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.

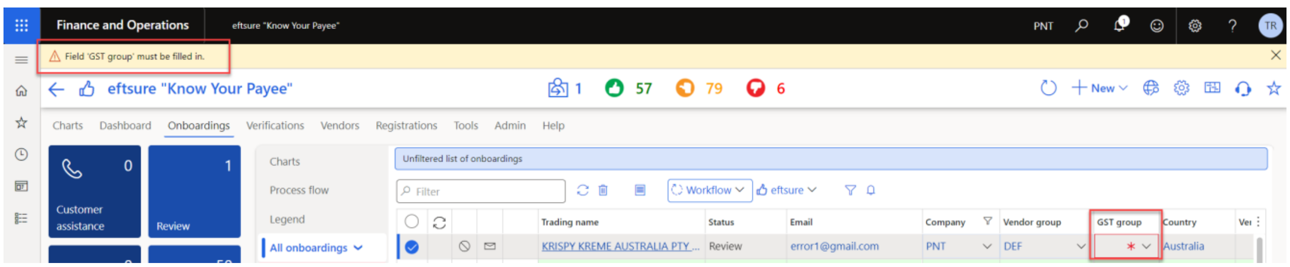
In most of cases, the errors are due to configuration or process is not processed correctly. With this document, we will propose alternate solutions which can be performed either by end user or system administrator.

ONBOARDING

1. Missing GST group

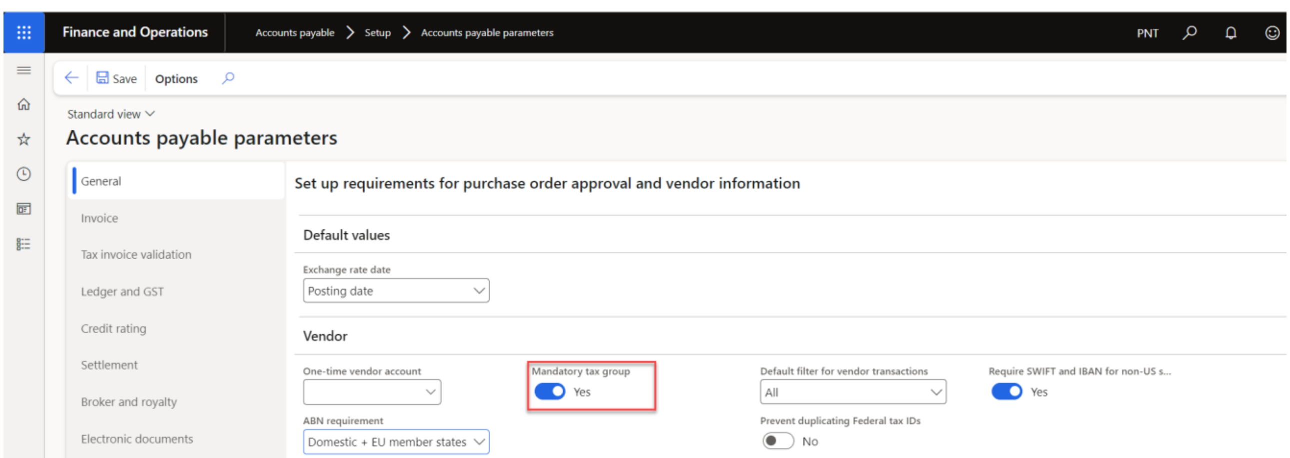
Error: “Field 'GST group' must be filled in”

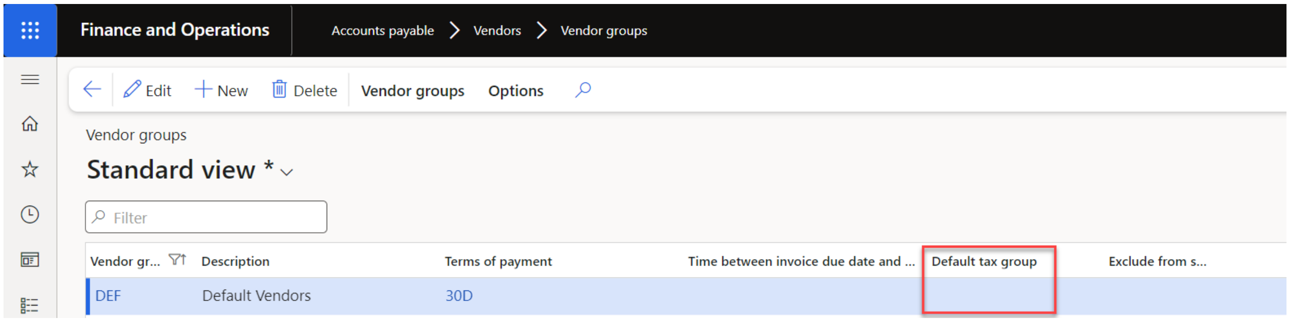
When: Accept new onboarding after Review



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.

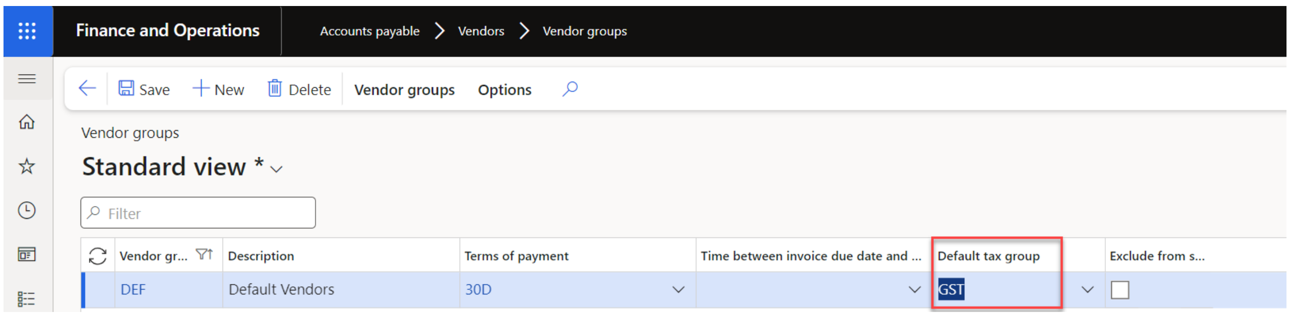




Note: For more information, please refer to eftsure inside D365 F&O-data integrity – White paper.

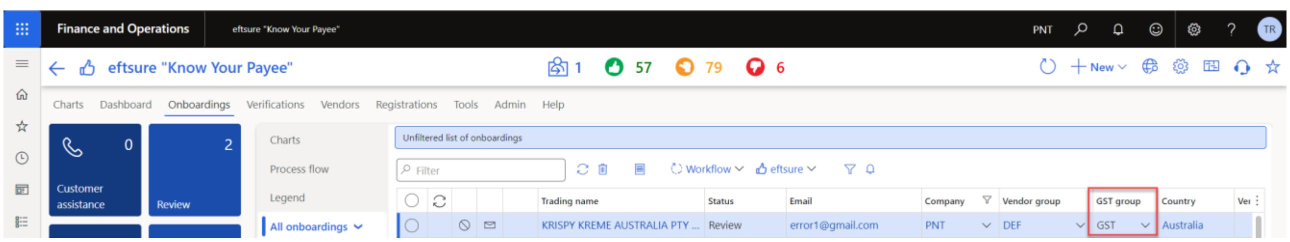
Solution:

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

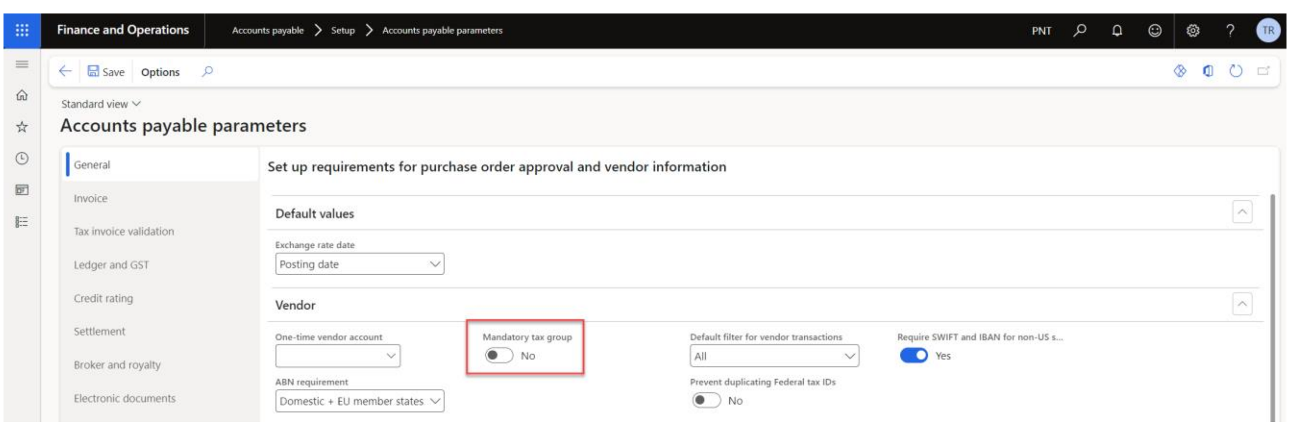


b. Select GST group for each vendor.

