Introduction

This article provides a comprehensive troubleshooting guide and solutions on having differences between the:

- Evolution company's Accounts Receivable / Accounts Payable Age Analysis' balances, and
- respectively the AR and AP Control Account/s,
- as compared at any given period end.

Solution

All of the above mentioned reasons are broadly categorized and discussed as such under the following major headings:

- Temporary differences that can be fixed by relinks / specific procedures
- Common setup mistakes
- Configuration and processing procedures
- Reconciliation mistakes
- Data corruption occurrences
- Data Migrations / Data Imports / SDK Integration

Please note a couple of tips on how to diagnose/identify, and to fix the above mentioned differences, is discussed at the end of this article.

Finally, please note this article make use of the following terminology:

- AP = Accounts Payable
- AR = Accounts Receivable
- Differences = The difference identified between the AR/AR Age Analysis reports and the AR/AP Control account at a specific period end.
- BP = Evolution Business Partner or dealer.

Temporary differences that can be fixed by relinks / procedures

First consider the various relinks / procedures discussed below to fix differences that may exist between the AR / AP Control accounts and the AR / AP Age Analyses.

Only when they fail to rebalance the above mentioned should further data investigations be completed by referring to the reasons in the other categories.
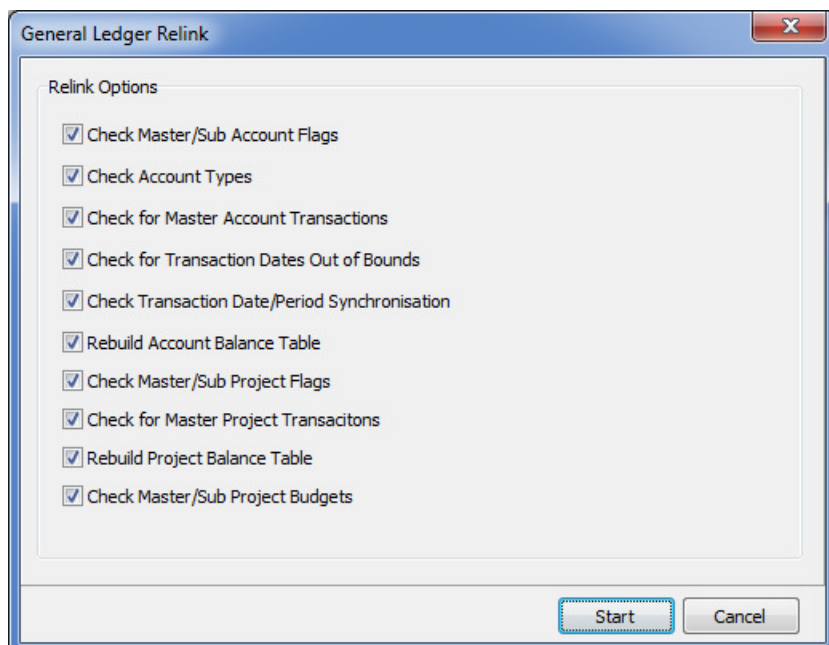
Please note that before any of the relinks / procedure below is applied, a full company backup should be made and all other users to be logged out of the company (no backup is required for numbers 5, 6 and 7 below but users should still log first out of the company).

Finally, please note that the various reasons and solution to fix either AR or AP Age Analysis vs AR/AP Control Account differences are very similar.

In the various solutions discussed below, you may therefore notice screenshots/node paths for only the AP **or** AR modules per solution, and not for both modules. The same principles of why the above mentioned differences occur apply in both AR and AP modules.

1. General Ledger Relink

Running a **General Ledger | Maintenance | General Ledger Relink** (all options selected below) should recalculate the balances of all GL accounts, including the AR/AP Control account/s.
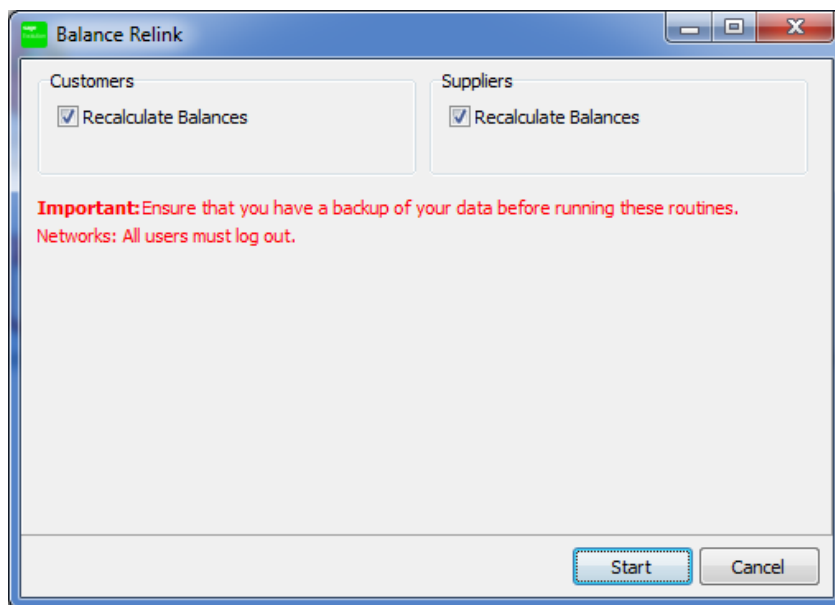

Doing this may thereby prove to be a very simple, yet effective solution to balance the AR/AP Control account with the AR/AP Age Analysis reports.

