

## Deposit Reconciliation Troubleshooting

If you discover a discrepancy in the monies collected and the totals reported on the Daily Transaction Report, review the following items to help find the problem:

1. Compare all checks, credit card transactions and cash received to the total amounts on the Daily Transaction Report to see if the error involves a check, credit card or cash. This will help narrow your search. If the individual forms of payment don't match the Daily Report, but the totals do, the error is likely a miscoding of the form of payment received during invoicing (i.e. recorded a credit card payment as check).
2. If the error involves a check or credit card payment, compare all individual checks received and credit card transactions to the checks and credit card payments itemized on the Daily Report. This should help you discover which client account involves the error. For overpayments, the error usually is a payment not recorded to the client's account. For underpayments, we may have forgotten to collect the payment from the client but recorded the transaction as being paid. Also, the client may have left a hold payment, but the balance was recorded as being paid.
3. For errors involving an overage in cash, look under "Works in Progress" on the Client Account Management screen. Compare saved invoices to the overage cash amount to see if payment was not applied to a client's account. For cash underpayments, the error may be a failure to collect the correct amount of cash from the client. If the underpayment is small, you may be able to use the extra cash in the top cash drawer to make up the difference. If not, you will need to contact the client to discuss the error. Oftentimes the client realizes the error and makes payment. However, IF the client is certain they made proper payment, just accept it as our error and assure the client the error will be fixed on their account. (this, of course, is assuming a relatively small to moderate account balance which is the most likely type of error). In such a case, notify the Practice Manager of the error. To date, this situation has not happened, but you should be prepared in case it should occur in the future.
4. Another form of an error can occur if a cash or credit card refund was made to a client, but was not properly recorded in the Return/Refund screen. For example, if you give a client cash back for an overcharge or returned item, but do not record the cash refund under Return/Refund, your cash total will be off on the Daily Report.
5. If you have tried the above steps and you are still unsuccessful in finding the error, the next step is to compare transactions on all paper records used that day to the Daily Report to see if the error can be found that way. The error may have occurred if a transaction was not properly recorded or accidentally deleted, causing the transaction not to show up on the Daily Report.
6. If the error still can not be found, run a Daily Report for the next 7 days to see if maybe the transaction was post-dated. While IntraVet has a safe-guard not to allow post-dating of services, the program will allow post-dating of payments. It has happened, though, were a software error occurred and services were post-dated.
7. Lastly, if you have tried all the above steps and the error still can not be found, leave a note for the Practice Manager regarding the error and steps taken to locate the error.

NOTE: Whenever possible, if a deposit discrepancy error occurs while working with another Client Relations person, please stay at work and try to help the person locate the error. Oftentimes, one person may recall a certain situation involving a client transaction which can help more quickly identify the error.