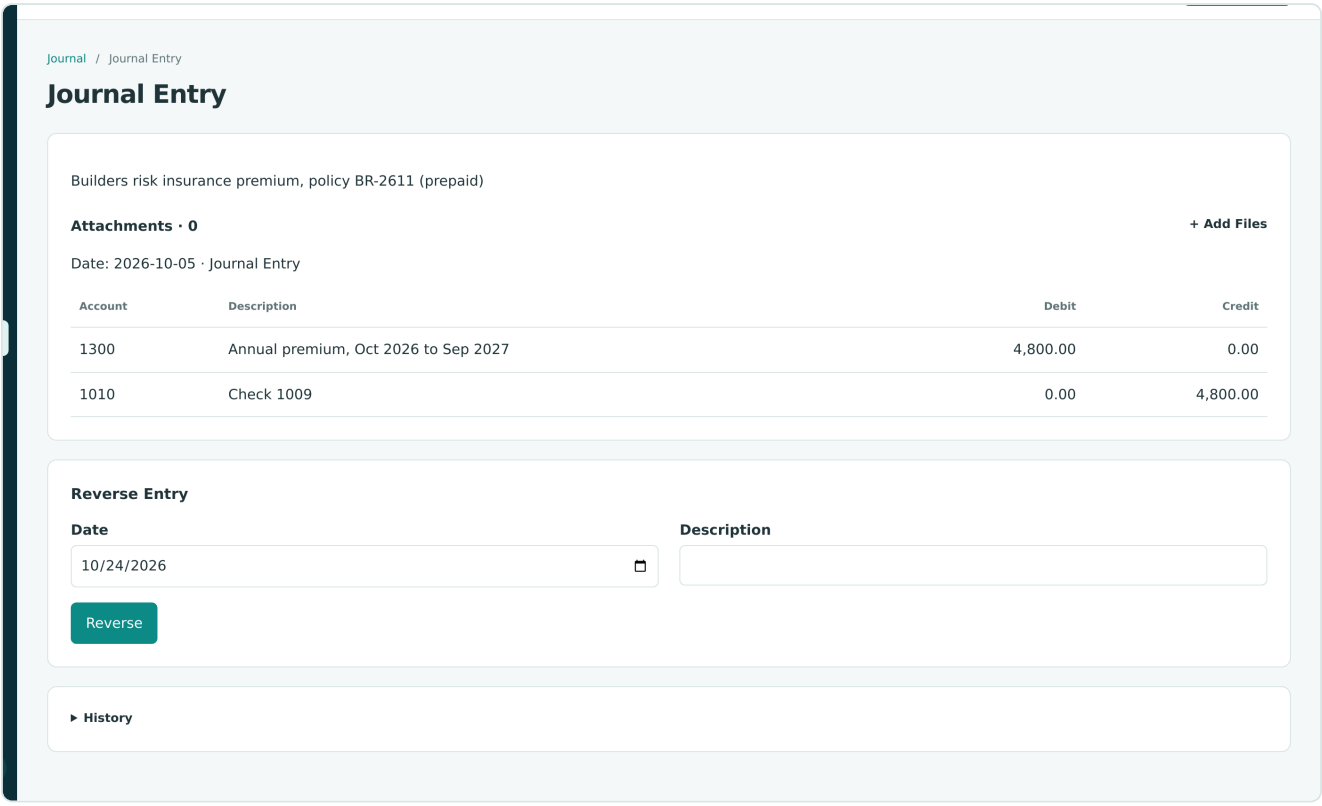

Figure 9-69 The premium recorded as prepaid.

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The Three Entries

Date	Entry	Account	Debit	Credit
10/05	Original (wrong)	6050 Insurance	4,800.00	
10/05		1010 Operating Checking		4,800.00
10/24	Reversal	1010 Operating Checking	4,800.00	
10/24		6050 Insurance		4,800.00
10/05	Correct	1300 Prepaid Expenses	4,800.00	
10/05		1010 Operating Checking		4,800.00

Net effect: 1300 Prepaid Expenses up $4,800.00, cash down $4,800.00 once (the check), and 6050 Insurance back to zero. From then on, a monthly journal entry would move $400.00 from prepaid to insurance expense; the exercise stops before the first one.

The journal list for October shows all three:

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Journal / Journal Entries

Journal Entries

New Journal Entry

Start 10/01/2026 End 10/24/2026 View

Date	Description	Type	Source Document	Total Debits
1 2026-10-05	Builders risk insurance premium, policy BR-2611	Journal Entry	—	4,800.00
3 2026-10-05	Builders risk insurance premium, policy BR-2611 (prepaid)	Journal Entry	—	4,800.00
2026-10-10	Payment PAY-2026-000009 - Pine Valley Lumber	Bill Payment	PAY-2026-000009	12,000.00
2026-10-10	Payment PAY-2026-000010 - Brightway Electric	Bill Payment	PAY-2026-000010	36,000.00
2026-10-10	Payment PAY-2026-000011 - Summit Drywall	Bill Payment	PAY-2026-000011	36,000.00
2026-10-10	Payment PAY-2026-000012 - Cascade Site Services	Bill Payment	PAY-2026-000012	6,000.00
2026-10-15	Receipt RCPT-2026-000003 - Lakeview Medical Partners	Customer Receipt	RCPT-2026-000003	131,400.00
2026-10-16	Deposit DEP-2026-000003	Deposit	DEP-2026-000003	131,400.00
2026-10-20	Bill BILL-2026-000015 - Brightway Electric	Bill	BILL-2026-000015	33,000.00
2026-10-20	Bill BILL-2026-000016 - Summit Drywall	Bill	BILL-2026-000016	33,000.00
2026-10-20	Bill BILL-2026-000017 - Cascade Site Services	Bill	BILL-2026-000017	6,000.00
2026-10-20	Invoice INV-2026-000004 - Lakeview Medical Partners	Invoice	INV-2026-000004	90,000.00
2026-10-22	Retainage release INV-2026-000005 - Lakeview Medical Partners	Release Receivable Retainage	INV-2026-000005	51,600.00
2026-10-22	Retainage release BILL-2026-000018 - Brightway Electric	Release Retainage	BILL-2026-000018	15,000.00
2026-10-22	Retainage release BILL-2026-000019 - High Desert Concrete	Release Retainage	BILL-2026-000019	6,000.00
2026-10-22	Retainage release BILL-2026-000020 - Summit Drywall	Release Retainage	BILL-2026-000020	10,500.00
2026-10-23	Payment PAY-2026-000013 - Brightway Electric	Bill Payment	PAY-2026-000013	44,700.00
2026-10-23	Payment PAY-2026-000014 - Summit Drywall	Bill Payment	PAY-2026-000014	40,200.00
2026-10-23	Payment PAY-2026-000015 - High Desert Concrete	Bill Payment	PAY-2026-000015	6,000.00
2026-10-23	Payment PAY-2026-000016 - Cascade Site Services	Bill Payment	PAY-2026-000016	6,000.00
2026-10-23	Receipt RCPT-2026-000004 - Lakeview Medical Partners	Customer Receipt	RCPT-2026-000004	132,600.00
2026-10-23	Deposit DEP-2026-000004	Deposit	DEP-2026-000004	132,600.00
2 2026-10-24		Journal Entry Reversal	—	4,800.00
2026-10-24	WIP adjustment, schedule 2026-10-24 version 1	WIP Adjustment	—	4,896.56
2026-10-24	WIP adjustment, schedule 2026-10-24 version 2	WIP Adjustment	—	5,931.03

Figure 9-70 October's journal with the original, its reversal and the correct entry.

1. The original entry to 6050 Insurance, October 5.
2. Its reversal, October 24, with no description.
3. The correct entry to 1300 Prepaid Expenses, October 5.

See Journal Entries and Reversing and Correcting.

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What to Remember

- Posted records are never edited or deleted. Void or reverse, then re-enter.
- Date a void or reversal in the period you want corrected, as long as that period is open.
- Records that have not posted (drafts, submitted change orders, unapproved amendments) are discarded or withdrawn instead.
- Type a memo or description on every correction; it is the explanation your auditor reads.

Next: H: The Complete Project Lifecycle.

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training closeout retainage final billing wip job closing

10.9 H: The Complete Project Lifecycle

The Lakeview clinic expansion is finished in October. This exercise takes J-101 from its last billing to a closed job with every balance settled:

1. bill the final pay application;
2. release the retainage held on both sides;
3. collect from Lakeview and pay every subcontractor and supplier;
4. close the commitments and the job;
5. bring the forecast and the WIP schedule to the job's final figures;
6. read the project's results.

Before You Begin

- Exercises A to G are done.
- October's vendor bills and payments are entered (see the table below).

October Before Closeout

Date	Transaction	Amount
October 10	Checks 1010 to 1013: September's bills, less retainage	90,000.00
October 15	Lakeview pays invoice 3 (RCPT-2026-000003)	131,400.00
October 20	Bills from Brightway Electric (33,000.00), Summit Drywall (33,000.00) and Cascade Site Services (6,000.00), with 6,600.00 retainage held	72,000.00

The October bills bring the job's cost to $387,000.00, exactly the revised budget.

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Step 1: Bill the Final Application

On October 20, pay application 4 bills the rest of the contract, as in Exercise D: 8,000.00 of general conditions, 40,000.00 of drywall, 32,000.00 of electrical and 10,000.00 on the CO-2 line. Accepting it posts invoice INV-2026-000004.

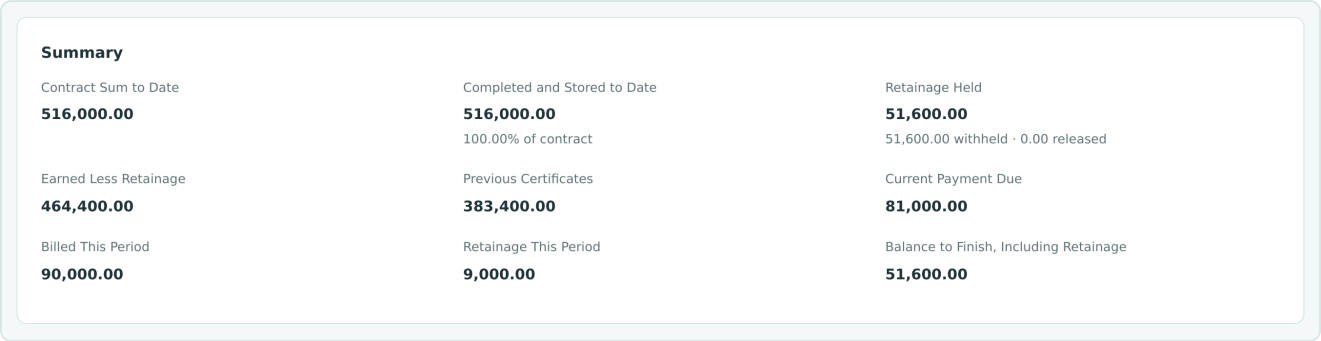

Figure 9-71 The final application bills 100% of the contract.

The whole contract, $516,000.00, is now billed. Lakeview still owes the $81,000.00 due on this application and the $51,600.00 of retainage held back across all four. The **Balance to Finish, Including Retainage** is exactly that retainage.

Step 2: Release the Retainage

At substantial completion Lakeview agrees to pay the retainage, and Cedar Ridge Training releases what it held from its subcontractors. Retainage is released with a **retainage release**, which turns retainage held into an ordinary amount due.

Bill the Customer's Retainage

1. Open **Lakeview Medical Partners** (**Customers & Invoices** → **Customers**) and click **Release Retainage**. The **New Retainage Release** page opens with the customer and job J-101.
2. Enter **Date** 10/22/2026, check the **Terms** (Net 15) and **Due Date** (11/06/2026), and enter a **Reference** and **Memo**.
3. Under **Retainage Held**, every invoice line that holds retainage is listed, twenty in all. Enter the full **Held** amount in **Release** on each.
4. Check that the **Summary** shows **Release Total** 51,600.00 and **Held After** 0.00, and click **Post Release**.

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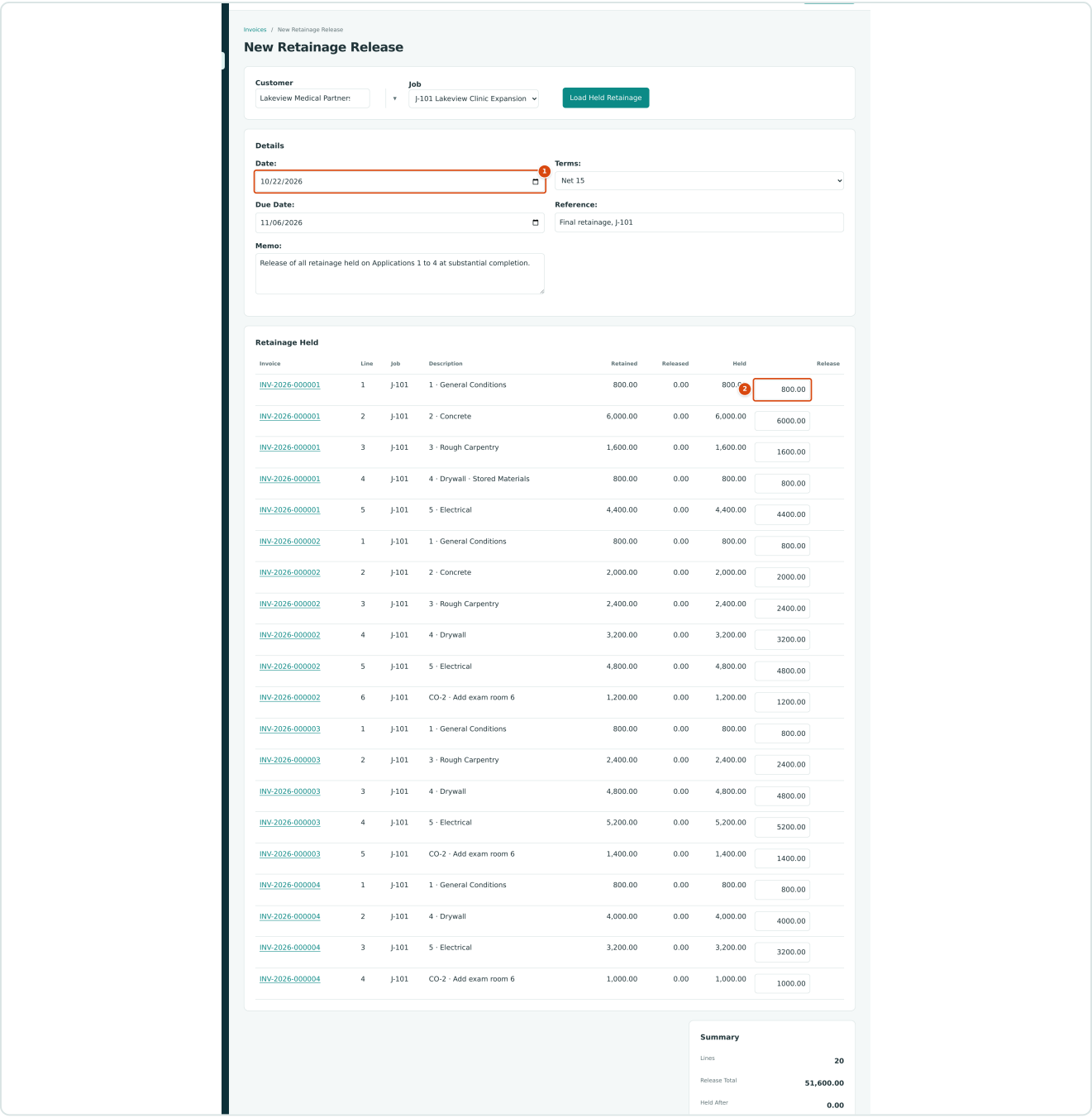

Figure 9-72 Billing all the retainage Lakeview held.

1. **Date**: the date of the release invoice.
2. **Release**: the amount to bill on each line, here everything held.

The release posts as invoice **INV-2026-000005** for $51,600.00.

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Release the Subcontractors' Retainage

1. Open **Brightway Electric** (**Vendors & Bills → Vendors**) and click **Release Retainage**.
2. Enter **Date** 10/22/2026, a **Reference**, and the full **Held** amount in **Release** on each of the four bills.
3. Click **Post Release**.

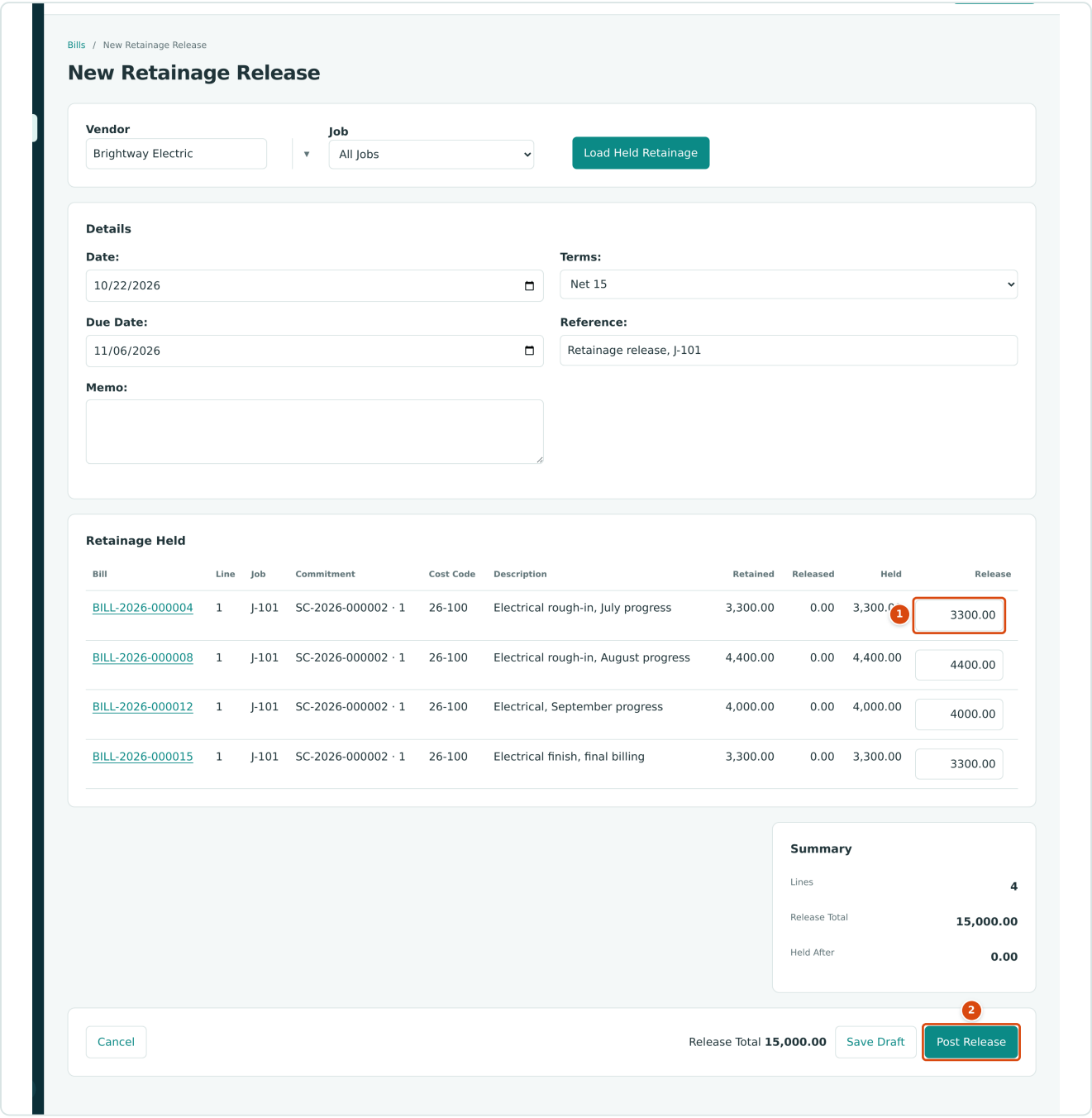

Figure 9-73 Releasing everything held from the electrical subcontractor.

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1. **Release**: the amount released on each bill.
2. **Post Release** posts the release as a bill.

Repeat for High Desert Concrete and Summit Drywall:

Vendor	Retainage Held	Release Bill
Brightway Electric	15,000.00	BILL-2026-000018
High Desert Concrete	6,000.00	BILL-2026-000019
Summit Drywall	10,500.00	BILL-2026-000020
Total	**31,500.00**	

Pine Valley Lumber and Cascade Site Services had no retainage.

The Releases

Entry	Account	Debit	Credit
INV-2026-000005	1100 Accounts Receivable	51,600.00	
	1110 Retainage Receivable		51,600.00
BILL-2026-000018 to 000020	2020 Retainage Payable	31,500.00	
	2010 Accounts Payable		31,500.00

No revenue or cost is touched: they were recorded when the original invoices and bills posted. A release only moves the amount from "held" to "due now".

See Releasing Retainage.

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Step 3: Collect and Pay Everything

On October 23, Lakeview pays the final invoice and the retainage with one check, 20788 for $132,600.00. Record it with **Receive Payment** as in Exercise D, allocate 81,000.00 to INV-2026-000004 and 51,600.00 to INV-2026-000005, and deposit it the same day (DEP-2026-000004).

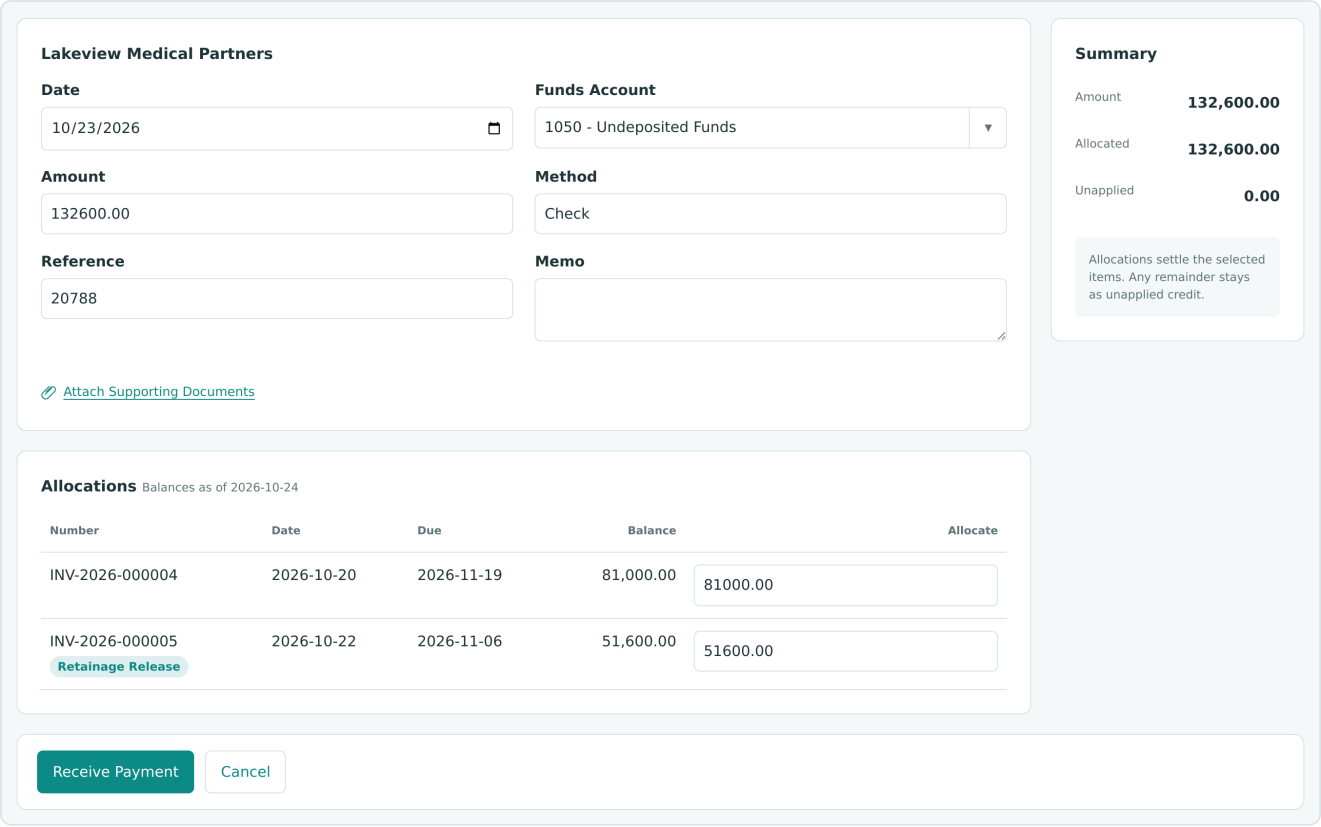

Figure 9-74 The final receipt settles the last invoice and the retainage release.

The same day, Cedar Ridge Training pays every vendor in full with **Pay Bills**:

Check	Vendor	Paid	What It Settles
1014	Brightway Electric	44,700.00	October bill 29,700.00 + retainage 15,000.00
1015	Summit Drywall	40,200.00	October bill 29,700.00 + retainage 10,500.00
1016	High Desert Concrete	6,000.00	Retainage

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Check	Vendor	Paid	What It Settles
1017	Cascade Site Services	6,000.00	October bill
Total		**96,900.00**	

Accounts receivable, accounts payable and both retainage accounts are now zero.

Step 4: Close the Commitments and the Job

Close Each Commitment

Every commitment is fully billed. Close each one so it no longer counts as open:

1. Open the commitment and click **Close Commitment**.
2. Enter the **Unused Amount**: the part of the commitment that will never be billed. Here it is 0.00.
3. Type a **Reason** and click **Close Commitment**.

