

Checkbook Reconciliation Troubleshooting

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The *Checkbook Reconciliation* utility provides a way to compare the computer balance to the bank statement. It takes into account outstanding checks and deposits, similar to manually balancing a checkbook on the back of a bank statement. This utility is located at *Accounting / G/L / Checkbook Reconciliation*.

The following are troubleshooting tips that may be helpful when having difficulty getting the reconciliation to balance.

Troubleshooting Tips

- **Checking Account Computer Balance** – Verify the computer balance was accurate when the month began. This must be addressed before the reconciliation will work.
- **Refresh Button** – This must be selected to bring the journal entries created since the last reconciliation into the reconciliation area. Credits to the checking account display in the *Checks* grid. Debits to the checking account display in the *Deposits* grid.
- **Reversing Check Entries** – Mark both the original and the reversing entry as *Cleared*. One will be in the *Checks* grid and the other should be in the *Deposits* grid.
- **Voided Check Entries** – Mark these entries as *Cleared*. Entries made to void a previously entered check will most likely appear in the *Deposits* grid.
- **Adjusting Journal Entries** – After reviewing the bank statement, if a service charge, safe deposit box charge, or other bank charge or deposit was not entered into the computer, select **Save** on the *Reconciliation* screen. Navigate to *G/L / General Journal Entries* and make the appropriate entry. Return to the *Checking Account Reconciliation* window, and select **Refresh** to capture the adjustment.
- **Changing an Entry** – If a transaction was entered incorrectly, the adjustment must be made at the *G/L / General Journal Entry* window. After the correcting entry is made, return to the *Checking Account Reconciliation* window, and select **Refresh** to capture the adjustment. Editing the entry directly at the *Checking Account Reconciliation* window will not affect the checking account balance and is not advised.
- **Your First Reconciliation** – Any outstanding checks and/or deposits made prior to going online must be manually entered on the *Checking Account Reconciliation* window because they won't exist in the general journal. Choose **Add** to create these outstanding checks or deposits. Adding entries here does not affect the account balance or general journal in any way.
- **Prior Year Adjusting Entries** – Prior year adjusting entries will not automatically appear in the *Current Year Checkbook Reconciliation* window. Select *Beginning Balance* as the *Period*. Choose **Refresh** to bring in prior year entries.