

Troubleshooting Posting - Energy Force

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Department Summary Dollars Does not Match Journal Dollars

Determine the amount off by subtracting the Journal dollar amount from the Department Summary amount. Then find out which customer or line item is not included in the Department Summary. Write down the department in which the customer or line item was supposed to be included. Check customer history to verify the customer looks correct. If everything is accurate with customer history, contact SSI for further assistance.

Taxes are not Being Applied Correctly

Review the customer's tank account to make sure the *Delivery Address*, *City*, *State*, and *Zip* are correct. Review the *Location* tab for *County*, *School District*, etc. The state, for instance, may be OH instead of OH for Ohio.

Check the department under maintenance to be sure it is set up correctly for taxes (Sales Tax, Federal, or Other).

Voiding Transactions

Transactions that occurred in a previous month should never be voided if statements have been processed and the month is closed. Credit the customer and re-bill the correct information. Remember on K-factor customers to update the tank information DD next, % left, etc. It is also recommended to create a Tickler or a customer memo about what has occurred for future reference.

Contracts not Posting

A contract is active only if it has an effective beginning and ending date that has not passed. Also, gallons must be available and a tank or meter tied to the contract. The same contract number cannot be used twice. Extend the contract end date if necessary and add gallons onto the contract.

Budgets

Payments made are not being updated on the customer account.

Verify in *History Inquiry* that it was posted as a Transaction Code 24 for Budget Payments. If not, that is why it is not updating the *# Payments Made* field. This field only updates when the full payment is made.

Example: If the budget amount is set to \$125.00 and the payment is only for \$120.00, the *# Payments Made* will not increase.

If *History Inquiry* shows Transaction Code 24 was used to update *Budget Payments Made*, check the *Budget* tab to make sure the budget is still active and the number of payments does not equal the number of times billed. If all of this is correct, then press **Ctrl+A** (Audit) to see if any changes have been made to budgets recently. If necessary, manually modify the budget number of payments and number of times billed by pressing **Ctrl+M**.