

This document is designed to give you tools to troubleshoot discrepancies between Vanco and Church Windows using Vanco Reports.

Based on 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 (Merchant Services) transactions imported. The feature is found in Donations>Special Functions>Settings. Batches with Batch Codes can be posted to Accounting separately for more control.

Note: If you are not using Batch Codes for your Vanco Donations, in Browse use the Change Dates, Filter & Sort 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. This report contains three sections:

- **Summary Section** (See Image 1)– Shows the deposit schedule, returns and invoice activity for your asset account. The dates and amounts deposited to the church checking account.
- **Detail Section** (See Image 2)– Helps find answers about things like returns and NSF giving transactions.
- **Totals Section** (See Image 3)– Shows activity totals for Funds, ACH/MS, and Grand Totals. Including all Vanco fees.

The Summary Section and Grand Totals Section are most meaningful, after the Vanco batches have been transferred to the Holding Account in Accounting.

Glossary of Dates in the Vanco Monthly Activity Report with Detail.

- **Report Date:** The date Vanco sent the original deposit report to the client.
- **Transaction Date:** The date the deposit batch is settled with the client's bank.
- **Process Date:** Found in the detail section. Note: For MS transactions, the process date and the settlement date are equivalent.

Recommendations:

- Posting Transfers from Vanco Holding account to checking account using the Transaction Date in the Summary Section.
- Posting the MC fees as one transaction at the end of the month that Debits a Vanco Fees expense and Credits the Vanco Holding Account asset.

Summary Section (Imagine 1)

Summary: 05/01/2022 -05/31/2022							
Account	Transaction Date	Report Date	Batch #	Report	Deposits	Withdrawals	
1628	05/04/22	04/30/22	580820594	ACH Deposit Report	125.00	0.00	
	05/04/22	04/31/22	580983894	MS Deposit Report	173.70	0.00	
	05/05/22	05/04/22	581650926	MS Deposit Report	351.29	0.00	
	05/06/22	05/05/22	581815572	MS Deposit Report	23.86	0.00	
	05/07/22	05/06/22	582004014	ACH Deposit Report	25.00	0.00	
	05/07/22	05/06/22	581886322	ACH Return Report	0.00	25.00	
	05/07/22	05/06/22	581971736	MS Deposit Report	23.86	0.00	
	05/12/22	05/11/22	582638620	MS Deposit Report	23.86	0.00	
	05/13/22	05/12/22	582772254	MS Deposit Report	23.86	0.00	
	05/14/22	05/13/22	582877554	MS Deposit Report	23.86	0.00	
	05/15/22	05/01/22		Invoice	0.00	19.70	
	05/15/22	05/13/22	582915240	ACH Deposit Report	100.00	0.00	
	05/20/22	05/19/22	583679254	MS Deposit Report	547.66	0.00	
	05/21/22	05/20/22	583814588	MS Deposit Report	23.86	0.00	
	05/26/22	05/25/22	584478220	MS Deposit Report	23.86	0.00	
	05/27/22	05/26/22	584616212	MS Deposit Report	23.86	0.00	
	05/28/22	05/27/22	584726742	MS Deposit Report	52.58	0.00	
Total:	17				1,566.11	44.70	
Grand Total:	17				1,566.11	44.70	

Detail Section (Image 2)

05/04/2022		Transaction Date		ACH Deposit Report Detail				Account: 1628	
Member ID	Member Name	Fund ID	Fund Name	Fund Note	Webpay Note	Member Account	Amount		
		0040	Building Improvement Fund			9209	5.00		
		0001	General Operating			1482	25.00		
		0001	General Operating			9209	70.00		
		0010	Our Church's Wider Mission (OCWM)			9209	25.00		
Total:	4						125.00		

05/04/2022		Transaction Date		MS Deposit Report Detail				Account: 1628		
Member ID	Member Name	Fund ID	Fund Name	Fund Note	Webpay Note	Proc Date	Gross Amount	Trans Fee	Discount Rate Fee	Amount
40654822		800	Fund-Raiser	2 pork dinners		04/30/22	24.00	0.45	0.66	22.89
40653190		800	Fund-Raiser	3 pork dinners		04/30/22	36.00	0.45	0.99	34.56
106		800	Fund-Raiser	Pork Dinner-10		04/30/22	120.00	0.45	3.30	116.25
Total:	3						180.00	1.35	4.95	173.70

05/05/2022		Transaction Date		MS Deposit Report Detail				Account: 1628		
Member ID	Member Name	Fund ID	Fund Name	Fund Note	Webpay Note	Proc Date	Gross Amount	Trans Fee	Discount Rate Fee	Amount
		0040	Building Improvement Fund			05/01/22	30.00	0.15	0.83	29.02
40688456		800	Fund-Raiser	Pork dinner		04/31/22	12.00	0.45	0.33	11.22
74		800	Fund-Raiser	5 Pork Dinners (2 without sauerkraut if possible)		04/30/22	60.00	0.45	1.65	57.90
22097863		0001	General Operating			05/03/22	100.00	0.45	2.75	96.80
31826676		0001	General Operating			05/03/22	27.00	0.45	0.74	25.81
		0001	General Operating			05/01/22	15.00	0.22	0.41	14.37
		0001	General Operating			05/01/22	100.00	0.15	2.75	97.10
		0010	Our Church's Wider Mission (OCWM)			05/01/22	10.00	0.23	0.28	9.49
		0010	Our Church's Wider Mission (OCWM)			05/01/22	10.00	0.15	0.27	9.58
Total:	9						364.00	2.70	10.01	351.29

05/06/2022		Transaction Date		MS Deposit Report Detail				Account: 1628	
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Totals Section (Imagine 3)

Fund Totals				
<i>Fund Name</i>	<i>Gross Amount</i>	<i>Transaction Fee</i>	<i>Discount Rate Fee</i>	<i>Total Amount</i>
Building Improvement Fund	45.00	0.30	1.12	43.58
- ACH	5.00			5.00
- MS	40.00	0.30	1.12	38.58

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Quality Control

Fund-Raiser	252.00	2.25	6.93	242.82
- MS	252.00	2.25	6.93	242.82
General Operating	1,097.00	6.35	25.08	1,065.57
- ACH	185.00			185.00
- MS	912.00	6.35	25.08	880.57
Our Church's Wider Mission (OCWM)	195.00	1.45	4.41	189.14
- ACH	35.00			35.00
- MS	160.00	1.45	4.41	154.14

Detail Grand Total				
<i>ACH/MS</i>	<i>Gross Amount</i>	<i>Transaction Fee</i>	<i>Discount Rate Fee</i>	<i>Total Amount</i>
ACH	225.00			225.00
MS	1,364.00	10.35	37.54	1,316.11
Grand Total:	1,589.00	10.35	37.54	1,541.11