

Customer Balances

A guide to the overdue banner on the sales order: the three levels, how the numbers are computed, the buttons, the customer card and list, and the settings.

1. Start here

In plain words: Before you confirm a quotation you want to know one thing: does this customer already owe you money? This module puts the answer at the top of the quotation and sales order: **how much is overdue, how late, how much they owe in total, and how much you owe them.** It turns red when the delay is serious.

 **Payment overdue**

OVERDUE	INVOICES	DAYS LATE	THEY OWE US	WE OWE THEM	NET
\$ 12,480.00	3	74	\$ 15,680.00	\$ 1,850.00	\$ 13,830.00

Overdue invoices

Open invoices

Red: the oldest overdue invoice is more than 30 days late

 **Payment overdue**

OVERDUE	INVOICES	DAYS LATE	THEY OWE US
\$ 3,050.00	2	9	\$ 5,300.00

Overdue invoices

Open invoices

Orange: something is overdue

 **Open balance**

THEY OWE US	WE OWE THEM	NET
\$ 1,900.00	\$ 700.00	\$ 1,200.00

Open invoices

Blue: an open balance, nothing overdue (optional)

Red, orange and blue banners on the sales order.

Tip: It only reads your accounting. Nothing is blocked and nothing is changed: your salespeople simply see the facts before they promise a delivery.

2. What you get

Feature	What it does
Banner on the sales order	Overdue amount, number of late invoices, days late, total owed, and the net position.
Two ways	Also shows what you owe the same contact (vendor bills) and the net balance.
Three levels	Blue for information, orange for overdue, red when the oldest invoice is late by your threshold.
Live numbers	Computed when the form opens from the posted accounting entries, in the company currency.
Whole company	Invoices of the company and of all its contacts are added together.
Buttons	Open the overdue invoices, or all open invoices, in one click.
Customer card and list	A Balances block on the customer and an optional Overdue column and filter in the customers list.

3. Requirements

Item	Details
Odoo	19.0 (Community or Enterprise)
Apps needed	Sales (sale) and Invoicing (account)
License	OPL-1 (Odoo Proprietary License v1.0)

4. Install

- 1 Unzip the package. Inside is `taqnix_customer_balance.zip` ; unzip it to get the folder `taqnix_customer_balance` .
- 2 Copy the folder into one of the `addons_path` folders of your Odoo server and restart Odoo.
- 3 Log in as an administrator, activate **Developer mode**, open **Apps** and press **Update Apps List**.
- 4 Remove the "Apps" filter, search **Customer Outstanding** and press **Install**.

```
# or from the command line  
./odoo-bin -c odoo.conf -d YOUR_DATABASE -i taqnix_customer_balance --stop-after-init
```

5. Settings

In plain words: Open **Settings** → **Customer Balances**. The settings belong to each company.

Settings

General Settings

Users & Companies

Force Cancel / Reset Log

12

17

My Company (San Francisco)

Save

Discard

Settings

General Settings

CRM

Sales

Calendar

Website

Purchase

Inventory

Manufacturing

Invoicing

Project

Employees

Attendances

WhatsApp

Product Codes

Low Stock Alerts

Receipt & Invoice Styles

Digital Downloads

Customer Balances

Point of Sale

Banner on the sales order

Show the banner

Only when something is overdue, or whenever the customer has an open balance.

Only when something is overdue

Ignore overdue amounts below

In the company currency. Small amounts do not trigger the banner.

1.00

Red after

The banner turns red when the oldest overdue invoice is this many days late. Before that it is orange.

30

days late

Show what we owe the customer

When the same contact is also a vendor, the banner shows the open vendor bills and the net balance.

When to show the banner, the smallest amount, and when it turns red.

Setting	What it does
Show the banner	<i>Only when something is overdue (default), or whenever the contact has an open balance, which adds the blue banner.</i>
Ignore overdue amounts below	Small amounts do not trigger the banner (default 1.00).
Red after	The banner is red when the oldest overdue invoice is at least this many days late (default 30). Before that it is orange.
Show what we owe the customer	Adds the vendor bills you owe the same contact, and the net.

