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## **OBP Good to know / Errors**

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Common support-cases regarding OBP and how to solve them**Error! Bookmark not defined.**  
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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 is 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

New Type

FILTERS

OWNER

FROM BUNDLE

37880

☐ SHOW INACTIVES

EDIT ▲	FROM BUNDLE
AV File Queue	37880
AV File Type	37880
AV File Type Lines	37880
AV File Type Records	37880
AVNS Customer Subscription	37880, 106006, 157391, 164076, 48804, 72452, 24716
OBP Currency Account	37880

AV File Queue

37880

customrecord\_avft\_queue

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Petra Holby

New Record

3. Click on List in the AV File Queue

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)

OBP Payment Transactions

VIEW

OBP PAYMENT TRANSACTIONS

Default View

New OBP Payment Transactions

Attach

Customize View

EDIT	ID #	PAYMENT FILE	PAYEE	TRANSACTION CURRENCY	PAYMENT AMOUNT	PAYMENT DATE	SELECTED FOR PAYMENT	VALIDATION STATUS	VALIDATION MESSAGE	TRANSACTION TYPE	RECONCILED	AMOUNT REMAINING	AMOUNT
Edit	OPT000291	00016	Finlay Walker Partners Ltd	GBP	25 645,73	2019-05-14	Yes	Valid		VendBill	No	25 645,73	

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

	Euroclear Sweden AB	Bill #442652	60 451,34	2019-05-23	Yes	Valid		VendBill	Yes	60 451,34	0,00		
	Finlay Walker Partners Ltd	Bill #19-004	25 645,73	2019-05-14	<input checked="" type="checkbox"/>	Valid		VendBill		25 645,73	0,00		
<input checked="" type="button" value="OK"/> <input type="button" value="Cancel"/> <input type="button" value="Insert"/> <input type="button" value="Remove"/> <input type="button" value="Move Up"/> <input type="button" value="Move Down"/> <input type="button" value="Move To Top"/> <input type="button" value="Move To Bottom"/>													
	Finlay Walker Partners Ltd	Bill #19-005	25 487,54	2019-05-27	Yes	Valid		VendBill	Yes	25 487,54	0,00		
	Franchise Group Nordic AB	Bill #90238	125 000,00	2019-05-13	Yes	Valid		VendBill	Yes	125 000,00	0,00		

## 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.