



# Process

# Documentation

*Department:*

Customer Support

*Last Updated:*

10/30/2025 10:30 AM

**NAME OF PROCESS**

## Common Accounting Errors & Fixes

**Use Case / Objectives**

This document outlines the steps to identify and resolve common errors that prevent checks from printing correctly.

**Configuration, Training, and Reporting**

This document assumes you know how to perform basic Search functionality to find information in the system (i.e., F4 search). The steps for this are not included within this document.

**Field definitions for applicable tasks are available in the Reference Glossary. To view these definitions either click on the screen name in the task or scroll to the end of the documentation to view the Glossary.**

Menu options to access:

Accounts Payable => Transaction Processing => Cutting Checks

## Common Accounting Errors & Fixes

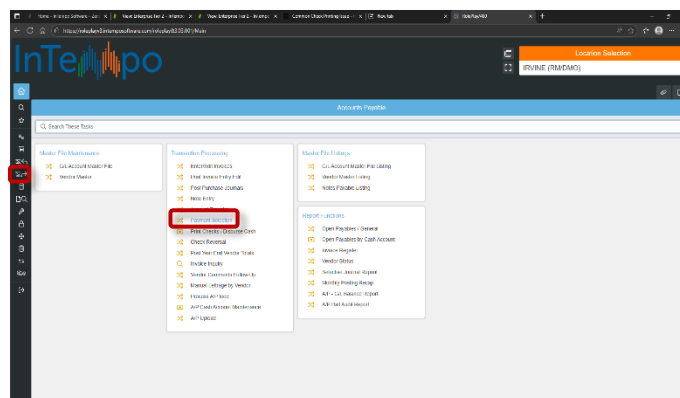
When a check fails to print, two common causes are:

- Invalid Payment Code
  - The Payment Code assigned to the transaction must be valid and appropriate for check printing. An incorrect code can prevent the check from being processed.
- Incorrect G/L Cash Account Number
  - The General Ledger (G/L) Cash Account Number must be entered correctly in the Print Checks option. If this field is incorrect or missing, the system will not generate the check.

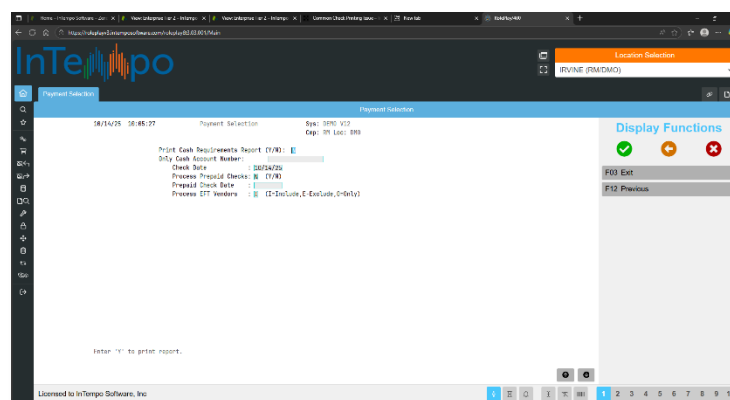
### Invalid Payment Code

#### Process Steps

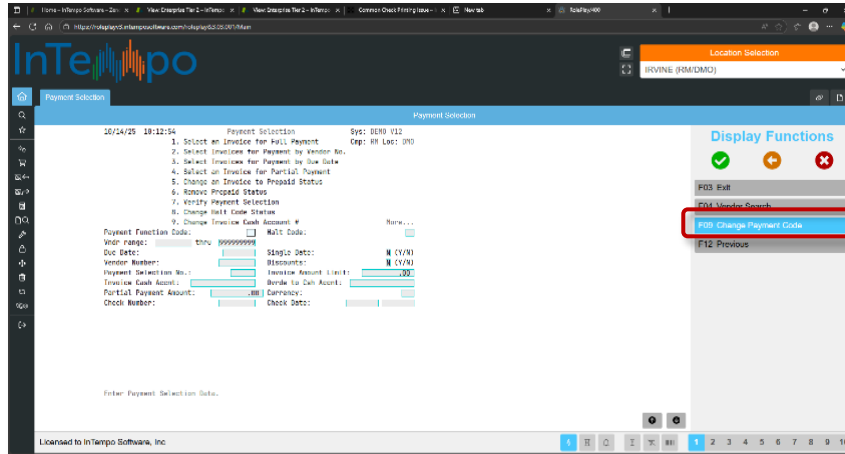
1. Log into the [Roleplay Environment](#) using your credentials.
2. If the **Accounts Payable** menu does not appear automatically, select **Accounts Payable** from the left toolbar.
3. In the **Transaction Processing** section, click on **Payment Selection**.



