

Troubleshooting a Common Reconciliation Problem
"I Already Reconciled. Why Is It Not Showing It?"

NOTE: We are using a June reconciliation as an example, your month may be different.

PROBLEM: I already reconciled May and I have a printed "Bank Rec Report" to prove it, but when I came to reconcile June it is saying that my "Last Reconciliation" was April.

Question: Does the Bank Rec screen have the May Deposits and Checks still on it, waiting to be checked off?

Answer: No.

You will need to ask for support assistance.

Answer: Yes

See below for the solution.

Question: Click on "Previous Bank Recs." Is there is a Bank Rec dated for May listed there?

Answer: Yes.

You will need to ask for support assistance.

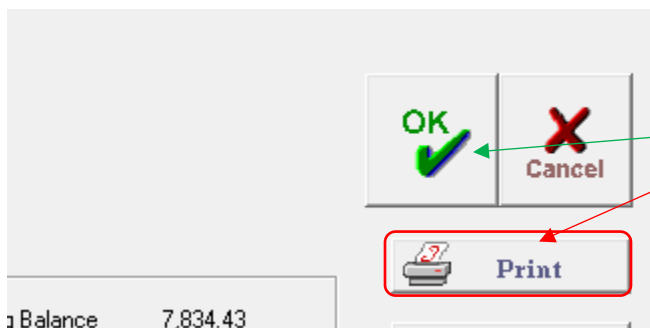
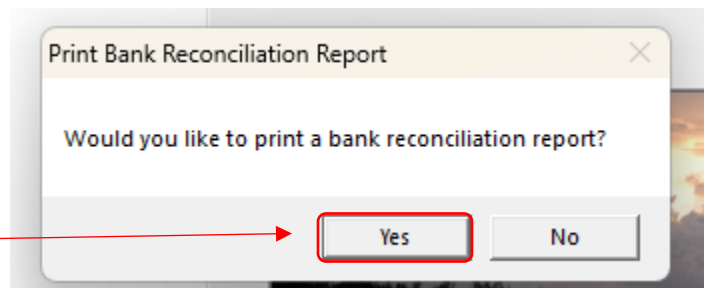
Answer: No.

See below for the solution.

SOLUTION: If the May Deposits and Checks are still on your screen, and there is not a "Previous Bank Rec" May "Bank Rec Report," you can fix this yourself. (Your month might be November. Just take these instructions and apply them to whatever month you are having trouble with.)

This is most likely what happened.

When you finish reconciling a month and have a zero "Difference," you must then click the green "OK v" to save and close. At that point, Jewel asks if you want to print the "Bank Rec Report." Always click "Yes."



If, instead of clicking "OK v" once you had a zero difference, you clicked "Print," you got a printed Bank Rec Report for May, but the Bank Rec itself didn't finish properly. It will close, but it won't record the reconcile.

Clicking "OK v" when you have a zero difference is vital.

Clicking “Print” instead of “OK ✓” means that when you return to reconcile the next month, the May reconciliation is not recorded, so the “Last Reconciliation” date will still say “April,” and the “Beginning Balance” is for May, not June. And all of the May Deposits and Checks are still there on the screen, waiting to be checked off.

SOLUTION: Using the May Bank Statement or your printed May “Bank Rec Report,” reconcile May. Again. By itself.

IMPORTANT: Never try to reconcile two months simultaneously. Reconcile one, then the next one.

This time, when you have a zero Difference, click the green “OK ✓” and if you already have a printed copy, you can say “No” to print when Jewel asks. Jewel will close back to the Bank Rec Intro page.

When you open that Reconcile screen again, the “Last Reconciliation” will be “May” and the “Beginning Balance” will match your June Bank Statement. And you can reconcile June and be on your way.

For more tutorials on BANK RECONCILIATIONS, see section 3500 on the gccsda.org auditor webpage.

*This information has been brought to you by the Georgia-Cumberland Conference Audit Team
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