

Dear Mommy,

I have your Quicken working again. Since you said that you were able to reconcile for August without any problems that means that the balances on the bank statements were correct at that time and agreed with Quicken. So, the way I fixed the problem was to assume that the bank was correct. I put an entry in Quicken dated 9/1/11 for \$309.11 and marked it as "R" meaning reconciled. This is the amount that your Quicken and the bank statement disagreed. Then I went ahead and reconciled for September. The balance forward in Quicken now agreed with the balance forward on the September bank statement. I reconciled September without problem. I then reconciled October. The balance forward agreed with the bank statement because I fixed the problem earlier. I was able to reconcile October without any problem. So, everything should work fine from now on going forward.

The only way that the opening balance can be off is if something was done to an entry that had already been reconciled in previous months. Another way that this error can occur is if a new entry is made with it already marked as "R" meaning it has been reconciled. That would make the error go the opposite direction from the error that you had. So, I'm guessing that somehow some entries got deleted by accident. This would make the error go in the direction that it was showing.

Love you,  
JOhnny