



Cheat sheet

Eftsure inside Microsoft Dynamics 365 for F&O

Change History

Version	Date	Change Summary	Author
1.0	22/12/2023	Initial draft for beta version	Trang
2.0	07/06/2024	Updated with 1270v	Trang
3.0	12/07/2024	Updated with 1276v	Trang

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INTRODUCTION

This documentation will highlight common errors which users might come over when using eftsure inside D365 F&O.

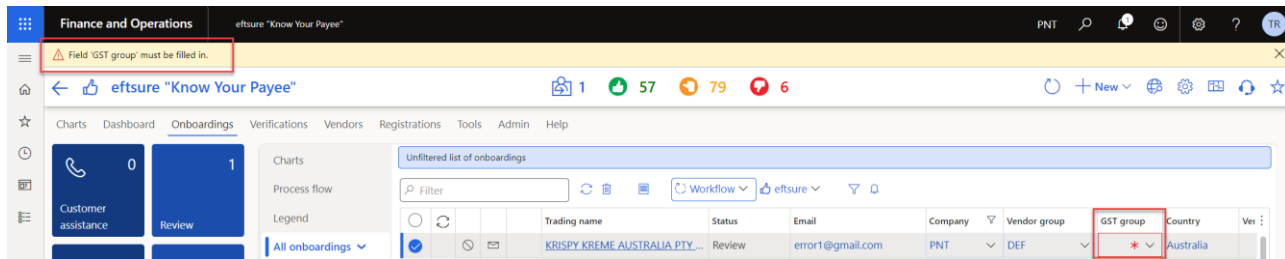
In most of cases, the errors are due to configuration or process is not processed correctly. With this document, we will propose alternate solutions which can be performed either by end user or system administrator.

ONBOARDING

1. Missing GST group

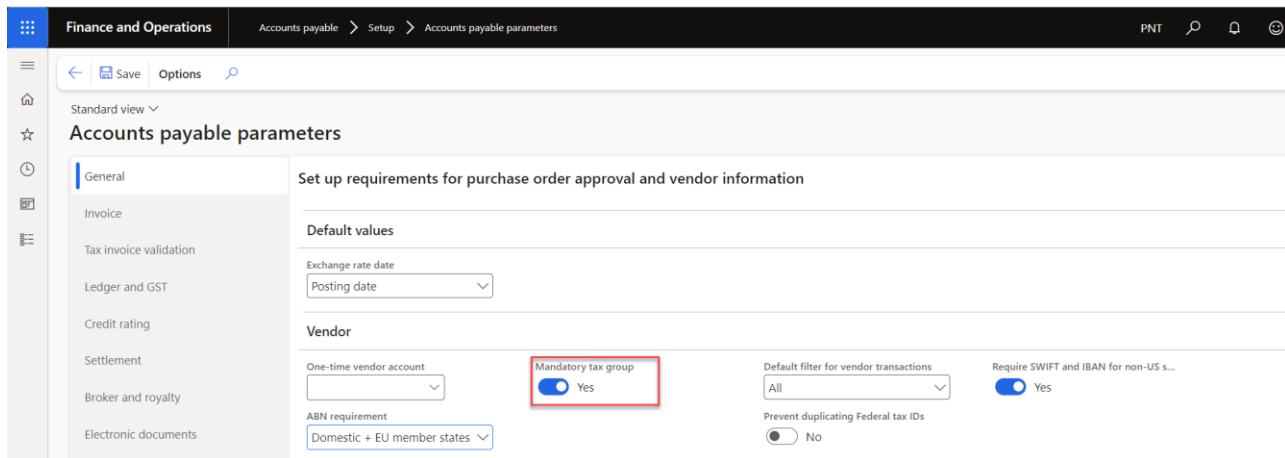
Error: "Field 'GST group' must be filled in"

When: Accept new onboarding after Review



Background:

Tax group field is setup as mandatory field for vendor master and no default tax group is set for vendor group. Since onboarding create vendor automatically and from default onboarding, GST group is not identified, this will create an error.



Finance and Operations					
Accounts payable > Vendors > Vendor groups					
Vendor groups Standard view * Filter					
Vendor gr...	Description	Terms of payment	Time between invoice due date and ...	Default tax group	Exclude from s...
DEF	Default Vendors	30D			

Note: For more information, please refer to eftsure inside D365 F&O-data integrity – White paper.

Solution:

- Set default GST group for vendor group(s).

Finance and Operations					
Accounts payable > Vendors > Vendor groups					
Vendor groups Standard view * Filter					
Vendor gr...	Description	Terms of payment	Time between invoice due date and ...	Default tax group	Exclude from s...
DEF	Default Vendors	30D		GST	

- Select GST group for each vendor.

Select correspondence GST group per vendor before Accept new onboarding.

Finance and Operations									
eftsure "Know Your Payee"									
Charts Dashboard Onboardings Verifications Vendors Registrations Tools Admin Help Unfiltered list of onboardings Filter Trading name Status Email Company Vendor group GST group Country Ver : KRISPY KREME AUSTRALIA PTY ... Review error1@gmail.com PNT DEF GST Australia									

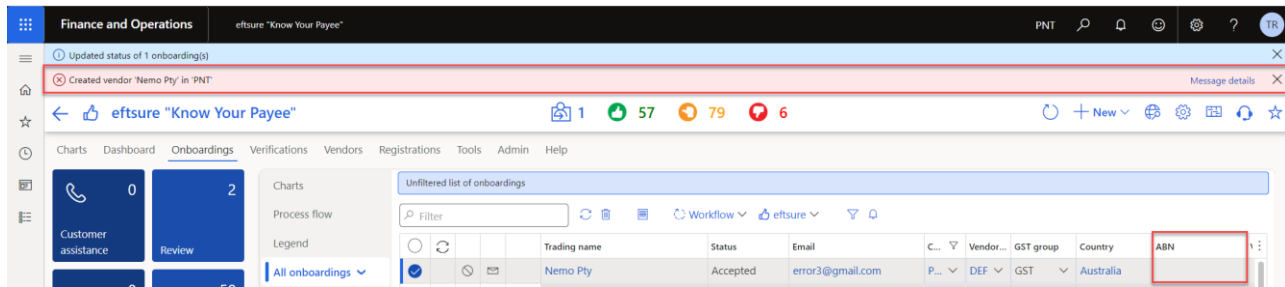
- Remove Mandatory tax group.

