churchwindows
MANAGEMENT SOFTWARE

AccountingVanco Troubleshooting and Audit Tips

5/22

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.

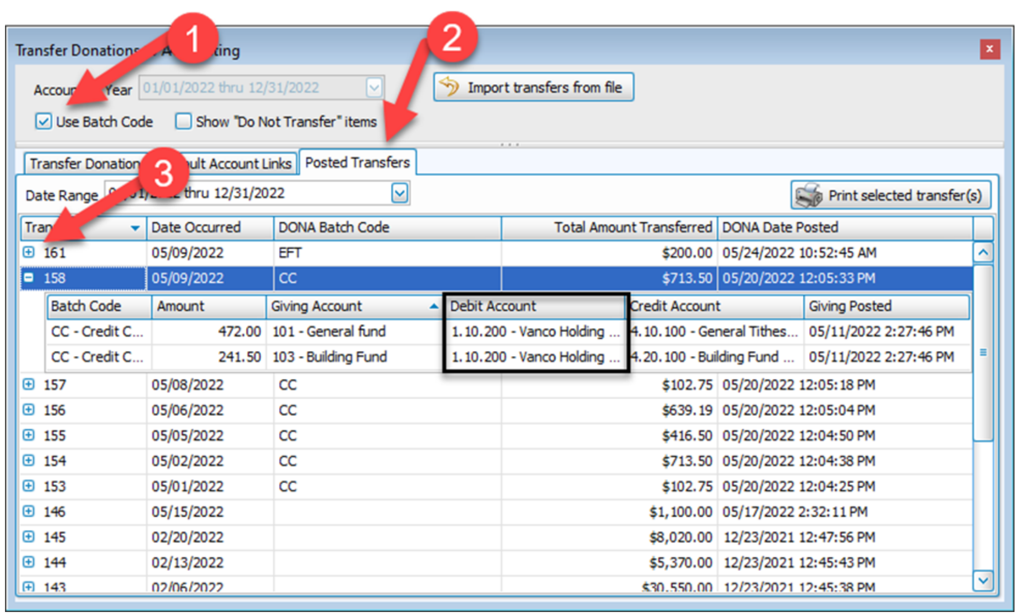
How to verify VANCO batches are transferred and posted to Accounting correctly.

You have multiple options to verify the Transfer to Accounting Donation Totals.

Option 1: Verify the debit account for each batch transferred to Accounting. This includes any corrections to the donations you may have posted.

In Accounting>Transfer Donations

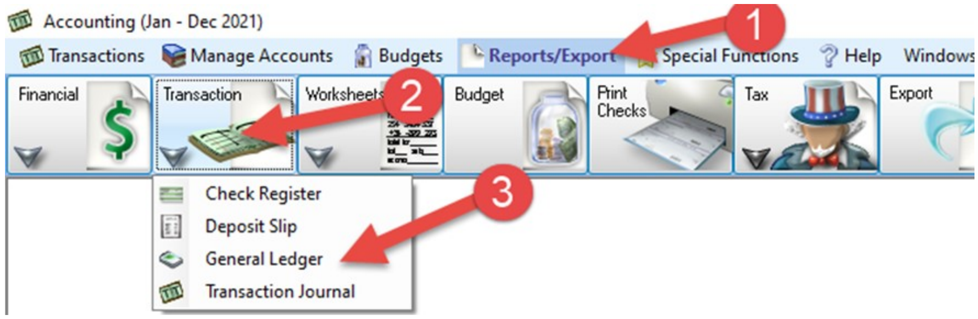
1. Check *Use Batch Codes*; if not already checked
2. Click *Posted Transfers* tab
3. Click *Plus (+) to* verify the *Debit Account* is the Vanco Holding Account



