Reconciling SedonaOffice Reports to the GL

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Internal Document Only

When a customer submits a case stating that their report total does not match their general ledger account total, we should perform the following troubleshooting steps before involving data support.

1. Check to see if the customer is using the correct report. Some SedonaOffice reports cannot be reconciled to the general ledger. If they are attempting to reconcile one of these reports we should explain to them why it cannot be reconciled to the GL. This may require research on that report specifically.

Common reports that do get reconciled to the GL:

- AR Effective Date report – reconciles to AR, unnaplied cash, unapplied credits, and advanced deposits GL accounts
- Current Aging - reconciles to AR, unnaplied cash, unapplied credits, and advanced deposits GL accounts
- AP Current Aging – reconciles to AP GL account
- AP Retroactive Aging – reconciles to AP GL acount
- Inventory Stock Status – reconciles to IN GL account
- Deferred Revenue Summary Audit – reconciles to Deferred Revenue GL account

2. Check what options they are selecting when running the repot, to make sure they are not filtering out any data. Options should be set to view all wherever available and hide inactive should always be unchecked. For example, they may have a branch they never use, so they uncheck that branch when running the report. But if someone accidentally sent amounts to that branch, that could be the cause of the problem.

3. Are they running the report and the GL for the same date?

4. If they are reconciling as of a past date, run the current report against the current GL. If the two balance as of today, then the problem is a timing issue that will resolve itself. If the customer needs it to match as of the prior date they can do a manual journal entry to that period to force it to match, and then enter the reverse of that entry in the next accounting period.

5. Assuming the report does not balance as of the current date, when was the last time the report did balance to the GL? Narrow your search to everything that happened after this last reconciliation point. Note that this point may not exist; some customers have never tried reconciling before calling us.

6. Did they make any manual journal entries to the account since the last time it reconciled? To check this, run the account register and filter for the general journal entry type.

7. Are there any entries in the account that don't make sense since the last time it reconciled? To check this, sort the account register results by the Type column, and look types that do not belong. For example, you should not see the entry type of 'Bill' in the Accounts Receivable account.

If you have checked all of the above and still can't find the cause of the discrepancy, then the issue will need to go to data support for review. But there is information we need to gather before sending it there.

8. Work with the customer to determine a cutoff date for data repair, we will only perform data corrections for this date and after. We will not make corrections to any data prior to this date. Ideally this date should be the last date the report did reconcile. If that date does not exist, or is too far in the past, the customer should provide the cutoff date, the oldest possible date they are willing to change accounting data for. For example, they may have problems in their GL from 2020, but it is highly unlikely they will want us to change the numbers from 2020. What is the earliest date they would want to make changes to their GL?

9. Become familiar with the trend of the discrepancy so that you can describe it to data support. What is the current discrepancy? What was the discrepancy at the end of last year? If the customer has chosen a cut off date, what was the discrepancy at that cut off date? You will need to run the report and GL totals multiple times to track the discrepancy over time.

10. Update the case with a note describing the trend of the discrepancy. Note everything you did to try to find the cause of the discrepancy. List the date of last reconcile, and the cutoff date if they are different. List how much the report is currently off, and how much it was off at the time of the cutoff date. Send the ticket to data support.