**QuickBooks Online**

**Troubleshoot Reconciling**

**Beginning balance on statement doesn’t match the amount in QBO.**

You might have deleted or altered an already reconciled transaction. QBO will prompt you on how to fix the altered transactions in the opening screen for reconciling the account that is off.

**A transaction is on your bank statement within the month of your reconciling, but it isn’t in the list on the reconcile screen**.

The autofeed transaction dates might differ slightly from your actual bank statement dates. Often a transaction or two at the very end of the month will show up in the following month. You have two options:

* Go back into the register and find the transactions that showed up late in the feed and modify their dates to be within the month. OR
* Change the “statement ending date” in the initial reconcile screen to be just after the final transactions that came through the feed. Caution: this could pull in more transactions that aren’t on that current statement!

**No matter what combination of deposits and payments you select, the reconcile won’t get to $0.**

We’ve all been there. Sometimes it’s best to start fresh at the beginning. If your QBO is NOT giving you a message on the initial reconcile screen saying your beginning balance is off, then head to the feed to see if there are transactions that still need to be cleared to the register. Next, go to the register to see if you’ve accidentally cleared something incorrectly.

* Look for duplicate entries,
* transactions added/matched/transferred improperly,
* any deposits that should not have been added (if you already accepted manual payments directly into the account)
* Manual entry errors, like transposing 2 numbers in one transaction

Reconciling can be challenging at first, until you find an error - then you’ll learn never to make that mistake again! Remember, a small failure can lead to greater success. And don’t be shy about reaching out to the QBO support team. Their help topics and support staff are often all you need to get back on track. Or call us!

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**Third Party Payment Accounts**

*Things to know about sync:*

Both PayPal Here and Square have sync options through QBO Apps. They’re easy to install and have options for historical download (dangerous if you’ve reconciled past the dates for import).

*Issues around the sync:*

There is no option to do a bulk sync weekly or monthly of total sales. Instead, both send EVERY transaction to your QBO feed, creating long lists in your accounts that are sometimes difficult to wade through with reporting.

The upside is that all the transactions are dropped into appropriate accounts that you create upon setting up the sync - so PayPal fees all end up in a fees account you’ve designated.

Both programs have good reporting and clear statements, allowing you to look at specific sales reports and also simply pull weekly sales or a monthly statement for QBO manual entry if you choose not to use the sync app.

**Overview Comparison**

|  |  |  |
| --- | --- | --- |
| **Feature** | **PayPal Here** | **Square** |
| Multiple users and locations | Free | Monthly charge |
| POS records | Basic - items and categories | Extremely detailed |
| Sync | Every transaction every 15 min | Every transaction daily |
| Customer service | Fair | Poor (Knowledge based) |
| Troubleshooting Library | Good | Poor |
| Sales Reporting | Good | Great |
| Subscription | Free | Free (add-ons at a cost) |
| Magstrip hardware | Free | Free |
| Chip and Tap hardware | $25; $60 | $30; $50 |
| Compatibility | iPhone and Android | iPhone and Android |
| Rate (swipe, chip, tap) | 2.7% | 2.75% |