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Cancel a Batch (Bank Rejects Upload) in Strata Master

The most usual reasons to cancel a batch for upload include -

- the file is rejected in uploading to the Bank website.<u>The message on the Bank Website</u> should assist you to identify the payment that is causing the rejection
- a payment included in the file is to be cancelled and the file<u>has not yet been uploaded to the Bank</u>
 (Note that once the file has been uploaded and authorised, the payment has been made so can only possibly be stopped by the Bank, otherwise you will need to seek return of the funds from the creditor.

Your batch could be an ABA (Direct Entry) file or a BPay file.

Caution

If you cancel a batch and then recreate the batch, the original batch will still exist in your Windows File Explorer folder for Bulk Bpay or EFT Pending. In the new batch, the batch number will change as will the batch contents, so ensure the correct batch is uploaded to the bank. Your folders should be on the server in the Strata\$ folder or another shared drive.

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Na	me		^
	Backup		
	BulkBPAYPendin	g	
	CreditorComplia	inc	e
	Data		
	Documents		
	Download		
	EFTPending		
	Graphic		

There is a time stamp to assist identify the most recent file. We suggest you move any unwanted files into the folder named '......Processed' as in screen shot below.

Name	Date modified	Туре	Size
BulkBPAYProcessed	09/12/2022 9:40 AM	File folder	
DEMO 000003.txt	04/01/2023 4:30 PM	Text Document	1 KB

Locate the Batch File Number

1. The batch number should be on your printed copy, at the top of the page or at the end of the list..

r	nri	Payments by E 04/01/20 Batch no.: 0	Bulk Bl 23 00003	PAY			
BPAY no.	Payee	P	ayer cct.no.	Payer BSB	Biller code	CRN	Amount
1	Sydney Water	22	222-12345	182-222	1222000	2456789521423	450.00

Π	Payments 0	by Direct Entry 4/01/2023		
EFT no.	Payee	Payee account no.	Payee BSB	Amount
000064	Electrical Repairs & Service	6478888	112-356	460.00
000064 000016	Electrical Repairs & Service Rockend Strata Management	6478888 12345364	112-356 082-222	460.00 110.00

2. Alternatively, you can find the batch number in Quick Reports. Note the payment numbers, especially of any payment that will need to be cancelled.

B · Quick Reports		84	2 물							
Corporations Lots Registers Insurance Dwners Corporation Details Plan No. Manager "Select All Image: Select All Street No Street Image: Select All Image: Select All Image: Select All Town Postcode Image: Select All Image: Select All Image: Select All Managed? Managed plans Image: Clinical plans Image: Select All plans				R & M Receipts Payments Payment Type • All payments • Bulk BPAY • Cheques • Other payments • Direct entry • Payment cancellations		Contacts Cr.Invoices Creditors Meetings Dther Search Criteria Payee Select All ▼ Payment no. Batch number Payment date 04/01/2023 ▼ Payment date 04/01/2023 ▼ ▼ To 04/01/2023 ▼ C Date presented © Date paid © Values are unequal © Values are unequal			Meetings ▼ >er /2023 ♥▼ aid d are unequal	
Payment number Payment date Amount Payee Status Type BPAY batch number DE batch nu. Reason Canc 000016 2023-01-04 110.00 Rockend Strata Management Unpresented Direct entry 20 000017 2023-01-04 450.00 Sydney Water Cancelled Direct entry 20 1 2023-01-04 450.00 Sydney Water Unpresented Bulk BPAY 3								Reason Canc		

Cancelling the Batch

1. Navigate to Accounting > Adjustments > Search/Cancel Bulk BPay Payments File for a BPay batch or Cancel Direct Entry Payments File for an aba/Direct entry EFT batch.

Journal Entry
Search/Edit Transactions
Levy Journal
Credit Lot
Search/Cancel Receipts
Search/Cancel Payments
Search/Cancel Bulk BPAY Payments File
Search/Cancel Levy Posting
Cancel Direct Entry Payments File
Refund Levy
Transfer Money Between Funds
Rebuild Annual Rollovers
Opening Balance Entry

2. The screen below opens (this example is BPay) and enter the batch number and click the search binoculars. All the payments in that batch will show. Note there are no amounts.

🛱 Cancel Bulk BPAY Payments File				23				
Source system row reference								
BPAY batch/file number 000003								
Batch no. Payment no. Payment date	Payee	Bank account name						
3 1 04/01/2023	Sydney Water	Rockend Strata Management ITF SP 2222						

3. When happy that you have the correct batch, by checking the**payment numbers and payment date matches the checks in 'Locate the Batch File Number' section** above.

4. Click the cancel button to cancel the batch. Note that cancelling the batch does not cancel the payments, simply the created bank batch.



5. A check pop up appears requiring you to click ok to confirm cancelling the batch. Then you click ok to the confirmation pop up letting ou know the cancellation has been processed.

If you have an incorrect Biller Code and your bank is Macquarie Bank, you are still using this process to push the payment back to Creditor invoicing. Refer this link to edit the Biller Code once the payment is in Creditor Invoicing screen - https://kb.rockend.com/help/change-a-biller-code-on-a-creditor-payment-instrata-master

Cancelling the Payment

1. Navigate to Accounting > Adjustments > Search/Cancel Payments



2. Enter filter fields as required to locate the payment to be cancelled. If there are more than 1 payments to be cancelled, you will need to cancel them one by one. Perhaps enter payment date and payee, or Plan and date range for example.