Finance and Operations		Accounts payable > Setup > Accounts payable parameters		PNT	?	TR
Standard view		Accounts payable parameters				
General		Set up requirements for purchase order approval and vendor information				
Invoice		Default values				
Tax invoice validation		Exchange rate date				
Ledger and GST		Posting date				
Credit rating		Vendor				
Settlement		One-time vendor account				
Broker and royalty		Mandatory tax group				
Electronic documents		ABN requirement				
		Domestic + EU member states				

Note: if this option is removed, vendor will be created without GST group

2. Onboarding business without ABN

Error: "ABN must be specified"



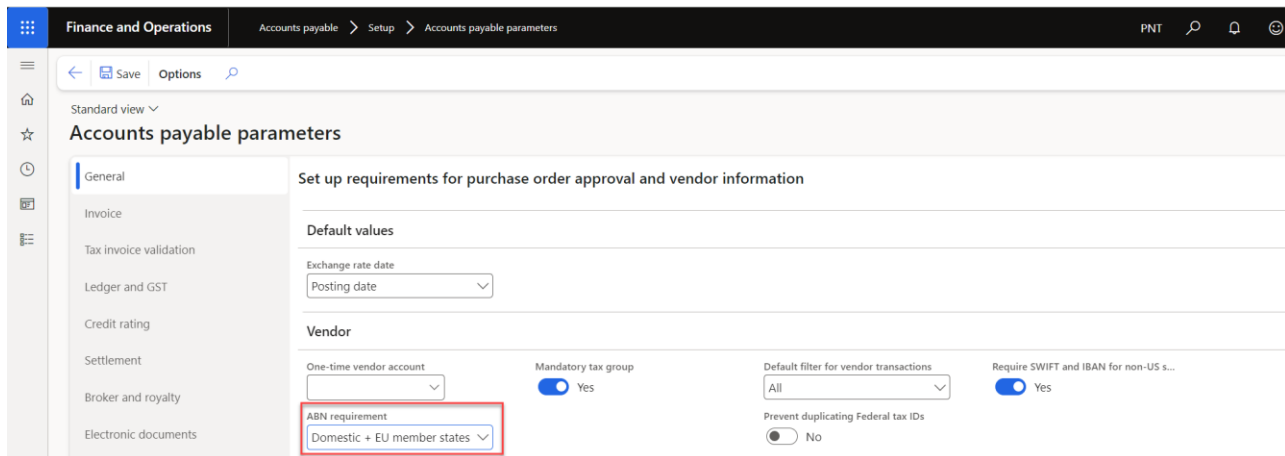
Message details

Created vendor 'Nemo Pty' in 'PNT'

- ⚠ ABN must be specified.
- ✗ Unable to create Vendor
- ✗ Unable to create Vendor

Background:

Business set ABN as mandatory for all vendor



Solution:

- Change ABN requirement mandatory field.

VENDOR MASTER

1. Invalid ABN when modify existing record

Error: "Invalid ABN '12 345 678 900' : ABN doesn't satisfy validation rules"

When trying to change any field for existing vendor with invalid ABN.

Background:

ABN validation is switched on meaning a vendor can only have either a valid ABN or no ABN. The configuration will not accept invalid ABN.

Parameters for eftsure

This section allows the extension of multiple modules in the system, disabling one of these options will turn off any eftsure visuals on this module.

MODULES	HIDE	LOOKUPS
Vendors ☒ Yes	Onboardings ☐ No	Improve Vendor Bank account lo... ☒ Yes
Customers and Sales Orders ☒ Yes	Verifications ☐ No	
Legal entities ☒ Yes	Self-certification ☐ No	
	Payment limit ☐ No	
	Vendor collaboration ☒ Yes	

This section contains all parameters to configure lookups for external search across modules.
Note: API Services key might be required for different countries, please configure individual countries in International section

USER EXPERIENCE

Improve standard Business Registration Lookup ☐ No

Extend standard Business Registration Lookup ☒ No

Don't change Government code control label ☐ No

Phone number validation ☐ No

ABN lookup will be disabled and any value should be accepted by the system.

