Hi Taylor,

One possible reason SALY does not function within the uncategorized category might be that the transactions in that category have new details without any prior categorization history. SALY relies on past transaction data to predict the correct category for new transactions. Without any prior history, SALY may not have enough information to accurately categorize the transactions.

SALY checks and compare the following transaction details to categorize transactions:
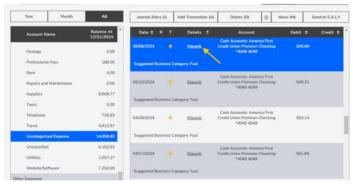- Ledger
- Account
- Details
- Transaction type

**Suggested Solution:** Manually categorize a single transaction to establish its first categorization record before using the SEND SALY button.
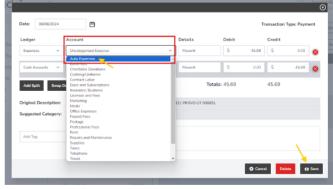
**Suggested Solution Procedure:**

1. Make sure that you are within the 'Uncategorized Deposit/Expenses'.
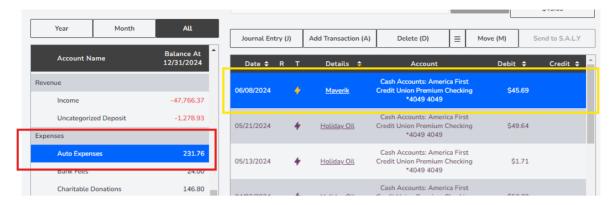


2. Choose one transaction to categorize and please take note of its transaction 'Details'. Then, update its ledger and/or account type to the correct journal account. This will serve as the initial categorization record for that particular type of transaction.

3. To verify that the manual categorization was successful, go to the journal account where you categorized the transaction and look for its transaction 'Details'.



4. After manually categorizing a transaction, go back to the 'Uncategorized Deposit/Expenses' journal where you made the manual categorization. Click the 'SEND TO SALY' button. It is expected that all transactions with details matching the first one you've manually categorized should now be moved to the correct journal account. If this does not happen, please contact support.