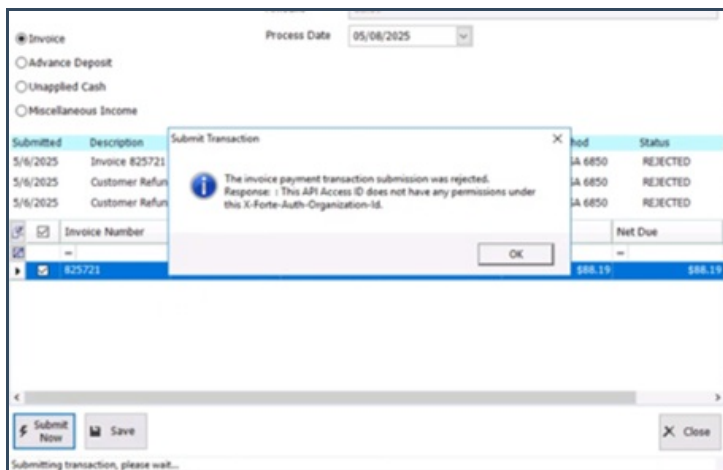


# Error when submitting manual EFT transactions but auto billed transactions succeed

07/16/2025 12:22 pm EDT

If auto-billed EFT transactions are successfully processed, but the customer receives an error when submitting manual EFT transactions for an account, it is most likely due to the incorrect Merchant ID associated with the customer's branch in the setup. This is expected to impact any customer account included in that branch as well.

Below is a sample of the error message received when manually submitting the EFT transaction.



The solution is to go to SedonaSetup and edit the branch, confirming it contains the correct Merchant ID.

Sedona Office Setup (Imperial Surveillance, Inc.)

File Find Find Next View Tools Help

### Sedona Setup

Description	Area
Custom Fields Setup(System)	CM
Custom Fields Table1 (Customer)	CM
Custom Fields Table1 (Site)	CM
Custom Fields Table1 (System)	CM
Custom Fields Table2 (Customer)	CM
Custom Fields Table2 (Site)	CM
Custom Fields Table2 (System)	CM
Custom Fields Table3 (Customer)	CM
Custom Fields Table3 (Site)	CM
Custom Fields Table3 (System)	CM
Customer Groups	CM
Data Entry Defaults	CM
Email Setup	CM
Extended User Defined Fields	CM
Payment Methods	CM
RMR Escalations	CM
RMR Reasons	CM
System Types	CM
Type Of Customer	CM
Alarm Services	CS
Authorities	CS
Signal Types	CS
Transmission Format	CS
UL Grade	CS
<b>Branches</b>	<b>GL</b>
Categories	GL
Chart of Accounts	GL
Create Accounting Periods	GL
Define GL Segments and Length	GL
Open Current Accounting Period	GL
Custom Fields Setup(Part)	IN
Custom Fields Table1(Part)	IN
Custom Fields Table2(Part)	IN
Custom Fields Table3(Part)	IN
Customer Part Groups	IN
Inventory Setup	IN

### Branches

Branch	Description	Alternate Address	GL Code	Inactive
Illinois HQ				
Indiana				
<b>Wisconsin</b>				

Include Inactive

### Branch Edit

Inactive

Branch: Wisconsin Invoice Address: 3

Description: Wisconsin Imperial Surveillance Wisconsin  
9730 W Bluemound Rd, Ste 238  
Wauwatosa, WI 53226

GL Code: 20

**Merchant Id: 291305**

Email Template: Sedona Office Invoice Test

From: Sedona Email

Email: SedonaEmail@SedonaOffice.com

Apply New Delete