

This document is designed to give you tools to troubleshoot discrepancies between Vanco and Church Windows Donations. A common issue usually occurs when the donation is posted in Church Windows at the end of the month and the deposit is included on the Vanco report on the following month.

We recommend the following procedures

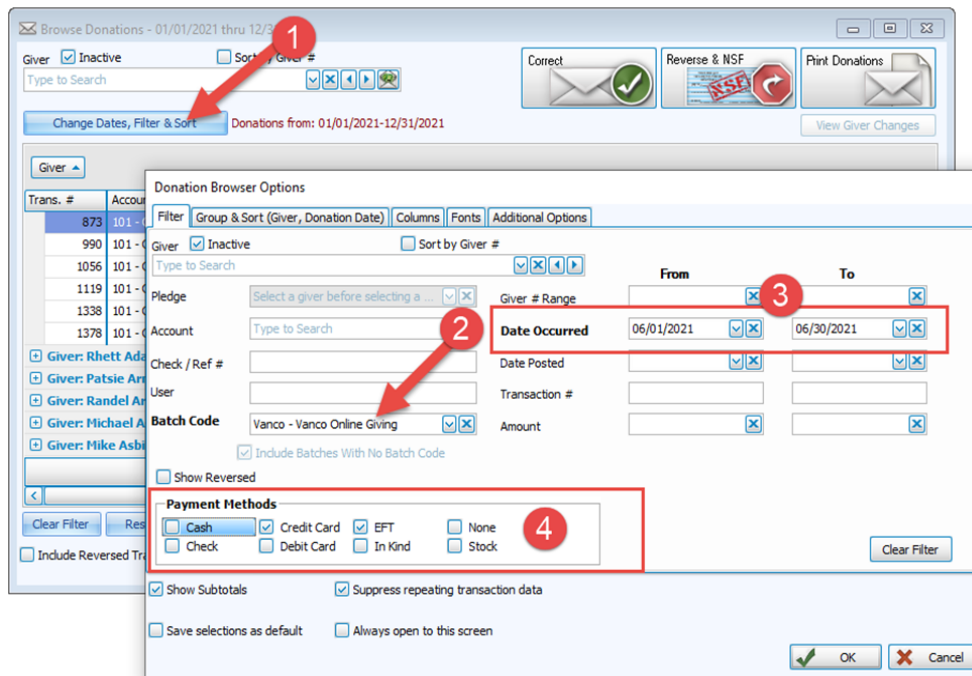
- Use Batch Codes for Vanco imported or keyed batches. Batch codes are critical for troubleshooting Vanco problems in both Donations and Accounting.
- In Version 23 of Church Windows, the system can automatically assign Batch Codes for both ACH and MS transactions imported. The feature is found in Donations>Special Functions>Settings.

**Note:** If you are not using Batch Codes for your Vanco Donations, in Browse use the Change Dates and Filter feature to select only Credit Card and EFT donations. If you are importing or entering donations for multiple online companies this will not be sufficient to use this document.

- Obtain a copy of the Vanco Monthly Activity Report with Detail for the month in question. The report contains three sections:
  - \* Summary Section – Shows the deposit schedule, returns and invoice activity for your asset account.
  - \* Detail Section – Shows the donation/return detail for each item in the summary section.
  - \* Totals Section – Shows activity totals for Funds, ACH/MS, and Grand Totals.