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2. AP / AR Balance Relink

Running an AP/AR Maintenance | Balance Relink should recalculate the balances of all customers/supplier accounts.

When opened (from either the AP or AR modules), simply select the relevant option depending on the relink that you want to run at that moment.

Doing this may prove to be a very simple, yet effective solution to balance the AR/AP Control account with the relevant module Age Analysis.

3. Allocations Utilities

Corrupted debit/credit transaction allocations may be one of the potential reasons that cause AR/AP Age Analysis vs AR/AP Control Account differences.

You could therefore consider running the relevant module's (AR or AP) Allocation Utilities that allows you to un-allocate and re-allocate a specific selected range of accounts' transactions (in bulk) in an efficient manner.

For example, on the AP | Maintenance | Allocation Utility notice the various options (AR Allocations Utility looks and work the same).

Please make use of the F1 Help File to gain further insight.

Notice however the following on the screen below:

- We recommend unselecting the Pause for Confirmation options in order to save time running this utility, especially if there are countless of transactions to work through.
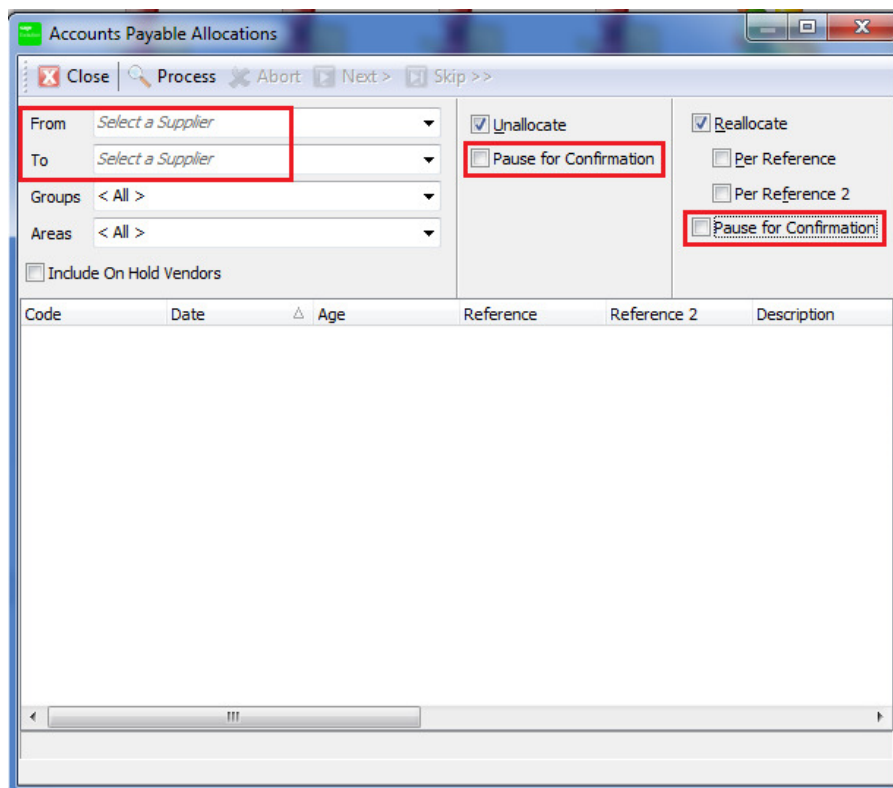
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- The Allocation Utility has no transaction date filter which means that if an (AP/AR) account is included in the From / To range below, all it's transactions will be unallocated and re-allocated (according to the current settings below).

- Notice the Reallocate options on the right that allows you to automatically re-allocate according to reference 1 or 2. However, even if the re-allocation procedure has been completed. You can go to the **AR/AR Standard Transactions | Allocation** screen and in here still manually unallocated and re-allocate specific allocations to your preference.

  By default, if not selecting the Reference options on the right, all transactions will be allocated on the principle of individually allocating the oldest credit transactions against the oldest debit transactions and working its way down in this manner until all transactions, that can be allocated, are allocated.

  At least this utility should do most of the work for you in your efforts to balance the above mentioned differences.

