

**Some utility programs that you may need to use for issues encountered within CURTAINS Too the SQL.**

To launch utilities press F8 at the Main menu/Curtains desktop.

Contact Kesho for the password as it does change each day.

### 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 if applicable.

Close this program and the utility suite and re run a TB from within CURTAINS and all should be good.

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

Click Transactions > Reverse a payroll or an audit.

Enter the batch number and press enter.

The details on the batch will be identified ie 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 CURTAINS 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.

### 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 CURTAINS.

### 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.