Select correspondence GST group per vendor before Accept new onboarding.



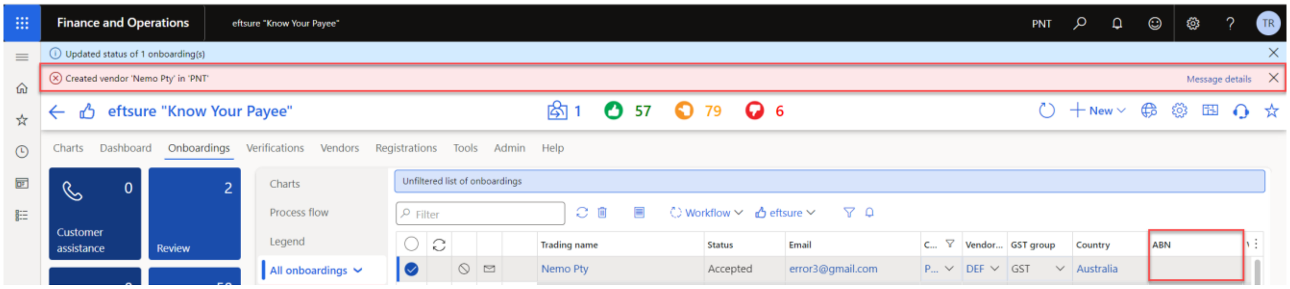
c. Remove Mandatory tax group.

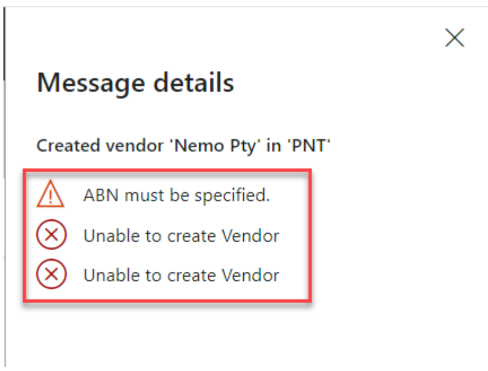


Note: if this option is removed, vendor will be created without GST group

2. Onboarding business without ABN

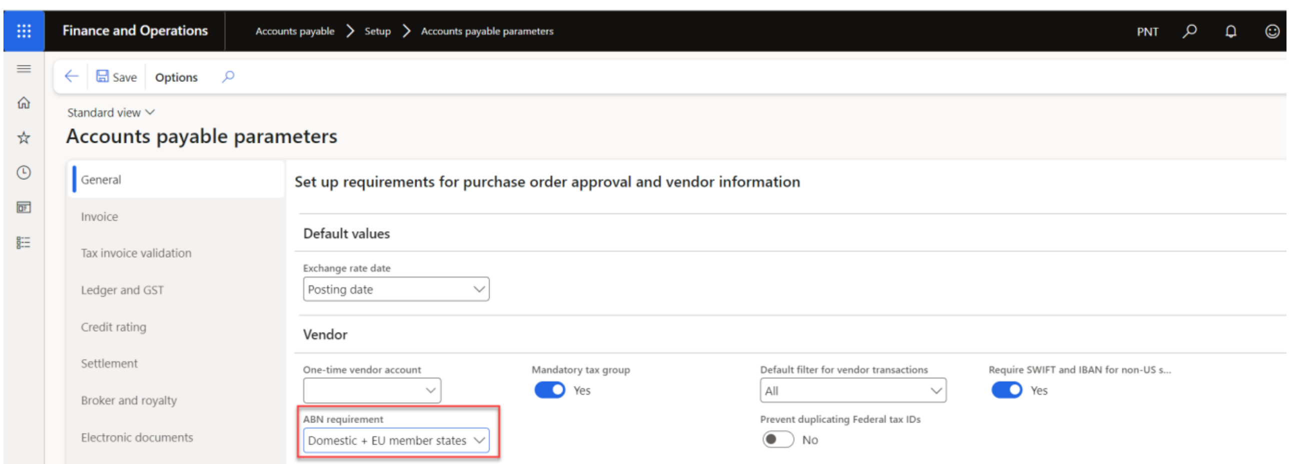
Error: "ABN must be specified"





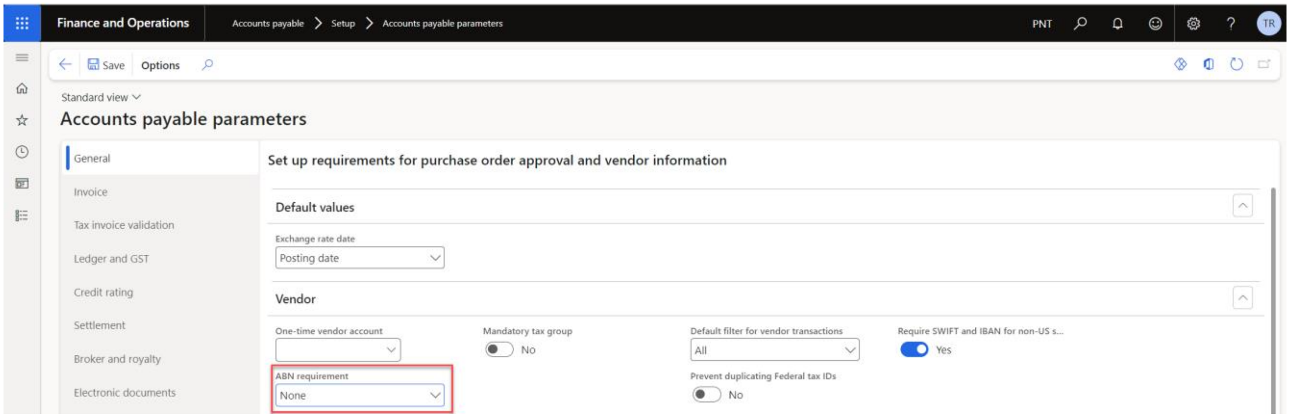
Background:

Business set ABN as mandatory for all vendor



Solution:

a. Change ABN requirement mandatory field.

