

# End of Year FAQs

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**Q: Should I delete Products / Customers / Vendors before or after ending the year?**

A: If not paying Patronage, they may be deleted after ending the year. This allows the old data to retain these data elements in case they need to be referred to later. If Customers or Products have had invoices or Delivery Tickets in the past, they can be marked as *Inactive* instead of deleting them.

**Q: Do I need to void Purchase Receipts that will not be processed before ending year?**

A: It is not necessary to void and re-enter Purchase Receipts in Agvance. Unprocessed Purchase Receipts will flow through to the new year and can be invoiced in the new year.

**Q: Which do I run first – EOY or EOY payroll?**

A: Order does not matter, but make sure all payroll checks for current year are posted before ending payroll year.

**Note:** The expense for payroll checks posted after running EOY will post into Fiscal Month 1 of the next year.

**Q: How do I verify the end of year actually happened?**

A: Check the fiscal month on status bar. Check Journal Entries (only Future Journal Entries should be listed). If not using Future Journal Entries or posting transactions to **Next Month**, then there should be no Journal Entries in the current year.

**Q: I have ended payroll year and changed my tax tables, can a payroll be run before ending fiscal year/month?**

A: Yes, but do not post payroll to the General Ledger until after the fiscal month of December has been ended.

**Q: I forgot to end payroll year and have entered a payroll for the new year. How do I fix the totals?**

A: Follow the steps below to fix the totals:

1. Edit the date, of all paychecks created in the new year, to 12/31/XXXX.
2. Void the payroll checks for the new year.
3. End the payroll year.
4. Change tax tables (if not already done).

5. Re-enter the new year payroll checks.

**Q: When and how do I zero out non-inventory Product balances?**

A: End the year. This will archive the #s in prior year. Make an Inventory Adjustment to adjust the amount to 0.

**Q: I am getting ready to end the year but the year is incorrect on the EOY screen.**

A: The default year in the *End of Year* window comes from the system date; therefore, if the fiscal year mirrors the calendar year, and the year is ended after Jan 1st, the incorrect year will default. Change the year by using the drop-down to scroll to and select the correct year.

**Q: I am getting message that database already exists**

A: Is the default year in the *EOY* window correct? It is possible that the prior year may have been saved incorrectly. Call SSI Support for help in renaming datasets.

**Q: Do unprocessed Delivery/Blend Tickets carry over into new year?**

A: All unprocessed tickets carry over into the new year and can be invoiced in the new year.

**Q: Will unpaid Bookings be available to be paid in the new year?**

A: Yes, unpaid Bookings are available to be paid and invoiced in the new year.

**Q: What should I do if fiscal year-end balances don't clear correctly?**

A: If balances are not resetting as expected after running the End of Year process, follow these self-check steps before contacting Support:

**1. Review Fiscal Year Settings**

Ensure the new fiscal year has been properly established and the previous year fully closed. This includes confirming that the fiscal year-end process was completed successfully and that all required year-end Journal Entries have been posted.

**2. Check for Open Tickets**

Unprocessed or open tickets can interfere with balance clearing. Run reports to identify any outstanding

tickets and complete or void them as needed.

### **3. Verify Key GL Accounts**

Pay close attention to accounts like Retained Earnings and Year-End Adjustment to ensure they are configured correctly and reflect expected balances.

### **4. Use Backup Data for Comparison**

If possible, compare beginning balances to a backup dataset from the prior year to identify discrepancies.

If balances still do not align after these checks, contact Agvance Support for assistance. They may help restore a prior dataset or perform further validation.