

Some utility programs that you may need to use for issues encountered within the platform.

To launch the utility suite press F8 at the Main menu/desktop.

Contact us for the password as it does change each day. Send us an email requesting the code and give a brief explanation of what you are looking to resolve.

1 – My Trial Balance report does not balance.

Click Functions > Nominal batch validation. Click in the 'end' field, this will show you the latest batch, now click in the 'start field' and go back say 150 batches, if you are unsure what batch or batches has the error. Alternatively type in the batch number you know is a problem into both the start and end batch number fields.

Click Run. Hopefully it should show you a list of the batch(es) that has the difference equal to the difference on your TB.

Once the search is complete click Post entries. Chose your batch(es) from the drop down and then click Post. The system will align the batches by posting the contra and profit contributions where applicable.

Close this program and the utility suite and re run a TB from within the platform to ensure the totals now balance.

2 – I need to remove/undo a batch of member postings.

Firstly, ensure you have cleared the audit containing the postings you wish to reverse and arm yourself with the nominal batch number assigned to your audit.

Click Transactions > Reverse a payroll or an audit.

Enter the batch number and press enter.

The details on the batch will be identified i.e. batch ref and user initials. Tweak if required.

Then click continue. The system will delete the entry off the members accounts and create a compensating audit of reversals.

Once done, close this program and the utility suite and from within the platform print/clear the audit that has been created.

If you use the bank rec, then the reversal does not always create a compensating amount so you may need to remove items added onto the bank rec from the initial batch.

3 – I need to remove a batch of nominal postings I have made.

Click Functions > Utility functions.

Click clear nominal batch. Type in the nominal batch number and click OK.

The postings will be removed. Remember this is only applicable to a batch of nominal only, postings. If there are corresponding member entries these must be removed using step 2.

Close this program and the utility suite.

4 – I have a duplicate product on a member.

Click Functions > Utility functions.

Click Look for duplicate bals. Type the product code that has been duplicated.

Type in next the member affected or leave blank if you want the utility to check all members who have this product.

Close this program and the utility suite.

You have the option to just search and don't make changes, if you want to see what accounts it may remedy before actually doing it.

5 – An audit trail has not fully posted to all the nominal codes which has meant the end of day is out.

It is important that you can identify the batch that has no nominal postings or partial nominal postings made to it.

Click Transactions > audit nom validation.

Go to the foot of that program and feed in batch number and click re-create. Ensure clear existing batch is checked. When prompted to launch nominal link - answer yes.

Now close this program and utility suite and check end of day report from within the platform.

6 – I have lost my BACS release file

Click Functions > Undo BACS release.

Enter the date you output the records – most likely today.

Restrict the search to your initials or the operator who output originally.

Click Search. Hopefully your items will be listed in green. Double click any you do not require to be undone and they should turn to red.

Once you are happy with your list click Undo. Now close this program and utility suite and your items should be back in the BACS release holding area.

7 – A member's balance is incorrect and requires adjustment

This scenario can be confirmed by scrolling down to the earliest transaction on an account, in member enquiry > transaction view. The first transaction value should equal the running balance at that point in time*. An imbalance on this view points to the member's balance being incorrect.

Click Members > Balance repair all accounts.

Type in the member's number and press enter.

Leave start ID blank and press enter. Fill this field in however, if the member has too many accounts and you can't see the relative one in question. If you complete the ID then the records shown will be those with that ID or higher.

Under the list of accounts, look for the one you wish to adjust and then feed in the adjustment value for that account, plus or minus as required.

Click Save.

Close this program and the utility suite.

Check within the platform if the first transaction and running balance equal one another. Also, if this imbalance had affected your end of day report, check that this is also now resolved.

* not the case for revolving credit accounts as the first transaction may just be the credit authority which does not affect the balance.