

Comprehensive Support Department FAQs

Now that you have been through the user manual, you should have a good level of understanding on how to use Total Office Manager. After you have used the program for a while, you will likely have accounting related issues that need to be investigated and fixed. This section covers some common support issues and problems.

This is a comprehensive list of questions and answers that are (mostly) not related to IT. We have left out all the detailed step-by-step instructions that you should no longer find necessary. These Total Office Manager FAQs cover over 90% of the technical questions that our support department addresses every day.

Same Question, A Different Way To Ask It

As you read these questions, please keep in mind that there are many ways to ask the same question. You might not see what you are looking for only because the question was worded differently than you might have worded yours.

The question might mention a specific form or report, but the question and answer may apply to many forms and reports.

Locating Questions and Answers

Look at the Table of Contents to find a category of questions that might contain the one you are looking for. If you are using an electronic version of this document, try searching for a keyword.

Please keep in mind that some questions might appropriately appear in different categories. Be sure to look at related categories for answers. Example: "Beginning Balance" related questions may appear in multiple categories.

The Most FAQs of all the FAQs

We have included a large list of questions and answers in this section. You might be wondering what the most asked questions of all are.

Here is a high-level summary of them:

1. Questions related to why the Accounts Receivable Aging, Accounts Payable Aging, and inventory reports do not match the amounts shown on the balance sheet. These reports often don't match and that's normal. They get their information from different sources.
2. Questions related to why sales tax liabilities reports, and payroll liabilities reports do not match the amounts shown on the balance sheet. This is most often related to users not always using the Pay Sales Tax Liabilities form and the Pay Payroll Liabilities form, to pay those liabilities.
3. Questions related to account balances on the income statement and balance sheet. Examples: Why is the bank balance wrong? Why are the credit card liabilities incorrect? Why is the inventory account so far off?
4. Questions related to why quantities on hand for certain inventory items are not correct, how did they get messed up, and how to fix them. These questions are often accompanied by other questions related to why the job costing reports are "wrong" or incomplete. Inventory questions

The vast majority of the questions clients ask us are related to accounting methods and reports. If we had to sum up all the FAQ into one sentence, it would be this:

The most common support questions Aptora answers are related to where do the numbers shown on various reports and forms come from, what do they mean, how do we know they are correct, and how can we fix them?

Master These Subjects and Win

If you can master these subjects, you will be able to solve almost any problem and answer almost any question your company will ever have. That's true with any accounting software program you might use.

How to Find Other Answers

Total Office Manager® shares many of the same accounting functionality and traits as QuickBooks Enterprise Edition®. Try searching the internet as if you were a QuickBooks user. You will find plenty of information that can easily be applied to Total Office Manager.

Table of Contents – Support FAQs

Comprehensive Support Department FAQs	1
Same Question, A Different Way To Ask It	1
Locating Questions and Answers	1
The Most FAQs of all the FAQs	1
Master These Subjects and Win.....	2
How to Find Other Answers	2
Security	4
Beginning and Ending Balances	4
General Ledger and Chart of Accounts	6
Sales Tax.....	8
Service Agreements	10
Escrow Accounting.....	11
Inventory & Serialized Inventory	11
Banking.....	16
Credit Card Accounts (as part of A/P)	22
Credit Card Processing (as part of A/R).....	23
Employees & Payroll	24
Payroll Item Adjustment Only.....	28
Payroll Item & Chart of Account Adjustment	29
Customers and Jobs	33
Customer:Job Payments	34

Customer:Job History Form	35
Invoices	36
Vendors and Accounts Payable.....	36
Inventory.....	37
Marketing List Generator.....	37
Scheduling & Dispatching	38
Appointments	38
Work Orders.....	39
Lists (all)	39
Printing/Emailing/Texting.....	40
Reports.....	40
A/R and A/P Aging Reports	41
Balance Sheet Rounding Account	50
Income Statement Rounding Account	51
Fixing a Large Rounding Account	51
Speed and Database Issues.....	51
Operating System Errors	52
Accounting Reviews	52

Security

- 1. Q: Administrator has given a user permission to perform a specific function (such as using the “Enter Bill for Received Items” form to enter bills. However, the user cannot access this form when they try. Why?**

A: The entry for some permissions is not obvious or the user perceived one set of permissions to umbrella all possible related functions. A good example is “Enter Bills” and the “Enter Bill for Received Items” functions. The bottom line is that both serve the purpose of entering bills, though they are done differently and have two separate sets of related permissions. Note: These permissions are near the bottom of the Permissions list.

Enter Bill for Received Items

Section: Vendors

Window: Select Item Receipt

Permissions: Add (minimum) Edit, Void, Delete (optional)

Enter Bills

Section: Vendors

Window: Enter Bills

Permissions: Add (minimum), Edit (recommended), Void, Delete (optional)

Users may encounter similar problems with other permission sets. In many cases, the admin has verbally told the user that they can do something without giving them software permission (or realizing that they must).

- 2. Q: Many transactions automatically add a number when they are first created. How does the invoice, work order, and other forms automatic numbering feature work?**

A: Total Office Manager usually generates numbers as whole numbers (1, 2, 400, 5000, etc.) even if you have manually entered a differing number scheme, such as one with letters (A400) or special characters (12-0001). The only exception to this is if your Total Office Administrator has enabled the preference to “Auto-Format Numbers as YY-####”, which is essentially the current year (e.g., 04) and then a whole number (e.g., 0001, 0002, etc.).

For any given type of form (i.e., PO, Invoice/Sale/Credit/Estimate, Work Order, etc.) Total Office Manager will always generate a number that is equal to the highest number currently entered, plus one (+1). To be specific, if someone manually types in 04-10001, the next generated number will be 04-10002. Even if you manually change the generated number to something lower (e.g., 04-1001) TOM will continue to generate 04-10002 until it is used and continue from there (04-10002, 04-10003, 04-10004, etc.).

If someone comes along later and types in 04-20001, everything between 04-10005 and 04-20000 is skipped because a new “highest number” exists, and the numbering continuity will progress from there.

Beginning and Ending Balances

- 3. Q: How do I enter my beginning balances?**

A: To enter beginning balances go to File > Company Utilities > Setup Navigator. For chart of accounts beginning balances click on the Company tab. Beginning balances can also be entered directly on chart of accounts that have never been used, within the “opening balance” field. Liability account types must be entered through an adjusting journal entry.

- 4. Q: What date should I use when entering my beginning balances?**

A: An “As of” date should be decided on before beginning balances are entered. All beginning balances should have the same date to make sure that all financial reports coincide with the reports used from the prior software program. It is always best to do this at the end of a month so that the As of Date used on beginning balances can be the last day of the month.

Example: I switched from QuickBooks to Total Office Manager. I plan on going live in Total Office Manager on 10/1/2*. I should run all my financial reports from QuickBooks up to 9/30 and use 9/30 as my beginning balance date. This will make my ending balance financial reports from QuickBooks coincide with the beginning balance date in Total Office Manager.

5. Q: I have entered beginning balances, but I do not see them in the Journal Entry List. I see the entries in the General Journal but when I double-click it does not open a transaction. Where are these beginning balance adjustments?

A: If you entered a beginning balance for a balance sheet account, they will be shown on the Journal Entry List. They were not entered as an Adjusting Journal Entry, like you may have expected. When you double-click on them, it will open the Chart of Account and you will not see the fields related to entering a balance.

Tip: Balance Sheet accounts include the following types: Accounts Receivable, Accounts Payable, Bank Account, Credit Card, Fixed Assets, Current Assets, Other Assets, Other Current Assets, Current Liabilities, and Other Current Liabilities.

6. Q: I am trying to enter my beginning balances, but I do not see all the accounts. How do I enter the beginning balances for the accounts I don't see?

A: If a chart of account has ever been selected on transaction it will not have the opening balance field and it will not display within the chart of accounts beginning balances list. If a vendor has ever been selected on a financial transaction (even a voided one) the vendor will not display in the Vendors AP beginning balances list and it will not have an opening balance field. If a customer has ever been selected on a financial transaction (even a voided one) the customer will not display in the Customer:job AR beginning balances list and it will not have an opening balance field.

To enter beginning balances for chart of accounts that have been used, an adjusting journal entry must be created with an offsetting account of opening balance equity. To enter the beginning balances for a customer that has financial history, an invoice must be created using the opening balance invoice item. To enter beginning balances for a vendor that has financial history, a vendor bill must be created selecting the uncategorized expense account.

7. Q: Why don't my liability accounts show up in the beginning balances form?

A: Liability accounts must be entered through adjusting journal entries because Total Office Manager tracks liability balances to a specific vendor. Since liabilities are money you owe, a vendor must be associated with that balance. The only way to do this is through an adjusting journal entry using the Name column to select the vendor on the liability balance.

8. Q: How do I enter my customer balances?

9. A: To enter AR beginning balances go to File > Company Utilities > Setup Navigator and click on the Customer:Job tab. Beginning balances can also be entered directly on a Customer:Job account with no financial history within the “payment info” tab.

10. Q: How do I enter my vendor balances?

A: To enter AP beginning balances go to File > Company Utilities > Setup Navigator and click on the Vendor tab. Beginning balances also be entered directly on vendors with no financial history within the “Additional Info” tab.

11. Q: I made a mistake entering my beginning balances. How do I correct these?

A: If the mistake is on a vendor or customer’s beginning balance, the transaction can be edited, and the amount can be changed. For beginning balances on customers, you will need to create an invoice. For vendors, please create a bill.

To correct beginning balances on Income Statement accounts, go to Banking > Journal Entry List and delete the opening balance journal entries to enter them back in.

Balance Sheet account entries can only be modified by doing another adjusting journal entry to adjust the incorrect balance or to reverse the balance entry altogether. Example: You may have entered a value when you created the account in your Chart of Accounts.

12. Q: How do I get my beginning payroll amounts in your system?

A: To enter beginning balances for Payroll go to Employees > Payroll YTD Adjustments. Click the Next button and then click the New Adjustment button. This is where the total amount of Earnings, Deductions, Additions, Taxes and Liabilities will be filled out for the Employee by paycheck or quarter for the current reporting year. It is imperative to enter this information if you intend on processing payroll out of Total Office Manager. Without beginning balances for payroll, the software does not know the prior amounts on taxes and liabilities that have been withheld to properly track items with wage base maximums.

After YTD Adjustments are entered, a prior payment of liabilities must also be entered. This is the total of payments made on deductions, taxes, and liabilities to offset the balances incurred from the YTD adjustments. For every paycheck or adjustment entered (whether this is done by paycheck or quarter) a prior payment of liabilities should also be entered. The prior payments of liabilities offset the adjustment. You should only have liability and tax balances if you have not paid them in full. Typically, everything is paid in full.

General Ledger and Chart of Accounts

13. Q: Can I change the expense account on a bill/check after it has been posted?

A: Yes. If you have security permission to modify the transaction (edit), you can make changes to the transaction once it has been entered. Some transactions will become locked to protect the financial integrity. For example, a bill that has been paid will not allow you to change the account or amount. However, if you have been given permission, you can be allowed to modify the account selection on the expenses tab once paid or reconciled. To verify this permission setting, please have your database administrator review your security permission under Company | User List/Security for Banking | Cleared Transaction (Accounts).

14. Q: Can I change the accounts affected on an invoice/sale/credit after it has been posted?

A: Yes. Total Office Manager does allow users to modify the accounts affected on sales transactions on a case-by-case basis. Under Edit | Preferences | Sales/Invoices/Estimates | Company Preferences, there is a preference to Allow Item Account Selection. Once enabled, users may modify their sales form preferences to display the Income, Expense/COGS, and/or Asset account column(s). Once the column is displayed, any user with permission to edit the transaction may change the accounts to affect for the transaction.

NOTE: It is not advised to leave this preference enabled. Please disable once the accounting changes have been made. This will help to prevent changes to previously closed reporting periods.

15. Q: When I am looking at my income statement, I see accounts that have a dash and the word “other” at the end of their name. I know we did not create these. Where did they come from and how do we remove them?

A: The user may have noticed "- other" at the end of some account names found on the income statement. The happens when a parent account is selected and not a sub-account.

Example: You may have a set up a parent account called Insurance and a child account (under it) called General Liability. If you ever select “Insurance” and not “Insurance – General Liability” (the child account), you will see “Insurance – other” on your income statement.

How to Correct: From the income statement, double-click on the amount field to open the Transaction Detail by Account report. Double-click on each row to open the transaction. Select the correct sub-account and save your changes.

16. Q: What is a control account and why is it important?

A: Control accounts help to keep your financial reports and their subsidiary ledgers in balance. In short, it is a summary account. There are nine (9) main control accounts you want to make sure they are properly managed. These accounts are used to report your financial position with the Internal Revenue Service and various state Department of Revenues.

Bank Related - All accounts affecting cash and managed through your local banks. All transactions processed through checking accounts, money markets, savings accounts, etc. would be recorded here. This includes petty cash and point of sale cash drawers. This includes recording of debit card activity tied to a bank account. These accounts are reconciled monthly with your statements supplied by your financial institutions.

Accounts Receivable - This account holds all the outstanding balances owed to you from your customers. This account is reconciled against the AR Aging Summary and AR Aging Details reports. For any given period, the balances are to match. If they do not, there is likely a discrepancy within the payment application dates as compared to the general journal balance.

Undeposited Funds - This account is used to hold funds received but are not yet included in a deposit. Think of it as the money or checks received in the paper clip sitting on the desk with the paper deposit slip to take to bank at lunch. This account is also used to hold funds processed through credit card processors and batched into a deposit once the settlement report is received.

Accounts Payable - This account holds all the outstanding balances you owe to your vendors. This account is reconciled against the AP Aging Summary and AP Aging Details reports. For any given period, the balances are to match. If they do not, there is likely a discrepancy within the vendor application dates as compared to the general journal balance. This account does not include the outstanding amounts owed to your credit card merchants.

Credit Card Related - All accounts affecting lines of credit provided from credit card merchants are managed through credit cards. This includes fleet cards for gasoline, wholesale membership, and any account where you are allowed to charge it and pay against the statement later. These accounts are reconciled monthly with your statements supplied by your credit card merchants.

Sales Tax Payable - This account is the liability account used to record all the outstanding balances owed to the various sales tax venues. This account is reconciled against the Sales Tax Liability and Sales Tax Detail reports.

Retained Earnings - This account records the company's profit since inception. This account is controlled by the change in revenues and expenses for each fiscal year.

Inventory Related - These accounts are the asset COGS accounts used to record all the activity affecting inventory. Inventory includes tracking of stocked (inventory and serialized) and non-stocked (non-inventory) items. These accounts are reconciled against the Inventory Valuation, Inventory History, and Item Reservation reports.

Payroll Related - These accounts are the liability and/or expense accounts used to record all the activity affecting payroll. These accounts are reconciled against the Payroll Summary, Payroll Liability Balances, and Payroll Item Detailed History reports.

Sales Tax

17. Q: I entered a check to pay sales tax instead of going through the Pay Sales Tax form. How do I fix this?

A: When a check to the sales tax payable account is written rather than going through Customers > Sales Tax > Pay Sales Tax then only the sales tax payable account balance is affected leaving a remaining balance on the actual sales tax item it's tracked through. To properly relieve the balance on the item, a Sales Tax Liability adjustment must be created to reduce the balance on the item, or the check must be voided and created properly through the pay sales tax form. When entering the adjustment for sales tax in this case, the "Do not affect accounts" option should be selected as only the balance to the sales tax item needs to be adjusted.

18. Q: I get an early pay discount for paying my sales tax before the 10th of the month it is due. How do I reflect that discount in your system?

A: To reflect the discount on sales, a sales tax liability adjustment will need to be created to reduce the sales tax item balance by the amount of the discount.

19. Q: How do I adjust my sales tax balance?

A: To create a sales tax liability adjustment go to Customers > Sales Tax > Sales Tax Liability Adjustment. Select the adjustment date as the last day of the period that needs to be adjusted. Select the vendor of which you pay sales tax to for the tax item being adjusted. Select the Sales Tax Item to be adjusted. Select the offsetting adjustment account if one applies (this is never the sales tax payable account). Select whether the balance needs to be increased/decreased by the amount entered and then click Save.

20. Tips: Select "Do not affect accounts" when only the balance of the sales tax item needs to be adjusted. Leave this option unchecked if the sales tax payable account and items need to be adjusted. (Selecting sales tax payable as the adjustment account causes the balance adjustment to go through the payable account in a positive and negative manner which in turn does not adjust the account balance at all).

21. Q: What is the adjustment account on a liability adjustment?

22. A: The offsetting account used within the adjustment account drop-down should typically be of type Expense/COGS.

23. Q: What is "Unknown" tax or "Unknown Vendor"?

A: When Unknown Tax (Unknown Vendor) appears on Sales Tax Reports, this means that there are Invoices/Sales/Credits where the Tax Code of Tax was selected but no Sales Tax Item was selected. To review or correct these, go to the Sales Tax Detail Report within Reports > Sales tax and filter by All sales tax items. Click the toggle icon to the right of the envelope icon in the top left-hand corner of the report to see a table of contents where each tax item starts and double click on the Unknown Tax item. From this report, you can double click on all reported Invoices to correct the sales tax item selection. When you see Unknown Tax with a vendor's name, this means that the sales tax payable account has been selected on a transaction instead of properly using the sales tax item.

24. Q: What is “No Tax”?

A: No Tax is used when a tax code of “Non” is assigned to the invoice item being sold by default and the customer does not have a default sales tax item. When the item is marked as Non-Taxable with no tax item, the “No Tax” item will populate.

25. Q: Why doesn't the sales tax amount due and amount collected match on the Sales Tax Liability report?

A: The tax collected will always report the actual amount of sales tax collected and calculated for the reporting period selected. The Amount due is the actual amount of sales tax you owe which typically should be the amount collected. If there is a difference between the 2 amounts then either an overpayment on sales tax took place which decreases the amount due, or an under payment took place causing the amount due to be more. The amount due is the sales tax payable balance incurred for that period which can be affected by prior payments made.

