

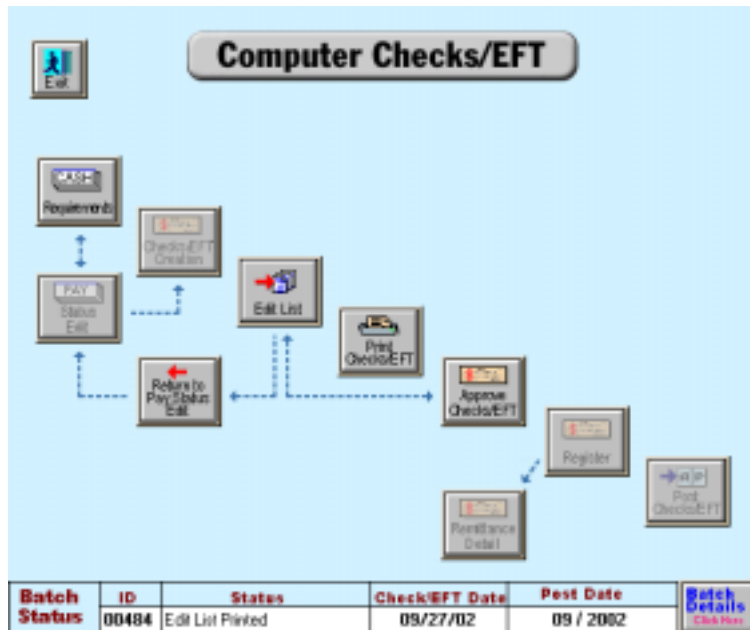
### Computer Checks/EFT Recovery Procedures

The following section covers in detail the steps required to recover from all types of situations. Please read this section carefully. If you are confused as to what the proper steps are, contact your Support Representative for assistance.

Under the best circumstances, Computer Checks/EFT should involve moving sequentially through the menu steps (with Pay Status Edit, Return to Pay Status Edit, and Remittance Detail being optional). However, there are occasionally situations in which recovery is needed. Many errors can be corrected more easily if found **before** the checks are printed. Carefully checking the Edit List should be something you do as a part of all check runs.

If you have any questions or if you receive errors, please call your Support Representative. If possible, be prepared to list in detail the steps you have performed. The following chart displays some of the common situations that can occur during check runs. On subsequent pages, each situation and solution is explained in detail. Carefully select the situation that best describes your situation and carefully follow all of the steps outlined in the recovery solution. If you are not sure of the steps, contact your Support Representative for assistance.

The first question you need to determine is whether or not the checks have been printed. This does not just mean that the checks have physically been printed, but whether or not the Print Checks/EFT option has been started. If the answer to this question is NO, then search through the Situation numbers 1 – 4 to find the situation that best represents your current situation. If the answer to this question is YES, then search through the Situation numbers 5 – 8 to find the situation that best represents your current situation.



*Computer Check/EFT Situations*

- Situation # 1  
Checks printed fine. No recovery is needed.

*Situations that may arise Before Printing Checks/EFT:*

- Situation # 2  
After printing the *Checks/EFT Edit List*, one or more checks are identified as incorrect and should not be printed.
- Situation # 3  
After printing the *Checks/EFT Edit List* but before printing the checks it is determined that the entire check/EFT run should not have been attempted and must be forgotten or deleted.
- Situation # 4  
After printing the *Checks/EFT Edit List*, but before running the Print Checks task, it is determined that the check numbers assigned during the *Checks/EFT Creation* were incorrect. The checks/EFT must be renumbered.

*Situations that may arise After Printing Checks/EFT:*

- Situation # 5  
All checks/EFT are fine except one or more that should not have printed and need to be voided.
- Situation # 6  
The printer jammed or did not get off to a good start. Renumber the checks from a certain point (this can be done from the beginning or any other point in the check/EFT run) and recreate the print file for the renumbered checks.
- Situation # 7  
The print file of the check/EFT run was deleted before anyone got a chance to print it. Another print file with the same check numbers is necessary.
- Situation # 8  
After printing the *Check/EFT Register*, some or all of the check numbers are incorrect. It is decided to only reassign check numbers and not to reprint the checks.

