Accounts Payable FAQs

I changed my vendor's address, but the old address still prints on the check. Why is this?

When you add a vendor, you can enter multiple addresses, including a Primary Address and a Mailing Address. Often these are the same, but sometimes the Mailing Address is a post office box number. When entering addresses, you can indicate the address type on the **Address** tab. The Mailing Address prints on invoices and checks.

Often, the Primary Address is changed, but not the Mailing Address. This results in the wrong address printing on invoices and checks.

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Vendors** and click **Go** .
3. Select the appropriate Vendor, then click **Edit**.
4. On the **Addresses** tab, verify that the **Address Type** selected is correct. If not, edit the address line below or change the address type.
5. Click **OK**.

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How do I deactivate a vendor?

You can deactivate a vendor in Add/Edit Vendors.

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Vendors** and click **Go** .
3. Select the appropriate vendor and click **Edit**.
4. Clear the **Active** box, then click **OK**.
5. Click **Close**.

One-Time Vendors

Any vendor flagged as a one-time vendor is automatically deactivated once the invoice for that vendor is paid.

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How can I pay only part of any invoice?

Sometimes you may be billed for several items on one invoice, but not receive all of the items. You may choose to pay the invoice for only the items you have received, leaving a balance to pay at a later time.

1. Under Manage Records, click the **Transactions** tab.
2. In the drop-down list, select **Accounts Payable Invoices** and click **Go** .
3. Click **Add/Edit Invoices**.
4. In the left drop-down list, select **Unpaid Invoices**.
5. Select **All Users** and **All Periods**.
6. Select the desired invoice and click **Edit**.
7. Enter the amount you want pay in the **Partial Amt** field, then click **OK**.
8. When the confirmation message displays, click **Yes**.
9. Click **Close** twice.

Processing Checks for Partially Paid Invoices

When you process checks, the full amount of the invoice displays in the list of invoices, but only the partial amount entered is processed for payment. You may verify this by previewing the check prior to printing.

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Can I post invoices and checks to a previous or future period?

Whenever you close the month, ACS changes the current posting period to the next month. If you selected **Allow Posting to Prior Periods** in Setup, you can change the posting period to a prior month to post to it if you need to post a transaction to another period.

When entering transactions in the Add/Edit Invoices window, click the up and down arrows to change the **Posting Period** to the correct period.

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How can I correct the posting period on paid invoices?

The Posting Period is one of the most important aspects in General Ledger. If you close your month on a timely basis and change the post month to the current month, you shouldn't experience many posting errors.

However, this isn't always the case. For example, at year-end, you may need to post checks to January of the new year prior to closing the previous year.

When your posting period is different from the current month, you must change the post month/year to the desired period when posting transactions. If you do not, you must make a correction to ensure report totals are accurate. If you post checks to the wrong month, you must void the check to the Original Posting Period and reissue the check to the correct posting period.

1. Under Manage Records, click the **Transactions** tab.
2. In the drop-down list, select **Accounts Payable Checks** and click **Go** .
3. Click **Void Checks**.
4. Specify one or more of the following search criteria:
   - **Select a Vendor**.
   - Enter a check number in the **Check No.** field.
   - Enter the bank code in the **Bank** field.
   - Enter a check **Memo** to search by check memo.
   - Enter a **Date** to search for checks issued on a particular date. This date looks at the check date on the checks.
   - Enter the amount of the check in the **Amount** field.
5. Click **Find Checks** to begin the search based on the selected criteria.
6. Select the appropriate check to void, then click **View Check** and/or **View Invoice** to verify this is the correct check.
7. Click **Void Check**.
8. Select the appropriate **Posting Period**. This posting period should match the incorrect period that the check was posted to.
9. Select the appropriate **Transaction Source**.
10. Enter the appropriate **Void Explanation**.
11. Click **Void Check**.
12. If you select the **Prompt to Void Invoices when Void Check** option in Accounts Payable **Setup**, a message displays giving you the option to void the invoice (or invoices) associated with the check. Please select the appropriate option:
    - **Yes** - Use this option if you are on an Accrual Basis and you posted the invoices to the incorrect period as well. This voids the invoice(s) and allows you to enter them back into Accounts Payable with the correct information.
    - **No** - Use this option if you are on a Cash Basis and you need to reissue the check to the correct posting period. The invoice(s) remain active and are marked as Unpaid.
13. Click **Close** to exit the Void Checks window.