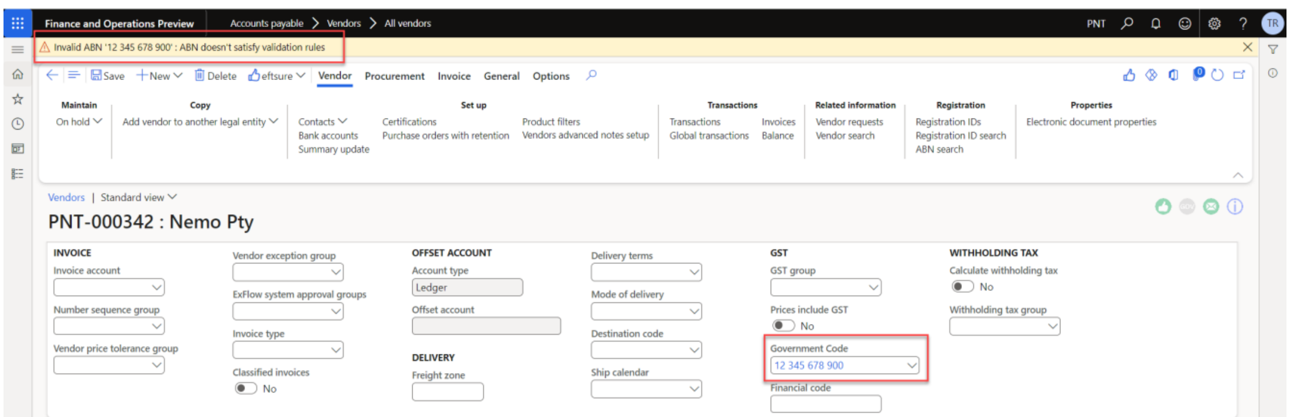


VENDOR MASTER

1. Invalid ABN when modify existing record

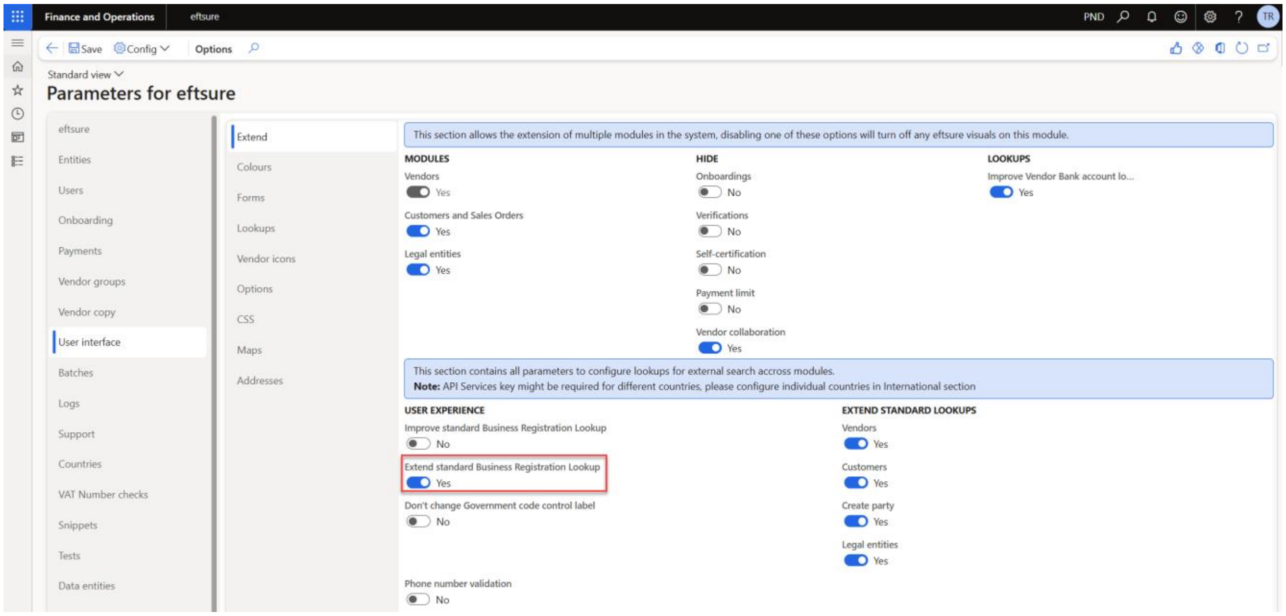
Error: “Invalid ABN '12 345 678 900' : ABN doesn't satisfy validation rules”

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



Background:

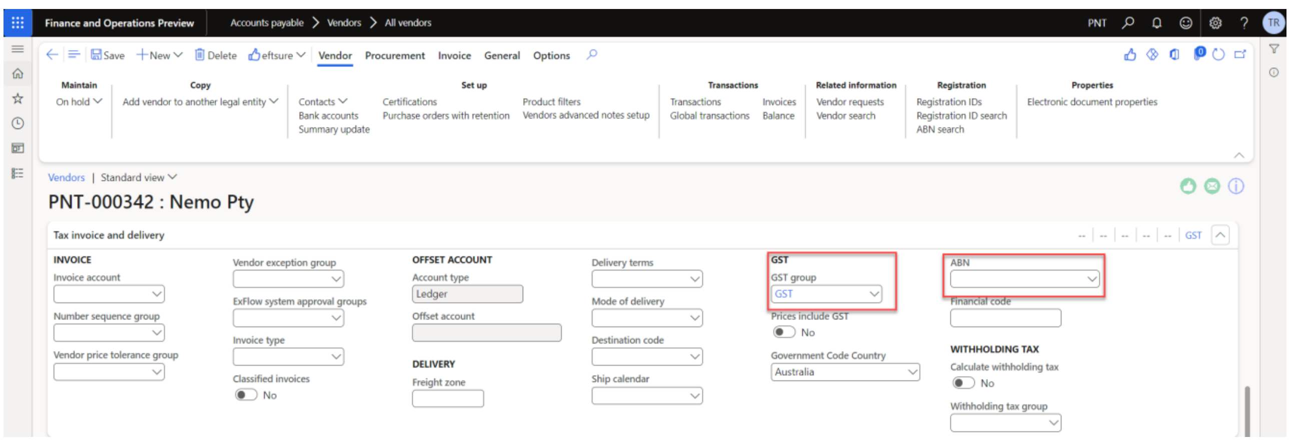
ABN validation is switched on meaning a vendor can only have either a valid ABN or no ABN. The configuration will not accept invalid ABN.



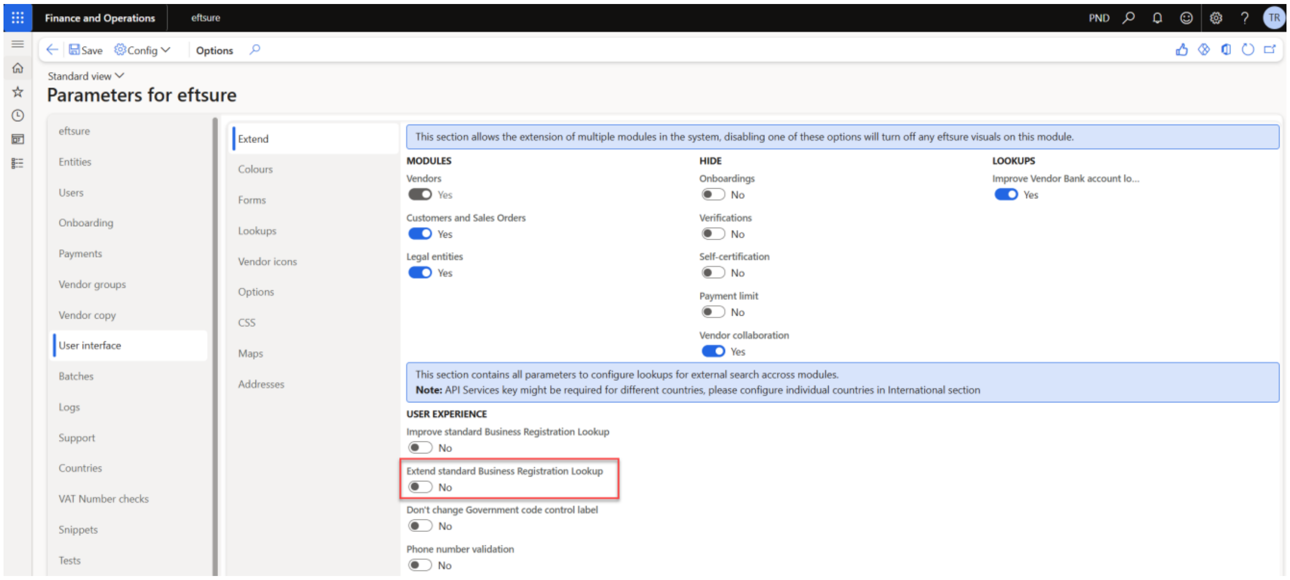
Solution:

a. Input valid ABN or leave ABN as Blank

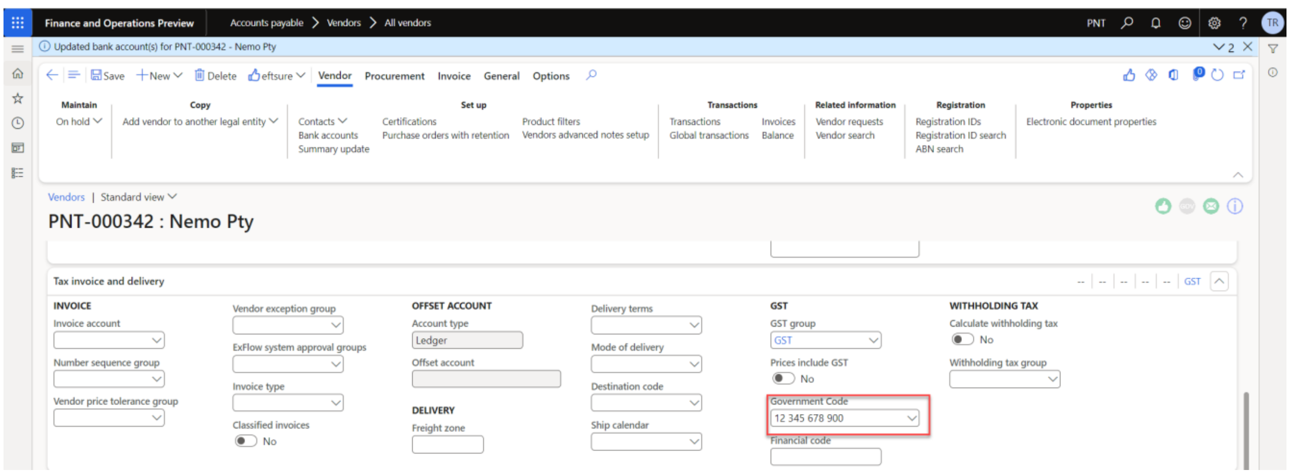
Modify ABN number before modifying any other fields.



