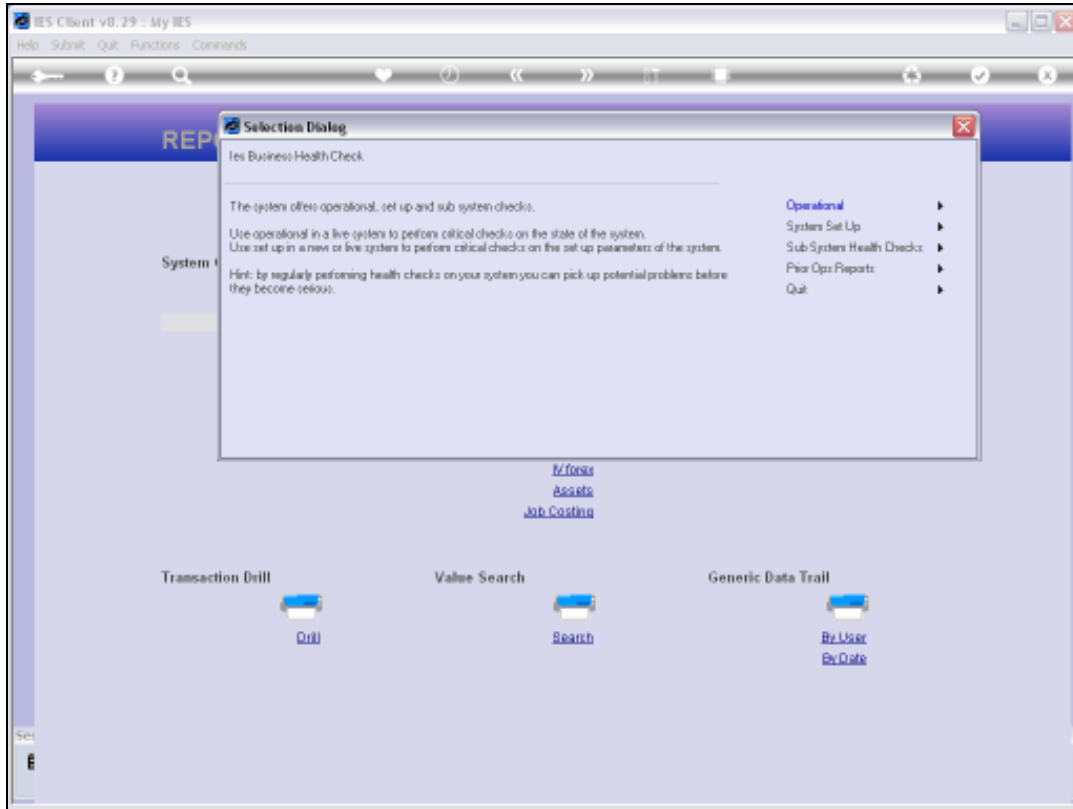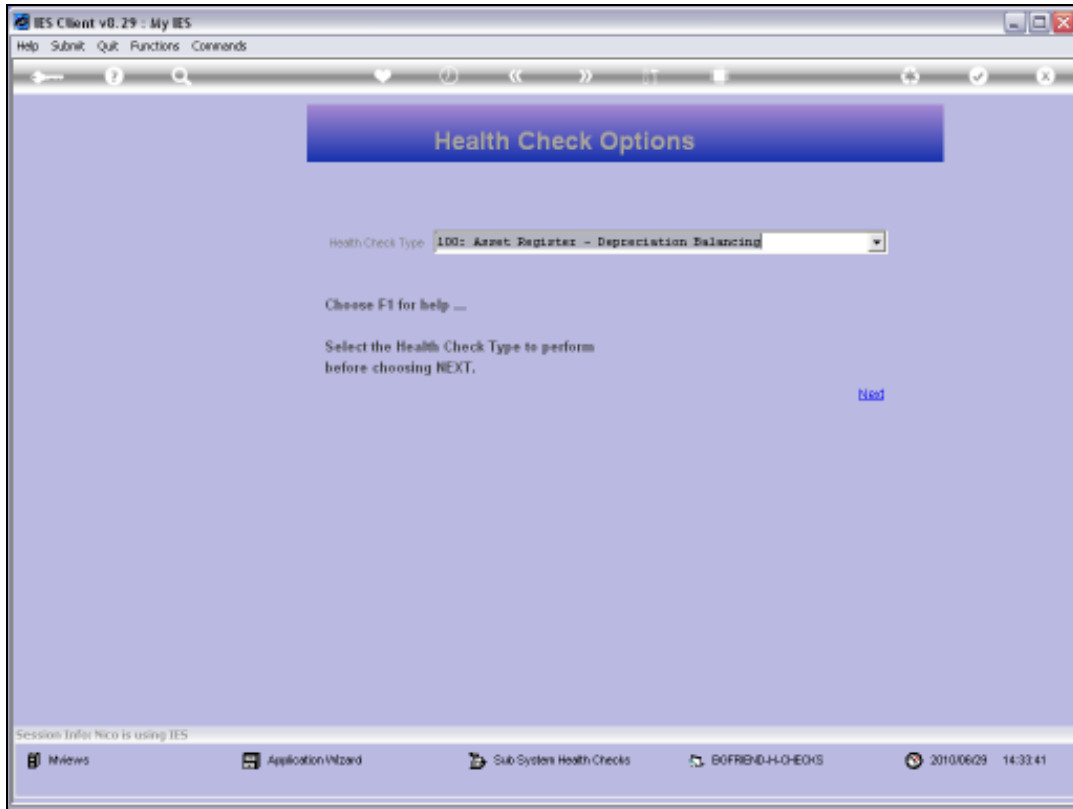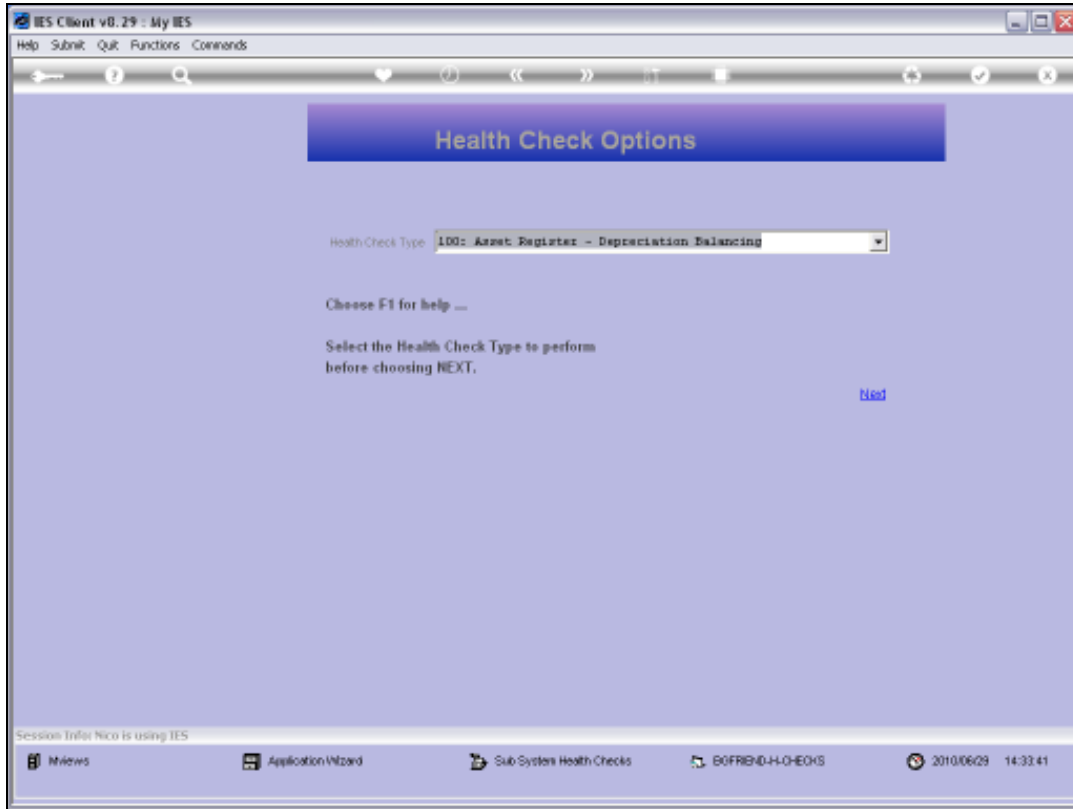Slide 1

