

# Acclaim - GL Export is not balanced

## **Problem:**

When exporting payroll data to your accounting package, you may get a message that Totals for Department XXXX Do Not Balance.

## **Solution:**

This error indicates an omission in the chart of accounts for the specified department.

Print the General Ledger report for the department indicated.

- Check the report for an earning or deduction category, which has an amount but no account.
- Check that Net Pay has an account specified.
- Check the benefit, payroll tax, accrual, and employer contribution categories for a non-zero item that has an account under Debits but not under Credits, or visa versa.

**Note:** When you have detected the offending item, from the main Paymate window select Setup > Departments and Accounts. Select the department, and complete the chart of accounts.