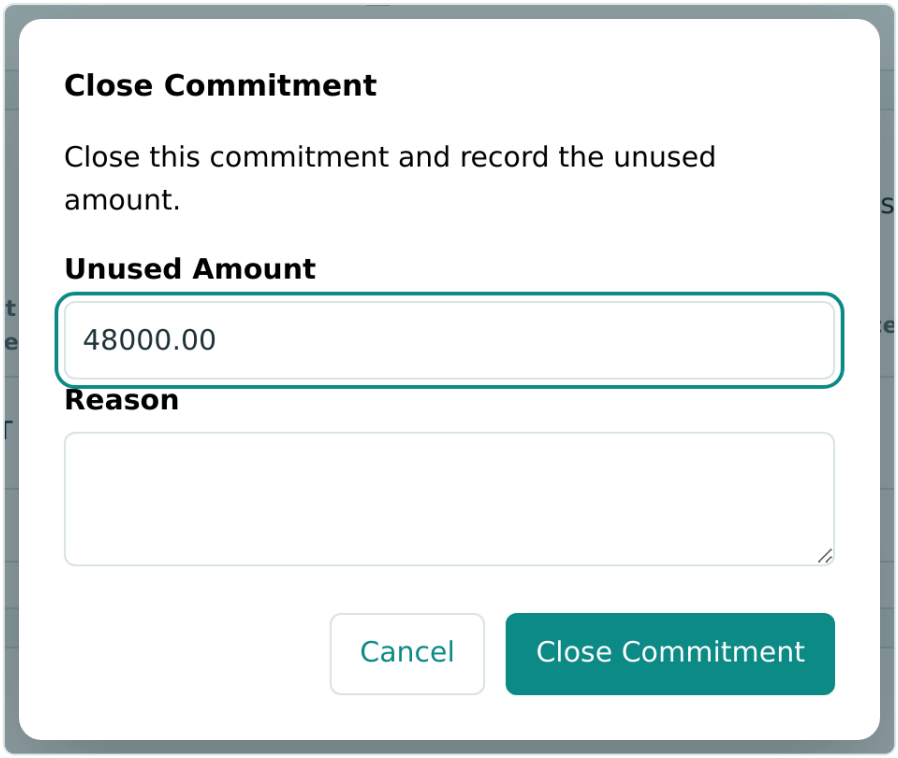

Figure 9-75 The window suggests the whole revised amount as unused.

Check the Unused Amount

The window starts with the commitment's whole revised amount in **Unused Amount** (48,000.00 for the lumber purchase order), even when the commitment is fully billed. Replace it with what is really unused, here 0.00, before you close. This is recorded as a product gap.

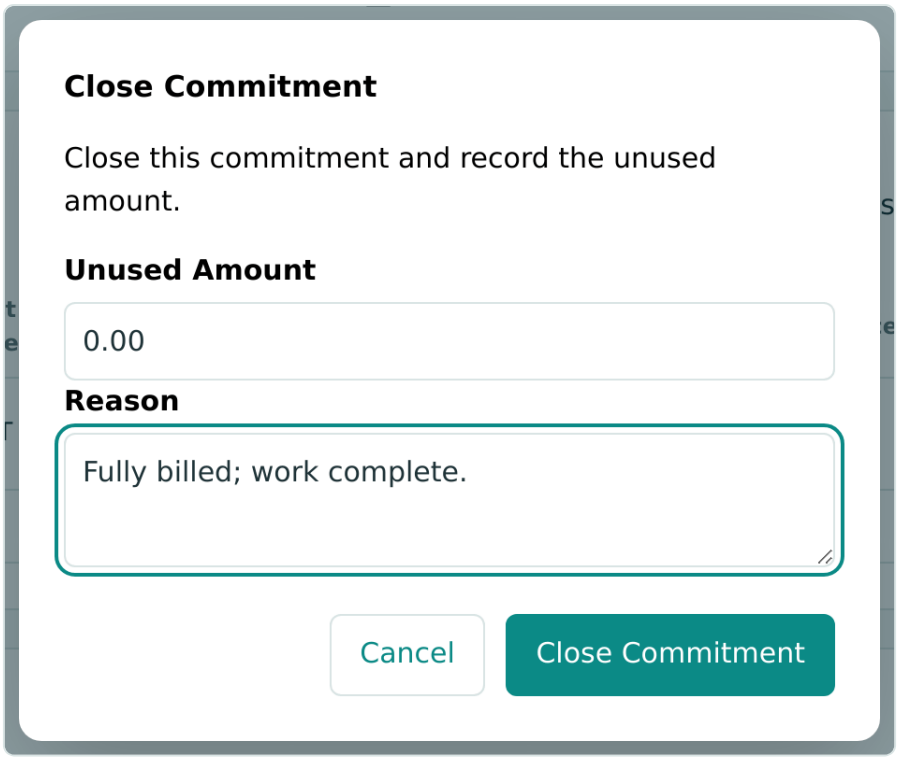

Figure 9-76 Closing a fully billed commitment.

See Commitments.

Close the Job

1. Open J-101 and choose **Closed** in **Status**.
2. Confirm with **Close**.

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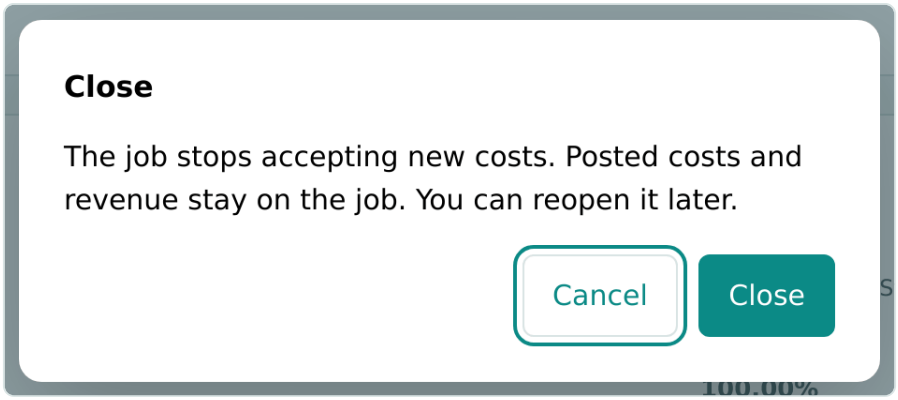

Figure 9-77 Closing the job.

J-101 is **Closed** on October 24, 2026. Its page sums up the project: job to date cost 387,000.00, revenue 516,000.00, posted margin 129,000.00, and every commitment, receivable and retainage balance settled.

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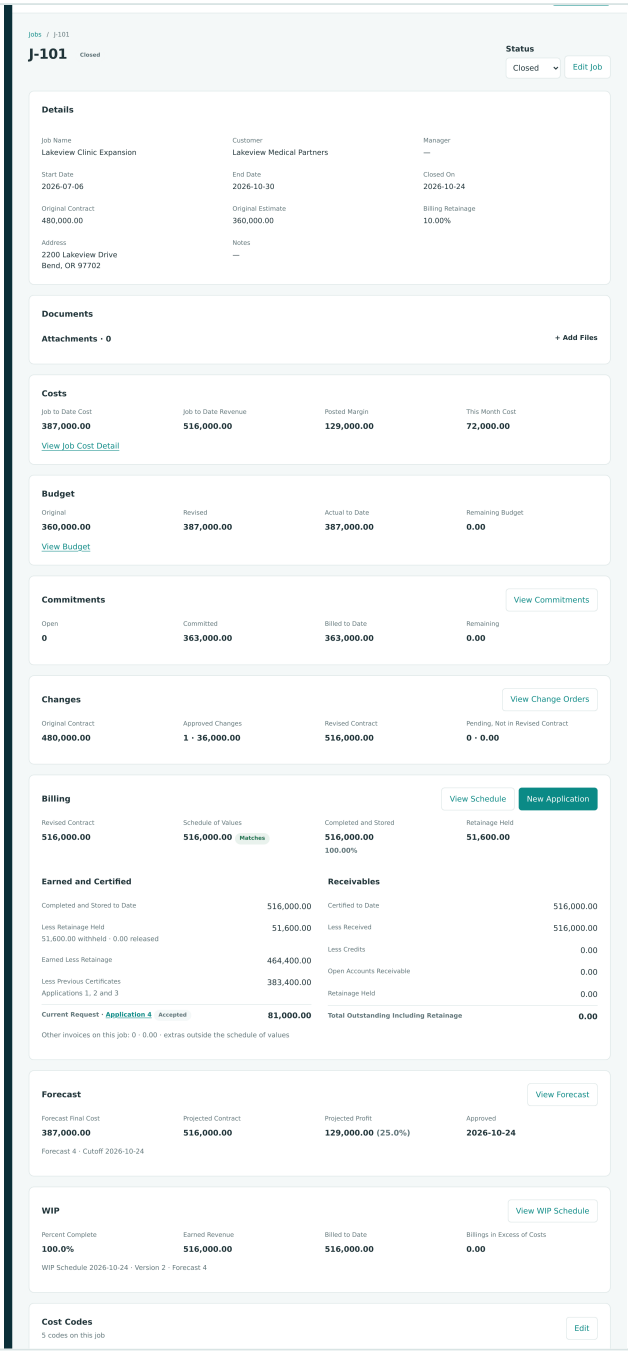

Figure 9-78 The closed job at the end of the exercise, including the closeout forecast and WIP of Step 5.

Two Retainage Figures on the Billing Card

On the closed job, the **Billing** card still shows **Retainage Held** 51,600.00 with *0.00 released*, while its **Receivables** column shows **Retainage Held** 0.00 and nothing outstanding. The receivables column is right: the retainage was billed and paid through the release invoice. This is recorded as a product gap.

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See Closing and Reopening Jobs.

Step 5: Bring the Forecast and WIP to the Final Figures

The September WIP entry left $10,827.59 in Billings in Excess of Costs. Now that the job is finished, the final WIP schedule must bring it to zero: 100% complete, all $516,000.00 earned.

What Went Wrong the First Time

The first closeout forecasts (Forecasts 2 and 3, cutoff October 24) were created from Forecast 1, so they carried its $391,500.00 final cost forward. The $4,500.00 drywall allowance, no longer needed, now sat in **Still to Buy** on 09-100 Drywall. Forecast 3 set that line's **Adjustment** to 0.00, which changed nothing:

Lines

Cost Code	Cost Type	Revised Budget	Actual Cost	Open Commitments	Previous Final	Still to Buy	Adjustment	Forecast Final Cost	Variance	Note
01-100 General Conditions	OTH	24,000.00	24,000.00	0.00	24,000.00	0.00	0.00	**24,000.00**	0.00	
03-300 Concrete	SUB	60,000.00	60,000.00	0.00	60,000.00	0.00	0.00	**60,000.00**	0.00	
06-100 Rough Carpentry	MAT	48,000.00	48,000.00	0.00	48,000.00	0.00	0.00	**48,000.00**	0.00	
09-100 Drywall	SUB	105,000.00	105,000.00	0.00	109,500.00	4500.00	1 0.00	**109,500.00**	-4,500.00	Allowance not
26-100 Electrical	SUB	150,000.00	150,000.00	0.00	150,000.00	0.00	0.00	**150,000.00**	0.00	
Total		387,000.00	387,000.00	0.00	391,500.00	4,500.00	0.00	**391,500.00**	-4,500.00	

Cost Code 01-100 General Conditions **Cost Type** LAB Labor Add Line

Figure 9-79 The allowance is in Still to Buy, so a zero Adjustment leaves it in place.

1 **Adjustment** 0.00: the allowance is no longer here.

The WIP schedule of October 24 (Version 1) used that forecast: 387,000.00 ÷ 391,500.00 = 98.9% complete, earned revenue 510,068.97, Billings in Excess of Costs 5,931.03. Posting it reduced 2400 from 10,827.59 to 5,931.03:

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Forecasts & WIP / WIP Schedule 2026-10-24 / Post WIP Entries

Post WIP Entries

Cancel | Post Entries

WIP Schedule	Entry Date	Lines	Total Debits and Credits
2026-10-24 · Version 1	**2026-10-24**	**2**	**4,896.56**

Entry Lines

Job	Account	Target Balance	Recorded Balance	Debit	Credit
J-101	2400 · Billings in Excess of Costs	5,931.03 Cr	10,827.59 Cr	4,896.56	
	4100 · WIP Revenue Adjustment				4,896.56
Total				**4,896.56**	**4,896.56**

Figure 9-80 The first closeout WIP entry, based on the wrong final cost.

The Correction

1. Create **Forecast 4** for J-101 with **Cutoff** 10/24/2026. On 09-100 Drywall, set **Still to Buy** to 0.00 and note why. Every line's **Forecast Final Cost** now equals its **Actual Cost**, and the total is 387,000.00. Approve it.

Lines

Cost Code	Cost Type	Revised Budget	Actual Cost	Open Commitments	Previous Final	Still to Buy	Adjustment	Forecast Final Cost	Variance	Note
01-100 General Conditions	OTH	24,000.00	24,000.00	0.00	24,000.00	0.00	0.00	**24,000.00**	0.00	
03-300 Concrete	SUB	60,000.00	60,000.00	0.00	60,000.00	0.00	0.00	**60,000.00**	0.00	
06-100 Rough Carpentry	MAT	48,000.00	48,000.00	0.00	48,000.00	0.00	0.00	**48,000.00**	0.00	
09-100 Drywall	SUB	105,000.00	105,000.00	0.00	109,500.00	1 0.00	0.00	**105,000.00**	0.00	Allowance not ne
26-100 Electrical	SUB	150,000.00	150,000.00	0.00	150,000.00	0.00	0.00	**150,000.00**	0.00	
Total		387,000.00	387,000.00	0.00	391,500.00	0.00	0.00	**387,000.00**	0.00	

Cost Code 01-100 General Conditions | **Cost Type** LAB Labor | Add Line

Figure 9-81 The final forecast: nothing left to buy on any line.

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1. **Still to Buy** 0.00 on the drywall line.

2. Open the October 24 WIP schedule and click **New Version** (see Correcting a Schedule With a New Version). Version 2 reads the figures again and uses Forecast 4: 100% complete, earned revenue 516,000.00, Billings in Excess of Costs 0.00.
3. Approve Version 2 and click **Post WIP Entries**. Structally posts only the difference from what Version 1 posted:

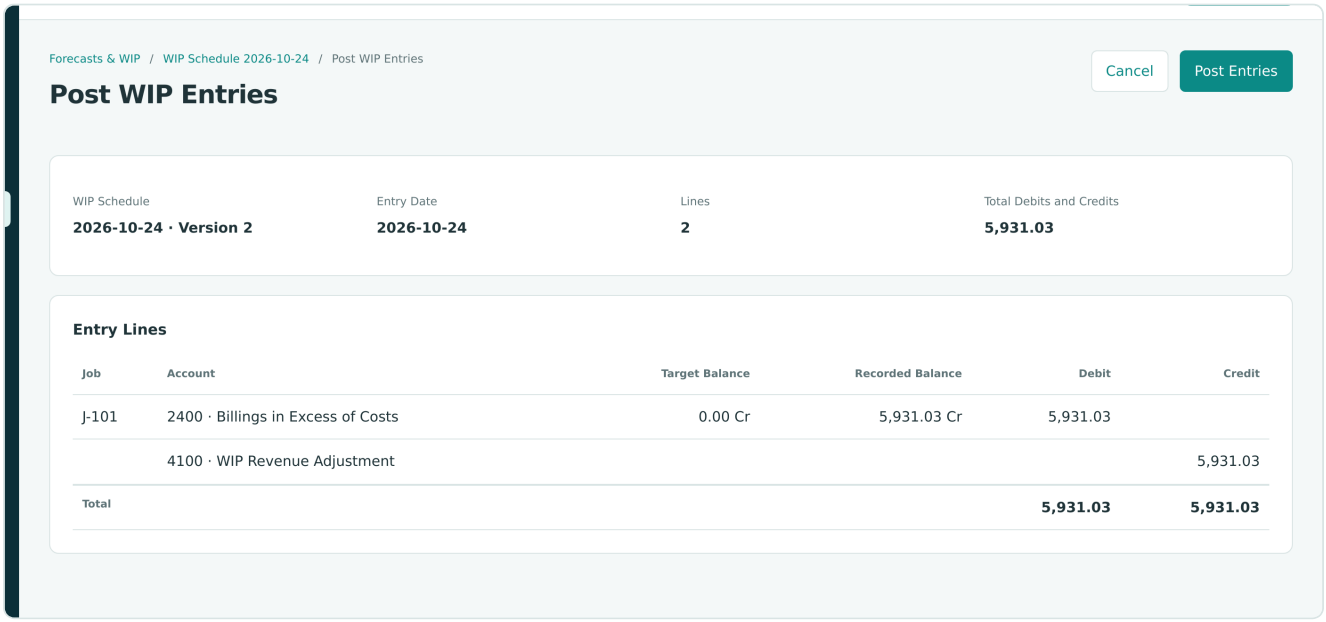

Figure 9-82 Version 2 brings Billings in Excess of Costs to zero.

Version 1 becomes **Replaced**; its entry stays on record.

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The WIP Entries Over the Project

Date	Schedule	2400 Billings in Excess of Costs	4100 WIP Revenue Adjustment
09/30	September, Version 1	Credit 10,827.59	Debit 10,827.59
10/24	October, Version 1	Debit 4,896.56	Credit 4,896.56
10/24	October, Version 2	Debit 5,931.03	Credit 5,931.03
	Balance	**0.00**	**0.00**

Over the life of a finished job the WIP adjustments add up to zero: revenue ends at what was billed, $516,000.00.

Closing Out Forecasts

A new forecast starts from the last one. On a finished job, set **Still to Buy** and **Adjustment** to 0.00 on every line, and check that the total **Forecast Final Cost** equals the **Actual Cost** before you prepare the closeout WIP schedule. See Closing Out a Finished Job.

Step 6: Read the Results

Run the **Profit and Loss** from 07/01/2026 to 10/24/2026:

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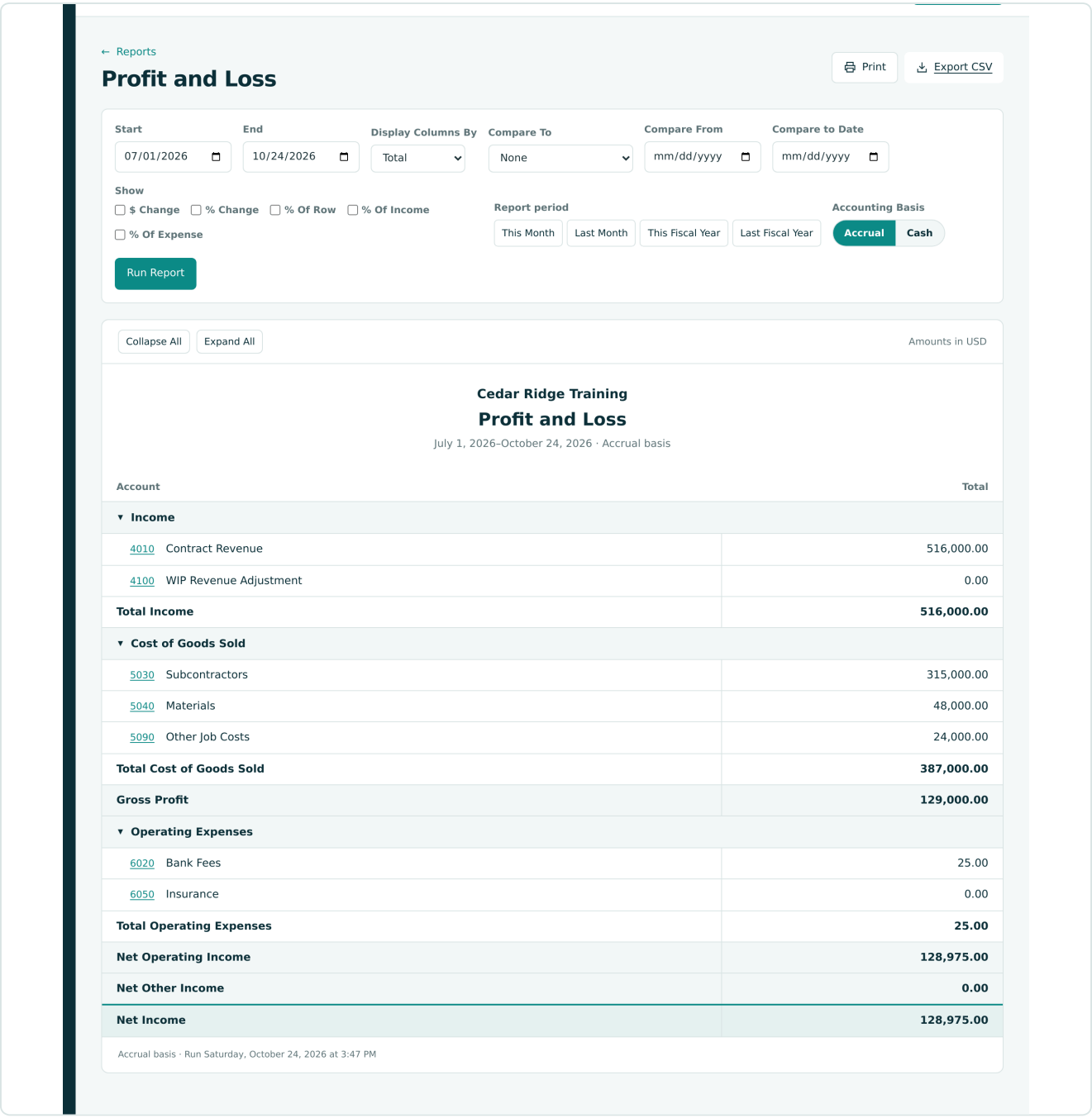

Figure 9-83 The whole project on one page.

Line	Amount	Note
4010 Contract Revenue	516,000.00	The revised contract, all billed

Line	Amount	Note
4100 WIP Revenue Adjustment	0.00	The adjustments net to zero
5030 Subcontractors	315,000.00	Concrete 60,000.00, drywall 105,000.00, electrical 150,000.00
5040 Materials	48,000.00	The lumber purchase order
5090 Other Job Costs	24,000.00	Four months of site services
Gross Profit	**129,000.00**	25.0% of revenue, as bid
6020 Bank Fees	25.00	September's service charge
6050 Insurance	0.00	The premium is prepaid (Exercise G)
Net Income	**128,975.00**	

The **Balance Sheet** as of 10/24/2026 is now simple:

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← Reports

Balance Sheet

Print | Export CSV

As Of: 10/24/2026 | Display Columns By: Total | From: mm/dd/yyyy | Quick dates: Today | Last Month End | Last Fiscal Year End | Accounting basis: Accrual | Run Report

Collapse All | Expand All | Amounts in USD

Cedar Ridge Training

Balance Sheet

As of October 24, 2026 · Accrual basis

Account	Total
Assets	
Current Assets	
1010 Operating Checking	374,175.00
1050 Undeposited Funds	0.00
1100 Accounts Receivable	0.00
1110 Retainage Receivable	0.00
1300 Prepaid Expenses	4,800.00
Non-Current Assets	
1630 Equipment and Vehicles	85,000.00
Total Assets	**463,975.00**
Liabilities	
Current Liabilities	
2010 Accounts Payable	0.00
2020 Retainage Payable	0.00
2400 Billings in Excess of Costs	0.00
Non-Current Liabilities	
2500 Equipment and Vehicle Loans	40,000.00
Total Liabilities	**40,000.00**
Equity	
3900 Opening Balance Equity	295,000.00
Retained Earnings	0.00
Net Income	128,975.00
Total Equity	**423,975.00**
Total Liabilities and Equity	**463,975.00**

Accrual basis · Run Saturday, October 24, 2026 at 3:47 PM | Balance sheet balances

Figure 9-84 Every project balance settled.

Proof of Cash	Amount
Opening balance, July 1	250,000.00
Received from Lakeview (four receipts)	+516,000.00

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Proof of Cash	Amount
Paid to vendors (16 checks)	−387,000.00
Insurance premium, check 1009	−4,800.00
Bank fee	−25.00
Operating Checking, October 24	**374,175.00**

The company started with $295,000.00 of equity and ends with $423,975.00: the opening equity plus the year's net income of $128,975.00.

The **Home** page shows the same company at a glance:

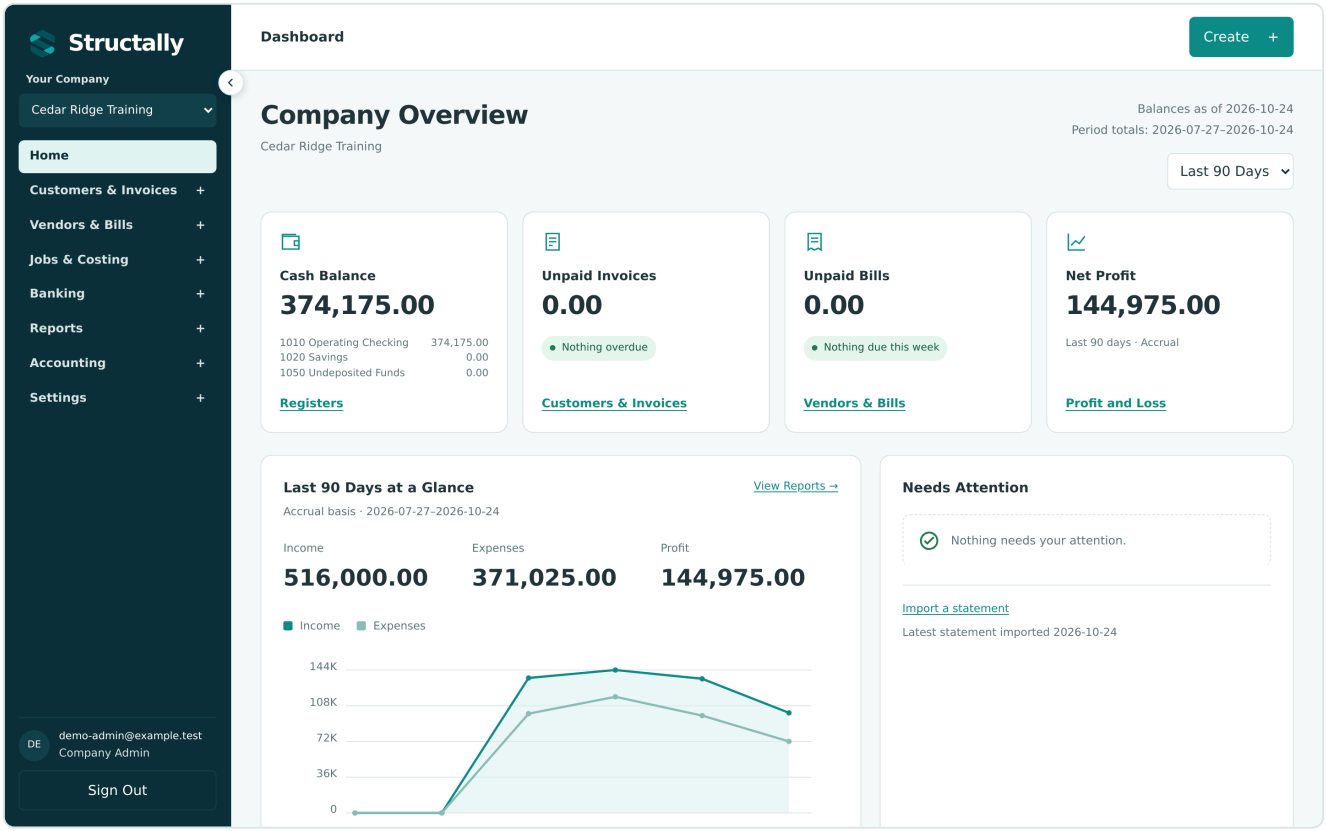

Figure 9-85 The Home page after the project.