Vendor | Standard view

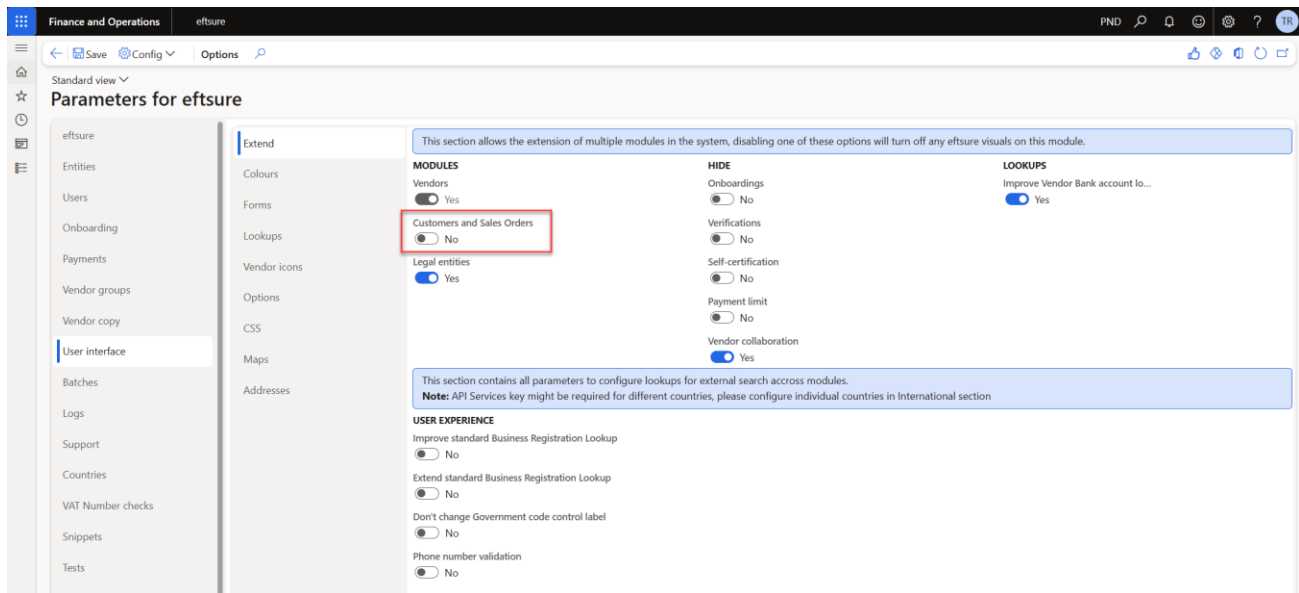
PNT-000342 : Nemo Pty

Tax invoice and delivery

INVOICE	Vendor exception group	OFFSET ACCOUNT	Delivery terms	GST	WITHHOLDING TAX
Invoice account		Account type		GST group	Calculate withholding tax
Number sequence group	ExFlow system approval groups	Ledger	Mode of delivery	Prices include GST	Withholding tax group
Vendor price tolerance group	Invoice type	Offset account	Destination code	Government Code <input checked="" type="text" value="12 345 678 900"/>	
	Classified invoices	DELIVERY	Ship calendar	Financial code	
		Freight zone			

c. Change configuration – disable ABN look up (Customer)

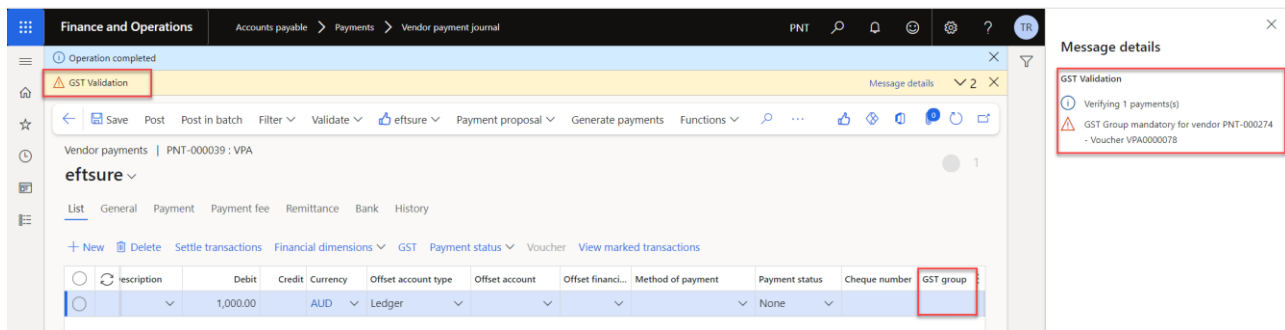
If business wishes to leave ABN lookup on for AP and only turn off Customer and Sales Orders, configuration can be done in Parameter.



VENDOR PAYMENT

1. GST check vendor journal

Error: "GST Group mandatory for vendor AU-11111 voucher VPA0000"



Background:

Vendor payment journal has GST validation switched on for all the journal line.

Journal names

Name	Description
GLE	General Ledger Journal
ICO	Intercompany Journal
VIN	Vendor Invoice Journal
VPA	Vendor Payment Journal

General

Journal type: Vendor disbursement

VOUCHER NUMBER

Voucher series: VPA

New voucher: In connection with balance

Number allocation at posting: No

Document:

APPROVAL

Active: No

Approve:

APPROVAL WORKFLOW

Approval workflow: No

POSTING

Posting layer: Current

Detail level: Details

Fees posting: Keep fees in journal

Lines limit: 0

CURRENCY

Fixed rate:

GST

Amounts include GST: Yes

Delayed tax calculation: No

Hide GST fields in journal entry forms: No

eftsure Gov ID/GST validation

Matching vendor group(s): DEF, EMP, INT, SER

Solution:

- Set default GST for each journal line.

Note: before changing the default setting, please take into consideration business process.

General ledger parameters

Set up GST and GST group information

General

Item GST group:

Calculation date type: Invoice date

Legal entity for intercompany tax post...: Destination

Calculation method: Total

Amounts include GST

Yes

Delayed tax calculation: No

Apply GST taxation rules: No

Conditional GST: No

Apply Canadian harmonized sales tax ...: No

Check GST code: None

Check GST transaction: No

Tax direction requirement: No

Validate tax code: No

Auto GST search: No

GST conversion: Accounting Currency

Combine transactions for tax settlement: No

AUSTRALIAN BAS

Format mapping:

For more information, please refer to **eftsure inside D365 F&O – AP vendor payment** manual.

- Remove GST group validation for vendor payment journal and leaving only GST validation for vendor invoice check.

