



Business World User Guide

Title	EReturns Corrections for Local Banking
Summary	<p>If you work in a department or school that receives income by cash or cheque you will need to pay this in at the Bank, the Bulk Office or via a collection service.</p> <p>You may also receive credit card income via a chip and pin device.</p> <p>All this income will need to be recorded on Business World in the Income Manager eReturns Lodgement module which will allow it to be posted to the General Ledger.</p> <p>From time to time corrections are required for the following reasons:</p> <ul style="list-style-type: none">• Duplicate entries• Unpaid cheques• Clerical Errors <p>This guide will show you how to retrieve the original details to complete your local banking corrections and how to complete a correction. The correction will take one of two forms:</p> <ul style="list-style-type: none">• The reversal of an unpaid cheque.• The full reversal of a local banking entry
Audience	Local Banking users

Content	<ol style="list-style-type: none"> 1. Introduction 2. Running the Unmatched Banking Report For Your Area 3. Finding Details for the Correction 4. Reversing a local banking Ereturn 5. Dealing With an Unpaid Cheque 6. Reversing an Unpaid Cheque 7. Appendix A 8. Appendix B. 9. FURTHER INFORMATION
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1. Introduction

The **General Ledger** is where all the cash/bank transactions are recorded. The receipts side of the account will include all the money we've received by debit/credit card and cheques/cash paid in using a paying in book and recorded using the eReturns Lodgement (Local Banking) process.

Periodically the Bank sends the authority a **bank statement** detailing all the transactions that have taken place during the month with a listing of the amounts banked.

These statements are imported into Business World. The payments listed on the statement must match those recorded on SCC's **General Ledger bank account** – checking this is called the **bank reconciliation** process.

The list of totals paid into the bank together with the bank paying in slip reference will auto-match the local banking entry in Business World where there is an exact match i.e. the money paid in and the slip reference agree.

Anything that doesn't match can be found on the **Unmatched Local Banking** report.

You will need to run the **Unmatched Local Banking** report regularly to see if there are any discrepancies for your area. If there are, then these will need to be investigated to find out why they don't match.

Some of the reasons could include the following:

Duplicate entries	A local banking entry has been completed twice in error	The duplicate entry will need to be reversed out
Unpaid cheque	A cheque that has been paid into the bank and recorded on the local banking eReturn but has been returned by the bank because it cannot be paid. This could be for several reasons e.g the cheque was not signed.	The cheque element of the local banking entry will need to be reversed out
Wrong amount recorded as banked	There has been an error in the amount recorded as banked e.g. The actual banking was £110 but was recorded as £100	The whole banking will need to be reversed out and then re-entered correctly. This ensures

		it can be correctly matched up in the bank reconciliation later
Wrong amount of chip and pin income recorded	There has been an error in the amount recorded for chip and pin income banked e.g. The actual banking was £50 but was recorded as £40	The whole banking will need to be reversed out and then re-entered correctly. This ensures it can be correctly matched up in the bank reconciliation later

All errors except an unpaid cheque will require the reversal of the incorrect eReturn lodgement in full.

Some key points to note are:

- Any local banking correction **MUST** have the same transaction date as the original. This is due to VAT regulations.
- The correction **MUST** have the same slip reference as the original (if it was a cash or cheque entry or the same date if CARDNET income) so the transaction can be matched back to the original and the bank statement.
- Once a correction has been processed and if the original entry needs to be re-entered again then the new (corrected) transaction must also contain the original slip reference or CARDNET date and the original transaction date.

2. Running the Unmatched Banking Report For Your Area

- 2.1. Firstly go to **Reports, Global Reports, IM, EReturns** and select the **Unmatched Local Banking** report.
- 2.2. Enter your department cost centre in the **Cost Centre like** field and click the **Search** button. If any results are displayed then this will show that you have unmatched banking entries which will need to be investigated.
- 2.3. Once you have checked your department cost centre you should also search using the **UNKNOWN** in the **Cost Centre like** field as there may be some unmatched banking not showing on your cost centre that you can investigate.

An example is shown below:

Unmatched Local Banking										
Selection criteria										
Cost Centre like	<input type="text" value="at0600"/>									
Company like	SO									
Bank Short like	LDGENI									
Results										
<input type="button" value="Search"/>	Detail level	All levels								<input type="button" value="Copy to clipboard"/>
#	Bank Short	Cost Centre	Cc Contact	Cc Email	Cur Amount	Description	Period	Sequence No	Type	
1	LDGENI	AT0600	Unknown	Unknown	12.50	551849		0	317 Bank Statement	
2	LDGENI	AT0600	Unknown	Unknown	97.10	558053		0	319 Bank Statement	
3	LDGENI	AT0600	Unknown	Unknown	47.90	558054		0	318 Bank Statement	
4	LDGENI	AT0600	Unknown	Unknown	27.70	552354		0	116 Bank Statement	
5	LDGENI	AT0600	Unknown	Unknown	346.80	552354		0	117 Bank Statement	
6	LDGENI	AT0600	Unknown	Unknown	538.40	SOCRD099 SOERET/1012 CARDNET 505482521...	201911	0	Transaction Ente...	
7	LDGENI	AT0600	Unknown	Unknown	480.20	CARDNET 505482521		0	8 Bank Statement	
8	LDGENI	AT0600	Unknown	Unknown	163.90	552354		0	118 Bank Statement	
9	LDGENI	AT0600	Unknown	Unknown	97.80	558053 - 18/08/2019	201907	536	Transaction Ente...	
10	LDGENI	AT0600	Unknown	Unknown	49.90	558054 - 23/08/2019	201907	532	Transaction Ente...	

The column headed **Type** shows whether you are looking at the **Bank Statement** side or the **Transaction Entered/Ledger** side (which is your local banking entry side).

*Please note that since this guidance has been published the report has been updated and Type will **Ledger** for your local banking entry side. These screenshots will be updated in the next version of the guide.*

The **Description** column should hold the paying in slip reference for cash and cheque entries or the **CARDNET** number if you bank income using a chip and pin device.

For every **Bank Statement** line there should be a corresponding **Transaction Entered/Ledger** line which matches and therefore the entry will not appear on this report as it is matched. If there are entries on this report then items are not yet matched and may need action.