Its **Net Profit** of $144,975.00 is for the **Last 90 Days**, July 27 to October 24, so it leaves out the $16,000.00 lumber bill of July 24: $128,975.00 + $16,000.00 = $144,975.00. Choose a different period in the list to compare it with the Profit and Loss.

The Project at a Glance

Measure	Bid (July)	Final (October)
Contract	480,000.00	516,000.00 (with CO-2)
Cost	360,000.00	387,000.00
Gross profit	120,000.00 (25.0%)	129,000.00 (25.0%)
Pay applications		4, plus one retainage release invoice
Vendor bills		20, including three retainage releases and one voided duplicate

You have now taken a construction company from an empty set of books through a complete project: setup, budget, commitments, bills, progress billing with retainage, a change order, month-end close with WIP, corrections, retainage release and closeout. The other chapters of this guide cover each workflow in full.

Back to: Training Exercises.

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11 Troubleshooting

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troubleshooting problems errors filters closed periods

11.1 Troubleshooting

When something does not work as you expect, Structally has almost always told you why, or is answering a slightly different question from the one you asked. This chapter helps you find out which. Start with the method below; it settles most problems in a minute. Then use the table of symptoms, or go straight to a page of this chapter:

Page	Use It When
Messages and What They Mean	Structally refused an action or showed a warning.
Access Problems	You cannot sign in, open a company, find an area or see a button.
Finding Unexpected Balances	A balance, total or report figure looks wrong.

Work Through It in Order

1. Read the Message

When Structally refuses an action it says so in a banner at the top of the page, or in red under the field concerned, and **nothing is saved or posted**: no balance moves, so there is nothing to undo. A refusal banner stays until you close it with **×**. Read it word for word: most messages name the record, account, line or date involved, and many say what to do (*reverse them first*, *unmatch it first*). Find it in Messages and What They Mean, or in the **Common Mistakes and Troubleshooting** table at the end of the workflow's own page.

2. Check the Record's Status

The status pill beside a record's number decides what you can do with it. The most common surprises:

Status	What It Means for You
Draft	Saved with a number but not posted: no journal entry, so it is in no report or balance. **Edit Draft** changes it.
Open, with **Unpaid**, **Partly Paid** or **Overdue**	Posted. It cannot be edited; it can be voided only while no payment or credit is applied.

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Status	What It Means for You
Paid, **Retainage Held**	Posted and settled (except retainage). Reverse or unapply the payments before a void.
Void, **Reversed**	Canceled by a reversal entry. The record stays for the audit trail.
Jobs: **Draft**, **On Hold**, **Closed**, **Archived**	A draft job takes no postings yet; on-hold and closed jobs need an **Adjustment Reason** on cost lines; archived jobs take nothing.

Posted records are never edited or deleted: you void or reverse them and enter them again (see Reversing and Correcting Transactions). Draft bills, invoices and credits have no discard button; a draft never affects your books, so leave it or edit it into the document you need. See Statuses and Lifecycles.

3. Check Your Access

If a button you expect is missing, or a page says **Write Access Required** or **This Area Is Locked for You**, the cause is your role, not the record. Your role and email are shown at the bottom of the navigation. Some steps, such as approving a forecast or accepting a pay application, are reserved for Company Admins and Accountants whatever the access levels. See Access Problems.

4. Check the Date Against the Books Closed Date

Nothing dated on or before the **Books Closed** date can be posted, voided or reversed; the refusal reads *Accounting date must be after the company closing date.* Settings → **Books Closed** shows the date to anyone with Settings access; other users can ask a Company Admin. Date the transaction in the open period, or ask a Company Admin whether the period should be reopened. See Books Closed.

5. Check the List's Filters

Most lists open on a filter that hides finished or canceled records. A record that "disappeared" is usually just filtered out:

List	Opens On	Choose This to See the Rest
Bills, Invoices, Vendor Credits, Credit Memos	**Draft and Open**	**Paid**, **Void**, **Applied** or **All** in **Status**
Payments, Receipts, Transfers, Deposits, Refunds	**Posted**	**Reversed**

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List	Opens On	Choose This to See the Rest
Jobs	**Active and On Hold**	**Draft**, **Closed**, **Archived** or **All**
Commitments	**Open** (draft, approved and issued)	**Closed** or **All**
Change Orders	**Open** (draft and submitted)	**Approved**, **Rejected**, **Withdrawn** or **All**
Bank Transactions	The **New** lines	Click **For Review** for flagged lines too, or **Matched**, **Categorized** or **Excluded**
Journal Entries	This month to date	Change **Start** and **End**
Audit Log, Users & Access	The filters you chose last time	Choose **All**

A search box also narrows a list until you clear it. The bills list, for example, searches only the bill number and the vendor's name, not the vendor's own invoice number.

6. Check the Report's Dates and Basis

Reports open on today or on this month to date, every report but one is on the accrual basis, and Home uses its own period (**This Month**, **Last 30 Days** or **Last 90 Days**). Run the report for the dates you mean before looking further. See Finding Unexpected Balances.

Common Symptoms

Symptom	Where to Look
The **Log In** page refuses your email and password	You Cannot Sign In
A password link says it is invalid or has expired	Password Links
No company access., or a company is missing	No Companies Are Listed

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Symptom	Where to Look
An area is missing from the navigation, or **This Area Is Locked for You**	An Area Is Missing or Locked
A button is missing, or **Write Access Required**	Pages That Open Read-Only and Buttons Missing Because of the Role
You cannot approve, accept or post a job record	Approval Steps
Accounting date must be after the company closing date.	Dates and Closed Periods
A posted bill or invoice has a mistake	Reversing and Correcting Transactions
A void or reversal is refused because payments, credits or a bank match exist	Messages: Vendors & Bills, Customers & Invoices and Banking
A line is refused for its account, job, cost code or retainage	Lines, Accounts and Job Coding
A record you entered is not in its list	Check the List's Filters
A job is missing from the **Job** list on a bill or invoice	Closing and Reopening Jobs
This record was changed by someone else.	Saving Forms
This company is being updated. or *being moved.*	No Companies Are Listed
A report shows 0.00 or less than you expect	Check the Dates and the Basis
Net Profit on Home differs from the Profit and Loss	The Home Page Uses Its Own Period
A voided bill still shows an **Open Balance**	Voids and Reversals
Cash in the books differs from the bank	Receipts Waiting in Undeposited Funds and Books Versus Bank

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Symptom	Where to Look
A customer owes more than **Unpaid Invoices** shows	Retainage Is Held Apart
Revenue on the Profit and Loss differs from what was billed	WIP Adjustments Change Revenue
A job's budget figures look wrong for an earlier date	Job Figures
Accounts Payable or Receivable differs from the aging report	Tie-Out
A bank line will not match, or a reconciliation will not complete	Reviewing the Bank Feed and Reconciling an Account
An emailed invoice did not arrive	Following a Delivery

Getting Help

- **This guide** opens from the **?** button in the top bar, where your site offers it (see The Help Menu).
- **Your Company Admins** manage roles, access, the Books Closed date and company settings. The **This Area Is Locked for You** page names them.
- **Structally** suspends and reactivates companies, turns modules such as Jobs & Costing on, raises seat limits and can turn a sign-in back on. Your Company Admin contacts Structally.

When you report a problem, give the message word for word, the page you were on, the record's number, the dates you entered and what you clicked. A screenshot of the whole page helps.

Related Topics

- Messages and What They Mean
- Access Problems
- Finding Unexpected Balances
- Roles and Permissions
- Statuses and Lifecycles

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messages errors refusals warnings troubleshooting

11.2 Messages and What They Mean

When Structally refuses an action, it shows a message and changes nothing: nothing is saved, posted or reversed, and no balance moves. This page lists the messages you can meet in everyday work, grouped by area, with the reason and the fix. To find a message quickly, use your browser's find command (Ctrl+F, or Cmd+F on a Mac) and type a few words of it.

Reading a Message

- **Where it appears.** A message about the whole action appears in a banner at the top of the page. A message about one field appears in red under that field. A refusal banner stays until you close it with ×; other notices disappear after a few seconds.
- **Values in messages.** Many messages name the record, account, line, date or amount involved: *Account 2020 accepts postings only from bills and retainage releases.* names your account's code. On this page such messages show one realistic example, mostly with the sample company's numbers, marked "(example)". The words around the values never change.
- **Several problems at once.** When a form has more than one problem, the messages are joined with semicolons in one banner, or shown under each field.
- **Line numbers** count the lines of the form from the top, starting at 1.

If a message is not on this page, look in the **Common Mistakes and Troubleshooting** table at the end of the page that covers the workflow, or see Troubleshooting for a step-by-step way to find the cause.

Signing In and Access

Message	Why It Happens	What to Do
Please enter a correct username and password. Note that both fields may be case-sensitive.	The password is wrong, the email is typed with capital letters, or the address has no active sign-in (an invitation never accepted, or a sign-in that has been turned off). "Username" means your email address.	Type the email in lowercase and check the password's capitals, then use **Forgot password?**. See Access Problems.

Message	Why It Happens	What to Do
If an active account uses that email, a reset link will be sent.	Shown after **Send Reset Link** whether or not the address has a sign-in.	Check your inbox and spam folder. No email comes for an address that never set a password; ask a Company Admin to use **Resend Invitation**.
This password link is invalid or has expired.	The invitation or reset link is more than three days old, was already used, or you signed in after it was sent.	Click **Request a New Password Link**, or ask your Company Admin to resend the invitation. See Password Links.
This password is too short. It must contain at least 8 characters.	The new password has fewer than eight characters.	Choose a longer password. See Password Rules.
Add an uppercase letter and a symbol. (example)	The password lacks a kind of character: an uppercase letter, a lowercase letter, a number and a symbol are all required. The message names what is missing.	Add the missing characters.
This password is too common.	The password is on a list of widely used passwords.	Choose something less predictable.
This password is entirely numeric.	The password is only digits.	Add letters and a symbol.
The password is too similar to the username.	The password is close to your email address or your name.	Choose a password unrelated to your name and email.
The two password fields didn't match.	**New Password** and **Confirm New Password** differ.	Type the same password in both.

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Message	Why It Happens	What to Do
No company access.	You signed in, but you have no active access to any company: it was never given, or it was suspended or removed.	Ask a Company Admin of your company. See No Companies Are Listed.
This company is suspended, contact support	Structally has suspended the whole company; its card on **Your Companies** has no **Open** link.	Contact your Company Admin or Structally.
We Can't Find That Page with *The link may be old, or it may point to a company you don't have access to.*	The link points to a company you cannot open (your access is suspended or removed, or the company is suspended) or to a record that does not exist.	Click **Back to Your Companies** and open the company from the list.
This company is being updated. Try again in a minute.	Structally is applying an update to the company.	Wait a minute and reload the page.
This company is being moved. Try again in a few minutes.	Structally is moving the company. Pages still open, but saving is paused.	Wait a few minutes, then save again. Your entries were not saved.
This Area Is Locked for You with *Your company access does not include Banking. Nothing is broken, you just need a key.* (example)	Your role has no access to that area.	Ask one of the Company Admins named on the page. See An Area Is Missing or Locked.
This page is for Company Admins only.	A Custom user with Settings access opened **Company Details**, **Classes & Locations** or **Users & Access**.	Ask a Company Admin.

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Message	Why It Happens	What to Do
Write Access Required with *You can view this company's accounting records.*	You have **View** access to the area, or your role cannot perform this action at all.	Ask a Company Admin for **Edit** access, or ask a user who has it. See Pages That Open Read-Only.
Permission denied for post_bill. (example)	Your role is not allowed this action. The last word is Structally's own name for the action (here, posting a bill). It often appears with **Write Access Required**, and also for approval steps your role does not include.	See Approval Steps and Roles and Permissions.
Company admin access required	A user with Settings access who is not a Company Admin tried to save company details or classes and locations.	Ask a Company Admin.
This page is read-only.	You opened **New Job** or **New Forecast** with **View** access to Jobs & Costing.	Ask for **Edit** access to Jobs & Costing.
Jobs & Costing is not turned on for this company.	The Jobs & Costing module is off for this company.	Ask your Company Admin; Structally turns modules on.

Saving Forms

These messages can appear on any form.

Message	Why It Happens	What to Do
This field is required.	A required field is empty. Structally does not mark required fields in advance.	Fill in the field above the message.

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Message	Why It Happens	What to Do
Enter a valid date.	A date is incomplete or not a real date.	Pick the date from the calendar.
Enter a valid email address.	An email field does not hold a complete address.	Correct it, or leave an optional field empty.
Start must be on or before end.	On a list or report, **Start** is after **End**.	Swap the dates.
Select at least one row.	**Mark Active** or **Mark Inactive** was clicked with no row ticked.	Tick the rows first.
This record was changed by someone else. Reload the page and try again.	Another user saved the same record after you opened it. Jobs, forecasts and WIP schedules say *This job was changed by someone else. Reload the page and try again.*, and change orders name the change order.	Reload the page, check what changed, and make your change again.
Reload the page and try again.	The WIP schedule page was out of date when you clicked a button.	Reload the page.
Idempotency key was already used for a different request.	The same form was sent twice with different entries, for example after using the browser's back button. Nothing was saved the second time.	Check the entries on the form and click the button again.
A document can have at most 3 attachments.	A bill, invoice, expense, payment, receipt, credit or journal entry already has three files.	Remove a file first, or combine documents into one PDF.
A job can have at most 25 attachments. (example)	A job, commitment, amendment or change order already has 25 files. The message names the kind of record.	Remove a file first.

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Message	Why It Happens	What to Do
Attachments must be at most 5 MB.	A file is larger than 5 MB.	Attach a smaller copy.
Attachments must be PDF, JPG, PNG, HEIC, Word, Excel or CSV files.	The file is another type, or its content does not match its name.	Save it as one of the listed types.
Only draft bills can be changed (example)	The edit page of a posted bill was opened, for example from an old bookmark. Invoices, vendor credits and credit memos give the same message with their own name.	Posted documents cannot change. Void the document and enter it again. See Reversing and Correcting.

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Dates and Closed Periods

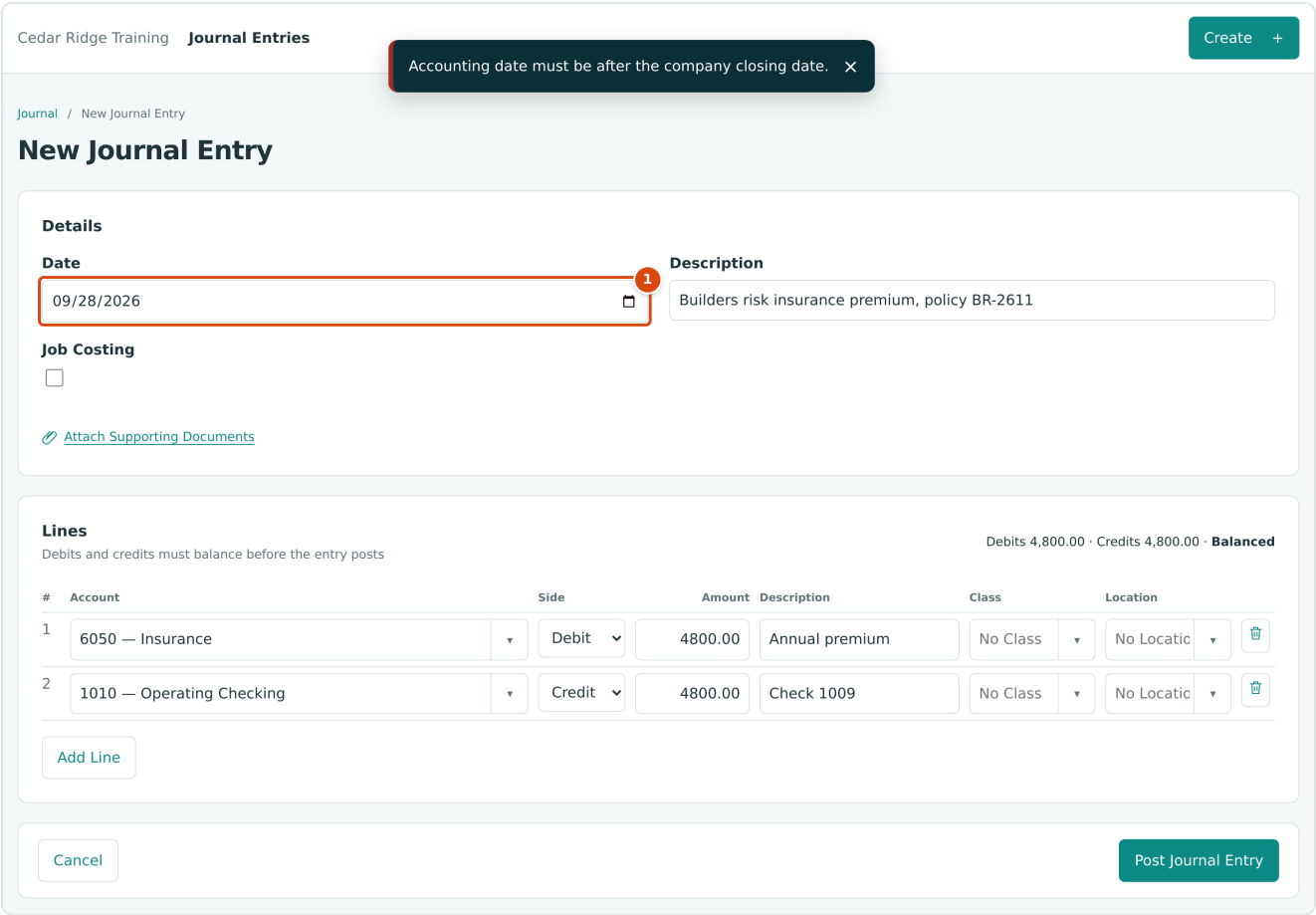

Figure 10-1 A date in a closed period is refused in the training company; nothing is posted.

1 **Date**: September 28, 2026 is on or before the Books Closed date, September 30.

Message	Why It Happens	What to Do
Accounting date must be after the company closing date.	The document, entry, opening balances or WIP schedule is dated on or before the Books Closed date.	Date it after the closed date if it belongs in the open period. If it truly belongs in the closed month, a Company Admin moves the date back, you post, and the books are closed again.

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Message	Why It Happens	What to Do
Accounting date must be after the company closing date; 2026-07-31 is on a closed period. (example)	A void or reversal is dated on or before the Books Closed date. The date shown is the one you entered.	Date the void or reversal after the closed date; the original stays in the closed period. See Rules for Every Reversal.
Reversal date cannot be earlier than the journal entry date.	A void or reversal is dated before the record it cancels.	Use the original date or later.
Lock date cannot be in the future.	The Books Closed date is after today in the company's time zone.	Enter today or an earlier date.
Cutoff cannot be after today.	A forecast or WIP schedule cutoff is in the future.	Use today or earlier, normally the last day of last month.
Payment date is before bill date	A payment is dated before a bill it pays.	Date the payment on or after the bill date.
Receipt date is before invoice date	A customer payment is dated before an invoice it pays.	Correct the receipt date.
Deposit date is before receipt date	A ticked receipt is dated after the deposit.	Use a later deposit date, or leave that receipt for the next deposit.
Refund date is before source date	A credit or payment the refund settles is dated after the refund.	Use a later refund date.
Application date is before credit date or *Application date is before bill date*	A vendor credit is applied on a date before the credit or the bill.	Use the later of the two dates.

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Message	Why It Happens	What to Do
Application date is before invoice date	A credit memo is applied on a date before the invoice.	Use the invoice date or later.
Allocation date is before payment date or *Allocation date is before receipt date*	**Apply Credit** is dated before the payment or receipt.	Use the payment or receipt date or later.
Unapply date is before allocation date or *Unapply date is before application date*	An unapply is dated before the allocation or application it undoes.	Use that date or later.
Statement date must be after 2026-08-31 (example)	A reconciliation's statement date is not later than the account's last completed statement.	Enter the new statement's closing date.
Line is dated after the statement or *Transaction is dated after the statement*	A bank line or missing transaction belongs to a later statement.	Leave it for the next statement, or date it on or before the statement date.
End date cannot be before the start date.	A job's dates are reversed.	Correct the dates.

Lines, Accounts and Job Coding

These checks run on bills, expenses, invoices, credit memos, vendor credits and journal entries.

Message	Why It Happens	What to Do
Debits and credits must balance exactly.	A journal entry's debits and credits differ.	Correct the amounts until the totals show **Balanced**. See Journal Entries.

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Message	Why It Happens	What to Do
Every account must be active, non-root, and belong to the company.	An account on a draft was made inactive after the draft was saved.	Edit the draft and choose an active account, or reactivate the account.
Account 2020 accepts postings only from bills and retainage releases. (example)	The line uses the Retainage Payable account. Only bills and retainage releases post there.	Record retainage on bills and release it with a retainage release.
Account 1110 accepts postings only from invoices and retainage releases. (example)	The line uses the Retainage Receivable account.	Record retainage on invoices or pay applications.
Account 1400 accepts postings only from WIP schedules. (example)	The line uses a WIP account (in the sample company 1400, 1450, 2400, 2450, 4100, 5900 or 5950).	Let a WIP schedule post these accounts.
Line account 1450 is a WIP account. (example)	A bill, expense or credit line uses a WIP account.	Choose an expense or cost account.
Line account 2100 is excluded. (example)	An expense or bank feed line uses the account the money came from.	Choose the account the money was spent on.
Line descriptions must be at most 100 characters.	A line description is longer than 100 characters. A draft saves with it, but posting refuses it.	Shorten the description.
Description must be at most 200 characters.	A void or reversal memo is longer than 200 characters.	Shorten the memo.

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Message	Why It Happens	What to Do
Class REM is inactive. (example)	A class, location or item on the form was marked inactive. The message names **Class**, **Location** or **Item**.	Choose an active value, or mark it active again.
Choose an account or an item.	A line has an amount but neither an account nor an item.	Choose one, or remove the line.
Enter an amount or a quantity and rate.	A line has an account but no amount.	Type the amount, or a quantity and a rate.
Quantity and rate must be given together.	Only one of **Qty** and **Rate** is filled.	Fill in both, or clear both and type an amount.
Turn on Job Costing or clear the job coding on the lines.	Lines name jobs but **Job Costing** is not ticked.	Tick **Job Costing**, or clear the job fields.
Account 5040 requires job coding. (example)	Job Costing Settings require a job on this account.	Tick **Job Costing** and choose the job, cost code and cost type. See Coding Transactions to Jobs.
Account 6010 cannot carry job coding. (example)	Job Costing Settings exclude this account from job coding.	Remove the job from the line, or use another account.
Job-coded cost lines need a cost code and a cost type.	A cost line has a job but not both codes.	Choose a cost code and a cost type.
A cost code or cost type needs a job.	A cost code or type was chosen without a job.	Choose the job, or clear the codes.
Cost codes and cost types apply to cost lines only.	A revenue line carries a cost code or cost type.	Clear them; revenue lines take a job only.

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Message	Why It Happens	What to Do
Cost code 06-100 is not assigned to job J-1036. (example)	The cost code is not assigned to the line's job.	Pick an assigned code, or assign it on the job page. See Cost Codes and Cost Types.
Cost type OVH is inactive. (example)	The cost type (or, in *Cost code 01-200 is inactive.*, the cost code) was deactivated.	Reactivate it, or choose another.
Choose a listed job.	The job on the line is not one of the jobs offered.	Pick the job from the list.
Job J-1008 is not active yet. (example)	The job is still a draft.	Activate the job. See Closing and Reopening Jobs.
Job J-2003 is closed; give an adjustment reason. (example)	The line names a closed job (or, with *on hold*, a job on hold).	Type an **Adjustment Reason** on the line. See Costs on On-Hold and Closed Jobs.
Job J-1001 is archived. (example)	Archived jobs accept no postings.	Choose another job.
Line 1 allocations must equal the line amount. (example)	**Split** rows do not add up to the line amount.	Adjust the allocations until **Remaining** is 0.00.
Add at least one allocation or untick Split.	**Split** is ticked on a line with no allocation rows.	Add allocations, or untick **Split**.
Line 1 needs a job to hold retainage. (example)	A line with a retainage percentage has no job, or is split.	Choose the job, or set the retainage to 0.
Turn on Retainage or clear the retainage on the lines.	**Retainage** was unticked while lines still hold a percentage.	Tick it again, or clear the percentages.

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Message	Why It Happens	What to Do
Retainage percent must be from 0 to 100 with at most two decimals.	A retainage percentage is out of range.	Enter a value such as 10 or 7.5.

