Synergy Acc2026 - Why Bank Receipts Do Not Equal Sales in the Profit and Loss

Use this guide when the total of your bank receipts is not the same as the sales shown in the Profit and Loss. The two are not meant to match exactly. The Profit and Loss follows your sales invoices, while a bank receipt is money that was actually received. Work down the checks in order.

Before you start

- The period you are comparing (for example the month or the year).
- The Profit and Loss sales figure and the bank receipt total for that same period.
- How much the two differ by.

Steps

1. Remember what each figure is

Sales in the Profit and Loss follow sales invoices, not bank receipts. A bank receipt is cash received, so the two will not be equal unless every invoice was paid in full in the same period.

2. Open the Profit and Loss for the right period

Go to Accounts > General Ledger > Reports > Financial > P&L Accounts. Check that the period you chose is the same one you used for the bank receipts. Fixed assets and current assets are not in the Profit and Loss.

3. Look for partial payments

A customer who paid only part of an invoice adds the full invoice to sales but only part to the bank.

4. Look for overpayments

A customer who paid more than the invoice adds extra to the bank that is not sales.

5. Look for receipts that are not sales

Some bank receipts have nothing to do with sales, so they raise the bank total without raising sales. Look through the bank receipts for the period for any of these.

6. Check QR, e-wallet and bank terminal sales that are not yet cleared

Non-cash POS sales (QR, e-wallet and bank terminal payments) sit in the POS clearing account (POSCC) until you key the bank receipt for the transfer. See the guide "Synergy Acc2026 - Clearing POS Non-Cash Sales (POSCC) to the Bank".

7. Look at the bank account entries

Go to General Ledger > Query > Transaction Query. Choose the bank account and the dates, and go through the entries that make up the bank total.

8. Still different? Contact Synergy support

If the difference is still not explained, contact Synergy support. Have the report, the period, both totals and the amount of the difference ready.

Tips

- Invoices not yet paid count as sales but are not in the bank.
- If aging does not match the balance sheet, a creditor aging does not match the ledger, or an SST amount differs from what you filed, see the guide "Synergy Acc2026 - When a Report Does Not Tally With the GL, the Bank or the Tax Filing".
- To find the Balance Sheet or Trial Balance, see the guide "Synergy Acc2026 - P&L, Balance Sheet and Trial Balance: Finding Them and Checking Them".

Common problems

Bank receipts are more than sales.

Check for overpayments, and for bank receipts that are not related to sales.

Bank receipts are less than sales.

Check for partial payments and unpaid invoices. For QR, e-wallet and bank terminal sales, check if the settlement has been keyed in as a bank receipt.

I cannot find where the difference comes from.

Contact Synergy support and have the period, both totals and the difference ready.

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