b. Change configuration – disable ABN look up (system admin)

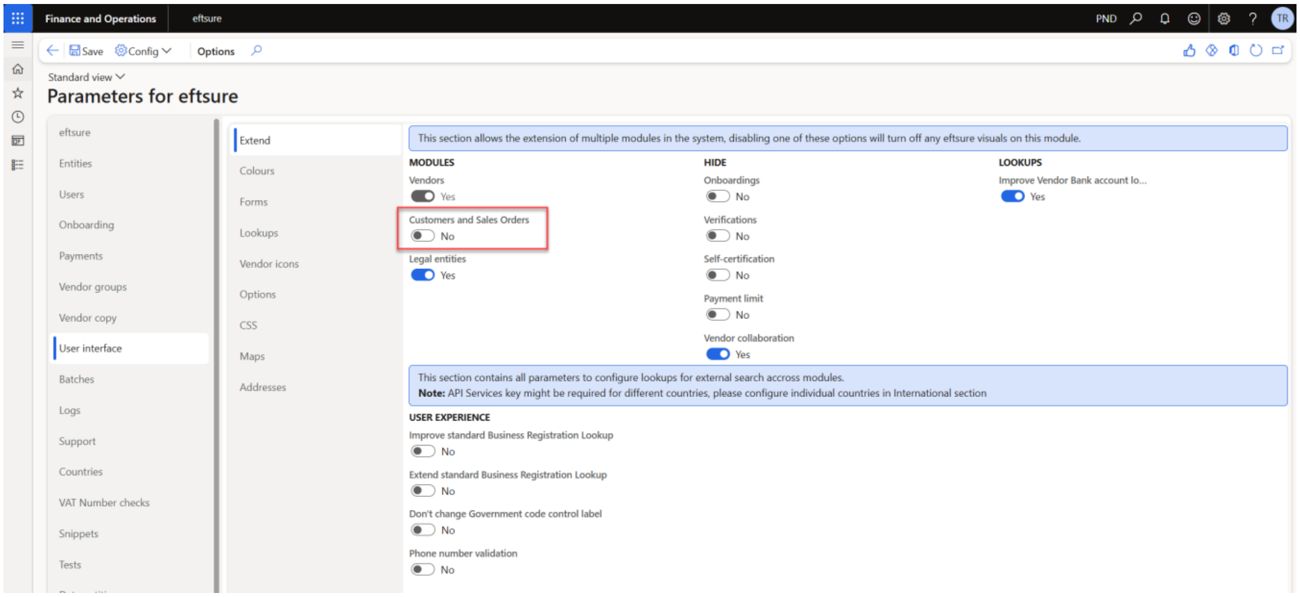


ABN lookup will be disabled and any value should be accepted by the system.



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

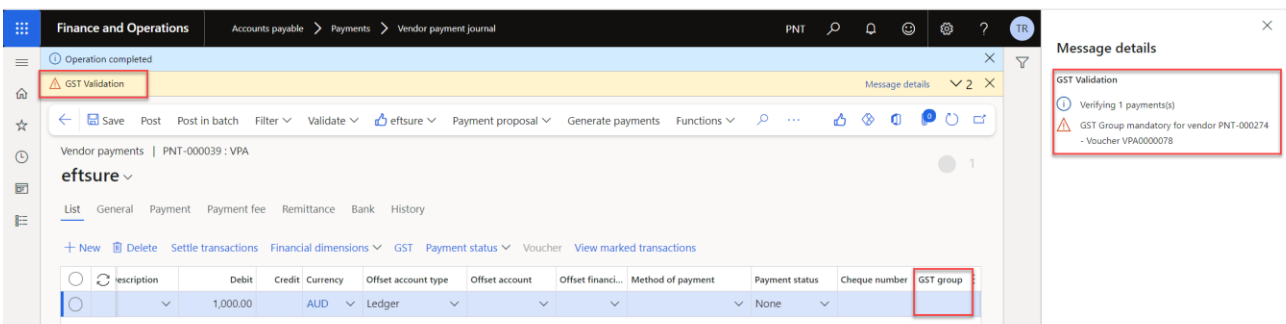
If business wishes to leave ABN lookup on for AP and only turn off Customer and Sales Orders, configuration can be done in Parameter.



VENDOR PAYMENT

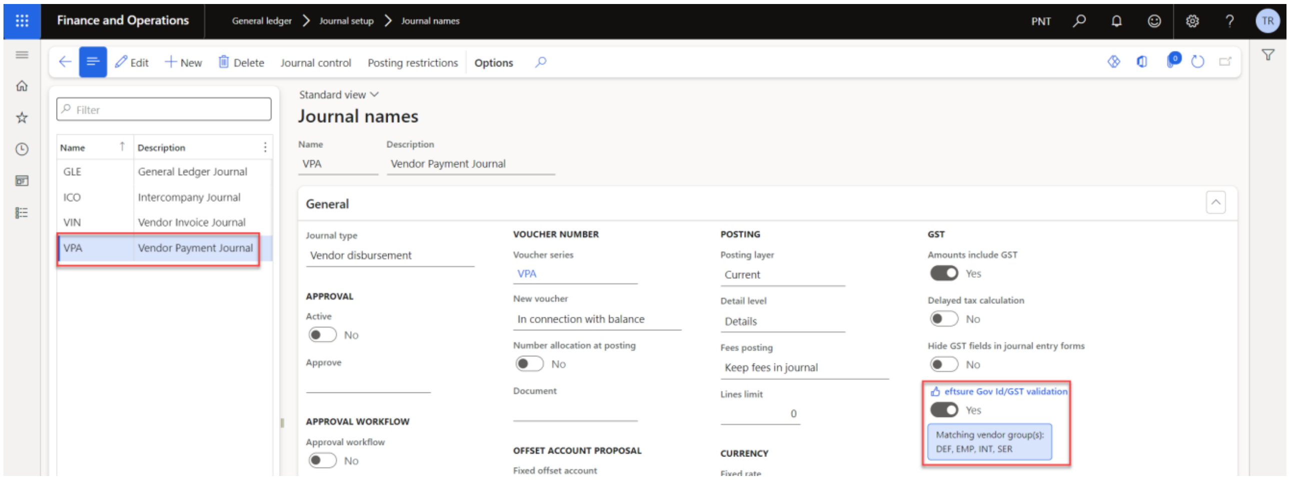
1. GST check vendor journal

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



Background:

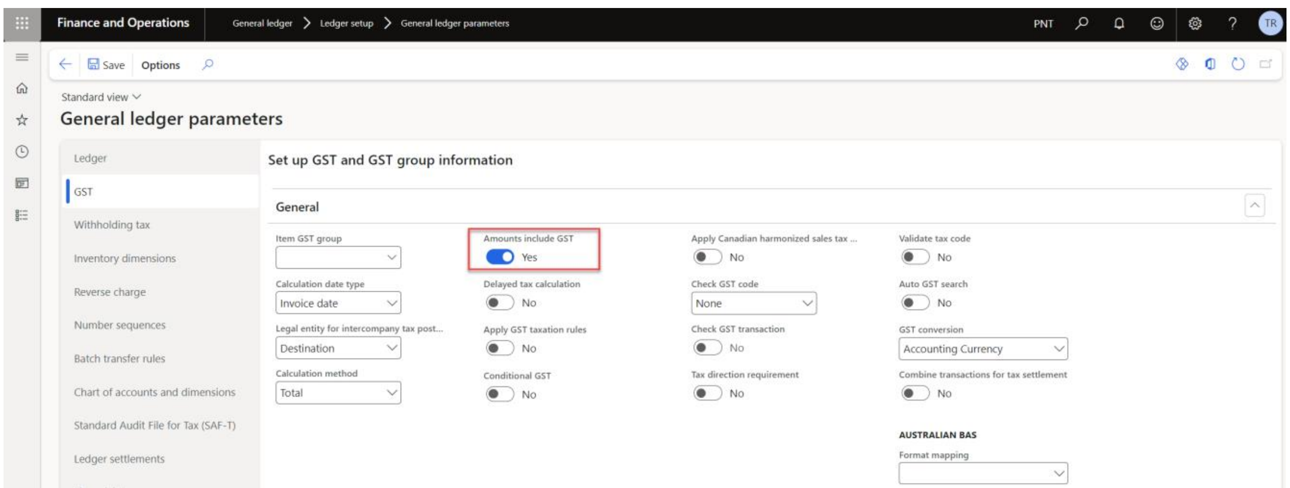
Vendor payment journal has GST validation switched on for all the journal line.