Customers & Invoices

Message	Why It Happens	What to Do
Customer must be active.	You are saving or posting an invoice or credit memo, or recording a receipt or refund, for a deactivated customer.	Reactivate the customer on its page. See Managing Customers.
Customer code already in use	Another customer, active or inactive, has the same code.	Choose another code, or leave **Code** empty.
Customer code must contain only letters, digits, hyphens and underscores.	The code has a space or another character.	Remove spaces and punctuation.
Item SKU already in use	Another item has the same SKU, perhaps with different capitals.	Choose a different SKU. See Products and Services.
Item must be active.	A new line uses an item that was marked inactive.	Mark the item active, or choose another.
At least one invoice line is required.	Every line of the invoice is empty.	Enter at least one line. See Creating an Invoice.
Line 1: J-2004 bills its contract through its schedule of values. Tick Extra for separate work outside the schedule. (example)	The line's job bills its contract through an approved schedule of values.	Bill contract work with a pay application; tick **Extra** only for work outside the contract.

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Message	Why It Happens	What to Do
Set up retainage in Job Costing Settings before posting invoices with retainage.	There is no Retainage Receivable account.	A Company Admin creates it in Job Costing Settings.
Only open invoices can be voided	The invoice is a draft, already void, or paid.	Drafts need no voiding. For a paid invoice, reverse or unapply its receipts first. See Voiding an Invoice.
Invoice has receipts applied; reverse them first	A customer payment is applied to the invoice.	Unapply the allocation on the receipt, or reverse the receipt. See Receiving Customer Payments.
Invoice has credits applied; unapply them first	A credit memo is applied to the invoice.	Unapply it on the credit memo's page.
Invoice has retainage releases; reverse them first	A posted retainage release bills this invoice's retainage.	Reverse the release first.
Invoice INV-2026-000049 is billed by J-2004 Pay Application 9; reverse the pay application instead. (example)	The invoice was posted by accepting a pay application.	Reverse the pay application. See Invoices Billed by a Pay Application.
Void is not available: reverse Pay Application 9 instead. (example)	Shown in the ··· menu of an open invoice that a pay application billed.	Reverse the pay application.
Only posted invoices can be sent.	The invoice is a draft or void.	Post the draft, or send the corrected invoice. See Sending and Printing Invoices.
Choose attachments of this invoice.	More than three attachments were ticked to send.	Tick at most three of the invoice's files.

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Message	Why It Happens	What to Do
No open items at this date.	On **Receive Payment** (or **Pay Bills**), the customer (or vendor) has nothing unpaid on the **Balance Date**.	Check the party and the **Balance Date**, or record the payment as an unapplied amount.
Allocations exceed receipt amount	The allocations add up to more than **Amount**.	Raise the amount or lower the allocations.
Allocation exceeds invoice balance	More is allocated to an invoice than it owes on the receipt date.	Allocate at most the invoice's balance; leave the rest unapplied.
Invoice must be open; status is paid (example)	The invoice was settled by another receipt or credit in the meantime.	Reload the open items with **Load Open Items**.
Receipt is deposited; reverse the deposit first	The receipt is part of a posted deposit.	Reverse the deposit in Banking, then the receipt. See Reversing a Deposit.
Receipt has refunds; reverse them first	Part of the receipt was refunded.	Reverse the refund in Banking first.
Allocations exceed unapplied receipt amount	**Apply Credit** amounts are more than the receipt's unapplied amount.	Lower the amounts.
At least one customer credit line is required.	Every line of the credit memo is empty.	Enter at least one line. See Credit Memos.
Application exceeds invoice balance	More of a credit memo is applied than the invoice owes.	Apply at most the invoice's balance.
Applications exceed credit memo remaining	The applications add up to more than the credit memo has left.	Lower the amounts.

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Message	Why It Happens	What to Do
Credit memo has no remaining amount	The credit memo is fully used.	Unapply an application first if you need to move it.
Credit memo has applications; unapply them first	You tried to void a credit memo that is applied to invoices.	Unapply each application, then void. See Voiding a Credit Memo.
Credit memo has refunds; reverse them first	Part of the credit was refunded.	Reverse the refund in Banking, then void.
Only open credit memos can be voided	The credit memo is a draft or already void.	Drafts need no voiding.

Vendors & Bills

Message	Why It Happens	What to Do
Vendor must be active.	You are saving, posting or paying a document of a deactivated vendor.	Reactivate the vendor on its page. See Managing Vendors.
Vendor code already in use	Another vendor has the same code.	Choose another code, or leave **Code** empty.
Vendor code must contain only letters, digits, hyphens and underscores.	The code has a space or another character.	Use letters, digits, hyphens and underscores only.
Vendor name must be 1 to 100 characters.	The name is only spaces, or too long.	Type a name of up to 100 characters.
At least one bill line is required.	Every line of the bill is empty.	Enter an account and an amount on at least one line. See Entering a Bill.

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Message	Why It Happens	What to Do
Set up retainage in Job Costing Settings before posting bills with retainage.	There is no Retainage Payable account.	A Company Admin clicks **Create Account** beside **Retainage Payable Account** in Job Costing Settings.
Commitment SC-2025-000008 is not issued. (example)	Bills can be matched only to issued commitments.	Issue the commitment, or leave the line unmatched.
Commitment SC-2025-000008 belongs to another vendor. (example)	The bill's vendor is not the commitment's vendor.	Choose the right vendor or commitment line.
Line 1 exceeds commitment SC-2025-000008 line 1 by 1,250.00. (example)	**Commitment Overruns** is set to **Block** and the line is more than what remains on the commitment line.	Amend the commitment, lower the amount, or have a Company Admin or Accountant post it with an **Override Reason**. See Matching Bills to a Commitment.
Only open bills can be voided	The bill is a draft, already void, or fully paid.	Edit a draft instead; for a paid bill, reverse or unapply its payments first. See Voiding an Open Bill.
Bill has payments applied; reverse them first	A payment is applied to the bill.	Unapply the payment from this bill, or reverse the payment.
Bill has credits applied; unapply them first	A vendor credit is applied to the bill.	Unapply it on the vendor credit's page.
Bill has retainage releases; reverse them first	A posted retainage release draws on this bill's retainage.	Reverse the release first.

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Message	Why It Happens	What to Do
Expenses are paid from a bank or credit card account	**Paid From** is not an active bank, cash or credit card account.	Choose another **Paid From** account. See Recording an Expense.
Payments are made from a bank or credit card account	The **Funds Account** is inactive or not a bank, cash or card account.	Choose another **Funds Account**. See Paying Bills.
Allocations exceed payment amount	The **Allocate** amounts add up to more than **Amount**.	Raise **Amount** or lower the allocations.
Allocation exceeds bill balance	An allocation is more than the bill owes on the payment date.	Allocate at most the bill's **Balance**.
Bill must be open; status is void (example)	The bill was voided or paid after the list was loaded.	Reload the open items with **Load Open Items**.
Payment has refunds; reverse them first	A refund was recorded against the payment's unapplied amount.	Reverse the refund in Banking first.
Payment has no unapplied credit	The whole payment is already applied.	Unapply it from a bill first if you need to move it.
Allocations exceed unapplied payment amount	**Apply Credit** amounts are more than **Unapplied**.	Lower the amounts.
Allocation is already unapplied	The allocation was unapplied before.	Nothing to do.
The two amounts must add up to this payment.	In **Split This Payment**, the investing and operating amounts do not equal the allocation.	Adjust them so they add up.

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Message	Why It Happens	What to Do
At least one vendor credit line is required.	Every line of the vendor credit is empty.	Enter an account and an amount. See Vendor Credits.
Vendor credit lines cannot use the accounts payable account.	A line uses Accounts Payable.	Choose the account the credit reduces.
Application exceeds bill balance	More of a credit is applied than the bill owes.	Apply at most the bill's **Balance**.
Applications exceed vendor credit remaining	The applications add up to more than **Remaining**.	Lower the amounts.
Vendor credit has no remaining amount	The credit is fully used.	Unapply it from a bill first to move it.
Vendor credit has applications; unapply them first	You tried to void an applied credit.	Unapply each application, then void.
Vendor credit has refunds; reverse them first	A refund draws on the credit.	Reverse the refund in Banking first.
Only open vendor credits can be voided	The credit is a draft or already void.	Drafts need no voiding.

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Banking

Message	Why It Happens	What to Do
No undeposited receipts at this date.	No receipts are waiting in the **From Account**, or all are dated after the **Receipt Date Limit**.	Choose the **From Account**, or set a later date limit and click **Load Receipts**. See Making Deposits.
At least one receipt is required	No receipt was ticked.	Tick the receipts in the deposit.
Deposit accounts must differ	**To Account** is the same as **From Account**.	Choose the bank account in **To Account**.
Deposits move funds between bank accounts	One of the accounts is inactive or is not a Cash account.	Choose active Cash accounts.
Receipt is already deposited	Another deposit already includes the receipt.	Open the receipt to see its deposit.
Receipt is reversed	The receipt was reversed after the list was loaded.	Reload and choose other receipts.
Transfers move money from a cash account to a cash or credit card account	The **From Account** is not a Cash account, or the **To Account** is neither Cash nor Credit Card.	Send from a Cash account. Record card spending as an expense. See Transferring Funds.
Transfer accounts must differ	The same account is chosen twice.	Choose two different accounts.
No refundable sources at this date.	The vendor or customer has no open credit and no unapplied payment at the **Balance Date**.	Post the credit first, or pick a later balance date. See Recording a Refund.

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Message	Why It Happens	What to Do
Refund settlements must equal the refund amount	**Settled** differs from **Amount**.	Change the amounts until they agree.
At least one refund settlement is required.	No **Settle** amount was entered.	Enter how much of a source the refund settles.
Settlement exceeds source remaining	A settle amount is more than what is left on that credit or payment.	Lower the settle amount.
Refunds use a bank or credit card account	The funds account is inactive or not a Cash or Credit Card account.	Choose an active bank or card account.
Row 1: file must be at most 1 MB.	The statement file is too large.	Download a shorter period, or split the file. See Importing Bank Statements.
Row 1: file must be UTF-8.	The file was saved in another text encoding.	Save it again as "CSV UTF-8".
Row 1: missing required columns: amount, description. (example)	The file is not a standard file and has too few columns to map.	Export with date, amount and description columns.
Row 1: a header and data rows are required. or *Row 2: at least one data row is required.*	The file is empty or has only a heading row.	Check the export.
Row 7: column count does not match the header. (example)	A row has a different number of cells than the heading row.	Fix the row; check for commas inside unquoted text.
Row 5: date must be YYYY-MM-DD and valid. (example)	A standard file has another date format or an impossible date.	Use YYYY-MM-DD, or preview the file and choose the **Date Format**.

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Message	Why It Happens	What to Do
Row 4: amount must be a signed decimal with at most two places, without separators or symbols. (example)	An amount has commas, a currency sign or more than two decimals.	Remove them, or preview and map the file.
Row 4: amount must not be zero. (example)	Zero-amount rows, such as balance lines, cannot be imported.	Delete those rows.
Row 4: both money in and money out are filled. (example)	A mapped row has values in both columns.	Keep only one.
Row 9: external_id repeats row 3. (example) or *Duplicate external id within the batch*	Two rows have the same bank transaction number.	Remove the repeated row.
Choose a different column for each field.	Two fields are mapped to the same column.	Map each field to its own column.
No posted movement matches this line; categorize it instead.	No unmatched posting of exactly this amount is within 7 days of the bank line.	Use **Find Other Records**, or categorize the line. See Reviewing the Bank Feed.
Entry date is outside the match window	The posting is more than 7 days (31 from **Find Other Records**) from the bank line.	Use **Find Other Records**, or correct the posting's date.
Entry is already matched on this account	Another bank line is matched to that posting.	Unmatch the other line first if it is wrong.
Entry has been reversed	The posting was reversed.	Match the replacement posting.
Only new lines can be matched (or *categorized*)	The line was reviewed already, perhaps by someone else.	Reload the page.

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Message	Why It Happens	What to Do
A card charge is an expense, not a transfer	**Transfer** was used on a credit card charge.	Categorize it as an expense.
Bank entries cannot settle payables or receivables; use bills, invoices, payments or receipts	The bank entry account is Accounts Payable or Accounts Receivable.	Record the vendor payment or customer receipt in its own area, then match the line to it.
Use a transfer for movements between bank and card accounts	The bank entry account is a bank or card account.	Categorize the line as a transfer.
Dates must be within 31 days of the bank line.	A **Find Other Records** date is too far from the line.	Narrow the dates.
Entry is matched to a bank line; unmatch it first	You tried to void or reverse a record whose posting is matched to a bank feed line.	Unmatch the line, or undo its categorization, in the bank feed, then void or reverse.
Line is cleared in a reconciliation; unclear it first	The bank line is cleared in a statement.	Unclear it in the open reconciliation (reopen a completed one first).
An open reconciliation exists for this account	The account already has an open statement.	Continue it, or discard it. See Reconciling an Account.
Reconciliations are for bank or credit card accounts	The account is inactive or not a Cash or Credit Card account.	Choose another account.
Only lines linked to the ledger can be cleared	A line still needs review.	Match or categorize it first.
Line is already cleared	The line is cleared in this or another statement.	Nothing to do.

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Message	Why It Happens	What to Do
Reconciliation difference is 15.00; it must be 0.00 (example)	The difference is not zero when you complete or finish.	Find the missing line: an uncategorized fee, a line cleared twice, or a wrong ending balance.
Reconciliation is completed; reopen it first	You tried to change a completed statement.	Reopen it.
A later statement exists; discard or reopen it first	You tried to reopen a statement that is not the latest.	Work backward from the latest statement.
A reason is required to reopen	The **Reason** is empty.	Type a reason.
Only open reconciliations can be discarded	The statement is completed.	Reopen it first.
No posted movements in this date range.	Nothing posted to the account between **Start** and **End** on the register.	Widen the dates. See Account Registers.

Accounting and Journal Entries

Message	Why It Happens	What to Do
Account code must be 1 to 10 letters or digits.	The code is empty, too long, or has a space or symbol.	Use letters and digits only. See Creating and Editing Accounts.
Account code already in use	Another account, active or inactive, has this code.	Choose another code, or reactivate the existing account.

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Message	Why It Happens	What to Do
Account name must be 1 to 100 characters.	The name is empty or too long.	Shorten the name.
Account 1635 must be in the same statement group as its parent 2010. (example)	The account and the parent belong to different parts of the statements.	Choose a parent of the same kind, or **None**.
Parent account 1630 is inactive. (example)	The parent is inactive.	Reactivate the parent first.
Account 1635 cannot be placed under 1630: accounts can be at most 5 levels deep. (example)	The move would nest accounts more than five levels deep.	Choose a parent higher in the chart.
Account 1630 has active sub-accounts; deactivate them first. (example)	You tried to deactivate a parent account.	Deactivate each sub-account first.
Account is already inactive or *Account is already active*	Someone else changed the account after you opened it.	Reload the account page.
No accounts payable account configured	No active account has the role **Payable** (invoices give the same message for **Receivable**), so the document cannot post.	Reactivate the account. See The Chart of Accounts.
Several accounts payable accounts; mark one as default	More than one active account has the role **Payable**.	Deactivate the extra account so only one remains active.

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Message	Why It Happens	What to Do
Terms name already in use	Other terms have the same name, ignoring capitals.	Choose another name, or reactivate the existing terms. See Payment Terms.
Payment is already reversed (example)	The record was reversed before, perhaps by someone else. Expenses, transfers, deposits, refunds and bank entries give the same message with their own name.	Nothing to do; enter a new record if needed.

Journal entry messages about dates, balance and accounts are under Dates and Closed Periods and Lines, Accounts and Job Coding.

Reports

Message	Why It Happens	What to Do
From must be on or before the as-of date.	On the Balance Sheet, **From** is after **As Of**.	Choose an earlier **From** date. See Balance Sheet.
Choose a longer bucket or a shorter period	The columns would number more than 400.	Use Quarters or Years, or a shorter period.
Compare from must be on or before compare to date.	The Profit and Loss comparison dates are reversed.	Swap them. See Profit and Loss.
Cash basis shows Total, Months, Quarters and Years.	Class, location, item, SKU or job columns were asked for on the cash basis.	Choose Total, Months, Quarters or Years, or switch to Accrual.
No eligible jobs defined.	**By Job** was asked for, but no job is Active, On Hold or Closed.	Use another column choice.

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Message	Why It Happens	What to Do
No items defined	**By Item** or **By SKU** was asked for, but the company has no items.	Add items, or use another column choice.
No classes defined or *No locations defined*	Class or location columns were asked for, but the company has none.	Set them up in Classes & Locations.
Choose a non-root account to include sub-accounts.	**Include Sub-Accounts** is ticked with a section heading chosen.	Choose a real account. See General Ledger.
Choose a customer to run the statement	No customer is chosen on **Statements**.	Choose one and click **Run Report**.
No entries in this period or *No activity in this period*	Nothing was posted between **Start** and **End**. Drafts never appear in reports.	Check the dates, or post the drafts.
Balance sheet is out of balance	The Balance Sheet footer says total assets differ from liabilities and equity. Every posted entry balances, so this should not happen.	Run the Tie-Out for the same date and report it to your Company Admin.
2 of 10 checks need attention (example)	Some Tie-Out checks do not agree.	See When a Check Does Not Agree.
Showing the first 5,000 of 12,345 lines. (example)	The General Ledger period holds more than 5,000 lines. Totals and balances still cover the whole period.	Narrow the dates, choose one account, or use **Export CSV**. See Very Long Ledgers.

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Jobs & Costing

Message	Why It Happens	What to Do
Job number already in use	Another job has the same number, whatever the capitals.	Use a different number. See Creating and Managing Jobs.
Job number must be 1 to 30 characters. or *Job name must be 1 to 120 characters.*	The number or name is empty or too long.	Shorten it.
Job number can only be changed while the job is a draft.	The job is no longer a draft.	Keep the number.
Original contract and estimate are frozen once the job is active.	An original amount was changed after the job left Draft.	Use a change order or a budget revision.
Archived jobs cannot be changed.	The job is archived.	No action; archived jobs are final.
A job needs at least one active cost code and one cost type before activation.	The job has no active cost code, or the company has no active cost type.	Assign a cost code on the job page, or activate a cost type.
Enter a reason.	A dialog (reopen or archive a job, reject a change order) was confirmed with an empty reason.	Type a reason.
A reason is required to reopen a closed job. or *A reason is required to archive a job.*	The reason was blank when the change reached Structally.	Try again with a reason. See Closing and Reopening Jobs.

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Message	Why It Happens	What to Do
Cost code already in use or *Cost type already in use*	The code exists already, whatever the capitals.	Use another code. See Cost Codes and Cost Types.
Cost code must be 1 to 20 letters, digits, hyphens or periods.	The code is empty, too long or has other characters.	Use letters, digits, hyphens and periods only.
Cost type code must be 1 to 10 letters or digits.	The cost type code has other characters or is too long.	Use letters and digits only.
Cost code is not assigned to this job.	A budget, commitment, amendment or change order line uses a code the job does not have.	Assign the code to the job first.
Inactive cost codes cannot be assigned.	A ticked cost code was deactivated.	Untick it, or reactivate it.
Cost code 06-100 has posted lines on this job and stays assigned. (example)	The code has posted costs or revenue on the job.	Leave it assigned.
General cost codes stay assigned to every job.	You tried to unassign a General cost code.	Leave it assigned.
Coding applies to direct cost accounts only.	**Required** was chosen for a Revenue or Excluded account in Job Costing Settings.	Set **Coding** to **Optional**, or make the account **Direct Cost**. See Job Costing Settings.
Account 6030 carries job-coded lines and cannot be excluded. (example)	Posted lines on the account already carry job coding.	Leave it as **Direct Cost**.
No free account code from 2020 to 2099 for Retainage Payable.	Every code in the range is in use.	Review the accounts in that range in the Chart of Accounts.

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Message	Why It Happens	What to Do
Approve the original budget before adding a revision.	The original budget is still a draft.	Approve the original first. See Job Budgets.
Job already has an original budget.	A draft or approved original exists.	Add a revision instead.
Revision effective date cannot precede the original budget.	The revision is dated before the original.	Use a later date.
An original budget must total more than zero.	The original's lines add up to zero or less.	Enter the budget amounts.
Original budget lines cannot be negative.	A negative amount on an original budget.	Use a revision to reduce.
An internal transfer must net to zero.	A budget transfer's lines do not add up to 0.00.	Make the decreases equal the increases.
Duplicate cost code and cost type.	Two lines use the same cost code and cost type.	Combine them.
A unit is required with a quantity.	A quantity was entered without a unit.	Type the unit, such as CY or SF.
A reason is required to reject a budget.	**Reject** was clicked with an empty reason.	Type the reason.
Budgets cannot change on a closed or archived job.	The job is closed or archived.	Reopen the job if the change is justified.
A commitment must total more than zero.	The commitment's lines add up to zero.	Enter the amounts. See Commitments.
A commitment needs at least one line.	No line has a cost code and type.	Complete at least one line.

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Message	Why It Happens	What to Do
Amount must equal quantity times unit price.	The typed amount does not match quantity × unit price.	Clear the amount or correct the figures.
Vendor is inactive.	The commitment's vendor was deactivated.	Reactivate the vendor.
Commitments cannot change on a closed or archived job.	The job is closed or archived.	Reopen the job first.
Only a draft commitment can be edited.	The commitment is approved or issued.	Withdraw an approved one to draft; amend an issued one.
Enter an unused amount and a reason. or *A reason is required to close a commitment.*	The **Close Commitment** window was left incomplete.	Fill in both. Check the **Unused Amount**: it starts at the whole outstanding amount, not what is left unbilled.
Unused amount cannot exceed the outstanding balance.	The unused amount is more than the revised amount less what is already closed.	Enter a smaller amount.
Only an issued commitment can be amended.	The commitment is draft, approved or closed.	Issue it, or edit the draft. See Commitment Amendments.
An amendment needs at least one line or a retainage change.	No line and no **New Retainage**.	Add a line or a retainage percentage.
Amendment date cannot precede the commitment date.	The amendment is dated before the commitment.	Use a later date.
Revised commitment cannot be below the closed unused amount.	The amendment would bring the revised amount too low.	Reduce the negative amounts.

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Message	Why It Happens	What to Do
Only an approved change order can be linked.	The change order chosen is not approved.	Approve it first, or choose **No Change Order**.
Transfer reason is required.	A cost transfer has no **Reason**.	Type why the cost moves. See Transferring a Cost.
Amounts must be positive Decimals with no more than two decimal places.	A cost transfer amount is zero, negative or has more than two decimals.	Enter a positive amount; to move cost back, swap **From** and **To**.
Transfer accounts must be direct cost accounts.	An account in the transfer is not a job cost account.	Choose an account with Eligibility **Direct Cost**.
This job already has a draft forecast.	A job can have one draft forecast at a time.	Open the draft, or discard it. See Forecasts.
Forecasts need an active, on hold or closed job.	The job is a draft or archived.	Activate the job first.
Code all job cost to a cost code and cost type before preparing a forecast.	Some cost on the job has no cost code or cost type.	Find it in Job Cost Detail and correct the coding.
Choose an active cost code of this job and an active cost type.	**Add Line** used a code that is not on the job, or an inactive code or type.	Assign or reactivate the code.
This cost code and cost type are already on the forecast.	The line exists.	Change the existing line.
Line 1 still to buy must be zero or more with at most two decimals. (example)	A negative **Still to Buy**.	Use **Adjustment** for a reduction.

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Message	Why It Happens	What to Do
Set the original contract on the job before approving a forecast.	The job has no original contract amount.	Edit the job and enter its contract.
Forecast final cost is below actual cost on 22-100 SUB. (example)	A line's final cost is less than what is already spent.	Raise **Still to Buy** or **Adjustment** on that line.
Explain the commitment shortfall before approving.	A line is below its open commitments and no explanation was given.	Type an **Explanation** in the approval dialog.
Only a draft forecast can be changed.	The forecast is already approved.	Create a new forecast.
Finish or discard the draft WIP schedule first.	The company already has a draft WIP schedule.	Approve or discard the draft. See WIP Schedules.
Figures changed since the last refresh. Refresh the schedule and review it again.	Postings, forecasts or change orders changed after the last refresh.	Click **Refresh Figures**, review, and approve again.
J-1036: No approved forecast at the cutoff. (example)	One of the issues that block approval of a WIP schedule.	See Issues That Block Approval.
A WIP schedule with a later cutoff is already posted.	WIP schedules post in cutoff order.	Carry the correction into the next schedule.
This WIP schedule is already posted.	The schedule was posted before.	To correct it, create a **New Version**. See Correcting a Schedule With a New Version.

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Message	Why It Happens	What to Do
Create the WIP accounts first.	The WIP accounts do not exist.	A Company Admin clicks **Create Accounts** on the **WIP Accounts** card in Job Costing Settings.

Progress Billing

Message	Why It Happens	What to Do
Change orders cannot change on a closed or archived job.	The job is closed or archived.	Reopen the job first if the change is real. See Change Orders.
Contract amount applies to contract changes only.	A **Cost** or **Internal Transfer** change order has a contract amount.	Clear it, or enter a **Contract** change order.
Internal transfer lines must net to zero.	An internal transfer's lines do not add up to 0.00.	Make the decreases equal the increases.
Line amount cannot be zero.	A change order line has a zero amount.	Enter the amount or remove the line.
Line 1 would take 07-100 SUB below zero. (example)	A negative line is larger than the revised budget of that cost code and cost type.	Reduce the negative amount, or move budget to that code first.
A reason is required to reject a change order.	**Reject** was confirmed with an empty **Decision Reason**.	Type the reason.
Only a draft change order can be edited.	The change order was submitted or decided.	A submitted change order can be withdrawn but not edited. See Submit, Withdraw, Approve or Reject.

