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Sage Timberline Office

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This article is available in our online Knowledgebase by searching for KB2646.

I just completed my bank reconciliation for my Payroll bank and ran the Bank Reconciliation report. I notice that the Register Balance as of Statement Date and Adjusted Bank Balance totals on the report are not the same number. Why would this happen and which total do I use to tie to my General Ledger?

The **Accounting date** specified in **PR Settings** affects the accounting and reference dates on the check transactions sent to Cash Management. The Bank Reconciliation report uses the accounting date on the transaction to calculate the Adjusted Bank Balance and uses the reference date to calculate the Register Balance as of Statement Date.

Because of the way the report calculates the two balances, when the accounting date usage specified in **PR Settings** is set to **Period end date**, the bank reconciliation report may have a difference between the two balances.

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[Why is my bond calculating incorrectly in Estimating?](#)[return to top](#)

This article is available in our online Knowledgebase by searching for KB121548.

I added a bond addon to my estimate and it is not calculating the correct amount. How can I get it to show the correct amount?**Verify your bond limits are set up correctly.**

1. From the Estimating **Database** menu select **Addons**.
2. Find your bond addon and verify the limit amounts.
3. If your estimate total is greater than the last limit amount, the bond will only calculate up to the limit.
4. Change the last bond limit to an amount equal to or greater than your estimate total.

How bonds are calculated:

1. Bond * Estimate total = Bond amount.
2. Bond amount * Estimate total = New total.
3. Bond * New total = New bond amount.
4. Steps 2 and 3 repeat until the bond amount stays the same.

Refer to KB121548 in our online Knowledgebase for examples of how the bond calculates when your estimate total is greater than and less than the last bond limit.

[Have you visited the Knowledgebase in our new Sage Customer Portal?](#)[return to top](#)

Year-end is closer than you might think, and the Knowledgebase is a great resource for that busy time of year. If you haven't logged on to the new Sage Customer Portal recently, follow the steps below to log on and take a look around.

1. Go to www.sagecre.com.
2. On the right side of the window, in the **Support Logon** section, click **Sage customer website**.
Tip: Save this site as a favorite to make it easier to access in the future.
3. Enter your e-mail address and password, then click [**Log on**].
4. If you have forgotten your password or if you get a user authentication error when you try to log on:
 - a. Click the **Forgot your password?** link.
Note: Do not click the **Need to Register?** link.
 - b. Click **Reset Password**.
 - c. Enter and confirm your e-mail address, then enter your last name and first name. Click [**Submit**]. A new password will be sent to you.
 - d. If you are unable to submit the form, contact Customer Support for assistance.
5. After logging on to the customer portal, click the **Knowledgebase Search** link.

For other technical assistance, log on to our online [Knowledgebase](#) or call 800-551-8307.

(Note: Access to the Knowledgebase and Technical Support is based on your current support plan.)



800-551-8307

www.sagecre.comDOWNLOAD
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If you have a customer support question, please call 800-551-8307.

