

## HOW TO FIX AN OUTSTANDING CHECK

1. **If you were not the treasurer during the time period that the check was written, talk to the treasurer that was, if possible.** Ask them what they remember about that check. Did they ever try to find out what happened and what did they learn?

If they have no wisdom to share, move to step 2.

2. **Is it a duplicate?**

- ✓ Write down the check number, date and payee.
- ✓ Go to Jewel / Reports and Graphs / Check.
- ✓ Use the drop-down menu to enter the date range for several months before the check and several months afterwards. Often it is easy to just click on the year that the check was written.
- ✓ Sort by "Payee".
- ✓ Find your outstanding check. Look to see if there are any other checks for the same amount written to the same person, in all of Jewel.

**If you find one that matches**, and you are certain that the outstanding check is a duplicate, go to "Accounting/Void a check" on the home page and void the check. **If you need help with this step, contact me.**

3. **If it is not a duplicate**, try to contact the person whose name is on the check.

**If they are an individual and you know them:**

- ✓ ask them if they would like you to replace the check
- ✓ If they say no, void the outstanding check in Jewel
- ✓ If they say yes, void the old check in Jewel and write them a new one
- ✓ Write the old check number and date in the memo line of the new check.

*(Ex: To replace 3/7/16 ck #2310 that was lost)*

**If you don't know them and you cannot find them** (after an honest, thorough effort) and no one seems to know who/where they are, **contact me**. I will ask you questions like "How old is the check?" and "How much is the check written for?" and I will use my resources to search for new contact info, then we will decide whether to void it or not.

4. **If it is written to a company or business**, call them and ask if your church owes them money. That you have an outstanding check to them from [date] and you would like to clear it off your books.

- ✓ If they say the church doesn't owe it, void it
- ✓ If they say they lost it and want a new one, then void the old one and write them a new one for the same amount
- ✓ Write the old check number and date in the memo line of the new check.

*(Ex: To replace 3/7/16 ck #2310 that was lost)*

5. **Once the outstanding check is voided, you will need to check it off during the next bank reconciliation. You will also need to check off the correcting entry that was generated when you voided it.**

- You will find it on the Jewel reconciliation page, usually down at the bottom of the checks section.
- It will be written for the same amount as the outstanding check, only it will be a negative number.
  - ✓ Ex: check is for \$57.00. The correcting entry will be for \$-57.00.
  - ✓ Check BOTH of those off when you reconcile, and they will then disappear from your reconciliation page for good!

6. **Going Forward, take care of any check that is over 3 months old. It will simplify the above process.**