### *Recovery Situations and Solutions*

Recovery steps 1 through 4 are to be followed only if the Print Checks option has NOT been run.

#### *Before Printing Checks:*

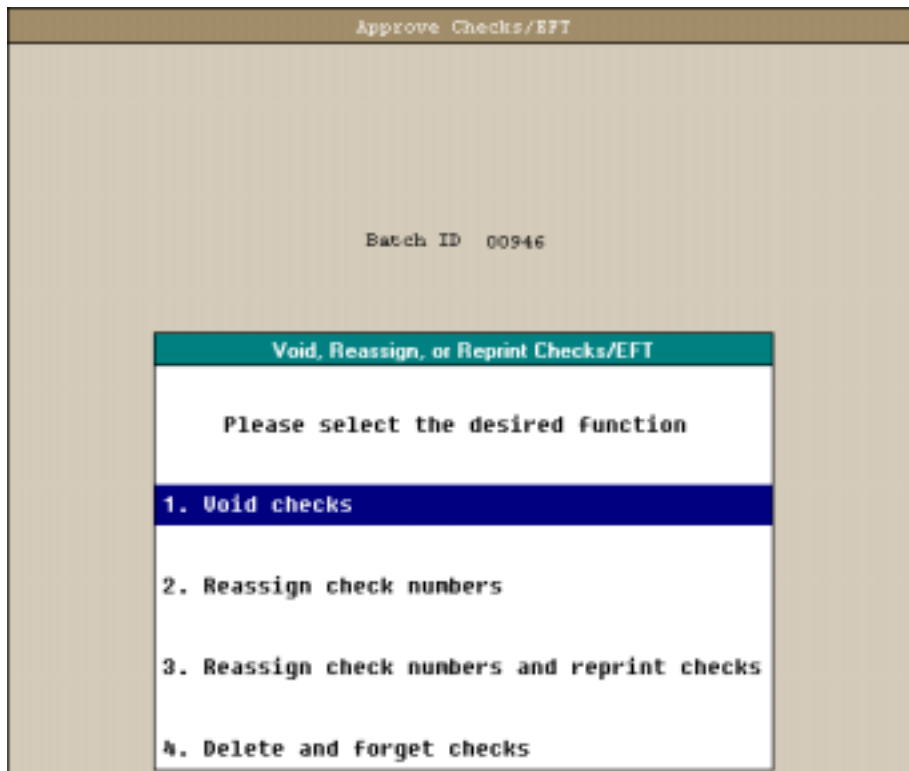
- **Recovery # 1 Situation:**  
**Checks printed fine. No recovery is needed.**
- **Recovery # 2 Situation:**  
**After printing the *Edit List*, one or more checks/EFT are identified as incorrect and should not be printed.**



- Select the button. This will allow you to go back to Checks/EFT Creation and change your starting check number, if incorrect.

OR

- Choose *Approve Checks/EFT* and answer that 'Checks/EFT OK? = **NO**'. The *Void, Reassign or Reprint Checks/EFT* Selection Menu below will appear.



Approve Checks/EFT

Batch ID 00946

Void, Reassign, or Reprint Checks/EFT

Please select the desired function

1. Void checks
2. Reassign check numbers
3. Reassign check numbers and reprint checks
4. Delete and forget checks

- Choose option **'#2. Reassign checks.'** The "Checks Approval or Void" screen will appear requiring the check number ranges to delete. Enter a range of check numbers in the **'Start Check/Stub'** and **'End Check/Stub'** fields or enter single check number into the **'Start Check/Stub'** field. These check numbers can be found on the *Checks Edit List* or by using Ctrl-L to search in the Start Check/Stub and End Check/Stub fields.

|     | Start Check/Stub | End Check/Stub |
|-----|------------------|----------------|
| 1.  | 0                | 0              |
| 2.  | 0                | 0              |
| 3.  | 0                | 0              |
| 4.  | 0                | 0              |
| 5.  | 0                | 0              |
| 6.  | 0                | 0              |
| 7.  | 0                | 0              |
| 8.  | 0                | 0              |
| 9.  | 0                | 0              |
| 10. | 0                | 0              |
| 11. | 0                | 0              |