Slide notes: The Sub System Health Checks include an option to verify a Retail Suspense Account.
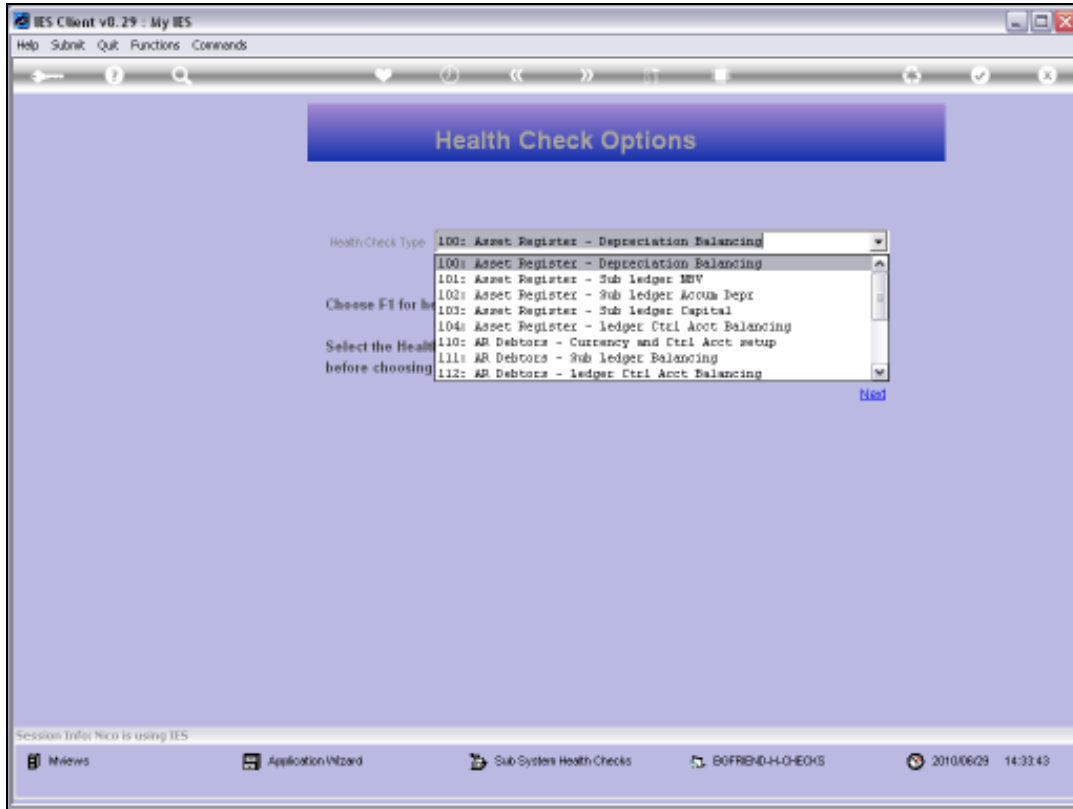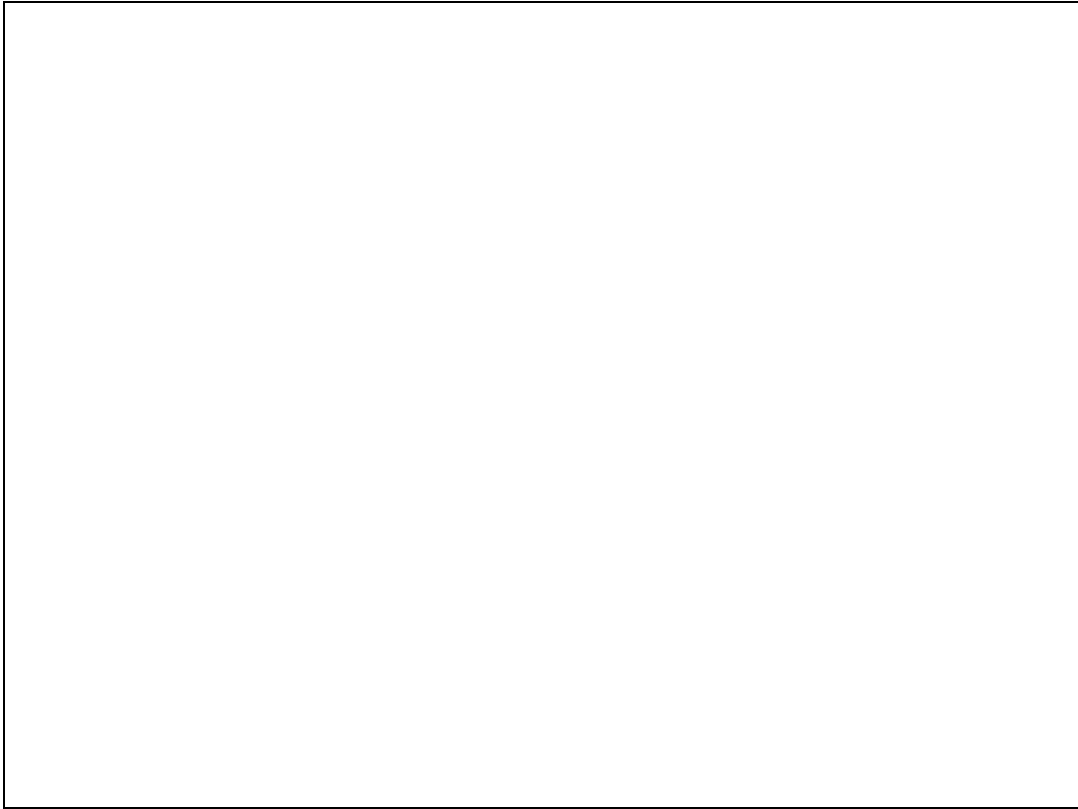
Slide 2
Slide notes:

Slide 3
Slide notes:

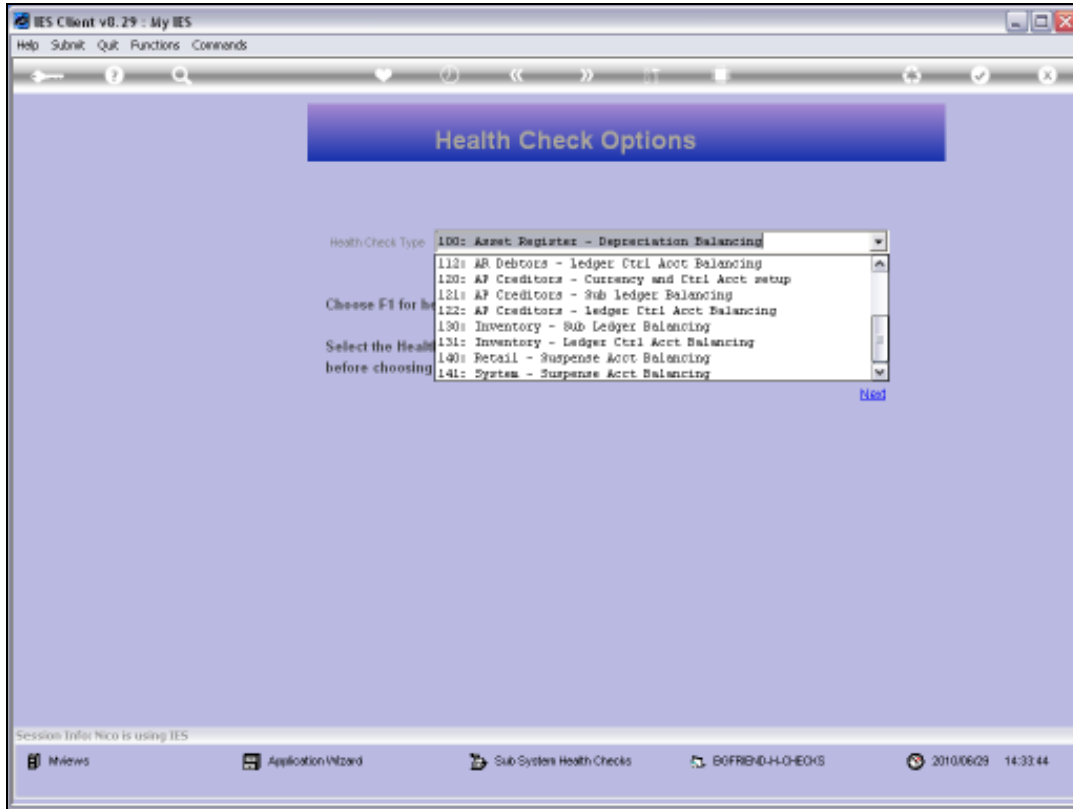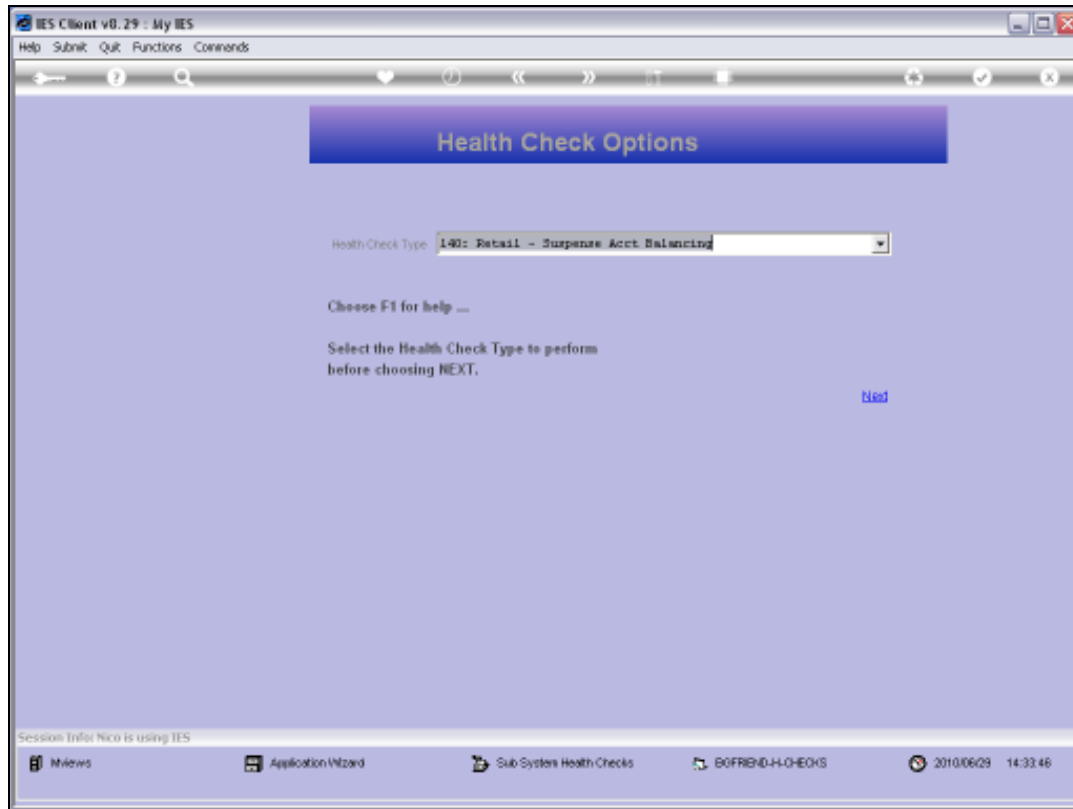Slide 4
Slide notes:
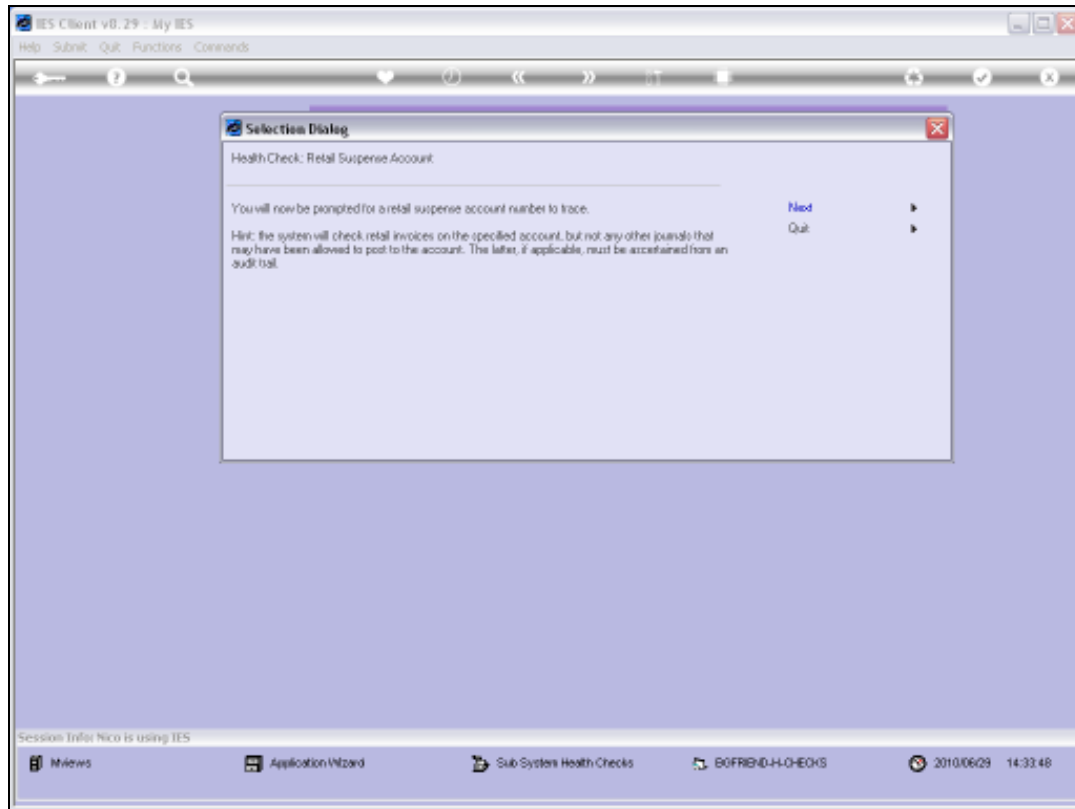
Slide 5
Slide notes:

Slide 6
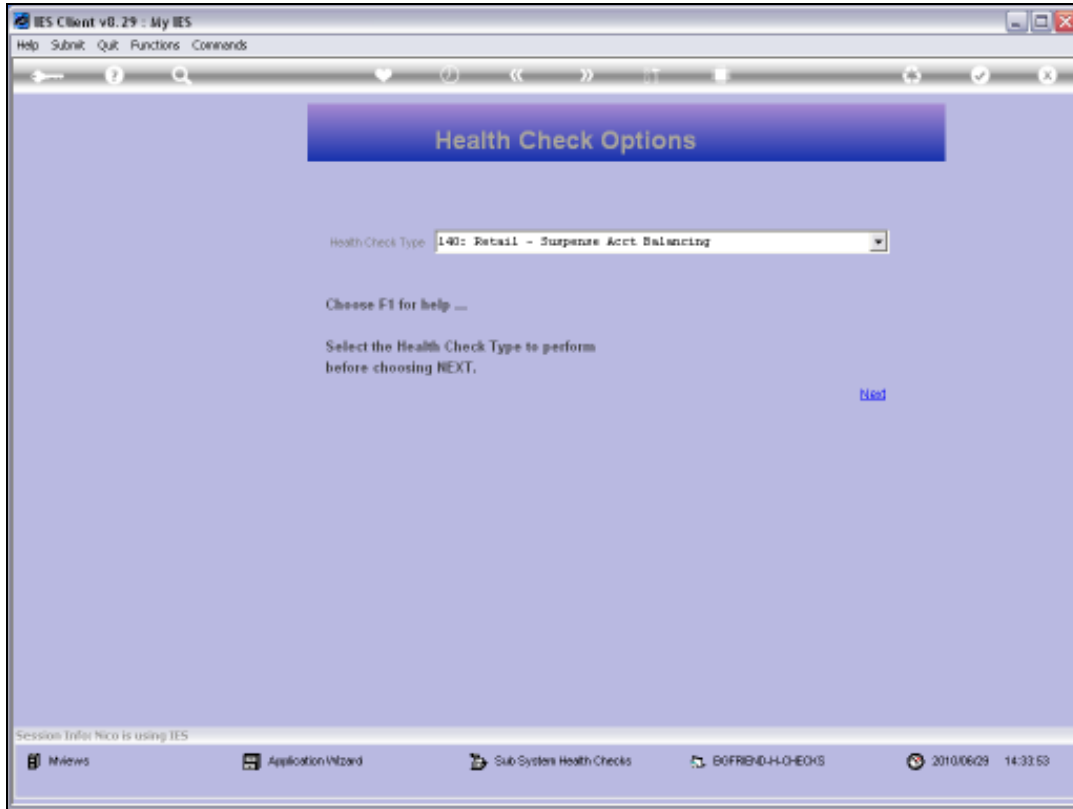Slide notes:

Slide 7
Slide notes:

Slide 8

Slide notes: Retail Suspense Accounts are specified on the User Business Profiles for Retail, for those Users who use the Retail Invoicing system, i.e. Cashiers and others. We can have 1 or many of these Suspense Accounts in our system, and these Accounts should always have zero balances.
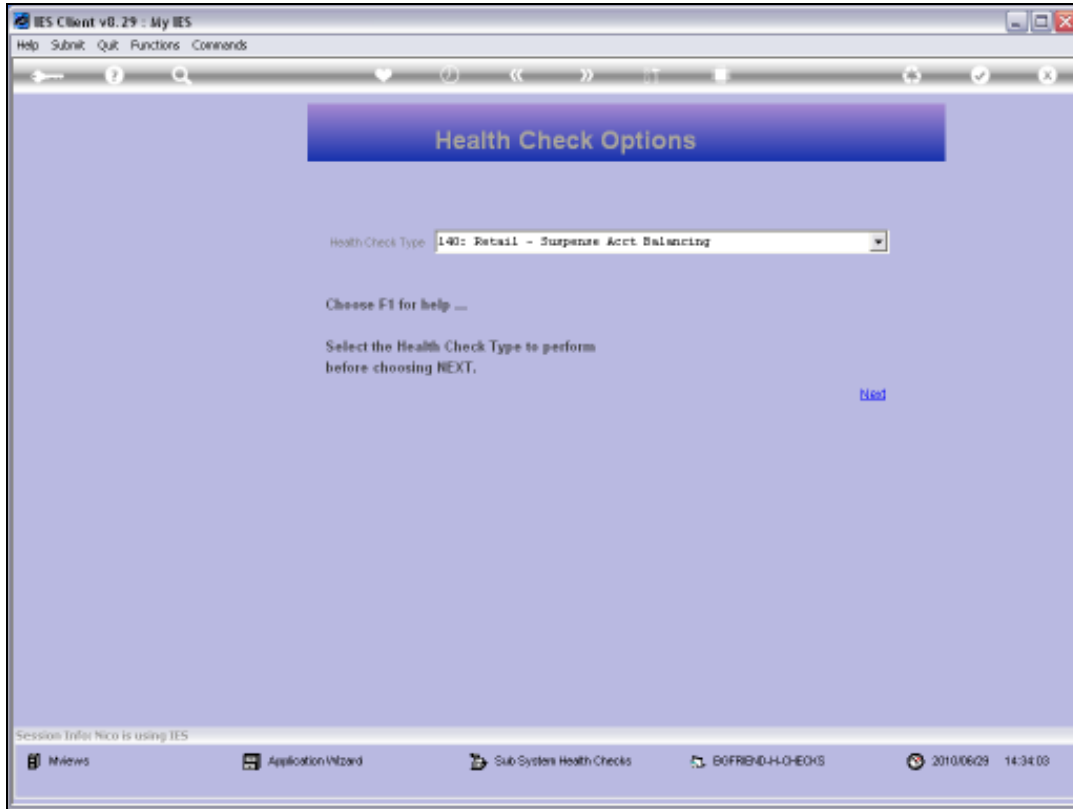
Slide 9

