DIANO

DIANO ACADEMY · MODULE COURSE M08

Statements and ageing

Show customers what they owe, and see who owes you

For: Company Admin and Finance User (Sales can view) · **Length:** 20 minutes · **Track:** M: Per module · **Version:** 5 November 2026

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Statements and ageing

WHO IT IS FOR
Company Admin and Finance User (Sales can view)

LENGTH
20 minutes

BEFORE THIS COURSE
M03 Sales invoices, M07 Receipts and payments.

YOU WILL BE ABLE TO
Find a customer's statement, send it, and read the debtors and creditors ageing.

A statement shows a customer every open invoice and payment. The ageing reports show who owes you, and whom you owe, by how long it has been outstanding. This course follows **Who owes us, and whom we owe (ageing)** (diano.co.za/help/app/ageing.html) and the **Getting started** list (diano.co.za/help/app/getting-started.html), which ends with **Send a statement**.

Who does what

- A **Company Admin or Finance User** makes and sends statements.
- **Sales, the Accountant and the Auditor** can see them.
- **Debtors ageing:** Company Admin, Finance User, Sales, Accountant and Auditor.
- **Creditors ageing:** Company Admin, Finance User, Accountant and Auditor.

Customer statements

1. Open **Sales**, then **Statements and ageing**.
2. Choose the customer and the period.
3. Send the statement the same way as any document: **PDF**, **WhatsApp**, **Open in my e-mail / Share** or **Print**.

> Statements use your document design and show your company's details, including your VAT number and CSD supplier number if you have filled them in.

Read the ageing

1. Open **Accounting**, then **Reports**.
2. Choose **Debtors ageing** (customers who owe you) or **Creditors ageing** (suppliers you owe).
3. Choose the date and press **Show**. Print it or export it to a spreadsheet.

Common mistakes

- **Sending a statement before capturing the latest receipts.** The customer sees money they already paid as owing.

- **Payments not linked to invoices.** A deposit recorded with No invoice yet shows as a credit until you apply it to an invoice.
- **Reading ageing on the wrong date.** Check the date at the top.

Exercise (practice company)

1. As **Ayesha Patel (Finance User)**, open **Sales › Statements and ageing** and find **Highveld Mining Supplies (example)**. Which invoices are still open?
2. Save the statement as a PDF.
3. Open **Accounting › Reports › Debtors ageing**. Which customer owes the most? Check that the total matches the debtors on the trial balance.
4. Open **Creditors ageing** and find what is still owed to **Weld Gas Supplies CC (example)**.

Where to read more

- Help Centre: Who owes us, and whom we owe (ageing) · Getting started · Print, download, or share a document
- Next course: M14 Reports and VAT201