**When voiding, reassigning check numbers, or deleting and forgetting checks – you are able to use the CTRL-L function in the Starting and Ending Check/Stub fields to view the check status & select the check numbers in the system.**

Using Ctrl-L, to display the Check numbers, will bring up a screen similar to the one below. You may highlight the check number and press enter to bring it back to the Checks Approval or Void screen.

| Checks/EFT |          |                               |                     |
|------------|----------|-------------------------------|---------------------|
| Check #    | Vendor # | Vendor Name                   | Check Type          |
| 9024       | 61       | AAA TRAVEL                    | Generated/Unprinted |
| 9025       | 44       | Barfly Bar Supply Products    | Generated/Unprinted |
| 9026       | 6        | Barney's Brontosaurus Burgers | Generated/Unprinted |
| 9027       | 46       | The Beer Essentials           | Generated/Unprinted |
| 9028       | 40       | The Cheese Lady               | Generated/Unprinted |
| 9029       | 19       | Chicken Man Chicken           | Generated/Unprinted |
| 9030       | 20       | Chicken Man Chicken           | Generated/Unprinted |
| 9031       | 5        | Conehead Travel               | Generated/Unprinted |
| 9032       | 41       | The Fruit Loot, Inc.          | Generated/Unprinted |
| 9033       | 32       | Old Tree Bank                 | Generated/Unprinted |
| 9034       | 62       | Trucks Unlimited              | Generated/Unprinted |

- Press F2 when you have finished entering the check/stub numbers. Choose *Run* at the *Report Options* screen. If this task is successful, no lines are printed. If errors occur, the report is printed.

**NOTE:** If you are deleting a check that has multiple remittance advices, you must include all the check numbers of those remittance advices in the range entered.

- Re-run Approve Checks again and answer 'Checks OK? = **YES**'. When the *Void, Reassign or Reprint Checks/EFT* Selection menu appears, choose option '**#2. Reassign check numbers.**' On the *Reassign Check Numbers* screen, specify the starting and ending numbers of the entire batch in the '**Starting**' and '**Ending**' fields and the same starting check number in the '**Beginning with**' fields. This renumbers the batch and ignores the deleted checks. Again, press F2 when finished. Choose *Run* and the Report Options screen. If successful, nothing prints. If errors exist, an error report is printed.
- Rerun the *Edit List* (again). This time it does not show the 'forgotten' or 'deleted' checks and the list reflects the reassigned check numbers.
- Run the *Print Checks Option*. Continue with the check processing cycle through *Post Checks* as usual.

**NOTE:** The *Check Register* and the *Check Journal* list the deleted checks.

**■ Recovery # 3 Situation:**

After printing the *Edit List* but before printing the checks, it is determined that the entire check run should not have been attempted and must be forgotten or deleted.

- Run *Approve Checks/EFT* indicating that “**Checks OK? = NO**”. When the *Void, Reassign or Reprint Checks/EFT* Selection menu appears, choose option ‘**#4. Delete and forget checks.**’ When the “*Deleting Check Numbers*” screen appears, enter the beginning and ending check numbers of the batch into the ‘Start’ and ‘End’ fields. Press F2 when finished. Choose *Run* at the *Report Options* screen. If successful, no report is generated (no lines output). If there are errors, an error report is printed.
- The next step is to complete the check run by running the *Register* menu selection. It lists all checks as being deleted.
- Run *Post Checks*. The *Check Journal* lists all checks as being deleted. The posting restores all the invoices back to being eligible for payment, resets the batch status to show ‘No Checks in Process’, and no records are added to the Outstanding Checks file, which means the check numbers can be re-used.

**■ Recovery # 4 Situation:**

After Printing the *Edit List* but before printing the checks it is determined that the check numbers assigned during Checks Creation were incorrect. It is necessary to renumber the checks.

