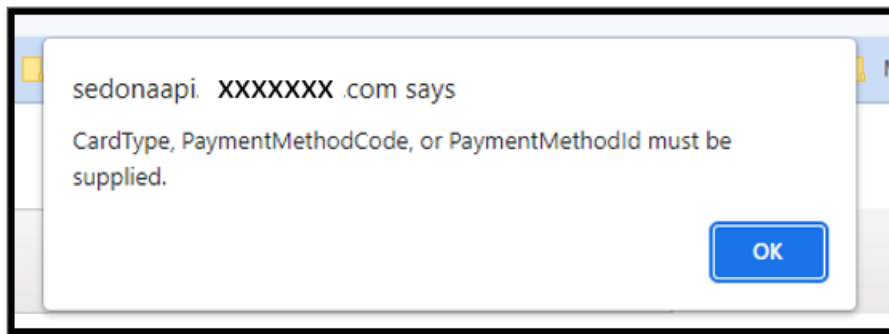


Error Adding Payment Methods through SedonaWeb

12/28/2023 3:48 pm EST

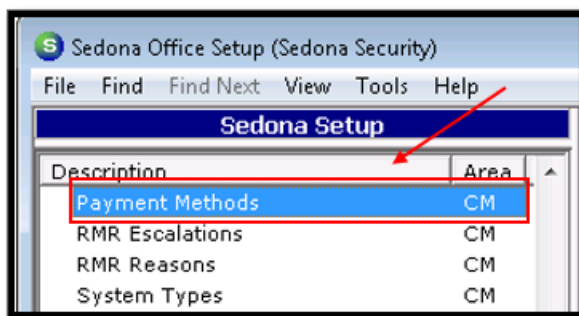
When a customer tries to add a New Payment Method through their Online Account in SedonaWeb and receives this Error Message



This is most likely due to the Setup of the Payment Methods in Sedona Office.

Sedona Office

Go to Sedona Setup and select "Payment Methods" under CM.



Make sure All Payment Methods are marked "N" for Inactive.

Payment Method		
Payment Method	Description	Inactive
American Express	American Express	N
Cash	Cash	N
Check	Check	N
Credit Card	Credit Card	N
Diner's Club	Diner's Club	N
Discover	Discover	N
EFT	Electronic File Transfer	N
MasterCard	MasterCard	N
Visa	Visa	N

If a Payment Method is showing “Y” under Inactive and should be Active, then select that Payment Method and unselect the “Inactive” checkbox. Apply.

Payment Method Edit

Payment Method

MasterCard

Description

MasterCard

☒ Inactive

Apply

New

Delete

If All Payment Methods are Active then make sure the Payment Method Field is spelled out and not abbreviated.

Payment Method Edit

Payment Method

Am Ex

Description

American Express

☐ Inactive

Apply

New

Delete

If a Payment Method is misspelled or abbreviated, update the Payment Method field, and Apply.

 **Payment Method Edit**

Payment Method	<u>American Express</u>	☐ Inactive
Description	American Express	

Now the customer should be able to add a Payment Method through their online account in SedonaWeb.