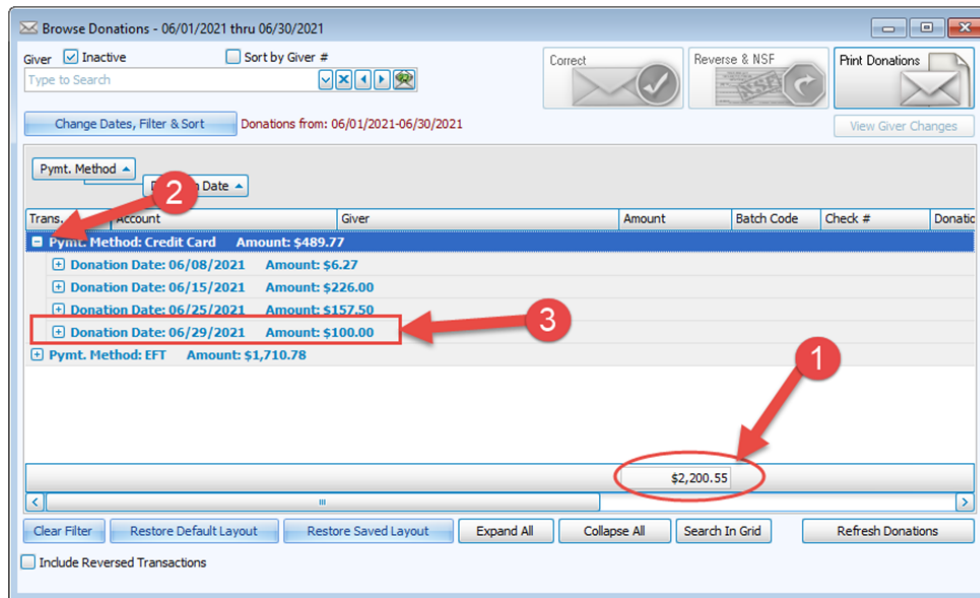
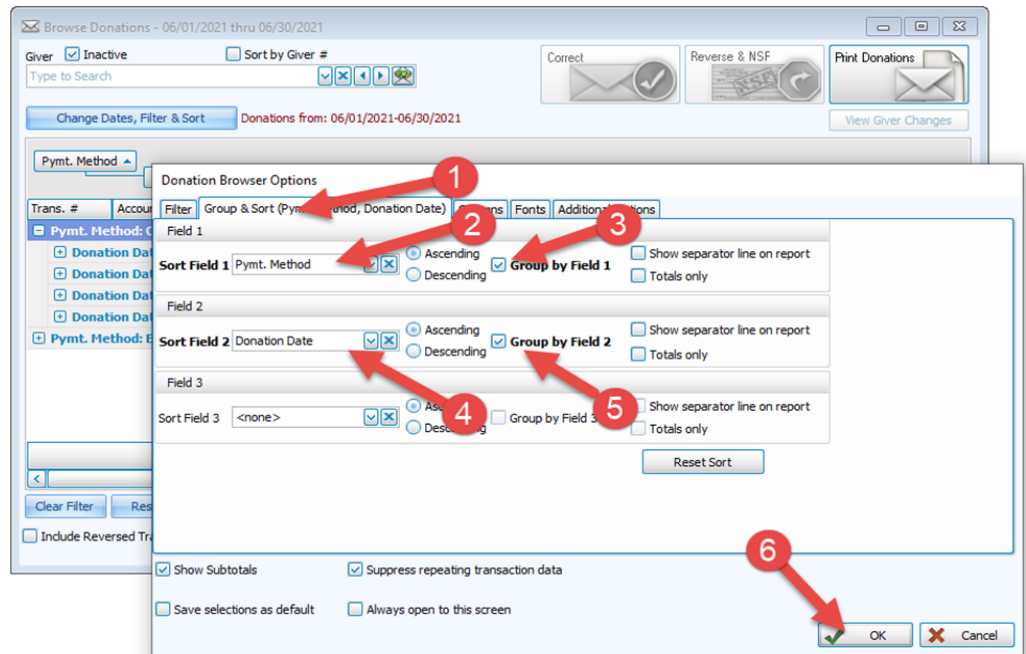
### How to verify VANCO batches are imported and posted to Donations correctly.

First Option - Go to Donations>Browse Donations



1. Click *Change Dates, Filter & Sort* button
2. Select your *Vanco Batch Code*
3. Enter the date range for the month in *Date Occurred*
4. Check only *EFT* and *Credit Card* payment methods

1. Click *Group & Sort* Tab
2. Select *Pymt Method* in *Sort Field 1*
3. Check *Group by Field 1*
4. Select *Donation Date* in *Sort Field 2*
5. Check *Group by Field 2*
6. Click *Ok*



1. The circled total should match the *Gross Amount* on the *Vanco Monthly Activity Report* with *Detail*.

If the totals do not match:

2. Click + button to the left of the *Credit Card Payment Method*.
3. Locate the donation(s) not included in the detail section of the *Monthly Activity Report*. There may be more than one transaction not included on the *Vanco Monthly Activity Report* with *Detail*. You can click the + button next to the dates to see the individual transactions.

**Note:** You may change the *Sort* order on the *Group & Sort* tab to *Giver* and *Donation Date* if that is easier for you.

For more detailed information to validate the remaining balance, see *Credit Card Processing Details*.

Second Option - Go to Donations>Posted Batches. The Option allows you to view by date, Batch Code and Total the Vanco batches that were entered.

Posted Batches

**Correct or Reverse Batch After Posting**

Show Reversed   
  Group by date posted   
 Refresh Batches

Date Range: 01/01/2022 to 12/31/2022    Apply Dates    -Yr    +Yr

Date	Code	Total	Cash	Check	# of Entries
+ 01/01/2022		3,680.00	55.00	3,625.00	11
+ 02/01/2022		30,550.00	50.00	5,500.00	4
+ 02/03/2022		5,370.00	70.00	5,300.00	7
+ 02/04/2022		8,000.00	20.00	8,000.00	4
+ 05/01/2022	CC - Credit Card	102.75	0.00	0.00	1
+ 05/02/2022	CC - Credit Card	713.50	0.00	0.00	2
+ 05/05/2022	CC - Credit Card	416.50	0.00	0.00	2
+ 05/06/2022	CC - Credit Card	639.19	0.00	0.00	4
+ 05/08/2022	CC - Credit Card	102.75	0.00	0.00	1
+ 05/09/2022	EFT - EFT	200.00	0.00	0.00	2
+ 05/09/2022	CC - Credit Card	713.50	0.00	0.00	2
+ 05/15/2022		1,100.00	0.00	1,100.00	2
		<b>\$129,268.19</b>	<b>\$560.00</b>	<b>\$93,320.00</b>	<b>73</b>

- Click + button to the left of the *Date* to view the persons that gave thru Vanco.