This can be due to the following reasons:

Unmatched Banking Reason	Action
<p>Timing difference i.e. the bank statement has been loaded and you have paid in your banking income at the bank or bulk centre but you have not yet recorded your entry on Business World or visa versa. You can often tell by the transaction date if it's a timing difference</p>	<p>You should wait and check in a few days time (as long as you have recorded your banking on Business World) and then the transaction should be matched and drop off the report later</p>
<p>Slip reference on the Ledger entry doesn't match the bank statement</p> <p>The slip reference may have been entered incorrectly on the Ereturn or on the bank statement</p>	<p>Send an email to local.banking.go.live.issues@southampton.gov.uk</p> <p>Ask the team to manually match the entries</p>
<p>Amount on the ledger entry doesn't match the bank statement</p>	<p>Investigate and if the ledger entry is incorrect you will need to reverse out your original banking entry and enter it again.</p>
<p>More than one slip reference recorded on the ledger entry as only one can be recorded on the bank statement side or it cannot be automatched</p>	<p>Send an email to local.banking.go.live.issues@southampton.gov.uk</p> <p>Ask the team to manually match the entries. For future banking entries only record one slip reference per transaction.</p>
<p>Incorrect CARNET income recorded</p>	<p>Investigate and if the ledger entry is incorrect you will need to reverse out your original banking entry and enter it again.</p> <p>Please note this guide does not give an example of incorrect CARNET income so please contact Business World help if you need help with this. An updated guide will be available soon.</p>

There are various ways to search for details. If you have a lot of entries to investigate you may find it easier to download the details to excel so that you can sort and filter as required. You can use the **Export** button to do this.

For some example scenarios please see Appendix 7 and 8

To find details to make a correction or reversal see next section.

3. Finding Details for the Correction

In order to reverse out or correct a banking entry you will need make a note of the original details.

3.1. Firstly go to the GLS02 report and call up the transaction number to be reversed. Go to **Reports, Global Reports, P2P** and select **GLS02 – Actuals with Desc report**.

3.2. Now click on the **Search** button in the bottom left corner of window.

Make a note of this number (in this example it is 820) and note the Area (in this example it is SOERET)

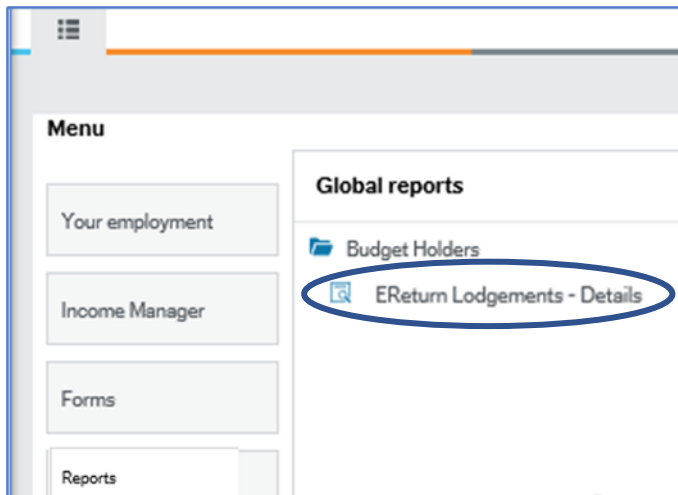
#	Cost Centre	Cost Centre (T)	Account	Account (T)	Period	Trans Date	Trans Type	TC	Customer/Supplier ID	Customer/Supplier Name	Payment Date	Trans No	Order No	Invoice No	Amount	Text
1	AT0600	Itohen Bridge (ENZ...	A93010	Admin Char...	201910	28/12/2019	IM	S5				550027...	0	SOERET/820...	-23.00	SOITB... SOERET/820 Itohen VAT Adm...
2	AT0600	Itohen Bridge (ENZ...	A93045	Tolls	201910	28/12/2019	IM	S5				550027...	0	SOERET/820...	-7.60	SOITB... SOERET/820 Itohen VAT Tolls
Σ															-30.60	

Screenshot enlarged here:

Text	Amount
SOITB001 SOERET/820 Itchen NB VAT Admi...	-23.00
SOITB001 SOERET/820 Itchen NB VAT Tolls	-7.60
558087	30.60

The number is the receipt number and will be used to call up the transaction in the **EReturn Lodgement – Details enquiry**

3.3. Go to the **Reports, Global Reports, IM, EReturns** and select **EReturn Lodgement – Details**



Enter the **Area** and **Receipt No.** you noted earlier e.g. SOERET and 820

EReturn Lodgements - Details

Selection criteria

Area like: soeret

Receipt No like: 820

Transaction Date like: []

Company like: SO

Results

#	Transaction Date	Period	Status	Posted Status	Lodgement No	Receipt No	Revenue Code	Payment Amount	EReturn Comment	Account	Cost Centre	last_update	Transaction Code	Transaction Type
1	14/01/2020	201910	R	N	817	820	SOC SL	0.00	Cash	B23001	BA1000	14/01/2020	SOC SL	P
2	28/12/2019	201910	R	N	817	820	SOC QL	30.60	Cheque	B23001	BA1000	14/01/2020	SOC C	
3	14/01/2020	201910	R	N	817	820	XX0600	0.00	Unders	A92900	AT0600	14/01/2020	XX06	
4	14/01/2020	201910	R	N	817	820	XX0600	0.00	Overs	A92900	AT0600	14/01/2020	XX06	
5	14/01/2020	201910	R	N	817	820	SOC RD099	0.00	CARDNET 505482521 Mond...	B23001	BA1000	14/01/2020	SOC RD099	R
6	14/01/2020	201910	R	N	817	820	SOC RD099	0.00	CARDNET 505482521 Tuesd...	B23001	BA1000	14/01/2020	SOC RD099	R
7	14/01/2020	201910	R	N	817	820	SOC RD099	0.00	CARDNET 505482521 Wedn...	B23001	BA1000	14/01/2020	SOC RD099	R
8	14/01/2020	201910	R	N	817	820	SOC RD099	0.00	CARDNET 505482521 Thurs...	B23001	BA1000	14/01/2020	SOC RD099	R
9	14/01/2020	201910	R	N	817	820	SOC RD099	0.00	CARDNET 505482521 Friday	B23001	BA1000	14/01/2020	SOC RD099	R
10	14/01/2020	201910	R	N	817	820	SOC RD099	0.00	CARDNET 505482521 Satur...	B23001	BA1000	14/01/2020	SOC RD099	R
11	14/01/2020	201910	R	N	817	820	SOC RD099	0.00	CARDNET 505482521 Sunday	B23001	BA1000	14/01/2020	SOC RD099	R
12	28/12/2019	201910	R	N	817	820	SOITB001	23.00	Itchen NB VAT Admin Charge	A93010	AT0600	14/01/2020	SOITB001	R
13	14/01/2020	201910	R	N	817	820	SOITB002	0.00	Itchen NB VAT Tolls Smart C...	A93040	AT0600	14/01/2020	SOITB002	R
14	28/12/2019	201910	R	N	817	820	SOITB003	7.60	Itchen NB VAT Tolls	A93045	AT0600	14/01/2020	SOITB003	R
15	14/01/2020	201910	R	N	817	820	SOITB004	0.00	Itchen NB VAT Ticket Machin...	A93420	AT0600	14/01/2020	SOITB004	R
Σ								61.20						

3.4. Then click on the **Search** button. This should populate your original banking entry and is useful as will show the gross amount you entered if there was a VAT code on the original entry.

