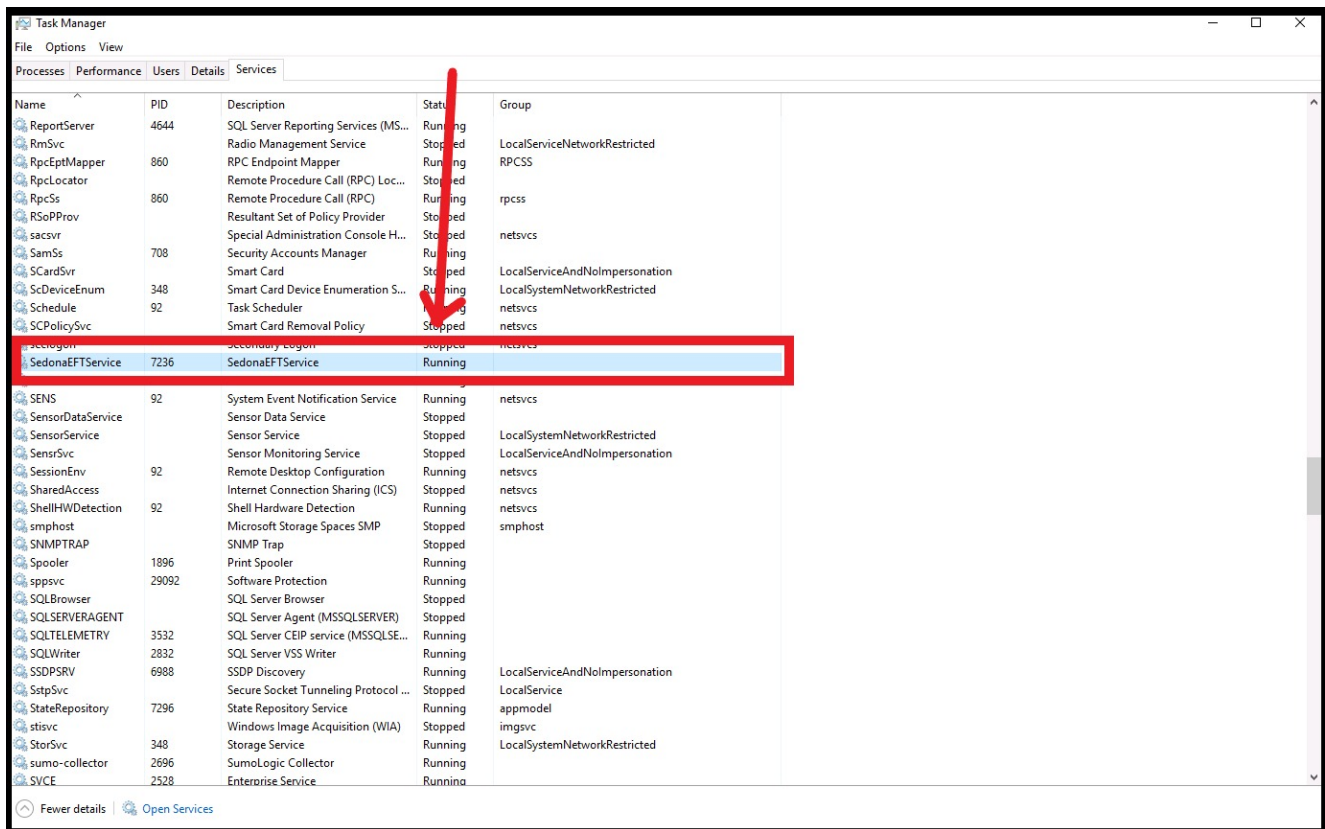


Transactions not Settling in SedonaOffice

01/04/2024 12:07 pm EST

The Sedona EFT Processor in version 6 should automatically settle transaction at the 11:30pm time listed in EFT Setup. However, when the settlement process runs, it needs to connect to Forte to get the updated transaction information. If the Sedona EFT Service is not running, the communication cannot occur. If the user states that the transaction has changed to Settled in DEX but that Sedona is still showing the Approved status, verify the Sedona EFT process is running.



If the status is not set to Running, right click on the service and Start it. This should resolve any issues with the settlement process.