6. The banner on the sales order

In plain words: Open any quotation or sales order. The banner appears above the title when the customer has something to show.

SalesOrdersTo InvoiceProductsReportingConfiguration

1217My Company (San Francisco)

New

Quotations

S00306

1 / 1

SendPrintConfirmPreviewCancel

QuotationQuotation SentSales Order

Send messageLog noteActivity

Payment overdue

OVERDUE\$ 12,480.00INVOICES3DAYS LATE74THEY OWE US\$ 15,680.00WE OWE THEM\$ 1,850.00NET\$ 13,830.00

Overdue invoices

Open invoices

S00306

CustomerBlue Harbor TradingExpiration ?Nov 22

Quotation TemplatePayment TermsImmediate

Order LinesQuote BuilderOther Info

Product	Quantity	Unit Price	Taxes	Amount
[FURN_8888] Office Lamp	4.00	40.00	15%	\$ 160.00

Add a productAdd a sectionAdd a noteCatalog

Terms and conditions...

Untaxed Amount: \$ 160.00

Tax 15%: \$ 24.00

Total: \$ 184.00

Margin: \$ 20.00 (12.5%)

Today

OdooBot 3:45 AM

Sales Order created

Red: three invoices overdue, the oldest 74 days late. Blue Harbor also supplies you, so the banner shows what you owe them and the net.

SalesOrdersTo InvoiceProductsReportingConfiguration

1217My Company (San Francisco)

NewQuotationsS00307

1 / 1<>

SendPrintConfirmPreviewCancel

QuotationQuotation SentSales Order

Send messageLog noteActivity

Payment overdue

OVERDUEINVOICESDAYS LATETHEY OWE US

\$ 3,050.0029\$ 5,300.00

Overdue invoicesOpen invoices

S00307

CustomerNorthwind SuppliesExpiration?Nov 22

Quotation TemplatePayment TermsImmediate

Order LinesQuote BuilderOther Info

Product	Quantity	Unit Price	Taxes	Amount
[FURN_8888] Office Lamp	4.00	40.00	15%	\$ 160.00

Add a productAdd a sectionAdd a noteCatalog

Terms and conditions...

Untaxed Amount: \$ 160.00Tax 15%: \$ 24.00Total: \$ 184.00Margin: \$ 20.00 (12.5%)

Today

OdooBot 3:45 AMSales Order created

Orange: two invoices overdue, the oldest 9 days late.

SalesOrdersTo InvoiceProductsReportingConfiguration

1217My Company (San Francisco)

NewQuotationsS00310

1 / 1<>

SendPrintConfirmPreviewCancel

QuotationQuotation SentSales Order

Send messageLog noteActivity

S00310

CustomerGreenfield FoodsExpiration?Nov 22

Quotation TemplatePayment TermsImmediate

Order LinesQuote BuilderOther Info

Product	Quantity	Unit Price	Taxes	Amount
[FURN_8888] Office Lamp	4.00	40.00	15%	\$ 160.00

Add a productAdd a sectionAdd a noteCatalog

Terms and conditions...

Untaxed Amount: \$ 160.00Tax 15%: \$ 24.00Total: \$ 184.00Margin: \$ 20.00 (12.5%)

Today

OdooBot 3:45 AMSales Order created

No banner: this customer has nothing overdue.

Banner	When
Red	Overdue amount at least the minimum, and the oldest overdue invoice at least N days late (default 30).
Orange	Overdue amount at least the minimum, but not yet N days late.
Blue	Nothing overdue, but the contact has an open balance, and the setting is <i>whenever the contact has an open balance</i> .
None	Nothing to show. Also hidden on cancelled orders and on orders without a customer.