Slide notes: If a Retail Suspense Account has a non-zero Balance, then there is the possibility that someone has posted the Account with a non-Retail journal, or else there has been 1 or more incidents where a Retail Invoice did not process properly, due to a technology incident or other. The utility will not check for User Journals, but will check all related Retail Invoices and if any are found where it did not fully post the in / out balances to the Suspense Account to leave a zero balance, then such Invoices will be highlighted, and can be drilled to establish the problem and how to correct it.
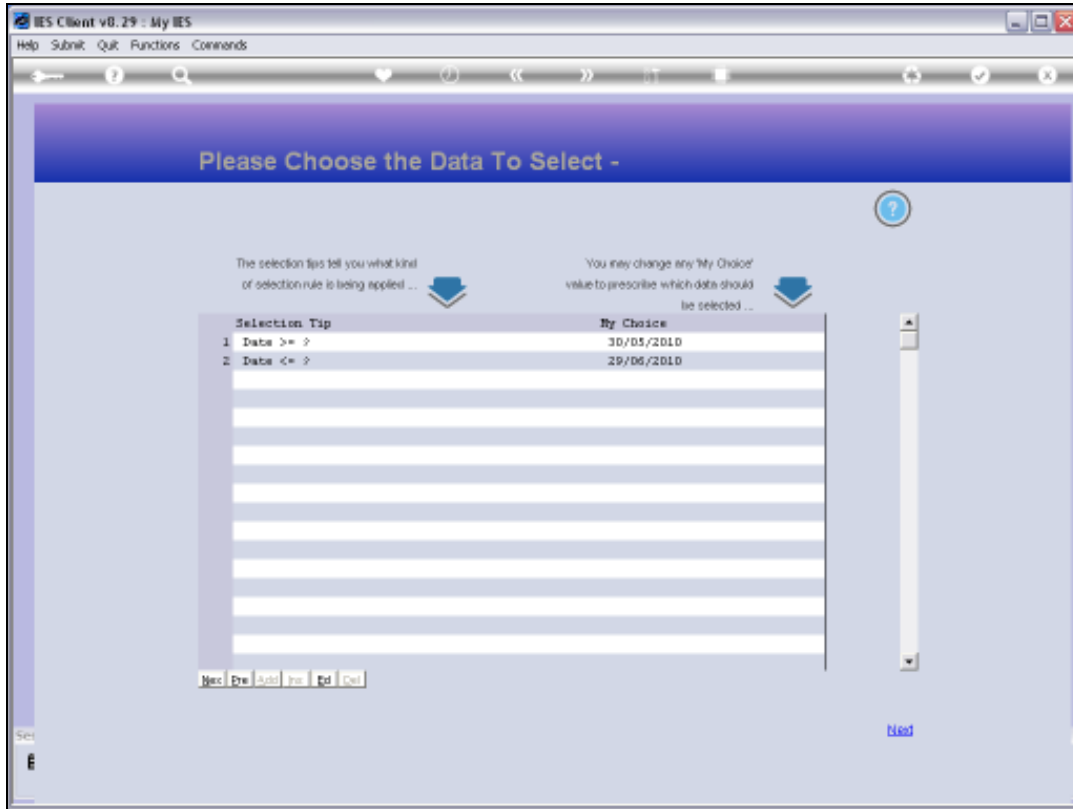
Slide 10

Slide notes: We need to provide the GL Account Code for the Retail Suspense Account to check.
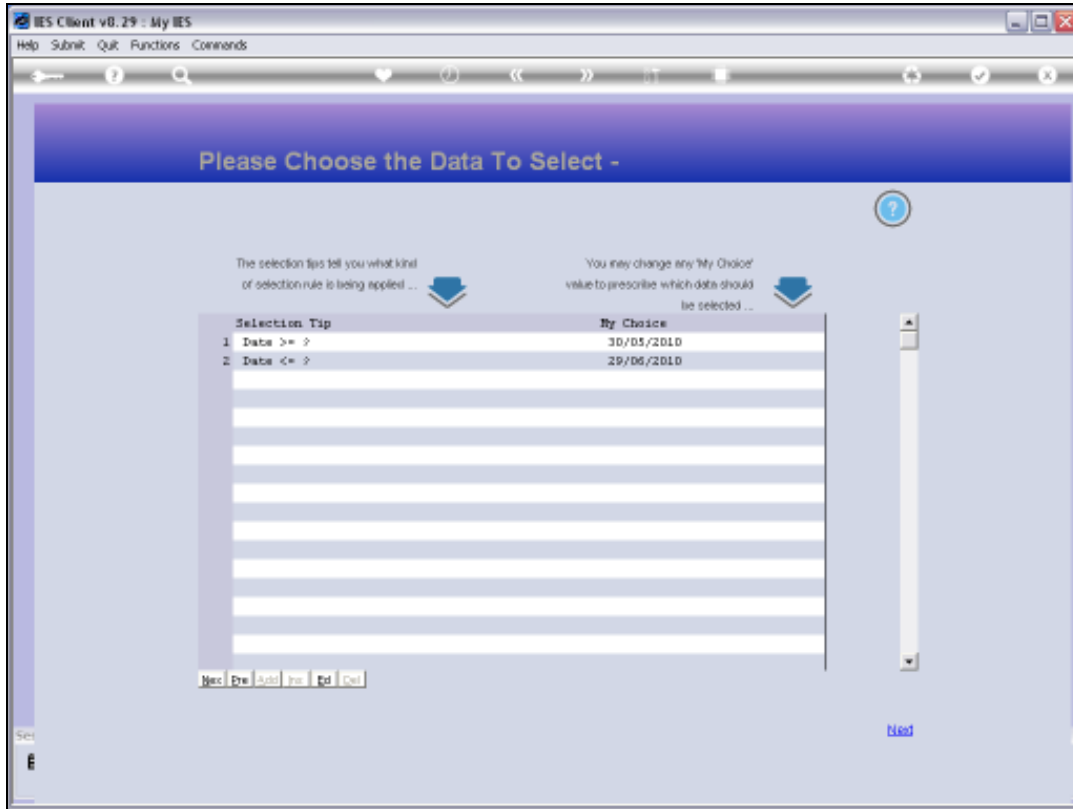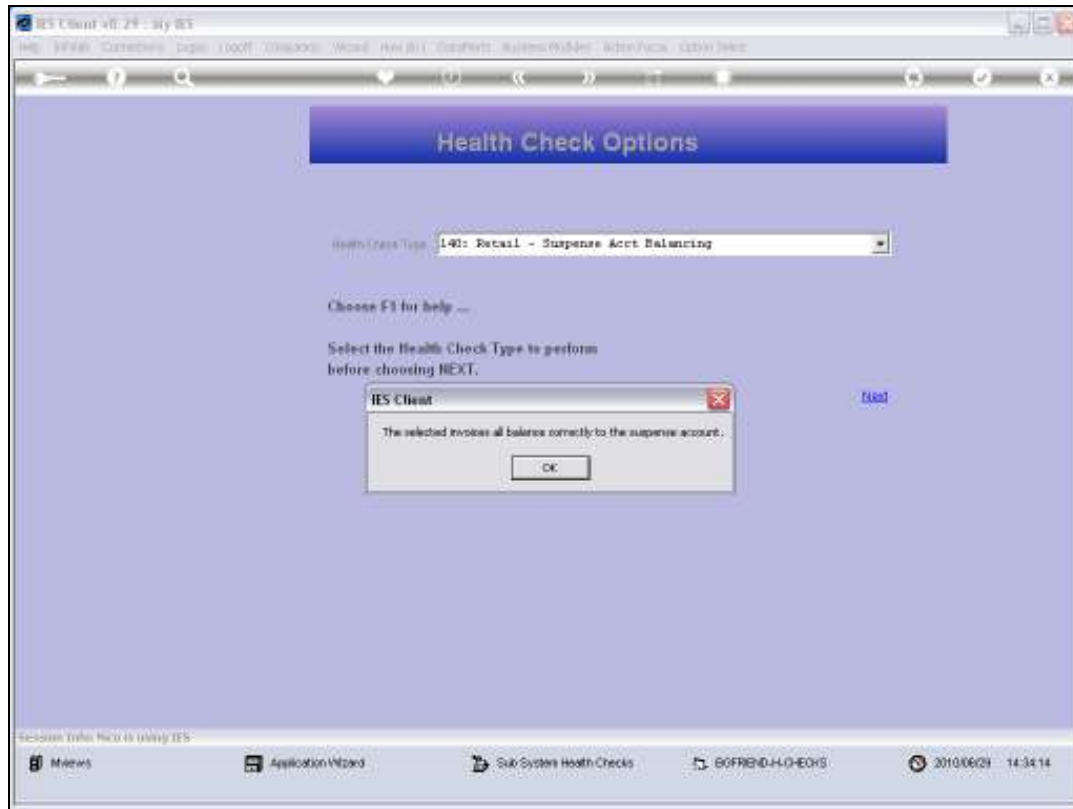
Slide 11
Slide notes:

Slide 12

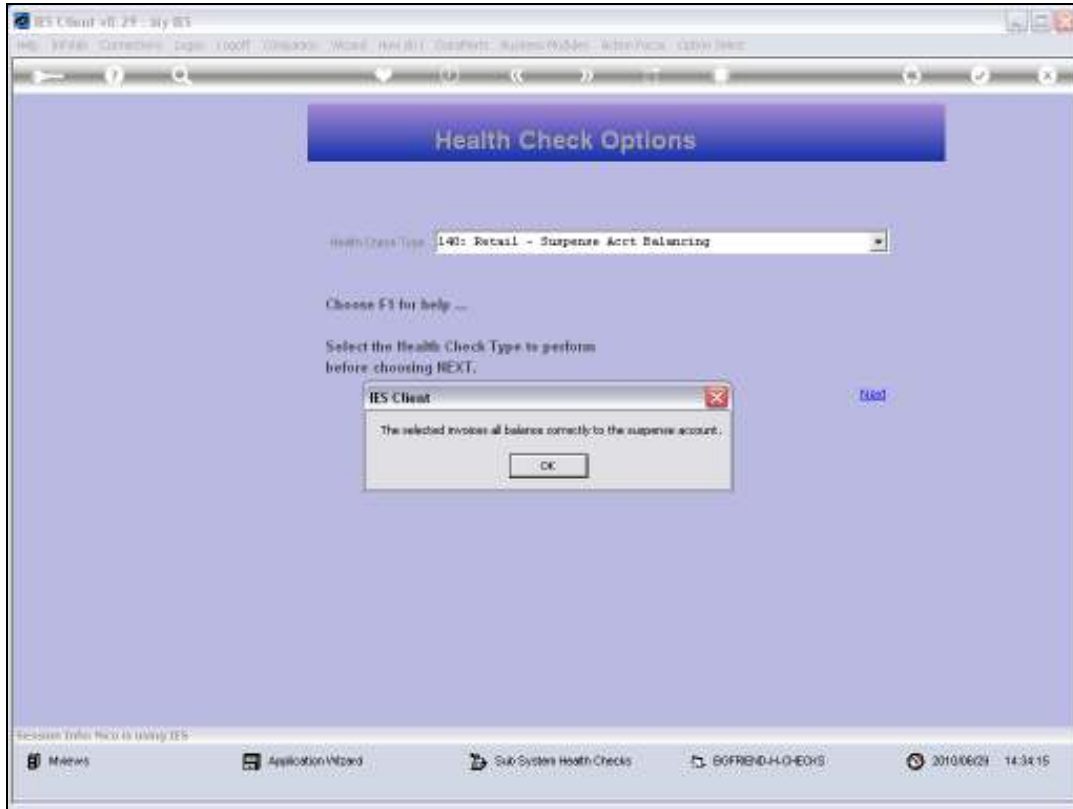Slide notes: And we also select the Date Range to check.
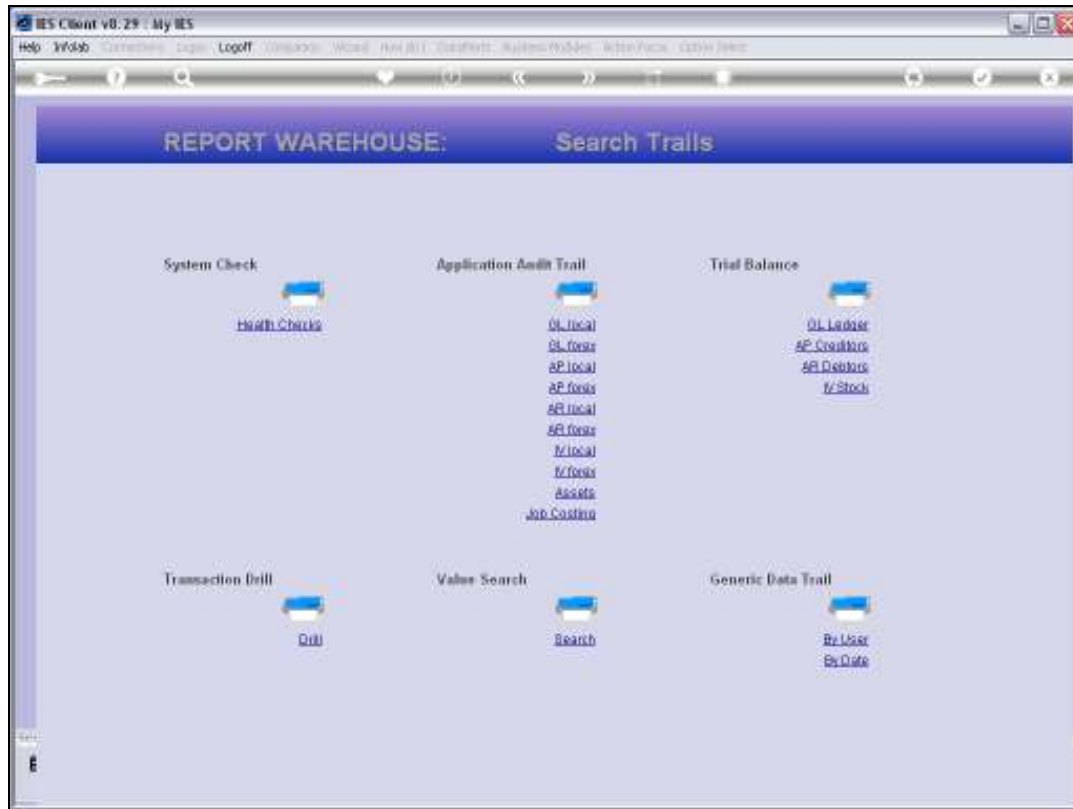
Slide 13
Slide notes:

Slide 14

Slide notes: If we get a healthy message that the Invoices are all OK, then the Retail Suspense Account is not out of balance, or else a User Journal has been posted and we can check that from the Audit Trail.
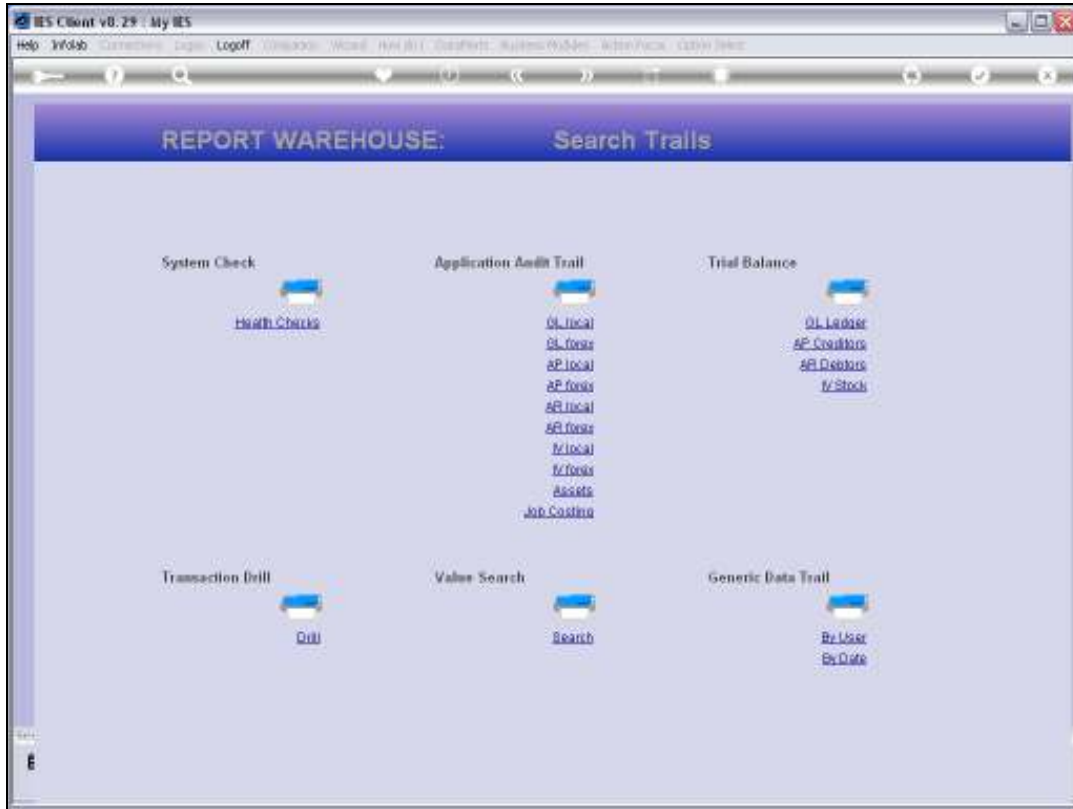
Slide 15
Slide notes:

Slide 16

Slide notes: Retail Suspense Accounts can include large numbers of Transactions entries, and this utility is really helpful to trace a problem when there is an imbalance on such an Account.

Slide 17

Slide notes: