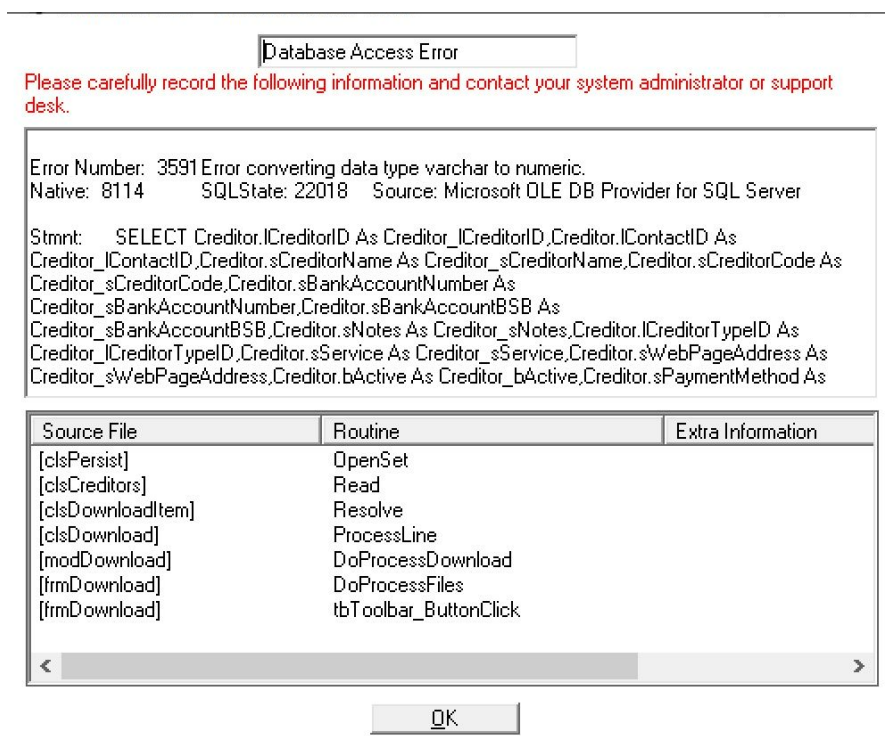




Error 3591 With Banking Files in Strata Master

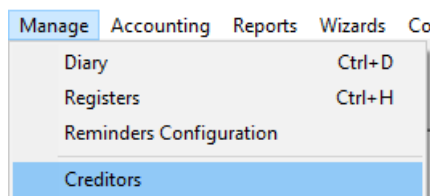
This error will often show as in the screenshot below., however check this article for any error relating to '**Error converting data type varchar to numeric**'.



Notice in this error message the reference to Creditor.

Steps to Resolve

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



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

Creditor - Read Only Mode

Select creditor: **SYDWA** **Sydney Water** ☐ Include inactive creditors

General Details | Creditor Compliance | Outstanding Invoices | CRN | Barcode

Creditor: **SYDWA** **Sydney Water** ☒ Active Balance: **95.00**

Legal entity:

Creditor contact details

Business Contact:

Sydney Water
PO Box A82
SYDNEY SOUTH NSW 1231
Telephone 1: 131 222

Primary creditor type: **Water supplier**

Creditor types:

Pay by: ☐ Cheque ☒ Direct Entry ☐ Bulk BPAY

Bank account no: **423423662** BSB: **435-678**

Record CRN: ☐ Email remittances: ☐

QR code: ☐ Suppress remittances: ☐

Check ABN: ☐ ABN: **49776225038** GST status: **Exempt**

Issue RIM:

Service:

Notes:

Insurer:

Commission rate (%): **0**

Creditor Invoice

Default description:

Expense account: **191200** **Utility-Water & Sewerage - Admin**

Direct entry user ID: **m23bxj45**

Default description: **Sydney Water**

Expense account: **191200** **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