Note that the report shows the debits and credits as positive figures as this is the way the income is recorded on the eReturn template. You can tell which are the debits and credits by checking the Transaction Type field and checking the table below:

Transaction Type		
P	Payment Code (DR)	Cash, Cheque and Cardnet (chip and pin) income
R	Revenue Code (CR)	Income coding

The **Transaction Code** column shows you the **Revenue codes** you selected on your original local banking entry, in this case they are:

SOITB001
SOITB003

And will also show the payment code (payment method). In this case it is:

SOCQL This means the payment was made by cheque.

Alternatively, it could show **SOCSL** which means the payment was made by cash.

3.5. Take a screenshot or make a note of the **Transaction code** column and amounts used for your banking entry.

Now you have all the details to process your correction so go to section 4

Note: If you only view the transaction in the GLS02 you will only see the net amount if VAT was added as the VAT will have already been applied to the VAT account. You would therefore need to add the VAT back to your local banking correction. By using the **EReturn Lodgement – Details** enquiry you will get the gross amounts to assist with your correction.

3.6. Take a screenshot or make a note of the **Transaction code** column and amounts used for your banking entry.

Now you have all the details to process your correction so go to section 4

4. Reversing a local banking Ereturn

4.1. From the Business World menu select **Income Manager**→**EReturns**→**EReturns - Lodgement**

If you have more than one till, then you will be directed to the logon tab. The **Cashier** field will be populated with your username automatically. You can select your till by selecting from the dropdown menu that can be accessed by clicking on the arrow to the right and then selecting the till and pressing tab or clicking out of the box to accept the choice. For a banking correction you will need to use the same till as when you recorded your original banking entries.



EReturns - Lodgement

Logon

Cashier: SROBSON01

Till*: (SOER008) Itchen Bridge

Area:

Logon

Note: In this example we are using the Itchen Bridge Local Banking Till.

The window will open on the **Summary** tab and you will next have to choose a template for your correction. This field will also have a drop-down menu from which you can select the correction template you require. For most users who only have one local banking account you will see a matching corrections template. All correction templates will start with **SCC – Corrections followed by the name of the template that matches the original.**

Note: If you cannot see the template you require then contact the Business World support team



EReturns - Lodgement

Summary Detail

Template*: Itchen Bridge (SO_ERLO170) Trans Date*: 30/11/2020

SCC - Itchen Bridge (SO_ERLO019)

SCC -Corrections Itchen Bridge (SO_ERLO170)

4.2. Select the template by clicking on the line in the list and then pressing tab or clicking out of the box. This will then bring up the correction template. An example is shown below.

The template is the same as your local banking template except that the debits and credits columns have been reversed and some of the wording has been changed to show it's the correction template. You enter the amounts as **positive** figures in the same way that you entered your original local banking entry.

Complete the template as follows (there are screenshots further below to assist you).

- ❖ It is very important to start by completing the original transaction date in the **Trans.Date** field.
- ❖ Next enter the total amount to be reversed either cash or cheque or use both if your original had both, (these are the figures you noted in section 3 by completing the credit entries (the CR column). Clicking on the line of the template will allow you to edit and input the amount on that line.
- ❖ Once you have completed the total corrections/refunds section for cash and cheques you can then reverse out the income using the original codes (these are the figures you noted in section 3). You enter the gross amount, and the system calculates the VAT. This must match your original entry.
- ❖ If any of the correction income was received by cheque, then you will need to input the original cheque number into each line applicable.



To do this, click on the magnifying glass button on the left-hand side of the narrative. The **Detail** tab will open like in the screenshot below:

<input type="text" value="Itchen NB VAT Admin Charge"/>	<input type="text" value="23.00"/>
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Summary		Detail	
Template		SCC -Corrections Itchen Bri	Trans Date
<input type="checkbox"/>	Code	Description	
<input type="checkbox"/>	(SOITB001) Itchen NB VAT Admin C...	Cheque number 12345	

To enter the cheque number so that it show on the ledger entry you will need to overtype the **Description** field as shown above:

*Note: Do not add information to the **Notes** section.*

Template	SCC - Schools General Corr	Trans Date	24/11/2020	Period	202008 Nov 2020		
<input type="checkbox"/>	Code	Description	Note	Date	Cost Centre	Dr	Cr
<input type="checkbox"/>	(SOSG0001) A92010 SR Sale of Unifor...	A92010 SR Sale of Uniforms (CORRECTIONS/...		24/11/2020		20.00	0.00
<input type="checkbox"/>	(SOSG0001) A92010 SR Sale of Unifor...	A92010 SR Sale of Uniforms (CORRECTIONS/f		24/11/2020		15.00	0.00
<input type="checkbox"/>	(SOSG0001) A92010 SR Sale of Unifor...	Cheque No 123456		24/11/2020		78.00	0.00

Then select the **Keep** button

Σ
<input type="button" value="Add"/> <input type="button" value="Delete"/> <input type="button" value="Keep"/> <input type="button" value="Cancel"/>

You will be returned to the **Summary** tab where the total will be entered automatically. The screenshot below shows the example of the Itchen Bridge correction once completed.

Transaction date **must** be the same as the original transaction date

EReturns - Lodgement

Summary

Template: SCC -Corrections Itchen Bri Trans Date: 28/12/2018 Period: 202008 Nov 2020

Zoom	Trans Desc	Dr	Cr
<input type="button" value="Q"/>	TOTAL CORRECTION/REFUND	0.00	0.00
<input type="button" value="Q"/>	Cash	0.00	0.00
<input type="button" value="Q"/>	Cheque	0.00	30.60
<input type="button" value="Q"/>	Unders	0.00	0.00
<input type="button" value="Q"/>	Overs	0.00	0.00
<input type="button" value="Q"/>	PDQ CARD DAILY ANALYSIS	0.00	0.00
<input type="button" value="Q"/>	CARDNET 505482521 Monday	0.00	0.00
<input type="button" value="Q"/>	CARDNET 505482521 Tuesday		0.00
<input type="button" value="Q"/>	CARDNET 505482521 Wednesday		0.00
<input type="button" value="Q"/>	CARDNET 505482521 Thursday		0.00
<input type="button" value="Q"/>	CARDNET 505482521 Friday		0.00
<input type="button" value="Q"/>	CARDNET 505482521 Saturday	0.00	0.00
<input type="button" value="Q"/>	CARDNET 505482521 Sunday	0.00	0.00
<input type="button" value="Q"/>	INCOME ANALYSIS	0.00	0.00
<input type="button" value="Q"/>	Itchen NB VAT Admin Charge	23.00	0.00
<input type="button" value="Q"/>	Itchen NB VAT Tolls Smart Card	0.00	0.00
<input type="button" value="Q"/>	Itchen NB VAT Tolls	7.60	0.00
<input type="button" value="Q"/>	Itchen NB VAT Ticket Machines	0.00	0.00
	Σ	30.60	30.60