Note

If you did not void the invoice, follow the steps below. If you did void the invoice, enter and post the invoice first.

1. Under Manage Records, click the **Transactions** tab.
2. In the drop-down list, select **Accounts Payable Checks** and click **Go** .
3. Click **Pay Invoices**.

4. Select the appropriate invoice to pay, by marking the **Pay?** column. Leave any invoice that doesn't use the same pay period unmarked.
5. Enter the appropriate **Check Date**, then click **Process Checks**.
6. Select the **Printed?** option for the check if you are not reprinting using a different check number.
7. Enter the appropriate **Check/Ref#** by selecting that field and entering the information.
8. Click **Print/Post Checks**.
9. Enter the appropriate **Posting Date**.
10. Select the appropriate **Post Month/Year**, then click **Post**.
11. When the confirmation message displays, click **Yes**.
12. Click **OK**, then **Close**.

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I am trying to print checks, but I receive a message that I am already printing checks.

If you have a printer malfunction or lose power while printing checks, you may receive an error message that reads "User is already printing checks". If this happens, you need to reset check printing.

1. When the error message displays, click **OK**.
2. Exit the option.
3. Under Advanced Tools, click the **Admin Utilities** tab.
4. In the drop-down list, select **Maintenance Utilities** and click **Go** .
5. Click **Reset Check Lock**.
6. When the confirmation message displays, click **Yes**.
7. Click **OK**, then **Close**. You can continue printing checks.

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I am trying to post my invoices, but I receive a message that I am already posting.

If you have a printer malfunction or lose power while posting your invoices or checks, you may receive an error message that reads "User is already posting invoices". If this happens, reset the posting lock.

1. When the message displays, click **OK**.
2. Exit the option.
3. Under Advanced Tools, click the **Admin Utilities** tab.
4. In the drop-down list, select **Maintenance Utilities** and click **Go** .
5. Click **Reset Posting Lock**.
6. When the confirmation message displays, click **Yes**.
7. Click **OK**, then **Close**. Continue posting invoices.

I voided a check and do not want to replace it. When I process checks, the invoice displays paid. How can I delete this?

When a check is voided, ACS changes the invoice status from **Paid** to **Unpaid**. Each time you process checks, the invoice is included for payment. If you do not intend to pay the invoice, you need to void the invoice.

1. Under Manage Records, click the **Transactions** tab.
2. In the drop-down list, select **Accounts Payable Invoices** and click **Go** .
3. Click **Add/Edit Invoices**.
4. In the left drop-down list, select **Posted Invoices**, then select **Unpaid Invoices**.
5. Select **All Users** and **All Periods**.
6. Select the appropriate **Invoice** and click **Void**. If you are on an Accrual Basis, you will be asked to select the **Posting Period** and click **Void**.
7. When the confirmation message displays, click **Yes**.

If you selected **Prompt to void invoices when void check** on the **A/P Setup** tab, you will receive a reminder to void invoices associated with the check you are voiding.

1. Under Advanced Tools, click the **Settings** tab.
2. In the drop-down list, select **Accounts Payable** and click **Go** .
3. Click **Edit**.
4. On the **A/P Setup** tab, select **Prompt to void invoices when void check**, then click **OK**.
5. Click **Close**.

What does "crossing funds" mean when I am trying to save invoices or process checks?

Your chart of accounts is made up of all the accounts you use to post entries and report to your finance committee or church members. These accounts are assigned to a fund, which is also known as a set of books in General Ledger. You may have one fund set up for the church's accounts and another fund set up for the day care's accounts. When you add accounts to your chart of accounts, you attach one of these funds to that account indicating that account is used for that fund only.

When entering transactions in Accounts Payable, or in any other module in ACS Financial Suite, you should use debit and credit accounts that are assigned to the same fund. If you use a debit account assigned to the church fund and a credit account assigned to the day care fund, you are "crossing funds".