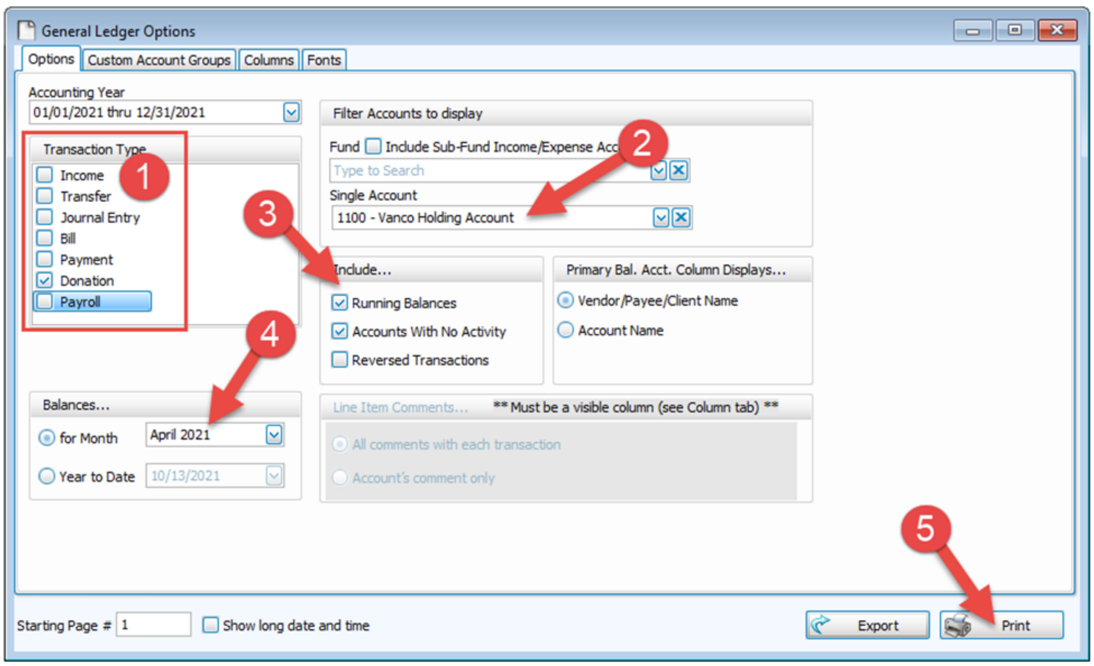
You can use the *Correct Transaction* feature in Accounting and use *Browse Transactions* to *Reverse and Retransfer* to the Holding Account to correct these transactions. You can post the appropriate journal entry to transfer the amount to the Holding Account if you are outside the current accounting period. This will leave both the deposit and transfer in the incorrect account to clear.

Option 2: Verify the donation batches transferred to Accounting by running a *General Ledger Report* for the month.

1. Click *Reports/Export* on the button bar
2. Click *Transaction* menu button
3. Click *General Ledger* on the drop down menu

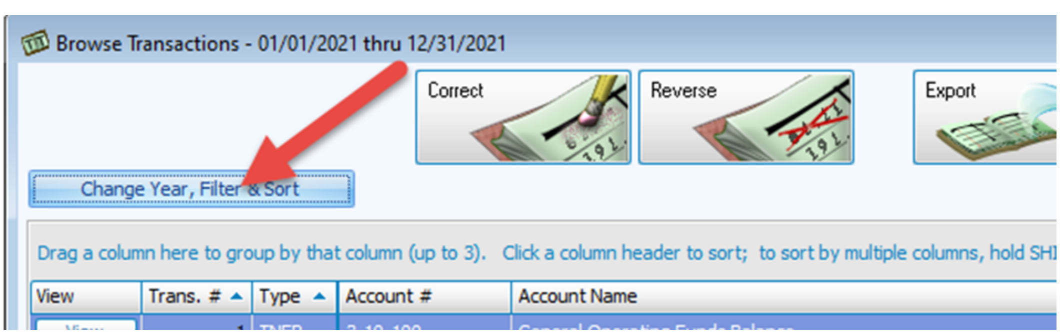


1. Select only Donation in *Transaction Type*
2. Select Vanco Holding Account in the *Single Account* field
3. Check *Running Balances*
4. Select the month to view in *for Month*
5. Click *Print*



