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Rejected BPAY File – Incorrect Biller Code – Macquarie Bank Customers

Overview

Where the BPAY payment file is rejected due to the creditor Biller Code being incorrect, the following steps should be taken. This process applies to customers of Macquarie Bank.

Biller Code is Incorrect in a BPAY Payment File and is Rejected

1. Cancel BPAY Payments File

   - **Accounting** > **Adjustments** > **Search/Cancel Bulk BPAY Payments File**
   - Enter the BPAY batch/file number
   - Select the batch and **Cancel**

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   NOTE: If you do not know what the batch/file number is, the **Payments by Bulk BPAY report** displays the batch/file number. This report is created when you Process Bulk BPAY payments.

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   Alternatively, use **Quick Reports** > click **Payments tab** > choose payment type **Bulk BPAY,** select **Configure Columns** check BPAY batch number column to view the batch/file number.

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2. Cancel the **BPAY** payment/s

   - **Accounting** > **Adjustments** > **Search/Cancel Payments**

   NOTE: For how to search/cancel payments, please refer to the article, "How to search/cancel payments".

3. Amend the **Biller Code** of the Creditor. There are two ways in which you can do this

   - Click on the **Manage** toolbar > **Creditors** > select the **Creditor** > click on the **Edit** icon to start editing > amend the **Biller code** field and click **Save**
   - Click the **Creditor Invoice** icon > Search for the **Plan Number** > select the **Creditor Invoice** > click on **Chain Link**. This takes you to the Manage Creditor screen. Click on **Edit**, amend the **Biller code** field and click **Save**

4. Change the Creditor **Invoice Status** from Hold to **Pay**

   - Click the **Pay** icon > Search for the **Plan Number** > select the **Creditor Invoice** > change

Invoice Status from Hold to **Pay** > click **Save**

5. **Pay**

- Click the **Pay** icon > select the **Creditor** from the drop down list > check **Bulk BPAY** check box and process the payment by clicking the **Process** icon
- The message below will then appear.To confirm the payment, click**Yes**

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NOTE. If the rejected payment relates to more than one creditor, you may repeat this step multiple times by selecting each creditor one at a time. The drop down list also gives you the option to select **All** creditors.

6. Create payment file

- **Accounting** > **Process Bulk BPAY Payments** > select **Create BPAY File**

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