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# Creditor Invoice is Not Paying in Strata Master

This article will assist when you have been paying creditors and find that, checking the outstanding creditors report, there are one or more invoices that did not pay.

#### Background to the Pay Process

The process that this article relates to is Accounting > Pay Creditor Invoices or the Icon pictured here



Both methods open to a screen as shown here

🐣 Creditor Payments	- • •
🔤 📃	0
Creditor	Payment method
<b>•</b>	Computer cheque
	🔲 Manual cheque
	Direct entry
	Direct entry with email
j Auvanced	🔲 Bulk BPAY
This advanced option allows you to select one plan, or a group of plans to pay. Note: The plans listed are not filtered by the creditor or payment method selection made	on this screen.

Once this process is run, you will check your Formatted Reports > Outstanding Invoices report. If invoices are still showing on this report, that you want to pay, then the checks below will assist you discover why the invoice/s did not pay and how to resolve.

## The Causes of Non-Payment of Invoices

There is a checklist below to be reviewed for each invoice that has not paying -

1. Is the Invoice on Hold, but not meant to be on Hold ? If so, change the status to Pay.

Creditor Ir	voices - Edit Mode							
	9 H 👌							(
GST register	ad owners corporation selected Active Groups	tices were printed on 18/09/2	018		_			
Enter Plan N	o. or Street Name or Body Corporate Name.	outer were prived on her oute						
	Q							
Strata Plan Hordem Pla 23 Victoria POTTS PD	3333 ce hivel NT NSW 2011							
Tran. Date	Date Due Account	Creditor	Description		Amount	Status G	roup D	Jai /
27/11/2020	27/11/2020 165806 Maint Bldg-Fire Protection-Other Equipme	Sydney Fire Protection	New fire exting:	ishers and instal	220.00	Pay G	arage 2	277
27/11/2020	27/11/2020 173200 Maint Bldg-Security Keys - Admin 27/01/2020 272000 Maint Bldg-Security Keys - Admin	David Carr Locksmiths	Rekey and inst	all safe	890.00	Pay G	arage 2	277
27/01/2020	27/11/2020 273000 Maint Bidg-Signs & Notice Boards - Capital 27/01/2022 154000 Admin-Management Fees-Standard - Admin	Pant People Bockend Strata Manage	Archive Storage	Fee December	1,205.00	Pay N	abong 2 one 2	27/
27/01/2022	27/01/2022 154000 Admin-Management Fees-Standard - Admin	Rockend Strata Manage	Standard Mana	gement Fee Dec	50.00	Pav N	one 2	277
Creditor	PAINT Data Response Image: Contract Contrat C				Add Tradesman Contracted C Preferred Plan Number 3333 Address: Hondray Place 22 Victoria Street PDTTS PDINT			
	work under (Uprional):	Amount limit	\$0.00	Addless Holder	Admin	Capital Works	Total	-
	- <u>-</u>	Already invoiced	\$0.00	Cash at bank	40 524 75	-10 299 80	30 224 9	95
				0/S invoices	1 530 00	1 205 00	2,735.0	ñ.
				Net cash	38.994.75	-11.504.80	27.489.9	5
	Expense account	Show accounts without	t a budget	Beserve funds			N	ī
Group	Building Cladding Replaceme V Maint Bldg-Signs &	Notice Boards - Capital Works	<b>•</b>	Available cash	38 394 75	-11 504 80	27 489 5	-6
Description	fetv Signage				Total investments: 26,415.00			
·	1 205 00 007 109 55			Group: Building Cladding Replacement				
Minount	1,203,00 (35) 103,00			Available cash	-45.00	-1,205.00	-1,250.0	00
Invoice no.	984 Date due  27/11/2020 牵 ✔ Tra Budget: \$0.0	nsaction date  2//11/2020  0 10 Total YTD: \$1,	095.45	Invoice status	Pay On	Hold		

2. Is the Strata Plan short of available Funds ? The Plan below would not be able to Pay invoices more than the highlighted amount.

Plan Number: 8888 Address: United Gardens, 1 Manchester Road, Sydney NSW								
	Admin	Capital Works	Total					
Cash at bank	3,635.55	-1,622.20	2,013.35					
0/S invoices	3,020.00	NIL	3,020.00					
Net cash	615.55	-1,622.20	-1,006.65					
Reserve funds			NIL					
Available cash	3,635.55	-1,622.20	2,013.35					
	4,550.00							
Group: Building Cladding Replacement								
Available cash	NIL	NIL	NIL					
Invoice status C Hold	© Pay							

3. If there are multiple payments, will they pay one by one? In the example above, if there are multiple invoices for a total greater than the available cash, in the Pay screen, select only one creditor and see if the payment goes through.

4. If the invoice is reprocessed, does it pay? The invoiced processed may have a corruption especially if it has been imported from another platform. Reprocess it and cancel the original invoice. The reprocessed invoice/s may pay through successfully. Regarding dates, when the invoice is cancelled, check search/edit transaction for the date of cancellation. The cancellation should be recorded under current date, meaning that the invoice can be re-entered with transaction date as current date. This will then not adversely affect any financials.

5. Is it a common creditor that isn't paying ? If so, the Creditor Card may be the problem. Go to Manage > Creditors > open the Creditor Card. Check that you have been selecting the correct payment method, untick 'email remittances' box in case Outlook is not working, make sure the card is active.

If all appears ok, create a new Creditor Card and make this existing one inactive. Then in the invoices, change the creditor to the new Creditor Card.

#### 6. After following the above checks, if you still have a problem, log a case to Strata Master Support via your MyMRI portal or call 1300 657 700 to log a case.

## Useful Links

https://kb.rockend.com/help/adding-or-changing-a-creditor-card-description

https://kb.rockend.com/help/duplicate-crn-message-in-creditors-bpay

https://kb.rockend.com/help/filesmart-creditor-invoicing-fsci-screen

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