



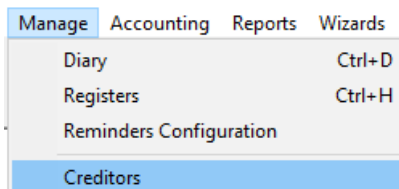
Update a BPAY CRN (Reference) Number in Strata Master

This article will assist you when -

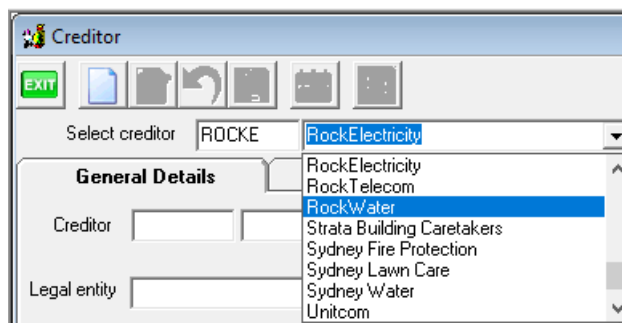
- payments are rejecting at Bank due to the incorrect CRN Reference number
- you are processing creditor invoices and note that there are a number of CRN's appearing on the drop down list and upon investigation you note that one is the CRN for a different Owners Corporation (Plan) than the screen you are in.

Where CRN Reference Numbers are recorded for each Plan

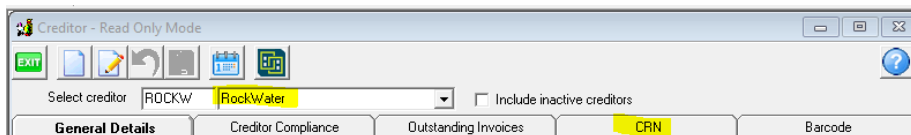
1. Select Manage from the top toolbar and then select Creditors.



2. Select the relevant creditor from the drop down creditor list. You can enter the alpha code if you know it, or start typing the name to shorten the drop down list. In this example I will select RockWater.



3. Select the Creditors CRN tab.



4. You will notice that each Plan that uses the creditor, and has had an invoice processed, will be listed with CRN (customer reference number).

Creditor - Read Only Mode

Select creditor: ROCKW | RockWater Include inactive creditors

General Details | Creditor Compliance | Outstanding Invoices | **CRN** | Barcode

Customer Reference Numbers

Plan #	Customer reference number	Last update	User name
2222	2239870002	27/03/2014	Trainee McTrainer
2222	2239870003	27/03/2014	Trainee McTrainer
3333	2239870001	27/03/2014	Trainee McTrainer
4444	2239870004	27/03/2014	Trainee McTrainer
5555	2239870005	27/03/2014	Trainee McTrainer
6666	2239870006	27/03/2014	Trainee McTrainer
7777	2239870007	27/03/2014	Trainee McTrainer

How Errors in CRN's Occur

5. This number registers here when it is entered during creditor invoicing. Can you guess which Plan is open in the creditor invoicing screen below? Checking the list above, you will see that it is Plan 5555.

Creditor: ROCKW | RockWater

Bill Code: 22558 | ABN: 79 102 534 305 | GST Registered | Pay by: Bulk BPAY

Work Order (Optional):

Group: Expense account: 191200 | Show accounts without a budget

Description: Water Usage -

Amount: NIL

Invoice no.: Date due: 06/01/2023 | Transaction date: 06/01/2023

CRN: Budget: \$0.00 | Total YTD: \$0.00

Enter new CRN here, erase the line first.

6. Also notice in the CRN list on the Creditor's card, that Plan 2222 is listed twice. How would that happen? Someone has entered 2 different CRN's when processing invoices. They may have later corrected the CRN on the invoice, but not corrected the CRN's that show on the drop down list, so users may continue to select the wrong CRN.

