

Payment Run Issue

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SunSystems Introduction



Key concepts

- 1. SunSystems AP flowchart
- 2. Payment run Issue
- 3. How to analyse Analysis codes for Payment Transaction
- 4. Payment Document
- 5. How to reverse wrong payment

SunSystems AP flowchart



Payment Run Issue

Common error issue:



Cause:

- 1. Account Allocation is open for this Supplier code.
- 2. A Payment Method in Supplier (bank, cheque...) that doesn't match the Payment Profile's Payment Method.
- 3. Missing information in Supplier (SUS): Account code, address code, payment method
- 4. Payment period is after current period (for example payment period is 05/2020 but current period is 04/2020)
- 5. Transaction is in withheld status
- 6. Account limitation

Analyze analysis code for Payment Transaction

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Payment Document

Missing Cheque number:

1.Case 1: If there's no payment is processed after this missing check payment

-> Go to PYD (payment document) to reprint cheque

2. Case 2: If another payment is already processed after this, the user cannot reprint the payment document (Cheque number).

-> The solution for this situation is to process payment void / Payment reversal and process this payment again.

Reprint Cheque

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Reverse wrong payment

Wrong Payment:

1.Case 1: Using Payment void if the there're enough criteria as below:

- Supplier account
- Payment account
- Cheque number / Transaction reference
- -> Go to PYV (payment void) for payment voiding

2. Case 2: If there's missing cheque number / The user wants to reverse payment in a batch (with multiple supplier 1 one time)

-> Using function JRC -> Payment reversal to reverse the payment.

1. Select payment to reverse in function JRC

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2. Click Review all -> select payment reversal

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3. *Please be noted: Allocation marker for original invoice will be marked as "Withheld only"*

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4. The user needs to change allocation marker from "Withheld Only" to "Blank Allocation Marker"

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3. *Please be noted: Allocation marker for original invoice will be marked as "Withheld only"*

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5. Select transaction date in tab Data selection

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