Handling Invalid Lockbox Transaction Records

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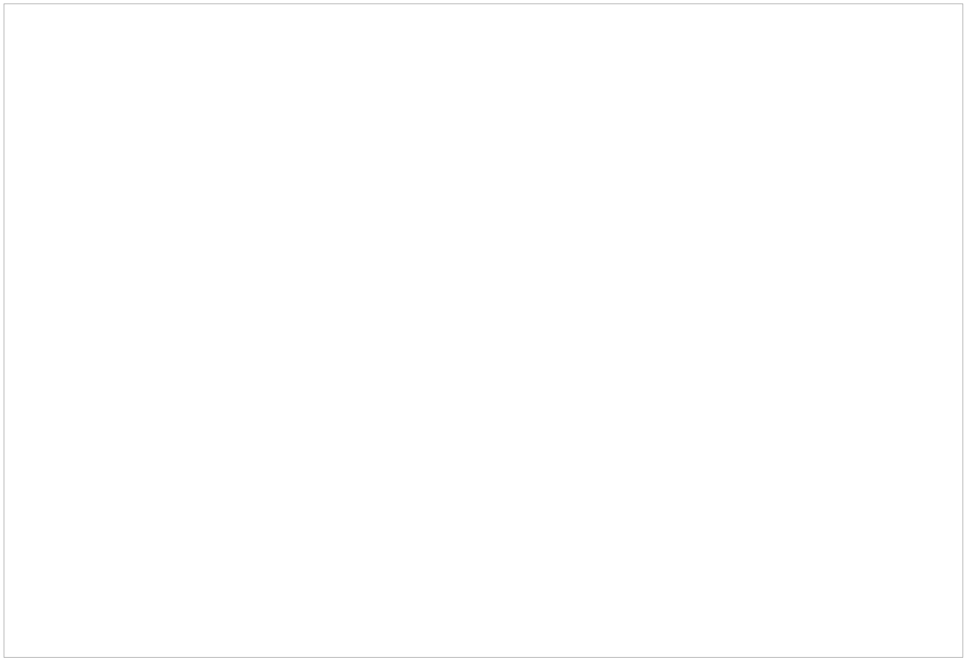
Depending on which bank file format your company is using, different pieces of information may be required to import the data into SedonaOffice as a customer payment.

Using the Generic File format as an example, the invoice number is a required field. In the illustration below, the last payment row displays the customer number as 0000, the customer name as Unknown. In the far right column of the Import Lockbox File list is a column labeled Raw Data; the area circled in the screen shot below is the section that contains the customer number.

To try and locate the correct customer click on the gray button to the right of the Customer # field of the invalid record; this will open the customer lookup form. Once you locate the correct customer number it will fill into the Customer # field. Corrections may also be typed directly into the grid area of this form. Once all corrections have been made, click the Validate Customers button located in the lower right area of this form. Once all customers have been validated, click the Post button.



If there are any records with invalid customers, you have a few choices in handling exceptions:

- Post the batch which will only include the payment rows where the customer information is valid. If this option is selected, the User will have to create a manual payment batch for the records that did not post.
- Stop and research the unknown customer payment records then make the necessary corrections once the correct information is located.
- Change the Unknown customers to your Cash Account customer number, post the payment batch then research the errors at a later time. Once the valid customer number is identified, the payment may be transferred from the Cash customer to the correct customer account.

Valid Customer Number – No Open Invoices

In situations where the customer number is correct however there are no open invoices on the customer account, you

have two options:

1. Change the Invoice Number to a value such a 2 or any invalid invoice number. When the payment posts, it will automatically apply the payment to any late fees on the customer account and then the balance to unapplied cash.
2. Post the valid payments, then manually add these customer payments to the batch and apply the funds to unapplied cash or one of the other options on the Other tab of the Payment Processing form.