Please consider the following advice in this regard:

- First restore the company backup as a demo company

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- Run the Allocations Utility in the demo company to test if any improvements are observed in the above mentioned imbalances.
- If it works in the demo company, you can then rerun it in the live company.
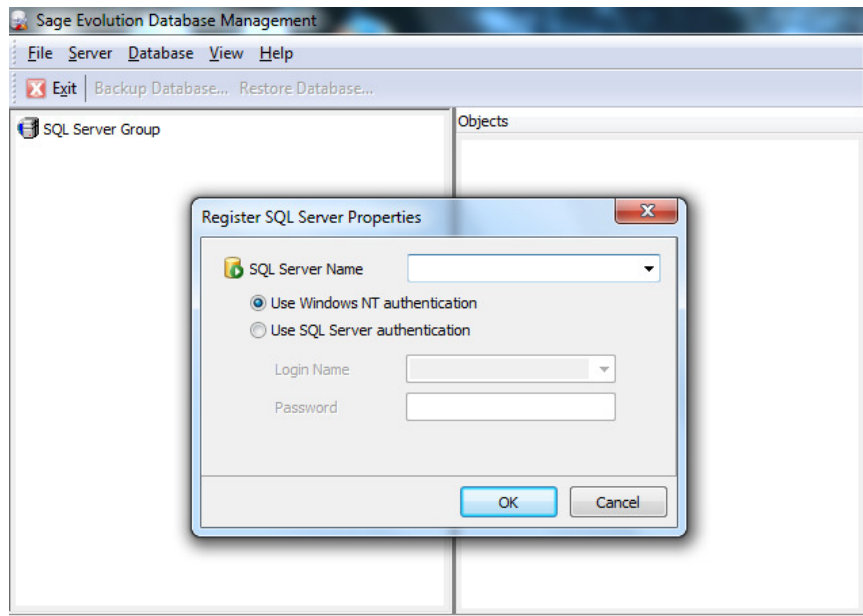
4. Running the DB Maintenance and Refresh Views routines

The Evolution Database Management utility can be used to perform both the **DB Maintenance** and **Refresh Views** routines.

Applying the above mentioned routines may just correct any reports' / screens' displayed values and thereby correct the difference between the AP/AR Age Analysis reports and AP/AR Control accounts.
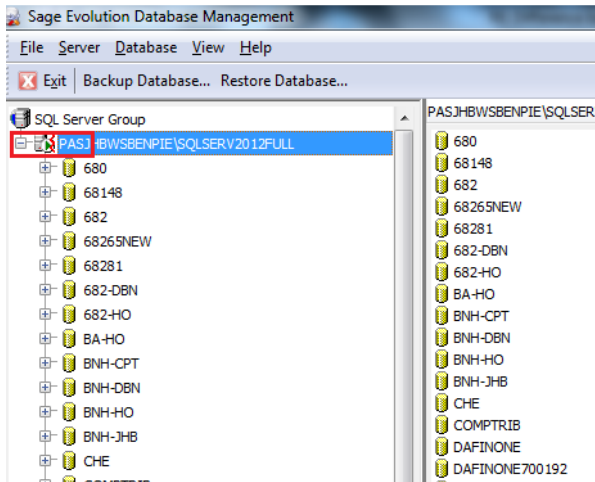
The following procedure is used to re-index all SQL DB tables, and to refresh all the views of the Evolution company:

1. Perform a company backup and ensure all users are logged out of the company.

2. Open the EDM.exe file from within the installed Evolution folder on the server PC.

3. Register the SQL server if the screen below opens by providing the correct SQL server instance, and using Windows NT Authentication (as the logged ion Windows account should have such permissions).
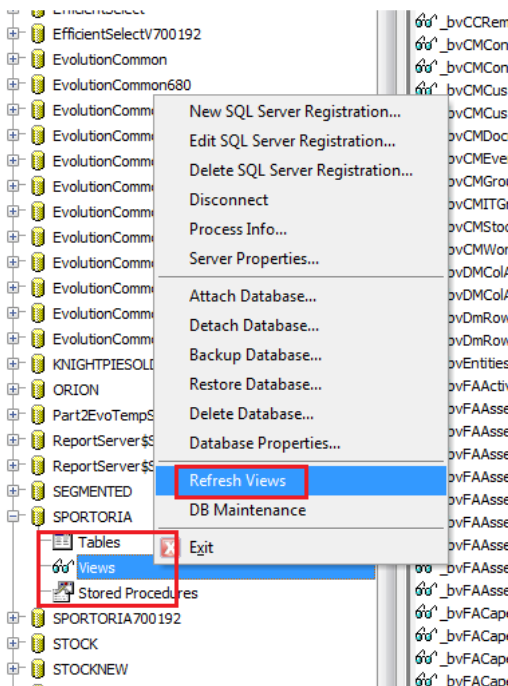
4. Expand the SQL instance on the top left.

5. Double click/expand the specific company database to reveal the Tables, Views and Stored Procedures objects.

6. Right click on **Views**, click on **Refresh Views** and wait until you receive a confirmation message of a certain number of views refreshed.

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7. Again right click on Views on the left, click on **DB Maintenance** and wait until done. This will perform a table re-indexing that could correct a wide variety of inaccurate data instances.

8. Log back into the Evolution company and check if the above mentioned difference has now been resolved.

5. Agent Registry Key Corruption

The content of all Evolution screens' and reports' are depending on the stability of agents' Registry keys.

It's been proven that deleting the relevant screen's/report's Registry key or (in some worst case scenario's) the complete agent's Registry key, on the local PC, may resolve screens' and/or reports' content/values in some cases.

As this is quite a sensitive area of your PC (with the risk of causing other issues if not done correctly), please rather consult with Evolution Support or your BP to assist in deletion of the appropriate Registry key's.

