

Bank Account FAQs

Q: How do I void a check?

A: Follow these steps to void a check.

1. Select the Bank Account the check was written against using the Bank Accts icon or select Cash Mgmt | Access Bank Accounts.
2. Click the check button for the type of check, for example AR or AP on the Balance tab.
3. Select Checks Outstanding from the Check Status drop down menu.
4. Find the check and highlight it, then click the Void button at the bottom of the window.

NOTE: If a check is not listed, it may mean it's already been cleared. You will need to first mark the check as Outstanding, then follow the steps above to void it.

To mark a check as Outstanding,

- a. Select the Bank Account the check was written against.
- b. Click the check button for the type of check, for example AR or AP on the Balance tab.
- c. Select Checks Written from the Check Status drop down menu and the correct Financial Period.
- d. Find the check, highlight it and click "Mark as Outstanding" at the bottom of the window.
- e. Follow the steps above to void the check.

Q: What do I do if a check amount is wrong?

A: If the check amount is wrong, void the Check following the steps above.

Q: What do I do if a check is missing?

A: If the check is truly missing, you will need to create the check. We recommend you verify the following first:

- Missing AP Checks – Verify the Invoice was entered and not yet paid. Navigate to the Vendor account, select the Transaction tab and click Outstanding Only.

- Missing AR Checks – Verify a credit has been issued to the customer and is still outstanding.
- Missing PR Checks – Verify Payroll was run for the employee. Navigate to the Employee's account, then choose the Transactions | Earnings tab.

Q: What do I do if a Deposit is wrong?

A: If a deposit is wrong, you will need to enter an Adjustment.

1. From the Cash Mgmt menu, select Enter Deposits/Adjustments.
2. Select the Bank Account by entering the Account number or select the search icon.
3. In the Deposit Date field, enter the Date of the original deposit.
4. Choose the correct Accounting Period which may be the previous Accounting Period if the Deposit was from last month.
5. Enter a Reference and Description.
6. Depending on how the deposit needs to be adjusted, enter the difference and select Add.
 - a. To reduce a deposit, enter the amount as a negative .
 - b. To add a deposit, enter the amount as a positive.

Q: What do I do if a Deposit is missing?

A: If a deposit is missing, you will need to enter it.

1. From the Cash Mgmt menu, select Enter Deposits/Adjustments.
2. Select the Bank Account by entering the Account number or select the search icon.
3. In the Deposit Date field, enter the Date of the original deposit.
4. Choose the correct Accounting Period which may be the previous Accounting Period if the Deposit was from last month.
5. Enter a Reference and Description.
6. Enter the Amount of the deposit if the Deposit and select Add.

Q: What reports can I use for bank reconciliation and research?

A: We recommend these reports: Merchant Ag PM • Daily Cash Research – Reports | Balancing Drawers | Cash Drawer Detail • Daily Check Research – Reports | Balancing Drawers | Check Register • CC Deposits - Reports | Balancing Drawers | Credit Card Detail • JDF Deposits - AR | JDF Multi-Use | Uploaded Sales Activity

Merchant Ag FIN

- Daily Deposit- Cash Mgmt | Print Deposit Register • AP, AR, PR Checks - Cash Mgmt | Print AP, AR, PR Check Registers

Q: Why is my Bank Balance wrong?

A: The balance could be wrong for a variety of reasons. Begin your research by answering the questions below and any "no" answer could be the reason for an incorrect balance.

1. Have you entered your Credit Card reimbursement deposits minus fees? • As your CC vendor funds you, you should be entering a deposit. See How to Enter Deposits for more information.
2. Have you entered your John Deere Financial reimbursement deposits minus fees?
 - As JDF funds you, you should be entering a deposit. See How to Enter Deposits for more information.
3. Have you entered your Daily Cash and Check deposits?
 - Verify you are entering Cash and Check deposits every day for sales that occur. Verify your weekend deposits are made appropriately as well.
4. Have all checks written been keyed into Merchant Ag?
 - If you have a checkbook at the store or you ACH direct to your vendor, those checks should also be keyed into Merchant under Enter Paid.
 - If you have a Debit Card attached to the Bank Account, you still need Invoices and checks written for the transaction so an Audit Trail is recorded.
5. Have all Deposits been made such as Gift Cards and ACH payments from a Customer? • All deposits made to your physical Bank Account need to be entered into Merchant Ag.