Journal names

Name	Description
GLE	General Ledger Journal
ICO	Intercompany Journal
VIN	Vendor Invoice Journal
VPA	Vendor Payment Journal

General

Journal type: Vendor disbursement

VOUCHER NUMBER

Voucher series: VPA

New voucher: In connection with balance

Number allocation at posting: No

Document:

APPROVAL

Active: No

Approve:

APPROVAL WORKFLOW

Approval workflow:

POSTING

Posting layer: Current

Detail level: Details

Fees posting: Keep fees in journal

Lines limit: 0

CURRENCY

Fixed rate:

GST

Amounts include GST: Yes

Delayed tax calculation: No

Hide GST fields in journal entry forms: No

eftsure Gov ID/GST validation

No

2. Simulating posting

Error: "eftsure validation 1 line(s) have invalid eftsure verification status. Please validate and review journal before posting again"

The screenshot shows the 'Vendor payment journal' interface. At the top, a red error banner states: "Operation cancelled: Validating journal or voucher" and "eftsure validation 1 line(s) have invalid eftsure verification status. Please validate and review journal before posting again." Below the error, the interface shows a table of vendor payments. The first entry is highlighted, showing details for vendor 'OPEN AUSTRALIA' (PNT-000052) with a payment amount of 1,000.00 AUD. The 'Vendor account' is 'PNT-000052'.

Background:

Vendor has been excluded from daily eftsure synchronization but has default method of payment with eftsure enabled.

The screenshot shows the 'Methods of payment - vendors' interface. On the left, a list of payment methods is shown, with 'EFT' selected. The main area displays the configuration for the 'EFT' method. Under 'ELECTRONIC PAYMENT PROCESSING', the 'eftsure verification' toggle is set to 'Yes'.

Solution:

- Create new method of payment with eftsure disabled.

Finance and Operations | Accounts payable > Payment setup > Methods of payment

Standard view

Methods of payment - vendors

Method of payment: EFT_Not | Period: Tax Invoice | Description: EFT not eftsure | Grace period: 0 | Payment status: None

Payment type: Other

Allow copies of payments: ☐ No

General

FILE
Last file No.: 0
Today: 0
Date:

POSTING
Account type: Bank
Payment account: WBC OPER
Bridging posting: ☐ No
Bridging account:

PROMISSORY NOTE
Type of draft: No draft

PAYMENT CODES
Category purpose:
Charge bearer:

ELECTRONIC PAYMENT PROCESSING
Direct debit: ☐ No
eftsure verification: ☒ No

Payment journal line with disabled eftsure.

Finance and Operations | Accounts payable > Payments > Vendor payment journal

Vendor payments | PNT-000039 : VPA

eftsure *

List | General | Payment | Payment fee | Remittance | Bank | History

+ New | Delete | Settle transactions | Financial dimensions | GST | Payment status | Voucher | View marked transactions

	Date	Voucher	Company	Account	Vendor name	Description	GST group	Debit	Credit	Currency	Offset account type	Method of payment
☒	28/12/2023	VPA0000079	pnt	PNT-000...	OPEN AUSTRALIA		GST	1,000.00		AUD	Bank	EFT_Not

ACCESS CONFIGURATION

For any new user, you should receive an activation email. Please ensure to test all portal login directly using below respective hyperlinks before configure in D365 F&O.

Eftsure Portal environments

Sandbox – UAT: <https://sandbox.eftsure.com.au/>

Production: <https://portal.eftsure.com.au/>

1. Generic account

Error: Eftsure cloud: Incorrect PartnerId (UpgradeRequired)

Parameters for eftsure

Parameters for establishing secure connection to eftsure.

Environment Use Live for your production environment, Sandbox instead. (All other environments are internal)
OrigId Value provided by eftsure support to allow a customer to separate multiple D365 environments to a single eftsure instance
CustomerId Unique customer id for the matching environment, automatically calculated during login attempts

These details are provided by eftsure support, use our [Support](#) tool to reach out

Environment: **Ping** **OrigId**: **CustomerId**:

The generic user is used for all generic sync calls to eftsure, and for the batch user.
 Please check user guide for security permissions matrix.
 This user is used for all eftsure batches and all eftsure common actions that don't require specific permissions (GetOnboardingForms, GetOnboarding, GetSupplierInfo)

Username: Password: **Login**

Background:

Generic account is used for au-batches synchronising between D365 and eftsure portal.

Parameters for eftsure "Know Your Payee"

Parameters for establishing secure connection to eftsure.

Environment Use Live for your production environment, Sandbox instead. (All other environments are internal)
OrigId Value provided by eftsure support to allow a customer to separate multiple D365 environments to a single eftsure instance
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 This user is used for all eftsure batches and all eftsure common actions that don't require specific permissions

Username: Password: **Login**

Solution:

Review Generic Username and Password before sending request to support using link provided.

Finance and Operations | eftsure

eftsure cloud: Incorrect PartnerId

Request API Role / PartnerId

Standard view

Parameters for eftsure

Parameters for establishing secure connection to eftsure.

Environment Use Live for your production environment, Sandbox instead. (All other environments are internal)
OrigId Value provided by eftsure support to allow a customer to separate multiple D365 environments to a single eftsure instance
CustomerId Unique customer id for the matching environment, automatically calculated during login attempts

These details are provided by eftsure support, use our [Support tool](#) to reach out

Environment: Sandbox Ping OrigId: d CustomerId: 7

The generic user is used for all generic sync calls to eftsure, and for the batch user.
 Please check user guide for security permissions matrix.
 This user is used for all eftsure batches and all eftsure common actions that don't require specific permissions (GetOnboardingForms, GetOnboarding, GetSupplierInfo)

Username: Password: Login

Request API Role / PartnerId

Sends an email to eftsure support into order to enable API Access for the selected user(s)

Subject: Sandbox - Request API Role for Customer Id 707 -

Comments: Dear eftsure support,
 Please enable Customer API role and set partner_id for the following user(s):
 707
 Regards,
 trang

From: t@pnew.net
 To: 707
 Subject: Sandbox - Request API Role for Customer Id 707 -

Dear eftsure support,
 Please enable Customer API role and set partner_id for the following user(s):
 707
 Regards,
 trang

Cancel Send

Once the username is assigned to the correct PartnerId, successful Login message will be as below.

