

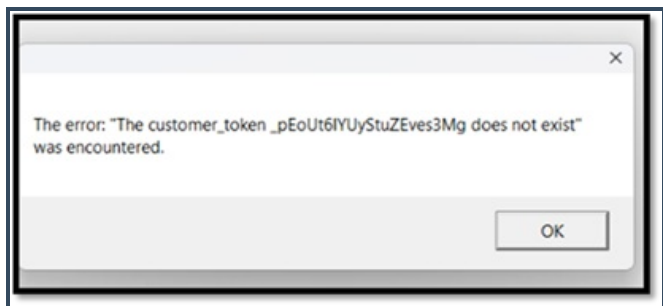
Cannot Find Customer Token (Internal)

07/16/2025 6:07 pm EDT

Primary Flags in Billing Screen

Issue:

We are receiving a message that the customer token does not exist when processing a payment.



Resolution:

The issue can occur if the customer's token on file is not current.

The queries below can be used to find the token and delete it if needed.

--- Use the customer number with the problem in the select below to see if there is an existing customer token on file ---
-

--- Make note of the ac.ACH_Customer_Id for the delete if needed ---

```
Select c.Customer_Number, c.Customer_Name,ac.* from AR_ACH_Customer ac  
inner join ar_customer c on c.Customer_Id =ac.Customer_Id  
where c.customer_number ='A00103'
```

--- Backup the table before making changes ---

```
Select * into ar_ach_customer_Backup_Case1234 from AR_ACH_Customer
```

---Add the ACH_Customer_Id to use in the delete ---

Delete ac

from AR_ACH_Customer ac

inner join ar_customer c on c.Customer_Id =ac.Customer_Id

where c.customer_number ='A00103' and ac.ACH_Customer_Id =8090