6. Agent specific reports' values discrepancies

In some cases specific agents may observe different values on their PC's than the rest of the network (where none of the Differences are observed).

This phenomena may be observed even after the specific agent's Registry key has been deleted and may actually be due to some sort of agent corruption.

A quick way to fix the above issue is to delete the old agent (with the agent logged out of the company) and to create a new one the user can continue with.

7. Running a Full Copy Company

Please first consider the various reasons in other categories (for having Differences) before attempting a Full Copy Company routine.

The solution to resolve the Differences may be found in the other reasons and a Full Copy company may not necessarily resolve the issue, but it has proven itself earlier in some of these type of queries.

If eventually you need to run a Full Copy Company, please consult with your BP or Evolution Support on how to do this.

Common setup mistakes

There are a host of settings in the company that should be correctly configured in relation to the client's business processes, before any transactions are to be processed.
Below therefore follows a discussion of the most common setup mistakes that **WILL** lead to Differences.
.
Please therefore always consult with your BP to assist in setting up the Evolution company before allowing any processing in it.

It's highly recommended to first process a couple of test transactions in a demo company. This should be a test company as restored using a backup from the 'live company, with a database name such as 'DEMO' or similar.
Doing it this way should, among others, allow you to especially test the financial reports' / GL accounts' Enquiry values in order to determine if the AR/AP Control account/s balances with the Age Analysis.

Finally, please note that even if **ANY** of the incorrect settings below are corrected **AFTER** any inventory related transactions (e.g. invoices, GRV's etc.) have been posted, **NO** posted transaction history will be automatically corrected/updated **IN ANY WAY**.

The **only way** to fix wrong processing is to manually reverse all transactions, correct the inaccurate settings the way they were supposed to be, and then to reprocess again.

This fact again stresses the importance of ensuring all settings in the company to be perfect before processing any transaction.

1. Debit / Credit orientation on all AR/AP related Transaction Types

Do you notice the differences between the two transaction types below?

Transaction Type 1:

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Transaction Type 2:

In both cases the **Receivables Control** GL account is debited and the **Sales** account is credited, so one may safely assume both setups to be correct.

Transaction Type 2 above is however **incorrectly configured** and will cause posting problems in the Evolution company when inventory invoice transactions are processed.

In this case the Receivables Control account should be debited as expected, but the relevant customer account will be **credited** when an invoice is processed, with resulting Differences to be created.

Please notice the same principle also apply on the **Supplier Invoice** Transaction Type which should have a **credit** orientation on the left, and the **Payables Control** account credited on the top right, as can be in the screen below

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Having **any** other setups as recommended above for the INV, SINV or any other AR/AP related transaction types, **WILL** cause differences.

Please consult with your BP or Evolution Support to ensure all transaction types are correctly configured. Never change any setting on your own without having professional Evolution consultation.
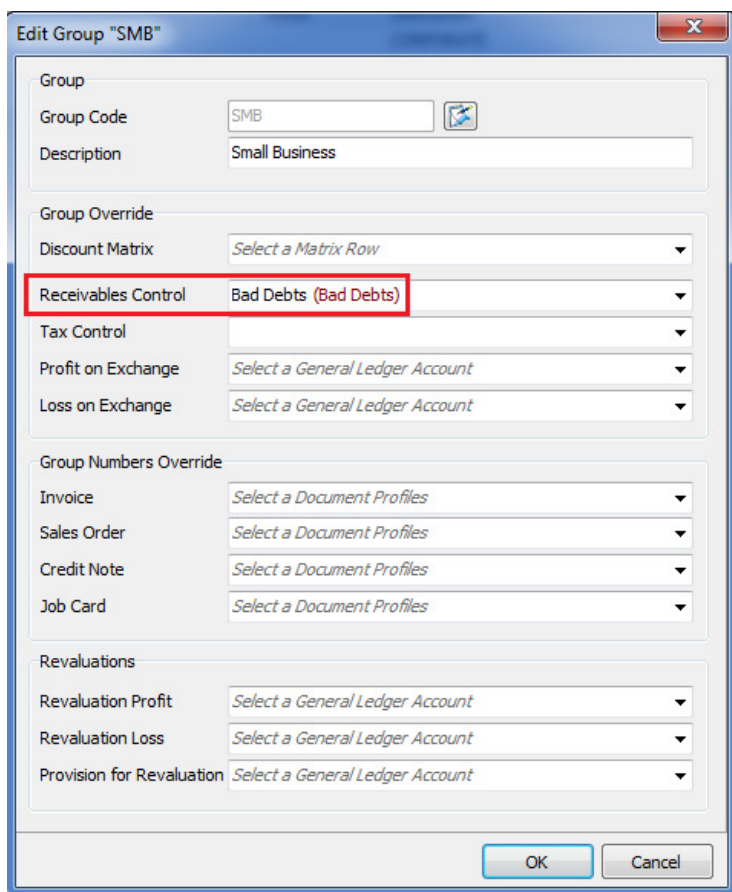
2. Using wrong GL accounts on AR/AP related Transaction Types

It goes without saying that the correct, relevant AR/AP Control account (and other GL accounts in their respected fields) should be used on the INV, SINV and all other AR/AP related transaction types.

