

Check Up on Your Checkups

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Checkup reports run on a regular basis are useful tools in helping to make sure your accounts are in balance. The checkup reports can be run by going into Agvance Accounting Reports and clicking the red cross icon. From the *Checkup* screen you can run any or all of the following checkups - *G/L Accounting*, *Customer*, *Vendor* or *Inventory*. All other users should exit Agvance while the checkup(s) is running to insure the accuracy of the report. We suggest that you run the G/L Accounting checkup every day and all of the checkups on a weekly basis.

My checkup report is out of balance; what do I do?

If your checkup(s) show any out of balances, you will need to print them and fax to SSI Support. (Note: Even if you do not have time to address the out of balances at the time you should still print and retain them for reference later. When you are ready to address the out of balances, you will need to run the checkups again and fax them to SSI.) Out of balances may show up in the top portion of the checkup called the "Key Account Quick Check." In this section they will show as dollar figures out to the right of the account totals. Differences may also appear in other sections of the checkup report.

What else should I send to SSI to help me resolve the out of balances?

The checkup that is out of balance and the section of the checkup in which the out of balance appears will determine what reports may be needed to aid in resolving the out of balance.

Customer Checkup

If you show a customer(s) in the Open Item Balance section, Regular Balance Forward section or the Prepay Balance section, we suggest you run the summarized Balance Forward statement using the same fiscal month range that was used on the checkup and the Open Item statement for that customer(s). Customer(s) showing up in the Booking Detail (Prepay Balance) section of the checkup may be easily remedied by using the "Reconcile Customer Prepay" utility found at Hub/Utilities/Admin Utilities/Accounting/AR Utilities/Reconcile Customer Prepay. Our SSI Support staff will be glad to discuss this utility with you and walk you through the process.

Vendor Checkup

If you show a vendor(s) in the Unpaid Bill Balance section, the Regular Balance section or the Prepay Balance section, we suggest you run the Vendor Detail report for the same fiscal month range as is on the checkup and the Unpaid Bill List for that vendor. On the Unpaid Bill List make sure that the "Date to include bills on or before" is set far enough in the future to include all the open bills for the vendor. (Hint: to shorten this report by a couple of pages you can uncheck the boxes to include the Cash Need Analysis and the G/L Recap.)

Key Account Quick Check on the Customer Checkup

If you show an out of balance between the Overall A/R Balance and the G/L Receivables AND there are no customers showing out of balance in the other sections, this could mean there is a problem with a general ledger entry. In this situation we suggest you run the General Journal Listing report in Accounting Reports/General Ledger/G/L Reports.

Please run this report in 2 ways. First in the “Dollar Amount,” fill in the amount of the out of balance, and preview (leave the range as it defaults in to Journal Rec #). If anything shows up on this report, please print it out. Second, run the report again, changing the “Dollar Amount” back to “All,” selecting your Accounts Receivable general ledger account in the field and unmarking the Customer A/R checkbox in the JE Types. Preview this report and print it if any information shows up.

Key Account Quick Check on the Vendor Checkup

If you show an out of balance between the Overall A/P Balance and the G/L Payables AND there are no vendors showing out of balance in the other sections, this could mean there is a problem with a general ledger entry. In this situation we suggest you follow the same criteria as above for running the General Journal Listing report except that in the second process you will select your Accounts Payable general ledger account and uncheck the Vendor A/P in the JE Types. Again you should preview the report first in both scenarios and only print it if there is information showing.

Other Options

If you feel that any of the above mentioned reports are too lengthy to fax you may wish to discuss other options with SSI after faxing in your checkup report(s). Out of balances in other sections of the checkup reports may require different reports to help resolve them. Our SSI Support Staff can help determine what other information is needed. If you show a general ledger account, a customer, a vendor or a product out of balance it is also helpful if you have an idea of what the correct balance should be. This will contribute greatly to deciding what course of action should be taken to resolve the situation.

The Checkup Report is a very easy way to “check up” on your data and our support group would like to see you take advantage of it. By faxing the checkup report and the above-mentioned supporting documentation, you may find that your out of balance can be easily resolved. Do not hesitate to contact the SSI Support Staff with any questions related to the Accounting checkups.