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Message	Why It Happens	What to Do
Schedule total 1,632,000.00 does not equal the revised contract 1,600,000.00. (example)	The schedule lines do not add up to the original contract plus approved contract changes.	Adjust the lines until **Schedule Total** shows **Matches**. See Schedules of Values.
Job J-2004 has no original contract amount. Set it on the job before approving the schedule. (example)	The job's **Original Contract Amount** is empty.	Edit the job and enter it.
Schedules of values need an active or on hold job.	The job is Draft, Closed or Archived.	Activate or reopen the job.
Job J-2004 has no customer. (example)	The job has no customer.	Edit the job and choose the customer.
Line 5 has been billed and cannot be removed. (example)	A line that has billing was removed from the schedule.	Keep the line.
Line 5 cannot be lower than its billed to date, 178,900.00. (example)	A scheduled value is below what was already billed.	Raise it to at least the billed to date.
Finish or discard the open schedule revision first.	A draft revision is already open.	Approve or discard it.
Finish the application in progress first.	The job already has a draft or sent pay application.	Open it with **Open Application**. See Pay Applications.
Approve the schedule of values before preparing an application.	The job's schedule has no approved revision.	Approve the schedule first.
Pay applications need an active or on hold job.	The job is Draft, Closed or Archived.	Activate or reopen the job.

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Message	Why It Happens	What to Do
Application date must be after 08/25/2026, the date of Application 9. (example)	The date is on or before the last accepted application's date.	Use a later period end.
Due date cannot be before the application date.	The due date is earlier than the application date.	Correct the due date.
Line 4 would reach 100.01% of its scheduled value. (example)	Completed and stored to date would pass the line's scheduled value.	Lower the amounts, or add the work through a change order.
Line 4 installs 5,000.00 from storage; 3,000.00 is stored. (example)	More was installed from storage than is stored on the line.	Lower **Installed from Storage**.
Job J-2004 is on hold; make it active to accept the application. (example)	The job is **On Hold**.	Set the job back to **Active**.
Only the latest accepted application can be reversed; Application 10 is later. (example)	A later application has been accepted.	Reverse the later one first.
Nothing new to bill. Accepting records Application 1 with no invoice and no journal entry. (example)	A notice above a draft whose saved amounts bill nothing new. It is worked out from the last saved figures.	Click **Save Draft** after typing amounts; the notice then updates.
At least one release line is required.	No **Release** amount was entered on a retainage release.	Enter an amount on at least one line. See Releasing Retainage.
Line 1 releases more than the retainage held on its source line. (example)	The amount is more than **Held**, or another release of the same line was posted meanwhile.	Lower the amount to what is held.

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Message	Why It Happens	What to Do
Line 1 must name a posted bill line of this vendor that holds retainage. (example)	The source line was voided, or belongs to another vendor. Customer releases say *invoice line of this customer*.	Load the held retainage again.
Line 2 is on a different job than line 1. (example)	A customer release mixes jobs.	Release each job separately.
Set up retainage in Job Costing Settings before releasing retainage.	The retainage account is missing or inactive.	Ask a Company Admin to set it up in Job Costing Settings.
Only draft retainage releases can be changed.	The release is already posted.	Reverse it and enter it again.

Settings and Import

Message	Why It Happens	What to Do
Choose a listed time zone.	The time zone sent is not in the list.	Choose a zone from the list. See Company Details.
Logo must be a PNG or JPG image.	The logo is another format, or not a valid image.	Save it as PNG or JPG. See Document Design.
Logo must be at most 2 MB. or *Logo must be at most 1600 by 600 pixels.*	The logo file or image is too large.	Save a smaller version.
Required for your SMTP account.	**Use Your SMTP Account** is chosen without an **SMTP Host** or **Sender Email**.	Fill both, or choose **Send Through Structally**. See Email Sending.

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Message	Why It Happens	What to Do
Set the company email before sending a test email.	Company Details has no **Email**.	Enter it in Company Details.
No active opening balance equity account; add one to the chart.	No active account has the Opening Balance Equity role.	Add or reactivate one. See Opening Balances.
Several opening balance equity accounts; mark one as default	More than one active account has that role.	Deactivate the extra one.
Code must be 1 to 20 letters, digits or hyphens.	A class or location code is empty, too long or has other characters.	Use letters, digits and hyphens only. See Classes & Locations.
Code is already in use. or *Name is already in use.*	Another class (or location) has this code or name.	Choose another.
That person already has access.	The email already has active or suspended access to the company.	Find the user in the list; reactivate them if suspended. See Users & Access.
Approved seat limit reached for Cedar Ridge Contracting (example)	Every seat is in use.	Suspend or remove someone, or click **Request More Seats**.
You cannot change your own access.	The change was for your own row.	Ask another Company Admin.
At least one company admin must remain.	The change would leave the company with no active Company Admin.	Make another user a Company Admin first.
Only a custom user has an access matrix.	Access was saved for a user whose role is not Custom.	Change the role to Custom first.

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Message	Why It Happens	What to Do
Identity has not accepted its invitation yet; resend the invitation instead.	**Reset Password** was used for a user who never set a password.	Use **Resend Invitation**.
Identity already has a password	**Resend Invitation** was used for a user who has since set a password.	Use **Reset Password** if they forgot it.
Requested limit must be above the current limit of 10 and at most 1000. (example)	The requested seat limit is not above the current one, or is over 1000.	Enter a larger number, at most 1000.
A seat request is already pending.	Structally has not decided an earlier request.	Wait for the decision.
File must be a CSV or an Excel workbook (.xlsx)	The import file is another format.	Save it as CSV (UTF-8) or .xlsx. See Import Data.
File must be at most 1 MB or *Workbook must be at most 5 MB*	The file is too large.	Split it into several files.
File must be UTF-8	The CSV was saved in another text encoding.	Save it as "CSV UTF-8".
Wrong header; missing columns: …; extra columns: …	The heading row does not match the template.	Copy the heading row from a fresh template.
Wrong header; columns must be in the template order	The columns are all there, in another order.	Put them back in the template order.
At most 2,000 data rows are allowed	The file has more than 2,000 rows.	Split it.
The file contains no data rows	Only the heading row is filled.	Add your rows.

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Message	Why It Happens	What to Do
Choose a bank account	**Bank Feed** was chosen without a **Bank Account**.	Choose the account.
Type the batch number to confirm	The confirmation does not match the batch number.	Type it exactly, for example IMP-2026-000001.
Bank feed imports are undone in Banking	Undo was tried on a bank feed batch.	Deal with the lines in the bank feed.

Problems found in single rows of an import file are listed in the preview and in the results file rather than in a banner; see Review the Preview.

Related Topics

- Troubleshooting
- Access Problems
- Finding Unexpected Balances
- Reversing and Correcting Transactions
- Roles and Permissions

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access | sign in | password | roles | permissions | suspended | locked area

11.3 Access Problems

Most access problems have one of a few causes: the sign-in itself, your access to the company, or the role you hold in it. This page goes through each symptom in the order you meet it, from the **Log In** page to a missing button, and says who can fix it. The rules behind each role are in Roles and Permissions.

Before You Begin

- Know your company's Company Admins. The **This Area Is Locked for You** page names them under **Your Company Admins**, and a Company Admin can see every user on **Settings** → **Users & Access**.

Who Can Fix What

Problem	Who Fixes It
Your password, a lost or expired password link	You, with **Forgot password?**, or a Company Admin with **Reset Password** or **Resend Invitation**
Your role, your access to an area, suspended or removed access	A Company Admin of that company, on Users & Access
An approval step your role does not include	A Company Admin or an Accountant, who performs the step
A suspended company, the Jobs & Costing module, a sign-in turned off by Structally, more seats	Structally; your Company Admin contacts Structally

You Cannot Sign In

The **Log In** page refuses a sign-in with one message, whatever the reason: *Please enter a correct username and password. Note that both fields may be case-sensitive.* "Username" means your email address. Check these causes in order:

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1. **Capital letters in the email.** Structally stores every sign-in email in lowercase, and the **Log In** page compares the address exactly as you type it. For example, *Dana.Reyes@example.com* is refused even when *dana.reyes@example.com* with the same password works. Type the email in lowercase.
2. **The password.** Passwords are case-sensitive. Check Caps Lock and retype it.
3. **You never set a password.** A user added by a Company Admin has no password until they use the link in the invitation email. Until then the user shows as **Pending** on **Users & Access**, and every sign-in is refused. Use the invitation link, or ask a Company Admin to click **Resend Invitation**.
4. **Your sign-in was turned off by Structally.** The page gives the same message. Your Company Admin can ask Structally.

If you have forgotten the password, click **Forgot password?**, type your email and click **Send Reset Link**. On this page capital letters in the email do not matter. The **Check Your Email** page always says *If an active account uses that email, a reset link will be sent.*, so it never reveals whether an address has a sign-in. A reset email is sent only to an active sign-in that already has a password: a user who never accepted the invitation receives nothing and needs **Resend Invitation** instead. See Forgot Your Password.

Remember Me only fills in the **Email** field next time; it does not keep you signed in. Your sign-in ends when you close the browser, and after eight hours in any case. Being sent back to **Log In** in the middle of your work is that limit, not an access problem; anything not yet saved on the page is lost.

Password Links

Invitation links and reset links work the same way. *This password link is invalid or has expired.* means one of these:

Cause	What to Do
The link is more than three days old.	Click **Request a New Password Link**, or ask a Company Admin to send a new one.
A password was already set with this link.	Log in with that password, or reset it again.
You signed in after the link was sent. Signing in makes older links stop working.	Request a new link.
The link was an invitation and you never set a password.	**Request a New Password Link** sends nothing in this case. Ask a Company Admin to use **Resend Invitation**.

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On **Users & Access**, a Company Admin sees which link a user needs: **Resend Invitation** is offered for **Pending** users and **Reset Password** for **Active** users. If the user's status changed after the page was opened, the other action is refused with *Identity has not accepted its invitation yet; resend the invitation instead.* or *Identity already has a password*; reload the page. The **Last Sign-In** column shows **Never** for a user who has not yet signed in. See The Actions Menu.

A new password must meet the rules listed on the **Set Your Password** page; see Password Rules and the messages for each rule.

No Companies Are Listed

After you log in, Structally opens your company directly when you have access to only one company and it is not suspended. Otherwise it shows **Your Companies**, with an **Open** link on each company's card. A company appears there only while all of these are true:

- your access to that company is active (not suspended or removed);
- the company is active or suspended (a suspended company shows its card without **Open**, with *This company is suspended, contact support*);
- your sign-in itself is active.

When none qualifies, the page reads *No company access.* Ask the Company Admin who invited you to check your row on **Users & Access**: it may be **Suspended** or listed under **Removed Users**. Also check that you signed in with the email address you were invited with; another address is another sign-in.

A bookmark or emailed link to a company you can no longer open shows **We Can't Find That Page** with *The link may be old, or it may point to a company you don't have access to.* Structally shows the same page for a record that does not exist, so it never confirms that a company exists. Click **Back to Your Companies**.

Two other pages are temporary and not access problems: *This company is being updated. Try again in a minute.* and *This company is being moved. Try again in a few minutes.* While a company is being moved, pages still open but nothing can be saved; save again once the move is over.

See Choosing a Company.

An Area Is Missing or Locked

The navigation lists only the areas your role can see. A role gives each of the seven areas **No Access**, **View** or **Edit**:

Area	Company Admin	Accountant	Viewer	Project Manager	Custom
Customers & Invoices	Edit	Edit	View	Edit	Chosen per user

Area	Company Admin	Accountant	Viewer	Project Manager	Custom
Vendors & Bills	Edit	Edit	View	Edit	Chosen per user
Jobs & Costing	Edit	Edit	View	Edit	Chosen per user
Banking	Edit	Edit	View	No Access	Chosen per user
Reports	Edit	Edit	View	No Access	Chosen per user
Accounting	Edit	Edit	View	No Access	Chosen per user
Settings	Edit	No Access	No Access	No Access	Chosen per user

An area at **No Access** is hidden. Opening one of its pages anyway, from a bookmark, a link in a report or a drill-down, shows **This Area Is Locked for You**, with the area's name (*Your company access does not include Banking. Nothing is broken, you just need a key.*) and the names of your Company Admins. Ask one of them to give you **View** or **Edit** on that area, or to change your role.

Other reasons an area or page is missing:

What Is Missing	Why	What to Do
Jobs & Costing shows a padlock in the navigation	The module is not turned on for the company. Opening it shows *Jobs & Costing is not turned on for this company.*	Your Company Admin asks Structally to turn it on.

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What Is Missing	Why	What to Do
Company Details, **Classes & Locations** and **Users & Access** under Settings	These three pages are for Company Admins only, even for a Custom user with **Edit** on Settings. Opening one shows *This page is for Company Admins only.*	Ask a Company Admin.
The whole **Settings** group	Accountants, Viewers and Project Managers have no Settings access, so they cannot close the books, post opening balances, change email sending or import data.	Ask a Company Admin.
Cards on **Home**	Each card needs access to its area: **Net Profit** needs Reports, **Cash Balance** needs Banking.	See Who Sees Which Cards.
Job Costs and **Job Cost Detail** open the locked page from **Reports**	Both reports belong to Jobs & Costing, so they need access to Jobs & Costing as well as Reports.	Ask for **View** on Jobs & Costing.

After you switch companies with **Your Company**, your role is the one you hold in the other company, so an area you could open a moment ago may be locked there.

Pages That Open Read-Only

With **View** access you can open an area's lists, records and reports, but the buttons that create or change records are not shown: no **New Bill**, no **Edit Draft**, no **⋯** menu with **Void** or **Reverse**, and the **Create** menu lists only what you can create. If you open a form anyway (from a bookmark or a link someone sent), Structally shows **Write Access Required** with *You can view this company's accounting records.*, usually with a banner such as *Permission denied for create_bill.* above it. The last word of that banner is Structally's own name for the action. **New Job** and **New Forecast** instead show *This page is read-only.*

Nothing was changed. Ask a Company Admin for **Edit** on the area, or ask a user who has it to make the change.

Buttons Missing Because of the Role

Some buttons depend on more than **Edit** on the area:

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Button or Choice	Shown To
Items in the **Create** menu	Users with **Edit** on the item's area: **New Invoice** and **Receive Payment** (Customers & Invoices), **New Bill**, **New Expense** and **Pay Bills** (Vendors & Bills), **New Transfer**, **Make Deposit** and **Import Statement** (Banking), **Journal Entry** (Accounting)
+ Add New in a **Class** or **Location** picker	Company Admins only
+ Add New in a **Vendor** picker	**Edit** on Vendors & Bills
+ Add New in a **Customer** or **Item** picker	**Edit** on Customers & Invoices
+ Add New in an **Account** or **Terms** picker	**Edit** on Accounting (so not Project Managers)
Edit on **Job Cost Accounts**, **Commitment Overruns** and **Default Retainage**, and the **Create Account** and **Create Accounts** buttons in Job Costing Settings	Company Admins only
Posting a bill over a blocked commitment with an **Override Reason**	Company Admins and Accountants
The approval buttons listed under Approval Steps	Company Admins and Accountants

A Project Manager has no Banking access, so receipts they record into Undeposited Funds are deposited by someone with Banking access.

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Approval Steps

These steps are reserved for Company Admins and Accountants. A Project Manager or a Custom user, even with **Edit** on Jobs & Costing, can prepare the record but not complete the step; the button is not shown, and a request that reaches Structally anyway is refused with a *Permission denied for …* message.

- Approving a forecast.
- Creating, refreshing, approving, posting or discarding a WIP schedule, and setting or confirming its uninstalled materials.
- Approving a schedule of values revision.
- Accepting or reversing a pay application.
- Approving or rejecting a change order. Anyone with **Edit** on Jobs & Costing can enter, submit and withdraw one.
- Posting a bill line that goes over its commitment when **Commitment Overruns** is set to **Block** in Job Costing Settings, with an **Override Reason** on the line. Other users get *Line 1 exceeds commitment SC-2025-000008 line 1 by 1,250.00.* (with their own figures).

Ask a Company Admin or an Accountant to perform the step once the record is ready.

Suspended or Removed Access

A Company Admin can **Suspend** a user (access paused) or **Remove** them (access taken away) on **Users & Access**. Either takes effect at once and applies to that company only:

- The company disappears from **Your Companies** and from the **Your Company** switcher. If it was your only company, you see *No company access.* after you log in.
- Bookmarks and links into the company show **We Can't Find That Page**.
- Your sign-in still works for your other companies.
- Records you created stay in the company and keep your name in their history and in the Audit Log.

To restore access, a Company Admin clicks **Reactivate** on your row (under **Removed Users** for a removed user). You come back with the same role. Reactivating needs a free seat; when every seat is in use it is refused with *Approved seat limit reached for* and the company's name. See Seats.

When the whole company is suspended by Structally, every user sees its card with *This company is suspended, contact support*, and no one can open it until Structally reactivates it.

Related Topics

- Roles and Permissions
- Users & Access
- Signing In

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- Choosing a Company
- Messages and What They Mean

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balances reports tie-out retainage wip undeposited funds reconciliation

11.4 Finding Unexpected Balances

A figure that looks wrong is usually the right answer to a slightly different question: another date, another basis, or a set of records that leaves something out on purpose. Every posted entry in Structally balances, and a posted entry never changes, so the cause can always be found by reading what was posted. This page lists the common causes, with the training company's figures where they show the point, and ends with a step-by-step way to trace any balance.

Before You Begin

- You need **View** or **Edit** access to **Reports**. Job figures need access to **Jobs & Costing**, and opening entries and documents from a report needs access to the area that holds them (see Roles and Permissions).
- The figures quoted come from the training company, **Cedar Ridge Training**, after the training exercises.

Quick Checks

What You See	Most Likely Cause	Where to Read More
A report shows 0.00 or nothing	The dates: most reports open on today or on this month to date.	Dates and Basis
Net Profit on Home differs from the Profit and Loss	Home uses its own period, **This Month**, **Last 30 Days** or **Last 90 Days**.	The Home Page
A bill or invoice is missing from a report or balance	It is still a draft, or it is dated outside the period.	Drafts
A voided bill still shows an **Open Balance**	A known display gap; the books are right.	Voids and Reversals
Cash is higher than the bank	Receipts waiting in Undeposited Funds, or checks the bank has not cashed.	Undeposited Funds and Books Versus Bank

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What You See	Most Likely Cause	Where to Read More
A customer or vendor owes more than **Unpaid Invoices** or **Unpaid Bills** shows	Retainage is held in its own accounts.	Retainage
Revenue on the Profit and Loss differs from what was invoiced	A WIP schedule adjusted revenue to the percentage of completion.	WIP Adjustments
A job's **Open Commitments** do not change with the **As Of** date	A known gap: the column always shows today's figure.	Job Figures
An account balance you cannot explain	Trace it entry by entry.	Tracing a Balance

Check the Dates and the Basis

Every report answers for its dates only:

Report	Dates	Opens With
Balance Sheet, Trial Balance, Tie-Out, AP Aging and AR Aging	**As Of**	Today
Profit and Loss, Cash Flow, General Ledger, Journal	**Start** and **End**	The first of this month to today
Customer Statements	**Start** and **End**	The start of the fiscal year to today

So a Profit and Loss opened early in a month shows almost nothing, and a Balance Sheet opened today includes everything posted with today's date or earlier, including entries dated after the month you meant to look at. Enter the dates you mean, or use a **Quick dates** or **Report period** button, and click **Run Report**.

Three more points about dates:

- **Accounting dates, not entry dates.** Reports use each document's date. A bill entered today but dated last month changes last month's figures (unless that month is closed, see Books Closed).

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- **The Trial Balance shows income and expense accounts since the books began.** Structally never closes them into equity with an entry, so their Trial Balance balances cover every year. Use the Profit and Loss for one year's figures; the Balance Sheet works out **Retained Earnings** and **Net Income** itself.
- **The fiscal year** decides **This Fiscal Year**, quarters and Retained Earnings. It is set when Structally creates the company.

Basis. Every report is on the **accrual basis**: income counts on the invoice date and costs on the bill or expense date, paid or not. Only the Profit and Loss can switch to **Cash**, where invoices and bills count when they are paid and WIP adjustments are left out. The two can differ widely: the sample company's third quarter of 2026 shows a net income of $143,394.25 on the accrual basis and $237,625.73 on the cash basis. Check the **Accounting Basis** before comparing a Profit and Loss with anything else. See Accrual or Cash.

The Home Page Uses Its Own Period

The **Net Profit** tile and the **at a Glance** card on Home cover the period chosen in the menu at the top right: **This Month** (where Home always opens), **Last 30 Days** or **Last 90 Days**. They never cover the fiscal year, and Last 30 and Last 90 Days count back from today rather than from a month end.

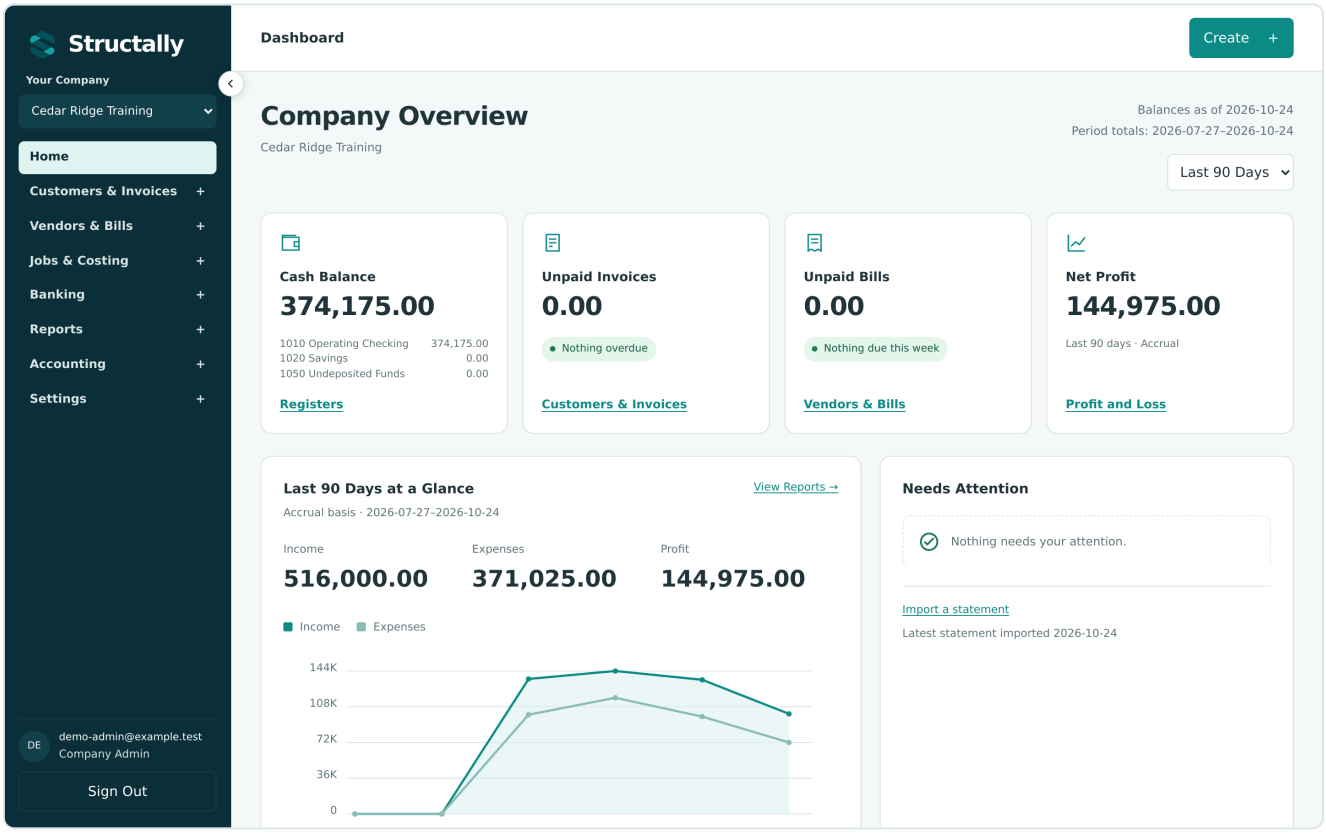

Figure 10-2 Home in the training company, with Last 90 Days chosen.

In the training company on October 24, 2026, **Last 90 Days** runs from July 27 to October 24 and shows **Net Profit** $144,975.00, while the Profit and Loss for July 1 to October 24 shows $128,975.00. The difference is the $16,000.00 lumber bill dated July 24, which falls before the 90 days: $128,975.00 + $16,000.00 = $144,975.00. To compare Home with a report, run the Profit and Loss for the same dates Home prints after **Period totals**. See The Home Dashboard.

The balance tiles (**Cash Balance**, **Unpaid Invoices**, **Unpaid Bills**) are always as of today, whatever the period.

Drafts Are Not in the Books

A draft bill, invoice, vendor credit or credit memo has a number but no journal entry. Until it is posted it is in no report, no account balance, no aging and no vendor or customer balance. Look for the **Draft** status:

- The **Bills**, **Invoices**, **Vendor Credits** and **Credit Memos** lists open on **Draft and Open**, so drafts sit among posted documents; set **Status** to **Draft** to see only them.
- Home's **Needs Attention** card shows, for example, **Finish 2 Draft Bills**.
- The Journal report never lists drafts, and Job Costs lists job-coded drafts under **Exceptions** as provisional.

Post the draft, or leave it if it should not count yet. See Statuses and Lifecycles.

Voids and Reversals

A void or reversal never deletes anything. It posts a second entry with the same lines on the opposite sides, dated on the date entered in the **Void** or **Reverse** drawer. Both entries stay in the General Ledger and the Journal, and they cancel out only in a period that contains both dates.

A reversal dated in a later period. In Exercise G the insurance premium was posted to **6050 Insurance** on October 5 and reversed on October 24. A Profit and Loss for October 1 to October 20 shows 6050 Insurance 4,800.00; the same report to October 24 shows 0.00. Each figure is right for its dates. To keep a mistake out of a period entirely, date the void or reversal in the same period as the original, as the duplicate bill in Correction 1 was (both entries July 31).

Lists hide voided and reversed records. The bills and invoices lists open on **Draft and Open**, and the payments, receipts, transfers and deposits lists open on **Posted**, so a voided or reversed record is not shown until you choose **Void**, **Reversed** or **All** in **Status**.

A Voided Bill or Invoice Still Shows an Open Balance

The page of a voided bill shows **Paid** 0.00 and an **Open Balance** equal to its amount due, as if it were still owed. In the training company, BILL-2026-000005 (the duplicate voided in Exercise G) shows **Open Balance** 6,000.00. A voided invoice's page works the same way. The books are right: the void's **Reversal Entry** took the amount out of Accounts Payable (or Accounts Receivable), and the vendor's balance, the aging reports and **Unpaid Bills** leave the document out. Go by the **Void** status. This is a known product gap.