- a. The **Payment Selection - Launch** screen will open.







9. Press **F9** on your keyboard or click on **F09 Change Payment Code** in the **Display Functions** menu.
  - a. The **Payment Selection - Select Invoices** screen opens displaying invoices selected above..

10/30/25 10:13:15 Change Payment Code

Type option, press Enter.  
 1=Change Pay Code 2=Mass Select Invoices for Change

Opt	Vendor#	Loc	Vendor Name	Invoice #	PC	CUR
<input type="checkbox"/>		DMO		000123	K	USD
<input type="checkbox"/>		BRM		001122	K	USD
<input type="checkbox"/>		DMO		321654000	E	USD
<input type="checkbox"/>		DMO		693150001		USD

10. Type **1** in the **Opt** column next to the invoice you want to update the Cash Account/Pay Code.

10/30/25 10:13:15 Change Payment Code

Type option, press Enter.  
 1=Change Pay Code 2=Mass Select Invoices for Change

Opt	Vendor#	Loc	Vendor Name	Invoice #	PC	CUR
<input type="checkbox"/>		DMO		000123	K	USD
<input type="checkbox"/>		BRM		001122	K	USD
<input checked="" type="checkbox"/>		DMO		321654000	E	USD
<input type="checkbox"/>		DMO		693150001		USD

- a. The **Vendor Pay Methods** pop-up window opens.
11. Type **1** in the **O** field next to the desired option.

VENDOR PAY METHODS

1=Select

[ ]

0 Cd Description

<input checked="" type="checkbox"/>	1 K	CHECK
<input type="checkbox"/>	E	EFT
<input type="checkbox"/>	V	VISA

12. Press Enter.
  - a. The Vendor Pay Methods pop-up window closes and the *Pay Code* for the selected invoice updates.

10/30/25 10:16:53 Change Payment Code

Type option, press Enter.  
 1=Change Pay Code 2=Mass Select Invoices for Change

Opt	Vendor#	Loc	Vendor Name	Invoice #	PC	CUR
<input type="checkbox"/>		DMO		000123	K	USD
<input type="checkbox"/>		BRM		001122	K	USD
<input checked="" type="checkbox"/>		DMO		321654000	K	USD
<input type="checkbox"/>		DMO		693150001		USD

13. Press the X in the **Display Functions** menu to return to the **Accounts Payable** screen.





7. Type in the updated the G/L Cash Account, pressing F4 to search if you do not know the account number.

G/L Account Number Look-Up

Opt: 1=Select Filter

<u>Q</u> Account description	Account #
<input type="checkbox"/> CASH ON HAND	1000-0000-0000-00
<input type="checkbox"/> CASH ACCOUNT WELLS FARGO	1000-0000-0445-00
<input type="checkbox"/> CASH ACCOUNT 2	1000-0002-0000-00
<input type="checkbox"/> CASH IN BANK - CHECKING ACCOUN	1120-0000-0010-00

8. Type 1 in the *O* field next to the desired *Account description* and press Enter.

G/L Account Number Look-Up

Opt: 1=Select Filter

<u>Q</u> Account description	Account #
<input type="checkbox"/> CASH ON HAND	1000-0000-0000-00
<input type="checkbox"/> CASH ACCOUNT WELLS FARGO	1000-0000-0445-00
<input type="checkbox"/> CASH ACCOUNT 2	1000-0002-0000-00
<input checked="" type="checkbox"/> CASH IN BANK - CHECKING ACCOUN	1120-0000-0010-00

- a. The new account number displays in the *Cash Acct#* field.

10/15/25 09:32:48 Selected Invoices

Type cash acct#, press Enter Mode SELECTED

Cash Acct#	Addr#	Vendor Name	Invoice No.	Amount	Cur
11200000001000		A-1 AUTO PA	12812398908	3,500.00	USD

9. Press Enter twice to save the change.
10. Once all updates have been made, you can then go back into the Process within Accounts Payable to Print Checks.