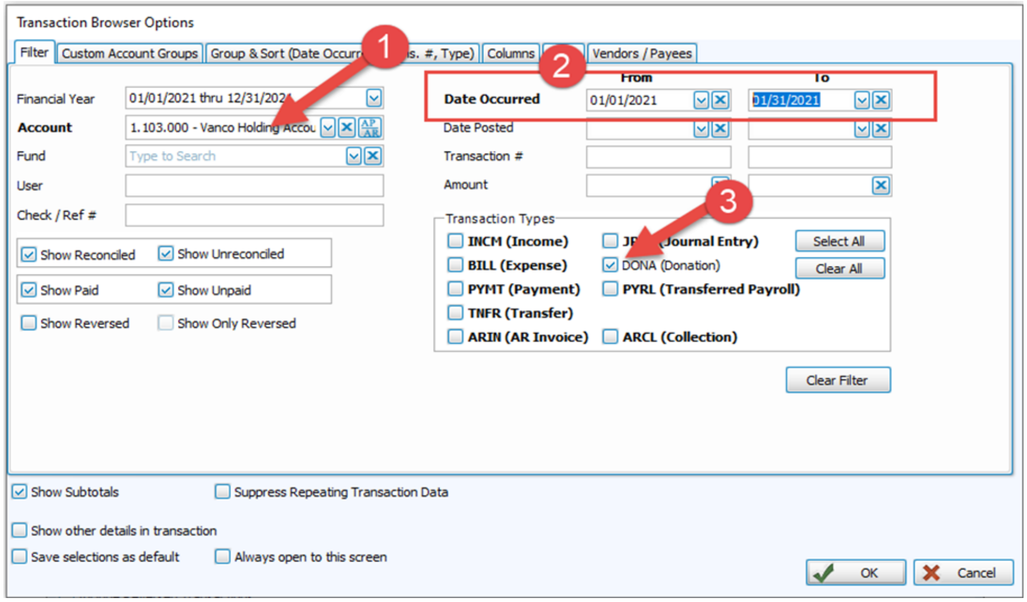
Option 3: Verify the Donation Transaction transferred using the Browse Transactions in Accounting.

Accounting>Browse Transactions

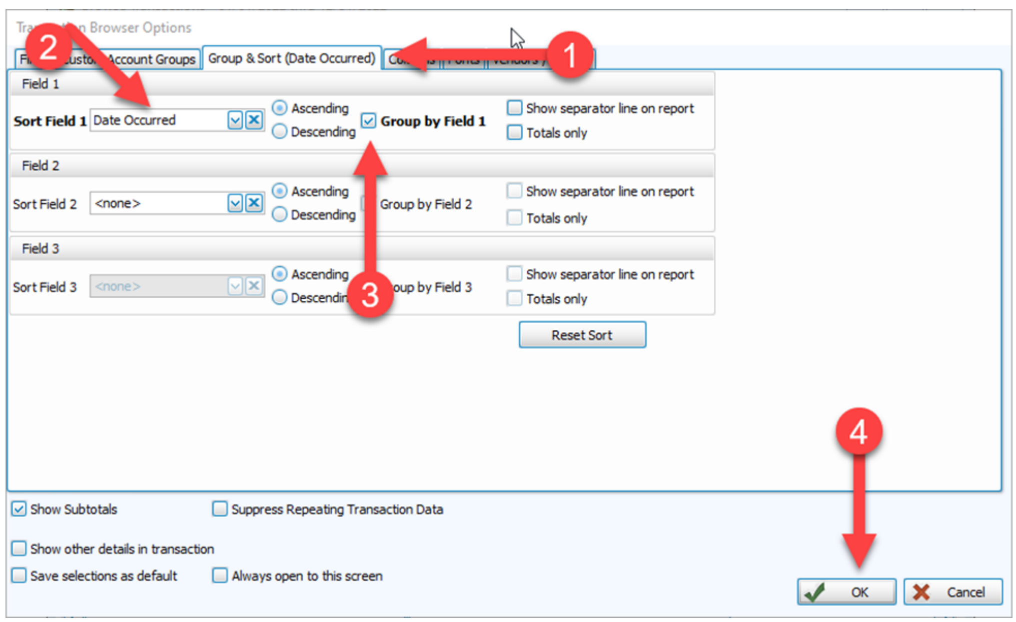


Click *Change Year, Filter & Sort*

1. Select Vanco Holding Account
2. Enter the date range in *Date Occurred From* and *To* for the month
3. Check only *DONA Transaction Type*