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Bills / BILL-2026-000005

BILL-2026-000005 Void

A bill records a purchase you still need to pay.

Details

Vendor: Cascade Site Services	Date: 2026-07-31	Total: **6,000.00**
Due Date: 2026-08-30	Reference: CSS-0712	Paid: **0.00**
Memo: —		Open Balance: **6,000.00**

Attachments · 0 **+ Add Files**

Lines

Account	Description	Amount	Class	Location	Job	Cost Code	Cost Type
5090 · Other Job Costs	Fencing, toilets and dumpsters, July	6,000.00	—	—	J-101 Lakeview Clinic Expansion	01-100 General Conditions	OTH Other
						Total	**6,000.00**

▸ **Payment Allocations** · 0 Allocations · 0.00

▸ **Posting Entry** · 2026-07-31 · Posted · Locked · 2 Lines

▸ **Reversal Entry** · 2026-07-31 · Posted · Locked · 2 Lines

▸ **History**

Figure 10-3 A voided bill in the training company still shows an open balance.

See Reversing and Correcting Transactions.

Receipts Waiting in Undeposited Funds

A customer payment recorded into **Undeposited Funds** (1050 in the sample and training companies) is cash the company holds but has not yet taken to the bank. It raises **Cash Balance** on Home and the cash total on the Balance Sheet, but it is not in the bank account's register or the bank feed until you make the deposit.

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- In the sample company on September 30, 2026, 1050 Undeposited Funds holds $64,660.00: two receipts waiting to be deposited. Home's **Needs Attention** shows **Deposit 2 Receipts**, and the Tie-Out checks the account with *Receipts and deposits agree with 1050 Undeposited Funds*.
- Move receipts with Make Deposit, not with a transfer. A transfer moves the money but leaves each receipt marked as not deposited, so it is offered again on the next deposit.
- A receipt recorded straight into the bank account, then deposited together with other checks, makes the bank show one deposit while the books show separate amounts. Reverse the receipt and record it again into Undeposited Funds, then make the deposit (see Receiving Customer Payments).

Retainage Is Held Apart From Receivables and Payables

When an invoice or bill holds retainage, only the **Amount Due** goes to Accounts Receivable or Accounts Payable. The retainage goes to **Retainage Receivable** or **Retainage Payable** (1110 and 2020 in the sample and training companies) until a retainage release moves it. So **Unpaid Invoices**, **Unpaid Bills**, the aging reports and a document's **Open Balance** leave retainage out.

What Lakeview Owed on September 30

The training company's Balance Sheet at September 30, 2026 shows:

Account	Balance	What It Holds
1100 Accounts Receivable	131,400.00	Invoice 3 (pay application 3), less its retainage
1110 Retainage Receivable	42,600.00	10% held on applications 1 to 3: 13,600.00 + 14,400.00 + 14,600.00
2010 Accounts Payable	90,000.00	September's bills, less retainage
2020 Retainage Payable	24,900.00	10% held on the subcontractors' bills

Lakeview Medical Partners therefore owed $131,400.00 + $42,600.00 = $174,000.00, although its AR Aging total was $131,400.00.

Other places retainage shows up:

- A bill or invoice that is paid but still holds retainage shows the status **Retainage Held** instead of **Paid** in its list.

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- On a vendor or customer page, the **Open** column of **Recent Activity** includes the retainage still held, so it can be higher than the document's **Open Balance** (and shows the retainage on a paid bill).
- A customer statement shows **Total Outstanding Including Retainage** under the balance. See Customer Statements.
- On a closed job, the **Billing** card can still show **Retainage Held** after the retainage was billed and paid with a release invoice; the card's **Receivables** column is right. This is a known product gap (see Exercise H).

See Retainage.

WIP Adjustments Change Revenue

Posting a WIP schedule adjusts each contract job's revenue to the revenue earned by the percentage of completion. The adjustment posts to **4100 WIP Revenue Adjustment** in Income, against **1400 Costs in Excess of Billings** (underbilled) or **2400 Billings in Excess of Costs** (overbilled). Expected losses use **2450 Provision for Contract Losses** and **5900 Contract Loss Expense**, and deferred uninstalled materials use **1450 Uninstalled Materials** and **5950 Uninstalled Materials Deferral** (the sample company's codes).

In the training company, applications 1 to 3 billed $426,000.00 by September 30, but the job was 80.5% complete, so the September WIP entry debited 4100 and credited 2400 with $10,827.59. The quarter's Profit and Loss shows Total Income $415,172.41, not $426,000.00 (see Exercise F).

Things to know when revenue looks wrong:

- Each WIP entry is dated at the schedule's cutoff and brings the WIP accounts to their new target; it is never reversed. Over a finished job the adjustments add up to zero.
- The Profit and Loss on the **Cash** basis leaves WIP entries out.
- **Job Costs**, the job page and **Posted Margin** show billed revenue: the WIP accounts are excluded from job revenue, so they do not match the Profit and Loss after a WIP posting.
- The General Ledger shows WIP postings with the type **Journal Entry** and no number; the description names the schedule. The Journal report labels them **WIP Adjustment**.

See WIP Revenue Adjustments.

Books Versus Bank

An account's balance in Structally is the **book balance**: every posted movement, including payments the bank has not yet paid. It is normal for it to differ from the bank's balance by the outstanding items.

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Check 1008

On September 30, 2026, the training company's books show **1010 Operating Checking** at $301,875.00 and the bank statement $307,875.00. The $6,000.00 difference is check 1008 (PAY-2026-000008) to Cascade Site Services, written on September 10 and not cashed until October. The September register lists it with **Cleared No**, and the September reconciliation completes with a difference of 0.00 without it (see Exercise F).

To explain a difference between books and bank:

1. Open the account's register for the statement period and look at the **Cleared** column: anything **No** is not yet on a statement.
2. In the bank feed, look for lines still **For Review**: bank fees, interest or deposits the books do not have yet.
3. Reconcile the account. The Tie-Out's **Completed Reconciliations** sheet shows each account's latest statement and its **Uncleared** amount.

An outstanding check months old, or a difference no item explains, needs a closer look: a payment recorded twice, or one recorded from the wrong account.

Job Figures

Open Commitments ignores the As Of date. On a job's budget page, every column follows the **As Of** date except **Open Commitments**, which always shows what is still unbilled on the job's commitments today.

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Jobs / J-101 / Budget

Jobs-Costing / J-101 Budget

J-101 Budget

As Of

1 09/30/2026 Run

Original	Revised	Actual to Date	Remaining Budget
360,000.00	**387,000.00**	**315,000.00**	**72,000.00**

Cost Code	Cost Type	Original	Revised	2 Actual to Date	3 Open Commitments	Remaining Budget	Used	Hours	Quantity
01-100	OTH	24,000.00	24,000.00	18,000.00	0.00	6,000.00	75.0%	0.00	
03-300	SUB	60,000.00	60,000.00	60,000.00	0.00	0.00	100.0%	0.00	
06-100	MAT	48,000.00	48,000.00	48,000.00	0.00	0.00	100.0%	0.00	
09-100	SUB	96,000.00	105,000.00	72,000.00	0.00	33,000.00	68.6%	0.00	
26-100	SUB	132,000.00	150,000.00	117,000.00	0.00	33,000.00	78.0%	0.00	
Total		360,000.00	387,000.00	315,000.00	0.00	72,000.00		0.00	

Export CSV

Figure 10-4 J-101's budget as of September 30, viewed after the job was finished.

1. **As Of**: September 30, 2026.
2. **Actual to Date** follows the date: 315,000.00, the cost to September 30.
3. **Open Commitments** shows today's figure, 0.00, because every commitment was billed and closed in October.

On September 30 the drywall and electrical subcontracts still had $33,000.00 each to bill, and the same page viewed in September showed **Open Commitments** 66,000.00 (see the figure in Budget, Committed, Actual and Remaining). For open commitments at a past date, read a forecast with that cutoff instead: its **Open Commitments** are figured at the cutoff. This is a known product gap.

Other job figures that surprise:

- **Remaining Budget** is the revised budget less actual cost; it does not subtract open commitments.
- The Jobs & Costing Overview counts an active job without an approved budget as having a budget of 0.00, so its whole cost lowers **Remaining Budget** and **Needs Attention** lists it as over budget.
- **Unassigned** on Job Costs is cost on job cost accounts posted without a job. With the standard settings every expense account counts as a job cost account, so overhead such as rent appears there.
- A cost coded to the wrong job stays there until you correct the document or transfer the cost.

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Tracing a Balance Step by Step

When none of the causes above explains a figure, follow it down to the entries behind it:

1. **Run the Tie-Out for the date.** If every check agrees, the ledger and its subledgers (aging, retainage, undeposited receipts, cash flow) agree with each other, and the question is which entries make up the figure. If a check is **Off by** an amount, start from that check; see When a Check Does Not Agree.
2. **Run the Trial Balance for the same date** and find the account. An asset, liability or equity account has the same balance as on the Balance Sheet; an income or expense account shows its total since the books began.
3. **Click the account code** to open the General Ledger for that account, from the start of the fiscal year to the date. Change **Start** to the beginning of the period you question if needed: the **Opening Balance** is the balance the day before, and each line shows the date, type, number, party and running **Balance**.
4. **Look for the line that does not belong**: a manual **Journal Entry** posted to Accounts Payable or Accounts Receivable (it changes the account but no bill or invoice), a reversal dated in another period, a document dated in the wrong month, or an amount twice.
5. **Click the date** to open the journal entry, or **the number** to open the document, and read its lines and history. **Back to Report** returns you to the ledger.
6. **Correct it** with the document's own correction (void, reverse, unapply) or a journal entry, dated in an open period, and run the Tie-Out again.

Where 2400 Came From

The training company's Trial Balance at September 30, 2026 shows **2400 Billings in Excess of Costs** with a credit of 10,827.59, and **4100 WIP Revenue Adjustment** with a debit of the same amount. The General Ledger for 2400 from July 1 to September 30 has an **Opening Balance** of 0.00 and one line: 2026-09-30, type **Journal Entry**, no number, *WIP adjustment, schedule 2026-09-30 version 1*, credit 10,827.59. The balance is the September WIP entry, and the Tie-Out for the same date reads *All 10 checks agree*.

Very Long Ledgers

When a General Ledger period holds more than 5,000 lines, the page shows the first 5,000 and says so in an amber notice; the totals and balances still cover the whole period. Choose one account or a shorter period, or use **Export CSV**. See Very Long Ledgers.

Related Topics

- Troubleshooting
- Messages and What They Mean
- Reports
- Tie-Out

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- Reversing and Correcting Transactions
- Reconciling an Account

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12 Reference

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reference roles settings glossary index

12.1 Reference

The pages in this part are for looking things up rather than for reading in order. Use them when you need to know who can do something, where a setting lives and what it starts as, what a term means, or which pages cover a subject.

Pages in This Section

- Roles and Permissions: the five roles, the seven areas and their **No Access**, **View** and **Edit** levels, the actions reserved for Company Admins, and the approval steps reserved for Company Admins and Accountants.
- Settings Reference: every setting a company can change, grouped by where it lives, with what it does, its default, who can change it and the page that explains it.
- Glossary: plain-language definitions of the accounting, construction and Structally terms used in the guide, each linked to the page that covers it.
- Keyword Index: every page of the Help Center grouped by keyword.
- About This Guide: the Structally version the guide describes, the sample company used in the examples, and the conventions used on every page.

Other Places to Look

- Statuses and Lifecycles: every status a record can have and the action that changes it.
- Settings and Job Costing Settings: the settings pages themselves.
- Troubleshooting: what messages mean, access problems and unexpected balances.
- The search box at the top of every page searches the full text of the Help Center.

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roles permissions access users security

12.2 Roles and Permissions

Every user of a company has one **role** in that company. The role decides which parts of Structally the user sees and what the user can change. A person who works for several companies can have a different role in each.

Company Admins give roles on **Settings** → **Users & Access** (see Users & Access). Structally's own platform staff manage companies from a separate Management Console; that access is not a company role and is not covered here.

Areas and Access Levels

Structally groups its pages into seven **areas**. A role gives each area one of three levels:

Level	What It Means
No Access	The area is hidden from the navigation. Opening one of its pages shows **This Area Is Locked for You**.
View	The user can open the area's lists, records and reports but cannot create or change anything.
Edit	The user can also create, post and correct records in the area, within the limits described below.

The areas are **Customers & Invoices**, **Vendors & Bills**, **Jobs & Costing**, **Banking**, **Reports**, **Accounting** and **Settings**. The **Home** dashboard is open to everyone with access to the company.

The Five Roles

Area	Company Admin	Accountant	Viewer	Project Manager	Custom
Customers & Invoices	Edit	Edit	View	Edit	Chosen per user

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Area	Company Admin	Accountant	Viewer	Project Manager	Custom
Vendors & Bills	Edit	Edit	View	Edit	Chosen per user
Jobs & Costing	Edit	Edit	View	Edit	Chosen per user
Banking	Edit	Edit	View	No Access	Chosen per user
Reports	Edit	Edit	View	No Access	Chosen per user
Accounting	Edit	Edit	View	No Access	Chosen per user
Settings	Edit	No Access	No Access	No Access	Chosen per user

Company Admin

Full access to everything, including the company's settings and its users. Some actions are reserved for Company Admins (see below). Every company has at least one.

Accountant

Full day-to-day accounting: invoices, bills, payments, banking, reconciliation, journal entries, the chart of accounts, reports, and the whole Jobs & Costing workflow including approvals. No access to Settings.

Viewer

Can look at everything except Settings, and change nothing. Useful for owners, lenders' reviewers or outside advisors who only need to read.

Project Manager

Works with customers, vendors and jobs: invoices, bills, expenses, payments to vendors and from customers, jobs, budgets, commitments, change orders, forecasts and pay applications. No access to Banking, Reports, Accounting or Settings, and none of the approval steps listed below.

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Custom

The Company Admin chooses **No Access**, **View** or **Edit** for each area. A Custom user follows the same limits as a Project Manager: no approval steps and no Company Admin actions, whatever levels are chosen.

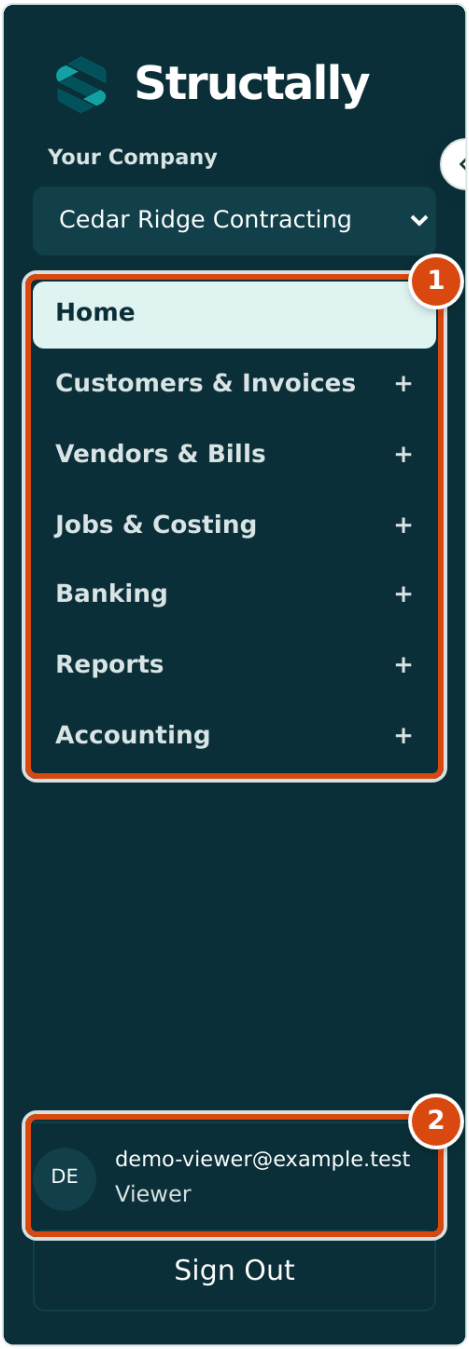

Figure 11-1 The navigation of a Viewer.

1. Only the areas the role can see are listed. A Viewer has no **Settings** group.
2. The user's email and role in this company appear at the bottom of the navigation.

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Actions Reserved for Company Admins

These actions need the Company Admin role. A Custom user cannot perform them even with **Edit** on the area.

Area	Action
Settings	**Company Details**, **Users & Access** and **Classes & Locations** pages (creating, editing, activating and deactivating classes and locations)
Jobs & Costing	In Job Costing Settings: account job-costing policies, the **Commitment Overruns** setting, retainage defaults and retainage accounts, and creating the WIP accounts

These Settings actions are also closed to Accountants and Viewers, because their roles have no Settings access: setting the Books Closed date, posting Opening Balances, changing or testing Email Sending, and running Import Data. A Custom user who has **Edit** on Settings can perform them.

Approval Steps

These steps are open to Company Admins and Accountants only. Project Managers and Custom users can prepare the records but cannot complete these steps:

- approving a forecast;
- creating, refreshing, approving, posting or discarding a WIP schedule, and setting or confirming its uninstalled materials;
- approving a schedule of values revision;
- accepting or reversing a pay application;
- approving or rejecting a change order. Anyone with **Edit** on Jobs & Costing can enter, submit and withdraw one;
- posting a bill line that goes over its commitment when Commitment Overruns is **Block**, which also needs an override reason on the line (see Entering a Bill).

When a User Has No Access

A user who opens a page of an area their role does not include sees **This Area Is Locked for You**, with the names of the company's Company Admins to ask:

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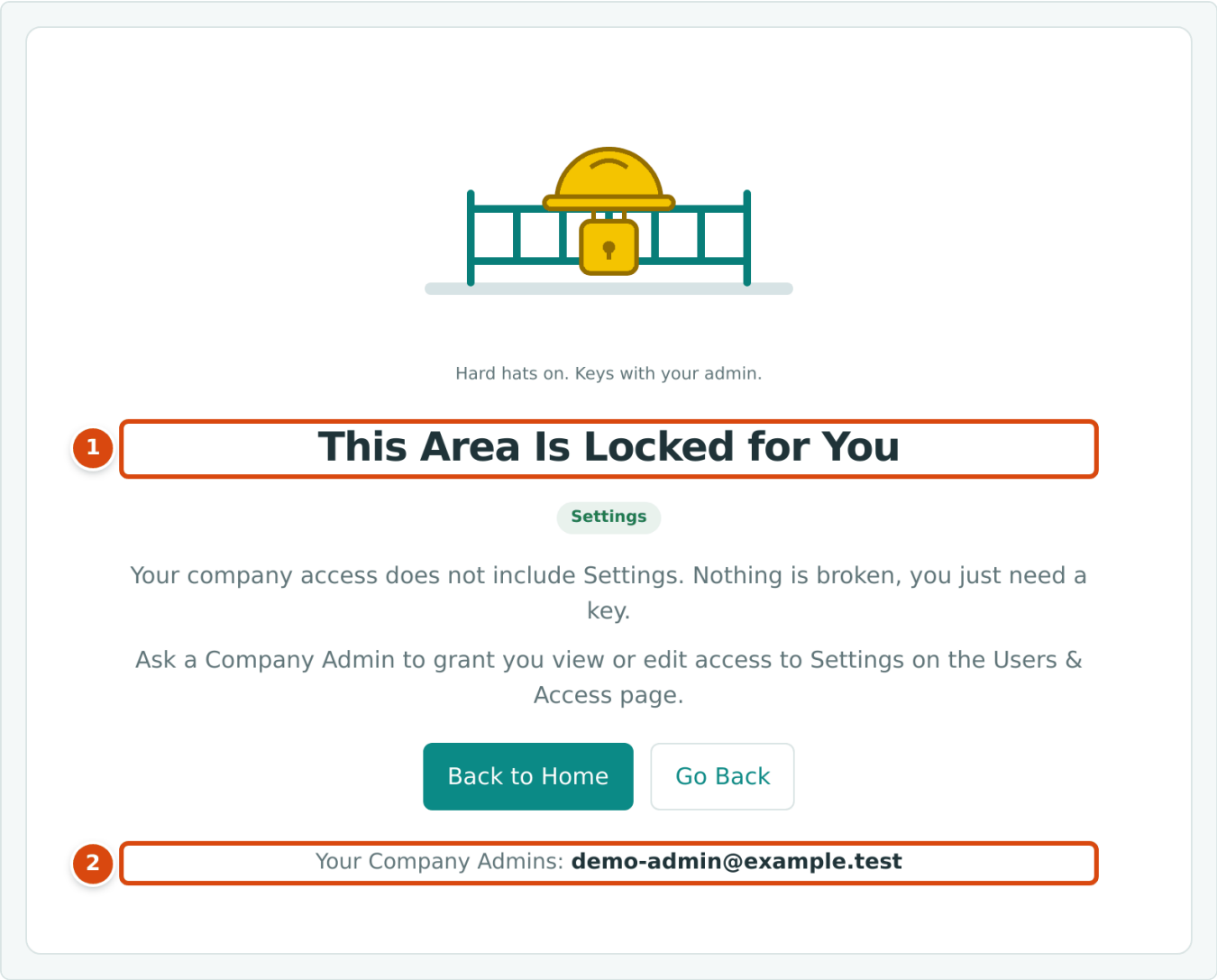

Figure 11-2 What a Viewer sees on opening Settings.

1. The page names the locked area (here **Settings**).
2. **Your Company Admins** lists who can change the user's access.

Buttons for actions a role cannot perform are not shown. If a user reaches an action another way (for example from a bookmark), Structally refuses it and nothing changes.

Suspended and Removed Access

A Company Admin can suspend a user's access or remove it (see Users & Access). While access is suspended or removed, the user cannot open the company at all; their other companies are not affected. Records the user created stay in the company and keep showing who created them in each record's history and in the Audit Log.

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Related Topics

- Users & Access
- Choosing a Company
- Access Problems

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settings defaults permissions company setup job costing settings

12.3 Settings Reference

This page lists every choice that applies to your whole company, in one place. Most settings are on the pages of **Settings**; the job costing settings are on **Job Costing Settings** under **Jobs & Costing**, and payment terms and the chart of accounts are under **Accounting**. Each row gives the default a new company starts with, who can change the setting, and the page that explains it in full.

Who Can Change a Setting

The **Who Can Change It** column uses these short names:

In the Tables	Who That Is
Company Admin	Company Admins only. No other role can change it, not even a Custom user with **Edit** on Settings.
Settings Edit	Company Admins, and Custom users given **Edit** on **Settings**. Accountants, Viewers and Project Managers have no Settings access.
Accounting Edit	Company Admins, Accountants, and Custom users given **Edit** on **Accounting**.
Jobs & Costing Edit	Company Admins, Accountants, Project Managers, and Custom users given **Edit** on **Jobs & Costing**.
Structally	Set by Structally, not on any page of the company. See Set by Structally.

Users who can open a page but not change its settings see the values without the **Edit** and **Save** buttons. See Roles and Permissions and, for each Settings page, Who Can Open Each Page.

Company Details

Settings → **Company Details** (the page is headed **Company & Invoice Details**).

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Setting	What It Does	Default	Who Can Change It	Page
Legal Name	The name printed at the top of every document and used as the sender name of emails sent through Structally. Up to 150 characters.	Empty: documents use the company name	Company Admin	Company Details
Phone	Printed in the company block of documents. Up to 40 characters.	Empty	Company Admin	Company Details
Email	Printed in the company block; receives replies to invoices sent through Structally and the test email.	Empty	Company Admin	Company Details
Address	Printed in the company block; also the **Ship To** of purchase orders and subcontracts when Ship To is **Company Address** or the job has no address. Up to 1,000 characters.	Empty	Company Admin	Company Details
Tax ID	Printed as **Tax ID:** and the value when **Show Tax ID** is on. Up to 40 characters.	Empty	Company Admin	Company Details
Date Format	How dates appear on screens: **YYYY-MM-DD**, **MM/DD/YYYY** or **DD/MM/YYYY**. Printed documents always spell the date out.	YYYY-MM-DD	Company Admin	Company Details

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Setting	What It Does	Default	Who Can Change It	Page
Time Zone	Decides which day is "today" (the date new forms start with, the latest possible Books Closed date) and how times are shown. Saving a new zone asks for confirmation.	Eastern (New York)	Company Admin	Company Details

The details apply at once to every document you print, download or email, including documents created earlier.

Document Design

Settings → **Document Design**. Each card has its own **Edit** and is saved on its own. The design applies to every document shown, printed or emailed from then on, old and new alike.

All Documents

Setting	What It Does	Default	Who Can Change It	Page
Company Logo	Printed at the top left of every document. PNG or JPG, up to 2 MB and 1600 by 600 pixels. Saved at once with **Replace Logo**; **Remove** takes it off.	No logo	Settings Edit	Document Design
Layout	**Modern** (with a colored bar across the top) or **Classic**.	Modern	Settings Edit	Document Design
Accent Color	The color of document titles, small headings and the column heading band: **Slate Teal**, **Navy**, **Forest**, **Charcoal**, **Brick** or **Custom** with a **Custom Hex Color**.	Slate Teal	Settings Edit	Document Design

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Setting	What It Does	Default	Who Can Change It	Page
Show Address and Phone	Prints the address, phone and email under the company name.	On	Settings Edit	Document Design
Show Tax ID	Prints the tax ID.	On	Settings Edit	Document Design
Footer Line	One line at the bottom of every document, up to 200 characters.	Empty	Settings Edit	Document Design

Invoices

These settings also apply to the PDF attached to an emailed invoice.