Else, if any other accounts are entered in the fields reserved for the intended AR/AP control accounts, Differences will exist.

3. Using wrong GL accounts on AR/AP Groups

A user may inadvertently select the wrong GL account on one or more AR/AP Groups, especially in (for example in an AR Group) the **Receivables Control** field (the same logic also applies for AP groups) as can be seen below:

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Doing this will cause the AR/AP Age Analysis report to differ with the **actual intended** AR/AP Control account/s, after the first relevant AR/AP related transaction has been processed.

Note this account will always override the AR Control Account in the INV, CRN, CN and other related transaction types (leading to incorrect GL account postings if a wrong Control account has been selected above).

4. Ageing Periods incorrectly setup

Whenever a new AR/AP | Maintenance | Ageing Periods record has been created, or an existing one edited, the user should run an **AR/AP |Maintenance | Balance Relink** (after ensuring all other users are logged out of the company and a company backup has been made).

This will ensure the Age Analysis report reflects the correct values on the selected report date.
In addition, also consider the following principle on a **Date of Statement** type Ageing Period.

The setting below seems to be in order as its **Age Start Date** periods' values runs in date consecutive order without any periods overlapping. But there is still a problem with its setup.

If left like this, customers linked to this Ageing Period may display wrong values on the Age Analysis report and thereby having Differences.

To rectify the above Ageing Period setup, always ensure the **Automatically set Closing Dates to Period Table** option below is selected.

When doing this, also notice how the various **Age Start Date** periods automatically align themselves to the company's **Common | Maintenance | Company Details | Accounting Period table**.

Finally, remember to run a **Balance Relink** after changing and saving the above change to ensure correct ageing results.

Configuration and processing procedures

This category includes how certain settings and transactions are processed and imported into the company.

Note that these policies may or may not necessarily be correct/recommended and the client should, in close co-operation with his BP, reconsider whether or not to allow/change them in the future.

Working in certain ways may obviously be required and can't be changed. The client should however still realize how allowing certain configurations and processing procedures, lead to Differences.

1. Processing direct journals on the AR/AP Control accounts

When GL journals are directly posted to any AR/AP Control accounts, Differences will occur. .

The reason for this is that GL journal transactions don't include any customers or suppliers and as a result no movement occurs on the AR or AP Age Analysis reports (POSTAR table not effected).

If any such direct journals are observed on the company that, as a net result, leads to the above difference, you should reverse them in order to again balance everything with each other.

A quick way to identify if direct journals were processed on the AR/AP Control accounts, is as follow:

1.   On the GL Enquiries grid insert the **Code** column.

2.   With the AR/AP control account selected, notice that all GL journals should display with a Code value of **JNL** (or specific GL transaction type created/used on the journal)**,** as can be seen below:

Code △	Date	Debit	Credit
IT	2016/09/30	R367.50	
IT	2016/09/30	R18.00	
IT	2016/10/31	R32.88	
IT	2016/10/31	R181.64	
IT	2016/10/31	R0.82	
IT	2016/10/31	R9.29	
IT	2016/10/31	R3,321.90	
IT	2016/10/31	R201.37	
IT	2016/10/31	R9.86	
IT	2016/08/31	R24.93	
IT	2016/08/31	R8.22	
IT	2016/08/31	R16.44	
IT	2016/08/31	R5.48	
JNL	2017/02/08		R2,320.00
JNL	2017/02/07	R4,000.00	

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Finally, a good way to prevent direct journals being processed in any control account is to uncheck the option below on the Control accounts' **GL Maintenance** screens:

2. Using a non-recommended Short Date Format

Some users may use a **short date format** of e.g. mm/dd/yyyy, or mmm/dd/yy, and process all transactions in the company using these formats.

Please note however that the **only two** recommended Short Date Formats to be used when working in Evolution is either:

- dd/mm/yyyy, or
- yyyy/mm/dd

Having any other short date format may lead to unnecessary, non-recommended transaction posting or report results that may lead to Differences.

Please always close Evolution on the local PC prior to changing the PC's short date format.

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3. Importing / 3rd Party SDK Integration of negative transaction values

Until Evolution version 6.82 it was still possible to import negative values on the AR / AP Journal batch as can be seen below.

When this batch is posted note that those transaction will not display and form part of the AR/AP Age Analysis, resulting in Differences.
.
Notice however that transaction history can (with the current Evolution versions) also be imported into the Evolution company through the MS SQL backend or via a 3rd party SDK integration setup.

Company administrators should therefore always be careful not to allow any negative AR/AP (and stock related) transaction history under the above discussed conditions.

