Stale Transaction Triage Workbook

A controlled, evidence-first tool for researching old uncleared QuickBooks Online transactions.

AGE IS INVESTIGATION PRIORITY, NEVER DELETE AUTHORITY. Uncleared status is not proof that a transaction is wrong. Use evidence, linked records, reconciliation history, protected-period status, continuing obligations, approval, and after-change validation.

Review Setup	Enter Before You Begin
Business name	
Reviewer and review date	
QuickBooks company	
Accounts in scope	
Evidence archive	

Register Marker or Grade	Meaning
Blank	Uncleared. Status only, not a diagnosis.
C	Cleared. Marked cleared but not reconciled.
R	Reconciled. Treat edits as a protected-period stop sign until reviewed.
Grade A	Statement evidence, source document, and linked-record context agree.
Grade B	Strong corroboration exists, but one noncritical item is missing.
Grade C	Evidence is incomplete or records conflict. Keep the item open.
Grade D	No reliable support, contradictory evidence, or possible unauthorized activity. Stop and escalate.

Safety: Never record passwords, MFA codes, recovery codes, security answers, banking credentials, or full account numbers. This tool supports bookkeeping triage. QuickBooks behavior can change, and accounting, payroll, tax, unclaimed-property, legal, and filed-period decisions may require a qualified professional or government agency.

One-Page Stale-Transaction Decision Tree

Follow the same order for every item. A stop sign means pause, document, and obtain the right review.

Step	Gate	Question or Action	Stop Rule
1	Identify the object	Bank-feed item, posted register transaction, matched record, linked form, or changed status?	If unclear: STOP and research the QuickBooks layer.
2	Check the statement	Exact match, grouped match, no match, or statement missing?	A missing statement is missing evidence, not proof the item never happened.
3	Inspect support	Review source document, linked invoice or bill, transfer counterpart, payroll or tax record, and audit history.	Grade the evidence A to D.
4	Check stop signs	Reconciled, closed, filed, payroll, sales tax, lender-reported, linked-record risk, fraud, or unclaimed property?	If yes or unknown: STOP and escalate for review.
5	Confirm the real obligation	Is a vendor, customer, employee, tax agency, lender, or other party still owed or entitled?	An accounting entry cannot settle an external obligation.
6	Choose a supported path	Research, clear normally, leave outstanding, reissue, void, delete, correct source form, or escalate.	Never choose from age or uncleared status alone.
7	Approve and document	Record reviewer, date, evidence location, reason, and linked-record plan.	No approval: no change.
8	Validate after the batch	Recheck cash, reconciliation, A/R, A/P, payroll, tax, transfers, reports, and open items.	Any unexplained difference: STOP and restore the investigation.

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Aged-Item Log

One row per questionable item. Research outside QuickBooks first, then record the supported decision and approval.

ID	Type / Date / Amount	Account / Where Found	Reg. / Feed	Statement / Evidence	Age	Linked / Period Stop	Obligation	Disposition / Approval	Status / Support / Validation
ST-001									
ST-002									
ST-003									
ST-004									
ST-005									
ST-006									
ST-007									
ST-008									
ST-009									
ST-010									
ST-011									
ST-012									

Age buckets: Current to 30 days; 31 to 90 days; 91 to 365 days; over one year. Age only schedules the investigation. It never authorizes deletion. Register status: Blank = Uncleared, C = Cleared, R = Reconciled.

Open-Items Workflow

Do not guess when evidence is missing. Assign the next request, owner, follow-up date, and escalation trigger.

Open ID	Related Item	Issue	Missing Evidence	Requested From / Date	Owner / Follow-Up	Status	Escalation Trigger	Decision / Support Location
OI-001						Open		
OI-002						Open		
OI-003						Open		
OI-004						Open		
OI-005						Open		
OI-006						Open		
OI-007						Open		
OI-008						Open		
OI-009						Open		
OI-010						Open		
OI-011						Open		
OI-012						Open		
OI-013						Open		
OI-014						Open		

Workflow: Open, Waiting, Ready for Review, Resolved, or Escalated. Keep the item open until support and approval are complete. If evidence conflicts, the item affects a protected period, or the issue involves payroll, tax, fraud, unclaimed property, or a material linked-record difference, escalate.

Before-and-After Control Totals

Capture the same dated controls before and after each approved cleanup batch. Explain every difference.

BEFORE CLEANUP BATCH

Account or Ledger	As-of Date	Statement Balance	Register Balance	Reconciliation Difference	Uncleared Total	A/R	A/P	Payroll or Tax Liability	Approved Change / Notes
Primary Checking									
Secondary Checking									
Savings									
Credit Card 1									
Credit Card 2									
Payment Processor									
Loan									
Other									

AFTER APPROVED CLEANUP BATCH

Account or Ledger	As-of Date	Statement Balance	Register Balance	Reconciliation Difference	Uncleared Total	A/R	A/P	Payroll or Tax Liability	Approved Change / Notes
Primary Checking									
Secondary Checking									
Savings									
Credit Card 1									
Credit Card 2									
Payment Processor									
Loan									
Other									

Before-and-After Validation Checklist

Validate after every approved batch. Stop if any control breaks or a linked ledger changes unexpectedly.

Complete	Validation Area	Expected Result	Evidence Location	Exception / Owner / Date
[ ]	Bank or credit-card balance	Statement and register agree for the reviewed date		
[ ]	Reconciliation	Beginning balance and completed reconciliation history remain supported		
[ ]	Accounts receivable	Customer payments, deposits, credits, and aging remain correct		
[ ]	Accounts payable	Bills, bill payments, vendor credits, and aging remain correct		
[ ]	Payroll	Payroll reports, withdrawals, and liabilities still agree		
[ ]	Tax accounts	Sales-tax and other tax balances still tie to support		
[ ]	Transfers	Both bank accounts show the supported linked transfer		
[ ]	Deposits	Grouped deposits still tie to customer payments or processor batches		
[ ]	Financial reports	Profit and loss statement and balance sheet changes are explained		
[ ]	Protected periods	No closed, reconciled, filed, or externally reported period changed without approval		
[ ]	Audit trail	Decision, approver, support, and validation are documented		
[ ]	Open items	Unresolved evidence gaps remain assigned instead of being forced closed		
[ ]	Backup evidence	Relevant statements, reports, images, forms, and correspondence are retained		
[ ]	Batch acceptance	Reviewer approved the batch or documented each exception		

Final acceptance: Every completed action has support, approval, and a passed validation result. Every unresolved item has an owner and follow-up date. Any exception affecting a filed or protected period, payroll, tax, fraud, unclaimed property, or a continuing obligation is assigned to the appropriate reviewer.