AccountMate Year-End Preparations
Article # 1258

Technical Note: Common Closing Errors

Difficulty Level: Intermediate Level AccountMate User

Version(s) Affected: AccountMate 8 for SQL and Express
AccountMate 7 for SQL, Express and LAN
AccountMate 6.5 for LAN

Module(s) Affected: AR/SO, AP/PO, IC, BR, PR, MI, RA, CL and GL

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DESCRIPTION

It is possible that when performing your year-end closing process you will stumble upon a few system-generated errors. These errors, no matter how trivial, can stand in the way of an efficient and effective year-end closing. This document aims to assist you in evaluating and resolving some of the errors that you may encounter when closing the period, transferring data to GL, generating the GL Transfer Report or closing the fiscal year. It helps identify which setup needs to be corrected or which record must be verified for missing or erroneous values in order to resolve the error.

*Note: Use the **Table Browser & Exporter** function in the Utilities menu to browse the tables. This document does NOT include a discussion on how to use Visual FoxPro (VFP) or SQL to fix the data.*

SOLUTION

This section discusses the most common errors that may be encountered when closing the period or fiscal year, when transferring data to GL or running the GL Transfer Report. The possible causes are identified and solutions are proposed for each error listed.

Error: Invoices have not been generated from shipments. Please run Generate Invoice From Shipment before continuing the period-end closing.
Cause: There are SO shipments dated on or before the period being closed that have not been invoiced.
Solution: Run the Generate Invoice From Shipment function in the AR module to invoice the shipments with ship dates on or before the period that you are trying to close.

Error: Invoices have not been generated from shipments. Do you want to proceed with period-end closing?
Cause: There are SO shipments dated on or before the period being closed that have not been invoiced. If the Inventory Acceptance feature is activated, this message can

also pertain to shipments that have been recorded as accepted by the customer but are not yet invoiced. This is a variation of the previous error message; however, the option to proceed with the closing process is only available starting in AccountMate 8.3 for SQL and Express.

Solution: There are two options available. You can either:

- Click "No" to cancel the closing process; then, run the Generate Invoice From Shipment function to invoice the shipments with ship dates that fall on or before the period you are trying to close.

- Click "Yes" to proceed with the period-end closing process. You can still invoice the shipments (using the Generate Invoice From Shipment function) after closing the period. If the fiscal period when the order was shipped is restricted after period-end closing, you can either assign the shipments an invoice date that belongs to an unrestricted period or lift the posting period restriction before running the Generate Invoice From Shipment function.

  Caution: You cannot lift the posting period restriction for fiscal periods that belong to a historical year (i.e. years earlier than the prior fiscal year). If there are any un-invoiced shipments with ship dates that belong to a historical year, you can only assign them an invoice date that belongs to an un-restricted period in the prior, current or future year.

Error: Posting period is closed for Invoice date xx/xx/xx.
Cause: The period to which you are attempting to post the invoice is restricted for posting.
Solution: Access the Posting Period Restrictions function in the Housekeeping menu of the GL module. Unmark the checkboxes for the modules and periods to which you want to post invoice transactions.

Error: Account ID has not been entered.
Cause: The Retained Earnings Account field in GL Module Setup is empty.
Solution: Enter a valid and active GL Account ID in the Retained Earnings Account field.

Error: Retained Earnings Account has not been entered.
Cause: No GL Account ID is assigned to the Retained Earnings Account field in the GL Module Setup function. This is a variation of the previous error message.
Solution: Enter in the Retained Earnings Account field a valid and active GL Account ID.

Error: Retained Earnings Account [xxx] is Inactive.
Cause: The designated Retained Earnings GL Account ID has an inactive status.
Solution: Verify that the status of the GL Account ID assigned to the Retained Earnings Account field in GL Module Setup is set to Active in Chart of Accounts Maintenance. If the currently assigned Retained Earnings Account is outdated, replace it with a valid and active GL Account ID.

Error: Parent Company GL Module Setup has an Invalid Retained Earnings Account ID.
Cause: Either the Retained Earnings Account field in the parent company's GL Module Setup is empty at the time you close the fiscal year for one of its subsidiaries; or the parent's Retained Earnings Account is set to inactive.

Solution: Enter a valid and active GL Account ID in the parent company's GL Module Setup/Retained Earnings Account field. If the account assigned to the field is correct but set to inactive, change the status of the said account to active in the parent company's Chart of Accounts Maintenance. If the currently assigned Retained Earnings Account is outdated, replace it with a valid and active GL Account ID.