Finance and Operations

Connection successful for user 7 - UserId 3 for CustomerId

2. Personal account

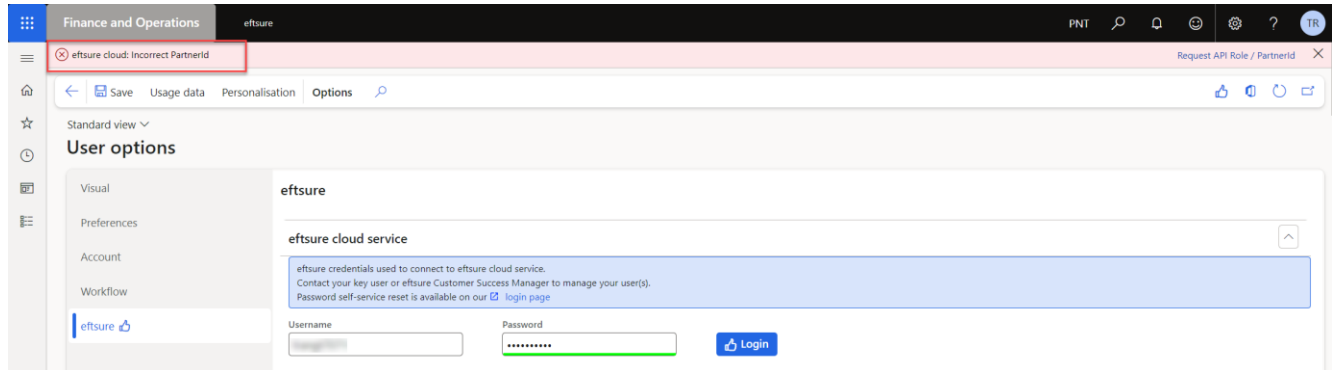
Error: eftsure cloud: Login failed (Unauthorized)

eftsure cloud: Login failed (Unauthorized) Support

When trying to sync new onboarding from portal.

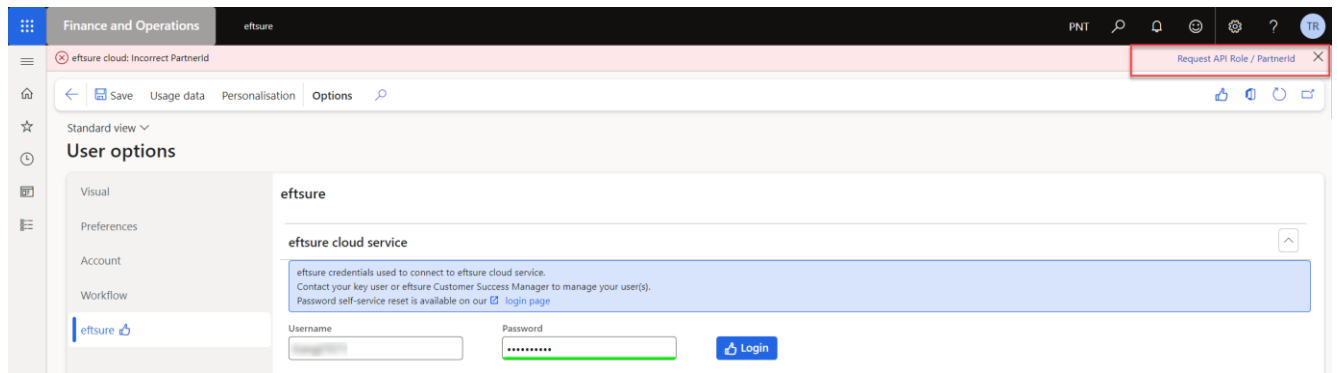
Background:

Wrong username or Password per user or user does not have correct access including API or username hasn't been assigned to correct partnerId.

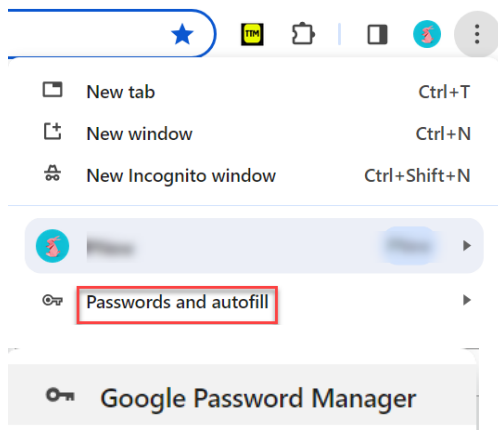


Solution:

This should be single user access which is the same access to eftsure portal. Please click in the recommended hyperlink, action item to contact support directly for API access and assign to correct partnerId.



Review auto-save PW in internet browser to ensure new PW is updated accordingly.



USER INTERFACE

1. Icon size

If user accidentally increase the size of icon column

The screenshot shows the 'All vendors' list in the 'Finance and Operations' application. The interface includes a top navigation bar with 'Accounts payable > Vendors > All vendors', a search bar, and various icons. Below the navigation bar is a toolbar with tabs like 'Vendor', 'Procurement', 'Invoice', 'General', and 'Options'. A secondary toolbar contains sections for 'Maintain', 'Copy', 'Set up', 'Transactions', 'Related information', 'Registration', and 'Properties'. The main area displays a table of vendors with columns: Vendor account, Name, Vendor hold, Phone, Extension, Primary contact, Group, Currency, and ABN. The first few rows show vendors like 'FUSIONS SOLUTIONS PTY LTD' and 'SONOS AUSTRALIA PTY LTD'. A red rectangle highlights the icon column on the left, which contains various status icons (e.g., green, orange, red) that are disproportionately large.

