

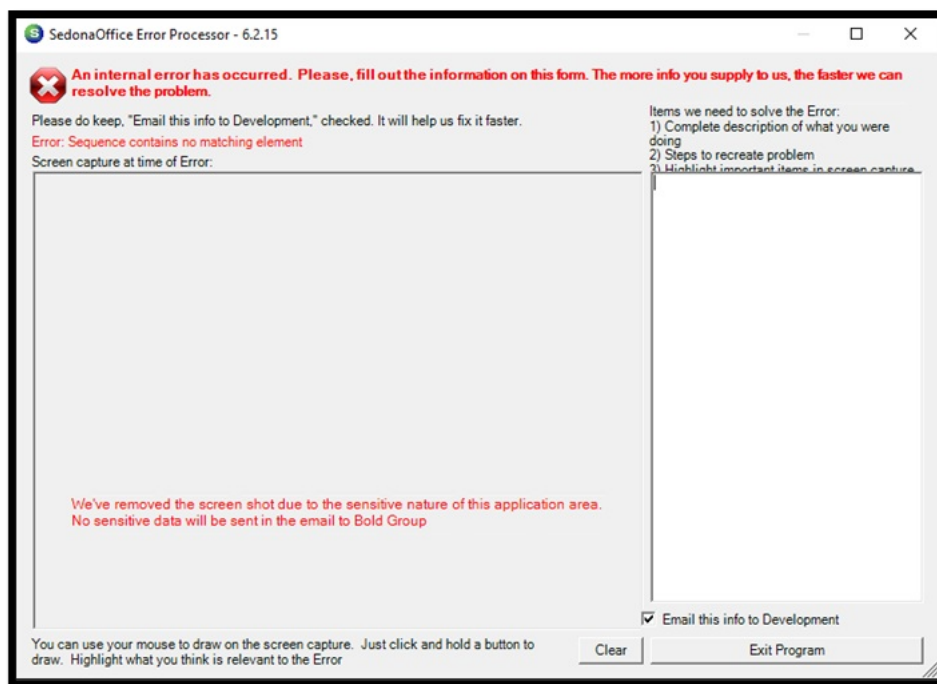
Error Opening Bank Payment Method on Customer

09/13/2024 4:48 pm EDT

Issue:

When attempting to open a Bank Payment Method for a customer, the error below is returned.

Error: Sequence contains no matching element.

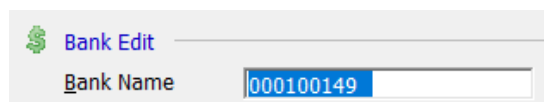


Resolution:

One cause that we have seen is having hidden characters in the Bank Name or other fields in the Bank.

You can see this if you open the Bank maintenance in Sedona Setup and select the bank linked to the customers bank account.

If you tab through the fields you will notice that it looks like spaces at the end or beginning of the value in the field.



Edit the value to remove the extra spaces in the field and save it.

This can be caused by using copy and paste to add the data in the field.

Users should not use copy and paste from things like Word, Email, or spreadsheets because of this problem.