At times, you may need to cross funds. If you are certain that your entry is correct even though you are crossing funds, accept the warning and continue posting the transaction. However, if you print your balance sheet by fund, your balance sheet displays out of balance due to the crossing funds.

My checks printed with the wrong check numbers. How can I change them?

If the checks have not been posted, you can change the check numbers to match the actual check numbers on your physical checks.

1. In the Reprint Checks window, click **Close**.
2. In the Print Checks window, click **Close**.
3. On each check, select **Print?**.
4. Change the **Check/Ref#** by selecting that field and entering the correct information.
5. Click **Print/Post Checks**.
6. Select the appropriate **Posting Information**, then click **Post**.
7. When the confirmation message displays, click **Yes**.
8. Click **OK**, then **Close**.

If you answered **Yes** when asked "Did check print correctly?", your checks are automatically posted.

Once your checks are posted, you don't have to void them in order to change the check numbers. That's because after an Accounts Payable check is posted, it becomes a General Ledger transaction.

So, you can edit it just like other General Ledger transactions.

1. Under Manage Records, select the **Transactions** tab.
2. In the drop-down list, select **General Ledger Transactions** and click **Go**.
3. Click **Add/Edit Transactions**.
4. Select the transaction that you want to change, and click **Edit**.
5. Make your changes to the transaction, and click **OK**.

I voided a check to the wrong month. How can I correct it?

A voided check's posting period affects the checking account balance for the month the void was posted. This is not necessarily a problem, especially if you are cleaning up entries from several months ago.

However, if the void is posted to the same month as the original check or to a month other than the current posting period, you must correct the posting period for the void.

Once an Accounts Payable check is voided, it becomes a General Ledger transaction. So, you can edit it just like other General Ledger transactions in order to correct the posting period for the void.

1. Under Manage Records, select the **Transactions** tab.
2. In the drop-down list, select **General Ledger Transactions** and click **Go** .
3. Click **Add/Edit Transactions**.
4. Select the transaction that you want to change, and click **Edit**.
5. Make your changes to the transaction, and click **OK**.

If the void is posted to a period outside of the same fiscal year, you must reissue the check to the void month and then void the check to the correct month.

1. Under Manage Records, click the **Transactions** tab.
2. In the drop-down list, select **Accounts Payable Checks** and click **Go** .
3. Click **Pay Invoices**.
4. Select the appropriate invoice to pay by marking the **Pay?** column. Do not mark any invoices that do not use the same pay period.
5. Enter the appropriate **Check Date**, then click **Process Checks**.
6. If you are not going to reprint using a different check number, select the **Printed?** option.
7. Enter the appropriate **Check/Ref#** by selecting that field and entering the information, then click **Print /Post Checks**.
8. Enter the appropriate **Posting Date**.
9. Select the appropriate **Post Month/Year** and click **Post**.
10. When the confirmation message displays, click **Yes**.
11. Click **OK**, then **Close**.

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     - **Select a Vendor**
     - Enter a check number in the **Check No.** field.
     - Enter the bank code in the **Bank** field.
     - Enter a check **Memo** to search by check memo.
     - Enter a **Date** to search for checks issued on a particular date. This date looks at the check date on the checks.
     - Enter the amount of the check in the **Amount** field.
5. Click **Find Checks** to begin the search based on the selected criteria.
6. Highlight the appropriate check to void.
7. Click **View Check** and/or **View Invoice** to verify this is the correct check.
8. Click **Void Check**.
9. Select the appropriate **Posting Period**. This posting period should match the Correct period that the check should be posted to.
10. Select the appropriate **Transaction Source**.
11. Enter the appropriate **Void Explanation**.

12. Click **Void Check**.
13. If you selected the Prompt to Void Invoices when Void Check option in Accounts Payable Setup, a message displays giving you the option to void the invoice (or invoices) associated with the check. Please select the appropriate option:
    - **Yes** - Use this option if you are on an Accrual Basis and the invoices were posted to the incorrect period as well. This will void the invoice(s) and allow you to enter them back into the program with the correct information.
    - **No** - Use this option if you are on a Cash Basis and you need to reissue the check to the correct posting period. The invoice(s) will remain active and are marked as Unpaid.
14. Click **Close** to exit the Void Checks window.