To resolve the issue, user will need to resize the column to original size and perform a hard refresh.

This screenshot shows the same 'All vendors' list as the previous one, but the icon column on the left is now at its original, smaller size. A red rectangle highlights this column, showing that the icons are no longer oversized. The rest of the interface, including the navigation bar, toolbars, and vendor table, remains identical to the previous screenshot.

The icons size should be reset to original size.

Vendor account	Name	Vendor hold	Phone	Extension	Primary contact	Group	Currency	ABN
DEF-00007	FUSIONS SOLUTIONS PTY LTD	No	0433 443 344		Business Owner	DEF	AUD	57 165 001 865
DEF-00008	FUSIONS SOLUTIONS PTY LTD	No	0433 443 344		Business Owner	DEF	AUD	57 165 001 865
DEF-00010	The Trustee for for Sambrook U...	No	0411 221 122		Business Owner	DEF	AUD	
DEF-00011	SONOS AUSTRALIA PTY LTD	No	0412 121 212		Business Owner	DEF	AUD	32 060 712 638
DEF-00012	ICARE & CO PTY LTD	No	0412 345 678		Business Owner	DEF	AUD	72 676 148 048
DEF-00015	EFTSURE E-INVOICING PTY LTD	No	+61 433 443 343		Business Owner	DEF	AUD	77 669 461 974
DEF-00016	SOUTHERN PORTS AUTHORITY	No			Business Owner	DEF	AUD	30 044 341 250
DEF-00017	EFTSURE PTY LTD	No				DEF	AUD	21 168 403 736
DEF-00018	NAUTIC BLUE PTY LTD	No	+61 403 905 555		Business Owner	DEF	AUD	38 109 763 484
DEF-00019	EFTSURE PTY LTD	No				DEF	AUD	21 168 403 736
DEF-00020	CON APOSTOLAKOS & ALLAN T...	No				DEF	AUD	94 290 481 667
PND-000198	EXCEL PTY LTD	No	0411 223 344		Business Owner	DEF	AUD	83 168 093 838
PND-000199	DOTTI PTY LIMITED	No	0411 223 344		Business Owner	DEF	AUD	83 110 113 034
PND-000200	A & SONS PTY LTD	No			Business Owner	DEF	AUD	40 610 881 706
PND-000201	SMIGGLE PTY LTD	No	0477 889 900		Business Owner	DEF	AUD	53 100 379 226
PND-000202	POKEMON PTY. LTD	All	0411 111 111		Business Owner	DEF	AUD	31 616 344 748
PND-000203	PHO THIN ST AI RAN PTY. LTD.	No	0453 434 343		Business Owner	DEF	AUD	88 652 589 707

SYNCHRONISATION

1. Self-certified – vendor payment

Vendor self-certified in D365 vendor master but not yet verified in payment journal.

Vendor account	Name	Vendor hold	Phone	Extension	Primary contact	Group	Currency	ABN
DEF-00018	NAUTIC BLUE PTY LTD	No	+61 403 905 555		Business Owner	DEF	AUD	38 109 763 484

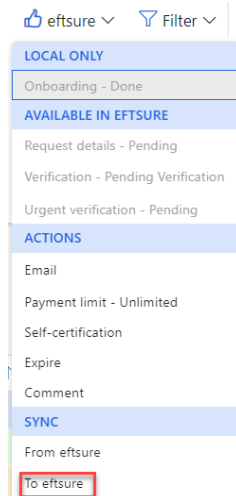
Date	Voucher	Company	Account	Vendor name	Financial tags	Des...	Debit	Credit	Currency	Offset account type	Offset account	Offset financi...	Method of pa
12/07/2024	VP94000065	pnd	DEF-000018	NAUTIC BLUE PT...			1,000.00		AUD	Bank	WBC OPER		EFT

Background:

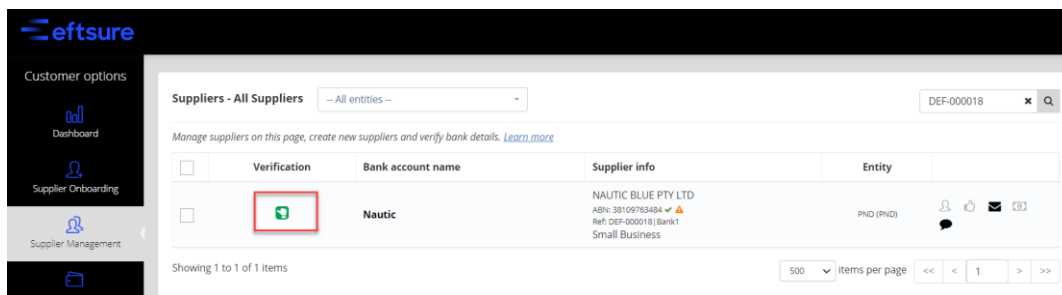
Bank account is newly created and not yet synchronised to eftsure portal correctly or eftsure portal has not been setup accordingly.

