OBP Good to know / Errors

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Introduction

This manual describes common errors and other good to know setup-information regarding the OBP bundle.

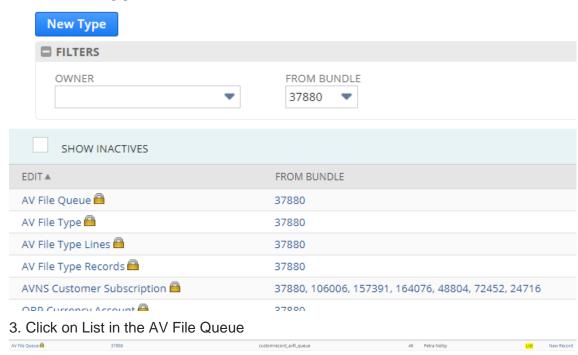
File is in status process – customer can not go forward.

Question: One common question is regarding when the OBP-file is in status process and no button in shown.

Solution: Customer cannot create multiple files at the same time, the search will be set in queue and not go forward.

- 1. Go to Customization > list, records, & Fields > Record types.
- 2. Select the "From bundle" to OBP (Number 37880)

Record Types



- 4. Find the OBP Payment file that the case referrers to. Click in Edit.
- 5. Change the status to Error.
- 6. Now the customer should be able to edit the OBP payment file again.

The Vendor Bills is not appearing on the OBP Payment file in process list

Question: The Vendor Bill is not appearing in the OBP payment file in process and can not be paid.

Solution: Make sure that the currency on the vendor bills is set-up on the "OBP Payment method" that the Vendor has. (Check the vendor bills witch OBP payment method that is selected, and check the currency, after that go to OBP Payment method and make the change)

Make changes to confirmed Payment Files when payments need to be resent to the bank

Question: The Payment is not executed in the bank and the Vendor Bill should be included in a new Payment File.

Solution: From the Vendor Bill record find the original Payment File (00016)



Edit the file – locate the transaction and click Remove Button to remove the line Result – the Bill is now Open for Payment and can be included in the next file



Good to know

Here you will find some other good to know with the OBP solution.

PAIN 001

Pain 001 is a new type of payment format. All Swedish bank is not updated with the same information so the solution can be different in customers environment.

Reconciliation file

- 1. **Payment date** set on reconciliation-file is retrieved from the VAIDT filed (Swedbank) and not Bookdt.
- 2. **Exchange rate** is retrieved from Netsuite Currency Exchange rate list if the bankaccount is a currency account.