Line	Date	Module	Account Code	Account Name	Tr Code	GL Contra Account	Post Dated	Reference	Description	Order Number	Debit (Excl)	Credit (Excl)	Tax Type	Tax Amount
1	31/07/2013	AR	A-Z Debtors	A-Z Debtors Con	CN	1000/011		1158	Mirage Express Transport C C			-R650.00		
2	31/07/2013	AR	A-Z Debtors Cor	A-Z Debtors Control	CN	1000/011		1159	Sam Rooney Repairs Cc T/a S& R			-R55,000.00		
3	31/07/2013	AR	A-Z Debtors Cor	A-Z Debtors Control	CN	1000/011		1160	Metro Trucking			-R1,020.00		
4	31/07/2013	AR	A-Z Debtors Cor	A-Z Debtors Control	CN	1000/011		1161	Star Gate Logistics			-R60,000.00		
5	31/07/2013	AR	A-Z Debtors Cor	A-Z Debtors Control	CN	1000/011		1162	Mdhla Express Transport C C			-R650.00		
6	31/07/2013	AR	A-Z Debtors Cor	A-Z Debtors Control	CN	1000/011		1163	Shipping And General Transport			-R3,500.00		
7	31/07/2013	AR	A-Z Debtors Cor	A-Z Debtors Control	CN	1000/011		1164	Mnandi Transport			-R35,000.00		
8	31/07/2013	AR	A-Z Debtors Cor	A-Z Debtors Control	CN	1000/011		1165	Daverods Logistics Pty Ltd			-R2,400.00		
9	31/07/2013	AR	A-Z Debtors Cor	A-Z Debtors Control	CN	1000/011		1166	V. Radeanu And Associates Cc			-R30,000.00		
10	31/07/2013	AR	A-Z Debtors Cor	A-Z Debtors Control	CN	1000/001		1167	Thabana Ntlenyana Logistics			-R200,000.0		
11	31/07/2013	AR	A-Z Debtors Cor	A-Z Debtors Control	CN	1000/011		1168	I Ebrahim			-R1,000.00		
12	31/07/2013	AR	A-Z Debtors Cor	A-Z Debtors Control	CN	1000/011		1169	Blasco Pty Ltd			-R4,000.00		
13	31/07/2013	AR	A-Z Debtors Cor	A-Z Debtors Control	CN	1000/011		1170	Blasco Pty Ltd			-R450.00		
14	31/07/2013	AR	A-Z Debtors Cor	A-Z Debtors Control	CN	1000/011		1171	Mobile Truck And Bus Repairs			-R1,200.00		
15	31/07/2013	AR	A-Z Debtors Cor	A-Z Debtors Control	CN	1000/011		1172	Peter M Gakunga T/a Crater Aut			-R1,000.00		
16	31/07/2013	AR	A-Z Debtors Cor	A-Z Debtors Control	IN	1000/011		15066	J D Brake And Steerings Cc		R2,500.00			R350.00
17	31/07/2013	AR	A-Z Debtors Cor	A-Z Debtors Control	IN	1000/011		15067	V. S. Mahlangu		R120.00			R16.80

Reconciliation mistakes

1. Not comparing all AR/AP Control Accounts when reconciling differences

Some companies may have multiple AR/AP Control accounts and users should always consider all such accounts when reconciling with the AR/AP Age Analysis.
When the above comparison/reconciliation is performed, the user should therefore always include all AR/AP control accounts that were ever used in the company's transactional history.

This is opposed by using only the specific AR/AP Control account that is used in e.g. the INV, SINV etc. transaction types.

It makes therefore no sense to **only** compare the balance of the AR/AP Control account as currently used on the various transaction types, against the AR/AP Age Analysis report.

Also consider that the company may have various AR and AP Groups, each with its own AR/AP Control account that also need to be taken into account when reconciling/fixing Differences.

In addition, please carefully investigate each AR/AP Group to check if the wrong account may have been used on the Receivables/Payable Control field. If this was the case, you should therefore do two things here:

1. Immediately correct the AR/AP Groups to use the correct control accounts
   .
2. Journalise any balance out of the wrong account and into the actual account that was supposed to have been in place since the start.

To reiterate again: Always ensure your reconciliation includes the balances of all AR/AP Control accounts that were ever/previously used on any AR or AP related transaction type and AR/AP Groups.

2. Ignoring balances posted from old accounts' balances to sub-accounts

When a GL main account with a balance acquires its first sub-account, the main account's balance is moved to the new sub-account.

In some cases users may, for some reason, later made this first new sub-account inactive, and/or simply ignoring its balance as part of reconciling the above mentioned difference.

This should ultimately result in an unexplainable difference between the AR/AP Age Analysis report and relevant control accounts.

3. Using different dates between AR/AP Age Analysis report and GL Enquiries/GL related reports

This seems like a very obvious mistake to make but please always consider to compare apples-with-apples. Always ensure all measurement tools make use of the same dates when comparing their results with each other.

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DISCLAIMER: These articles refer to possible solutions and a platform to share information. Each article describes a method that solved a problem (knowledge gathered from previous sites) and how Sage Evolution should operate. These articles are also specific to a Sage Evolution build. Please note; the information contained in these articles should be treated as guidelines and adapted to accommodate differences in business processes and IT environments. Articles may not be applicable to all environments. If unsuccessful please post comments below or contact the Evolution Support Department directly on the office number 011 304 3000 or email a consultant to evolutionsupport@sage.com.

