⬡ A/P Troubleshooting Guide

2018 - Summer Edition

User Guide - Table of Contents

Overview

This guide is intended to help you troubleshoot the most common problems users experience in Accounts Payable. It begins with an overview of the invoice entry/check printing process and ends with frequently asked questions.

Invoice Entry/Check Printing

The most common issue users experience in Accounts Payable is being interrupted and not being able to figure out how to get back into the middle of the process. Because you are stepped through, from invoice entry to check printing, most users are not aware of what's happening at each phase.

Here is what is happening at each phase:

1. Go to Enter Vendor Invoices.
2. Post the batch.
3. Go to Pay Bills screen.
4. Select the items to pay and click Save.

Normally the issue is that either the Invoice Batch was not posted or the Payment batch was not posted. The Invoice batch can be posted by going to Accounts Payable on the User Menu, Approve Vendor Invoice Batches, highlight the batch and click Post. Then you can go on with Step 3. The Payment batch can be posted by going to Accounts Payable on the User Menu, Approve Payment Batches, highlight the batch and click Post. Then you can go on with Step 7 to Accounts Payable on the User Menu, Print Checks.

Contact Clubessential Support if the batches are posted and you still can't find your checks to print. Be sure to provide them with the Payment batch control number. That will be the number that starts with "PJ" that you obtain from the Approve Payment Batches screen.

My invoice doesn't show up to pay.
Verify that the Invoice Batch was posted. Go to Accounts Payable on the User Menu, Approve Vendor Invoice Batches. To post the batch on that screen, highlight the batch and click Post. Then you can go on with Step 3, Pay Bills screen. When the batch is posted, but the invoices still don't display in the Pay Bills screen do the following.

Using the Pay Bills screen and the Financial tab in the Vendor file –

Verify that the Check Date on the Pay Bills screen is after or equal to the Invoice Date. Basically,
you can't pay an invoice before its Invoice Date, so only invoices with an Invoice Date before the Check Date will display.

Verify that the Due Date on the invoice meets the criteria set on the Pay Bills screen.

Contact Clubessential Support if you have verified that the batch is posted and the Check Date and Due Date used on the Pay Bills screen are appropriate. Please provide them with the specific Vendor Name and invoice number.

My Aged Open Invoice Report doesn't tie to my General Ledger.
First thing to verify is that you have run the Aged Open Invoice Report using the Filter By

set to Batch Date.

Then you will need to find out when it went out of balance. The easiest way is to run the report going backward one month at a time and compare that to the general ledger for the corresponding month until you find the first month that is in balance. Then run the report forward one week at a time comparing that to the general ledger for the corresponding time until you find the week that is off. Then run the report backward one day at a time comparing that to the general ledger for the corresponding day until you find the first day that it is correct. Then you know that the next day is the day the two go out of balance.

Once you know when it went out of balance you can look in the general ledger for any batch postings that would not affect the vendor aging, like journal batches that are not check voids or any batches that do not start with AP or PJ.

The next thing to factor in is invoices paid before their posting date. An invoice can be dated 1-15-yyyy but be in a batch posting to the general ledger on 2-1-yyyy. Since the invoice is dated 1-15-yyyy it can be paid in a payment batch dated 1-15-yyyy or later. When the invoice is paid in January it will be taken off of the Aged Open Invoices report, but the invoice amount won't hit the general ledger until 2-1-yyyy, so the two will be out of balance until then.

Contact Clubessential Support if you can't figure out what's causing it to be out of balance. Be sure to
provide them with the day it goes out of balance and any invoices that you have found that have a pay date before they were posted to the general ledger.

How do I reprint checks, something happened during printing?
This depends on how you answered the question, "Did your checks print OK?"

> **Yes –** then contact Clubessential Support they will have to reset the checks for you. Please provide them with the check numbers that you need to reprint.

> **No –** go to Accounts Payable on the User Menu, then Print Checks.

The checks are listed there – then print them. You can reuse the check numbers if the check stock was not damaged in the first run.

The checks are not listed there – contact Clubessential Support. Provide them with the Vendor name and the Payment Batch control number.

How do I edit an invoice?

Invoices can only be edited before they are posted. There are two places you can edit them.

Click Accounts Payable on the User Menu

Click Approve Vendor Invoice Batches.

Highlight the batch the invoice is in.

Locate the invoice in the bottom pane of the Approve Vendor Invoice Batches screen.

Double click on the invoice to open it.

Edit it.

Click Save and Close.

OR

Click Accounts Payable on the User Menu.

Click Manage Vendor Invoices.

Double click on the invoice to open it.

Edit it.

Click Save and Close.

Once an invoice has been posted you cannot edit it. You would need to enter a reversing invoice, do a zero dollar check, and then you can re-enter the invoice.

How do I combine checks?

Once checks have been created they cannot be combined. You can print and send the separate checks, or print them, void them and reselect the invoices in Pay Bills as one check.

The system won't let me do a zero dollar check.
It requires that Allow Zero Dollar Checks be selected in System Settings, Accounts Payable before you will be allowed to print a zero dollar check. Once that is set it will allow it.

How do I void a check with a check number 0?
Use the Void by Date option under Void Checks. That will give you a list of checks for the date entered and you can select the check from the list.

How do I unpost a batch?
You cannot unpost Accounts Payable Batches. You would do corrections by voiding checks or entering negative invoices.

The system says it can't void my check. How do I void it?
That means that you have told the system that you do not want to pay the invoices again, but the invoices paid on the check include inventory items or reciprocal club charges. The system cannot reverse those invoices. Tell the system to void the check, and that you do want to pay the invoices again. Enter reversing invoices and do a zero dollar check through Pay Bills.

I have a vendor entered twice how do I combine them?
Contact Clubessential Support and they will do it for you. Be sure to tell them which vendor you would like the activity moved to.

Vendor 1099 amount printing in wrong box on the form.
First check the Vendor set up under the 1099 tab, make sure the box being used on the Default 1099 Box field is set correctly. Then look at the invoices because they each have their own setting. Go into the Vendor file to the Financial tab. Open the invoices paid in that 1099 year one at a time. Click on the Tax Form Box Overrides link, and change it to the appropriate box.

Vendor not getting 1099 that should.
Look on the Financial tab in the vendor file. Verify that the vendor has met the amount required as set by the government, if not then the system will not print a 1099.
Make sure the 1099 tab is configured correctly. If everything looks correct Contact Clubessential Support. Be sure to provide them the Vendor name.

How to print 1099 when no payments made out of Clubessential Office?

In the vendor file, on the 1099 tab enter a 1099 adjustment. Make sure the 1099 tab is configured appropriately for the vendor and that the box used in the adjustment matches the Default 1099 Box set for the Vendor.