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Error 3591 With Banking Files in Strata Master

This error will often show as in the screenshot below., however check this article for any error relating to **'Error converting data type varchar to numeric'**.

[Database Access Error	
lease carefully record the fo lesk.	ollowing information and contact your sy	ystem administrator or support
	priverting data type varchar to numeric. ate: 22018 Source: Microsoft OLE DE	3 Provider for SQL Server
Creditor_IContactID,Creditor Creditor_sCreditorCode,Crec Creditor_sBankAccountNun Creditor_sBankAccountBSE	ICreditorID As Creditor_ICreditorID,Cred .sCreditorName As Creditor_sCreditorN. ditor.sBankAccountNumber As nber,Creditor.sBankAccountBSB As),Creditor.sNotes As Creditor_sNotes,Cr	ame,Creditor.sCreditorCode As reditor.lCreditorTypeID As
	editor.sService As Creditor_sService,Cr s,Creditor.bActive As Creditor_bActive,(
Creditor_sWebPageAddress Source File	s,Creditor.bActive As Creditor_bActive,(Creditor.sPaymentMethod As
ireditor_sWebPageAddress Source File [clsPersist]	s,Creditor.bActive As Creditor_bActive,(Routine	Creditor.sPaymentMethod As
reditor_sWebPageAddress Source File [clsPersist] [clsCreditors]	s,Creditor_bActive As Creditor_bActive,(Routine OpenSet	Creditor.sPaymentMethod As
ireditor_sWebPageAddress Source File [clsPersist] [clsCreditors] [clsDownloadItem]	s,Creditor.bActive As Creditor_bActive,(Routine OpenSet Read	Creditor.sPaymentMethod As
Creditor_sWebPageAddress Source File [clsPersist] [clsCreditors] [clsDownload]tem] [clsDownload] [modDownload]	s,Creditor.bActive As Creditor_bActive,(Routine OpenSet Read Resolve	Creditor.sPaymentMethod As
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Creditor_sWebPageAddress Source File [clsPersist] [clsCreditors] [clsDownload]tem] [clsDownload] [modDownload]	s,Creditor.bActive As Creditor_bActive,C Routine OpenSet Read Resolve ProcessLine DoProcessDownload	Creditor.sPaymentMethod As

Notice in this error message the reference to Creditor.

Steps to Resolve

1. Click on Manage in your top toolbar and then select Creditors

Manage	Accounting	Reports	Wizards	Co
Diar	у		Ctrl+D	
Reg	isters		Ctrl+H	
Rem	ninders Config	uration		_
Crea	ditors			

2. Check your major utility companies. You may need to check any creditors that are included in that bank file.

🗯 Creditor - Read Only Mode			
	▼ □ Include inac	stive creditors	
General Details Creditor Compliance Outst	anding Invoices	CRN	Barcode
Creditor SYDWA Sydney Water	Active	Balance	95.00
Legal entity	Primary creditor typ	Water supplier	•
Creditor contact details	Creditor type	es	~
Businese Candoct Sydney Water PO Box A82 SYONEY SOUTH NSW 1231 Telephone 1: 131 222	Issue R&	0 4232662 0 100 4 7 1 7 1 7 1 7 1 7 1 7 1 7 1 7 1	Entry C Bulk BPAY BSB 435-678 Email remittances Suppress remittances I status Exempt I
Commission rate (%)	Not		~
Creditor Invoice Default description Expense 191200 Uhlby-Water & Sewerage -Admin account 191200	-	er ID m23bxj45 ption Sydney Water Utility-Water & Sewerage	- Admin

3. Notice that there is a Direct entry user ID

Direct entry user ID	m23bxj45
Default description	Sydney Water
Expense account 191200	Utility-Water & Sewerage - Admin

4. This ID should be numbers only (numeric). Either correct this number or remove it altogether.

5. To remove, click edit button and highlight and click delete or backspace to remove.

Direct entry user ID	
Default description	
Expense account	-

6. Depending on what process you are in, you may proceed or may need to cancel the transaction for the creditor and re-process.

10/02/2023 2:50 pm AEDT