

Sentral Finance – Tips and Tricks



SAP related sync failures

Tip

Payment not syncing?

If there is something wrong with a payment (not syncing), then it may be worth looking at the fee mapping. To identify payment sync issues, see the View Payments Register section below.

Scenarios

#1 Fee Category is 'External 3rd Party Public Money' but Internal Order is 'N/A'

#2 'Inactive' displays next to Cost Centre

#3 Sync'd to SAP column in Payments Register is 'No'

#4 Alert shown when accessing the Fee Register

View fee mapping

1. Go to Finance module | Finance Setup | Finance Setup | Fee Mappings.
2. Under Filters, next to Sync Status, choose Failed, and then select Filter.
3. View the list of items with the Sync Status 'Failed'.
4. Check the Fee Category and Internal Order columns.

If the Fee Category is External 3rd Party Public Money, then it needs an Internal Order. If you see N/A, then you need to select a valid Internal Order.

5. Check the Cost Centre column.

If 'Inactive' shows next to the cost centre in red text, then this indicates that a valid cost centre must be selected.

Identifying sync issues


View Payments Register

1. Go to Finance module | Register | Payments Register.
2. Under Filters, next to Synced to NSW Finance, select Not Synced.
3. Select Filter.
4. View the Sync'd to SAP column.

If it says No, then it is probably a Fee Mapping underlying issue.

View Fee Register

1. Go to Finance module | Register | Fee Register.
If applicable, an alert message is provided at the top of the screen.

 There are 1384 outstanding fee line items with inactive cost objects - [Click here](#) to update inactive cost objects.

2. Select the hyperlink text to view details of the issues.

The Fee Mapping screen displays – with the problem data pre-loaded.

3. Refer to View fee mapping, step 4.

Update fee mapping – internal order

1. Under Fee Mappings, select the fee.
2. Select Actions and choose Update Selected Fee Mappings.
3. In Update Fee Mappings, select the internal order, and then select Preview Changes.
4. In Update Fee Mappings – Preview, select Save Change.
5. In Save Fee Mappings Change, select Confirm.

Update fee mapping – cost centre

1. Under Fee Mappings, select the fee.
2. Select Actions and choose Update Selected Fee Mappings.
3. In Update Fee Mappings, select the correct cost centre, and then select Preview Changes.
4. In Update Fee Mappings – Preview, select Save Change.
5. In Save Fee Mappings Change, select Confirm.

Confirm synced status

1. Under Filters, select Edit, remove the Failed filter, and select Filter.
2. View the updated status in the Sync Status.

Other failed fee mapping transactions

For all other failed fee mapping transactions, contact Support to lodge a case.