- Run *Approve Checks* indicating that ‘*Checks OK? = NO*’. When the *Void, Reassign or Reprint Checks/EFT* selection menu appears, choose option ‘**#3. Reassign check numbers and reprint checks**’.

| Void, Reassign, or Reprint Checks/EFT |                                           |
|---------------------------------------|-------------------------------------------|
| Please select the desired function    |                                           |
| 1.                                    | Void checks                               |
| 2.                                    | Reassign check numbers                    |
| 3.                                    | Reassign check numbers and reprint checks |
| 4.                                    | Delete and forget checks                  |

The screenshot shows a window titled "Accounts Payable - (2001-11-21 E) - NEW - DPHS 6.3 SP Database". The menu bar includes "File", "Edit", and "Help". A sub-menu titled "Update" is open, showing "Checks Approval or Void - Range Correction". The main area is titled "Reassign check numbers" and contains three input fields: "Starting" (with a value of 0), "Ending" (with a value of 0), and "Beginning with" (with a value of 0). The status bar at the bottom reads "Enter data or press ESC to end."

- When the “Reassign Check Numbers” screen appears, enter the beginning and ending check numbers of the ORIGINAL check run. To view the check numbers in this batch, use the most recent *Edit List* or press *CTRL-L* in the ‘*Start*’ and ‘*End*’ fields to search on the check numbers and their status. Enter the first CORRECT check number into the ‘*Beginning with*’ field. The ‘*Beginning with*’ field will be the first good physical check number that will go into the printer. Press F2 when finished. Choose *Run* at the *Report Options* screen. If successful, no report is generated (no lines output). If there are errors, an error report is printed.
- Re-run the *Edit List* and verify the reassignment of the check numbers. Use the edit list to determine which physical checks need to go into the printer.
- Run *Print Checks* and continue with the cycle as usual.

Recovery steps 5 through 8 are to be followed only if the *Print Checks* option has been run.

