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## **Account Not Reflecting Document Totals**

Cavallo Support - 2024-11-22 - Troubleshooting

SalesPad shows a Price and Extended Price for backordered line items on invoices, orders, and quotes. Dynamics GP only shows a Price and Extended price for backordered line items on orders and quotes, and does not show an extended price for invoices.

Since the Extended Price does not exist for backordered items in GP, the Total field on applicable documents will pull all totals from SalesPad's Extended Price on the individual Invoice field in GP. If payments were applied, Dynamics GP would subtract these applied payments from the On Account totals.