Setting	What It Does	Default	Who Can Change It	Page
Terms	Prints the invoice's payment terms beside the dates.	On	Settings Edit	Document Design
Your Reference	Prints the customer's reference beside the dates.	On	Settings Edit	Document Design
Quantity and Rate	Shows the **Qty** and **Rate** columns.	On	Settings Edit	Document Design
Item Name	Shows the product or service name before each line's description.	Off	Settings Edit	Document Design
Memo	Prints the invoice's memo.	Off	Settings Edit	Document Design

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Setting	What It Does	Default	Who Can Change It	Page
Payment Instructions (option)	Prints the payment instructions text under the thank-you line.	On	Settings Edit	Document Design
Thank-You Line	Printed in bold under the totals. Required, 1 to 200 characters.	Thank you for your business.	Settings Edit	Document Design
Payment Instructions (text)	How customers should pay you. Up to 1,000 characters.	Empty	Settings Edit	Document Design

Purchase Orders & Subcontracts

Setting	What It Does	Default	Who Can Change It	Page
Show Cost Codes	Adds the **Cost Code** column.	On	Settings Edit	Document Design
Show Quantity and Unit Price	Adds the **Qty** and **Unit Price** columns.	On	Settings Edit	Document Design
Show Signature Lines	Prints signature lines for your company and the vendor.	On	Settings Edit	Document Design
Show Terms	Prints the **Standard Terms**.	On	Settings Edit	Document Design

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Setting	What It Does	Default	Who Can Change It	Page
Acknowledgment Line	The sentence asking the vendor to acknowledge; "purchase order" prints as "subcontract" on subcontracts. Required, 1 to 200 characters.	Please acknowledge this purchase order.	Settings Edit	Document Design
Ship To	**Job Address** (your company address when the job has none), **Company Address** or **Leave Blank**.	Job Address	Settings Edit	Document Design
Standard Terms	Your standard conditions. Up to 2,000 characters.	Empty	Settings Edit	Document Design

Change Orders

Setting	What It Does	Default	Who Can Change It	Page
Show Signature Lines	Prints the **Accepted by Customer** and **Approved by** blocks.	On	Settings Edit	Document Design
Show Reason	Prints the change order's reason under its title.	On	Settings Edit	Document Design
Show Terms	Prints the **Standard Terms**.	Off	Settings Edit	Document Design

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Setting	What It Does	Default	Who Can Change It	Page
Agreement Line	The sentence printed under the totals. Required, 1 to 200 characters.	The contract sum is changed by this change order as shown above.	Settings Edit	Document Design
Standard Terms	Your standard conditions for change orders. Up to 2,000 characters.	Empty	Settings Edit	Document Design

Email Sending

Settings → **Email Sending**. These settings decide how invoice emails are sent and what they say at first; you can still change the wording of each email before you send it. **Send Test Email** needs the same access.

Setting	What It Does	Default	Who Can Change It	Page
Send Through Structally / **Use Your SMTP Account**	Sends invoices from Structally's mail service under your company's name, with replies going to the company email, or through your own mail server from your own address.	Send Through Structally	Settings Edit	Email Sending
SMTP Host	Your outgoing mail server. Required for your own account.	Empty	Settings Edit	Email Sending
Port	A number from 1 to 65535.	587	Settings Edit	Email Sending

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Setting	What It Does	Default	Who Can Change It	Page
Security	**STARTTLS** or **TLS**.	STARTTLS	Settings Edit	Email Sending
Username, **Password**	The mailbox sign-in. The saved password is never shown; leaving it blank keeps it.	Empty	Settings Edit	Email Sending
Sender Name, **Sender Email**	The name and address the email comes from with your own account. **Sender Email** is required for it.	Empty	Settings Edit	Email Sending
Default Subject	The subject every invoice email starts with, with placeholders such as {invoice_number}. Up to 200 characters.	Invoice {invoice_number} from {company}	Settings Edit	Email Sending
Default Message	The text every invoice email starts with, with the same placeholders.	Hi {customer}, Please find attached invoice {invoice_number} for {total}, due {due_date}. The remaining balance is {balance}. Thank you, {company}	Settings Edit	Email Sending

Books Closed

Settings → **Books Closed**: the **Closed Through** card, with **Change Date** (or **Set a Date**) and **Reopen**.

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Setting	What It Does	Default	Who Can Change It	Page
Lock Date	The last day of the closed period. Nothing dated on or before it can be posted, reversed or voided, including opening balances and WIP schedules. It cannot be later than today in the company's time zone. **Reopen** clears it.	None: **Open**, **No closed period**	Settings Edit	Books Closed

Opening Balances

Settings → **Opening Balances**.

Setting	What It Does	Default	Who Can Change It	Page
Books Start	The first day of your books in Structally. The opening entry is dated the day before. Saved by the first posting of opening balances and fixed from then on.	Not set (**Books start not set**)	Settings Edit	Opening Balances
Description	The description of the opening entry. Up to 240 characters.	Opening balances	Settings Edit	Opening Balances

The **Balancing Account** shown on the page is not chosen there: it is the active account with the Opening Balance Equity role in the chart of accounts (see Chart of Accounts below).

Classes & Locations

Settings → **Classes & Locations**.

Setting	What It Does	Default	Who Can Change It	Page
Class Label	The word used for classes on document forms, on this page and in the Profit and Loss columns. Up to 30 characters.	Class	Company Admin	Classes & Locations
Location Label	The word used for locations in the same places. Up to 30 characters.	Location	Company Admin	Classes & Locations
Class values (**Code**, **Name**, **Active**)	The classes offered on each line of a document. A code cannot change once created; an inactive value is not offered on new documents but stays on old ones.	None in a new company	Company Admin	Classes & Locations
Location values (**Code**, **Name**, **Active**)	The locations offered once per document (and on each journal entry line).	None in a new company	Company Admin	Classes & Locations

Only Company Admins can add a value from the **Class** or **Location** picker on a document.

Users & Access

Settings → **Users & Access**. You cannot change your own access, and at least one active Company Admin must remain.

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Setting	What It Does	Default	Who Can Change It	Page
Role (each user)	**Company Admin**, **Accountant**, **Viewer**, **Project Manager** or **Custom**: the user's access to each area. Applies from the user's next page.	Viewer, on **Add User**	Company Admin	Users & Access
Area levels of a Custom user (**Edit Access**)	**No Access**, **View** or **Edit** for each of the seven areas.	No Access in every area	Company Admin	Users & Access
Access status (**Suspend**, **Reactivate**, **Remove**)	Whether the user can open the company. Suspended and removed users free their seat; reactivating needs a free seat.	**Pending** until the user sets a password from the invitation; **Active** at once for someone who already has a Structally sign-in	Company Admin	Users & Access
Requested Limit (**Request More Seats**)	Asks Structally for a higher seat limit, above the current limit and at most 1000, with an optional **Reason**.	Not applicable	Company Admin asks; Structally decides	Users & Access

Import Data

Settings → **Import Data**. Templates can be downloaded with Settings **View**; checking, importing, canceling and undoing a file need Settings **Edit**.

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Setting	What It Does	Default	Who Can Change It	Page
Create missing customers and vendors, if applicable.	Chosen for each file. When ticked, a customer or vendor name in a document file that is not found becomes a new customer or vendor when you import; when cleared, such rows are problems.	Ticked	Settings Edit	Import Data

Job Costing Settings

Jobs & Costing → Job Costing Settings. Anyone with access to Jobs & Costing can open the page; everyone except Company Admins sees the account, overrun, retainage and WIP cards read-only. The page appears only when Jobs & Costing is turned on for the company.

Cost Codes and Cost Types

Setting	What It Does	Default	Who Can Change It	Page
Cost codes (**Code**, **Name**)	The work categories you code job lines with.	None in a new company	Jobs & Costing Edit	Cost Codes and Cost Types
General (cost code)	Assigns the code to every job, including jobs created later; it cannot be unassigned.	Off	Jobs & Costing Edit	Cost Codes and Cost Types
Active (cost code or cost type)	Whether the code or type can be used on new lines.	On	Jobs & Costing Edit	Cost Codes and Cost Types

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Setting	What It Does	Default	Who Can Change It	Page
Cost types (**Code**, **Name**)	The kinds of cost within each code.	The seven standard types: LAB, BUR, MAT, SUB, EQP, OVH and OTH	Jobs & Costing Edit	Cost Codes and Cost Types
Counts Toward Progress	**No** leaves the type's costs out of percent complete on WIP schedules and lists them there as uninstalled materials.	Yes	Jobs & Costing Edit	Cost Codes and Cost Types
Uninstalled Default	The treatment those costs start with on a WIP schedule: **Deferred** or **Revenue at Cost**.	Deferred	Jobs & Costing Edit	Cost Codes and Cost Types
WIP Group	A label, **Labor and Subcontract** or **Material and Other**; not used in any calculation or report.	As in the standard types table	Jobs & Costing Edit	Cost Codes and Cost Types
Sort Order	The order of the types in lists, lowest first.	10 to 70 for the standard types	Jobs & Costing Edit	Cost Codes and Cost Types

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Job Cost Accounts, Overruns, Retainage and WIP

Setting	What It Does	Default	Who Can Change It	Page
Eligibility (each account)	**Direct Cost**: lines can carry a job, cost code and cost type and count as job cost. **Revenue**: lines can carry a job and count as job revenue. **Excluded**: no job coding. Applies to new postings only.	From the account's role: direct cost and expense accounts Direct Cost, income accounts Revenue, all others Excluded	Company Admin	Job Costing Settings
Coding (each account)	**Required** makes a job mandatory on every line of a Direct Cost account; **Optional** does not.	Optional	Company Admin	Job Costing Settings
Commitment Overruns	What happens when a bill line goes over its commitment line: **Warn** posts it and records the overrun; **Block** refuses it unless a Company Admin or Accountant gives an **Override Reason**.	Warn	Company Admin	Job Costing Settings
Subcontracts (Default Retainage)	The retainage percentage a new subcontract starts with. 0 to 100, two decimals.	10.00%	Company Admin	Job Costing Settings
Purchase Orders (Default Retainage)	The retainage percentage a new purchase order starts with.	0.00%	Company Admin	Job Costing Settings

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Setting	What It Does	Default	Who Can Change It	Page
Customer Invoices (Default Retainage)	The **Billing Retainage** a new job starts with, used by its pay applications and invoice lines.	10.00%	Company Admin	Job Costing Settings
Retainage Payable Account	The liability account for retainage held on bills; bills can hold retainage only once it exists. **Create Account** creates it with the first free code from 2020 to 2099.	None in a new company	Company Admin	Job Costing Settings
Retainage Receivable Account	The asset account for retainage held on invoices; invoices can hold retainage, and pay applications that hold it can be accepted, only once it exists. **Create Account** uses the first free code from 1110 to 1199.	None in a new company	Company Admin	Job Costing Settings
WIP Accounts	The seven accounts WIP schedules post to. **Create Accounts** creates every missing one with the first free code in its range. A WIP schedule cannot be posted until they exist.	None in a new company	Company Admin	Job Costing Settings

A change to a default retainage percentage affects only subcontracts, purchase orders and jobs created afterwards. Each job keeps its own **Billing Retainage** and each commitment its own **Retainage**, which anyone with Jobs & Costing Edit can change on the job or commitment (see Retainage).

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Payment Terms

Accounting → **Terms**. Terms can also be added from the **Terms** field of a bill, invoice, vendor or customer with **+ Add New**.

Setting	What It Does	Default	Who Can Change It	Page
Terms (**Name**, **Days**)	The terms offered on bills, invoices, vendors and customers. The due date is the document date plus the **Days**, from 0 to 365.	None in a new company	Accounting Edit	Payment Terms
Company Default	The terms new bills and invoices start with. Only one at a time; ticking it on one clears it from the others.	None: new bills and invoices start with **No Terms**	Accounting Edit	Payment Terms
Active	Inactive terms are not offered on new documents and cannot be the company default. Terms cannot be deleted.	On	Accounting Edit	Payment Terms

Changing **Days** does not change the due date of bills and invoices already entered.

Chart of Accounts

Accounting → **Chart of Accounts**. The chart has no company-wide switches, but these choices on its accounts affect how Structally posts.

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Setting	What It Does	Default	Who Can Change It	Page
Accounts (**Code**, **Name**, **Role**)	The accounts every transaction posts to. The role decides the statement section, the balance type and which screens may post to the account. The code and role cannot change after the account is created; the name can.	The standard chart of 42 accounts, or only the six section headings when Structally sets the company up for your own chart	Accounting Edit	Creating and Editing Accounts
Parent Account	Places the account under another as a sub-account, at most five levels deep and in the same statement group.	None	Accounting Edit	The Chart of Accounts
Deactivate / **Reactivate**	An inactive account is not offered for new entries; existing postings and reports keep it.	Active	Accounting Edit	Creating and Editing Accounts
Accounts Structally finds by role	Bills post to the one active **Payable** account, invoices to the one active **Receivable** account, opening balances to the **Opening Balance Equity** account, retainage to the **Retainage Payable** and **Retainage Receivable** accounts. With none, or two, active for a role, posting is refused; there is no screen for marking a default.	In the standard chart: 2010 Accounts Payable, 1100 Accounts Receivable and 3900 Opening Balance Equity	Accounting Edit	The Chart of Accounts

Which accounts carry job coding is not set here but in Job Costing Settings.

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Set by Structally

These belong to your company but are set by Structally, not on any page of the company.

Setting	What It Does	Default	Who Can Change It	Page
Company name	The name in the company chooser and at the top of the navigation, and on documents when no **Legal Name** is entered.	Chosen when the company is created	Structally, when it creates the company	Company Details
Fiscal year start	The first month of your fiscal year. It sets the year in document numbers, the **This Fiscal Year** figures and the split between Net Income and Retained Earnings.	January, unless another month is chosen when the company is created	Structally, when it creates the company	How Structally Records Transactions
Jobs & Costing module	Turns on the Jobs & Costing area, the **Job Costing** switch on documents and the job costing imports. When it is off, the navigation shows **Jobs & Costing** with a padlock; turning it off deletes nothing.	On for a new company	Structally	Jobs & Costing
Seat limit	How many **Active** and **Pending** users the company can have.	Set when the company is created	Structally, for example after a **Request More Seats** request	Users & Access

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Setting	What It Does	Default	Who Can Change It	Page
File storage limit	How much space the company's attachments and logo can use together. When it would be exceeded, a new attachment is refused with *Storage limit reached (1.0 of 1.0 GB used). Remove files or ask Structally support to raise the limit.* (with your company's figures).	1 GB	Structally	Finding Your Way Around

Choices Each User Makes

These are not company settings: each user sets them for themselves, and they do not change what anyone else sees.

Choice	Where	What It Does	Page
Remember Me	**Log In** page	Keeps your email address on this browser for one year.	Signing In
Hide Navigation	The arrow at the edge of the navigation	Shrinks the navigation to a rail of icons; the browser remembers the choice.	Finding Your Way Around
Column widths	Drag a line heading on a form; **Reset Column Widths** restores them	Saved for each kind of form and used in every company you work in.	Finding Your Way Around
Remembered filters	**Audit Log** and **Users & Access**	The filters you last used, kept for each company.	Finding Your Way Around

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Related Topics

- Settings
- Job Costing Settings
- Setting Up a New Company
- Roles and Permissions
- Glossary

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glossary terms definitions accounting terms construction terms

12.4 Glossary

The terms you meet in Structally and in this guide, in alphabetical order. Terms that are labels on the screen are written as the screen shows them. Each definition ends with a link to the page that explains the term in full.

A · B · C · D · E · F · G · H · I · J · L · M · N · O · P · R · S · T · U · V · W

A

Accepted

The status of a pay application the owner has approved for payment. Accepting it creates and posts the period's invoice; only Company Admins and Accountants can accept. See Pay Applications.

Access Level

What a role allows in one area: **No Access** (the area is hidden), **View** (open and read) or **Edit** (also create, post and correct). See Roles and Permissions.

Account Role

What kind of account an account is, such as **Cash**, **Payable** or **Direct Materials**, shown in the **Role** column of the chart of accounts. The role decides where the account appears on the financial statements, its balance type and which screens may post to it. See The Chart of Accounts.

Accountant

A role with **Edit** access to every area except Settings, including the approval steps of Jobs & Costing. See Roles and Permissions.

Accounts Payable

What your company owes its vendors on posted bills, kept in the account with the **Payable** role (2010 Accounts Payable in the sample company). Posting a bill adds to it; bill payments and vendor credits reduce it. See Vendors & Bills.

Accounts Receivable

What customers owe your company on posted invoices, kept in the account with the **Receivable** role (1100 Accounts Receivable in the sample company). Posting an invoice adds to it; receipts and credit memos reduce it. See Customers & Invoices.

Accrual Basis

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Bookkeeping in which income counts on the date you invoice and costs count on the date of the bill, whether or not money has changed hands. Structally keeps accrual books, and every report uses the accrual basis except a Profit and Loss set to **Cash**. See Introduction to Structally.

Active

The status of a job that accepts coded costs and revenue, and of a user who can open the company. Accounts, items, terms, classes, locations, cost codes and cost types are also active or inactive: an inactive one is no longer offered on new entries but stays on past ones. See Statuses and Lifecycles.

Actual Cost

On a forecast line, the job cost posted to that cost code and cost type from the start of your books to the cutoff. See Forecasts.

Actual to Date

The cost posted to a job, or to one cost code and cost type of it, through the **As Of** date of the budget page. See Job Budgets.

Adjustment

An amount, positive or negative, that you add to a forecast line for anything the other columns miss. It is part of the line's **Forecast Final Cost**. See Forecasts.

Adjustment Reason

The explanation Structally asks for on a cost line coded to a job that is **On Hold** or **Closed**. See Coding Transactions to Jobs.

AIA-Style Pay Application

The progress billing format familiar from the construction industry's standard forms: an application for payment with a numbered summary, and a continuation sheet with one row per schedule of values line. Structally prints pay applications in this layout. See Pay Applications.

Amendment

A change to an issued subcontract or purchase order, by cost code and cost type, that can also change its retainage and link to an approved change order. Once approved, it changes the commitment's **Revised** amount; the issued lines themselves never change. See Commitment Amendments.

Amount Due

A bill's or invoice's total less the retainage held on it: the part that is payable now. See Retainage.

AP Aging

The report of unpaid bills by vendor, in columns by how far past due each bill is. Its total agrees with the Accounts Payable account. See Aging Reports.

Applied

The status of a credit memo or vendor credit whose whole amount has been used, by applying it to invoices or bills or by refunding it. See Statuses and Lifecycles.

Apply

To settle an open invoice or bill with the unapplied part of a receipt or payment, or with a credit. **Unapply** takes the amount back; neither writes a journal entry, because the receipt, payment or credit is already posted. See Receiving Customer Payments.

Approved

The status of a budget, commitment, commitment amendment, change order, schedule of values revision, forecast or WIP schedule that has been agreed and is in force. Some approvals are reserved for Company Admins and Accountants. See Statuses and Lifecycles.

AR Aging

The report of unpaid invoices by customer, in columns by how far past due each invoice is. Its total agrees with the Accounts Receivable account. See Aging Reports.

Archived

The final status of a job: it leaves every list and takes no further postings. Only draft and closed jobs can be archived, with a reason. See Closing and Reopening Jobs.

Area

One of the seven parts of Structally that access is given for: Customers & Invoices, Vendors & Bills, Jobs & Costing, Banking, Reports, Accounting and Settings. See Roles and Permissions.

Audit Log

The list of every change made in the company, newest first, with when, who, what and which record. Nobody can edit or delete its entries. See The Audit Log.

B

Balance Date

The date for which **Receive Payment**, **Pay Bills** and a new refund list the open documents and their balances. It starts as today. See Receiving Customer Payments.

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Balance Sheet

The report of what the company owns (assets), owes (liabilities) and is worth (equity) at the end of a chosen day. See Balance Sheet.

Balance to Finish

On a schedule of values or pay application line, the scheduled value less the amount completed and stored to date. **Balance to Finish, Including Retainage** in the pay application summary is the contract sum less the amount earned less retainage. See Pay Applications.

Balance Type

Debit or **Credit**: the side that increases an account. It is fixed by the account's role. See The Chart of Accounts.

Bank Entry

A document numbered BE- that records a bank or card movement against another account, such as a bank fee or interest. It is posted when you categorize a bank feed line as a bank entry or add one while reconciling a paper statement. See Reviewing the Bank Feed.

Bank Feed

The imported statement lines of a bank or card account, waiting to be matched, categorized or excluded. Importing a statement posts nothing. See Reviewing the Bank Feed.

Bank Line

One row of an imported bank or card statement. Its status is **New**, **Flagged**, **Matched**, **Categorized** or **Excluded**. See Statuses and Lifecycles.

Bill

A purchase your company has received but not yet paid, such as a supplier's invoice or a subcontractor's progress billing. Posting it records the cost and adds the amount due to accounts payable. See Entering a Bill.

Bill Payment

Another name for a **Payment**: money paid to a vendor against open bills. See Paying Bills.

Billed to Date

On a commitment, the posted bills matched to it less posted vendor credits. On a WIP schedule, the invoices coded to the job dated up to the cutoff, including retainage held, less credit memos. See WIP Schedules.

Billing Retainage

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The percentage of each billing that a job's customer holds back. New pay application lines and invoice lines for the job start with it; a new job starts with the **Customer Invoices** default. See Creating and Managing Jobs.

Billings in Excess of Costs

The amount by which a job's billings to date exceed its earned revenue (over billing). A posted WIP schedule records it as a liability, 2400 in the sample company. See WIP Schedules.

Books Closed Date

The last day of the closed period, also called the lock date. The **Books Closed** page shows it on its **Closed Through** card and sets it in the **Lock Date** field; the Settings overview card calls it **Books Closed Through**. Nothing dated on or before it can be posted, reversed or voided. See Books Closed.

Books Start

The first day of your books in Structally. The first opening balances posting saves it, it cannot change afterwards, and the opening entry is dated the day before. See Opening Balances.

Budget

Short for **Job Budget**: a job's planned cost by cost code and cost type. See Job Budgets.

Budget Revision

A budget added after a job's original budget: an **Owner Change** or an **Internal Transfer**. It counts in the revised budget once approved, from its effective date; approving a change order with lines creates one automatically. See Job Budgets.

C

Canceled

The status of an import batch that was dropped from its preview without creating anything. See Import Data.

Cash Basis

A view of the Profit and Loss in which invoices and bills count only when, and as far as, they are paid. WIP schedule entries are left out. See Profit and Loss.

Cash Flow

The report that explains why cash went up or down over a period, grouped into operating, investing and financing activities. See Cash Flow.

Categorize

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To record a bank feed line that is not yet in your books by posting an expense, a transfer or a bank entry for it. See Reviewing the Bank Feed.

Change Order

A record of a change to the work on a job after the contract was signed. It has a kind (**Contract**, **Cost** or **Internal Transfer**), is numbered CO-1, CO-2 and so on per job, and never posts to the general ledger; once approved it changes the revised contract or the revised budget. See Change Orders.

Change Order Line

A schedule of values line numbered CO-n that Structally adds when a **Contract** change order above zero is approved, so the change can be billed. It is tagged *From CO-n*. See Schedules of Values.

Chart of Accounts

The list of every account your company posts to. Each account has a code, a name and a role. See The Chart of Accounts.

Class

A reporting tag for the kind of work, set on each line of a document (in the sample company **Commercial**, **Remodel** and **Residential**). Your company may have renamed the label, for example to Division. See Classes & Locations.

Clear

To mark a transaction as appearing on the bank statement while you reconcile. Uncleared transactions wait for the next statement. See Reconciling an Account.

Closed

The status of a job that no longer accepts new costs (it can be reopened), and of a commitment that is finished with its unused amount recorded. A closed period is one on or before the Books Closed date. See Statuses and Lifecycles.

Coding

A setting of each direct cost account in Job Costing Settings: **Optional**, or **Required**, which makes a job mandatory on every line that uses the account. See Job Costing Settings.

Combined Balance

On an account page, the account's own balance plus the balances of all its sub-accounts. The account's own balance is the **Direct Balance**. See The Chart of Accounts.

Coming Due

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The Home dashboard card that lists posted invoices and bills due today and in the next 13 days that are not fully paid. See The Home Dashboard.

Commitment

An agreement to pay a vendor for work or materials on a job: a **Subcontract** or a **Purchase Order**, with lines by cost code and cost type. Commitments do not post; the bills matched to them do. See Commitments.

Commitment Overrun

The amount by which a bill line matched to a commitment line is more than what is left on that line. The **Commitment Overruns** setting decides whether such a bill posts (**Warn**) or is refused (**Block**). See Job Costing Settings.

Committed

The revised amount of a job's issued and closed subcontracts and purchase orders, including approved amendments, shown on the job page's **Commitments** card. See Job Costs and Cost Transfers.

Company

One set of books in Structally, with its own chart of accounts, customers, vendors, jobs, settings and reports. Nothing is shared between companies. See Introduction to Structally.

Company Admin

The role with **Edit** access to every area, including Settings and the company's users. Some settings can be changed only by a Company Admin. See Roles and Permissions.

Company Default

The payment terms that new bills and invoices start with. Only one set of active terms can be the default. See Payment Terms.

Completed

The status of a reconciliation whose difference is 0.00 and that has been finished with **Complete**. See Reconciling an Account.

Completed and Stored to Date

On a pay application, all work completed and materials stored on the job so far, including this period. See Pay Applications.

Contract Change Order

A change order of the kind **Contract**: the customer pays more (or less) for added or deleted work. Once approved, its contract amount changes the revised contract and its lines become a budget revision. See Change

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Orders.

Contract Loss Expense

The expense account a posted WIP schedule debits when it records a loss provision (5900 in the sample company). See WIP Schedules.

Contract Sum to Date

On a pay application, the revised contract: the original contract plus approved contract change orders. See Pay Applications.

Control Account

An account that Structally posts to automatically for one kind of document, such as Accounts Payable, Accounts Receivable and the two retainage accounts. The Tie-Out report checks each against the documents behind it. See Tie-Out.

Cost Change Order

A change order of the kind **Cost**: the job's cost changes but the contract price does not, for example a concealed condition the company absorbs. Its lines become a budget revision. See Change Orders.

Cost Code

A work category of a job, such as a phase, trade or division: **06-100 Rough Carpentry** or **09-100 Drywall**. A cost code must be assigned to a job before the job can use it. See Cost Codes and Cost Types.