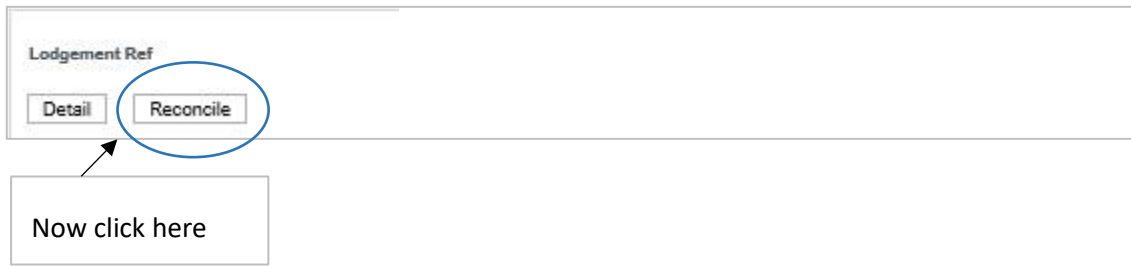
Lodgement Ref: 558087

Debits and Credits are reversed, and coding and VAT codes must match the original transaction

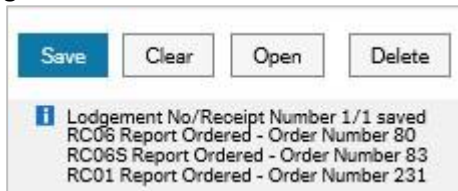
Slip reference **must** match the original transaction

Once you have completed all your entries you will be able to reconcile the lodgement. Make sure that the totals for debits and credits are equal or the lodgement will not reconcile. You can check this by viewing the totals at the bottom of the window. The total correction for cash and cheque (credits) should equal the debits, where you have corrected the income.

Ensure the bank slip reference has been entered in the **Lodgement ref** field at the bottom of the window (this must match the original slip reference). Do not enter any additional information after the slip reference.



The template will close, and you will receive a message detailing the reports that have been generated:



Your banking correction entries will now be posted to the General Ledger, and you can close the E>Returns Lodgement by clicking X on the tab.

If you need to re-enter the banking entry i.e., you have just processed a correction and not a reversed duplicate, then continue as per the Local Banking User guidance. Ensure your slip reference and transaction date matches the original and the reversal entry.


5. Dealing With an Unpaid Cheque

From time to time the bank will send a letter to SCC Finance section regarding an unpaid cheque that had been paid in via local banking. That is a cheque that has been banked and recorded on the E-Return Local Banking entry but cannot be cashed as it is incomplete. There are several reasons this could happen:

- Cheque not dated
- No signature
- No payee name
- The amount in both words and figures differ

When this happens the finance section will send you an email that will include the following:

A copy of the letter from the bank – example below:

LLOYDS BANK 

Southampton City Council
CIVIC CENTRE
SOUTHAMPTON
SO14 7LY

Our Reference: 20200721MSG13COR1898
Date: 21 July 2020

There is a problem with cheques that were paid into your account.

Your Account Details: Sort Code: 300002 Account Number: ****0919

Dear Sir/Madam


We need to make you aware that the cheques listed below have been returned unpaid by the paying bank.

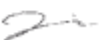
Cheque	Value	Reason for Return
100041	615.00	Refer to Drawer
000158	98.00	Drawer Deceased
000589	195.14	Cheque Incomplete

For cheques we represent (denoted by * above) they will be reflected on your statement as a debit of "Unpaid Cheque" and a credit of "Unpaid Represented". For items we do not represent we've debited the amount(s) from your account and these will be reflected as "Unpaid Cheque".

You may wish to contact the issuer of the cheques for further information and possibly obtain funds by an alternative method.

We've included an image of the cheques for information. Please contact us on 0345 072 5555 if you would like to discuss further.

 Yours sincerely



Business Management Team / Relationship Team

An example of the notification from finance is shown below:

Subject	Local Banking – Action Required																																								
Details	<p>We have received a letter (see separate file attached) from Lloyds Bank advising us that a local banking for your service has been adjusted for the reason stated.</p> <p>The bank has processed a transaction to the bank account to adjust the amount received and as a result, your banking is now showing as an unmatched bank statement entry in the Unmatched Local Banking report (see extract below).</p>																																								
Unmatched Local Banking Report - Extract of Bank Statement	<table border="1"> <thead> <tr> <th>Cc Contact</th> <th>Cc Email</th> <th>Cur Amount</th> <th>Description</th> <th>Period</th> <th>Sequence No</th> <th>Type</th> <th>User Name</th> <th>Voucher Date</th> <th>Voucher No</th> </tr> </thead> <tbody> <tr> <td>Unknown</td> <td>Unknown</td> <td>1,120.00</td> <td>565651</td> <td>565651</td> <td>0</td> <td>15 Bank Statement</td> <td>YUSUF BURMAN</td> <td>25/06/2020</td> <td>285</td> </tr> <tr> <td>Unknown</td> <td>Unknown</td> <td>2,600.00</td> <td>565652</td> <td>565652</td> <td>0</td> <td>8 Bank Statement</td> <td>YUSUF BURMAN</td> <td>13/07/2020</td> <td>317</td> </tr> <tr> <td>Unknown</td> <td>Unknown</td> <td>60.00</td> <td>565653</td> <td></td> <td>0</td> <td>3 Bank Statement</td> <td>YUSUF BURMAN</td> <td>14/07/2020</td> <td>312</td> </tr> </tbody> </table> <p>Note: the above entries may not show on the Unmatched Local Banking report if you only run it for your local banking cost centre.</p>	Cc Contact	Cc Email	Cur Amount	Description	Period	Sequence No	Type	User Name	Voucher Date	Voucher No	Unknown	Unknown	1,120.00	565651	565651	0	15 Bank Statement	YUSUF BURMAN	25/06/2020	285	Unknown	Unknown	2,600.00	565652	565652	0	8 Bank Statement	YUSUF BURMAN	13/07/2020	317	Unknown	Unknown	60.00	565653		0	3 Bank Statement	YUSUF BURMAN	14/07/2020	312
Cc Contact	Cc Email	Cur Amount	Description	Period	Sequence No	Type	User Name	Voucher Date	Voucher No																																
Unknown	Unknown	1,120.00	565651	565651	0	15 Bank Statement	YUSUF BURMAN	25/06/2020	285																																
Unknown	Unknown	2,600.00	565652	565652	0	8 Bank Statement	YUSUF BURMAN	13/07/2020	317																																
Unknown	Unknown	60.00	565653		0	3 Bank Statement	YUSUF BURMAN	14/07/2020	312																																
Action required	<p>To clear the discrepancy, you will need to process a correction using the E-return correction template for your service. From the Business World menu select Income Manager -> EReturns -> E-returns – Lodgement. Correction templates start with ‘SCC – Corrections’ followed by the name of your normal banking template. Detailed user guidance on how to process corrections can be found by logging onto Staff Stuff, selecting Helpful Stuff -> Business World -> Getting started and User guides.</p> <p>Once you have processed the correction, your correction will need to be manually matched to disappear from the Unmatched Local Banking report.</p> <p>Please email your matching request to Local.banking.go.live.issues@southampton.gov.uk</p> <p>Please include a copy of this memo and the transaction number for your correction as this will help locate your transactions for matching.</p> <p>Please contact your Business Partner support if you should require any further assistance.</p>																																								
Thank you	Your prompt action would be appreciated																																								