4. Filters applied on the AR/AP Age Analysis report

Filters may have been selected on the above report that may exclude certain transactions. As a result Differences may be observed.

One specific filter that needs to be highlighted is the 'Print On Hold Customers':

For various reasons, certain AR/AP accounts with balances may be **On Hold** and if the option below is unselected such accounts will not display on the report.

As a result the report's total will be inaccurate and Differences observed.

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5. Age Analyses filtered per AR/AP Group not reconciling with a specific AR/AP Control account

As mentioned above, AR/AP groups can be used to each contain specific AR/AP Control accounts.

This proves especially helpful when you want to organise different types of customers/suppliers according to their relevant groups, and thus make use of a specific linked control account per Group. The company's various AR/AP Control accounts are therefore applied over various AR/AP Groups.

As part of a more detailed comparison between the Age Analysis and specific AR/AP Control accounts, users may apply the report's AR/AP Group filter.
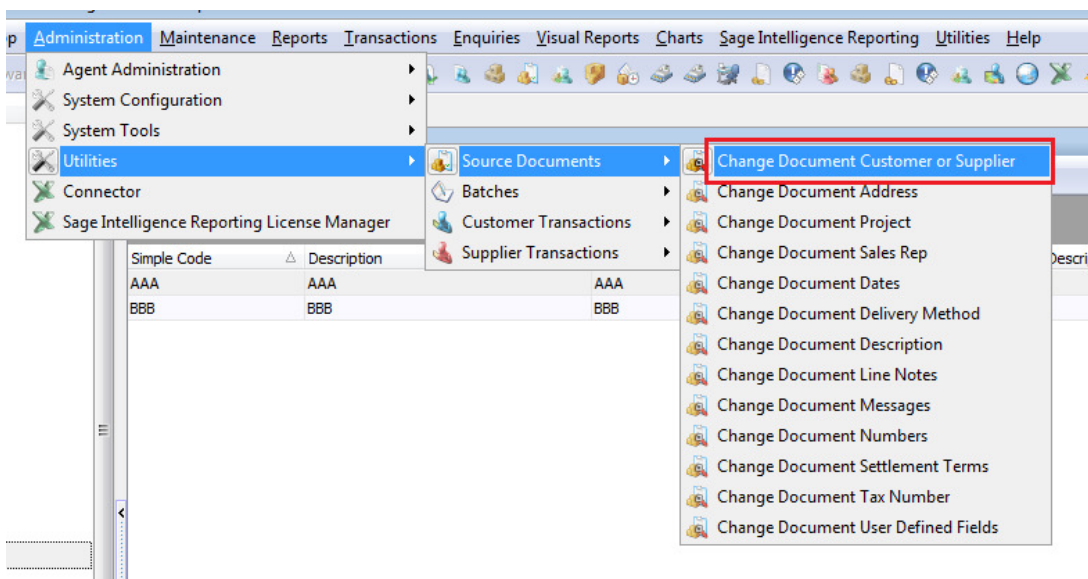
They may however observe differences between the report's results sand the relevant filtered Group's linked AR/AP Control account balances.

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The strange thing is that the Total AR/AP Control accounts/balances are equal to the unfiltered Age Analysis report with only this internal reconciliation frustratingly out of balance.

Consider the following scenario that explains why this issue can be possible:

1. Open the **Administration | Utilities | Source Documents | Change Document customer or Supplier** screen.

2. Change the AR (or AP) account from INS to ORION. In this case INS is linked to AR group AAA and the new account ORION is linked to AR group BBB which uses a different AR control account than AAA.

3. However, when performing the above account change, Evolution **does not also post a corrective AR Control account transaction** to ensure the Age Analysis report balance as filtered on group AAA is still the same as the AR Control account balance as linked to group AAA.

4. This is not a defect but clients need to be aware of the above discussed consequences when performing the above AR/AP account change.

5. Also remember, changing the account as per the above, also update the POSTAR/POSTAP tables in addition to the INVNUM table and the new selected account will now carry the transaction on his Age Analysis report.

Finally, we **don't recommend not/never to make use of the Utilities module** to change AR/AP accounts on processed documents. Just take note that internally, AR/AP Groups' control accounts may not balance with Age Analysis' specific Group filtered results.

Overall, however, the **total** Age Analysis report results (with no Group filters applied) should **still balance** with the **total AR/AP Control accounts balances**.

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Data Corruption Occurrences

1. Corrupted allocations

Another reason that may cause Differences is due to the possibility of having corrupted allocations of transactions, resulting in outstanding amounts being calculated incorrectly.

Fortunately, in some cases un-allocating and re-allocation of transactions could fix them and have the Age Analyses balance with the AR/AP Control account.

If it's however still a problem (due to more intricate data corruption, see below), please consult with your BP or Evolution Support to address this.

There are also a wide variety of corruption examples that can't be fixed by un-allocation/re-allocation procedure and require a proper data investigation and –fix. Such examples include under-, over- and imbalanced allocations, to name but a few.

For this reason, among many others, it's advisable to run the **Diagnostic Tool** (discussed at the end of this article) to identify the specific type of allocation issue.

