

## S8: Oops! Common User Mistakes and How to Correct Them

### Agenda

1. It's just wrong. Mistakes in posting the wrong account, wrong date.
2. Mistakes with checks.
3. Mistakes with receipts, imports from Tracks and bank deposits.
4. Mistakes with bank reconciliations.
5. Fixing other miscellaneous mistakes.
6. Stopping mistakes before they happen.

### It's just wrong – get it out of there!

- A. To correct transactions that were entered incorrectly, you can do a **REVERSAL** and then reenter the correct transaction.
- B. To get rid of a duplicate Vendor or GL Account, you can **DELETE IT** if there is no history. Otherwise, you must use **THE RENUMBER/MERGE UTILITY.**

Example: You entered a transfer in the wrong month.

Select “#” to create a new record.

1. Enter the date you want to reverse the entry.
2. Now the Reversal button becomes active. **DO NOT ENTER AN AMOUNT!**
3. Choose the entry you want to reverse from the lookup window.
4. SchoolBooks will load the screen with everything reversed.

**Hint:** The Reversal button appears on these screens: Receipt Entry, Bank Deposit Entry, Adjustment Entry, Transfer Entry, Multi-Line Transfer Entry.

Example: You have two Vendor records for Bob Smith. Use Renumber/Merge to combine them.

Vendor #	Name
ATHLET	Athletic Supplies For All
BOBSMITH	Bob Smith
SMITHB	Bob Smith
BOBSYR	Bob's Yearbook Productions
CANCEN	Candy Central Company

Transaction Type: Vendor

This utility copies data from the "Current" record to the "New" record in the Maintenance file. This will change the Account or Vendor number globally for this school. Existing transaction descriptions will NOT be changed and will be marked with an asterisk to indicate that a change has been made.

Current Vendor: SMITHB (Bob Smith)

New Vendor: BOBSMITH (Bob Smith)

Buttons: Proceed, Cancel, ?

Status: CM, ZPLAY, 03/11/06

### **Mistakes on Checks:**

1. You wrote a check for the wrong amount. You printed it for \$25.00 and it should have been for \$27.00.
  - a. If you haven't mailed it yet, void it in Manual/Void Check Entry and write another check for the correct amount.
  - b. If you have mailed it and the Vendor cashed it, you owe the Vendor another \$2.00. Enter a \$2.00 invoice and write a check.
2. You typed a check (#1234) for \$30, but you entered it into Manual/Void Check Entry for \$29 - the wrong amount.
  - a. You can void it in Manual/Void Check Entry and reenter it using a different check number like #9991234.
  - b. You can enter an Adjustment for negative \$1.00 (Type = Expense).

3. You printed checks on blank paper and you need to void them.
  - a. The Computer Check Printing program will ask you if all checks printed correctly. Answer “No” (default setting) and reprint on check stock.
  
4. You are changing banks from Orange Bank to Pink Bank and you forgot to set up a new Bank Code. You entered 10 checks written on Pink Bank checks using the Orange Bank Code (Bank A).
  - a. Set up a new Bank B for Pink Bank in Bank Account Maintenance.
  - b. Void the 10 checks you entered in Bank A – Manual/Void Check Entry.
  - c. Enter the 10 checks into the correct Bank B using Manual/Void Check Entry.
  - d. Resolve to pay close attention to which Bank Code you are using BEFORE updating any journals.
  
5. You want to void a check from a prior year, but Manual/Void Check doesn't recognize the check number.
  - a. This is probably because you entered the check as outstanding when you first started using SchoolBooks.
  - b. You must make an adjustment to reverse this check. (Positive/Expense)
  
6. You want to print a check, but there is an “X” beside it on the screen.
  - a. The invoice is out of balance. Go to Invoice Entry and correct it.
  
7. You've already paid two invoices, but they still show up on the Computer Check screen like they haven't been paid.
  - a. Do they have invoice numbers like “1234\_01”? Any invoice that has an “\_01” tacked onto the end of the number has usually been RECALLED when you voided a check. Here's what happened: You said “Yes” to recall invoices and then went ahead and entered them a second time in Invoice Entry.
  - b. If you're sure they've been paid, go into Invoice Entry and delete the invoices.