Solution:

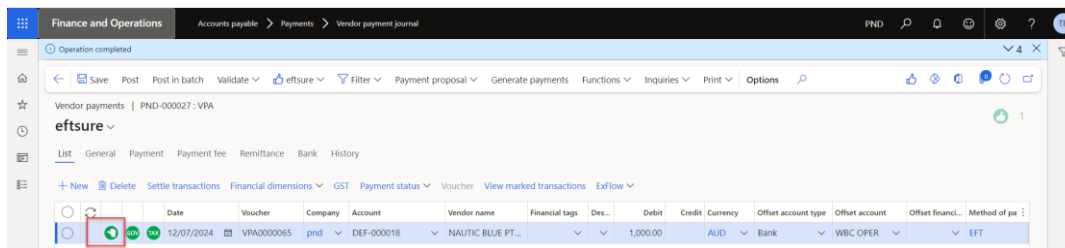
- a. ensure the vendor bank account is synchronized to eftsure portal



- b. Ensure legal entity is setup correctly in portal which should be the same with D365 legal entity.



Once all checked and synchronized correctly, once vendor payment journal is validated again, all should reflect correct status.



2. None – Grey vendor

Vendor bank account is Grey in D365 F&O.

Vendor bank accounts

Bank account: Bank1 Name: Peter Rabbit Review status: Approved

BANKING IDENTIFIER

SWIFT code: 012345 Bank Account Number: 8274123

Currency: Bank Show Banking Identifiers in General Tab: Yes

VERIFICATION

Verifier name: Verifier phone: Verifier position:

Advanced: No

Setup

Prenotes

Address

Contact information

Change log

- Changes to 'Bank1'
 - Modified on '2024-07-12 11:20:57' by 'trang' - Bank account requires change request
 - Modified on '2024-07-12 11:20:56' by 'trang' - SupplierCode

SupplierCode: PNT-001235@Bank1

Vendor is not synchronized to eftsure portal.

Suppliers - All Suppliers

Manage suppliers on this page, create new suppliers and verify bank details. [Learn more](#)

Verification	Bank account name	Supplier info	Entity
No supplier available			

500 items per page

Actions: Show Suppliers (filtered), Update Suppliers, Create Supplier, Export

Background:

Vendor bank account hasn't been synchronised to eftsure portal. Main reasons include:

- Vendor is manually created in D365 with **Excluded vendor group** (vendor group not schedule for synchronizing to eftsure portal)
- Vendor is created manually in D365 with normal vendor group but not auto sync due to user account not validated

Finance and Operations

Accounts payable > Vendors > All vendors

Standard view

User options

Visual

Preferences

Account

Workflow

eftsure

eftsure cloud service

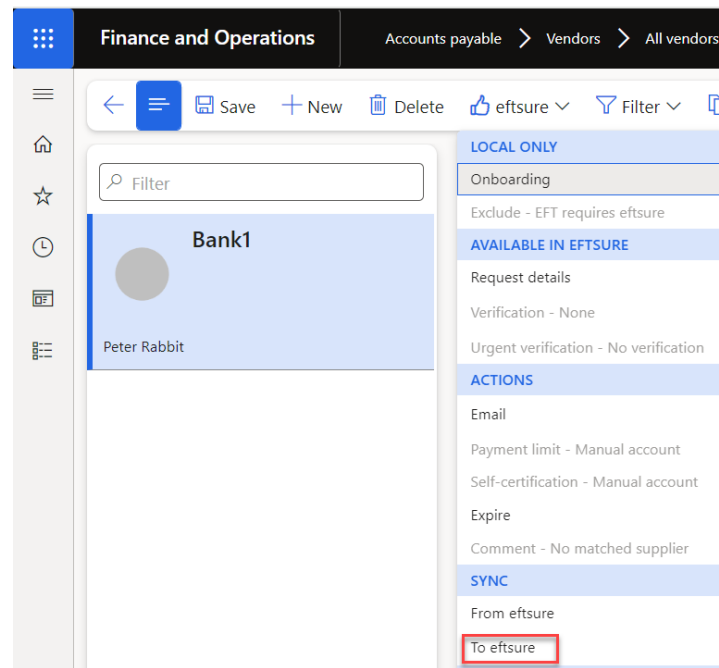
eftsure credentials used to connect to eftsure cloud service. Contact your key user or eftsure Customer Success Manager to manage your user(s). Password self-service reset is available on our [login page](#)

Username: Password:

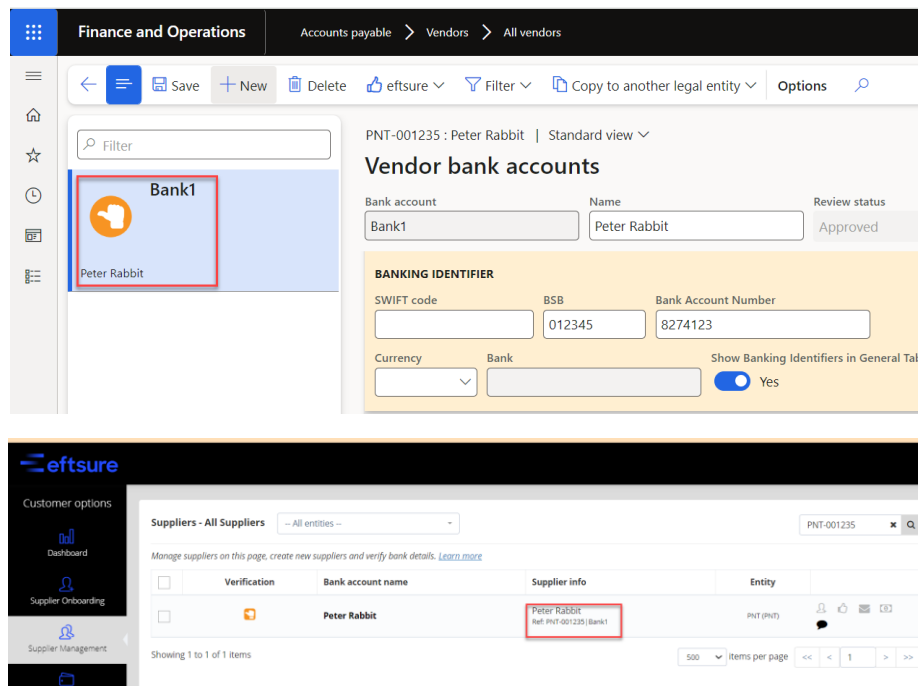
Solution:

Update user access

Manually sync to eftsure portal

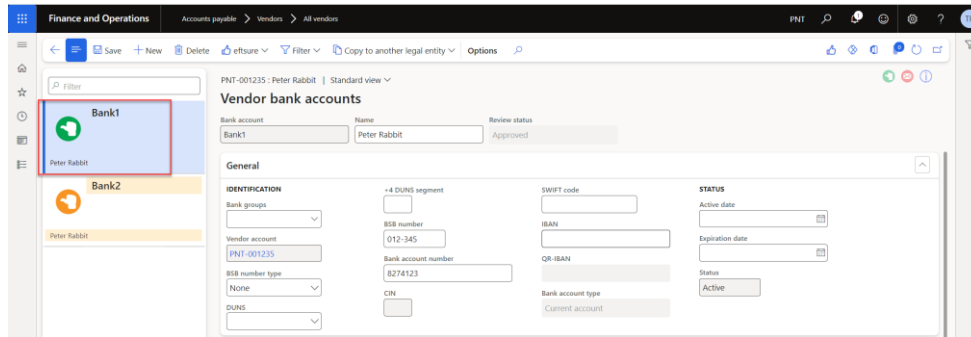
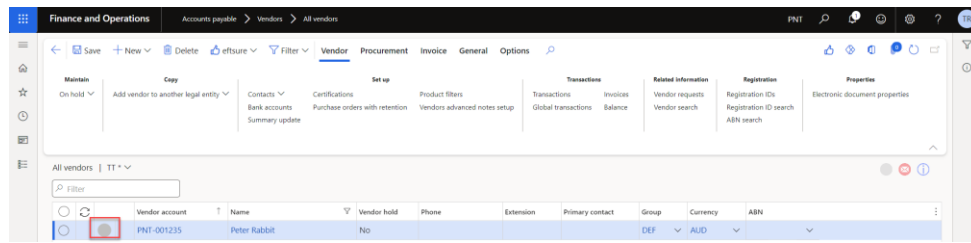


Vendor bank account will be synchronized to eftsure portal.



3. Bank account verified but vendor is grey

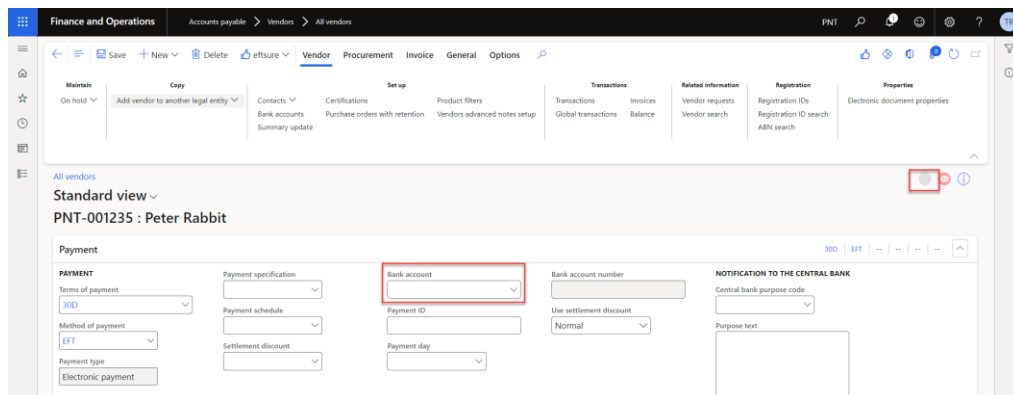
Vendor verification status shows Grey but vendor bank accounts is already self-certified.



Background:

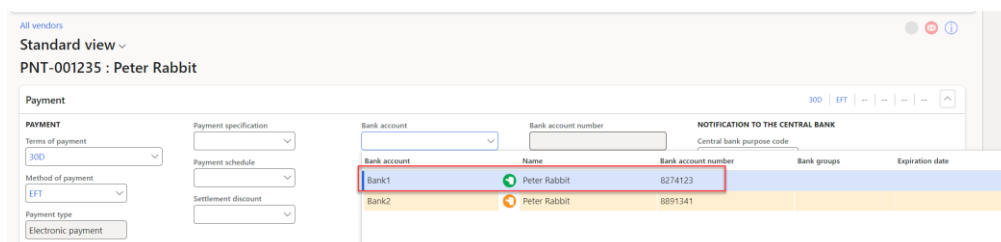
Eftsure verification status is for default vendor bank account only. If no default bank account is selected/vendor has no default bank account or bank account with no valid bsb, bank account number, there will be no verification status.

If vendor is manually created without eftsure onboarding process, default bank account must be selected.



Solution:

Select default bank account in main vendor master form



Once default bank account is selected and saved, verification status will be populated.

Finance and Operations Accounts payable > Vendors > All vendors PNT

Vendor Procurement Invoice General Options

Maintain On hold Add vendor to another legal entity Copy Set up Contacts Certifications Product filters Transactions Invoices Related information Registration Properties Bank accounts Purchase orders with retention Vendors advanced notes setup Vendor requests Vendor search Registration ID search ABN search Summary update Electronic document properties

All vendors Standard view PNT-001235 : Peter Rabbit

Payment

PAYMENT Terms of payment 30D Method of payment EFT Payment type Electronic payment

Payment specification Payment schedule Settlement discount

Bank account Bank1 Payment ID Payment day

Bank account number 8274123 Use settlement discount Normal

NOTIFICATION TO THE CENTRAL BANK Central bank purpose code Purpose text