The screenshot displays the Odoo Sales Quotation interface for quotation S00308. The top navigation bar includes 'Sales', 'Orders', 'To Invoice', 'Products', 'Reporting', and 'Configuration'. The sub-header for 'Quotations S00308' features a 'New' button and action buttons: 'Send', 'Print', 'Confirm', 'Preview', and 'Cancel'. The main content area shows the quotation details for 'S00308' with the customer 'Cedar & Pine Studio'. It includes a table for 'Order Lines' with one item: '[FURN_8888] Office Lamp' with a quantity of 4.00, unit price of 40.00, and a total amount of \$160.00. The summary section shows 'Untaxed Amount: \$160.00', 'Tax 15%: \$24.00', and a 'Total: \$184.00'. A right sidebar shows a chat window with a message from 'OdooBot' at 3:45 AM stating 'Sales Order created'.

Blue: an open balance and vendor bills, nothing overdue.

7. How the numbers are computed

Number	Meaning
Overdue	Posted customer invoices past their due date and still unpaid, minus unapplied payments and credit notes, which cover the oldest invoices first.
Invoices	How many invoices make up the overdue amount.
Days late	How late the oldest overdue invoice is.
They owe us	All open receivables of the contact: due and not yet due, minus unapplied payments and credit notes.
We owe them	Open vendor bills of the same contact.
Net	They owe us minus we owe them. Negative means you owe them more.

Tip: An invoice due today is not overdue yet; it becomes overdue tomorrow.

Rule	Detail
Posted only	Draft and cancelled invoices are ignored.
Company currency	Amounts are in the currency of the company, converted when the invoice was posted.
Whole company	A customer company and all its contacts count as one.
Current company	In a multi-company database only the current company's entries are counted.

8. The buttons

In plain words: **Overdue invoices** opens the late invoices of this customer. **Open invoices** opens everything not yet paid, late or not.

SalesOrdersTo InvoiceProductsReportingConfiguration

1217My Company (San Francisco)

NewUpload

Quotations / S00306Invoices

Search...

1-3 / 3

Number	Customer	Invoice Date	Due Date	Tax Excluded	Total	Status
INV/2026/00012	Blue Harbor Trading	Sep 11	12 days ago	\$ 3,900.00	\$ 3,900.00	Partially Paid
INV/2026/00011	Blue Harbor Trading	Aug 13	Last month	\$ 4,380.00	\$ 4,380.00	Posted
INV/2026/00010	Blue Harbor Trading	Jul 11	2 months ago	\$ 6,200.00	\$ 6,200.00	Posted
				\$ 14,480.00	\$ 14,480.00	

The overdue invoices behind the red banner.

Tip: The buttons are for users who can read invoices (Billing or Accounting read-only). Other sales users still see the numbers, just not the buttons.

9. On the customer card and the list

In plain words: The same numbers are on the customer, in the **Invoicing** tab, under **Balances**.

CRM Sales Reporting Configuration 12 17 My Company (San Francisco)

New Customers Blue Harbor Tr... Opportunities 0 Sales 1 Invoiced \$ 17,680.00 Vendor Bills 1 Meetings 0 Tasks 0 Purchases 0 Lots/Serial Numbers 1 / 1

Blue Harbor Trading
accounts@blueharbor.example.com
Phone

Address Street... Street 2... City ZIP State Country GSTIN ? not applicable Website e.g. https://www.odoo.com Language ? English (US) Tags e.g. "B2B", "VIP", "Consulting", ...

Contacts Sales & Purchase **Invoicing** Partner Assignment Notes

GENERAL

Banks

CUSTOMER INVOICES

Invoice sending e-Invoicing & Email
einvoice format XML format
Peppol ID Your endpoint

BALANCES

They owe us ?	\$ 15,680.00	We owe them	\$ 1,850.00
Overdue	\$ 12,480.00	Net balance ?	\$ 13,830.00
Overdue invoices	3		
Oldest overdue (days)	74		

Send message Log note Activity

Today

OdooBot 3:45 AM
Contact created

Balances on the customer card.

