



Account Reconciliations

Index

1. PREPARING RECONCILIATIONS	2
1.1. Obtain Authorisation	2
1.2. Create the Reconciliation	2
1.3. Specify the Reconciled Items	2
2. AMENDING RECONCILIATIONS	2
2.1. Obtain Authorisation	2
2.2. Modify the Reconciliation.....	2
2.3. Modify the Reconciled Items.....	3
3. PROCESSING RECONCILIATIONS.....	3
3.1. Submit the Reconciliation	3
4. REOPENING RECONCILIATIONS	3
4.1. Reopen the Reconciliation	3
5. DELETING RECONCILIATIONS.....	3
5.1. Delete the Reconciliation	4
6. USING CONTROL FEATURES.....	4
6.1. Run The Incomplete Documents Report.....	4
7. TROUBLESHOOTING	4
7.1. Cannot Access the Menu Option	4
7.2. Cannot Reopen a Reconciliation – Document Status Error	4
7.3. Cannot Submit a Reconciliation – Document Status Error	4
7.4. Cannot Process a Reconciliation Document.....	5



1. PREPARING RECONCILIATIONS

1.1. Obtain Authorisation

Use the appropriate company procedure to obtain authorisation to make an account reconciliation. This may include obtaining a listing of the relevant account transactions identifying the transactions to be reconciled.

1.2. Create the Reconciliation

Use the menu option 'Reconciliation Document' to create the reconciliation document. Press Enter on the 'Recon Number' field to obtain the next unused reconciliation document number. Enter reconciliation header data as required, noting the following:

- The 'Account Number' may be a general ledger account, a creditor or payable account (i.e. supplier account), a debtor or receivable account (i.e. customer account) or a vehicle account.
- The 'Recon Date' is the latest date to which transactions will be included when creating document lines.
- The 'Reference' is the reference for the reconciliation.
- The 'Recon Balance' must be zero.

Use the Lines action to create reconciliation document lines data from unreconciled account transactions. Note that only reconciliations that have a document status of 'New' or 'Open' may have their lines created.

1.3. Specify the Reconciled Items

Use the Lines action to access the reconciliation document lines. Select the lines, or transactions, that are to be reconciled. Note that if any lines other than those required for this reconciliation have been selected, then they must be de-selected. Note also that account reconciliation lines may not be altered in any manner other than by being selected or de-selected.

To verify the outcome, use the 'Reconciliation Document Report' menu option to print a 'Draft' reconciliation report, or alternatively, use the Print action in the 'Reconciliation Document' entry menu option. Note that to achieve reconciliation, the total value of the selected transactions must equal zero.

2. AMENDING RECONCILIATIONS

2.1. Obtain Authorisation

Use the appropriate company procedure to obtain authorisation to modify an account reconciliation. This may include obtaining a listing of the account transactions highlighting the changes to be made.

2.2. Modify the Reconciliation

Use the menu option 'Reconciliation Document' to modify the reconciliation. Enter the required reconciliation number into the 'Recon Number' field. Modify the document header data as required. Note that only reconciliation documents that have not been processed, or that have been processed and reopened, may be modified. Note also that the 'Recon Balance' field must always be zero.

If appropriate, use the Generate action to create additional lines data from additional unmatched transactions, i.e. further processing has occurred since the reconciliation document was created, and is relevant to this reconciliation. Note that only



reconciliations that have a document status of 'New' or 'Open' may have their lines generated or regenerated.

2.3. Modify the Reconciled Items

Use the Lines action to further select or de-select lines, i.e. transactions, as required (refer to [Specify the Reconciled Items](#)).

To verify the outcome, either run the 'Reconciliation Document Report', or check the screen display.

3. PROCESSING RECONCILIATIONS

Confirming an account reconciliation document involves 2 processes – queuing and processing. Firstly the reconciliation document is queued to the financial job queue. When it reaches the head of the queue it is processed in 2 stages. The 1st stage involves checking that the document is valid, in all respects, for processing, e.g. the reconciliation date is valid, the account is valid, the processing date and time are within the permitted range for the user. The 2nd stage processes the document. This involves marking, as non-current on the account, those transactions (i.e. lines) selected in the account reconciliation document, thereby causing the transactions to be ignored when only current transactions on the account are requested. It also removes the non-current marking from transactions that were previously selected in the document but have been subsequently de-selected. Finally, the document status is updated to 'Complete'.

3.1. Submit the Reconciliation

Use the Submit action in the menu option 'Reconciliation Document' to queue the reconciliation for processing. Note that only reconciliation documents that have not been processed, or that have been processed and reopened, may be processed.

To verify the outcome, use the 'Job Manager Control' menu option to confirm that the reconciliation has been processed, then return to the menu option 'Reconciliation Document', and check that the reconciliation document status displayed is 'Complete'.

4. REOPENING RECONCILIATIONS

Reopening a processed, or completed, reconciliation document causes it to have its status changed from 'Complete' to 'Open'. The document is then available to be either modified (refer to [Amending Reconciliations](#)) and reprocessed (refer to [Processing Reconciliations](#)), or deleted (refer to [Deleting Reconciliations](#)).

4.1. Reopen the Reconciliation

Use the menu option 'Reconciliation Document' to enter the reconciliation number. Use the Reopen action to change the document status from 'Complete' to 'Open'. Note that this action does not change the transactions selected in the reconciliation document back from non-current to current, nor does it change the 'Selected' status of the selected lines in the document.

To verify the outcome, check that the reconciliation document status displayed is 'Open'.

5. DELETING RECONCILIATIONS

Deleting a reconciliation document with 'New' status (i.e. it has not yet been posted), or with 'Open' status (i.e. it has been processed and reopened) causes all selected lines in the document to be de-selected. This in turn causes the non-current marking on the corresponding transactions on the account to be removed, resulting in those transactions being included when current transactions are requested for the account. The entire reconciliation document is then physically erased from the O.R.C.A system.



5.1. Delete the Reconciliation

Use the menu option 'Reconciliation Document' to enter the reconciliation number. Use the Delete action.

To verify the outcome, return to the menu option 'Reconciliation Document' and check that the reconciliation no longer exists.

6. USING CONTROL FEATURES

Control features comprise reports and other options, e.g. manually calculating a control total for transactions to be reconciled, that are used to verify that the desired action has been completed successfully.

6.1. Run The Incomplete Documents Report

The incomplete documents report provides a listing of all documents of the selected classes that have not been processed. Use the menu option 'Incomplete Documents Report' to select the reconciliation document class and a relevant document number range and/or date range. The report will list all reconciliation documents that should have, but have not, been processed.

7. TROUBLESHOOTING

7.1. Cannot Access the Menu Option

If the option to create and maintain the reconciliation is not accessible, then ask your System Administrator to check that the security has been set up to permit this access.

7.2. Cannot Reopen a Reconciliation – Document Status Error

If an error message commencing with 'Document Status Error' is displayed as a result of reopening a reconciliation document (refer to [Reopen the Reconciliation](#)), then the document status is invalid. A document may only be reopened if it has a status of 'Complete'.

7.3. Cannot Submit a Reconciliation – Document Status Error

If an error message commencing with 'Document Status Error' is displayed as a result of submitting a reconciliation document for processing (refer to [Submit the Reconciliation](#)), then the document status is invalid. A document may only be submitted if it has a status of 'New' (i.e. it has never been processed) or 'Open' (i.e. it has been processed and reversed). Invalid status and correcting actions are:

- Complete use Reopen action to reverse the original processing, modify the reconciliation document and re-submit.
- Error check the job log in the View action of the 'Job Manager Control' menu option. If unable to access this, then contact your System Administrator. Correct the error and re-submit.
- Pending reconciliation document has already been queued for processing and remains in the financial job queue awaiting its turn. Check that the Financial Status in the 'Job Manager Control' menu option is 'RUNNING'. If so, simply wait for the document to be processed. If not, then restart the financial job queue from 'Job Manager Control'. If unable to access this, then contact your System Administrator.
- Update reconciliation document has already been queued for processing and is currently being processed by the financial job controller. Check that the Financial Process in the 'Job Manager Control' menu option is processing the correct document. Wait until it has finished, then re-enter the document number on the 'Reconciliation Document'



menu option and check the document status. If the document processing appears to have stalled, ask your System Administrator to check the job status.

7.4. Cannot Process a Reconciliation Document

If the reconciliation document does not process, then use the 'Job Manager Control' menu option to check that the financial processor is running. Then check that the document status is valid, and that the reconciliation date is correct on the document. Also check that the processing date and time limits for the company have not been violated (menu option 'Company Codes'), and that the user's membership of the requisite user group is still active (menu option 'Users Maintenance').