Solution:

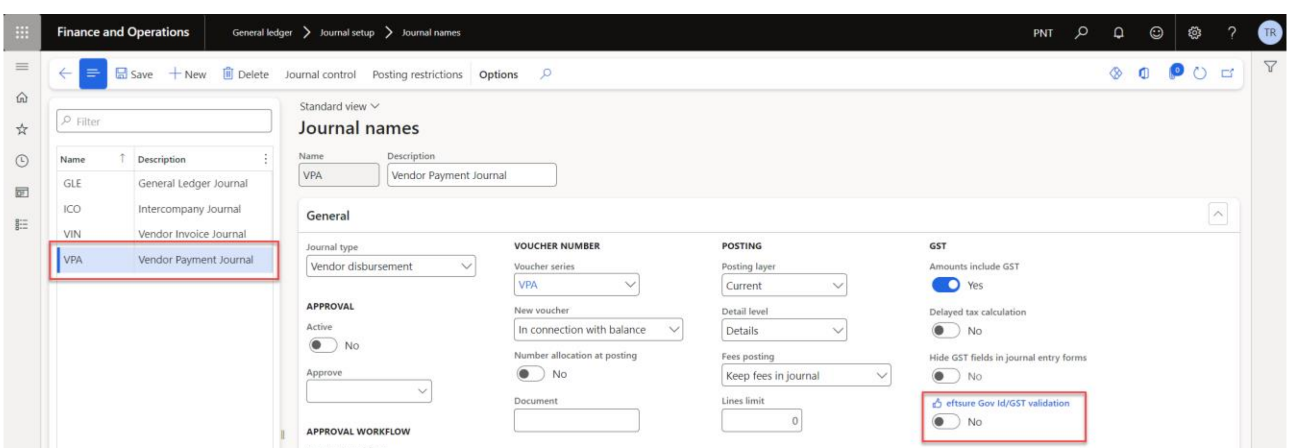
a. Set default GST for each journal line.

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



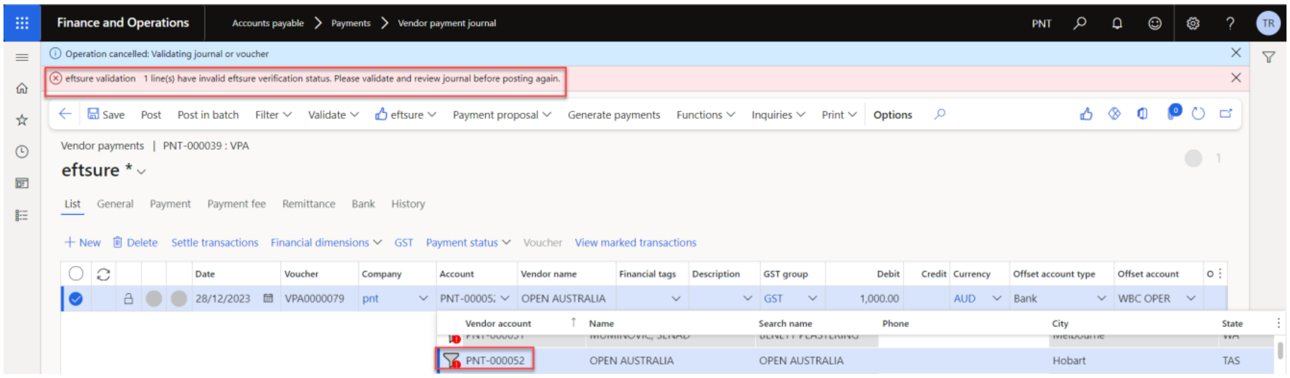
For more information, please refer to **eftsure inside D365 F&O – AP vendor payment** manua**l.**

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



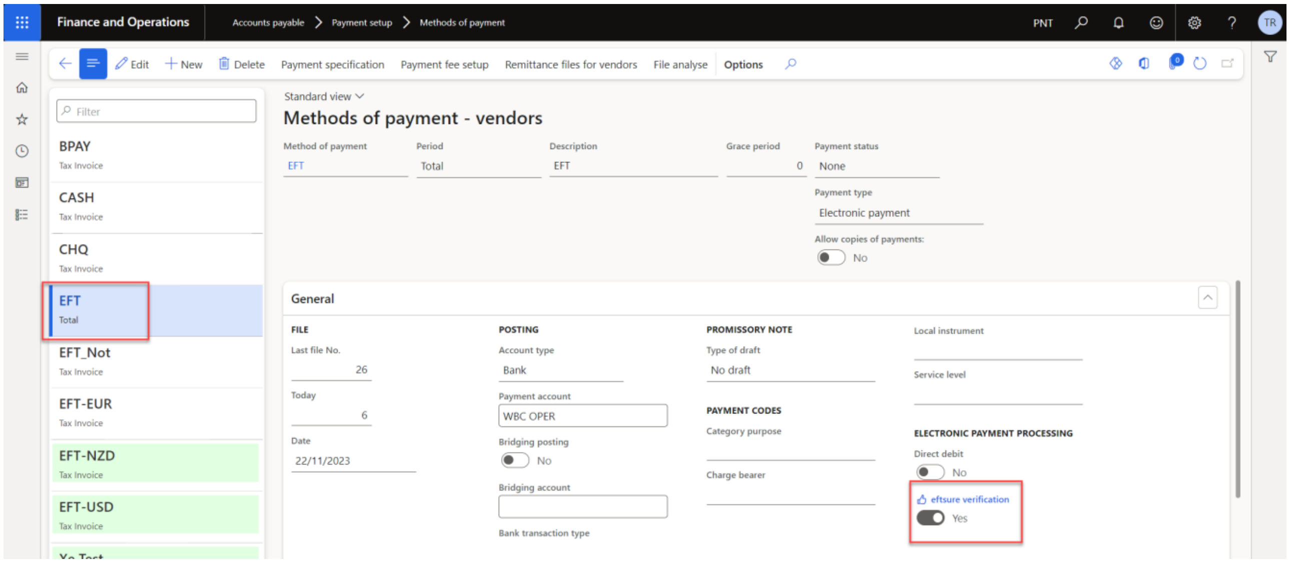
2. Simulating posting

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



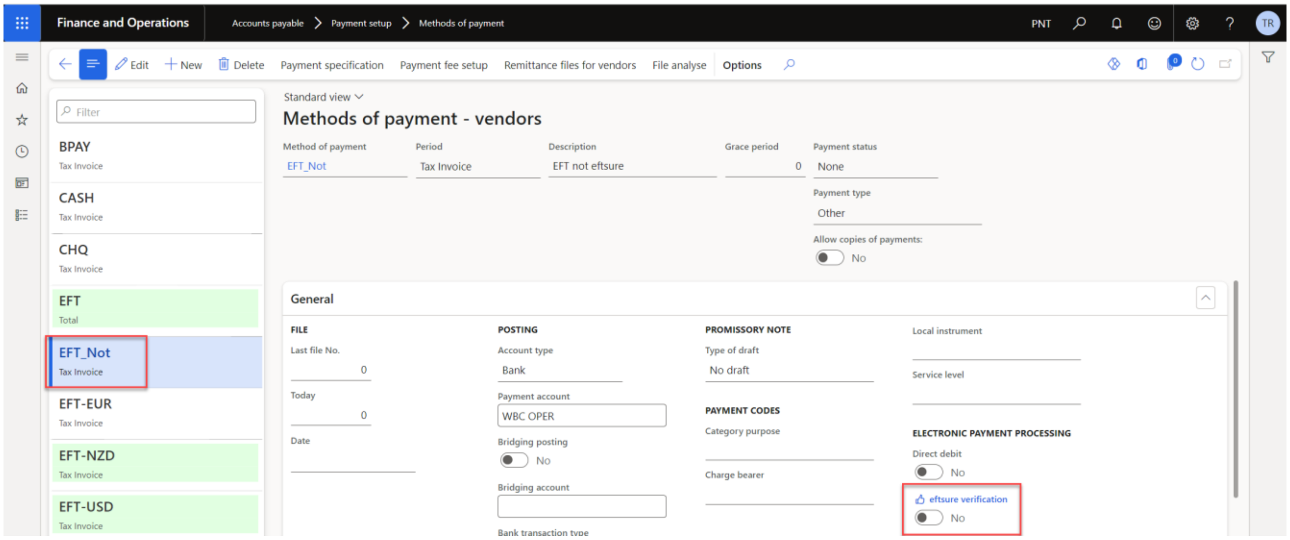
Background:

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

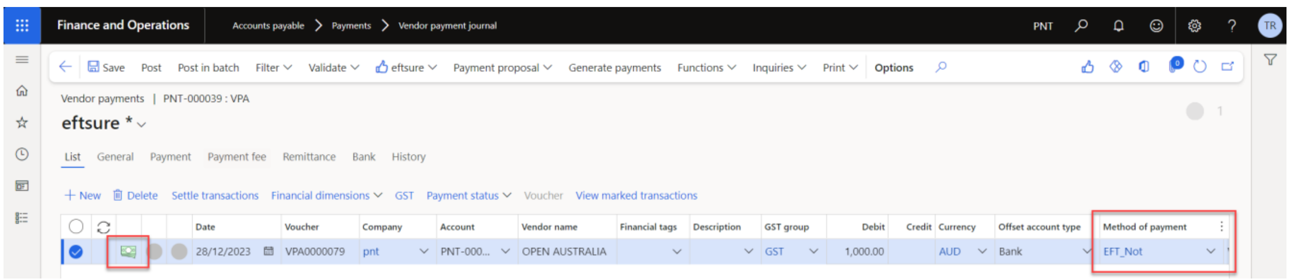


Solution:

a. Create new method of payment with eftsure disabled.