**NOTE:** For assistance with this process, please refer to the **Printing a Check and Disbursing Cash** article.

## Reference Glossary

### Field Definitions for Tasks

#### Payment Selection - Launch

- *Print Cash Requirements Report* - Indicate whether you want to print the Cash Requirements report after your payment selections. If you want the Cash Requirements report to include monies not yet disbursed for prepaid checks, enter Y in the Process Prepaid Checks field, and enter a Prepaid Check Date.
- *Only Cash Account Number* - If you want to make payment selections for only one G/L cash account, enter that number here.
- *Check Date* - Enter or accept the date to print on the checks for your payment selections.
- *Process Prepaid Checks* - Indicate whether you want to process prepaid checks in the next check run.
- *Prepaid Check Date* - Enter the date of the prepaid checks you want to process. The system processes prepaid checks dated on or before this date.

#### Payment Selection - Payment Functions

- *Payment Function Code* - Enter the appropriate function code for the payment processing you want to perform. Valid codes are:
  - Closed1. Select an Invoice for Full Payment
  - Closed2. Select Invoices for Payment by Vendor Number
  - Closed3. Select Invoices for Payment by Due Date
  - Closed4. Select an Invoice for Partial Payment
  - Closed5. Change an Invoice to Prepaid Status
  - Closed6. Remove Prepaid Status
  - Closed7. Verify Payment Selection
  - Closed8. Change Halt Code Status
  - Closed9. Change Invoice Cash Account Number
  - Closed10. Select Invoices for Payment by Vendor Group
  - Closed11. Select Invoices for Payment by Payment Method
- *Halt Code* - If you enter Payment Function Code8, enter the Payment Selection Number of the invoice with the halt code you want to change. Press Enter and the invoice's current halt code appears in this field. Enter the new halt code, and then press Enter again to write that halt code to the invoice record. Valid codes include:
  - H1 - Items on the purchase order have not been received
  - H2 - Invoice amount does not equal the purchase order amount
  - H3 - Invalid purchase order number
  - H4 - An invoice against this purchase order already exists
  - H5 - Same invoice amount found on another invoice (Use control record CKINV\$ to turn this halt code off)

- H6 - An invoice for this receiver number already exists
  - H7 - Vendor is on hold
- **Vendor Range** - If applicable, enter the starting and ending vendor numbers for which you want to list invoices. Use this with Payment Function Code 3.
- **Due Date** - If you enter Payment Function Code 3, enter the due date for which invoices are selected for payment. Based on the setting in the Single Date field, invoices with due dates on or before this date may appear on the list for payment.
- **Single Date** - When using Payment Function Code 3, indicate whether to select only invoices with the exact due date entered in the Due Date field (Y) or all invoices with due dates up to and including the date in the Due Date field (N).
- **Vendor Number** - If you enter Payment Function Code 2, enter the number of the vendor for which you want to select invoices.
- **Vendor Group** - If you enter Payment Function Code 10, enter one or more vendor group codes for which you want to select invoices.
- **Payment Method** - If you enter Payment Function Code 11, enter the code for the vendor payment method assigned to the invoices you want to select for payment.
- **Discounts** - Indicate whether you want to limit the selection of invoices to only those that are eligible for a discount.
- **Payment Selection Number** - When processing payment selection one invoice at a time, enter the payment selection number assigned to the invoice that you want to select for payment. An invoice's payment selection number is found on the Invoice Register or through Invoice Inquiry.
- **Invoice Amount Limit** - If applicable, enter an amount to limit the invoices selected for payment. Only invoices with a gross amount less than or equal to this amount are selected.
- **Invoice Cash Account** - If you enter Payment Function Code 9, enter the G/L cash account that you want to change.
- **Override to Cash Account** - If you enter Payment Function Code 9, enter the G/L cash account to override the account number you entered in the Invoice Cash Account field.
- **Partial Payment Amount** - If you enter Payment Function code 4, enter the amount of the partial payment for the specified invoice. Discounts cannot be taken with a partial payment.
- **Currency** - If applicable, enter a currency code to limit the invoices selected for payment.
- **Check Number** - If you enter Payment Function Code 5, enter the number of the prepaid check.
- **Check Date** - If you enter Payment Function Code 5, enter the date and time of the prepaid check.

#### Payment Selection - Select Invoices

- **Vendor Number** - Displays the number of the vendor on the invoice.
- **Location** - Displays the location on the invoice.

- *Vendor Name* - Displays the name of the vendor on the invoice.
- *Invoice Number* - Displays the number of the vendor's invoice.
- *Payment Code* - Displays the payment code type on the invoice.
- *Currency* - Displays the currency of the invoice.