1. Select *Group & Sort (Date Occurred)* tab
2. At *Sort Field 1* choose *Date Occurred*
3. Click *Group by Field 1*
4. Click *OK*



How to correct when donation or correction did not transfer to Holding Account :

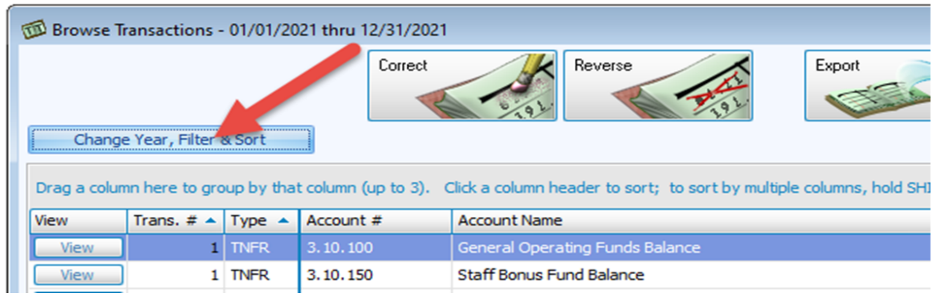
Previous period – Create a Journal Entry in the current period transferring amount transferred from the Debit Account to the Vanco Holding Account.

Current period – From *Browse Transactions* in Accounting correct the transaction and choose the Correct Accounting accounts and Retransfer option and then Transfer to the Holding Account.

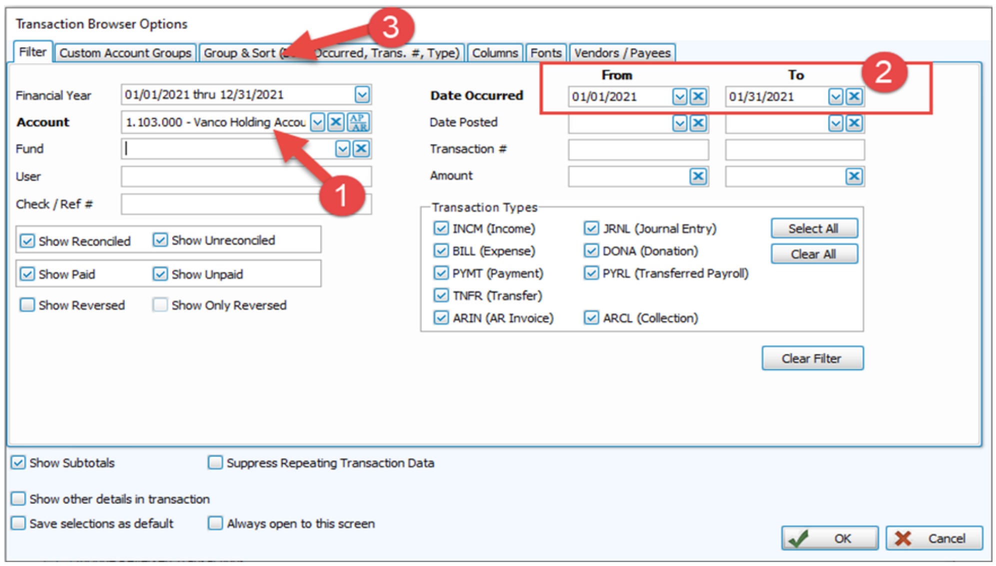
To confirm all transactions are posted to Vanco Holding account correctly.