Creditor - Read Only Mode

Select creditor: ROCKW | RockWater Include inactive creditors

General Details | Creditor Compliance | Outstanding Invoices | **CRN** | Barcode

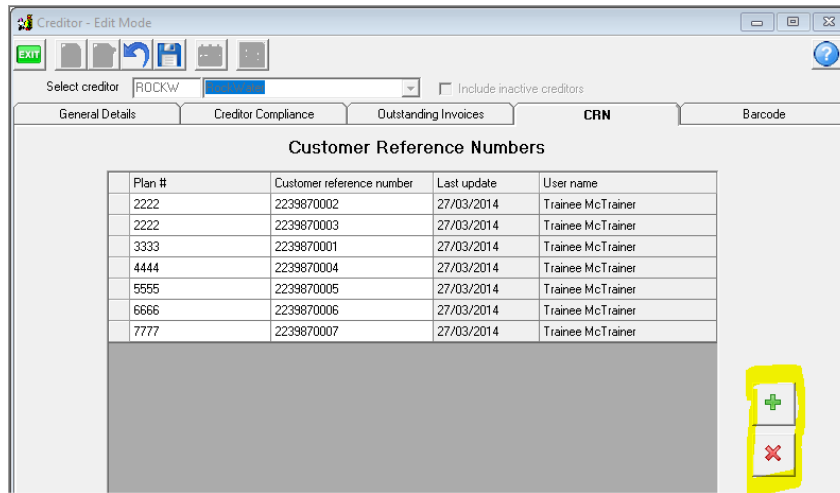
Customer Reference Numbers

Plan #	Customer reference number	Last update	User name
2222	2239870002	27/03/2014	Trainee McTrainer
2222	2239870003	27/03/2014	Trainee McTrainer
3333	2239870001	27/03/2014	Trainee McTrainer
4444	2239870004	27/03/2014	Trainee McTrainer
5555	2239870005	27/03/2014	Trainee McTrainer
6666	2239870006	27/03/2014	Trainee McTrainer
7777	2239870007	27/03/2014	Trainee McTrainer

Correcting the CRN List

7. After checking your filed invoices, you may find that Plan 2222 should be 2239870002, while Plan 8888 is 2239870003. This can be corrected in this screen, the CRN tab on the creditor's card.

8. Click edit and the 'add' and 'delete' button become visible on the right hand side.



9. Highlight the incorrect line and click to remove/delete and then click Save.

Plan #	Customer reference number	Last update	User name
2222	2239870002	27/03/2014	Trainee McTrainer
2222	2239870003	27/03/2014	Trainee McTrainer
3333	2239870001	27/03/2014	Trainee McTrainer



10. That line disappears.

Plan #	Customer reference number	Last update	User name
2222	2239870002	27/03/2014	Trainee McTrainer
3333	2239870001	27/03/2014	Trainee McTrainer
4444	2239870004	27/03/2014	Trainee McTrainer

11. Then click edit and the add button and add the Plan 8888 with correct CRN number. You need to double click in the CRN number field. Then click Save. Note that the Last Update and User Name fields will self populate when you click Save.



6666	2239870006	27/03/2014	Trainee McTrainer
7777	2239870007	27/03/2014	Trainee McTrainer
8888	2239870003	06/01/2023	TEST

12. As we have added Plan 8888 it means that there will not be a creditor invoice current, however, if you change any CRN's for Plans currently on the list, check to see if they need to have their CRN's updated in Creditor invoicing., if there are any outstanding invoices.

For a quick check, go to Formatted reports > Outstanding Invoices.



Outstanding Invoices by plan

Plan	Date	Invoice	Account	Description	Amount	GST
INVOICES APPROVED FOR PAYMENT						
BETTA	Betta Slide Doors & Windows PO Box 71, ROSE BAY NSW 2029 (Pay by DE with emailed remittance)					
4444	20/10/2021	654654	Maint Bldg--General Repairs	Reglaze Broken Window Unit 4 - 15/10/2021	195.00	17.73
					195.00	17.73
BMW	BMW Constructions Pty Ltd Level 8 277 George Street, SYDNEY NSW 2000 (Pay by DE with emailed remittance)					
4444	25/08/2021	852852	Maint Bldg--Carpets & Stairs Replacement	Demolition Stage - Carpet Stair Replacement	10,000.00	909.09
					10,000.00	909.09
BRIR	Brooks Irrigation PO Box 910, POTTS POINT NSW 2011 (Pay by DE with emailed remittance)					
4444	01/10/2021	669988	Maint Bldg--Plumbing & Drainage	Clear blocked garden irrigation system	370.00	33.64
					370.00	33.64
ENER	Energy Australia Locked Bag W100, SYDNEY NSW 1291 (Pay by BPAY)					
6666	25/05/2021	987654321	Utility--Electricity	Electricity Usage 12/05/2021-11/07/2021	1,300.00	118.18
7777	20/03/2021	EA987654	Utility--Electricity	Electricity Usage 15/12/2020-14/03/2021	65.00	0.00
7777	28/06/2021	EA3258465	Utility--Electricity	Electricity Usage 15/03/2021-14/06/2021	70.00	0.00
7777	02/09/2021	EA354852	Utility--Electricity	Electricity Usage 15/06/2021-14/09/2021	115.00	0.00
7777	23/12/2021	EA987548	Utility--Electricity	Electricity Usage 15/09/2021-14/12/2021	93.00	0.00
					1,543.00	118.18

Useful Links

<https://kb.rockend.com/help/cancel-a-batch-bank-rejects-upload-in-strata-master>

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

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