Error: Account ID does not exist / Invalid Account ID.
Cause: The Account Balances (GLABAL) table contains a GL Account ID (cAcctID) that does not exist in the Chart of Accounts Maintenance file (GLACCT).
Solution: Assign a valid GL Account ID to all records in GLABAL. Verify that the cAcctID field in GLABAL is not empty and that all the GL Account IDs assigned to the records in GLABAL exist in GLACCT. If they do not exist in GLACCT but they are valid accounts, add them back using the Chart of Accounts Maintenance function.

Error: Account ID is inactive / Invalid Account ID.
Cause: The Account Balances (GLABAL) table contains an inactive GL Account ID.
Solution: Verify that all GL Account IDs assigned to the records in GLABAL are set to Active in the Chart of Accounts Maintenance file (GLACCT).

Error: Batch Period-End Closing requires that GL be set up to Use Auto Batch Numbering.
Cause: The Auto Batch Numbering feature is not activated. This is a requirement of the Batch Period-End Closing function. Batch Period-End Closing is not available in AccountMate 6.5 or 7 for LAN.
Solution: Mark the Use Auto Batch Numbering checkbox in GL Module Setup.

Error: Unposted Batch for prior year exists.
Cause: There are un-posted journal entries for the prior fiscal year.
Solution: Generate the Unposted Journal Entries Report and review the un-posted journal entries; then, post all valid, un-posted journal entry batches using the Post JE Batch to GL function. Void the un-posted journal entry batches dated in the prior fiscal year if they are not to be posted.

Error: Batch # has not been entered.
Cause: The Auto Batch Numbering feature is not activated in the parent company's GL module and you did not enter a value in the Parent Co. GL Batch # field of the Fiscal Year-End Closing screen when closing the year for one of the subsidiaries.
Solution: Input a value in the Parent Co. GL Batch # field.

Error: Batch # [xxx] already exists.
Cause: The Auto Batch Numbering feature is not activated in the parent company's GL module and the value entered in the Parent Co. GL Batch # field of the Fiscal Year-End Closing screen is already assigned to an existing JE Batch in the parent company's GL.
Solution: There are two options available. You can either:

- Run the JE Batch Status Report in the parent company's GL (select the "All Batch" option) to see the last batch # used. In the Parent Co. GL Batch # field, input a value higher than the last batch # used. You'll have to do this every time you close the fiscal year for each subsidiary company so you don't have to keep guessing for an unused batch #.
- Mark the Use Auto Batch Numbering checkbox in the parent company's GL Module Setup before you close the fiscal year for any of its subsidiaries.

Error: Cannot close year [xxx]. [Module] is behind.

Cause: The current period of the subsidiary module mentioned in the error is in the fiscal year that is about to be closed.

Solution: Close all the periods of the subsidiary modules until they advance to the first period of the next fiscal year. Verify that the next fiscal year is shown in the Current Period field of the Module Setup's General (1) tab.

Error: Transfer Date is not defined.

Cause: There are transactions that either have no post dates or their post dates do not belong to any of the supported fiscal periods and years.

Solution: In the tables that store the transaction records, verify that all records are assigned valid transaction dates.

Error: Bank ID [xxx] Check Disbursements/Deposits/Transfers are out of balance.

Cause: The bank account specified in the error has incomplete bank reconciliation such that the information from bank does not match the information from system. This validation is only done in AccountMate 6.5 for LAN.

Solution: Complete the reconciliation for all bank accounts.

Error: Fund ID [xxx] is out of balance by [xxx].

Cause: The debits and credits of the fund specified in the error are out of balance.

Solution: Verify that the Enable Automatic Interfund Balancing feature is activated in GL Module Setup's Fund Accounting Setup tab.

Error: Total is out of balance by [xxx]. Do you want to print the out of balance report?

Cause: Debits and credits in the journal entry batch that will be created by the period-end closing or transfer process are out of balance.

Solution: Click "Yes" when asked to generate the transfer error report and use the report as a guide for fixing the data.

Error: Consolidating Account ID of Account ID [xxx] has not been entered.

Cause: Not all of the subsidiary company's GL Account IDs have been mapped to its parent company's GL Account IDs.

Solution: Map all of the subsidiary company's GL Account IDs to its parent using the CL module's Chart of Accounts Mapping function.

Error: Consolidating Period of Period [xx/yyyy] has not been entered.

Cause: Some of the periods in the subsidiary company's current/prior fiscal year or the first period in the future fiscal year has not been mapped to its parent company's fiscal periods.