26. Q: How do I figure out where my sales tax balance is coming from?

A: The best way to look up this information is by using the Sales Tax Detail Report. The detail report will break down the sales tax calculated on each invoice item per the sales tax item for the invoices/sales within the reporting period selected. This report includes every transaction that increases/decreases the sales tax liability balance.

27. Q: Why doesn't the balance sheet match the sales tax liability report?

A: For cash basis it never will. Sales tax payable is a liability account which functions on an accrual basis; this means the balance is gradually increased per every transaction that has sales tax calculated. Cash basis is a calculation that figures the amount of sales tax owed based off the paid transactions that were taxable for the reporting period. All the sales tax must be stored in a chart of account when a taxable item is selected on a transaction even though that sales tax may not be due for several months because it remains unpaid. Because cash basis is calculated based off the taxable transactions that have been paid, and sales tax is a liability (accrual) type account, the figures on both reports are completely different and therefore could never match.

On accrual basis, for the sales tax payable account balance on the balance sheet to match the sales tax liability report (amount due) the liability report must be ran for all time with the same end date as the “As of Date” selected on the Balance Sheet Report. This could happen if the report is being viewed using “liability through date” rather than the check date option since the balance sheet always looks at the “check” date.

28. Q: Why does the sales amount look doubled on my sales tax liability report?

A: If you have Sales Tax Group items, then the Total Sales Amount could appear to be larger than it is. A group consists of multiple sales tax items. Each time the group is selected as the sales tax item, the sale amount for that transaction (or invoice item) is then reported to every individual item selected within the group. If you have 3 items in a group selected on an item with a sales amount of \$100, then your sales amount is going to be \$300 when the total sales amount was only \$100. The report must break down the sales amount per individual item for proper tax calculations.

29. Q: How do I pay sales tax by credit card in your system?

A: Go to Customers > Sales Tax > Pay Sales Tax and within the “Account” drop-down select your Credit Card account.

30. Q: I paid my sales tax, but the liability report still shows I owe. Why?

A: If you paid your sales tax but the report still shows you owe then you either did not pay the sales tax properly through the pay sales tax form, or a future “Show sales tax through” date was selected when the sales tax payment

was made. Since this is the date that relieves the balance, if the date further then the end date viewed on the report, the amount due will not appear to be relieved.

31. Q: What is the difference between liability date and check date?

A: The “Liability” date will look at sales tax payments using the “Show Sales Tax Through” date as it was selected on the sales tax payment. The “Check” date will look at sales tax payments using the “Payment Date” or actual check date as it was selected on the sales tax payment. This allows you to review the sales tax balances from an actual liability standpoint or an accounting standpoint.

32. Q: I have county and city taxes that need to be charged to the same customer. How do I select more than one tax to calculate sales tax to the customer?

A: This can be accomplished by creating a Sales Tax Group item. To create the group item, the individual item must first exist. To create a new sales tax group item, go to Customers > Sales Tax > Create Sales Tax Group.

33. Q: My sales tax liability or other amounts are not correct. How do fix find out why and how can we fix them?

A: There is a detailed Help Topic on Troubleshooting Sales Tax. Here are a few things to get started with:

You basically should run the Sales Tax Liability report and the Sales Tax Detail report for all time. If you can narrow down which sales tax item is off, it makes it easier to run the Detail report for all time as you can just run it for the specific item. Then use the Detail report to determine what is not correct and make corrections as needed. Hint: Be sure your dates are running for the same time period. Cash basis is more complicated to troubleshoot as you have to take into account the sales tax does not hit the report until the payment is received.

The Sales Tax Liability shows the Sales Amount (total for Sales Tax Item), the Non-taxable amount, the Taxable Amount, the tax collected and the amount due.

The Sales Tax Detail report shows all transactions that affect the Sales Tax Liability: Invoices, Sales, Sales Tax Adjustments and Sales Tax Payments.

34. Q: We can receive a sales tax liability discount for paying our sales tax liability in a timely manner. How can we adjust the liability to reflect the discount?

A: If you receive a discount, you pay the amount you actually owe, and do a Sales Tax Liability Adjustment for the amount of the discount.

Service Agreements

35. Q: Why can't I batch renew Service Agreements?

A: If the “Batch Renew Service Agreements” option does not appear the most likely reason is that the Escrow Accounting preference is also enabled. The Batch Renewal feature is disabled when Escrow Accounting is enabled. Unfortunately, there is no way to work around this. You will not be able to use Escrow Accounting with the Batch Renewal feature due to the specific nature in which escrow service agreements must be entered.

36. Q: What is the best way to cancel a Service Agreement? Example I have customer that signed up on SA for 1 year and prepaid. We require 1-year minimum sign up. Meanwhile customer had new furnace installed by another company so we will not be servicing the equipment. I need to get the scheduled work orders removed and make sure escrow movement is correct.

A: The following steps can be taken to resolve such an issue (in no specific order):
(For the purposes of this example, we're assuming that no refund will be taking place)

1. Cancel the Work Orders
2. Inactivate the Service Agreement
3. Change the escrow movements to be dated as of the time the user wants to recognize the income.

37. Q: I've sold a few Service Agreements on Invoices and I have Escrow Accounting Turned on but none of the Escrow Movements are shown in the list. What did I do wrong?

A: The process for selling Service Agreements when using Escrow Accounting is very specific. Please review our Help Topic on this subject for additional info. In brief, when the Service Agreement is sold, the service agreements **must** be created immediately, and the planned maintenance work orders **must** be generated at the time the SA is created.

Escrow Accounting

38. Q: I sold a service agreement, but the full amount went to income. Why isn't this going to my escrow holding account?

A: In order for Escrow to properly work, you must follow the complete process of first selling the service agreement, creating the service agreement, creating the planned maintenance work orders from the service agreement and then save and close each transaction. If you save and close anything without creating each necessary transaction, then the process does not flow properly and therefore the escrow movements never get generated.

39. Q: I changed the date on my planned maintenance work order but when I run the balance sheet, I see that my escrow account wasn't changed. How do I correct this?

A: Changing the date on the planned maintenance work order does not update the escrow movement journal entry. You must go to Customers > Service Agreement Escrow Movement and look up the escrow movement for the planned maintenance work order that needs to be changed. You can then double click on the movement and change the date.

Inventory & Serialized Inventory

40. Q: How do I enter or correct my inventory quantity on hand counts in your software?

A: If your items have already been entered: Go to Company > Inventory Review/Adjust. Enter the quantities for each item that you currently have on hand with the proper unit price (item cost per unit/item), select your date as the same beginning balance date being used for all beginning balances and enter the adjustment account as opening balance equity. Once you click save and close, an individual adjustment will be created for each item.

When entering items for the first time: When entering items for the first time, you have the option of entering a count. Once the item is saved, you will no longer see that option. From that point, you will need to use an item adjustment.

41. Q: Why isn't my average cost calculating correctly?

A: Please be sure you understand how the average cost is calculated in Total Office Manager. The answer to this question usually involves item adjustments, [Unit of Measure setup and usage issues](#), data input mistakes, or a misunderstanding on how average cost is calculated for Inventory Parts.

If the average cost of an item is incorrect, it is typically due to the unit price that is entered when adjustments are entered or when an item is purchased. The unit price is the cost per item. If you are dealing with an item that comes in unit of measure such as 5 feet of copper wire, the quantity should be entered in the unit of which it is sold. For instance, if I sell copper wire by the foot, and I purchased 5 feet, my quantity would be 5 at the total cost. The program then properly divides the total cost by each unit. If the purchase quantity and cost is not entered correctly, your average cost will be wrong.

Average Item Cost Tips

Go to the item's "Item History" screen (form) and look at the "Avg. Cost History" tab. You should be able to see where the average cost began being incorrect.

Your product's (item) average cost is the total value of that item that is in stock divided by its quantity in stock. Said another way, your product's total value is its average cost multiplied by its quantity in stock.

42. Q: The software indicates that we have serialized invoice items in stock that we don't have. We may have sold them and forgotten to select them on an invoice or we may have already had them when we started using the software. How to we figure out the problem and fix it?

The Scenario: We entered serialized items for the first time. We used the Serialized Item Adjustment form. We entered a value for each of the adjustments. We switched from another software program and that equipment was already expensed. Now we have a large amount of inventory on our balance sheet that we don't have. This also causes our COGS to be reduced for that same amount.

A: Make a list of all serialized items that you have in stock. Compare that with what TOM shows. You can use different inventory reports or look at the Invoice Item list (filtered to show just serialized items). Make serialized adjustments to get the two to match.

Tips

There is a preference to allow you to add serialized items to an invoice and not select the serial number until later. We recommend that you not allow this. It can cause this problem because it allows you to sell serialized items that you may have already sold or do not have.

If you use the "Inventory Transfer" feature, please remember this. If you transfer serialized items (or Inventory Parts) and you add them to an invoice, you will be removing them from inventory twice.

43. Q: I entered the cost in my item, but it is using the average cost instead. Why?

A: Total Office Manager uses Average Costing for inventory. The average cost is figured by taking the total dollars spent divided by the total units purchased.

44. Q: Why is the price I paid for an Inventory Part not the same shown on a job costing report?

A: The Invoice Item typed called "Inventory Part", uses Weighted Average Cost. When looking at the cost of this item on a report, the cost (price you paid) will be an average of all prices you have paid for those items in stock when the transaction was created. There is no way for financial reports to know the price you paid for the exact item used. These items do not have a unique identifier. If the item was the Serialized type, the cost would have been the same as the price paid for the serial number used on the transaction. The serial number is the unique identifier. More information: <https://www.aptora.com/frequently-asked/why-is-the-price-of-a-part-on-a-report-different-than-the-bill-credit-card-or-check-that-purchased-it/>

45. Q: Is there any easy way to update the cost of an item?

A: An item cost can be updated by changing the actual cost of the item within Customers > Invoice Items List > double click to edit the item and change the “Estimated Cost” to the new cost.

When purchasing an item if the cost of the item has changed from what is set within the Invoice Item, you will receive a message box asking if you would like the item cost to be updated. If you click yes, the cost is automatically updated to the cost used within the purchase transaction.

Items can also be imported to overwrite the existing item data. This is an easy way to update the cost of hundreds of parts.

46. Q: I want to use a non-inventory part, but I can only select an income account. How am I supposed to use this item for purchasing if it only affects income?

A: Non-Inventory, Other Charge and Service type items all have a setup option allowing the item to appear like that of an Inventory item. This allows you to assign both an Income and COGS/Expense account. The Non-Inventory Item option says, “This item has been purchased for and sold to a specific customer”. The Service Item option says. This service is performed by a subcontractor, owner, or partner”. The Other Charge Item option says, “This is a reimbursable charge”. Selecting the option makes additional fields visible such as estimated cost and the COGS/Expense account selector.

47. Q: I did my year end counts and I need to adjust my inventory. How do I do that?

A: To do mass inventory adjustments go to Company > Inventory Adjustment > Inventory Review/Adj. This form loads all inventory items with fields for all warehouses to adjust all inventory at once.

48. Q: How do I change the item type?

A: The type of an item can’t be changed once the item has been used. If the item hasn’t been used simply go to Customers > Invoice Items List > double-click to edit the item and click the Type drop-down. If the item is used, the type field will be greyed out or locked down so that it can’t be modified. To have the same item with a different type, the name of the existing item must be changed, and a new item must be created with the proper type selected.

49. Q: Is there a way to sell/purchase multiple items without manually selecting each one?

A: If there are multiple items that need to be purchased or sold at once, then a Group Item can be created to group together several items into one. When selecting the item, all items within the group will populate. To create a Group Item, go to Customers > Invoice Items List > Right-Click and select New Item. Within the type drop-down select “Group”.

The Item Lookup form can also be used to look up and load multiple items on the form at one time. To use the lookup form, click the item drop-down selection with the form and select <Lookup>.

50. Q: How can I choose what price shows up on the Purchase Order when purchasing materials?

A: There is a preference setting that allows you to choose which rate from the item is populated within the Purchase Order. To access this preference, go to Edit > Preferences > Purchase Orders > Company Preferences tab and click the drop-down on “Rate Field”. The three options are, “Use the item’s estimated cost field”, “Use the price that was last paid for the item by selected vendor” and “Use average cost for the item (inventory part and serialized part only)”.

51. Q: I received an order of parts, but it was not the full order. How do I receive a partial order in your system without messing anything up?

A: Go to Vendors > Enter Bill or Receive Items, type in the vendor you received the shipment from and click ok to receive against the open purchase order. Once the purchase order is selected, all items from that PO will appear. Simply change the quantity of the item (if you purchased 10 but only received 5) or delete the item altogether if it was not received. This leaves the items not received as opened within the Purchase Order.

52. Q: How do I relieve my inventory?

A: In order to properly relieve inventory, an item must be sold to the customer within the Invoice/Sale or an Inventory Adjustment must be done assigned to the job it was sold to. Adding the items used on the job to the Invoice/Sale is the most common and practical way to properly relieve inventory.

53. Q: Why can't I select a serial number on my estimate?

A: Estimates are non-accounting transactions. It is nothing more than an "Estimated Amount" of how much it will cost for the company to do the job for the customer. Because serialized inventory is tracked by the actual serial number, serial numbers can only be selected when the item is actually sold which then relieves the inventory on hand.

54. Q: I am trying to receive serialized equipment but it's telling me it is a duplicate serial number? What do I do?

A: Duplicate serial numbers can't be purchased or sold. To receive then item in properly, the serial number will need to be slightly modified so it is not a duplicate.

55. Q: I am trying to do a vendor credit for a piece of serialized equipment, but the serial number isn't showing up. I see it in stock but not on the credit. Why doesn't this show up?

A: Serialized Inventory can only be returned to the vendor it was purchased from. If you did not originally receive that item from that vendor, then the Expense account on the equipment will need to be selected on the vendor credit rather than the actual serialized item. To remove the item from stock, a serialized inventory adjustment will then need to be done. To adjust the inventory, go to Company > Inventory Adjustment > Serialized Inventory. Right-Click in the adjustment list and select to "Adjust Serial Numbers". Select the Item, select the adjustment account (same expense selected on the vendor credit) and then select the serial number to remove. Click save and close when finished.

56. Q: We purchased equipment for a job, but it had to be swapped out with another piece of equipment. How do I do that in your system?

A: If the equipment has already been sold to the customer on an invoice, then a credit memo will need to be created. Go to Customers > Create Credit Memo and select the Customer:Job that the piece of equipment is for. Select the piece of equipment being returned to the vendor and zero out the retail price. Save and close the Credit. The item will now be back in stock to return to the vendor on a vendor credit. To do the vendor credit go to Vendors > New Credit. Select the item to return within the items tab and then click save and close. When the replacement part is received, enter the bill or item receipt to receive the item into inventory. You will then create a new Invoice for the customer to sell the replacement part. You will zero out the retail price on this as well.

If the item has not been sold to the customer, a Vendor Credit will need to be done to return the previous part purchased. Once the new part arrives, simply create a vendor bill or item receipt to receive the item into stock. You can then set the credit against the bill by going to Vendors > Pay Bills.

57. Q: Is there a way to adjust more than one item at a time?

A: Yes. Go to Company > Inventory Adjustment > Inventory Review/Adj. Multiple serial numbers for one item can be transferred or removed at once by doing a serialized inventory adjustment.

58. Q: What is the adjustment account?

A: The adjustment account is the offsetting account used when adjusting inventory. The Inventory Asset account is automatically affected when adjusting inventory, but an offsetting account must be used. Typically, this is an account type of COGS/Expense.

59. Q: How do I transfer inventory into a different warehouse?

A: Go to Company > Inventory Adjustment > Non-Serialized Items, Right-Click and select New Adjustment. Select the item to adjust, remove the quantity from the warehouse it is being taken from and increase the inventory in the warehouse it needs to be in.

60. Q: How do I bill my customers based off the job progress without messing up inventory?

A: Progressive Billing. The first step is to create the estimate for the job materials. To create the Estimate, go to Customers > Create Estimate. Once you are ready to create the first invoice, go to Customers > Invoice/Sale/Credit/Estimate List and double click to edit the Estimate. With the Estimate open go to Menu > Create Invoice. Select to create the Invoice for the entire amount or for a percentage. Once the Invoice is created, the quantity of items will be figured based off the percentage selected to bill.

61. Q: Why doesn't my inventory value match the inventory asset on my balance sheet?

A: The most common reason why this can happen is adjusting journal entries to inventory and multiple inventory asset accounts. The Inventory Value on inventory value reports does not look at transactions where the asset account was manually adjusted such as Journal Entries. Only transactions where the item was selected are included on the Inventory valuation reports.

62. Q: How do I see the item stock in all my warehouses?

A: Go to Reports > Company > Items > Inventory by warehouse or Inventory valuation by warehouse.

63. Q: My inventory counts in the system are really high and I know I don't have that many items in stock. What could be the cause of this?

A: The most common reason this happens is because inventory is not being relieved properly through Invoices/Sales or inventory adjustments. If the inventory is purchased and then never sold, the quantity never gets relieved correctly.

64. Q: We need to correct a serial number. How can we change the serial number after it has been saved?

IF the item was received, and a corresponding Vendor Bill has not been created: Go to the Receive Items List, locate the item, right-click and edit the item receipt. You are able to change the serial number here.

IF the item was received, a Vendor Bill was created, BUT the Vendor Bill has not been paid: Go to the Bills List, locate the Bill, right-click and edit the Bill. You are able to change the serial number here.

IF the Vendor Bill has been paid, there are two steps you must take to change the serial number:

1. Go to Company | Inventory Adjustment | Serial Number List. Locate the item with the incorrect Serial Number. Right-click and select Adjust Serial Numbers. In the first dropdown in the grid, select the incorrect serial number. Check the Remove box, then Save & Close.

2. Right-click in the Serial Numbers list and select Add Serial Numbers. Choose the Item, Department, and Account if needed. Enter the correct Serial Number, Warehouse, Memo if desired, and the Value of the item, then Save & Close.

If you have sold the serialized item and want to make sure the correct Serial Number is in the Customer's Equipment, you would go to the Equipment Tab on the Customer:Job. Right-click on the piece of equipment and select Edit. Enter the correct Serial Number on the Edit Customer Equipment screen, then Save & Close.

65. Q: How can we edit a serial number on an invoice?

A: You can't edit the transaction that has a serial number on it unless you unassociate the serial number. On the invoice, replace the serial number with the correct serial number. If you need to change the item itself, remove the serial number then you can delete the item and enter the correct item. Remember that if it is customer equipment you will need to manually update the customer equipment with the correct serial number.

66. Q: This question is about updating historical transactions when editing an item. The Non-Inventory item historical data is not updating when account changes. Why?

A: If an item originally had only an Income account selected, adding a COGS or Expense account will not update a bill even when you update historical. When you update historical, you have to select the account you want to update; unless you change the Income account, transactions created prior to editing the item will not be updated. To correct the historical transactions, you can edit the bill to select a different item then re-select the original item. If the bill has already been paid, you will need to create a journal entry to update the accounts.

Banking

67. Q: How do I edit a transaction that has been cleared through a bank reconciliation?

A: You can't. If an incorrect account or date was selected, then the transaction will have to be deleted and entered back into the system correctly. If you do not want to delete the transaction, then you can also do an adjusting Journal Entry to manually adjust and correct the account or date.

Tips: You can clear a transaction again after it has been deleted and entered back into the system. To do so you will wait until your next routine bank reconciliation. Perform the reconciliation as normal against your bank statement. If everything balances and there is a difference of \$0, proceed with marking off the transaction(s) that had to be deleted and entered back into the system. You will then have a "Difference" in the amount of the transactions that must be cleared again. Once you click the "Reconcile Now" button, the screen will provide you with a message about the difference and a button that says, "Enter Adjustment". Click the "Enter Adjustment" button to proceed. Click Yes on the message you receive warning you about the difference. You will then go to Banking > Journal Entry List and look up the Journal Entry created from the bank reconciliation. The JE will be dated the same as the statement date for the reconciliation performed, and it will contain an entry number of "Bal Adj" for Balance Adjustment. Right-Click on the JE and select to "Delete Transaction". Click Yes on the warning message to proceed. This clears the transactions again without negatively affecting your bank account balance.

68. Is there a list of checks which are compatible with Total Office Manager?

A: Yes. Checks may be orders from Dynamic Systems if you do not currently have compatible pre-printed check stock. Typically, styles compatible with most laser printers are also compatible with Total Office Manager.

69. Q: I have a check that says, “Cleared” in red when I edit it, but it shows up in my Credit Card Reconciliation as an un-cleared transaction. Why does it say cleared?

A: When making credit card payments, the payment comes out of a bank account to pay off the credit card balance. The payment made affects 2 accounts; the bank account of which the check was issued from and the credit card account of which you made the payment on. Both bank and credit card accounts are typically reconciled. More often than not, the bank account is reconciled before the credit card account. When you see that a check displays as cleared but shows as an un-cleared transaction in your Credit Card Reconciliation, this means that the check has been cleared in your Bank Reconciliation.

Tips: You can verify this by going to Reports > Accounting > Banking > Bank Reconciliation. Both Credit Card and Bank Reconciliation reports are stored here. Click the drop-down to locate the last bank reconciliation report or the bank rec report for the statement end date after the date of the cleared check. Look through the cleared transactions on this report to locate the check number. You can also click on the binoculars at the top of the report to search for the check number, amount, etc.

70. Q: How do we void a check written in a prior year after tax returns is filed?

A: Void the check as usual. Create two general journal entries. The first journal entry, dated the same day as the original check, duplicates the accounting entry of the original check. This assures no changes will be made to the prior period’s reports. The second journal entry, dated in the current period, reverses the accounting entry of the original check. This adds cash back to the checkbook balance in current period.

Tips: If you are voiding a check associated with non-expense accounts or items (a check used to purchase inventory items, a bill payment check, a paycheck, a payroll liability check), you should consult with your accountant.

71. Q: How can we correct financial related data entry errors from prior periods without affecting the financial reports for those periods?

The Scenario: You realize that you made a mistake on a transaction such as a bill, check, invoice, etc. You feel that you must correct that transaction, but you have already filed your tax returns or other reports.

This question is like the one above regarding checks. The important thing to keep in mind is this. After you fix the issue, make sure your income statement and balance sheet have the same numbers. This can be done by adjusting numbers on the transaction that you have fixed so that the totals are the same. You may also enter an adjusting journal entry (AJE) for the same period. If you are entering or editing a transaction that includes a “As Of” field, be aware that the date entered is the take your changes affect your financials.

72. What is the purpose of selecting Group With Other Undeposited Funds on Sales and Payment Receipts?

A: The Undeposited Funds account is an account that reports on money that is received by your company until it is deposited into your Bank account. This account is typically set up as an Other/Current Asset account and is used when you are ready to prepare your Bank Deposits in Total Office Manager.

It is recommended that any Customer Payment, regardless of the method of Payment (i.e., Check, Cash, Credit Card, etc.) is deposited to the Group With Other Undeposited Funds on the Receive Payments and/or Sales Receipts forms. This will allow you to pick and choose which Customer Payments are included in your batch Deposits to your Bank Account.

Even if the Customer pays by Credit Card and you are using the Credit Card processing feature in Total Office Manager, it is recommended that you still group these Payments with the other Undeposited Funds. The reason behind this is quite simple. Some Credit Card Companies charge a fee per Credit Card payment that is processed. Although the Customer may have paid you \$100.00, the Credit Card merchant may charge you a 2% processing fee. Subsequently, only \$98.00 of the Customer Payment is then deposited to your Bank account. By grouping with other Undeposited Funds, you will be able to account for the processing fee when you enter the Deposit.

73. Q: A previously cleared transaction is showing up in my Bank Reconciliation as un-cleared. Why is this happening?

A: This means the cleared transaction was deleted and entered back into the system or that the transaction was never actually cleared. You can verify if it was cleared by viewing your previously printed Bank Reconciliation Reports. You can verify that a transaction was deleted and entered back into the system by viewing the Audit Trail located within Company > Audit Trail. Use the "Record" filter to look up the Check Number and then click on the "This Year" filter on the left-hand side of the form. You should see an Add, Delete and a third Add entry. You may also see a Void rather than a Delete entry.

74. Q: Why doesn't the balance on the Bank Reconciliation Report match the Balance Sheet?

A: There is no single field on Bank Reconciliation Report that calculates or looks at the same data as the balance sheet. Here is a detailed explanation.

Beginning Balance: The Beginning Balance on the Bank Reconciliation Report is the ending balance from the prior reconciliation. Because this is a calculated balance from the prior reconciliation there is nothing it could match.

Total Cleared Transactions: This is the difference between the total cleared checks and payments and the total cleared deposits and credits.

Cleared Ending Balance: The cleared ending balance is figured by taking the beginning balance minus the total cleared transactions which equals the ending balance.

Balance Sheet: The Balance Sheet looks at both cleared and un-cleared transactions based off the transaction date up to the As Of date ran on the report. This is an accrual-based account which means every transaction dated prior to the As Of date affects the balance reported.

The beginning balance, ending balance and cleared ending balance do not include un-cleared transactions dated within that statement period. The un-cleared transactions affect the balance reported on the balance sheet. Since you have transactions that are reflected on the balance sheet but not in the balance totals of the Bank Reconciliation Report, there is no way that any one of the reported totals can be taken and compared to the Balance Sheet.

Balances from the Bank Reconciliation Report can be taken to calculate the balance that should match the balance sheet. To figure this balance you will need to add up the total amount of un-cleared checks and payments and the total amount of un-cleared deposits and credits up to the ending statement date. You will then take the Cleared Ending Balance minus the total of un-cleared checks plus un-cleared deposits. The result should match the Balance Sheet if the Balance Sheet was run for the same As of Date as the ending statement date.

Tips: There are other common mistakes that can cause these numbers not to match. One of the most seen errors is cleared checks and deposits dated after the ending statement date. This will most definitely cause the balance sheet to be off from what you calculate off the bank reconciliation.

75. Q: When I try to enter more than one AP/AR account within a Journal Entry I get a message saying this can't be done. Is there any way to do this?

A: No. Total Office Manager does not allow you to select more than one AP/AR account within a single Journal Entry for a good reason. AP requires that you select a vendor and AR requires that you select a Customer to associate that balance adjustment with. Because these adjustments affect a vendor/customer balance and can be applied to other transactions, the transaction must be considered an individual transaction only affecting one customer or vendor balance at a time.

76. Q: Why don't the Income Statement and Balance Sheet Reports match?

A: The Income Statement and Balance Sheet reports are 2 completely different reports. The Income Statement reports Income, COGS and Expenses with your net profit. The Balance Sheet reports the balances on your accrual-based accounts such as Assets, Liabilities and Equity. The only number that should or will match when comparing these 2 reports is the Net Income from the Balance Sheet and the Net Profit from the Income Statement. These numbers will match when running the Balance Sheet for the last day of the reporting year and the income statement for beginning and ending date of reporting year.

77. Q: How do I account for finance fees when collecting customer payments?

A: There are 2 ways to account for finance fees when dealing with a customer using a finance company.

- When the payment is received from the finance company less the finance fees, go to Customers > Receive Payments and select the Customer:Job payment was received from. Enter the payment amount received, and the payment method as normal. Click the "Pay" check box to apply it to the invoice balance. Use the Discount, Discount Date and Discount Account columns to account for the finance fee withheld from payment. Enter the amount, select the proper affective date and select the account you have set up to track finance fees.
- When payment is received from the finance fee, go to Customers > Receive Payments and receive the payment as normal. Enter the Amount as the full amount of the payment plus the finance fee. This should equal the invoice balance. Save the payment. When you go to deposit the payment, use the "Cash Back" field to reduce the deposit amount by the finance fee. If you do not deposit your payments to Un-deposited funds to deposit as a group at the end of the day, then you will not be able to use this option.

78. Q: I have a check that says, "Cleared" in red when I edit it, but it shows up in my Credit Card Reconciliation as an un-cleared transaction. Why does it say cleared?

A: When you have a check showing as un-cleared in a reconciliation form but the check itself indicates it has been cleared when opening the transaction to view it, then the check has been cleared in another reconciliation. A perfect example of this is a check to pay a credit card. The check has yet to be cleared through the credit card reconciliation, but the check is written out of your bank account and has cleared through the bank. The check would indicate it is cleared but it would still show as un-cleared in the credit card reconciliation form.

79. Q: I am trying to adjust my liabilities in an adjusting journal entry, and I get a message saying a Vendor must be selected. Why do I have to select a vendor and is there any way to bypass this?

A: No. Liability account balances are tracked to and associated with vendor balances. A liability is money the company owes to another individual or company. To track whom the full amount of a specific liability is owed to, a vendor is required to be selected when entering any transaction where a liability account is selected.

80. Q: How do I do an automatic credit or ACH to my checking account?

A: When you have items scheduled to go through your bank account automatically you will simply write a check in Total Office Manager by going to Banking > Write Checks. Since there technically is no check number, enter ACH, Auto or even a confirmation number as the check number. If the same amount of this transaction comes out of your bank on a regular basis, memorize the transaction once it is saved.

81. Q: Why are there different colors in my Account Register?

A: The Account Register allows you to view all balance sheet accounts. Every balance sheet account type has a different color code assigned to it. Bank is green, Credit Card is red, Equity is light blue, Fixed Asset is yellow, Long-Term Liability is dark blue, Other Current Asset is orange, and Other Current Liability is purple.

82. Q: How do I void a check?

A: Go to Banking > Check List > lookup the check in question and Right-Click on it within the list to select "Void Check".

83. Q: I can't see all the checks in my list. What am I doing wrong?

A: Almost every list form has a "Default Filters" panel on the left-hand side. By default, the last filter selected is automatically applied when opening the list. Check to make sure that Show Not Void or Show All is selected to view all transactions in the list.

84. Q: My accountant wants to see all the debits and credits to the chart of accounts for last year. How do I do that?

A: The easiest way to get this information is to go to Banking > General Journal and use the Quick Filter to select Date. Enter in the date range for the data you wish to view. Once the information loads go to the General Journal menu in the top left-hand corner of the list and select to "Open List in MS Excel".

85. Q: When I run the Balance Sheet, I have a large amount in my rounding adjustment account. What is this from and how do I fix it?

A: This can be caused by database connectivity issues, incorrect setup, missing accounts on certain forms or legitimate rounding. These are the 3 most common things to check for:

- The Retained Earnings account has a sub account associated with it. Retained Earnings should be an independent account. To verify this, go to Banking > Chart of Accounts list. Look up the Equity accounts and verify there are no sub accounts on your retained earnings account.
- There may be out of balance transactions. To check for this, go to Tools > Utilities > Database Checkup and click OK. In the drop-down select, "Out of Balance Transactions" and then click the scan button. If any transactions come back in this list, you will need to double click on each one to open it and see why it may be out of balance.
- Missing accounts in the general journal. To check for this, go to Banking > General Journal Click the "Show all" filter on the left-hand side and then go to the General Journal menu in the top left-hand corner to select "Find Missing Accounts". Any transaction with a missing account will automatically be highlighted and displayed in red. Double click on the transaction from here to determine what accounts may be missing.

86. Q: How do I reverse a Journal Entry?

A: Go to Banking > Journal Entry List. Lookup the Journal Entry you wish to reverse, Right-Click on the JE within the list and select to “Copy Transaction”. When the JE is open, switch your debits and credits on each line and then click save and close.

87. Q: How do I close out my fiscal year in your program?

A: There is nothing that needs to be “closed out” in Total Office Manager. The Income Statement accounts will automatically reset and move your net profit to retained earnings at the end of your Fiscal Year (as it is selected within Company > Company Information > Other Information Tab > “First Month of Fiscal year”). Any final adjustments that need to be made can be made as normal. To ensure that no financials for the end of the year are changed after you have processed year end data, you may want to enable the Cutoff Date Preference. This requires that Admin password to proceed with any changes to transactions dated prior to a specific date. To enable this preference, go to Edit > Preferences > Cutoff Date > Company Preferences tab. You must be logged in as the Admin user to set this preference.

88. Q: How do I refresh my reconciliation form without losing what I have selected?

A: Click the Save button at the bottom of the form and then the Refresh button. Clicking save will save everything already selected. Refresh will then refresh any changes to any transactions listed without removing any selections.

89. Q: My check voucher doesn't show all credits or bills paid. Why Not?

A: Certain voucher styles can only hold so much information without it having to go to a second page. There is no second page with a check voucher so there must be a limit. When you are in the “Check Printing Setup” form, beneath the Check Style there is an asterisk with the amount of items that can be listed on the voucher style selected. Single is 45, Double is 17, Split is 17 and Short voucher is 13.

90. Q: How do I get a voucher with all my bill payment information?

A: Go to Banking > Check List > select the Check that needs a full voucher, go to Reports in the top left-hand corner and then select, “Print Preview Full Voucher”.

91. Q: How do I batch print checks?

A: Check paying bills or creating new checks, each check is marked “to be printed”. You can then go to File > Printing > Print Forms > Vendor Checks > Select the Bank Account the checks were written out of, click Select All or manually select the checks you wish to print and then click OK to proceed with entering the beginning check number.

92. Q: How do I set my fiscal year in your program?

A: Company > Company Information > Other Information Tab > “First Month of Fiscal year”.

93. Q: How do I get a breakout of my profit for service vs. installation and residential vs. commercial?

A: To properly track income by department, departments must be set up within Company > Lists > Department List. Departments should be applied on every transaction where income, cogs and expenses occur, and a department can be selected. There are several departmentalized income statements reports that will then generate a breakdown of income, cogs, and expenses by department with the net profit per department. These reports are located within Reports > Financials.

94. Q: Why can't I see my entire chart of accounts in the account selection drop-down?

A: By default, the smart account selection filtering preference is enabled by user. To disable this preference, you will need to be logged in as the user encountering the issue and then go to Edit > Preferences > Chart of accounts > My Preferences tab, "Smart Account Selection Filtering". Uncheck the preference to disable it. You will be prompted for the Admin password to disable the preference.

Credit Card Accounts (as part of A/P)

95. Q: How can we change or fix the Opening Balance on a Credit Card account?

The Scenario: You set up a new credit card with the incorrect opening balance.

A: If there are **no transactions** on the account, you can simply delete the account and re-enter it with the correct beginning balance.

If **there are transactions on the account**, you will need to do an adjusting journal entry (AJE), to reverse the original opening balance entry. You may add two adjusting journal entries (AJE), one to reverse the original and one to enter the correct balance. Or, you may add one AJE to adjust the original opening balance to the correct opening balance.

Please also see questions related to correcting opening balance for more ideas.

96. Q: How do I handle recording debit card transactions?

A: All bank debit card activity would be handled in the same manner as a check or deposit. When a debit card is used, a check would be written to record the bank debit to the account. If a refund is issued to the debit card, a deposit would be entered to record the bank credit to the account.

97. Q: I created a bill for payment later from my Credit Card reconciliation, but I am not able to reconcile because it shows as if I paid the full amount. What do I do?

A: Never create a Bill for payment later when reconciling your credit card unless you are going to pay off that bill in full before the next statement. In order to correct this, the bill must be voided, and the proper payment must be reflected. To enter the payment correctly, go to Banking > Manage Credit Cards > Verify & Pay Credit Card and then click on the "Make a payment on a credit card balance" option. Proceed with selecting the credit card account, payment amount, etc.

98. Q: Can I reconcile the credit card without making a payment?

A: Yes. Simply select the option in the payment drop-down selection that says, "Reconcile without payment". You can then select Make Payments on your credit card balance whenever a payment is ready to be made.

99. Q: Credit card liabilities on my balance sheet are not correct. The money that I owe my credits cards it not the same as shown on the balance sheet. How can we fix this?

A: This problem should have been revealed (or will be) when performing a credit card bank reconciliation. Please do that first. You want to make sure that the credit card charges and credits in the software match what is shown by the credit card company. Double check all credit card payments. You can check for "opening balance equity" related transactions in the General Journal. This may help you determine the cause.

- A. The account (Chart of Account) wasn't set up with a balance or with the correct balance.
- B. Previously cleared and reconciled transactions were voided, deleted, or modified.

If it's your first time reconciling the account, you can create the opening balance again. Create a journal entry and then reconcile to fix it.

Tip: Each time you start reconciling an account, you review the beginning balance in Total Office Manager. It's the amount in the account at the beginning of the time period you're reviewing. The beginning balance amount should match what's on your bank statement for the same start day. That being said, you can fix the opening balance by entering the balance of your real-life bank account.

Credit Card Processing (as part of A/R)

100. Q: How can we delete a customer credit card payment that we should not have processed?

A: Typically, when a credit card charge to a customer needs to be voided, you will always want to do this within Total Office Manager as this voids the transaction on Authorize.net automatically. You may void an E-Transaction Payment in Total Office Manager by navigating to Customers | Electronic Transaction | Electronic Transaction List. In order to void, you must be logged in as the Administrator user. Once you are in the list, locate the E-Transaction to void, right click on the E-Transaction and select Void. Voiding the E-Transaction here voids the transaction on the Authorize.net Gateway.

You Typically Have 24-Hours to Void

You may only void transactions within the first 24 hours of the transaction and before it has settled through the gateway. If this is not yet been settled, you may still void the transaction in Total Office Manager by following the steps above.

Once an E-Transaction is voided, you may then void/delete the Receive Payment/Sales Receipt attached to the E-Transaction. If the transaction has already settled, OR the transaction was voided in Authorize.net manually, the following would be completed.

E-Pay for a Sale:

- A. Open the Sales Receipt.
- B. Right click and choose Create | Credit.
- C. Date the credit the same day as the original Sale.
- D. Right click on Credit Memo and choose Create | Refund Check.
- E. Date the Check the same date as the Credit Memo.
- F. The check removes the money from the bank to offset the original Sale.
- G. When reconciling your bank account, you will clear both the original Sale and the Refund Check.

E-Pay for a Payment:

- A. Create a Refund Check for the Customer:Job (Banking | Write Check or CTRL + W)
- B. Select Accounts Receivable on the Expenses grid and enter the amount of the original Payment.
- C. Save and close the Check.
- D. The check removes the money from the bank to offset the original Sale.
- E. When reconciling your bank account, you will clear both the original Sale and the Refund Check.
- F. Open the original Payment that was voided on Authorize.net.
- G. Remove the existing Payment Application.
- H. This returns a balance to the original Invoice.
- I. Apply the payment to the Refund Check.
- J. Save and close the Payment.

101. Q: How do we handle a credit card charge that was voided through authorize.net and not through TOM?

A: The technician ran credit card in the field and called the office immediately to say he charged the wrong amount. They voided the transaction immediately. They received the report from authorize.net showing the transaction was settled with \$0 charge to the customer. The transaction is still showing approved in the ETransaction list, and she is not able to void it or the payment tied to it even though she has admin permissions. Discussed with Arika and Tiffany, then called Ashley back to explain how to handle this: Create refund check and apply it to the payment, memo to show what it is for. Deposit the payment into the same bank account used to create the check, and for the same date. When she reconciles the account, she will clear both the deposit and the check.

102. Q: We have a customer credit card payment. The merchant (gateway) issued us a credit. How do we process this credit card credit?

We will cover several different scenarios:

If the credit has been processed through authorize.net (you logged into authorize.net and created it, instead of doing an E-Transaction in TOM)

- A. Open the original Sale or Invoice. Right click (or click on Menu) and select Create | Credit.
- B. On the New Credit screen, remove any Items that are not being credited, and enter the amount of the credit on any Items being credited.
- C. Right click (or click on Menu) and select Create Refund Check. Refund check window will open. Select Save and Close.

If the credit has not been processed through authorize.net:

- A. Open the original Sale or Invoice. Right click (or click on Menu) and select Create | Credit.
- B. On the New Credit screen, remove any Items that are not being credited, and enter the amount of the credit on any Items being credited.
- C. Right click (or click on Menu) and select E-Pay. Check the Override button and enter the amount of the credit. Select the transaction ID for either the Sale/Invoice or the Payment. Select Submit.

Tips

- If an E-Pay transaction has not settled, you can void the E-Transaction in tom and do not have to do anything else.
- If an E-Pay transaction has already settled, create a credit memo from the original transaction, then create an E-Pay transaction for the refund.

103. Q: We processed or ran the same customer credit card charge twice, by accident. How can we fix this?

A: If the credit card was run twice as a SALE, in TOM issue a credit memo from the second transaction and E-Pay it. If the credit card was run twice as a Payment, log into Authorize.net and process a credit, then go into TOM and issue a check and apply it to the 2nd payment.

Employees & Payroll

104. Q: Why can't I select the taxes in the taxes tab when setting up my employee's payroll items?

A: Taxes are added to the Employee based off the taxes assigned to the earning items selected. Each Earning Item can contain different taxes. Every tax on the earning assigned is then automatically loaded within the "Taxes" tab of the employee's payroll items.

Tips: To see the taxes assigned per earning go to Employees > Employee List > Right-Click on the employee and select, "Employee Payroll Items". Click on the Earnings tab. Within the earnings tab, click on the grey box to the left of the red X on each earning. At the bottom of the form, you will see the taxes listed for the earning item you have selected. You can add or remove taxes by employees here as well.

105. Q: How to handle or fix a customer payment, using a credit card, that was voided through authorize.net and not voided through TOM?

The Scenario: Your technician ran credit card in the field and called the office immediately to say he charged the wrong amount. They voided the transaction immediately. They received the report from authorize.net showing the transaction was settled with \$0 charge to the customer. The transaction is still showing approved in the ETransaction list. You are not able to void the credit card transaction, or the payment tied to it even though you have admin permissions.

A: You will need to create refund check and apply it to the payment. Add a detailed memo to show what the check is for and why. Deposit the payment into the same bank account as usual.

106. Q: How do I set up what the employee claims and the filing status from their W4?

A: Go to Employees > Employee List. Right-Click on the employee and select, "Employee Payroll Items". Click on the Taxes tab. You will see an Allowance and Filing Status towards the right. You can enter the numeric value of which the employee claims within allowance, and select single, married filing jointly, married filing separately, etc. within the filing status column.

107. Q: I am getting an error when I try to save the employee's payroll items. It says something about a begin date. What do I do?

A: A begin date is required when setting up Deduction items on employees. The begin date tells payroll processing when the deduction is supposed to begin withholding. To set this go to the "Deductions" tab and enter a date within the Begin Date column.

108. Q: I set up a deduction for an employee, but the deduction isn't coming out of the check. What am I doing wrong?

A: If the deductions begin date falls on or within the current pay period, it will not be withheld until the following paycheck. Example: my pay period is 7/2/2*-7/15/2* with a pay date of 7/17/2*. The deduction begin date is set to 7/2/2*. Because this date is within my pay period, the deduction will not automatically be withheld until the next pay period.

109. Q: Why isn't salary calculating properly?

A: The most common reason for salary not calculating properly is that the incorrect amount is often entered within the salary amount field for an employee. If the earning has a calculation type of "Annual Salary", the annual salary amount is divided by the pay frequency set on the employee. Example: My employee's annual salary is \$40,000 and we get paid bi-weekly. The gross salary amount per paycheck would be \$1538.40. If the pay frequency was weekly, then the gross salary would be \$769.20.

Tips: You should be able to quickly figure the gross amount by taking the annual salary, divide it by 2,080 (work hours in the year) which then gives you an hourly rate that can be multiplied by the hours in your pay period.

110. Q: Why isn't time off calculating?

A: For time off to accrue properly, there must be an accrual rate entered within the Hours Per column on the time off item within the time off tab of the employee's payroll items. Time off will accrue based off the accrual period which is every hour of every paycheck, every paycheck, beginning of year or anniversary. If the accrual period is beginning of year or anniversary, time off will accrue on the paycheck following the check with the pay period that includes the accrual date.

111. Q: Why isn't the Time Off Used being tracked?

A: The most important part of time off is to have an earning item setup to pay and track time off and a time off type that is assigned to the earning. To verify the setup, go to Employees > Lists > Payroll Items List. Double click on any hourly earning setup for time off and make sure that the "is a time off type" box is selected with an assigned time off type item. When entering timesheets or hours into the process pay group form, the earning used to track time off must be selected for the time off hours taken.

112. Q: How do I get my existing time off hours entered?

A: To enter existing time off an employee had when switching from an old software program to Total Office Manager, a time off adjustment will need to be entered. To enter a time off adjustment, go to Employees > Time off adjustments, Right-Click and select new Time off adjustment, select the employee, select the time off type and enter the available hours within the accrued field.

113. Q: How can I see or input my tax and liability rates?

A: If the Tax/Liability calculation type is Federal, State or Local, you will not be able to see or modify the rates. Federal, State and Local taxes use the built-in tax table which is automatically maintained and updated by Aptora. This subscription is part of the annual service agreement for Total Office Manager. Anytime a new update is released, the tax/liability updated is included in the release notes.

Tips: FUTA and SUTA are the only Federal and State Liabilities that must be set up/maintained by the user.

114. Q: How do I enter my unemployment (SUTA) rate?

A: Go to Employees > Unemployment Tax Rates and enter the SUTA rate for each quarter.

115. Q: How do I get rid of unwanted payroll items?

A: Payroll Items can be inactivated. You can inactivate the payroll item itself by going to Employees > lists > Payroll Items List, Right-Click on the item and select to inactivate. A payroll item can also be inactivated for the employee specifically by going to Employees > Employee List, Right-Click on the employee and select Employee Payroll Items. Within the corresponding payroll item type tab, click the "Inactive" check box and then click save and close.

116. Q: Why don't I see a certain employee on the timesheets?

A: Only employees who have the option, "Use Time Sheet Hours" marked within their employee payroll items setup will automatically display on time sheets. To see all employees on the time sheet simply select the option within the time sheet that says, "Show All Employees".

117. Q: How does your system calculate overtime?

A: Total Office Manager does not automatically calculate overtime. To pay employees for overtime, you must have an hourly earning setup with the proper rate for time and a half. When entering time sheets where overtime was earned, the overtime earning item must be selected on the proper days with the hours of

overtime worked. Please keep in mind that some states calculate overtime by working over 8-12 hours within a day while other states go by the amount of hours worked in the week (40).

118. Q: I am getting an error on the timesheet about overtime, but I have it split out. What do I do?

A: When any modifications are made to time sheet days where the week already has more than 40 hours, a warning message will always be received that there is more than 40 hours worked and that overtime must be split out. This is nothing more than a warning to ensure that overtime is split out accordingly. (The software does not see the difference between the earning created for overtime vs. ones created for regular hourly. The only difference is the pay rate).

119. Q: I entered timesheet hours, but they aren't coming over when I go to process payroll. Why aren't these showing up?

A: For time sheet hours to load within the process pay group form accordingly, the employee must be setup with the "Use time sheet hours" option enabled. When opening the Process Pay Group form, the first field to select is the Pay Group if one applies. Next, the Pay Period Begin, End and Pay Date should be selected. After selecting the pay period dates, click the Refresh button. This ensures that all time sheet hours entered for that period are loaded in the form based off the dates selected.

120. Q: Why are only some of the hours showing up when I go to process payroll?

A: Either some of the hours were not entered on the time sheet, or the Refresh button was not clicked after selecting the dates.

121. Q: Why isn't the salary amount showing up in the process pay group form?

A: Earning rates or salary amounts do not display in the process pay group form for security purposes. The only amounts displayed here are fixed amount earnings with a default amount filled out within the Employee.

122. Q: Why don't the taxes match in your system when I run side by side payroll out of QB?

A: Every accounting software program that handles full-fledged payroll and calculates taxes have its own built-in tax table. On top of using different tax tables, rounding may also be handled differently based on separate calculations. Because different tax tables are used, updates for those tax tables can also be released to the public at different times. If rounding is not calculated exactly the same, you will have rounding differences. It is safe to say that about every software program that calculates payroll taxes and liabilities will end up with rounding differences.

123. Q: How do I adjust amounts on my paycheck?

A: To adjust amounts on the paycheck you will go to Employees > Process Paychecks. The paychecks can only be adjusted once they are created and before they are posted. Within the Process Paychecks list double click on the check to modify. To adjust earnings where the employee uses time sheets, only the hourly rate can be adjusted. If the employee does not use time sheets, then the rate or amount can be modified. Deductions, taxes, and liabilities can be overwritten or removed completely. Once all modifications are made, go to the Paycheck Details button in the bottom left-hand corner and select to "Recalculate Paycheck".

124. Q: When I go to create checks I am getting a message about un-posted checks, but I don't see anything. What do I do?

A: When receiving this message, there are un-posted checks for the employee that are listed within the message. To look for these go to Employees > Process Paychecks list. Within the date range, enter an old date like 1/1/1900 to a future date of 1/1/2500. Make sure the “Not Posted” check box is selected. Any un-posted checks within the timeframe will then appear. Typically, these can be voided if the user is sure that the employee did in fact get paid for the un-posted check listed but they will need to make sure that doing so will have no ill effect on prior financials.

125. Q: Why doesn't the payroll summary report match my payroll?

A: The Payroll Summary Report will match your payroll as long as the proper dates are being used when running the report. When viewing the payroll summary report for a specific paycheck, the paycheck date should be selected as the From and To date. This is not to be confused with the Pay Period as the pay period is not the proper date range to use. Selecting the paycheck date as the from and to will give only amounts for that specific paycheck.

126. Q: How do I pay my liabilities?

A: To pay payroll liabilities go to Employees > Pay Payroll Liabilities. Select the “Show Liability Through” Date as the paycheck date you are paying the liabilities for and the payment date as the date of which the payment is being made. Select each corresponding payroll tax or liability to pay and then click Create Checks.

Tips: If you are making a liability payment for a monthly or quarterly tax, liability or deduction, the last day of the month or quarter should be selected.

127. Q: I need to adjust the amounts that are showing due for my Payroll Liability amounts. How do I reconcile the amount shown on the Pay Payroll Liabilities form with what is actually owed?

A: Before making a Payroll Liability Adjustment, it is first recommended that you speak with your qualified accounting professional to determine whether the adjustment needs to affect your Payroll Liability amounts and/or Payroll Liability Chart of Account balances. You will need to explain to them the reason for making this adjustment for them to adequately inform you of what will need to be done.

Payroll Item Adjustment Only

If you need to only affect the amounts that are shown as due on the Pay Payroll Liabilities form, you will need to do the following:

- A. Open the Pay Payroll Liabilities form (Employees | Pay Payroll Liabilities).
- B. Verify that the amounts that are displayed are the correct amounts. If not, you will need to determine which Payroll Item balances need to be adjusted. Please make note of the amounts that are displayed and the amount that needs to be adjusted.
- C. Open the Payroll Liability Adjustment form (Employees | Adjust Payroll Liabilities).
- D. Right click within the form window and select the option for New Payroll Liability Adjustment.
- E. Enter the Effective Date that you wish for the Liability Adjustment to become effective. This is the date that will determine when the adjustment will reflect in the Payroll Liability amounts due.
- F. Determine if the adjustment is a Companywide adjustment or an adjustment that is for a particular Employee.
- G. Select the Payroll Item that is to be adjusted. If you have more than one Payroll Item to adjust, you can enter them all on the same adjustment providing the entire adjustment is for the Company and/or the same Employee and the Effective Date for each adjustment is the same.

- H. Enter the amount of the adjustment. If you are needing to raise the amount that is reported on the Payroll Liabilities form, enter your amount in the Increase column. If you are needing to reduce the amount that is reported on the Payroll Liabilities form, enter your amount in the Decrease column.
- I. Enter a memo that explains the reason for the Liability Adjustment. This will be an internal memo that you can reference in the future.
- J. Check the box in the lower left corner of the form to 'Do Not Affect Accounts'. By checking this box, you are only adjusting the balance of the Payroll Items balance that is reported on the Payroll Liabilities form. You are not affecting the amounts that are reported on your financial reports for the Chart of Accounts that are associated with the Payroll Items themselves.

Optional Steps:

If you do not have the preference enabled to not require vendor selection when selecting liability accounts, you will need to manually enter a Journal Entry to properly reflect your changes to the Payroll Item balances in the Vendor Balance that is associated with the Payroll Item.

- A. Open the Journal Entry form (Banking | Make Journal Entry).
- B. Select your main Payroll Liability account on the first line under the Account column (this account needs to be of type Other Current Liability or Long-Term Liability).
- C. Enter the amount to increase (Credit) or decrease (Debit) the Vendor Balance.
- D. Select the Vendor Name in the Name column. Select the same account on the second line. Because there is no other Vendor to affect, you will need to select your Company Name as the Vendor in the Name column on the second line entry.

NOTE: If you are adjusting the balance for more than one Vendor, you would repeat for each Vendor until all Vendor Balances have been adjusted. See screen shots below.

Payroll Item & Chart of Account Adjustment

If you need to affect accounts for the Payroll Liability Adjustment, follow steps #1 - 9. You will then need to select an adjustment account to affect. If you are unsure of which account, you will need to speak with your qualified accountant for clarity. By selecting the adjustment account, you will not need to manually enter a Journal Entry to affect your Vendor balance.

128. Q: Your system shows I owe more/less payroll liabilities than what was calculated for this payroll. Why is this happening and how do I fix it?

A: Typically, this occurs when improper show liabilities through dates are selected on payments, when amounts are manually changed from what displays as due or when the amounts are legitimately underpaid or overpaid. Dates are very important as the paycheck date is when you incur the liability you owe, and liabilities through dates are when you relieve your liability balance.

Tips: To determine where an issue occurred causing a balance to be less or more than it should, use the Payroll Item Detailed History Report selecting one or more of the payroll items with an incorrect balance, for a date range of this year or all time and review the history of accruing balances to payments that were made on balances. Typically, this will show you if something was overpaid, underpaid and if incorrect dates were used.

129. Q: How do I adjust payroll liabilities?

A: To adjust payroll liabilities go to Employees > Adjust Payroll Liabilities. Right-Click within the list and select, "New Liability Adjustment Entry". Select the adjustment date, the "Effective Date" or when to effect liability balances, select whether the adjustment is for company liabilities or employee taxes/deductions, select the

payroll items to adjust entering the amounts within the increase/decrease column and then select the proper offsetting account or the option to not affect accounts at all. Click OK when it's finished.

Tips: You will only select "Do not affect accounts" to adjust the balance of the payroll item itself (typically if it differs from the liability account balance for that item). If the liability account balance and item balance both need to be adjusted, then do NOT check the box and select the proper offsetting adjustment account.

130. Q: What is the adjustment account on the payroll liability adjustment?

A: The offsetting adjustment account should NEVER be the payroll liability account as this is already affected when selecting to adjust that payroll item. This is typically an expense/cogs account (most often the expense assigned to the liability that is being adjusted). This is not something that can typically be relayed to customers as there is no way for you to be sure of what chart of accounts, they use for what.

131. Q: The 941 shows I owe but I paid what I should have based off what your system said was due. Why isn't this calculating properly?

A: The 941 shows balances due based off the liability payments made within the reporting period. This report actually looks at the total liabilities incurred from totaling paychecks by paycheck date within the corresponding quarter, then looks at what liability payments were actually made based off the "liabilities through date" selected on the payments made. If a payment was made where an incorrect "liabilities through date" was selected (the date was outside of the reporting quarter), the payment does not get included for that period as it should therefore causing a balance due when it's a matter of data entry error.

132. Q: The 941 shows a credit but I paid what I should have based off what your system said was due. Why isn't this calculating properly?

A: The 941 shows balances due based off the liability payments made within the reporting period. This report looks at the total liabilities incurred from totaling paychecks by paycheck date within the corresponding quarter, then looks at what liability payments were actually made based off the "liabilities through date" selected on the payments made. If a payment was made where an incorrect "liabilities through date" was selected (the date selected was within the wrong reporting quarter), the payment gets included for that period when it shouldn't therefore cause a negative balance due when it's a matter of data entry error. This can also be caused by paycheck dates being dated for the wrong period when liabilities were paid for that paycheck within the proper quarter. The 941 would include that liability payment, but not the paycheck date which would then cause a credit or negative balance due on the 941.

133. Q: When previewing the 941 (Quarterly Federal Tax Return) there is an Overpayment. I paid the total amount due on my payroll liabilities and taxes so why does the 941 say I overpaid?

A: The most common reason the 941 shows a balance due or an overpayment when regular and correct liability payments have been made is due to the "Show Liabilities Through Date" selected at the time the liability payment was made.

When going to Employees | Pay Payroll Liabilities the "Show Liabilities Through Date" is the date that affects when your liability balances are reduced based off the payment made. This date affects the liability form balances, the 941 report and any payroll related reports that track when the balances were accrued and paid. When paying payroll liabilities for FIT, Fica Med, Fica Med Employer, Fica SS, and Fica SS Employer, the show liabilities through date selected should always be the Paycheck Date the liabilities are being paid for as the Paycheck Date is the day the liabilities were incurred.

Selecting the last day of the month can negatively affect payroll liability balances, cause the check to affect the wrong month or quarter and can also create over or under payments of payroll liabilities. This is typically the reason why a 941 shows a balance or an overpayment.

To review why the 941 shows a balance or an overpayment when regular liability payments are made in full go to Reports | Payroll | Payroll Item Detailed History Report. Select all Employees, select the date range in accordance with the 941 period (add a month before the quarter and a month after to check proper dates), select all employees and then select FIT, Fica Med, Fica SS, Fica Med Employer, Fica SS Employer. Once the options have been selected click Preview.

The Payroll Item Detailed History report will show every paycheck for every employee with the amount that was calculated for each payroll item. Once a liability payment has been made, the liability payment will also be reflected within the time frame according to the show liabilities through date selected on the check. This will allow you to see if an incorrect date was selected on the liability check, if the full balance due was paid, or if there was an overpayment causing a negative balance.

If it is determined that the show liabilities date was incorrectly selected on the payment, then the check will need to be edited with the correct date. To do this, you will need to print off a copy of the original payment to show what was paid for each tax item. Once this has been done, you will need to void or delete the check and go back to Pay Payroll Liabilities to create a new check selecting the correct date. Once you are in the form you can select each item paid, and manually enter the amount that was paid for each item. Click create checks once the form has been filled out properly. Once the check has been created, go to Banking | Check List and edit the check to assign the originally issued check number to the check. You will also want to make sure the same check date is entered as the original check that was issued.

If the check was previously cleared in a bank reconciliation you will need to contact Technical Support to obtain instructions on clearing a check that had already been cleared via the Bank Reconciliation.

134. Q: When previewing the 941 (Quarterly Federal Tax Return) there is a Balance Due. I paid the total amount due on my payroll liabilities and taxes so why does the 941 say I underpaid?

A: Same answer above applies to this question.

135. Q: Can I override the 941 or the Schedule B?

A: Line 10 of the 941 and Schedule B do not pull numbers from the same place and so do not necessarily match. The Schedule B includes actual amounts for Federal withholding, Social Security and Medicare (both Employer and Employee portions) from the paychecks; it also includes any YTD Adjustments and Liability Adjustments that affect Employees. The amounts on the 941 are calculated based on the wages from paychecks and adjustments. If there are small rounding discrepancies, you would use Line 7 to account for the differences. If there is a large discrepancy, we are not able to help with that in the Support department. If you would like assistance with determining why there is a discrepancy between the 941 and the Schedule B, you would need to contact the Help Desk and request an accounting review. Total Office Manager does not include an option to override the 941 or the Schedule B.

136. The 941 shows I have a balance due, and I don't think that is correct. How can I verify and fix it?

A: Line 1: Number of Employees is incorrect: The number of employees is the number of employees who actually worked on the 12th of the last month of the quarter, not the total number of employees.

Line 11: Schedule B shows what client believes they should have paid, but Line 11 on the 941 is less, showing they have a balance due. Explained that the Schedule B is pulled from the actual paychecks and the amounts on the 941 are calculated based on the wages from paychecks and adjustments. Had him run the Payroll Items Detailed History report for last quarter and select only FICA Med, FICA Med ER, FICA SS, FICA SS ER, and FIT and check to show liability payments only. That matches the amount on line 11 of the 941.

Explained that to determine the difference he needs to run the same report for All Time with the same items and include both checks and payments; this should help him pinpoint where they did not pay correctly. Advised for us to assist with this would be an accounting review and explained how that works.

137. Q: How do I create a Roth 401k deduction item?

A: To set a deduction item to calculate based on Gross Pay with no effect on the payroll taxes, you have to “trick” the system. To do this, you will need to create a dummy tax item with \$0 or 0%. Set up the Deduction Item to deduct from Gross Pay, select the appropriate Tax Tracking, and include the dummy tax item as the only tax in the grid. Then add this Deduction Item to the applicable employees.

138. Q: I use a payroll service, but your system requires I set up taxes and liabilities. How do I get around that?

A: Payroll Service is enabled on the company level by going to Edit > Preferences > Payroll > Company Preferences tab, “Enable Payroll Service”. A payroll service vendor must then be selected. Once it is enabled on the company level, each employee must be selected as “is paid by payroll service”. This allows you to use full payroll for some employees and payroll service for others if that situation arises. To enable it within the employee, go to Employees > Employee List and double click to edit the employee in question. Beneath the name fields there will be a check box that says, “Is paid by payroll service”. Check that option and then click save and close. Now when payroll items are being added to that employee, the liabilities and taxes tabs will be hidden.

139. Q: How do I batch print payroll checks?

A: To batch print payroll checks go to Employees > Write/Review Paychecks. Use the “Quick Filter” to select to filter by “Check Number”. Within the search field to the right type in “To print”. Now there will be a list of checks to be printed. Right-Click and select all then go to Reports > Print Check to access the print setup/preview form. You can also highlight the first check in the list, hold down the shift key and then click the grey box to the left of the last check of the batch you wish to print.

140. Q: How do I print paystubs for Direct Deposit paychecks?

A: Go to Employees > Write/Review Paychecks. Select the checks to print paystubs for, go to Reports in the top left-hand corner and then select “Print preview paystubs”.

141. Q: I made a mistake on a paycheck after I processed it as direct deposit through the bank. What should I do?

A: Since the file has already been sent to the bank, the only way to correct the transaction is to reverse it. This is called a Direct Deposit reversal. To issue a reversal, go to Banking > Direct Deposit > Transaction List and click on the Process filter. Select the check(s) that need to be corrected, Right-Click and select “Reverse”. A reversal process will begin for only the checks selected. You will need to continue with exporting the reversal file and upload this file to your bank. A new check will then need to be issued with the proper amounts to be paid.

Tips: Reversals are literally the reversal of the transaction reversed. This gives you a check with a positive amount and a check with a negative amount. The 2 combined created a wash through the payroll bank account.

The positive check will show on the “Checks and Payments/Charges/Cash Advances” side of the reconciliation form and the negative check will show on the “Deposits and Other Credits/Payments” side of the reconciliation form. Both should be selected when reconciling as they cancel each other out.

142. Q: How can I correct the Pay Period dates on paychecks?

A: To correct your pay period dates on paychecks, the following would need to occur:

- A. Locate the Paychecks that have the incorrect Pay Period Begin and End dates. Paycheck dates may be reviewed under Employees | Process Paychecks.
- B. Filter the list for the date of the paycheck(s) that contains the incorrect Pay Period Begin/End dates.
- C. Unpost and void the offending checks. Important Note: If you process paychecks using Direct Deposit, you must first delete the processed batch prior to voiding the paychecks.
- D. Reprocess the paychecks ensuring the Pay Period Begin and End dates are set correctly.

If voiding and reprocessing the paychecks is more cumbersome than you have time to process, our office can update the Pay Period Dates to unlock the Timesheets for you. The cost for us to complete this task for you is \$79.00. If you are interested in having our office perform the Data Service, please let me know so authorization may be signed, and your office contacted to complete the service.

143. Q: I need to make a correction on a paycheck that is marked as direct deposit. How do I do that?

A: You will need to delete the direct deposit batch file to move all processed DD checks to pending, and then un-post or void the check to modify depending on what needs to be changed. To do so go to Banking > Direct Deposit > Transaction list. Click the “Processed” filter within the left-hand filters panel and then find your DD batch file. Select when check within the batch by clicking the “sl” check box. Right-Click on the selection and choose to “Delete Batch”. After the batch file is deleted all the checks will appear within “Pending” again. You can now go to Employees > Process Paychecks and Right-Click on the check to void or to un-post. If earnings need to be adjusted for a paycheck where the employee is a time sheet user, the check will need to be voided and created again.

144. Q: We need to reimburse employees for the vehicle mileage. We are entering mileage in our time sheet entries. We don’t see this when we are processing payroll. How do we reimburse for mileage?

A: The mileage column on the timesheets doesn't affect employee paychecks. To reimburse mileage, you will need to have a Payroll Addition (not taxed) or Earning (taxed). Set this item up for each employee who may be reimbursed for mileage.

When doing paychecks, manually add the total miles and the reimbursement rate, then enter that in the Process Paygroup window.

Customers and Jobs

145. Q: How can we merge a Parent into another Parent as a sub-job?

A: How to make a parent account a child account under a different parent. These instructions apply if there is not a child account under the parent account you are moving.

- A. In the Customer:Job List, right-click on the parent account you are moving the account TO (Parent B). Select Add Customer and/or Job. Click Yes to the next message regarding transferring CC information.
- B. Leave the Name on the new sub-account the default (Job 1 usually). Select Save and Close. Click Yes to the message regarding duplicate phone numbers, etc.

- C. Select the new sub-account you just created, and while holding the Ctrl key, select the parent account you are moving (Parent A). Right-click and select Merge Contacts
- D. On the Merge Contacts screen, check the boxes Merge Contact Info and Add Additional Contacts. Also check the box Make Inactive After Merge. In the Merge Selected Into (target) box, select the target customer (Parent B). In the grid below, select Parent A. Click the Merge button. Click Yes to the message regarding merging customers. Close the Merge screen box.
- E. The original parent (Parent A) will now be inactive. Open the new sub job under Parent B and rename it the same name as Parent A. The new sub job will have all the history attached to the original parent.

Customer:Job Payments

146. Q: How do I write off all or part of an invoice? Or, how do I adjust the invoice to match the customer's payment?

The Scenario: You have an invoice that you will not be able to collect all or part of the total amount. You may have an invoice that was underpaid and you wish to adjust the invoice amount to match the payment (it may not be worth pursuing a small amount of money). Sometimes customers will round up or down and you do not want to ask them to send you another check.

Under Payment: Create a chart of account for "Adjustment", or another name if you prefer. You will make your adjustment while using the New Payment form (Customers | Receive Payments). In the Customer field choose the customer. Enter the adjustment amount in the Discount field. Enter the date of when you want your financials affected. Select the "Adjustment" account in the Discount Account box.

Bad Debt Write-off: Create a chart of account for "Bad Debt Write-off", or another name if you prefer. Make the account type either an Expense or a Cost of Goods Sold (based on your accounting professional's recommendation). Write off the bad debt using the New Payment form (Customers | Receive Payments). In the Customer field choose the customer having overdue receivables. For each invoice being turned over to collections, enter a discount for the entire invoice amount. Use the date on which the invoice is being sent to collections and use the "Bad Debt" account for the discount account.

Please also see <https://www.aptora.com/tips/bad-debt-and-collection-agencies/>

147. Q: How can we apply a credit from a parent account to multiple child accounts?

A: You will need to apply the full credit to the parent account (or whoever actually owns the credit) then do Journal Entries to increase the parent account and decrease the individual child accounts.

Another Option: Create an invoice to the parent for the amount of the credit, and create credit memos to each child, then set the parent credit against the parent invoice and the child invoices against the child credit memos. In Step form:

- A. Create an invoice for the parent
- B. Create a credit memo for the child
- C. Apply the parent credit against the open invoice created in step 1
- D. Apply the child invoices against the credit memos created in step 2

To determine which items/accounts to use when creating the invoice and credits, please speak to your accountant.

148. Q: How can we change the Customer:Job on an invoice after the payment was received, deposited, and cleared?

A: You must remove the payment from the cleared deposit to be able to change it, then remove the payment application before you can change the customer's name, reapply the payment, and put it back in the deposit.

- A. Pull up the original Deposit and delete the payment from the deposit (click the red X). You will get a warning that you need to restore the deposit to the correct balance when you are finished.
- B. Go to the Customer History form for the original (incorrect) customer. On the Sales tab, right-click on the invoice and select Adjust. Check the Delete box next to the payment and select Delete & Close. This removes the payment application from the invoice.
- C. From the Sales tab, pull up the invoice. Change the customer to the correct customer and save.
- D. From the Payments tab, pull up the original payment. Change the name to the correct customer. Apply the payment to the invoice for the correct customer. Tip: check the customer history for both customers to make sure the result is what you expect (the original customer should not have the invoice or the payment; the correct customer should have both).
- E. From the Manual Deposits list, locate the payment and pull it up to edit it. Locate the payment and select it to put it back in the deposit. Save the deposit.

149. Q: How do I process or manage a customer charge back?

The Scenario: I have a customer that paid for one project but took a charge back off the payment for another job?

A: In this case, you may be referring to receiving a full payment on an invoice, then having the customer reduce the payment on another invoice for a credited amount on the first invoice. If this is the case, the simplest way to handle this is to use the Discount field on the payment for the first invoice, then apply the remaining amount received on that invoice to the second invoice. Here is exactly how to do this:

- A. Open the original payment received. Note: if the payment has already been deposited, you will first have to delete the deposit to edit the payment, then recreate the deposit once you have edited the payment. If this is the case, be sure to make note of the payments that are in original deposit before deleting it.
- B. Locate the Invoice the customer is taking the chargeback against. Enter the amount of the chargeback, the date of the discount, and the account you wish to use for the chargeback in the Discount fields. You will need to uncheck and recheck the Pay box to the left of the Invoice.
- C. You should now see an Unused Payment for the amount of the chargeback in the upper right-hand section of the payments form. Save & Close the form.
- D. You will get a message that you have not applied the entire amount received. Click OK; Total Office Manager will automatically generate a credit for the customer.
- E. Create a new Receive Payment for the amount of the new payment. Use the Set Credit to apply the credit generated in steps 1 – 4 to the invoice, along with the payment you received.
- F. Don't forget you will need to recreate the deposit for the original payment if needed.

Customer:Job History Form

150. Q: Why is the Customer Balance field on the Customer History form header, not the same as the Total Balance field on the Invoice tab footer?

A: Those numbers may or may not match and that is by design.

The Total Balance field is the total of all balances for each invoice in the list. That is the only information that field draws from. The Customer Balance field is made up of that information as well as customer credits, adjusting journal entries, and more. The Customer Balance field draws its information from the General Journal and not the Invoice Journal.

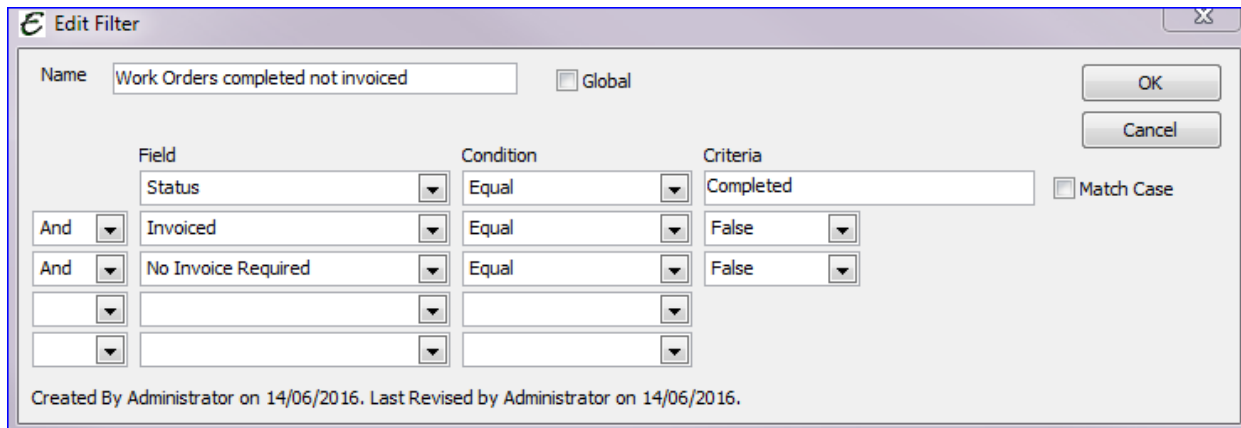
- The GJ includes all debits and credits for the Accounts Receivable accounts and totals them by customer.
- Total Balance field on the Invoice tab only considers the balance of each invoice in that list.

Invoices

151. Q: We have work orders that are marked as “not invoiced”, but we know we have invoiced for them. How can we update our work orders that have been invoiced but an invoice has not been assigned to them?

A: There are 4 options: 1) go into each work order and check the No Invoice Required box, or 2) go into each work order and select invoices/sales/estimates and assign an invoice, or 3) have data services batch update for \$79, or 4) wait until the update is released that will allow you to batch update No Invoice Required.

For 1) and 2), create a User Filter and use with Quick Filter for the date range to create a working list:



Field	Condition	Criteria
Status	Equal	Completed
Invoiced	Equal	False
No Invoice Required	Equal	False

Created By Administrator on 14/06/2016. Last Revised by Administrator on 14/06/2016.

Vendors and Accounts Payable

152. Q: How do you apply a vendor credit to an individual customer balance?

The Scenario: I have credits showing on my credit list. I would like to know how to apply these credits to an individual customer balance. The credit that I am wanting to apply is a Vendor credit from Trane.

A: It sounds like this may be a manufacturer rebate. There is a help topic with step-by-step instructions regarding this issue Click [“How to Manage Co-Op Manufacturer Rebates in Total Office Manager”](#); or you can locate this by searching Rebates under the Help menu.

Even if this credit is not specifically a manufacturer rebate, the basic steps would be very similar.

153. Q: How do we manage Co-Op credits and or Manufacturer’s Rebates in the software?

A: Please see this help topic for complete instructions: [“How to Manage Co-Op Manufacturer Rebates in Total Office Manager”](#).

Inventory

154. Q: I tried to import using the Import Template you sent me to import some items. Everything went fine but the “Markup Method” did not import. What did I do wrong?

A: 60% of the time this is because the Markup Method they put in the Spreadsheet doesn’t exist in Total Office Manager. If you want to think of it this way, when you import an Item, the import utility clicks the “Markup Method” drop-down and selects one from the list. If it doesn’t already exist in TOM, there’s nothing for it to select. Users are under the assumption that if they type it into the import file, TOM automatically knows exactly how to create that markup method. This is true for anything that is normally selected via drop-down, for anything that you are importing.

The user must first create that markup method in TOM before using it in their import file.

155. Q: Okay, so I created the Markup Method, but it still didn’t select it when I tried the import again. What’s wrong now?

A: The other 40% of the time the import failed because they didn’t spell it correctly. What you put in the Import file needs to match EXACTLY to what appears in TOM. “Net 10” is not the same as “Net 10” (Extra spaces). This is a common problem, although it’s usually spelling errors (like they’re vs. their) or a typo.

Marketing List Generator

156. Q: I created a query, but the results aren’t what they should be. What am I doing wrong?

A: This query will be an example:

```
Type = Residential AND
SA = No AND
Zip = 66219 AND
Zip = 07103 AND
Zip = 69641
```

The Marketing List Generator isn’t very easy to use without some basic understanding of how SQL Queries work. This is because it literally runs a SQL Query but tries to present the writing of that query in an easy-to-use user interface (that isn’t all that easy to use).

Running the query above, the user expected to get a list of “Residential” type customers with “No Service Agreement” that have one of those three “Zip Codes”.

The problem is that the query doesn’t work that way. If you wanted a list of customers that lived in both Kansas and New Jersey you wouldn’t get anything, since a house can only be in one location at a time. TOM only allows you to enter one zip-code so you literally can’t get results back that have both 66219 AND 07103 in the same record. The customer doesn’t perceive it that way though. They are simply looking for what they are looking for. To get around this they need to use the “OR” operator as opposed to the “AND” operator and this isn’t very clear at all.

Additionally, using OR and AND in the same query (in the Marketing List Generator Anyway) can sometimes produce weird results. To get around these flaws, the user should run this query for one Zip Code at a time and use the “Append” function. This will just add on to the results each time the query is run. The end result would be a full list for each zip code though you would create the list one zip-code at a time.

157. Q: How can I go into marketing list generator and try to generate list of email addresses, what should the value be?

A: The Marketing List Generator doesn't allow you to ask for this list in simple terms, since queries look for specific information. To get around this, you will run the query like this:

Field: Email

Condition: Like

Value 1: @

Value 2: NULL

AND/OR: Either or Blank

This system doesn't look for "email addresses" but it looks at the Email field for the @ character (which every email address should have) and it will display whatever is in that field as long as it detects the @ character, essentially giving you your list. Any email that isn't formatted correctly will be excluded.

Scheduling & Dispatching

158. Q: We can't get a new work order to appear in the dispatch board. We looked at the help topic and was advised to check the filters. Where are those filters and what else can we check?

A: There are several filters available on the dispatch board. Most importantly, you will want to look at the:

Date Filters: Please ensure you are looking at the correct time (day, week or month). These filters can be seen on the upper left portion of the Dispatch Board and across the top-middle of the dispatch board.

Profiles: If you are using any profiles, you will want to review them to ensure they are set up correctly. Profiles can be found along the top-middle of the dispatch board. If you have one selected, click [Edit Profile] to view its settings.

You will want to make sure the Employee's you want to see on the dispatch board are selected under the employees tab. And you will want to make sure they type you want to see are selected under the Work Order and Appointment types tabs.

Employee Entries: Each employee record has an option to "Show on Dispatch Board". Go to each employee record (from the Employee List) you intend to show Appointments or Work Orders for on the dispatch board and check this option (located just below the Menu button).

Appointments

159. Q: Is there a way to create multiple appointments at the same time? Example: Create an appointment to let everyone know about a training session without having to spend 30 minutes creating individual appointments.

A: The only way to create Appointments for multiple people is to create each one individually. One method to alleviate some of work is to create the first one and then use the **Menu > Copy** option to create the additional necessary. For each copy, all you would need to do is change the employee.

160. Q: What is the best way of showing an employee day off/vacation/etc. on the dispatch board? I was going to create appointments for him over the off days but thought there might be a better way that I don't see.

A: This would be correct. Creating Appointments allows you to block off the time on the Schedule Board as well as allowing you to enter details regarding the time off.

Work Orders

161. Q: How do I show the “Work Address” on a Work Order instead of the billing address? The address fields are greyed out and I cannot type in them.

A: The address related fields on the Work Order form pull from the Customer:Job record and include two radio buttons that allow you to toggle between the “Bill To Address” and “Work Address”. By default, the Work Address is selected.

Often, when users are creating their Customer:Jobs, they either do not have a Work Address to fill in (and leave it blank) or fill it in with the customer’s billing address. Later down the road, that Customer might have a different Work Address that should be assigned. In this case, the user should either create a sub-job or fill in the proper “Work Address” information in the Customer:Job record for use with the Work Order.

162. Q: We noticed a "map code" field while entering a new customer, how is the map code utilized. Can we use it to assign multiple dispatches within the map code? And how is it enabled or used? Does it have to be used with MS Map Point?

A: The Map Code field is user defined. As an example, imagine your company’s service area on a map with a grid-like overlay (like a chessboard with a map). Each square on the map would represent a particular area and be assigned a code (like F-5).

163. Q: What is the difference between multi-day and repeating work orders?

A: Repeating work orders is essentially a series of work orders you can create on a schedule. It can be for one or more people. It is the same as duplicating but there is one parent work order that ties them all together. These work orders do not share information. Much like the event on a google calendar you set to repeat. It is a single sheet of paper with a marked flag showing it belongs to a series. Use these work orders to schedule quarterly training for employees, non-billable work orders for time tracking, some use for large commercial jobs which need a signature for each visit and the ability to email the daily work or invoice. When it is a repeating work order, each work order in the series will appear on the work order list with a separate work order number. When you invoice, each of these work orders will appear in the Assign Work Orders form. If your job last 10 days, ten work orders appear.

Multi-day work orders share everything except the scheduling fields. There are four scheduling fields for a work order. Assigned To, Start Date, Start Time, and Duration. When all four are present, the work order is considered scheduled. When you create a multi-day work order, it MUST have two lines of scheduling. This can be one tech with two lines or two technicians with the same date and time. Multi-day work orders are good for when you only need one work order on the list but multiple people or trips to complete that one sheet of paper. It is the carbon copy of work orders. When you look at the work order list, there is one work order. When you look at the history forms, schedule boards/calendars, and work orders in mobile, you see the multiple work orders. When you click the work order drop downs on various forms, you see one work order. When you open the Assign Work Orders form, that ten-day project for nine techs only shows one work order.

Lists (all)

164. Q: We are missing records or information from the <any> list. We believe the information is there, but we cannot see it.

The Scenario: The user explains that there should be something on a form or a list and it is not there. They may be looking for an Invoice Item, Customer Equipment (Heat Pump), Company Asset, and so forth. Note that we are not talking about a missing number such as Sales or Quantity On-Hand. That issue is covered elsewhere.

A: Please check the following:

- A. Make sure you know exactly what you are looking for. Consider a clear example of what you are looking for. Example: Item Number YH-09282387T.
- B. Is that information supposed to be included in the list that you are using? Example: You will not find Company Assets on the Customer Equipment List.
- C. Be sure to consider dates and date ranges. The form or list may have a date range or other filter that is preventing the data from being shown. The History Form might have a Date Range being applied.
- D. Consider the possibility that a preference is hiding the record. There are preferences that are designed to exclude or hide information.
- E. Look to see a User Filter is being applied (is there one selected?).
- F. Is there a value in the Quick Filter field that you may not want applied? Clear that value and click Go.

Printing/Emailing/Texting

165. Q: How do I email Invoices out of TOM?

A: To email an Invoice/Sale/Credit/Estimate out of TOM you will first need to install and configure a MAPI Compliant/POP3 email application on your desktop computer (e.g., Microsoft Outlook, Windows Live Mail, Mozilla Thunderbird, etc.). Once configured, to send the email go to **Menu > Print/Email** Setup from the Invoice. Then click the [Email] button. Similar options are available for other forms as well, such as Work Orders. For Invoices, TOM will generate and attach a copy of the Invoice as a .PDF to the email message for sending.

166. Q: When I try to send an email, I get a message saying that email is not configured but I can email out of every other program on my computer.

A: To start, TOM currently requires that you use a MAPI Compliant/POP3 email application to send emails using TOM's email functions. MAPI Compliant/POP3 email applications *are not* the only kind out there (though by far the most common). Next, you need to verify that the email program is set as the default. Additionally, TOM will (currently) only communicate with 32-bit installs of these email applications. TOM will not work with 64-bit versions of Outlook, for example.

As a side note, I ran into a client that had a "virtual" install of Outlook which is handled by a process called "Microsoft Client Virtualization Handler". This is not the same as having a native install, as the actual program files were installed on a server and not the workstation. Needless to say, attempting to email out of TOM did not work for this client.

Reports

167. Q: We have a different labor amount showing on our Invoice Analysis Report versus the Job Costing Overview report. Why are they different?

The Scenario: We are showing the Job Costing Overview report to have the labor cost as \$29.89 but the Invoice Analysis Report is showing zero dollars for the same client. There is a line for Labor Costs on the Invoice Analysis report, but it is not the same as what is shown in the Job Costing Overview report.

A: When comparing the labor sections on the two reports, please note that the information in those reports is pulling from different places.

Job Costing Overview labor is calculated from timesheet entries. When a timesheet entry is created, the employee's hourly rate is recorded along with the State and Federal Unemployment and FICA Employer tax amounts. This information is then used as the cost of labor for the job for the report period.

Invoice Analysis labor is looking at the sum of line-item costs for Invoice Items that are of type Service with the "Labor Only" option checked and there is a cost on the invoice.

Tips

You can directly enter a cost for the labor item on the invoice (you will need a certain preference activated).

On the labor service item, you will want to add a value in the "Rate" field.

168. Q: The Sales by Technician, Employee Efficiency, and Invoice Analysis reports are missing information. How do we verify and fix these reports?

A: The Sales by Technician, Employee Efficiency, and Invoice Analysis report (when a specific tech is used as a filter option) rely on the "Assign Hours" feature to pull data. This feature assigns a "Technician" to the transaction as well as giving the user an opportunity to supply efficiency information. Users who call in with this issue have no idea this feature even exists or use the "Sales Rep" field and select a "Technician" without knowing that it works differently.

The solution is to use the Assign Hours feature to assign one or more technicians to the transactions. This can be done by using the steps below. Unfortunately, there's no easy way for user to go back and assign Tech's to the hundreds of past Invoices and Sales they may have entered. Best for them to just do this going forward but they are certainly free to edit their Invoices/Sales to include a Tech.

- A. On an Invoice go to Menu > Assign Hours
- B. Select one or more technicians (Employees) using the drop-down menus
- C. Enter in the Paid Time and Billed Time (optional but required for the Employee Efficiency Report)
- D. Click OK

169. Q: When I compare the Sales by Sales Rep report with the Job Cost Summary by Employee, they do not have the same values. Why don't they always match?

A: The Sales by Sales Rep and Job Costing Summary reports will not match as the two reports are looking at different fields. The Job Costing Summary report, when run for a specific Sales Rep, pulls the information for sales where the employee is listed as the Sales Rep on the Additional Info tab of the Customer:Job record. The Sales by Sales Rep report pulls all Invoices where the employee is included as the Sales Rep.

A/R and A/P Aging Reports

170. Q: Why doesn't my A/R Aging Report Match my Balance Sheet?

A: There are several reasons this may occur. Generally, it is a date timing issue. The Balance Sheet strictly looks at the transaction date while the AR Aging reports look at the transaction debit date, the transaction credit date, and the date the credit was applied to the debit transaction. Here are the most common reasons the reports may not match.

- A. The AR Aging reports were not run with the same date parameters as the Balance Sheet.
- B. Transactions affecting Accounts Receivable are out of balance in the General Journal.
- C. Transactions affecting Accounts Receivable are missing from the General Journal.
- D. Credit application dates are not in sync with General Journal transaction dates.
- E. Accounts Receivable account is improperly being used in Invoice Item setup.
- F. Accounts Receivable account is improperly selected on transactions.

Verify Report Date Ranges

When running the Balance Sheet and AR Aging reports, please verify the dates on the two reports are the same.

If you find the report dates to be different, re-run the reports with the same date parameters.

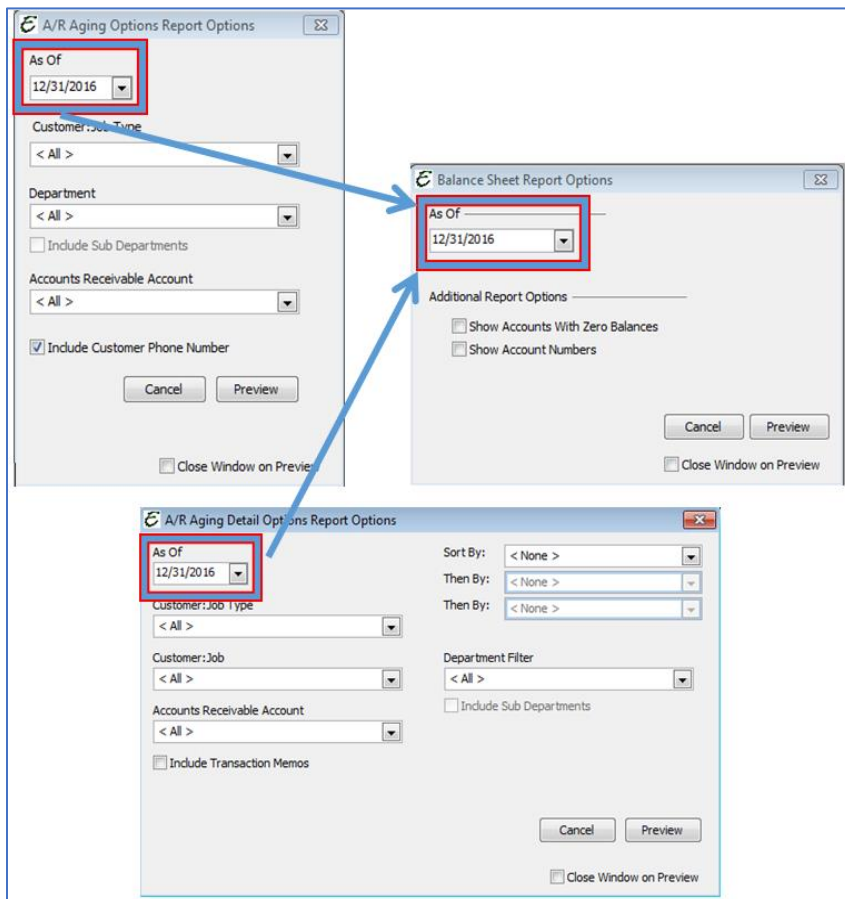


Figure 1: Troubleshooting A/R and Balance Sheet Issues

Out of Balance Transactions

Occasionally a transaction may become out of balance if it was not properly saved to the General Journal. Many factors can contribute to this behavior. There may have been a network disconnect in the middle of the save procedure, incomplete data, a power surge, etc. Total Office Manager has built in utilities to scan for these types of transactions. The Database Checkup utility is located under *Tools > Utilities > Database Checkup*. Run the scan for Our of Balance Transactions.

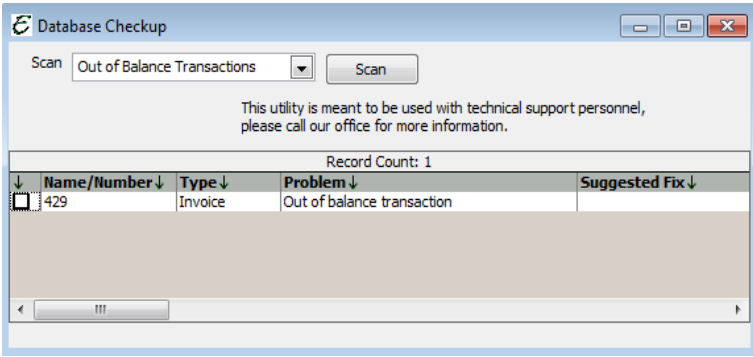


Figure 2: Fixing A/R. Database Checkup.

Locate any Invoices, Credits, or Payments and double click to open. Once in the transaction, right click and choose the option *Find In GJ*. A review of the General Journal entry may indicate why this transaction is out of balance. Typically, typing a space on the Internal Memo and resaving the transaction will update the General Journal entry. Once you have reviewed and resaved all located out of balance transactions, rerun the scan again to validate you have in fact corrected these entries.

Check for Missing GJ Entries

For the same types of reasons as the out of balance scan, entries may also be missing from the General Journal. Running the scan for *Missing GJ Entries* will locate any records that are missing from the General Journal that impact accounting.

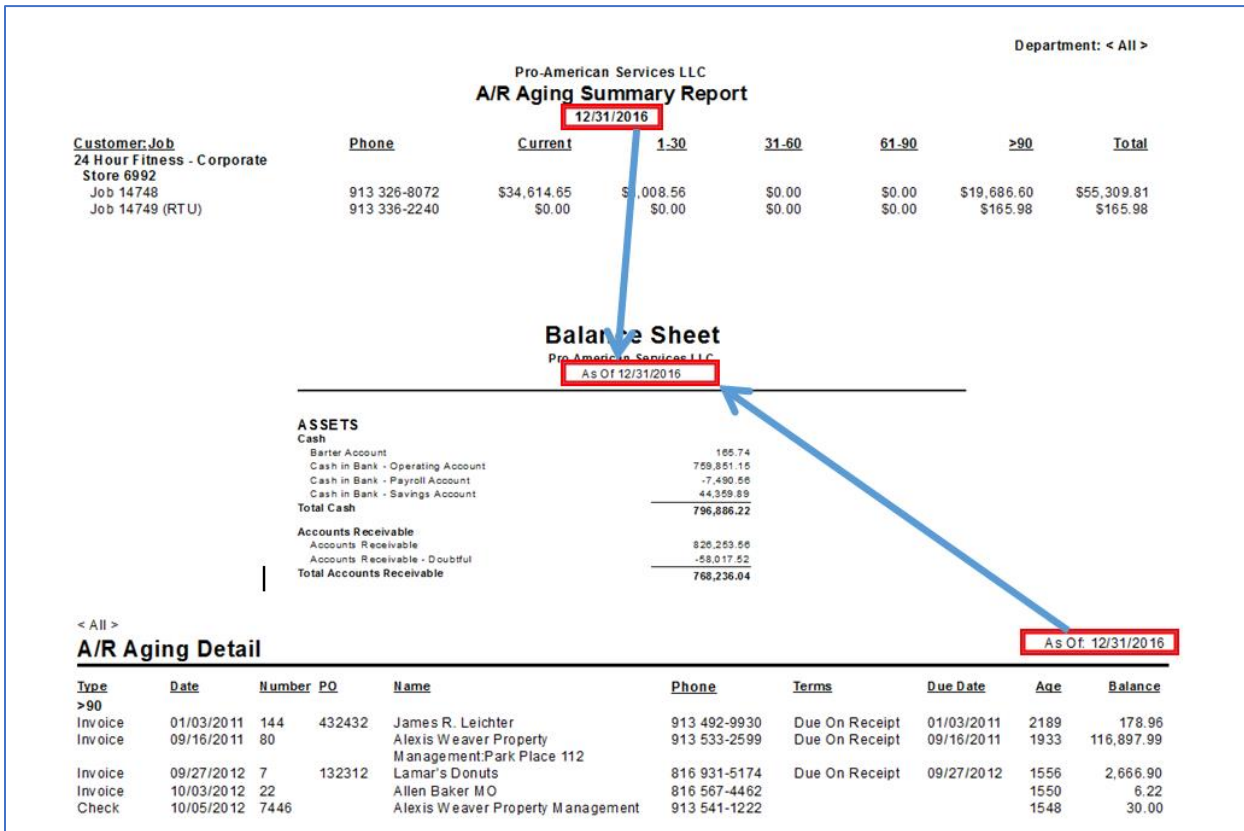
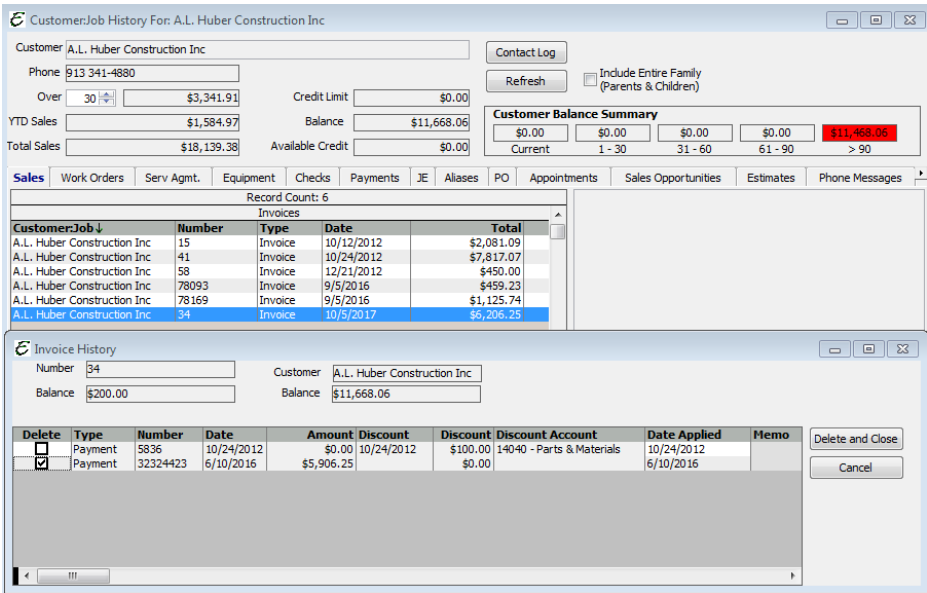


Figure 3: Fixing A/R. Comparing A/R Aging to the Balance Sheet

Locate any Invoices, Credits, or Payments and double click to open. Review each transaction and resave by typing a space on the Internal Memo to input into the General Journal. Once you have reviewed and resaved all located missing entries, rerun the scan again to validate you have in fact corrected these entries.



Look for Incorrect Payment Applications

Many times, the number one culprit of the reports not matching is improper payment application dates.

There are many ways to review these entries. Review the A/R Payment Applications Review CDV will help to identify where payment application dates may cause discrepancies between the reports.

Custom Data Views (CDV) are located under Reports > Custom Data Views.

To access this Custom Data View, please

navigate to *Reports > Custom Data Views*. Under the Data Views menu, select *A/R Payment Applications Review*.

If you do not see *A/R Payment Applications Review* listed, please select *Download/Update Views*. Check the box next to *A/R Payment Applications Review* and click the *Update Selected Views* button. Once confirmation of download has been displayed, close the Custom Data View Download form, and choose *A/R Payment Applications Review* from the *Data Views* menu.

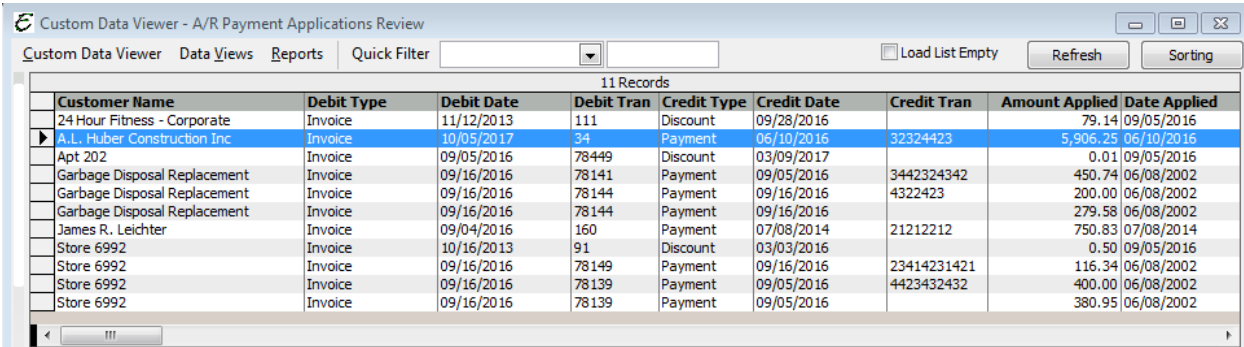
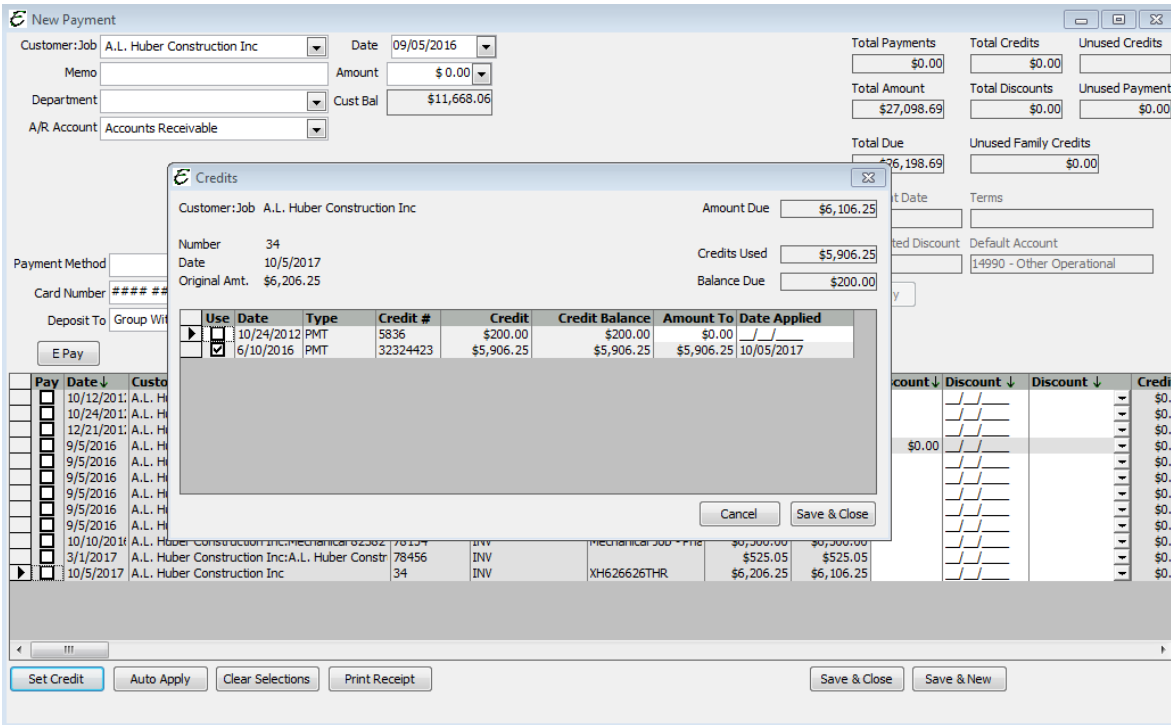


Figure 4: Using the Custom Data Viewer to Troubleshoot A/R Issues

When reviewing the transactions in the list, compare the Debit Date and Credit Date against the Date Applied. The Date Applied is to be the greater of the Debit and Credit dates. If you find a Date Applied that is incorrect, double click on the entry to open the Customer:Job record. Right click within the Customer:Job and choose the History option. Locate the Invoice or Sale on Sales tab, right click, and choose the option Adjust. Check the box next to the credit transaction and click the Delete and Close button.

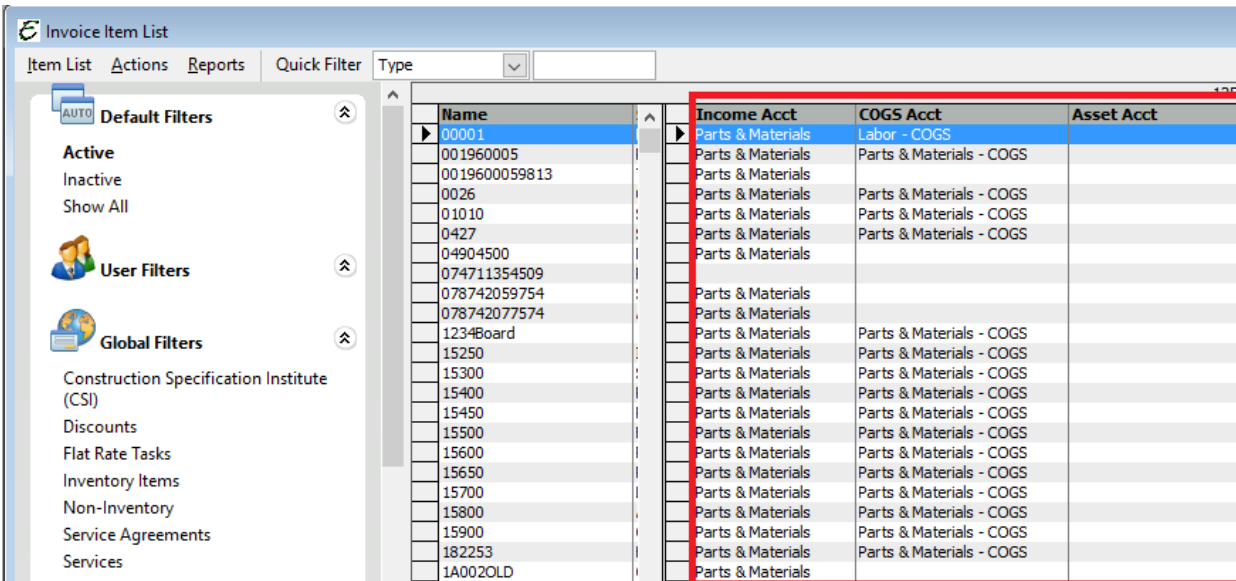
Click on the Payments tab, right click and choose New. Locate the debit transaction and click on the line entry. There is no need to check the box. Click the Set Credit button in the lower left corner of the payments form. Ensure the Date



Applied is the greater of the two dates. Click Save & Close on the credits form. Close out of the payment form. There is no need to save the payment. The credit application is saved when the credits form is saved and closed.

Check Your Item Account Setup

If Smart Account Selection Filtering is turned off, it is possible to select an inappropriate account when setting up items. Open your Invoice Item List. Be sure that you have the Income Acct, COGS Acct, and the Asset Acct columns included in your list view.



Go through your list of items to be sure that the correct chart of account has been selected. You should only see “Income” type of accounts in the Income Acct column. You should only see Cost of Goods Sold accounts in the COGS Acct column. Don’t just rely on the name to indicate the COA type. If you are not sure, look at your Chart of Accounts list to double check names against COA types.

You may also review the Invoice Item Setup in the Custom Data Viewer.

Check for Improper Account Usage

We have commonly seen Accounts Receivable selected as the Discount Account on payment entries. We have commonly seen Bad Debt setup using an Accounts Receivable account. Neither should be set up this way.

When using an Accounts Receivable type as type as a discount, no customer is associated with this record. Typically discount transactions affect an expense account type. Total Office Manager no longer allows for the selection of an Accounts Receivable account in the discount account selection on a payment. If the intent was to move the balance to a bad debt receivable account, it is customary to create an invoice item for bad debt which is tied to an expense account and use this item as outlined in the Help Topic: Bad Debt – Dealing with Collection Agencies.

Is it also possible that, at one time, certain items could have had an incorrect COA and have since been corrected. If the user did not click “Yes” to the “Update Historical” option, old transactions using these items would still be causing problems. Currently, there is now easy way to locate transactions that may have been created using items with an incorrect Chart of Account selection. If you believe that this may describe your problem, please contact technical support for more information.

Additional Troubleshooting Steps

If all the above have been reviewed, verified, and corrected and the next step would be to compare the A/R Aging customer balances to the Balance Sheet customer balances. The Register Accounts Receivable CDV can assist in summing the customer entries in the General Journal and allow for easier comparison to the AR Aging reports. Locate the Customer:Jobs that are different from one report to the next. Determine why the source of the discrepancy and correct as outlined in the Incorrect Payment Applications section.

This is an easy fix; however, it is a very time-consuming fix. Other than taking the time to analyze the records as outlined above, there is no "easy" button to correct this. Please remember that patience is a virtue and patience is the key.

If you are unable to locate the differences or would like assistance in troubleshooting the reports and balances, our Accounting Review service may be the way to go. Many times, we are asked, “But isn’t that why we have a support plan?” Our technical support is more for the software functionality than for dissecting the numbers. When there is question with where a number is coming from and it requires digging through financials that we are not familiar with, we do refer to the Accounting Review service for two reasons.

1. Our Accounting Review team is very thorough. Not only do they look for data anomalies, but they also document discrepancies, offer resolutions, explain a particular process or procedure that will prevent the reason for the accounting review referral.
2. Our Accounting Review team validates that the software is functioning as the software is intended to where accounting aspects are concerned. If a bug is determined to be the cause of the issue, they fully acknowledge as such and you do receive a credit of \$150.00 per bug determined to be applied towards to review fees.

Please Note: The same steps would be taken for Accounts Payable if the amounts on the AP Aging Report did not match the Executive Summary or the Balance Sheet. You would just need to replace A/R forms and functions with A/P forms and functions and continue to follow the steps as outlined

171. Q: Why doesn't my A/P Aging Report Match my Balance Sheet?

A: Please see the question "Q: Why doesn't my A/P Aging Report Match my Balance Sheet?". The answer and steps are the same, except it is A/P versus A/R. The same steps would be taken for Accounts Payable if the amounts on the AP Aging Report did not match the Executive Summary or the Balance Sheet. You would just need to replace A/R forms and functions with A/P forms and functions and continue to follow the steps as outlined

172. Q: How do I process a refund from a vendor?

A: To process a refund check received from a Vendor, the first thing you need to do is verify that there is an open Vendor Credit. If you returned something to the vendor to receive the refund, the return should be reflected through a Vendor Credit. If you do not have one, go to Vendors > New Credit. Fill out the Credit containing the proper Expense/COGS account to be reduced or the actual Items returned. To process the refund check, go to Banking > Make Deposits. Select the Bank to deposit to, the date of the deposit, and enter a memo. Within the "Received From" column, select the Vendor that sent you the check. Within the "From Account" column, select the Accounts Payable account. Enter the Payment Method, a Check Number if one applies, and the amount received. Once the Deposit is completely filled out, click OK to save and close. The final step is to apply the refund against the open Vendor Credit. To do so, go to Vendors > Pay Bills. Find the Deposit made within this list, click the "Pay" check box and then click the "Set Credits" button. Click the "Use" check box and then click save and close. The Deposit will then be removed from the Pay Bills form as it no longer has an open Accounts Payable balance.

Tips: If you do not see the Accounts Payable account within the Deposit, go to Edit > Preferences > Chart of Accounts and uncheck the "Smart Account Selection Filtering" preference. (You will be prompted for the Admin password to disable this preference).

173. Q: I have customers/vendors showing up on my aging reports with a \$0 balance. Why are these showing up and how do I correct it?

A: The Aging Reports show all customers and vendors with transactions that have balances. This means that the customer/vendor has a Debit and Credit to AR/AP in the same amount. The Debit and Credit to AR/AP need to be applied to each other to be removed from the Aging Report. To review exactly what transactions, contain the balance, double click on the \$0 within the Total column of the Aging Report. This will display a Detail Report with the exact transactions that have a balance.

Tips: Sometimes, this can also be due to the "As of" date used to run the Aging Reports. Total Office Manager has a "Date Applied" field on the Set Credit form for both AR and AP. When setting credits, this date affects the Aging Reports. If the "Date Applied" is after the "As Of" date used to run the report, then the transactions will still show on the report with a balance. If the "Date Applied" used is before the transaction date, the transactions will also show on the Aging Reports with a balance. In the rules of accounting, you can't apply something before it existed. This negatively affects your AR and AP.

174. Q: Does your software do Recurring Billing memorized transactions)? If it can, how do we do that?

A: Yes. This feature is called a Memorized Transaction in TOM. To do a Memorized Transaction, the transaction must be created. Once the first transaction has been entered, you can go to the list containing that transaction, Right-Click on it and select the option to "Memorize". Once the Reminder form appears, Name the reminder accordingly. Set the Reminder to "Automatically Enter", select the start date, frequency, end date and enter a brief description. Select the user to remind, click the "Create Reminders" button and then click "Save and Close".

(Appointments, Work Orders, Invoices, Sales, Credits, Estimates, Bills, Vendor Credits, Item Receipts, Purchase Orders, Checks, Credit Card Charges, Credit Card Credits and Journal Entries can all be memorized).

Tips: Memorized Transactions do not electronically submit anything through bank accounts. Memorized Invoices/Sales are often used in conjunction with the “Batch E-Pay” feature allowing you to electronically charge credit cards in mass production. To charge Credit Cards in Total Office Manager, you must have a Gateway Account with Authorize.net.

175. Q: How do I get my payments to do one deposit at the end of the day?

A: You can easily group all payments in a holding account until you are ready to do a group deposit at the end of the day. To do so, you will use the account “Group with other Un-Deposited Funds” which displays as “Un-Deposited Funds” in the “Deposit To” field of the Receive Payment and Sales Receipt form. To do a Deposit, go to Banking > Make Deposits > select the “Deposit To” bank account and then click the “Payments” button. Select all the Payments/Sales that you wish to deposit and then click Close and OK to save the deposit.

Tips: To set Un-Deposited Funds as your default Deposit To account, go to Edit > Preferences > Deposits > Company Preferences Tab, “Default Deposit Bank Account”. (You must be logged in as the Admin user to set Company Preferences).

176. Q: What is the difference between an invoice and a sale?

A: An Invoice affects Accounts Receivable and contains a balance for collection at a later point in time. An Invoice is a bill to a customer. A Sales Receipt is cash received at the point of sale and affects your Bank Account or Un-Deposited Funds. Sales Receipts do not carry a balance. Think of a Sale as a “Receipt” of payment.

177. Q: How do I delete payments?

A: To delete a Receive Payment go to Customers > Receive Payments List. Right-Click on the Receive Payment you wish to delete and select to “Delete Payment”.

Tips: If the option is greyed out then you do not have security permission for this action.

178. Q: How do I create a single statement for a parent account and sub jobs?

A: Go to Customers > Create Statements. Select your “Statement Date”, “Open Transaction as of Statement Date”, “Do not print statements with a zero balance” and any additional options that apply. Go down to the list of Customers, Right-Click in the list and choose the option that says, “Select Top Level Customers”. Go to Reports in the top left-hand corner and click on “Print Setup”. In the top right-hand corner select the option that says, “Create One Statement per Customer”. Click OK and then go back to Reports > Preview or Print.

Tips: If you have customers with a balance that are not showing up in the list, go to Customers > Customer:Job List, look up the customer and double click to edit the Customer:Job account. Click on the Additional Info tab and verify that the option “Never Create Statements” is unchecked.

179. Q: How do I apply a family credit to an invoice?

A: You can't. Credits on the parent account can only be assigned to parent invoices. Credits on the Child account can only be assigned to Child Invoices. You can do an adjusting Journal Entry to transfer the credit balance to one customer account from the other. To do so go to Banking > Make Journal Entry. Select Accounts Receivable, enter the amount in the Debit/Credit column based off the balance you are transferring and select the Customer:Job in the Name column. On the next line select a miscellaneous Expense account and enter the same

amount into the opposing Debit/Credit column. Click Save and New. You will repeat the same steps but flip your Accounts Receivable Debit/Credit opposite to the first Journal Entry. Enter the Child or Sub Job name in the Name column and use the same offsetting Expense as used in the first Journal Entry. You will then need to do a Receive Payment on both the parent and child account to set the credits against the opposing entry.

Tips: You can take payment through the Parent account and apply the Payment to child or Sub Job Invoices. This is not the same as setting credits.

180. Q: How do I make a partial payment on a vendor bill?

A: Go to Vendors > Pay Bills. Find the Bill in question and click the Paycheck box to the left of the Vendor Bill. On the right-hand side of the form, you will see the "Amt. to Pay" field. Put your cursor in the field and type in the amount you wish to pay. When finished, click "Pay and Close".

181. Q: How Do I Enter a Vendor Credit Without Affecting Inventory?

A: When you are issuing a vendor credit for record, use the Expense Tab and select the appropriate Chart of Account. This account could be the same account which is used for the Cost of Goods in the inventory setup. Or you may have a specific account set by your accountant to record these values (vendor discounts, material adjustments, etc.). Only use the items tab when physically returning material/equipment to the vendor.

182. Q: How do I Un-apply a credit from an Invoice/Bill?

A: To Un-apply a Credit from an Invoice you can either go to Customers > Invoice/Sale/Credits/Estimate List or go to Customers > Customer:Job List and Right-Click on the customer to go to Customer History. Once you find the Invoice in question, Right-Click on it and select Adjust. A form will appear showing the transactions applied to it. Click the "Delete" check box and then click on the "Delete and Close" button. This does not delete any transactions but simply the Credit/Payment Application to the Invoice. To Un-apply a Vendor Credit from a Vendor Bill, go to Vendors > Bills List. Lookup the Bill in question, Right-Click and select "Adjust Discounts/Credits". Uncheck the "Apply" check box and then click Save and Close.

Tips: You can also use the Adjust feature to Un-apply Receive Payments from Invoices or go to the Credit Memo/Vendor Credit to Un-apply Invoices and Bills. To access the Adjust feature, you must have security permission to delete Invoices, Credits, Bills, and Vendor Credits.

183. Q: I have to prepay the vendor before they will ship my order. How do I do that?

A: Go to Banking > Write Checks. Select the Vendor as the Pay to the order of, select the Accounts Payable account within the Expenses tab, enter the amount of the pre-payment, enter in a memo, and select the Vendor within the "Cust/Vend" column. Check the "to be printed" check box to print later and then click Save and Close. Creating this check allows you to submit payment to a Vendor and it creates a debit balance on the Vendor's account. Once you receive the bill or receipt, go to Vendors > Enter Bill. Enter the Bill as normal and save and close. You will now need to set the AP Check against the Vendor Bill. To do so, go to Vendors > Pay Bills. Find the Bill in question, click the "Pay" check box to the left of the Bill and then click the "Set Credits" button. Select the "Use" check box and then click save and close.

Tips: If you do not see the Accounts Payable account within the Check, go to Edit > Preferences > Chart of Accounts and uncheck the "Smart Account Selection Filtering" preference. (You will be prompted for the Admin password to disable this preference).

184. Q: I received a payment on the wrong customer's account, and it has already been deposited. How do I correct it?

A: **Important Note:** It is best to select the exact Customer:Job and not the parent (if any). Once a Payment has been deposited, certain fields can't be changed. To modify the Receive Payment, the Receive Payment must first be deleted from the Deposit. To do so, go to Banking > Manual Deposits List. Find the Deposit in question and double click to edit. Click the Red X on the line of the Payment to be removed and then click OK to save the Deposit. You can now go to the Customer's Receive Payment and edit the Customer:Job assigned to the payment. Once the Payment has been fixed, you will need to go back to the Deposit, click the Payments button and select the Payment to place it back into the Deposit.

Tips: If the Deposit has been cleared, the entire Deposit must be deleted. If the Deposit is deleted, it will need to be entered back into the system exactly as it was but containing the proper payments. You will then have to clear the transaction again during your next routine Bank Reconciliation.

To lookup the Deposit containing the payment go to Reports > Accounting > General Ledger > Transaction Details by Account. Select the Bank Account or Un-Deposited funds depending on which account you typically deposit to, select all transactions, select all time as the date range and filter by the Customer:Job. Click preview to view the report. You can double click on the Deposit directly from this report.

Balance Sheet Rounding Account

185. Q: My Balance Sheet shows a "Rounding Adjustment". I did not create it. What is it and why do I have it?

A: This account is automatically created by Total Office Manager when the Balance Sheet has become out of balance. This is a special account that does not appear on your Chart of Accounts.

More About Rounding

All accounting software struggles with the problem of rounding. Rounding situations most often occur when calculating taxes on sales, but other transactions can cause rounding issues too. This is a normal occurrence and is the result of fairly complicated rounding rules and the order in which numbers must be rounded. The differences are usually small. Federal and state tax authorities understand the challenge with rounding. In fact, many tax forms do not require than cents be included.

A typical accounting database may contain 500,000 or more numeric amounts. Total Office Manager stores most of these numbers in their actual form – four or more numbers to the right of the decimal point (example: \$537.897643). However, most forms and reports necessarily display numbers ROUNDED to only two numbers right of the decimal point (example: \$537.90). Generally, the un-rounded numbers are totaled up before being rounded. Other circumstances require that individual numbers be rounded prior to being summed. This concept is known as "ordering" and can be very subjective. The difficulty of rounding becomes more profound when totals must be combined from several different areas of the database and then totaled.

Total Office Manager creates a special account (in Chart of Accounts) called "Rounding". This is an "Other Expense" account type which, when needed, appears on your Income Statement. This account may have a positive or negative balance. Over time, these slight differences can add up to several dollars or more. At any point, an Adjusting Journal Entry can be used to zero out this amount. Generally speaking, users do not need to do anything.

Income Statement Rounding Account

186. Q: My Income Statement and Balance Sheet includes an account called Rounding. I did not create it. What is it and what is it used for?

A: Behind the scenes, Total Office Manager does a lot of rounding to keep forms and reports as accurate as possible. Sometimes the program needs to add or subtract one or more cents to a transaction to get things in balance.

Total Office Manager creates a special account (in Chart of Accounts) called "Rounding". This is an "Other Expense" account type which appears on your Income Statement when necessary. This account may have a positive or negative balance. Over time, these slight differences can add up to several dollars or more. At any point, you can add an Adjusting Journal Entry to zero out this amount. Generally speaking, users do not need to do anything.

Fixing a Large Rounding Account

187. Q: Our Rounding Adjustment account is too large to be normal. What causes this?

A: It is common for there to be a few cents and sometimes even a few dollars. If the amount you see is greater than that, then most likely it stems from an incompletely saved transaction. There are many reasons in the computer world that a transaction might not get completely saved (like hard disk drive "read/write errors", for example). An incompletely saved transaction means when one half of the double-entry transaction gets saved, but the second half of the transaction gets lost for whatever reason. In other words, a debit got saved but the associated credit got lost, or vice-versa. TOM understands that there MUST be a double entry somewhere, so in these cases the "missing" entry becomes a temporary Rounding Adjustment which appears on certain forms. Here's how to clean up this amount:

From the main menu in Total Office Manager, click Tools > Utilities. The Utilities dialog box will appear. Highlight "Database Checkup" and click the "OK" button to reveal the Database Checkup form. This form is used to scan for various suspect items in the database. Please try scanning for "Out of Balance Transactions" first. Double-click to open any that are found, and examine them closely, looking for incomplete entries. Make any corrections necessary, then save and close the transaction. If the transaction appears in the scan results list, but nothing strange about it is found, try putting a "-" or any other character in the memo field. This will cause Total Office Manager to re-establish the transaction in the General Journal upon save, perhaps correcting the situation. Having examined a transaction listed after a scan, you might want to locate that same transaction in TOM's General Journal (Banking > General Journal) to look for anything strange there. Do the same sort of investigation after scanning for "Find Orphan Records" and "Checks/Bills with Missing Dates" as well.

It might take a bit of detective work, but you'll probably find the origins of the Rounding Adjustment amount and be able to correct the transactions.

On a hardware note, if this sort of situation happens on a regular basis it might signal that there are network connectivity issues at hand or even a hard disk drive starting to fail on the server or elsewhere. As with any business, be sure a qualified IT professional has a proper backup solution and disaster recovery plan implemented.

Speed and Database Issues

188. Q: Why do we get a message that we are running out of memory when our computer has plenty of RAM?

A: Total Office Manager is allocated 2.0GB of memory (RAM) when it is first opened. No matter how much memory (RAM) your computer has, your computer's operating system (Windows) will only allocate 2.0GB to the software. When you first open the software, you will have approximately 1.6 GB of memory or RAM available. As you use the program, that memory is used up by the software. If the memory available falls below 600MB, this message will pop up. Here is a knowledgebase article with complete details and tips for helping this issue: <https://www.aptora.com/frequently-asked/total-office-manager-ran-out-of-memory/>

189. Q: Is there a way to make Total Office Manager software faster?

A: Yes. We have many help topics which get into the details. It is too much to cover here. Please see the following help topic first. It covers the top priorities and things to do first. It also contains links to other related help topics; in case you must do more.

How to Make Lists and Forms Faster in Nine Simple Steps

<https://www.aptora.com/help/list-speed-optimization/>

Operating System Errors

190. Q: I am getting error 3706 while trying to import. How can we fix that?

A: This issue is well known to Microsoft. Please follow the link below for a fix. Install the file on the machine trying to import. If that link does not work, Aptora may be able to provide the file for you. Please don't forget to reboot your computer. Please see: <http://www.microsoft.com/en-us/download/details.aspx?id=13255>

Accounting Reviews

191. Why should I have to pay for an Accounting Review when I already pay for technical support?

A: We know it is frustrating to hear that something is being referred to an Accounting Review for what may seem to be technical support. And yes, in the past our support technicians were quick to jump on GoToAssist and dive right into the numbers to find the issues. Unfortunately, that often does more harm than good. Our technical support is more for the software functionality than for dissecting the numbers. When there is question with where a number is coming from and it requires digging through financials that we are not familiar with, we do refer to the Accounting Review service for two reasons.

#1 Our Accounting Review team is very thorough. Not only do they look for data anomalies, but they also document discrepancies, offer resolutions, explain a particular process or procedure that will prevent the reason for the accounting review referral.

#2 Our Accounting Review team validates that the software is functioning as the software is intended to where accounting aspects are concerned. If a bug is determined to be the cause of the issue, they fully acknowledge as such and you will receive a credit of \$150.00 per bug determined to be applied towards to review fees.

Does this mean that every issue will be referred to an Accounting Review if there is a discrepancy in a report? No, it does not. It truly depends on the type of issue that is being reported. For example, the issue you reported with the Department Overhead Allocation was something that we could say was clearly not functioning properly. That was an issue reviewed by 2nd Tier for clarity on what the actual bug is to write up and send to development. On the other hand, an amount that is showing in Undeposited Funds that cannot be accounted for, that would require some digging by someone who is a bit accounting savvy.