## **Mistakes on Receipts, Imports from Tracks, and Bank Deposits:**

1. You need to void a receipt you just printed. What's the procedure for voiding receipts?
  - a. Use the Reversal button to enter a reversing entry. Then reenter.
  - b. SchoolBooks will print a negative receipt on the receipt form.
  - c. Have you already imported the receipt information for the day into Bank Deposit Entry? If so, make sure your bank deposit balance is correct.
  
2. You imported Closeout data from Tracks and updated the Bank Deposit Journal. But when you got back from the bank, you noticed that the total on the deposit ticket doesn't match the total of the deposit in SchoolBooks. Your cash amount was \$15.00 over. You need to correct it.
  - a. In Bank Deposit Entry, create a reversing entry using the original date.
  - b. Do the Import from Tracks for this Closeout again.
  - c. Edit the amount of the deposit and add a detail line for Cash Over.
  
3. You imported from Tracks in Summary, but it should have been in Detail.
  - a. Reverse the deposit.
  - b. In the Import from Tracks screen, change the lines to "D" so they'll post in detail.
  - c. Import again.
  
4. Someone turned off your Tracks/SchoolBooks integration and one of your Closeouts didn't get imported.
  - a. Go into Tracks and re-export the Closeout. (Go to Management/Special Functions/Utilities/Re-Export to Accounting.)
  - b. Go to Import from Tracks and select the Closeout, but change the date so it will import into Bank Deposit Entry with the correct date.

## **Mistakes with Bank Reconciliations:**

1. You completed the Bank Reconciliation OK, but realize a month later that you used the wrong ending date. You used 5/31/06 instead of 4/30/06. Now you cannot get in there to balance May.
  - a. Call Support. We'll have to change the Statement dates in the file. This is billable.
  
2. You made some adjustments to the wrong bank account or used the wrong date.
  - a. Reverse them in Adjustment Entry on the wrong date and reenter to the correct bank and on the correct date.
  
3. You're trying to close your fiscal year at 6/30, but the program keeps telling you that you haven't completed bank reconciliations – and you've done all you want to do.
  - a. Some Cash Accounts may not warrant a bank reconciliation – like a CD.

- b. If you have EVER done a bank rec for an account, the program will warn you. You can proceed if you know you've done what you wanted to.
- 4. You have a variance.
  - a. There is nothing you can do to fix it. You must call Support.
- 5. Your auditor wants a copy of the Bank Rec Report from 2 months ago, but you can't find it.
  - a. You can reprint the report from Bank Rec History (Management/Special Functions menu).

### **Fixing Other Miscellaneous Mistakes:**

- 1. You put the wrong Category Code on a transaction.
  - a. Modify Categories to change it to the correct Code.
- 2. You set Fred Smith Locks (FREDLOCKS) up as a temporary Vendor, paid him and his Vendor record went away when you closed the month. Now it's 3 months later and you realize he should be a 1099 Vendor.
  - a. If you remember the original Vendor Code, simply re-enter it in Vendor Maintenance. The program will recognize that the check out there in the history file belongs to FREDLOCKS.
  - b. If you can't find the original Vendor Code, set up a new record in Vendor Maintenance (FREDNEW). Then when you finally dig up the old code, you can do a renumber/merge to combine checks for both Vendors into one.
- 3. A temp came in and screwed everything up. We need to pretend it never happened. It's only 2 days – you want to reenter everything – correctly.
  - a. Restore from backup – check the Backup Log.
  - b. The temp DID make a backup, right?
- 4. You set up User Codes, but can't remember your password.
  - a. Call Blue Bear and we can log in to get you into the program. Then you can set up a new password.

## Stopping Mistakes Before They Happen:

1. Stop yourself from posting current work to a PRIOR YEAR school.
  - a. Make the school Read Only.
  - b. Change the color of the desktop.
2. Protect yourself from the mistakes of others.
  - a. Set up User Codes and Menu Security. Don't tell your password.
3. Always print out and check each journal BEFORE you click "Yes" to update. Check to see that you have entered the correct dates and amounts on transactions.
4. Stop yourself from posting to a prior month by mistake.
  - a. Close the period when you've finished with it.
  - b. **New** feature won't allow posting to a cash account AFTER the bank rec has been done for that month.
5. If you use multiple bank accounts, always check your journals BEFORE updating to make sure you are posting to the correct cash account.
  - a. Set your defaults in School Settings to the correct default Bank Codes for deposits and checks. **NEW! – Two default Bank Codes.**
6. Make a backup every single day. And it's best if you make the backup to a removable device. It's the best insurance you can have to protect your data.

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## NOTES:

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