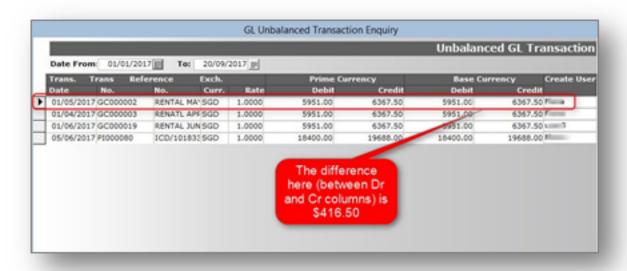# A2000ERP ~ GENERAL

Why is my trial balance still not balancing after re-save? The difference was obviously due to GST amount not being captured.

1. AFTER RUNNING THE DIAGNOSTICS? After running SYSTEM – Diagnostics, we see that the transaction is still unbalanced. The exception transaction we will check is GC-0002 (as highlighted on right).

WHY LIKE THIS? When drill down to transaction GC-0002, we found that user did not trigger the GST function. For the GST to be captured, the field "**GST Applicable**" needs to be checked.

3. HOW TO FIX?

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REMEDY: Simply check the GST Applicable box, ensure the GST Type selected is correct and SAVE the transaction. Problem will be solved.

Unique solution ID: #1096
Author: Maria Fuerte
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