In order to reverse out the unpaid cheque you will need make a note of the original details. For this example we are going to use the unpaid cheque shown in the example letter which is cheque number 100041 for £615.00.

- 5.1. Firstly go to the GLS02 report and call up the transaction number to be reversed. Go to **Reports, Global Reports, P2P** and select **GLS02 – Actuals with Desc** report.

GLS02 - Actuals With Desc

Selection criteria

Customer/Supplier ID like	<input type="text"/>	...
Customer/Supplier Name like	<input type="text"/>	
Year like	<input type="text"/>	
Period greater than or equal to	201900	...
Period less than or equal to	<input type="text"/>	...
Trans Date greater than or equal to	<input type="text"/>	
Trans Date less than or equal to	<input type="text"/>	
Trans Type like	<input type="text"/>	...
Cost Centre like	<input type="text"/>	...
Cat6 like	<input type="text"/>	...
Account between	A10000	...
Cat5 like	<input type="text"/>	...
Trans No like	55006500	
Order No like	<input type="text"/>	
Cipfadet not like	ZZ	
Invoice No like	<input type="text"/>	
Account like	<input type="text"/>	...
ID1 like	C1	
Company like	SO	

Results

Enter the transaction number here

- 5.2. Now click on the **Search** button in the bottom left corner of window.
The window should populate the original local banking entry.

Make a note of the receipt number in the text field (in this example it is 1893) and note the Area (in this example it is SOERET as the number is found directly in front of the receipt number)

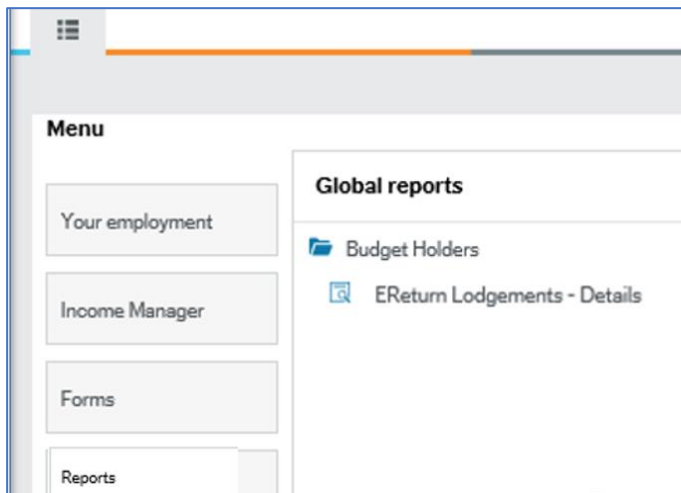
#	Cost Centre	Cost Centre (T)	Account	Account (T)	Period	Trans Date	Trans Type	TC	Trans No	Order No	Invoice No	Amount	Text
1	AT0250	Cemeteries	A93060	Burial Fees	202004	15/07/2020	IM	S5	55006500	0	SOERET/189...	-680.00	SOCRCE16 SOERET/1893 CHEQUE NUMBER 21045
2	AT0250	Cemeteries	A93060	Burial Fees	202004	15/07/2020	IM	S5	55006500	0	SOERET/189...	-510.00	SOCRCE16 SOERET/1893 CHEQUE NUMBER 604035
3	AT0250	Cemeteries	A93070	Burial Rights	202004	15/07/2020	IM	S2	55006500	0	SOERET/189...	-90.00	SOCRCE13 SOERET/1893 CHEQUE NUMBER 100103
4	AT0250	Cemeteries	A93070	Burial Rights	202004	15/07/2020	IM	S2	55006500	0	SOERET/189...	-90.00	SOCRCE13 SOERET/1893 CHEQUE NUMBER 4341
5	AT0250	Cemeteries	A93070	Burial Rights	202004	15/07/2020	IM	S2	55006500	0	SOERET/189...	-90.00	SOCRCE13 SOERET/1893 CHEQUE NUMBER 605
6	AT0250	Cemeteries	A93075	Memorial Permits	202004	15/07/2020	IM	S2	55006500	0	SOERET/189...	-960.00	SOCRCE14 SOERET/1893 CHEQUE NUMBER 101354
7	AT0250	Cemeteries	A93075	Memorial Permits	202004	15/07/2020	IM	S2	55006500	0	SOERET/189...	-168.00	SOCRCE14 SOERET/1893 CHEQUE NUMBER 106451
8	AT0250	Cemeteries	A93075	Memorial Permits	202004	15/07/2020	IM	S2	55006500	0	SOERET/189...	-55.00	SOCRCE14 SOERET/1893 CHEQUE NUMBER 101355
9	AT0250	Cemeteries	A93075	Memorial Permits	202004	15/07/2020	IM	S2	55006500	0	SOERET/189...	-170.00	SOCRCE14 SOERET/1893 CHEQUE NUMBER 101282
10	AT0255	Crematorium	A92000	Sales - General	202004	15/07/2020	IM	Y1	55006500	0	SOERET/189...	-133.33	SOCRCE17 SOERET/1893 CHEQUE NUMBER 2031
11	AT0255	Crematorium	A92000	Sales - General	202004	15/07/2020	IM	Y1	55006500	0	SOERET/189...	-112.50	SOCRCE17 SOERET/1893 CHEQUE NUMBER 100954
12	AT0255	Crematorium	A92000	Sales - General	202004	15/07/2020	IM	Y1	55006500	0	SOERET/189...	-91.67	SOCRCE17 SOERET/1893 C&C Digital Media
13	AT0255	Crematorium	A92000	Sales - General	202004	15/07/2020	IM	Y1	55006500	0	SOERET/189...	-101.67	SOCRCE18 SOERET/1893 CHEQUE NUMBER 1490
14	AT0255	Crematorium	A92000	Sales - General	202004	15/07/2020	IM	Y1	55006500	0	SOERET/189...	-186.67	SOCRCE18 SOERET/1893 C&C Book of Remembrance Crem
15	AT0255	Crematorium	A92000	Sales - General	202004	15/07/2020	IM	Y1	55006500	0	SOERET/189...	-12.50	SOCRCE25 SOERET/1893 C&C Purchase of keepsakes, urns & Jewellery
16	AT0255	Crematorium	A93065	Cremation Fees	202004	15/07/2020	IM	S2	55006500	0	SOERET/189...	-107.00	SOCRCE09 SOERET/1893 CHEQUE NUMBER 101583
17	AT0255	Crematorium	A93065	Cremation Fees	202004	15/07/2020	IM	S2	55006500	0	SOERET/189...	-32.00	SOCRCE09 SOERET/1893 C&C Scatter fee (Crem)
18	AT0255	Crematorium	A93065	Cremation Fees	202004	15/07/2020	IM	S2	55006500	0	SOERET/189...	-32.00	SOCRCE09 SOERET/1893 C&C Scatter fee (Crem)
19	AT0255	Crematorium	A93065	Cremation Fees	202004	15/07/2020	IM	S2	55006500	0	SOERET/189...	-735.00	SOCRCE11 SOERET/1893 CHEQUE NUMBER 2030
20	AT0255	Crematorium	A93065	Cremation Fees	202004	15/07/2020	IM	S2	55006500	0	SOERET/189...	-525.00	SOCRCE11 SOERET/1893 CHEQUE NUMBER 100041
21	AT0255	Crematorium	A93065	Cremation Fees	202004	15/07/2020	IM	S2	55006500	0	SOERET/189...	-735.00	SOCRCE11 SOERET/1893 C&C Cremation Fee Adult 40mins
22	AT0255	Crematorium	A93080	Mercury Abatem...	202004	15/07/2020	IM	S2	55006500	0	SOERET/189...	-90.00	SOCRCE15 SOERET/1893 CHEQUE NUMBER 2030
23	AT0255	Crematorium	A93080	Mercury Abatem...	202004	15/07/2020	IM	S2	55006500	0	SOERET/189...	-90.00	SOCRCE15 SOERET/1893 C&C Mercury Abatement
24	AT0255	Crematorium	A93080	Mercury Abatem...	202004	15/07/2020	IM	S2	55006500	0	SOERET/189...	-90.00	SOCRCE15 SOERET/1893 CHEQUE NUMBER 100041