🔁 Sea	rch/Can	cel Payment								×
EXIT		n 🗟							(?
						Other search crit	eria			
0	Bank a	iccount *Selec	t All		_	Pavee	*Se	elect All		ਹ
0	Owners	s corporation —					,		-	- 1
	Plan	no.	Manager S	elect All	_	Payment date	01/01/2023	- " "	0172023	
	Street	no	Street			Payment type	*Select All	•		
	To	win		.		р., Г				
		···· J		Postcode j		Payment no.				
•	None									
Pauro	ent no	Тире	Date	Amount	Pauee	Bank accou	Bank accou	Statue	Date presen	Pre
00001	6	Direct entry	04/01/2023	110.00	Rockend St	Rockend St	2222-12345	Unpresented	01/01/1900	NI
1		Bulk BPAY	04/01/2023	450.00	Sydney Water	Rockend St	2222-12345	EFT pending	01/01/1900	NII

3. Highlight payment to be cancelled.

Payment no.	Туре	Date	Amount	Payee	Bank accou	Bank accou	Status	Date presen	Pre
000016	Direct entry	04/01/2023	110.00	Rockend St	Rockend St	2222-12345	Unpresented	01/01/1900	NII
1	Bulk BPAY	04/01/2023	450.00	Sydney Water	Rockend St	2222-12345	EFT pending	01/01/1900	NI

4. Click the cancel button.

5. A message appears to check that you want to cancel this payment, if you wish to go ahead, enter a reason and click ok.

6. The payment will be found back in creditor Invoicing screen for the relevant Plan. Note the status is 'on hold', allowing you time to edit the details in this screen.

Creditor Invoices					-	
						\bigcirc
GST registered owners corporation selected — Active Groups Last levy n	otices were printed on 12/08/	2019.				
Enter Plan No. or Street Name or Body Corporate Name.	otices were emailed on 12/08	/2019.				
Strata Plan 2222						
Abbey Road Studios						
22 Penny Lane						
Tran. Date Date Due Account	Creditor	Description	Amount	Status	Group	Date la
25/10/2021 25/10/2021 153000 Admin-Keys, Cards, Swipes & Remotes Pur	Uniteom	Intercom repair	56,50	On Hold	None	25/10/
04/01/2023 04/01/2023 191200 Utility-Water & Sewerage - Admin	Sydney Water	Water Usage 1/9/22 to 31/12/22	450.00	On Hold	None	04/01/
<						>
		Total due	\$506.50			

7. If you wish to edit the payment, click on it and edit in the lower section of the screen, then click Save.

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- St registered ourses congration selected - Active Groups-	
Lastlevy notices were printed on 12/08/2019.	
Strata Plan 2222	
Abbey Road Studios	
LIVERPOOL NSW 2170	
Tran. Date Date Due Account Creditor Description Amount Status Gr	oup Date la
25/10/2021 25/10/2021 153000 Admin-Keys, Cards, Swipes & Remotes Pur Unitcom Intercom repair 56.50 On Hold No	ne 25/10/
04/01/2023 04/01/2023 191200 UtilityWater & Sewerage - Admin Sydney Water Water Usage 1/9/22 to 31/12/22 450.00 On Hold No	ne 04/01/
< c	>
Total due \$506.50	
Creditor SYDWA Sydney Water 🔽 🗅 🥒 🖿 Show Invoice	
Biller Code: 1222000 ABN: 49776225038 GST Exempt Pay by: Bulk BPAY Plan Number: 2222	
Work Order (Optional): Address: Abbey Road Studios, 22 Penny Lane,	LIVERPOOL
Amount limit \$0.00 Admin Capital Works	Total
Cash at bank 640.00 250.00	890.00
0/S invoices 506.50 NIL	506.50
Expanse account Show accounts without a budget Net cash 133.50 250.00	383.50
C None Reserve funds	NIL
Laroup Available cash 640.00 250.00	890.00
Description Water Usage 1/9/22 to 31/12/22	NIL
Amount 450.00 Group:	
Available cash \$0.00 \$0.00	\$0.00
Invoice no. IIII Date date U4/01/2023 V Intrisaction date U4/01/2023 V Invoice status	
CRN 2456789521423 Budget: \$0.00 Total YTD: \$0.00 Get Hold C Pay On Hold	

8. If you want to cancel the payment altogether, click the cancel button.

9. You may proceed to recreate the batch without the cancelled payment, OR you can correct the cancelled payment, push it through PAY again, and then create the batch including this payment. Take note of the new batch number on the report that prints out.

Acco	ounting	Reports	Wizards	Configure	Utility	Wir
	Receipti	ing				>
	Banking	1				
	Levy Pro	Ctrl+L	.			
	Enter Ci	reditor Invo			>	
	Approv	e Creditor	Invoices			
	Pay Cre	ditor Invoi	ces		Ctrl+P	•
	Make O	ne-off Pay	ment			>
	Issue In	voice				>
	Issue Tro	ust Ledger	Cheques			
	Process	Direct Ent	ry Payme <mark>n</mark>	ts		
	Process	Bulk BPAY	Payments			

Useful Links

https://kb.rockend.com/help/change-a-biller-code-on-a-creditor-payment-in-strata-master

https://kb.rockend.com/help/editing-a-description-on-a-creditor-invoice

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

05/01/2023 6:53 pm AEDT