Case Study

Avoiding Duplicate Entries in Accounts Payable Reporting



Background

A finance team identified a duplicate entry issue in their accounts payable (AP) system, Xero. The case involved an **Officeworks bill** that had been recorded twice. One of these bills had already been paid, while the duplicate remained outstanding. Before sending the AP report, it was necessary to ensure that all outstanding bills were accurate and free of duplicate entries.

Challenges

1. **Duplicate Entries** – The presence of identical invoices created confusion in financial records.
2. **Payment Misalignment** – Since one version of the bill was paid, keeping both entries in the system could lead to inaccurate reporting.
3. **System Correction** – The team needed to decide how best to void the duplicate entry while maintaining financial integrity.

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Actions Taken:

- **Cross-Checking Entries:** The finance team verified the AP ledger to confirm the duplication.
- **Identifying the Paid Invoice:** They checked payment records to ensure that one of the entries was settled.
- **Voiding the Duplicate Entry:** The unpaid version of the Officeworks bill was voided in Xero, preventing inaccurate future reports.

Conclusion:

- The AP report reflected only valid outstanding bills.
- Reduced risk of double payments, ensuring financial accuracy.
- Improved internal control processes for AP management through PR Review for approving the bills

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Key Takeaways

- **Regular Audits** – Periodic checks of AP records help prevent duplicate payments.
- **Clear Documentation** – Maintaining clear payment records minimizes errors.
- **System Controls** – Using validation mechanisms within accounting software like Xero can prevent similar errors in the future.

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