Payment journal line with disabled eftsure.



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.

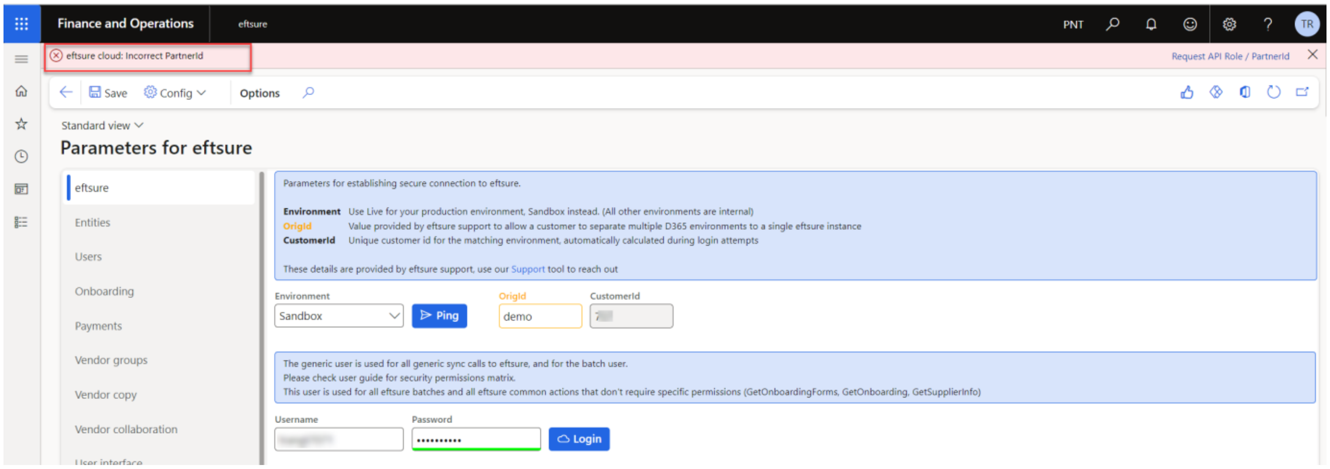
Eftsure Portal environments

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

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

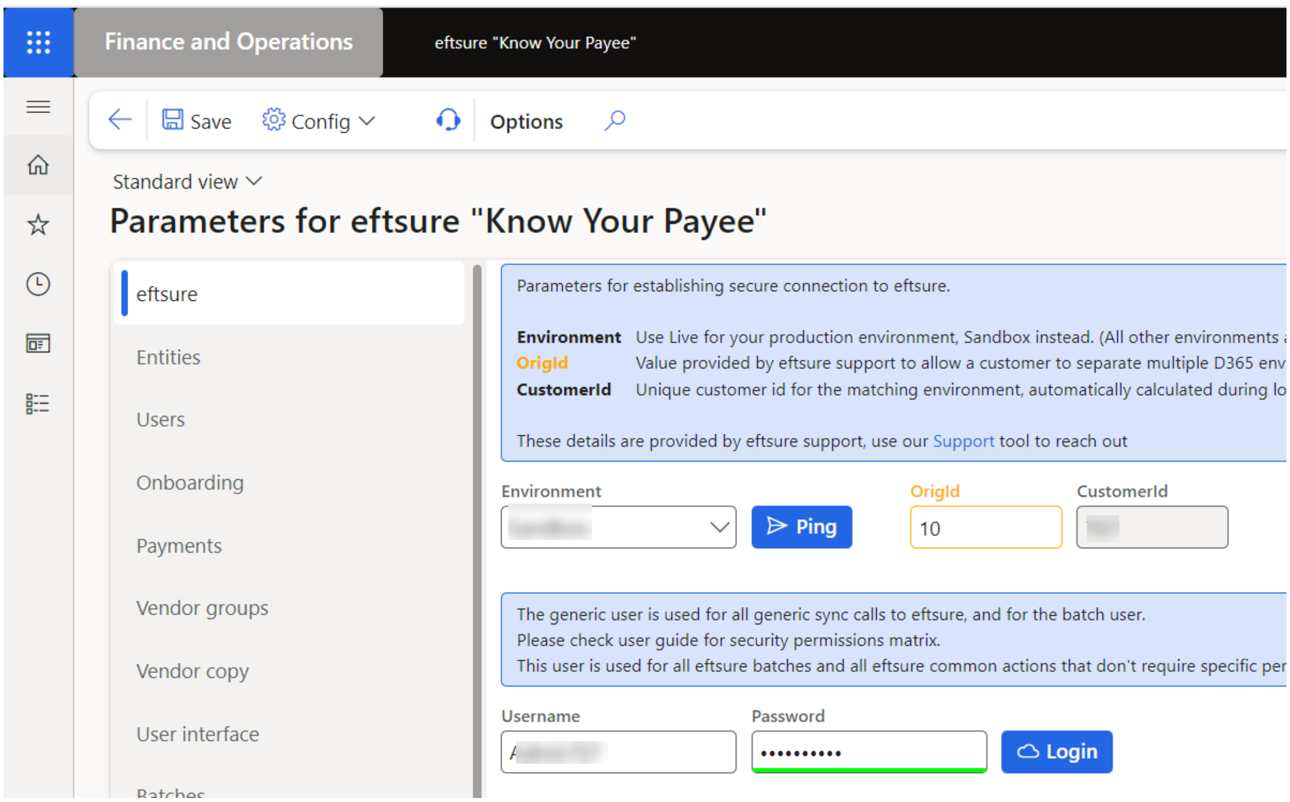
1. Generic account

Error: Eftsure cloud: Incorrect PartnerId (UpgradeRequired)



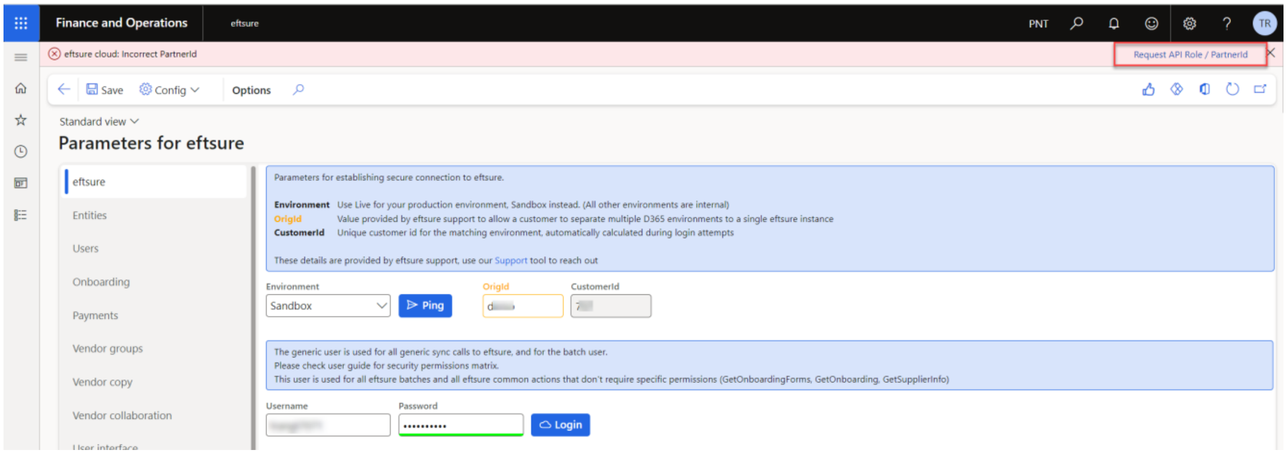
Background:

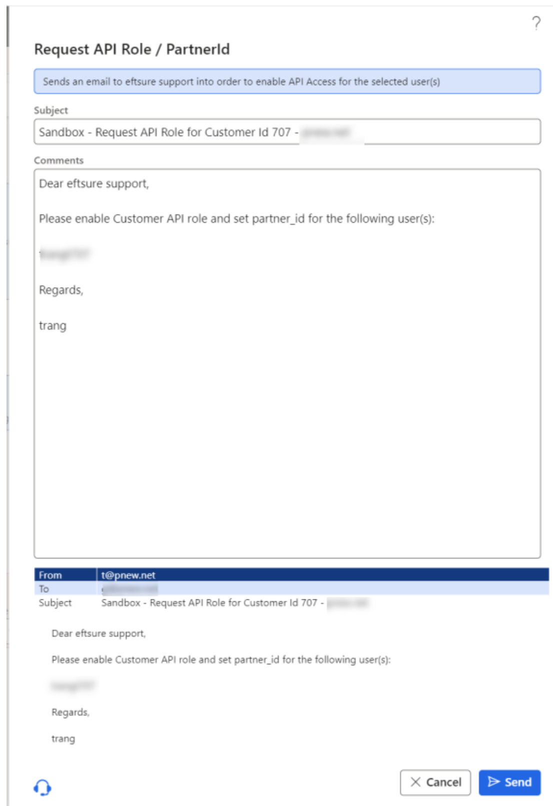
Generic account is used for au-batches synchronising between D365 and eftsure portal.



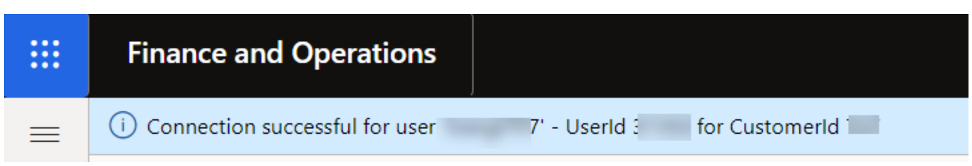
Solution:

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





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



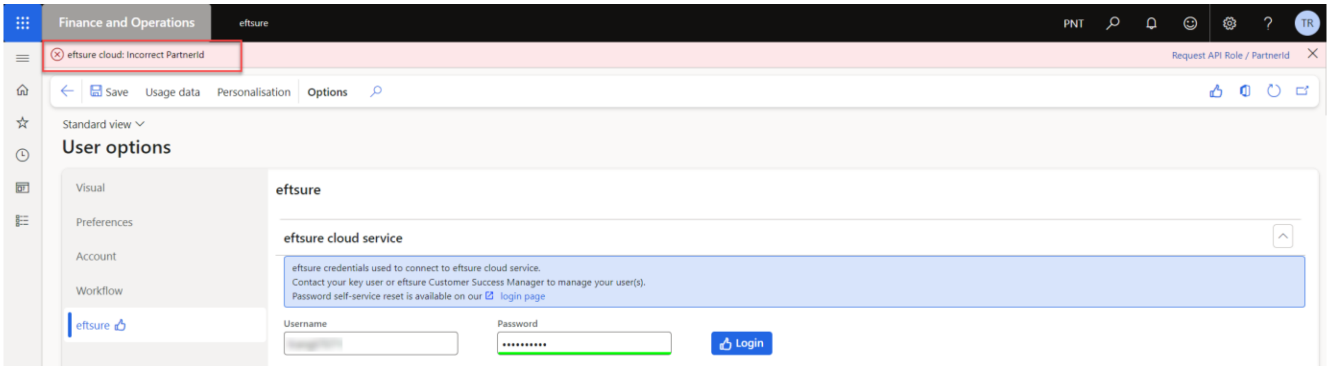
2. Personal account

Error: eftsure cloud: Login failed (Unauthorized)

When trying to sync new onboarding from portal.

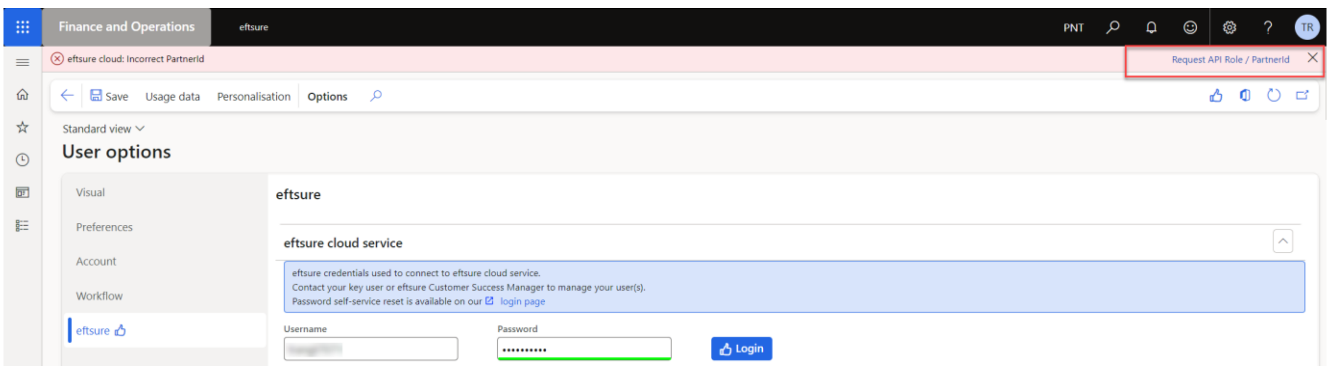
Background:

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

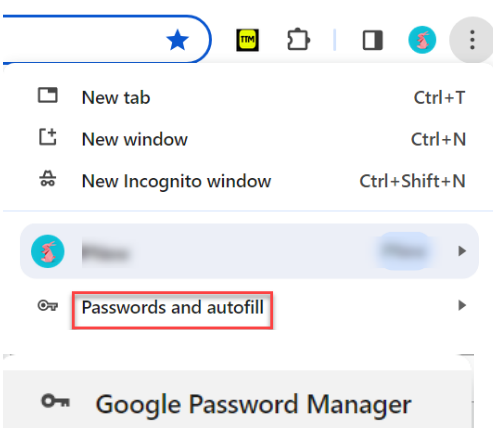


Solution:

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.



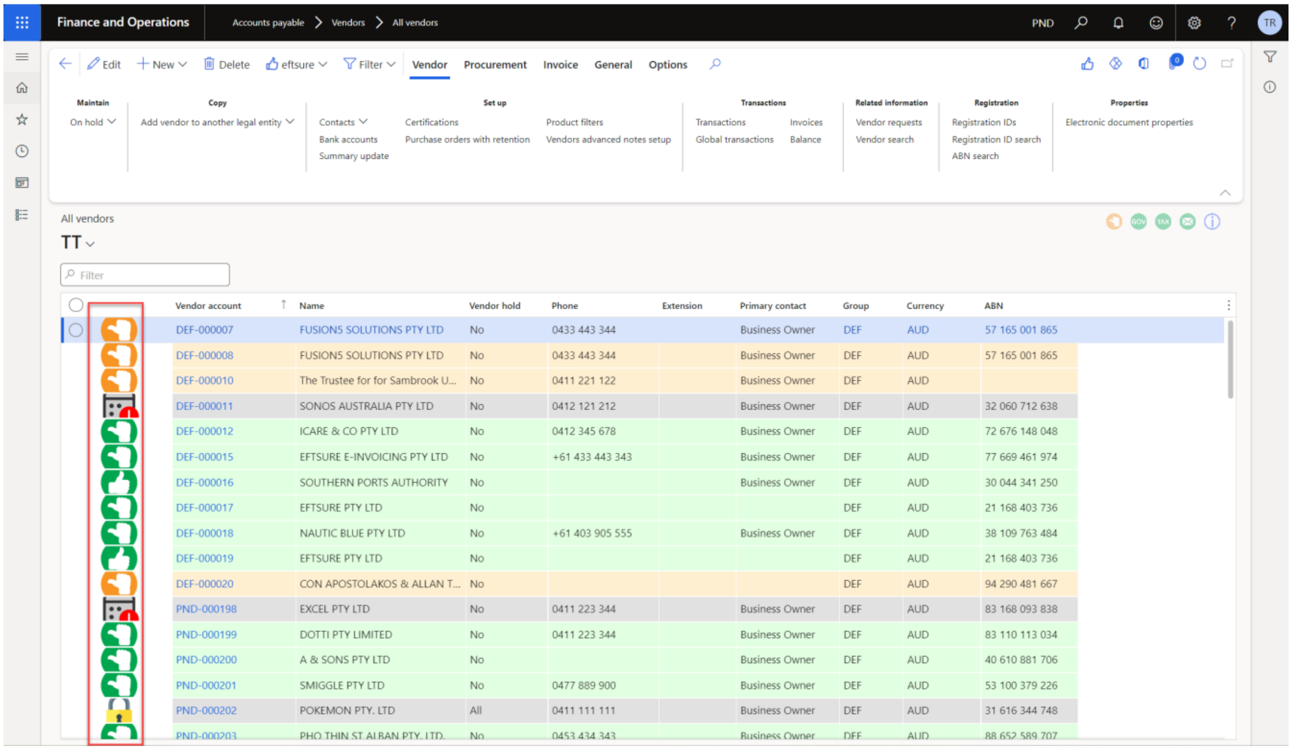
Review auto-save PW in internet browser to ensure new PW is updated accordingly.