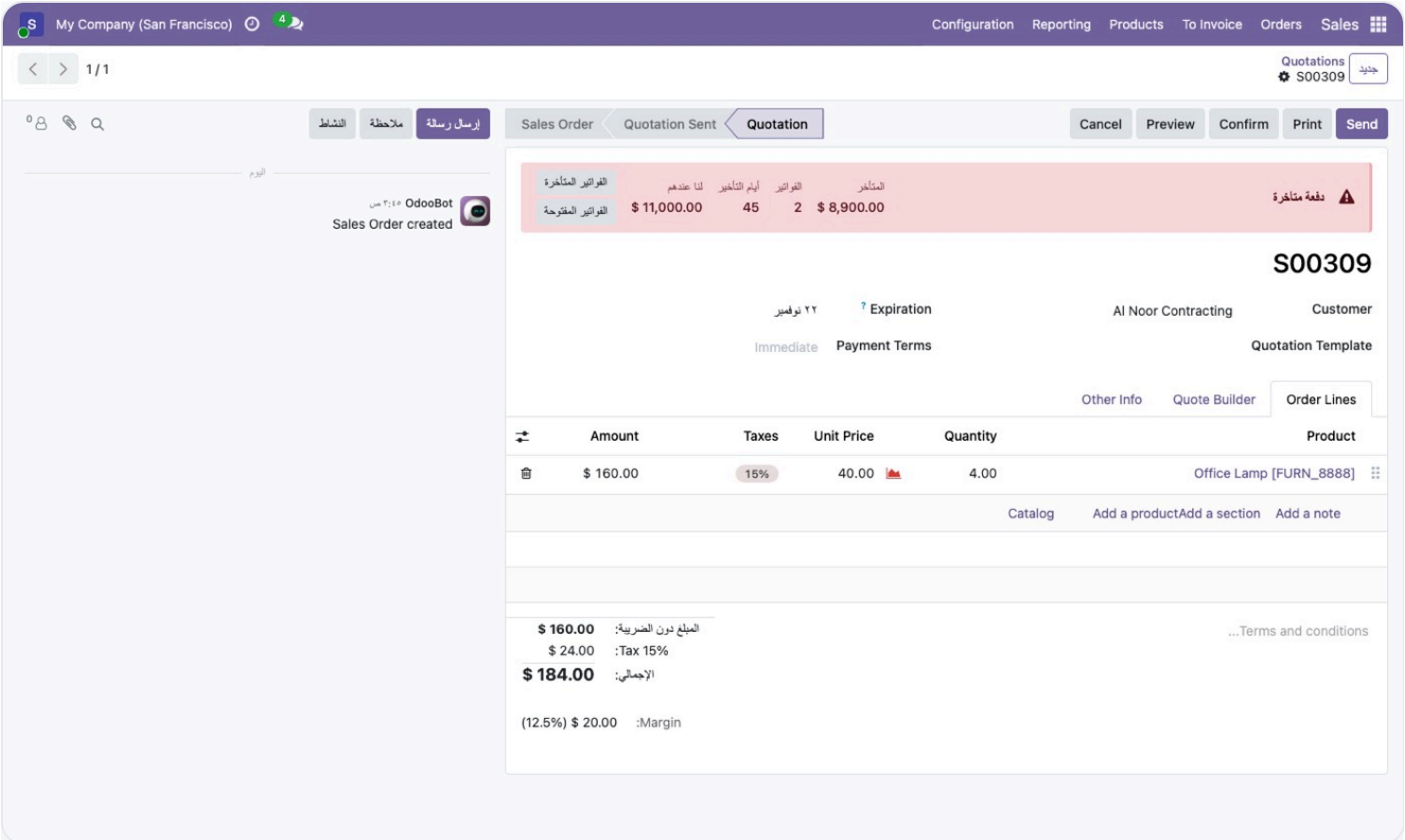
In plain words: In **Customers**, use the filter **With overdue invoices** to list who is late, and add the optional **Overdue** column from the column selector.