Screenshot enlarged here:



The number is the receipt number and will be used to call up the transaction in the **ERetrurn Lodgement – Details** enquiry

5.3. Go to the **Reports, Global Reports, IM, EReturns** and select **EReturn Lodgement – Details**:



EReturn Lodgements - Details

Selection criteria

Receipt No like

Transaction Date like

Area like

Template ID (T) like

Company like

Results

Search Detail level All levels Copy to clipboard

Enter the **Area** and **Receipt No.** you noted earlier e.g. 1893 and SOERET

5.4. Then click on the **Search** button. This should populate your original banking entry. You will now need to identify the amount or amounts banked for the cheque. In this example there are two lines. Notice that there is an additional filter added for the cheque number using the wildcards of * before and after the number. This can be useful if the banking entry has many lines. However, the cheque number is only visible here because it was manually entered on the original banking entry. If it was not manually entered you will need to locate the cheque entry by viewing the lines, codes and amounts used.

#	Transaction Date	Period	Posted Status	Lodgement No	Receipt No	Revenue Code	Payment Amount	EReturn Comment	Account	Cost Centre	Entity	last_update	Transaction Code	Transaction Type
								100041						
1	15/07/2020	202004	N	1884	1893	SOCRCE11	525.00	CHEQUE NUMBER 100041	A93065	AT0255	SO	21/07/2020	SOCRCE11	R
2	15/07/2020	202004	N	1884	1893	SOCRCE15	90.00	CHEQUE NUMBER 100041	A93080	AT0255	SO	21/07/2020	SOCRCE15	R
Σ							615.00							

The **Transaction Code** column shows you the **Revenue codes** you entered on your original local banking entry therefore in this case they are:

- SOCRCE11
- SOCRCE15

The payment method for the cheque will be **SOCQL** This means the payment was made by cheque.

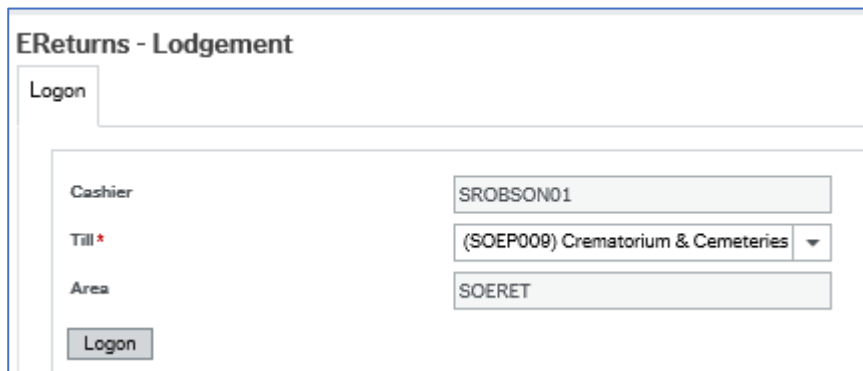
5.5. Take a screenshot or make a note of the **Transaction code** column and amounts used for your banking entry.

Now you have all the details to process your correction so go to section 6.

6. Reversing an Unpaid cheque

6.1. From the Business World menu select **Income Manager**→**EReturns**→**EReturns - Lodgement**

If you have more than one till, then you will be directed to the logon tab. The **Cashier** field will be populated with your username automatically. You can select your till by selecting from the dropdown menu that can be accessed by clicking on the arrow to the right and then selecting the till and pressing tab or clicking out of the box to accept the choice. For a banking correction you will need to use the same till as when you recorded your original banking entries.



EReturns - Lodgement

Logon

Cashier: SROBSON01

Till*: (SOEP008) Crematorium & Cemeteries

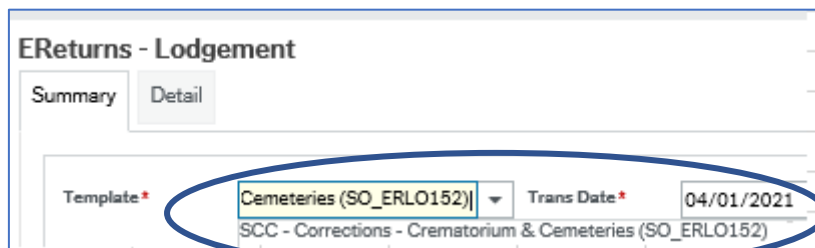
Area: SOERET

Logon

Note: In this guide we are using the Crematorium & Cemeteries Local Banking Till.