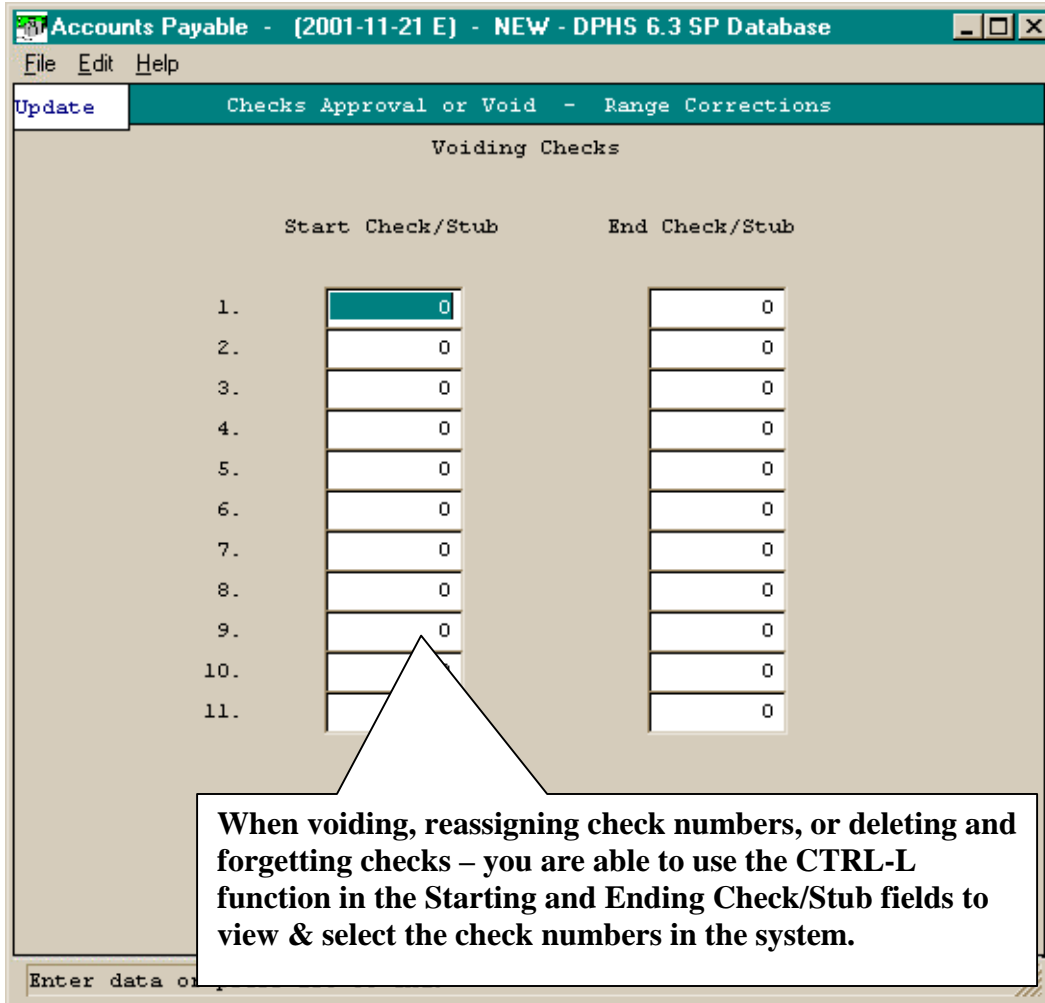
■ **Recovery # 5 Situation:**

All checks are fine except one or more that should not have printed (need to be voided).

- Run *Approve Checks*, indicating that '*Checks OK? = NO*'. When the *Void, Reassign or Reprint Checks/EFT* Selection menu appears, choose option '**#1. Void Checks**'. The "Voiding Checks" screen will appear, enter the ranges of the checks that you wish to void into the '*Start*' and '*End*' fields. For single checks, enter the number into the '*Start*' field only. Press F2 when finished and *Run* at the *Report Options* screen. If successful, no report prints (no lines are output). If errors are encountered, errors report prints.

| Void, Reassign, or Reprint Checks/EFT        |
|----------------------------------------------|
| Please select the desired function           |
| <b>1. Void checks</b>                        |
| 2. Reassign check numbers                    |
| 3. Reassign check numbers and reprint checks |

**NOTE:** If you are voiding a check with multiple remittance advices, be sure to enter all check numbers of those advices.



- Run the *Register* and the *Post Checks* task as usual. These reports reflect the check numbers that have been voided.

**NOTE:** As a result of this cycle, *the Outstanding Checks* file has a record for each voided check. The invoices paid on these voided checks are returned to an unpaid status and are eligible for payment. Since the checks are recorded as voided, the check numbers cannot be re-used.

- **Recovery # 6 Situation:**

**The printer jammed or did not get off to a good start. Renumber the checks from a particular point and recreate the print file for the renumbered checks.**

- Run *Approve Checks*, indicating that '**Checks OK? = NO**'. When the *Void, Reassign or Reprint Checks/EFT* selection menu appears, choose option '**#3. Reassign check numbers and reprint checks**'.

| Void, Reassign, or Reprint Checks/EFT               |
|-----------------------------------------------------|
| Please select the desired function                  |
| 1. Void checks                                      |
| 2. Reassign check numbers                           |
| <b>3. Reassign check numbers and reprint checks</b> |
|                                                     |

The 'Reassign Check Numbers and reprint checks' screen will appear. Enter the ORIGINAL check numbers into the '*Start*' and '*End*' fields for those checks that you wish to reprint. Then, enter the first check number that you will be reprinting the checks on in the '*Beginning with*' field.

| Update                                    | Checks Approval or Void - Range Correction |                                |
|-------------------------------------------|--------------------------------------------|--------------------------------|
| Reassign check numbers and reprint checks |                                            |                                |
| Starting                                  | Ending                                     | Beginning with                 |
| <input type="text" value="0"/>            | <input type="text" value="0"/>             | <input type="text" value="0"/> |

Press F2 to continue and select *Run* at the *Report Options* screen, if successful, no report prints. If errors are encountered, an error report will print.