Although this utility can't fix the relevant allocation problem, it's still very helpful and used by Evolution data fixers to eventually resolve the identified corruption.

2. Negative values

The occurrence of negative values (as observed in this case in the AR/AP Allocations screen) can also be viewed as some kind of data corruption, and need to be fixed. Leaving it this way may also lead to Differences.

3. Duplicate records

Having duplicate records in the company is always a big concern for data integrity's sake as this may also contribute to the Difference.

There are numerous types of duplications that can occur in the company such as having duplicate AP/AR accounts, -account ID's, -AR/AP Groups, -Group ID's etc.

Please consult with your BP or Evolution development to have this investigated and fixed whenever you suspect the above to be the case.

4. One-sided postings due to intermittent network/power failures

An unstable power supply and/or network may cause a host of different error messages and lead to imbalanced posting.

For example, the POSTGL table only, (maintaiing GL account transactions), and not also the POSTAR table (maintaining Customer transaction transactions), or POSTAP table (maintaining Supplier transaction) may be updated when a transaction/journal batch is processed, when a power supply/network drop simultanously occurs, or vice versa.

Diagnosing and fixing this type of problem should be handled by a professional Evolution consultant.

At the same time, the client's IT consultant should diagnose the Evolution network to improve any instabilities in the network or power supply.

In many cases the implementation of a reliable UPS (Uninterrupted Power Supply) system to obvercome power interruptions should be considered.

5. Data Imports and 3rd party SDK integration

The highest care should always be taken with any types of company data imports, as well as AR/AP related, 3rd party SDK data integration. Else, when a stringent quality control protocol is not routinely applied, the risk for Differences is increased.

Please always properly test the results of data imports and setting up of any type of SDK integration with the Evolution company.

6. Other data corruption instances

As with any other complex system, Evolution is no different and its company data is unfortunately prone to data corruption, mostly due to a myriad of external reasons. These reasons include, but are not limited to power and network instability, viruses, hardware/hard drive failures, improper SDK integrations or SQL data imports, etc.

The bottom line is that any instance of data corruption should be identified, fixed and its re-occurrence prevented as a matter of urgency under any condition.
Not only could this lead to Differences, but Evolution clients may also lose faith in their company data's integrity and reporting results.

As part of a proper data investigation to trouble shoot Differences, a skilled Evolution consultant should also investigate company data for instances of data corruption and have it fixed.

Identifying and correcting differences

Diagnostic Tool

The Diagnostic Tool is a powerful analytical and troubleshooting utility to indicates where and why posting discrepancies between the GL and sub ledgers, including the AR and AP modules, exist.

These reasons include, among others, over/under allocations, direct journals and sub-ledger transactions without mirroring ledger transactions and vice versa, setup mistakes, etc.

Although the Diagnostic Tool can only analyse ledger vs sub-ledger differences and not fix them as well, it's still a handy utility that efficiently show users exactly where and why inconsistencies exist. This saves a huge amount of time in the overall process of restoring company reporting integrity.

Pease click here for more details on how it works.

Audit Report

Under certain conditions, e.g. unexpected power or network interruptions, one side GL entries may be posted. As a result, the AR/AP Control account for instance may therefore be missing an entry when an invoice, credit note etc. has been processed.

To identify one sided postings, run the General ledger | Audit Trial Report as follow:

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From the above notice the following:

The **Margin of error** filter option should be the only one selected and a value of **0.01** entered on the **Margin** field.

Run the report with these settings to have the report displaying only those transactions that caused one-sided entries on the General Ledger accounts, regardless the Evolution module where processed.

To analyse the results, note the following:

The report results display the **transaction date**, **transaction reference number**, **module** (based on the transaction type displayed below = INV), **Ledger Account**, **transaction amount** and **Debit/Credit orientation** of all one sided transactions found. .

In the above example, only the Sales account has been updated with an Inventory / Sales Order invoice processed. This implies the AR Control account has not been updated as well and as a result Differences will be observed in the company.

In order to correct the above identified issue, please consult with your BP or Evolution Support.

Correcting differences

As per separate discrepancy identified with the Diagnostic Tool (or those identified with manually comparing AR/AP Control account- with AR/AP sub-ledger history), decide on how to fix each one:

The following advice should be considered (after backing up the company):

1. Process direct journal entries on the AR/AP Control account

If you trust a specific sub-ledger entry (posting) of a transaction but that is not reflecting in the AR/AP control account, process a direct journal against the AR/AP Control account.

You should obviously also decide which **contra** GL account to use in this process.

2. Sub-ledger adjustments

If for some reason the sub-ledger (AR/AP) needs to be updated with one or more missing transactions, with no further movements in the General Ledger, do the following:

1. Create a new AR/AP Transaction Type that both debits and credits the Suspense account. This should ensure no net movements to be processed in the General Ledger, when used in the processing.

2. Open the AR/AP journal batch, select the new transaction type and process the required transactions per AR/AP account, considering the following:

   - If the new transaction type used has a Debit orientation (as the one above), then the specific AR/AP account's (customer/supplier) balance will be debited as well.

   - You should create another transaction type with a Credit orientation for those transactions where the AR/AP accounts need to be credited.

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