

Troubleshooting ACH/P.A.P. Files

Incorrect Load Parameters Used

To clear the entire batch with incorrect load parameters, click the **Edit** icon.

Then, click **OK**.

A pop-up window will appear stating the From Range: and To Range: payment dates have already been selected by a previous file create.

Click **OK**.

Note: *Do not delete* the table.

Journals > P.A.P File Create

Pap File Creation (BROWSE)

Creation Number: 43

Creation Dates

Last Payment Dates from: 2020-06-15 to: 2020-06-22

Creation Date : 2020-06-22

Payment Dates Ranging from: 2020-06-15 to: 2020-06-22

Reconcile / Exclude Items | P.A.P. Load | **P.A.P File Create** | Error Log

Payment Type: [v]

Bank File Create (FIND)

Effective Date: [v]

Configuration Name: [v]

Ready [edit] OK Cancel

Ready

Proceed to the Cashiering module.

Open the Pre-Authorized table to verify all records were cleared for the current batch.

Click the **Search** icon if not already in search/find mode.

At Creation Number, enter the same number from the cleared batch.

Click **OK**.

No records should be returned from the search indicating the Pap File Creation table successfully cleared.

Return to the Pap File Creation table in the Journals module to create the new batch and proceed with the ACH process.

Cashiering > Pre-Authorized

Pre-Authorized Payments (FIND)

Main Transfer Delete

0 of 0 OK Cancel Batch Totals

Pre-Authorized Payments

Creation Number: 43

Account Number: [Search Icon]

Service: [Dropdown Arrow]

Date: [Dropdown Arrow]

Amount:

Batch Name:

Ready

Edit or Delete Single Entries in a P.A.P. File

Navigate to the Pre-Authorized table in the Cashiering module.

Cashiering > Pre-Authorized

Click the **Search/Find** icon.

Enter the following information into the fields indicated below.

Creation Number = batch creation number from the P.A.P. file.

Account Number – account number to add, edit, or delete

Click **OK** to return matching records.

Use the **Edit** icon to update a record.

Use the **Delete** icon to remove a record.

Note: Each service has its own entry.

After all changes are made, run the P.A.P. Load report to verify the changes and get the new totals. Then, proceed with the regular P.A.P. file process.

Pre-Authorized Payments (BROWSE)

Main Transfer Delete

1 of 4 OK Cancel Batch Totals

Pre-Authorized Payments

Creation Number: 43

Account Number: 17293 9 CHESTER CHEETAH

Service: W WATER

Date: 2020-06-22

Amount: 38.25

Batch Name: aenfelt1

Ready

Add an Account to the P.A.P. File

To add an account to the P.A.P. file, click the **Add** icon.

Then, enter the information for the following fields:

- **Creation Number** for the batch
- **Account Number**
- **Occupant Code**
- **Service** (E, W, S, F, etc.)
- **Date**
- **Amount**

Click **OK** to save the entry.

Note: Each service must be added separately.

After all services for an account are added, run the P.A.P. Load report to verify the changes and get the new totals. Then, proceed with the regular P.A.P. file process.

Pre-Authorized Payments (BROWSE)

Main Transfer Delete

1 of 4 OK Cancel Batch Totals

Pre-Authorized Payments

Creation Number: 43

Account Number: 13622 9 SLIM GOODBODY

Service: W WATER

Date: 2020-06-22

Amount: 43.71

Batch Name: aenfelt1

Ready