CRM Sales Reporting Configuration						12 17 My Company (San Francisco)	
New Customers		Q T With overdue invoices X Search...				1-4 / 4	
☐	Name	Email	Overdue	Phone	Activities	Country	
☐	B Blue Harbor Trading	accounts@blueharbor.example.com	\$ 12,480.00		⌚		✓ 5 \$ 1
☐	N Northwind Supplies		\$ 3,050.00		⌚		✓ 3 \$ 1
☐	OpenWood	ErikNFrench@armyspy.com	\$ 1,799.00	+352 123 456 789	⌚	Liechtenstein	✓ 4 ★ 1
☐	A Al Noor Contracting		\$ 8,900.00		⌚		✓ 3 \$ 1

Customers with overdue invoices, with the Overdue column.

10. Arabic and right to left

In plain words: The banner, the settings and the buttons are translated, and the banner follows the direction of the language.



The banner for a user whose interface is in Arabic.

11. Who sees what

Who	What they see
Any user who can open the sales order	The banner with the numbers. The numbers are computed for them even if they cannot read accounting.
Users with Billing or Accounting read-only	The buttons, the Balances block on the customer, the Overdue column and the filter.
Accounting managers	The settings.

Important: Every user who can open a sales order sees what the customer owes. If your salespeople should not see this, do not install the module, or restrict who can open the orders.

12. Limits

Limit	Detail
It does not block anything	The banner informs; it does not stop a quotation from being confirmed.
Sales orders only	The banner is on the sales order form. Purchase orders are not covered.
No ageing report	It shows the total and the oldest delay, not 30/60/90-day buckets.
Company currency	Amounts are in the company currency, not in the currency of the order.
Ledger accuracy	The numbers are as good as your reconciliation. Unreconciled bank lines do not reduce what is owed.
Credit limits	It does not read or enforce the credit limit of the customer.

13. For developers

In plain words: Skip this chapter if you only use the module.

Item	Details
Partner fields	<code>tx_receivable_total</code> , <code>tx_receivable_overdue</code> , <code>tx_overdue_count</code> , <code>tx_oldest_overdue_days</code> , <code>tx_payable_total</code> , <code>tx_net_balance</code> , <code>tx_has_overdue</code> (searchable).
Sales order fields	<code>tx_bal_level</code> (info, warning, danger), <code>tx_bal_overdue</code> , <code>tx_bal_receivable</code> , <code>tx_bal_payable</code> , <code>tx_bal_net</code> .
Performance	The balances of all the contacts on a page are computed with a handful of grouped queries, not one query per contact.

```
# who is late, in Python
late = env['res.partner'].search([('tx_has_overdue', '=', True)])
for partner in late:
    print(partner.name, partner.tx_receivable_overdue, partner.tx_oldest_overdue_days)
```

14. Troubleshooting

Problem	What to do
No banner on an order	Check the customer really has overdue invoices, that they are posted, and that the amount is above the minimum in the settings.
The banner is blue or missing for a small customer	Blue needs the setting <i>whenever the contact has an open balance</i> .
Numbers differ from the Aged Receivable report	This module counts the entries of the receivable and payable accounts and the current company only. Check the company and the date of the report.
A paid invoice still counts	The payment is not reconciled with the invoice yet. Reconcile it.
The buttons are missing	They need the Billing or Accounting read-only access right.
The customer card has no Balances block	It is in the Invoicing tab, which needs the same access right.

15. Updating and removing

Replace the folder with the new version, restart Odoo and run `-u taqnix_customer_balance`. Your settings are kept. To remove it, uninstall it from Apps: nothing is stored apart from the four company settings.

16. Support

Installation help and bug fixes are included for 6 months, with lifetime updates. Contact us through the marketplace page where you bought the module or write to **support@taqnix.com** with your Odoo version and a screenshot.

Changelog

1.0.1 – Maintenance

- Added accessible titles to the banner icons, which removes the install warnings

1.0.0 – Initial release

- Banner on the sales order: overdue amount, invoices, days late, total owed, what we owe and net
- Three levels (information, warning, danger) with company thresholds
- Live balances from posted entries in the company currency, contacts rolled up to the company
- Overdue invoices and open invoices buttons
- Balances block on the customer, With overdue invoices filter and optional Overdue column
- Arabic translation, automated tests