Cost Transfer

A journal entry that moves posted cost from one job, cost code or cost type to another, leaving the original document alone. You start it from the Job Cost Detail report. See Job Costs and Cost Transfers.

Cost Type

The kind of cost within a cost code: **LAB Labor**, **BUR Burden**, **MAT Materials**, **SUB Subcontract**, **EQP Equipment**, **OVH Overhead** or **OTH Other**, plus any you add. See Cost Codes and Cost Types.

Cost-to-Cost Method

Measuring a job's percent complete as its cost to date divided by its forecast final cost. The WIP schedule uses this method. See WIP Schedules.

Costs in Excess of Billings

The amount by which a job's earned revenue exceeds its billings to date (under billing). A posted WIP schedule records it as an asset, 1400 in the sample company. See WIP Schedules.

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Counts Toward Progress

A cost type setting. When it is **No**, the type's costs are left out of percent complete on WIP schedules and listed there as uninstalled materials. See Cost Codes and Cost Types.

Credit Memo

A document that reduces what a customer owes, numbered CM-. Posting it reverses the revenue on the lines you choose; you then apply it to open invoices or refund it. See Credit Memos.

Credits Available

The vendor page tile for a vendor's unapplied payments plus the remaining amounts of its vendor credits. See Paying Bills.

Current Payment Due

On a pay application, what the customer owes for this application: the amount earned less retainage, minus previous certificates. See Pay Applications.

Custom

A role for which a Company Admin chooses **No Access**, **View** or **Edit** area by area. A Custom user never gets the approval steps or the actions reserved for Company Admins. See Roles and Permissions.

Customer

Anyone you invoice. Every invoice, receipt and credit memo belongs to one customer. See Managing Customers.

Cutoff

The date a forecast or WIP schedule reads its figures at, usually a month end. See Forecasts.

D

Debit and Credit

The two sides of every journal line. Total debits always equal total credits; assets, direct costs and expenses increase with a debit, while liabilities, equity and income increase with a credit. See How Structally Records Transactions.

Deferred

A treatment of uninstalled materials on a WIP schedule: the cost is taken out of percent complete and moved to the Uninstalled Materials asset account. See WIP Schedules.

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Delivery

One attempt to email an invoice. Its status is **Queued**, **Sent** or **Failed**. See Sending and Printing Invoices.

Deposit

A document numbered DEP- that moves customer receipts from a holding account, usually Undeposited Funds, into a bank account. Make one deposit for each trip to the bank. See Making Deposits.

Difference

In a reconciliation, the statement's ending balance less its opening balance less the cleared total. It must be 0.00 to complete. See Reconciling an Account.

Dimension

A tag on a journal line besides its account: class, location, job, cost code or cost type. Dimensions never change the debits and credits; they let reports slice the same figures differently. See How Structally Records Transactions.

Direct Balance

On an account page, the balance of postings to the account itself, not counting its sub-accounts. See The Chart of Accounts.

Document Number

The number Structally gives a document: a prefix, the fiscal year and a six-digit sequence, such as BILL-2026-000138. Numbers are never reused. See How Structally Records Transactions.

Double-Entry Accounting

Recording every transaction as equal debits and credits to at least two accounts, so the books always balance. Structally writes these entries for you. See How Structally Records Transactions.

Draft

A record that is saved but not yet in force. A draft invoice, bill, credit memo, vendor credit or retainage release has a number but no journal entry and can still be edited; jobs, budgets, commitments, change orders, schedules of values, pay applications, forecasts and WIP schedules also start as drafts. See Statuses and Lifecycles.

Due Date

The day a bill or invoice should be paid. Structally works it out as the document date plus the days of its payment terms, unless you type one. See Payment Terms.

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E

Earned Revenue

The part of a job's contract earned so far: percent complete times the projected contract, with materials treated as revenue at cost earned at their cost. See WIP Schedules.

Eligibility

A setting of each cost and revenue account in Job Costing Settings: **Direct Cost** (lines can carry a job, cost code and cost type), **Revenue** (lines can carry a job) or **Excluded** (no job coding). See Job Costing Settings.

Estimated Gross Profit

On a WIP schedule, the projected contract less the forecast final cost. See WIP Schedules.

Exceptions

The Job Costs card that lists postings worth a second look before you close the month, such as costs on on-hold or closed jobs and commitment overruns. See Job Costs and Cost Transfers.

Excluded

The status of a bank feed line you left out of your books on purpose, such as a duplicate. **Restore Line** brings it back for review. See Reviewing the Bank Feed.

Expense

A purchase that is already paid from a bank, cash or credit card account. It posts when you save it, so it has no draft and leaves nothing in accounts payable. See Recording an Expense.

External ID

The bank's own transaction number on a statement row. Structally uses it to skip rows already imported. See Importing Bank Statements.

Extra

A tick on an invoice or credit memo line that marks work outside the schedule of values, on a job billed through its schedule. See Schedules of Values.

F

Fiscal Year

Your company's accounting year, whose first month Structally sets when it creates the company (January in the sample company). It sets the year in document numbers and the dividing line between Net Income and Retained

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Earnings. See Balance Sheet.

Flagged Duplicate

An imported statement row with no external ID that has the same date, amount and description as a line already in the feed. It is imported as **Flagged** until you keep or exclude it. See Importing Bank Statements.

Forecast

Your estimate, at a cutoff date, of what a job will cost by the time it is finished, line by cost code and cost type. Approved forecasts drive the WIP schedule; a forecast never posts. See Forecasts.

Forecast Final Cost

The estimated final cost of a forecast line or job: **Actual Cost** + **Open Commitments** + **Still to Buy** + **Adjustment**. It is also called the estimate at completion. See Forecasts.

Funds Account

The account money moves through on a receipt, payment or refund: a cash account for a receipt, a bank, cash or credit card account for a payment or refund. See Bank and Cash Accounts.

G

General Cost Code

A cost code marked **General**, which is assigned to every job automatically and cannot be unassigned, such as **01-100 General Requirements**. See Cost Codes and Cost Types.

General Ledger

The report of every posted line in one account, or all accounts, over a period, with opening, running and closing balances. See General Ledger.

GL Bridge

The Job Costs card that proves job costing agrees with the books: for each account, the coded plus unassigned amounts less the account's movement must be 0.00. See Job Costs and Cost Transfers.

H

History

The panel at the bottom of a record page that lists everything recorded against the record, newest first. See Finding Your Way Around.

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I

Import Batch

One file checked on Import Data, numbered IMP- with the year and a sequence. Its status is **Preview**, **Imported**, **Canceled** or **Undone**. See Import Data.

Incomplete

The mark on a WIP schedule job that has an issue, such as no approved forecast at the cutoff, and is therefore not calculated. See WIP Schedules.

Installed from Storage

On a pay application line, previously stored materials that were built into the work this period. They move into completed work and are not billed again. See Pay Applications.

Internal Transfer

A change order or budget revision that moves budget from one cost code or cost type to another; its lines must net to zero and the contract does not change. See Change Orders.

Invoice

A sale your customer still needs to pay, numbered INV-. Posting it records the revenue and adds the amount due to accounts receivable. See Creating an Invoice.

Issued

The status of a commitment that has been sent to the vendor. Its lines are frozen, bills can be matched to it, and changes go through amendments. See Commitments.

Item

Something you bill again and again, with a **SKU**, **Name**, **Rate** and **Income Account** that fill in an invoice line. See Items.

J

Job

A project you track costs and revenue for, with the status **Draft**, **Active**, **On Hold**, **Closed** or **Archived**. See Creating and Managing Jobs.

Job Budget

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The cost you plan to spend on a job, by cost code and cost type: one original budget plus any approved revisions. See Job Budgets.

Job Coding

The **Job**, **Cost Code** and **Cost Type** on a line of a bill, expense, vendor credit or journal entry. An invoice or credit memo line carries only the job. See Coding Transactions to Jobs.

Job Cost Account

An account whose **Eligibility** is **Direct Cost** or **Revenue**, so its lines can carry job coding and count as job cost or job revenue. See Job Costing Settings.

Job Cost Detail

The report of the posted cost lines behind a job's figures for a period; **Job Revenue Detail** lists its revenue lines. See Job Cost Reports.

Job Costing

Tracking cost and revenue by job, cost code and cost type, and comparing them with budgets, commitments, billings and forecasts. In Structally it is the **Jobs & Costing** module. See Jobs & Costing.

Job Costs

The page of posted cost and revenue by job, cost code and cost type for a period and to date, with the GL Bridge and Exceptions. See Job Costs and Cost Transfers.

Journal

The report of every journal entry posted in a period, with all of its lines. See Journal Report.

Journal Entry

A balanced set of debit and credit lines. Every posted document writes one, and you post manual ones for adjustments such as depreciation. See Journal Entries.

L

Location

A reporting tag for where the work was done, set once per document (and on each line of a journal entry). Your company may have renamed the label, for example to Branch. See Classes & Locations.

Lock Date

The field on the Books Closed page that sets the last closed day. See Books Closed.

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Locked

Said of a posted journal entry, which can never be edited or deleted. Mistakes are corrected with a void or a reversal. See How Structally Records Transactions.

Loss Provision

On a WIP schedule, the part of a job's projected loss not yet in its recognized cost. Posting records it in 2450 Provision for Contract Losses and 5900 Contract Loss Expense, so the whole projected loss is booked at once. See WIP Schedules.

M

Match

To link a bank feed line to a posting already in your books that moves the account by exactly the line amount. Nothing new is posted. See Reviewing the Bank Feed.

Module

An optional part of Structally that Structally turns on for a company. Today the module is **Jobs & Costing**. See Introduction to Structally.

N

Needs Attention

The Home dashboard card that lists today's tasks, such as overdue invoices, bank lines to review and receipts to deposit. See The Home Dashboard.

Net Income

Income less costs and expenses for a period. On the Balance Sheet it is the profit from the start of the fiscal year to the As Of date, worked out without closing entries. See Balance Sheet.

O

On Hold

The status of a paused job. New costs coded to it are flagged and need an adjustment reason, and its pay applications can be prepared but not accepted. See Closing and Reopening Jobs.

Open

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The status of a posted invoice, bill, credit memo or vendor credit that is not yet fully settled or used, and of a reconciliation still in progress. See Statuses and Lifecycles.

Open Balance

What is still unpaid on an invoice or bill: the amount due less the payments and credits applied. See Aging Reports.

Open Commitments

What is still to be billed on issued commitments: each commitment line plus approved amendments, less the bills posted against it, never below zero. See Forecasts.

Opening Balance Equity

The equity account that takes the balancing amount of your opening balances (3900 in the standard chart, 3000 in the sample company). The Opening Balances page shows it as the **Balancing Account**. See Opening Balances.

Opening Balances

The balance sheet your books start with, posted as one balanced journal entry dated the day before **Books Start**. See Opening Balances.

Original Budget

The first budget of a job, usually its estimate. A job has one, and it must total more than zero. See Job Budgets.

Original Contract

A job's contract value before change orders, entered on the job. An amount entered cannot change once the job leaves **Draft**. See Creating and Managing Jobs.

Original Estimate

A job's expected total cost before changes, entered on the job. See Creating and Managing Jobs.

Overdue

The second status of an open invoice or bill that is past its due date with a balance left. See Statuses and Lifecycles.

Override Reason

The explanation a Company Admin or Accountant types to post a bill that goes over its commitment when **Commitment Overruns** is **Block**. See Entering a Bill.

Owner Change

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A budget revision for scope the owner added or removed, usually through a change order. Its lines can be positive or negative. See Job Budgets.

P

Paid

The status of an invoice or bill whose amount due is fully settled by payments and credits. See Statuses and Lifecycles.

Partly Paid

The second status of an open invoice or bill that is partly paid and not yet past its due date. See Statuses and Lifecycles.

Pay Application

The periodic progress bill of a contract job, prepared from its schedule of values. Its status is **Draft**, **Sent**, **Superseded**, **Accepted** or **Reversed**, and accepting it posts the invoice. See Pay Applications.

Payment

Money paid to a vendor from a bank, cash or credit card account and applied to the vendor's open bills, numbered PAY-. It posts at once. See Paying Bills.

Payment Terms

The rule for when a bill or invoice is due, such as **Net 30**: the number of days added to the document date. Structally calls them **Terms** on screen. See Payment Terms.

Pending

The status of a user who was added but has not yet set a password from the invitation. A pending user uses a seat. See Users & Access.

Pending, Not in Revised Contract

The job page's figure for submitted contract change orders that are not yet decided, so they are not part of the revised contract. See Change Orders.

Percent Complete

On a WIP schedule, the share of a job's forecast final cost already incurred, leaving out uninstalled materials, kept between 0% and 100%. See WIP Schedules.

Posted

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The status of a payment, receipt, expense, deposit, transfer, refund or bank entry whose journal entry is written. Invoices and bills show **Open** once posted. See Statuses and Lifecycles.

Posted Margin

On Job Costs, a job's revenue to date less its cost to date, as posted (not as earned). See Job Costs and Cost Transfers.

Posting

Writing a document's journal entry into your books. The entry is dated on the document's date, balances to the cent and is locked at once; if any check fails, nothing is saved. See How Structally Records Transactions.

Posting Entry

The panel at the bottom of a posted record that shows the journal entry it wrote, with its date, **Posted**, **Locked** and its lines. See Finding Your Way Around.

Presently Stored

On a pay application line, materials stored on site and billed but not yet installed. See Pay Applications.

Previous Certificates

On a pay application, what earlier accepted applications certified for payment. See Pay Applications.

Previous Final

On a forecast line, the forecast final cost of the line on the last approved forecast. See Forecasts.

Profit and Loss

The report of income, costs, expenses and net income for a period, also called an income statement. It can show columns by period, class, location, item or job, and a cash basis. See Profit and Loss.

Progress Billing

Billing a contract job as the work progresses, through its schedule of values and monthly pay applications. **Progress Billing** is also the page that lists each active and on-hold job with its schedule and latest application. See Pay Applications.

Project Manager

A role with **Edit** access to Customers & Invoices, Vendors & Bills and Jobs & Costing and no access elsewhere, without the approval steps. See Roles and Permissions.

Projected Contract

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A job's original contract plus approved contract change orders dated on or before the cutoff. See Forecasts.

Projected Profit

The projected contract less the forecast final cost. When it is below zero the forecast shows a **Projected Loss**. See Forecasts.

Provision for Contract Losses

The liability account that holds the loss provisions of posted WIP schedules (2450 in the sample company). See WIP Schedules.

Purchase Order

A commitment, numbered PO-, for materials or equipment bought for a job. See Commitments.

R

Receipt

Money a customer paid you, numbered RCPT-. It posts when you save it and is applied to the invoices it pays. See Receiving Customer Payments.

Reconciled Through

The statement date and ending balance of an account's last completed reconciliation. See Bank and Cash Accounts.

Reconciliation

Proving that your books agree with a bank or card statement: you clear the transactions on the statement until the difference is 0.00, then complete it. Its status is **Open** or **Completed**. See Reconciling an Account.

Refund

A document numbered RFD- that settles a credit with money: a customer refund pays a customer back, and a vendor refund records money a vendor pays you back. See Recording a Refund.

Register

The read-only checkbook view of one bank, cash or card account, with a running balance. See Account Registers.

Rejected

The status of a budget or change order that was turned down, with a reason. It is kept for the record. See Statuses and Lifecycles.

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Remaining Budget

A job's revised budget less its actual cost to date. A negative amount means the job is over budget. See Job Budgets.

Removed

A user whose access to the company was taken away, listed under **Removed Users**. Their records stay, and **Reactivate** can give access back. See Users & Access.

Replaced

The status of an earlier approved WIP schedule version for the same cutoff once a newer version is approved. See WIP Schedules.

Retainage

The part of each progress billing held back until the work is finished, also called retention. Structally keeps it in its own accounts, so it is not due in accounts payable or receivable until it is released. See Retainage.

Retainage Held

The retainage still held on a document, commitment, vendor, customer or job: the amount retained less any released. In the Bills and Invoices lists it is also the status shown instead of **Paid** while retainage is still held. See Retainage.

Retainage Payable

Retainage you hold back from subcontractors and suppliers, kept in a liability account (2020 in the sample company) until you release it. See Retainage.

Retainage Receivable

Retainage your customer holds back from your billings, kept in an asset account (1110 in the sample company) until you bill it. See Retainage.

Retainage Release

A special bill or invoice, tagged **Retainage Release**, that turns held retainage into an ordinary amount due: to a vendor from Retainage Payable to Accounts Payable, or to a customer from Retainage Receivable to Accounts Receivable. A release can be partial or final. See Releasing Retainage.

Retained Earnings

The profit of every earlier fiscal year, which the Balance Sheet works out from the income and expense accounts. Structally posts no year-end closing entries. See Balance Sheet.

Revenue at Cost

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A treatment of uninstalled materials on a WIP schedule: the materials are left out of percent complete, but revenue equal to their cost is earned now, with no margin. See WIP Schedules.

Reversal Entry

The entry written by a void or reversal: the original lines with debits and credits swapped, dated on the date you enter and never earlier than the original. See Reversing and Correcting Transactions.

Reversed

The status of a payment, receipt, expense, deposit, transfer, refund or pay application canceled by a reversal. The record stays, read-only. See Reversing and Correcting Transactions.

Revised Budget

A job's original budget plus every approved revision effective by the date shown. See Job Budgets.

Revised Contract

What the customer will pay for a job: the original contract plus all approved contract change orders. See Change Orders.

Role

What a user can do in a company: **Company Admin**, **Accountant**, **Viewer**, **Project Manager** or **Custom**. A person can have a different role in each company. See Roles and Permissions.

S

Schedule of Values

A job's contract divided into billable lines, each with a scheduled value, a revenue account and retainage percentages. Each job has one, kept in revisions, and pay applications bill against it. See Schedules of Values.

Scheduled Value

The part of the contract price assigned to one schedule of values line. See Schedules of Values.

Seat

One place in your company's plan for a user. Each **Active** or **Pending** user uses a seat; suspended and removed users do not. See Users & Access.

Section Headings

The six fixed headings at the top of the chart of accounts: Assets, Liabilities, Equity, Income, Direct Costs and Expenses. They cannot be posted to. See The Chart of Accounts.

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Sent

The status of a pay application sent to the owner or architect for approval. A sent application is locked; **Revise** starts a new revision. See Pay Applications.

Settlement

The part of a credit memo, vendor credit, receipt or payment that a refund uses. The settlements of a refund add up to its amount. See Recording a Refund.

Split

Dividing one line of a document among allocation rows, each with its own job (and, on cost lines, its own cost code and cost type). See Entering a Bill.

Statement Batch

One import of a bank statement file into the bank feed, with its counts of rows, imported lines, duplicates and flagged lines. See Importing Bank Statements.

Statements

The report of one customer's charges, credits and balance over a period, with open items by age and any retainage held. See Customer Statements.

Still to Buy

On a forecast line, the cost you still expect to incur that is not yet committed. It is zero or more. See Forecasts.

Stored Materials

Materials delivered to the site and billed on a pay application before they are installed. They can carry their own retainage percentage. See Pay Applications.

Sub-Account

An account placed under another account, its parent. Its balance rolls up into the parent's combined balance. See The Chart of Accounts.

Subcontract

A commitment, numbered SC-, for work a subcontractor performs on a job. See Commitments.

Submitted

The status of a change order waiting for a decision. Submitted contract changes count as pending. See Change Orders.

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Superseded

The status of a schedule of values revision replaced by a later approved one, and of a sent pay application replaced by a newer revision. See Statuses and Lifecycles.

Suspended

The status of a user whose access to this company is paused. The user cannot open the company until reactivated, and uses no seat. See Users & Access.

T

Terms

The screen's name for **Payment Terms**, the rule that sets a document's due date. See Payment Terms.

Tie-Out

The report that checks your books agree with themselves at a date: debits equal credits, the balance sheet balances, and each control account agrees with its documents. See Tie-Out.

Transfer

A document numbered TRF- that moves money between two of your own accounts, such as checking to savings or a bank account to the company credit card. See Transferring Funds.

Trial Balance

The report of every account's balance at the end of a day, in a **Debit** or **Credit** column, with equal totals. See Trial Balance.

True-Up

How a WIP schedule posts: it compares the schedule's targets with what the job already holds in the WIP accounts and posts only the difference. The entry does not reverse the next month. See WIP Schedules.

U

Unapplied

The part of a receipt or payment not yet applied to an invoice or bill. It stays as credit with the customer or vendor. See Paying Bills.

Unassigned

On Job Costs, cost on a job cost account posted without a job. On the Profit and Loss, the column for amounts posted without the class, location, item or job the columns show. See Job Costs and Cost Transfers.

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Unbudgeted

The mark on a forecast line that has no revised budget. See Forecasts.

Undeposited Funds

An account with the **Cash** role that holds customer receipts until you take them to the bank (1050 in the sample company). A deposit moves them to the bank account. See Bank and Cash Accounts.

Uninstalled Materials

Materials charged to a job but not yet built into the work. A WIP schedule keeps them out of percent complete, treated as **Deferred** or **Revenue at Cost**. See WIP Schedules.

Uninstalled Materials Deferral

The account a posted WIP schedule credits for deferred uninstalled materials, lowering cost on the Profit and Loss (5950 in the sample company). The matching asset is 1450 Uninstalled Materials. See WIP Schedules.

Unpaid

The second status of an open invoice or bill with nothing paid and not yet past its due date. See Statuses and Lifecycles.

Unused Amount

The part of a commitment's revised amount that will never be billed, recorded when you close the commitment. See Commitments.

User

A person who signs in with an email address and password. A user can have access to several companies, with a role in each. See Introduction to Structally.

V

Variance

On a forecast, the revised budget less the forecast final cost. A negative variance means the line is expected to finish over budget. See Forecasts.

Vendor

Anyone your company buys from: a supplier, subcontractor, rental yard, utility or permit office. See Managing Vendors.

Vendor Advances

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The Balance Sheet row, at the end of current assets, for amounts you have paid vendors ahead of their bills. See Balance Sheet.

Vendor Credit

An amount a vendor owes you, such as for returned materials, numbered VCR-. Posting it reduces accounts payable; you apply it to the vendor's bills or refund it. See Vendor Credits.

Viewer

A role with **View** access to every area except Settings. A Viewer changes nothing. See Roles and Permissions.

Void

To cancel a posted invoice, bill, credit memo or vendor credit with a reversal entry, and the status it then shows. Only an open document with nothing applied to it can be voided. See Reversing and Correcting Transactions.

W

WIP Accounts

The seven accounts a WIP schedule posts to: Costs in Excess of Billings, Uninstalled Materials, Billings in Excess of Costs, Provision for Contract Losses, WIP Revenue Adjustment, Contract Loss Expense and Uninstalled Materials Deferral. Only WIP schedules can post to them, and a Company Admin creates them in Job Costing Settings. See Job Costing Settings.

WIP Adjustment

The type of the journal entry a posted WIP schedule writes, dated its cutoff. See WIP Schedules.

WIP Group

A cost type label, **Labor and Subcontract** or **Material and Other**. In this version Structally does not use it in any calculation or report. See Cost Codes and Cost Types.

WIP Revenue Adjustment

The income account that a posted WIP schedule credits or debits so that a job's revenue to date equals its earned revenue (4100 in the sample company). See WIP Schedules.

WIP Schedule

The month-end work in progress schedule that measures each open job's percent complete and earned revenue and compares them with billings. Its status is **Draft**, **Approved** or **Replaced**; posting it writes the WIP adjustment entry. See WIP Schedules.

Withdrawn

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The status of a budget or change order taken back before a decision. A withdrawn change order cannot be submitted again. See Statuses and Lifecycles.

Work Retainage

On a schedule of values line, the percentage the customer holds back on work completed. **Stored Materials Retainage** is the percentage held on materials stored. Both start with the job's billing retainage. See Schedules of Values.

Work This Period

On a pay application line, the work completed this period. You can type it, or type a percent complete to fill it. See Pay Applications.

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version conventions sample company

12.6 About This Guide

Version

Application version	Structally 0.1.0
Build verified	1c874cce
Verified on	2026-10-24
Guide version	2026.10

Every button and field name was copied from the screen, every rule and message was checked against that build, and every figure is a screenshot of Structally taken on the same day (some from the builds just before it, whose screens are the same). When Structally changes, the guide is checked again and a new guide version is published; the version menu at the top of the Help Center lists earlier versions.

The Sample Company

The examples and screenshots use **Cedar Ridge Contracting**, a fictional general contractor with three years of history (October 2023 to September 2026):

- service and remodel jobs numbered **J-1001** to **J-1036**, billed by ordinary invoices;
- four larger contract jobs, **J-2001** to **J-2004**, billed monthly through schedules of values and pay applications, with subcontracts and purchase orders that hold retainage; **J-2004 Summit Tech Park Office Building** is still in progress;
- monthly forecasts and work-in-progress schedules for the last twelve months;
- bank accounts, an imported bank statement and completed reconciliations.

The Training Exercises use a second, empty company, **Cedar Ridge Training**, to show setting up and running a project from the beginning.

All names, amounts, addresses and email addresses are invented. Sign-in names such as demo-admin@example.test belong to the sample company and show the role being used in a screenshot.

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Conventions

Convention	Meaning
Post Bill	A button, link, field, column or menu item, written exactly as it appears on the screen.
Vendors & Bills → Bills → New Bill	A path through the navigation or the page.
3	A numbered callout on a figure; the list under the figure explains it.
Vendor must be active.	A message Structally shows, quoted word for word.
$26,400.00	An amount in the text. Tables that reproduce a screen use the screen's format (26,400.00).
September 30, 2026	A date in the text. Values quoted from a screen keep the screen's format (2026-09-30).

Each task page follows the same order: what the task is for, **Before You Begin**, **Navigation**, the steps, a **Field Reference**, a **Worked Example**, **What Happens After You Save or Post** (with the journal entry when money moves), **Common Mistakes and Troubleshooting**, and **Related Topics**.

Figures are numbered by part of the guide: Figure 3-5 is the fifth figure in part 3, Vendors & Bills. Click any figure to enlarge it.

The PDF Edition

The complete guide is also available as one PDF, printed from the same pages: download the PDF.

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