- Run the *Edit List*. The Edit List contains only the checks to be reprinted with their new check numbers.
- Run *Print Checks*. Only the checks with reassigned numbers are printed using the '**Beginning with**' check number as the first check to be printed. Continue with the check processing cycle as usual.
- **Recovery # 7 Situation:**  
**The print file of the check run was deleted before anyone had a chance to print it. Another print file is needed with the same check numbers.**
  - Run *Approve Checks*, indicating that '**Checks OK? = NO**'. When the *Void, Reassign or Reprint Checks/EFT* selection menu appears, choose option '**#3. Reassign check numbers and reprint checks**'. The 'Reassign Check numbers and reprint checks' screen will appear. Enter the entire range of check numbers into the '**Start**' and '**End**' fields for those checks that you wish to reprint. Then, enter the first check number in the '**Beginning with**' field. Press F2 to continue and select *Run* at the *Report Options* screen, if successful, no report prints. If errors are encountered, an error report will print.
  - Run the *Edit List*. The Edit List contains the original checks with their original check numbers.
  - Run *Print Checks*. The entire check run with their original check numbers are printed. Continue with the check processing cycle as usual.
- **Recovery # 8 Situation:**  
**After printing the Check Register, some or all of the check numbers are incorrect. It is decided to only reassign check numbers and NOT to reprint the checks.**
  - Run *Approve Checks* indicating that '**Checks OK? = NO**'. When the *Void, Reassign or Reprint Checks/EFT* selection menu appears, choose option '**#2. Reassign check numbers**'. The "Reassign Check Numbers" screen will appear, enter the original check numbers into the '**Start**' and '**End**' fields. Enter the corrected check number into the '**Beginning with**' field. Press F2 when finished and select *Run* at the *Report Options* screen. If successful, no report prints (no lines output). If errors are encountered, an error report will print.
  - Run the *Register* again. It reflects the reassigned check numbers.

Once you have successfully approved your checks, continue with the Check Run process as normal.



Step 7:

This task prints the Checks Register report after Approve Checks has been run. If checks in this batch were deleted, voided, or approved, they are marked as such. Also, the check numbers for which records are created in the Outstanding Checks file are listed.

Sample Check Register

```

t1c                               6.0 Test - Single Property 00          acctreg.prt
09/24/2002  6:09:04 PM          Checks Register Report          1

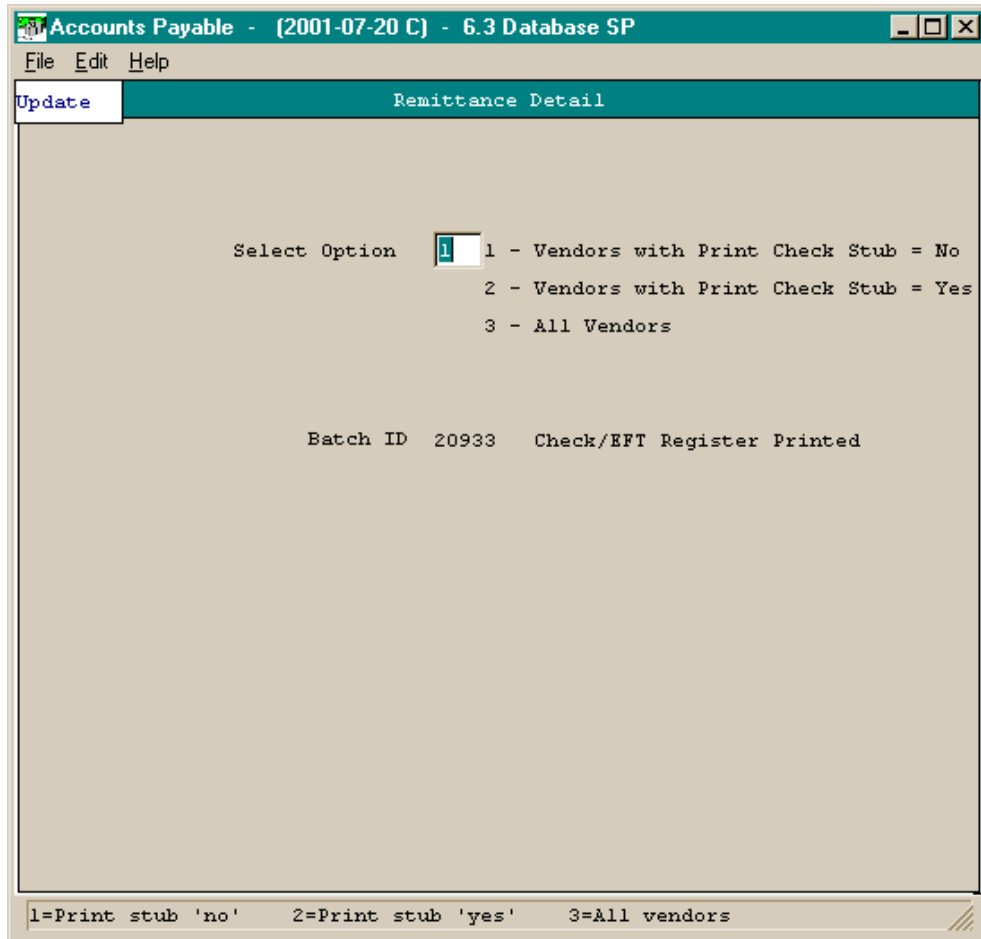
                                     Trade Invoices

Check/EFT No   Stub No  Vendor #  Name                               Check/EFT Date  Check/EFT Amount  Check/EFT Type
-----
Batch 00  00944  Post Checks on Hold? no  Cash Account: 0000-1010-00  CASH - First Federal Bank
9017       9017     44  Bartly Bar Supply Products        09/24/02        8,419.00  Voided
9018       9018     6   Barney's Brookstonham Burgers    09/24/02         780.00  Voided
9019       9019     46  The Beer Experience              09/24/02         88.88   Voided
9020       9020     48  The Cheese Lady                  09/24/02        5,189.00  Voided
9021       9021     28  Chicken Man Chicken              09/24/02         139.16  Voided
9022       9022     5   Conthead Travel                  09/24/02        3,820.00  Voided
9023       9023     41  The Fruit Loot, Inc.             09/24/02        3,990.00  Voided
-----
Batch 00944 Totals ---          22,217.01
Active Check Totals ---           0.00
Total Checks ---                   0
    
```



