



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 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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QuickBooks Online 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%