Accounting>Browse Transactions

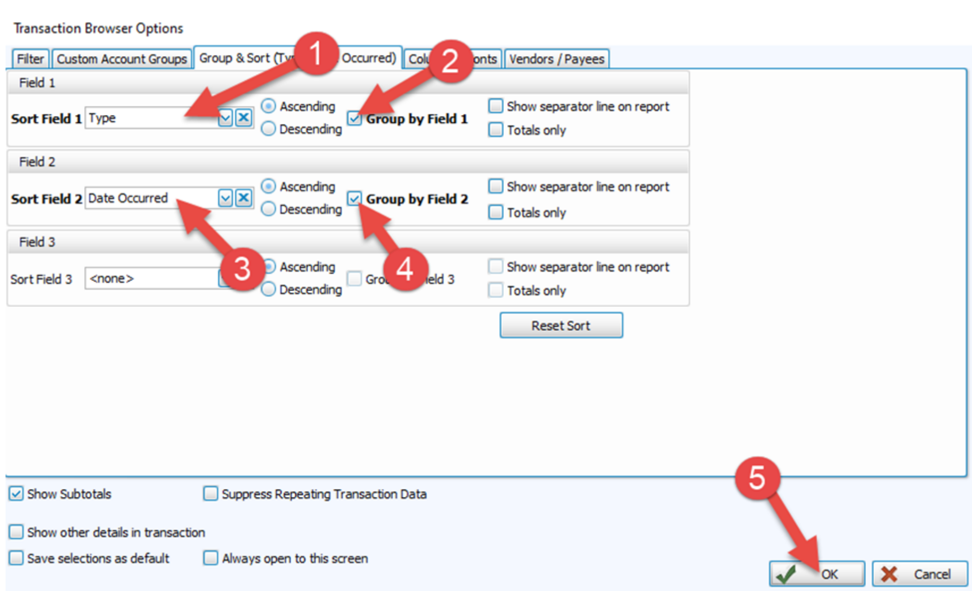
Click *Change Year, Filter & Sort*

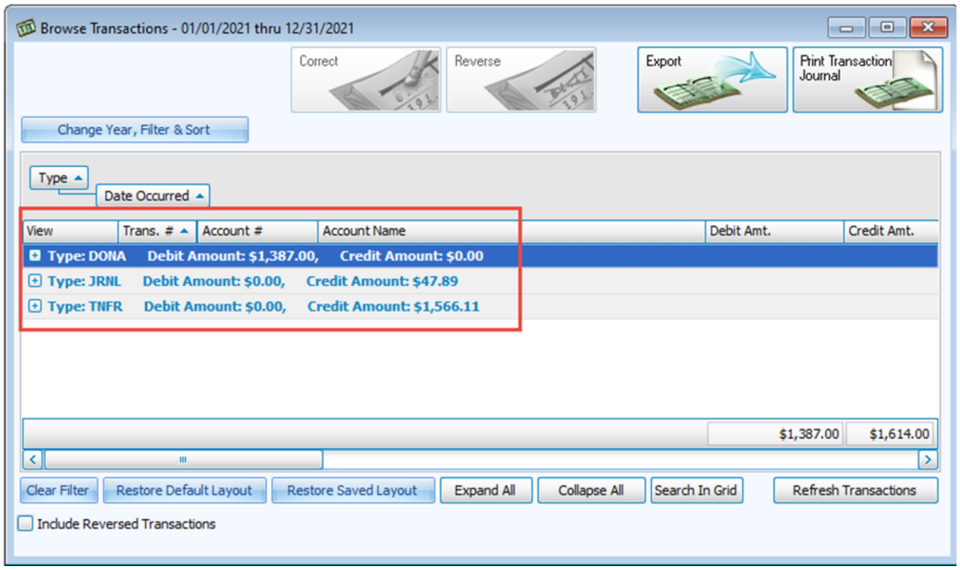


1. Enter your *Vanco Holding Account*
2. Enter the *Date Range* for the month you are verifying
3. Click *Group & Sort Tab*



1. Select *Type* in *Sort Field 1*
2. Check *Group by Field 1 Checkbox*
3. Select *Date Occurred* in *Sort Field 2*
4. Check *Group by Field 2 Checkbox*
5. Click *OK*





Transaction Types

DONA – The total represents the total donations imported for the month selected.

The total can be compared to either your Donations Browse Total or Vanco Monthly/Weekly Activity Reports

JRNL – This total represents the total transactions fees for the period and should match the Vanco Monthly/ Weekly Activity Report with Detail .

TNFR – The total represents the total deposits for the month and should match the Vanco Monthly/Weekly Activity Report with Detail.

- Return/NSF Vanco transactions will not be imported to Donations. These kinds of transactions must be dealt with in Donations and Accounting separately.
- Comparing the Church Windows Accounting reports with the Vanco Monthly/Weekly Activity Report with Detail will help resolve a balance in the Vanco Holding Account.