Step 8:

This function prints a remittance detail for any vendors who have their print check stub field? = NO. If there are vendors in a check run which have 'print check stub' = NO, then the remittance detail MUST be completed before the 'Post checks/EFT' option.



*Select Option*

Choose the option for the vendors for whom you wish to print a remittance detail.

1. Print remittance detail for vendors with Print Check Stub = No
2. Print remittance detail for vendors with Print Check Stub = Yes
3. Print remittance detail for all vendors

*Sample Remittance Detail*

|                |          |  |  |             |          |
|----------------|----------|--|--|-------------|----------|
| Vendor No.     | 51       |  |  | Check No:   | 78797    |
| Fake Grass Co. |          |  |  | Check Date: | 07/01/01 |
| 15 Tree Avenue |          |  |  | Amount:     | 490.00   |
| Sycamore       | MA 02336 |  |  |             |          |
| nice stub      |          |  |  |             |          |

| Date     | Apply To  | Description     | Amount | Discount | Amount Paid |
|----------|-----------|-----------------|--------|----------|-------------|
| 07/23/01 | 123123    |                 | 100.00 | 2.00     | 98.00       |
| 07/23/01 | 4563622   |                 | 100.00 | 2.00     | 98.00       |
| 07/23/01 | 456456465 |                 | 100.00 | 2.00     | 98.00       |
| 07/23/01 | 4587877   |                 | 100.00 | 2.00     | 98.00       |
| 07/23/01 | 458780    |                 | 100.00 | 2.00     | 98.00       |
|          |           | Check Total --> | 500.00 | 10.00    | 490.00      |



*Step 9:*

This task will post all or user-specified batches of error-free checks/EFT file. If a batch contains errors it will not be posted; all other batches will be posted. The post process has three steps. 1 – print checks journal; 2 – general ledger post; 3 – non-general ledger post.

These situations cover most of the anticipated problems that can occur when running the Computer Checks procedures. If a situation occurs that does not appear to be covered, or if you are unsure of the steps to take, contact your Support Representative for assistance. It is always much easier to recover from any situation if no recovery steps have been attempted.