The window will open on the **Summary** tab, and you will next have to choose a template for your correction. This field will also have a drop-down menu from which you can select the correction template you require. For most users who only have one local banking account you will see a matching corrections template. All correction templates will start with **SCC – Corrections followed by the name of the template that matches the original.**

Note: If you cannot see the template, you require then contact the Business World support team



EReturns - Lodgement

Summary Detail

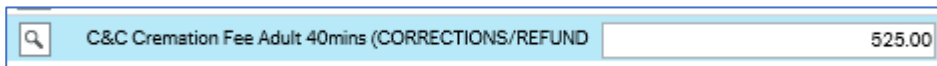
Template*: Cemeteries (SO_ERLO152) Trans Date*: 04/01/2021

SCC - Corrections - Crematorium & Cemeteries (SO_ERLO152)

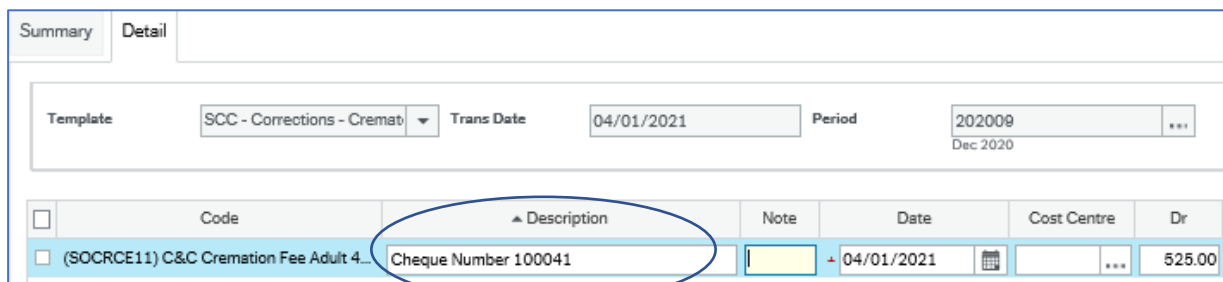
Select the template by clicking on the line in the list and then pressing tab or clicking out of the box. This will then bring up the correction template. The template is the same as your local banking template except that the debits and credits columns have been reversed and some of the wording has been changed to show it's the correction template.

- ❖ It is very important to start by completing the original transaction date in the **Trans.Date** field.
- ❖ Next enter the total amount of the cheque to be reversed by completing the credit entries (the CR column). Enter the amount as a positive figure. Clicking on the line of the template will allow you to edit and input the amount on that line.
- ❖ Once you have completed the total corrections/refunds section for the cheque you can then reverse out the income using the original codes (these are the figures you noted in section 5.5) You enter the gross amount in the field and the system calculates the VAT. This must match your original entry. Enter the original cheque number into each line applicable.

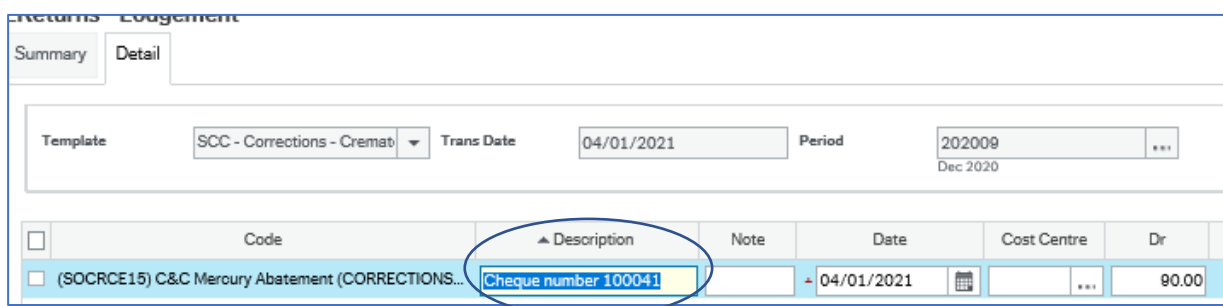
To do this, click on the magnifying glass button  on the left hand side of the narrative.



The **Detail** tab will open like in the screenshot below:



Code	Description	Note	Date	Cost Centre	Dr
(SOCRCE11) C&C Cremation Fee Adult 4...	Cheque Number 100041		04/01/2021	...	525.00



Code	Description	Note	Date	Cost Centre	Dr
(SOCRCE15) C&C Mercury Abatement (CORRECTIONS...	Cheque number 100041		04/01/2021	...	90.00

Enter the cheque number by overtyping the **Description** field as shown above:

Then select the **Keep** button



You will be returned to the **Summary** tab where the total will be entered automatically. The screenshot below shows the example of the correction.