Solution: Map all of the subsidiary company's current and prior year fiscal periods as well as the first period of the future fiscal year to its parent using the CL module's Fiscal Period Mapping function.

Error: Since the Parent Company is not set to use Multi-Currency, the home currency code of the Subsidiary Company must match that of the Parent Company.

Cause: The subsidiary company which is going through fiscal year-end closing has a different home currency code than its parent and the Multi-Currency feature is not

activated in the parent company's GL module. This validation is only performed in AccountMate 7 and 8 for SQL/Express.

Solution: Mark the Use Multi-Currency checkbox in the parent company's GL Module Setup before closing the fiscal year for any of its foreign subsidiaries.

Error: The home currency [xxx] of this company must exist in the Currency Code Table of the parent company [yyy].

Cause: The home currency code of the subsidiary company which is going through fiscal year-end closing does not exist in its parent company's Currency Code Maintenance records. This validation is only performed in AccountMate 7 and 8 for SQL/Express.

Solution: Add all foreign subsidiaries' home currency codes to the parent company's Currency Code Maintenance records before closing the fiscal year for any of them.

Error: Consolidation exchange rate for Period [xx/yyyy] has not been entered.

Cause: The exchange rates that will be used to consolidate the foreign subsidiary's account balances during fiscal year-end closing have not been set up. This validation is only performed starting in AccountMate 8.1 for SQL and Express.

Solution: Input the exchange rates using the CL module's Consolidation Exchange Rates Maintenance function. Exchange rates must be supplied for each period of the foreign subsidiary's prior and current fiscal years before you can resume year-end closing.

Error: Closing and/or average exchange rate(s) for Fiscal Year [xxx] have not been entered.

Cause: The exchange rates that will be used to consolidate the foreign subsidiary's account balances during fiscal year-end closing have not been set up. This variation of the previous error message is used starting in AccountMate 8.3 for SQL and Express.

Solution: Input the closing, average and daily exchange rates for the subsidiary's current, prior, future and (if applicable) historical fiscal years using the CL module's Consolidation Exchange Rates Maintenance function. This must be done for each foreign subsidiary before closing its fiscal year.

Error: Daily exchange rate for [xxx] has not been entered.

Cause: The daily rate for the date specified in the error message is set to zero and the subsidiary company has equity transactions assigned the said date as their post date. This validation is only performed starting in AccountMate 8.3 for SQL and Express.

Solution: Input the daily exchange rates for the subsidiary's current, prior, future and (if applicable) historical fiscal years using the CL module's Consolidation Exchange Rates Maintenance function. This must be done for each foreign subsidiary before closing its fiscal year.

Error: Translation Adjustment Account ID has not been entered.

Cause: The Translation Adjustment field in GL Module Setup is empty. This information is required when closing a foreign subsidiary's fiscal year.

Solution: Enter a valid and active GL Account ID in the Translation Adjustment field.

Error: Translation Adjustment [xxx] is not an other comprehensive income account.

Cause: The GL Account ID designated as the Translation Adjustment account is not assigned a Category Type of Other Comprehensive Income.

Solution: Verify that the GL Account ID assigned to the Translation Adjustment field in GL Module Setup and/or Consolidate Account Balances has an Account Group ID that is assigned an Account Category with a Category Type of Other Comprehensive Income.

Error: Cannot proceed. This subsidiary is set up to use IFRS while its parent is not.

Cause: The subsidiary company whose fiscal year you are closing has activated the IFRS features but its parent company has not. To comply with International Financial Reporting Standards, the parent company and all of its subsidiaries must comply with the same set of accounting standards; hence, if one company is set up to be IFRS-compliant, all other companies in the consolidated group must also be IFRS-compliant.

Solution: If at least one company in a consolidated group has switched to IFRS, switch the rest of the companies (parent and subsidiaries) to IFRS before closing the fiscal year for any of them.

Error: Cannot continue with this function. Year/Period-End closing function is in process.

Cause: Either period-end/fiscal year-end closing is still in progress or it failed due to errors causing AccountMate to lock the functions.

Solution: Release the Period-End Closing Lock using the Data Manager function in the Utilities menu. Be sure to restore the backup before resuming year/period-end closing or data entry.

The little things you do throughout the year could affect your period-end and year-end closing process. Even the environmental factors could have an impact on your ability to close the period or year successfully. Sometimes, no matter how careful or cautious you are, there may be circumstances beyond your control that could cause errors during the closing. This article will help get you through the little bumps in the road if and when they do occur.