

The General Ledger displays two (2) categories for Cost of Goods Sold (COGS)

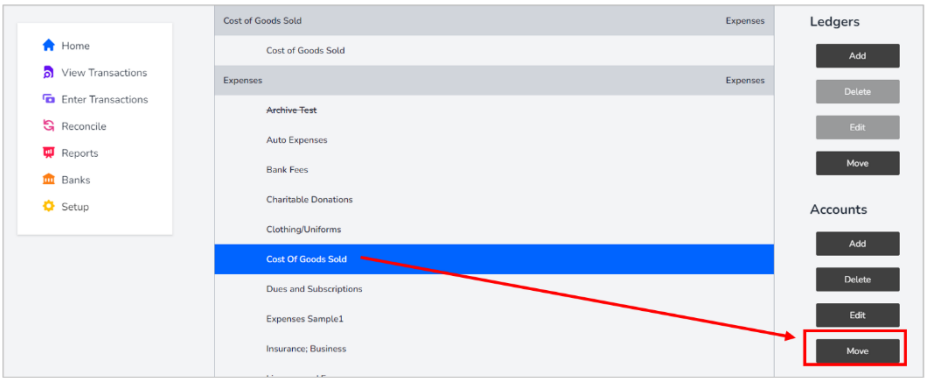
This happens when there are two (2) accounts labeled as “Cost of Goods Sold”, with one categorized under COGS ledger and the other under Expenses ledger.

Both are in separate ledgers but with the same ledger type under "Expenses", resulting in what appears to be a duplicate category.

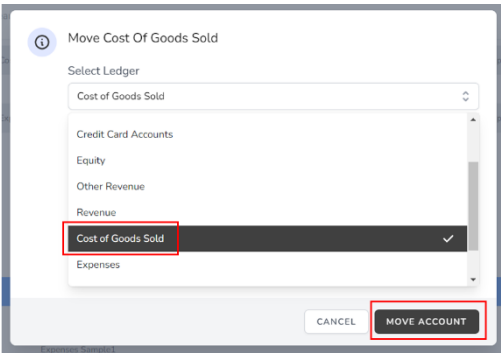
To resolve this issue, it is suggested to merge these two categories.

Correction Steps:

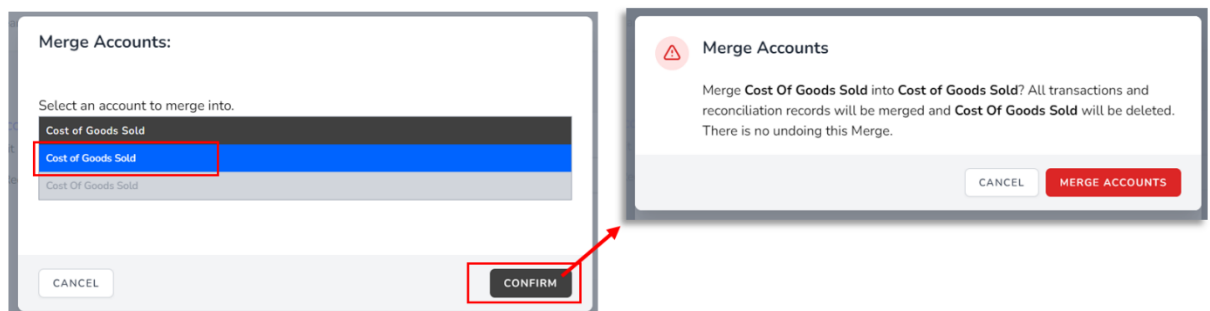
1. Open the member's CRM account and select "Open Zumbooks" which will redirect you to the VBooks web app.
2. Navigate to the "Setup" page, click “Ledgers and Accounts”.
3. Scroll down to the “Expenses” category and select the “Cost of Goods Sold” journal account. Once selected, you will notice that the side menu under Accounts is enabled. From there, click on the "Move" button.



4. After you click the “Move” button, a modal will appear prompting you to Select a Ledger. From there, choose the "Cost of Goods Sold" ledger and click the "Move Account" button to migrate the account into COGS ledger.



5. In the "Ledgers and Accounts" section, scroll down to the COGS ledger. It is expected that there are now two COGS accounts listed. Select the COGS account you intend to merge, keep in mind that once merged into another account, it will be automatically deleted.
6. Once you've chosen the account to merge, click the "Edit" button in the side menu under Accounts. This action will open the "Accounts/Edit" section.
7. Next, click on the "Merge Accounts" button, which will open a modal window for merging accounts. Here, select the account you want to merge into and then click the "Confirm" button. A warning message will appear (it is recommended to read it thoroughly to understand the process), and once you're ready to proceed, click the "Merge Accounts" button to complete the merging process.



8. Lastly, verify in the "Ledgers and Accounts" section to confirm the successful merging of the account. You should now see only one (1) COGS account in the COGS ledger. Also, make sure to review the "View Transactions" page to confirm that all merged transactions are complete and accurate.

If all of these fail to work, reach out to Boston or Melody with the CRM link of the client and the list of troubleshooting steps you've taken and we will work on assisting you.