Transaction date must be the same as the original transaction date

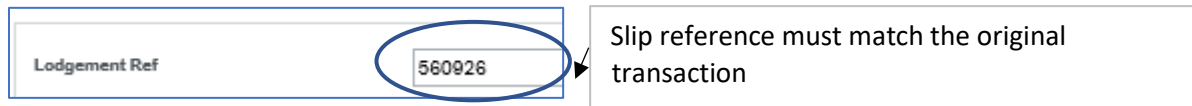
EReturns - Lodgement

Summary **Detail**

Template: SCC - Corrections - Cremat Trans Date: **15/07/2020** Period

TOTAL CORRECTIONS/REFUNDS	0.00	0.00
Cash (CREDIT Corrections/Refunds)	0.00	0.00
Cheque (CREDIT Corrections/Refunds)	0.00	615.00
Unders	0.00	0.00
Overs	0.00	0.00
PDQ CARD DAILY ANALYSIS (CORRECTIONS/REFUN...	0.00	0.00
CARDNET 505482513 Monday (CORRECTIONS/REFUNDS)	0.00	0.00
CARDNET 505482513 Tuesday (CORRECTIONS/REFUND...	0.00	0.00
CARDNET 505482513 Wednesday (CORRECTIONS/REFU...	0.00	0.00
CARDNET 505482513 Thursday (CORRECTIONS/REFUN...	0.00	0.00
CARDNET 505482513 Friday (CORRECTIONS/REFUNDS)	0.00	0.00
CARDNET 505482513 Saturday (CORRECTIONS/REFUND...	0.00	0.00
CARDNET 505482513 Sunday (CORRECTIONS/REFUNDS)	0.00	0.00
INCOME ANALYSIS (CORRECTIONS REFUNDS)	0.00	0.00
C&C Scatter fee (SSGOR) (CORRECTIONS/REFUNDS)	0.00	0.00
C&C Renew Crem plaques & memor (CORRECTIONS/REF...	0.00	0.00
C&C Cemetary Chapel per 30mins (CORRECTIONS/REFU...	0.00	0.00
C&C Cancel Ex. Right of Burial (CORRECTIONS/REFUND	0.00	0.00
C&C Exhumation Fee (CORRECTIONS/REFUNDS)	0.00	0.00
C&C Double Chapel Time (Crem) (CORRECTIONS/REFUN...	0.00	0.00
C&C Crem Fee NVF/SB/Baby/Child (CORRECTIONS/REF...	0.00	0.00
C&C Use of Crematorium Chapel (CORRECTIONS/REFUN...	0.00	0.00
C&C Scatter fee (Crem) (CORRECTIONS/REFUNDS)	0.00	0.00
C&C Crem Scatter Area Select. (CORRECTIONS/REFUNDS	0.00	0.00
C&C Cremation Fee Adult 40mins (CORRECTIONS/REFUND	525.00	0.00
C&C Cremation Fee Adult 30m (CORRECTIONS/REFUNDS)	0.00	0.00
C&C Trans. of Ex. Right of Bur (CORRECTIONS/REFUND	0.00	0.00
C&C Cem Memorial Permit Fees (CORRECTIONS/REFUND...	0.00	0.00
C&C Mercury Abatement (CORRECTIONS/REFUNDS)	0.00	90.00

Debits and Credits columns are reversed and coding and VAT codes must match the original transaction



Once you have completed all your entries you will be able to reconcile the lodgement. Make sure that the totals for debits and credits are equal or the lodgement will not reconcile. You can check this by viewing the totals at the bottom of the window. The total correction for the cheque (credits) should equal the debits, where you have corrected the income.

Ensure the bank slip reference has been entered in the **Lodgement ref** field at the bottom of the window (this must match the original slip reference)



The template will close, and you will receive a message detailing the reports that have been generated:



Your banking correction entries will now be posted to the General Ledger, and you can close the E>Returns Lodgement by clicking X on the tab.

Appendix A

Duplicate Local Banking entry recorded (the date is old therefore it is not a timing issue)

In the case below, there is one entry on the ledger side which hasn't been matched to a bank statement. This could indicate that this is a duplicate entry as the original entry and the bank side have already been matched. The date is old therefore it is not a timing issue.

Note: It could be that there is a timing difference and that you have banked your income, but the bank statement side is not yet showing. Check the date and check what you have banked. If this looks like a timing issue you can run the report in a few days' time to see if the entry disappears.

Results													
Search <input type="text"/> Detail level <input type="text"/> All levels <input type="text"/> Copy to clipboard													
#	Bank Short	Cost Centre	Cc Contact	Cc Email	Cur Amount	Description	Period	Sequence No	Type	User Name	Voucher Date	Voucher No	Voucher Type
1	LDGENI	AT0600	Unknown	Unknown	30.60	558087*	201910		2 Transaction Entered	M...	28/12/2019	55002724	IM
Σ1		AT0600			30.60								
Σ					30.60								

To investigate the entry to see if it's a duplicate, you can use a GL report and enter the slip reference in the text. Go to the **Reports, Global Reports, Finance and select General Ledger transactions - ALL**

General Ledger transaction - ALL

Selection criteria

Text like

TT like

TransNo like

Period greater than or equal to

Period less than or equal to

Period like

Enter the slip reference here

Below you can see that the transaction has been entered into the GL twice as there are two transactions with the same slip reference. One of the entries will need to be reversed out.

Results																		
Search <input type="text"/> Detail level <input type="text"/> All levels <input type="text"/> Copy to clipboard																		
#	TT	TransNo	#	Trans.date	Period	Account	Account (T)	Cost Centre	Cost Centre (T)	Text	Amount	Cust/Supp Id	Cust/Supp Id (T)	OrderNo	InvoiceNo	External transaction source	LineNo	Updated
1	IM	55002724	2	28/12/2019	201910	B23001	Lloyds Bank - Gener...	BA1000	Balance Sheet	558087	30.60				0			0 14/01/2020
2	IM	55002704	2	28/12/2019	201910	B23001	Lloyds Bank - Gener...	BA1000	Balance Sheet	558087	30.60				0			0 14/01/2020
Σ											61.20							

To reverse out an entry see section 3

Appendix B – Wrong amount recorded on the Local Banking entry.

In the next example the filter is on the slip reference again and there is a both a ledger side and a bank statement side but the amounts are different which is why this did not automatch. The **Bank Statement** side shows what was actually banked but the **ledger side (Transaction Entered in this screenshot)** shows what was recorded in Business World. It is this Business World entry that would need to be reversed out and re-entered correctly.

Note: Another reason this transaction would not automatch is that the date has been entered after the slip reference in the **Text field** when the local banking was recorded. When entering the slip reference on any further banking entries it would make sense not to add the date or any other information except the slip reference in this field and this will ensure it will automatch when it can.

#	Bank Short	Cost Centre	Cc Contact	Cc Email	Cur Amount	Description	Period	Sequence No	Type	User Name	Voucher Date	Voucher No	Voucher Type
1	LDGENI	AT0600	Unknown	Unknown	47.90	558054*							
2	LDGENI	AT0600	Unknown	Unknown	49.90	58054 - 23/08/2019	201907	532	Transaction Entered	G...	01/10/2019	8128321	BT
		Σ1	AT0600		97.80								
		Σ			97.80								

Other example of wrong amount recorded:

It is this Business World entry that would need to be reversed out and re-entered correctly.

Unmatched Local Banking

Selection criteria

Cost Centre like: at0280
 Bank Short like: LDGEN
 Company like: SO

Results

#	Bank Short	Cost Centre	Voucher Date	Cur Amount	Description	Period	Sequence No	Type	User Name	Voucher No	Voucher Type
1	LDGEN	AT0280	19/05/2021	256.15	560681	202102	1	Ledger	SARA GODDARD	55012138	IM
2	LDGEN	AT0280	28/05/2021	254.15	560681	0	28	Bank Statement	YUSUF BURMAN	1553	
		Σ1	AT0280		510.30						
		Σ			510.30						

To reverse out and re-enter see section 3

FURTHER INFORMATION

Once you have processed a correction you may need your transactions to be manually matched so please send your requests to local.banking.go.live.issues@southampton.gov.uk.

If you need any help, you can contact

- Your Finance Business Partnering Team for general assistance
- BW.help@southampton.gov.uk for assistance with completing an e-return, to add additional income codes to your e-return, for training requests
- local.banking.go.live.issues@southampton.gov.uk for matching requests, for help with corrections
- VAT@southampton.gov.uk if you are unsure of the VAT treatment for your income