

# SedonaOffice - Clearing Erroneous Pending (P) Flag from Invoices

12/28/2023 2:47 pm EST

## Description of Issue:

When users create an EFT transaction tied to a specific invoice, the system automatically adds '(P)' to the beginning of that invoice number. This indicates the invoice is tied to an EFT transaction that is pending (or still in process). No new EFT transactions may be tied to the invoice until the existing transaction is resolved. Once the existing transaction is resolved, the system automatically removes the '(P)'.

Open Invoices		\$26,396.48				
Invoice #	Site Name	Description	Date	Amount	Net Due	Late Fee
(P) 324531	Jesslynn Lupo	Conv Bal Fwd	5/1/2016	\$595.32	\$584.59	\$639.43
(P) 334195	Ryan Younign	Credit on Account	4/1/2016	\$20.80	\$20.80	\$22.75
(P) 334202	Ryan Younign	Service Call	3/28/2016	\$607.59	\$607.59	\$665.79
334253	Future Beck	FC	12/7/2021	\$4,261.20	\$4,261.20	\$298.40

We have experienced an issue where sometimes the eft transaction resolves, but the system does not remove the pending (P) from the invoice.

This usually happens to invoices where the eft transaction was rejected, which means the invoice still needs to be paid. However, if they try to create a new eft transaction to pay the invoice the system will not allow it, because the pending (P) is still there.

## Fixes (Workaround):

There are two workarounds for this issue, one from the front end and one from the back end. You may choose the workaround that best fits the customer's situation.

### Front End

When this issue occurs, the user is blocked from creating an EFT transaction tied to the invoice, but they can still create other types of EFT transactions.

Have the user create a new EFT transaction pointed to Unapplied Cash, for the amount of the invoice balance due. If the unapplied cash transaction is approved, it will appear on the customer's account. They can then right-click on the unapplied cash and select to apply the cash to the invoice. The system only blocks the user from creating an EFT transaction tied to the invoice. It does not block the user from applying unapplied cash to the invoice.

### Back End

The pending (P) flag can also be removed from the invoice through the use of SQL scripts. Once the (P) is gone, users can create EFT transactions tied to the invoice as normal.

Follow the below steps to remove the (P) using SQL scripts:

1. You will need to get the invoice\_ID for the update. The script below will get the Invoice\_ID.

```
select Invoice_Id from AR_Invoice where Invoice_Number = 'xxxxxx'
```

2. Backup the record you will be updating

```
// select * into AR_Invoice_xxxxxx from AR_Invoice where Invoice_Number = 'xxxxxx'
```

3. Update the record to remove the pending flag

```
// UPDATE AR_Invoice SET Has_Pending_EFT = 'N' WHERE Invoice_Id = xxxxxx
```

#### Note

- The 'xxxxxx' is a variable field and should be replaced with the value you want to update.
- The highlighted scripts are not case-sensitive, but the syntax is exact. Punctuation should include all characters in the script. Copy/Paste the scripts exactly as they are.