Synergy Web - General Ledger Journals and Queries

The General Ledger page records journals, receipts, payments and petty cash in the general ledger, and the GL Queries page shows what was posted. This guide shows how to enter a journal, use recurring transactions and look up an account.

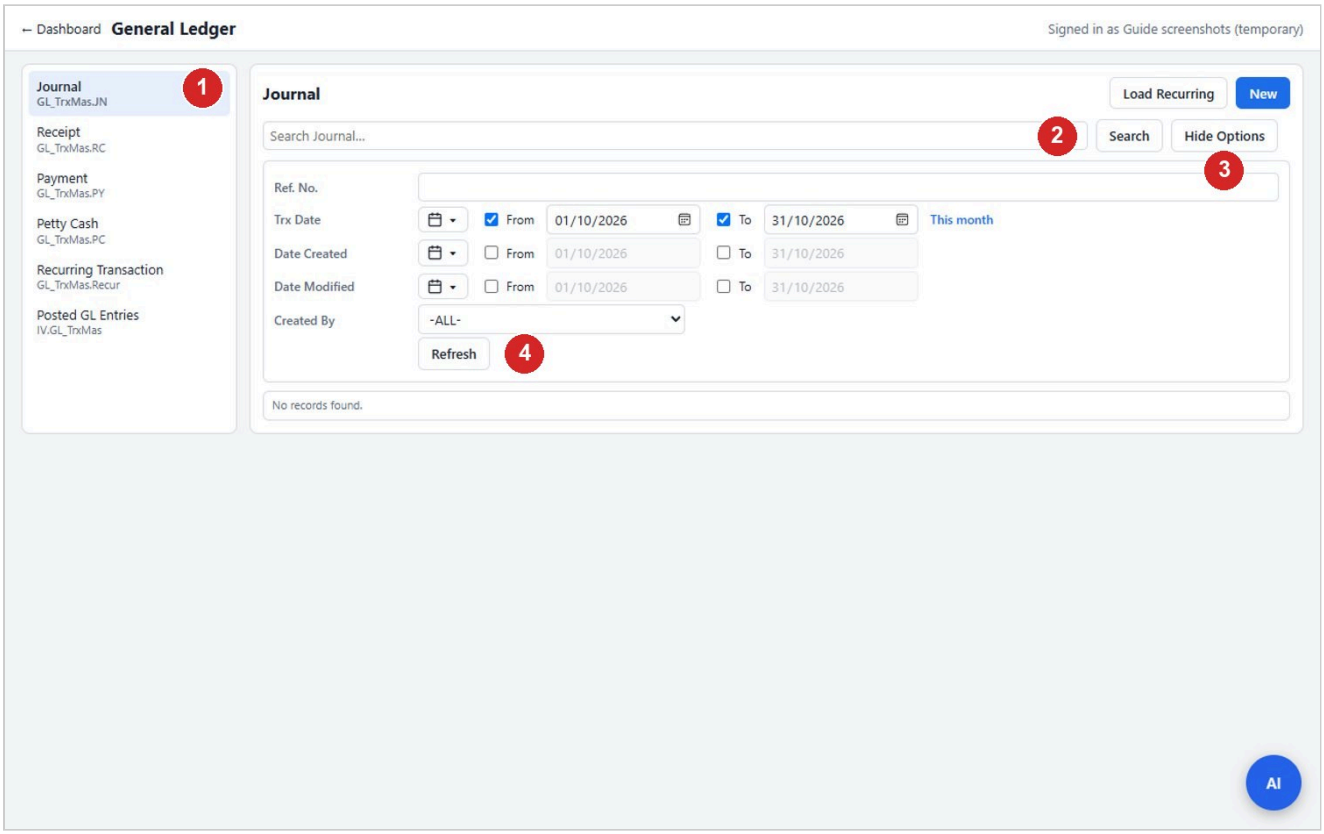
Before you start

- Sign in to Synergy Web Access as a user who may use General Ledger (under the Receipt & Payment tab) and GL Queries (under the Reports tab).
- Add permission for the General Ledger menu you need.

Steps

1. Open the General Ledger page

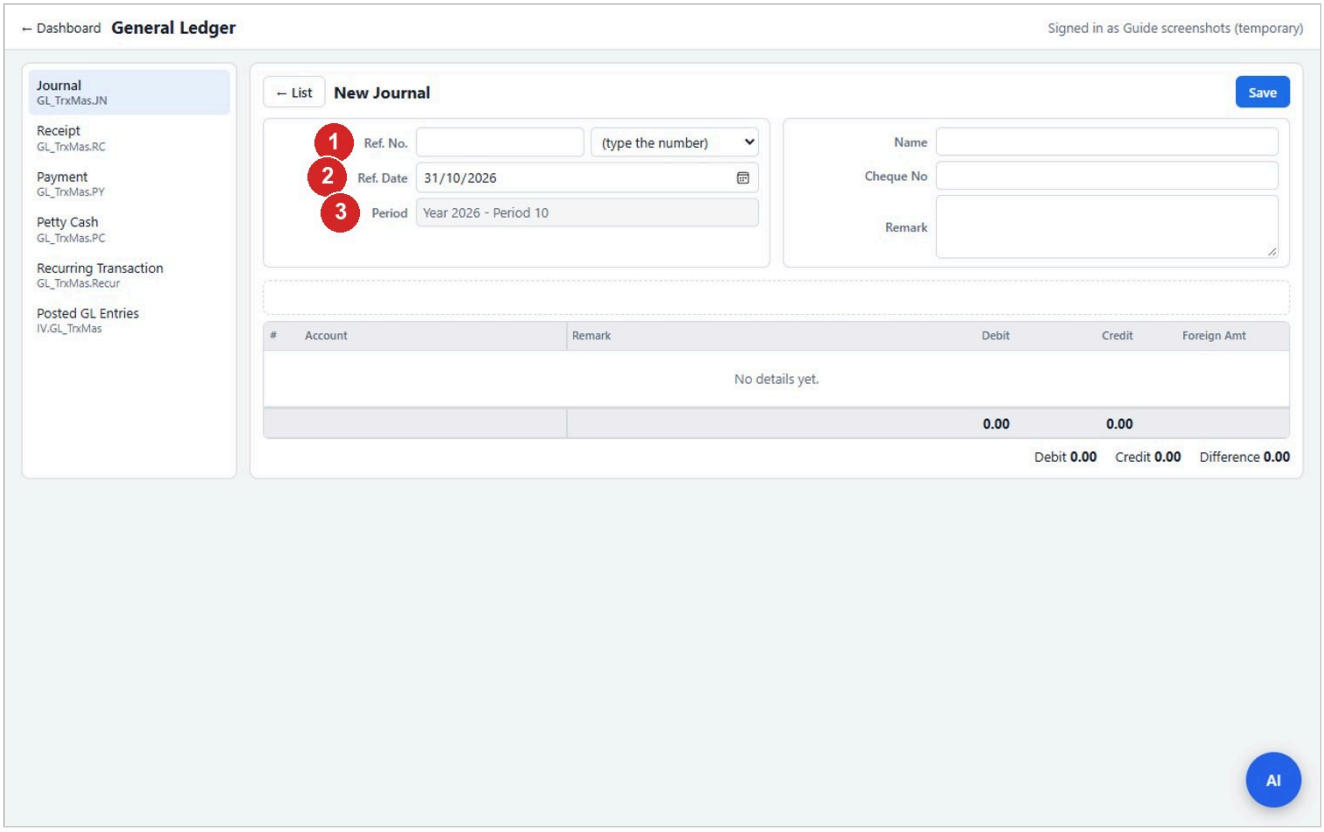
On the dashboard, open the Receipt & Payment tab and click General Ledger. The list shows this month's entries.



Step	What to do
1	Choose a menu on the left: Journal, Receipt, Payment, Petty Cash, Recurring Transaction or Posted GL Entries.
2	Use Search,
3	or Hide Options with Trx Date, Date Created, Date Modified and Created By,
4	and Refresh.

2. Start a journal

Click New.



Step	What to do
1	In Ref. No. choose a numbering, or type the number yourself.
2	Set the Ref. Date.
3	The Period is filled in for you.

3. Fill in the right side

Type the Name (a payee, for example) and, on receipts and payments, the Cheque No. Write a Remark.

4. Enter the lines

In the grid, type an account code and pick the account. Type the Remark and the Debit or Credit amount. A new line that gets its account is given the amount that balances the lines above it. Foreign Amt can be filled in only for an account with a foreign currency. Add and delete rows with the row buttons of the grid.

5. Check the totals

Debit, Credit and Difference are shown under the grid. The Difference should be 0.00 before you save.

6. Save, print or delete

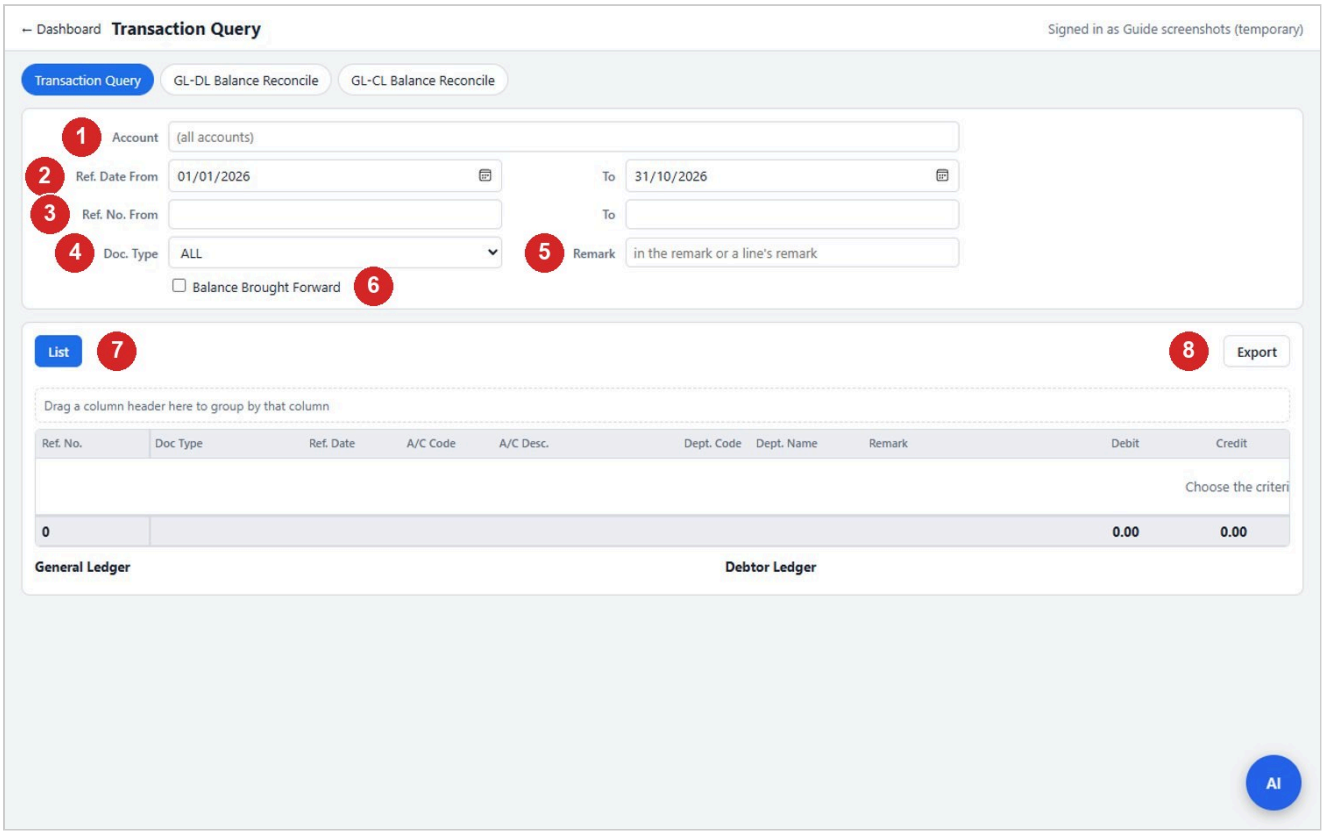
Click Save. The page says Saved with the Ref. No. Click Print for the PDF, or Delete to remove the entry after you confirm.

7. Post recurring transactions

On Journal, Receipt, Payment or Petty Cash click Load Recurring. Set the Ref. Date and Ref. No., click Select all (or tick the ones you want) and click Post Transaction. The recurring ones themselves are set up under the Recurring Transaction menu with a Source and a Type.

8. Look up an account

On the dashboard open the Reports tab and click GL Queries. On Transaction Query set the criteria.



Step	What to do
1	Choose the Account (leave it empty for all accounts).
2	Choose the Ref. Date From and To.
3	Choose the Ref. No. range.
4	Choose the Doc. Type.
5	Type a Remark.
6	Tick Balance Brought Forward if you want it.
7	Click List.
8	Click Export to save the rows as a CSV file for Excel.

9. Check debtor and creditor balances

The GL-DL Balance Reconcile and GL-CL Balance Reconcile tabs compare the general ledger with the debtor or creditor ledger for a Date From and To. Tick Days with a difference only to see just the days that do not match.

Tips

- Posted GL Entries lists the entries that are posted to the general ledger.
- The chart of accounts, account groups and financial years are set up on the GL Setup page.
- A transaction that cannot be changed shows a banner at the top saying why.

Common problems

A question box asks you to confirm when you save.

Read the message. Click OK only if you want to go on.

No transaction selected.

On Load Recurring, tick at least one recurring transaction first.

You do not have access to this menu.

Your Synergy user has no permission for it. Ask your administrator.

Draft: written from Synergy's support notes (checked by AI against the program), not yet reviewed by Synergy staff.

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