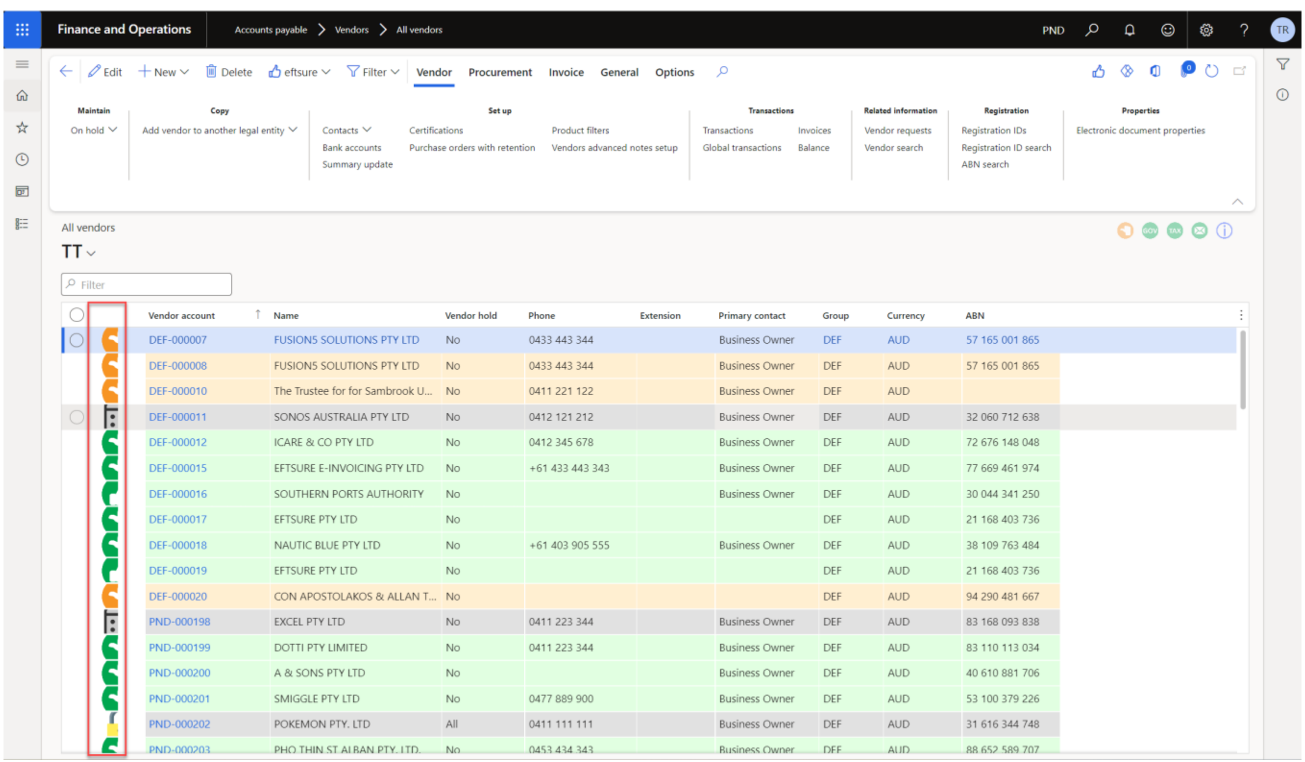
USER INTERFACE

1. Icon size

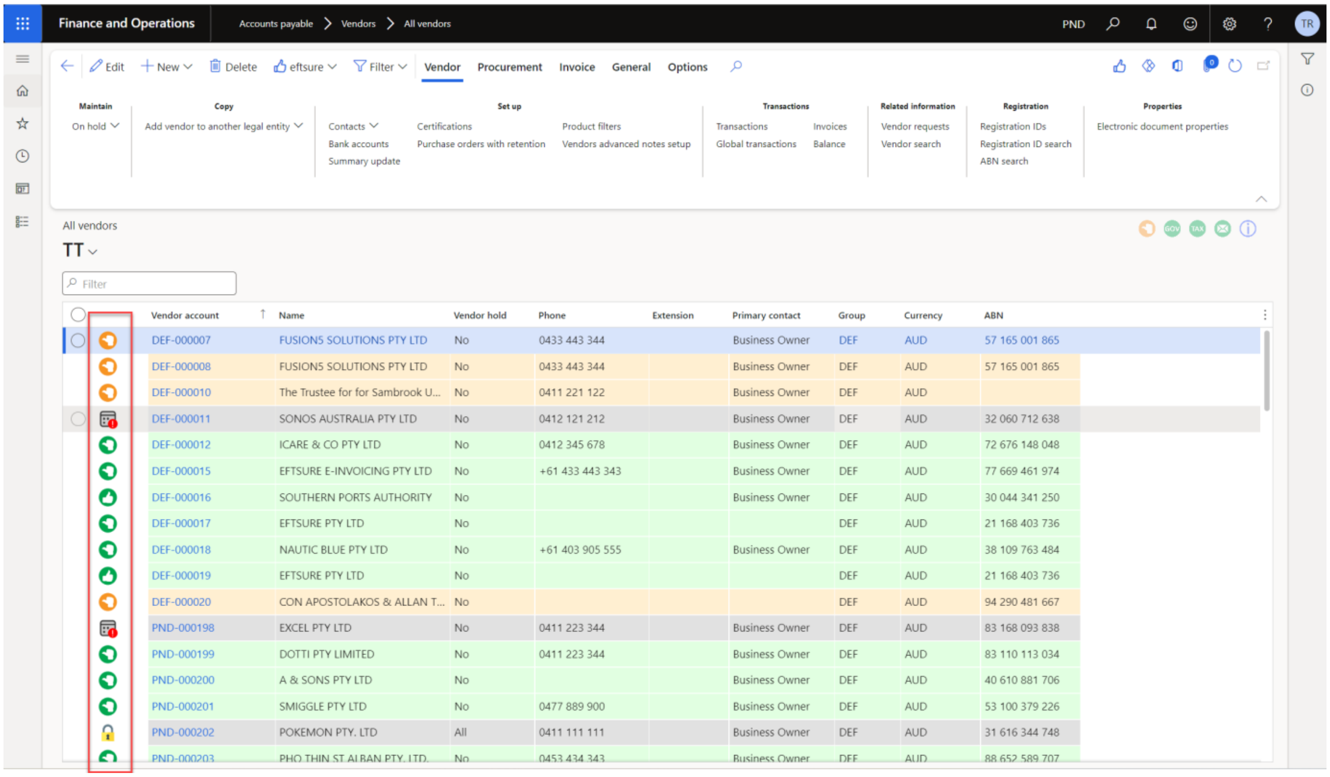
If user accidentally increase the size of icon column



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



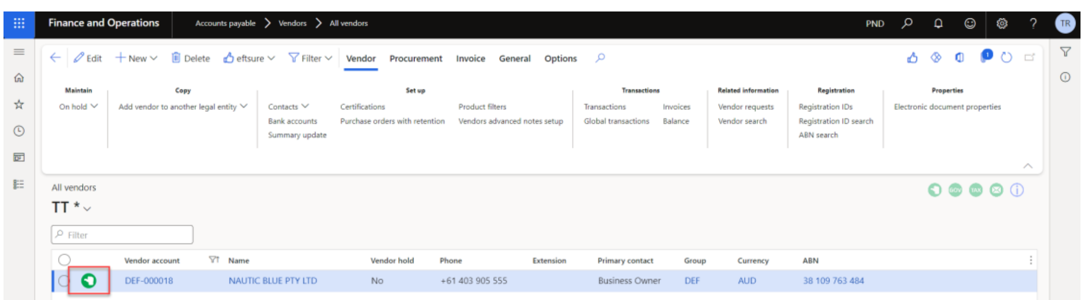
The icons size should be reset to original size.

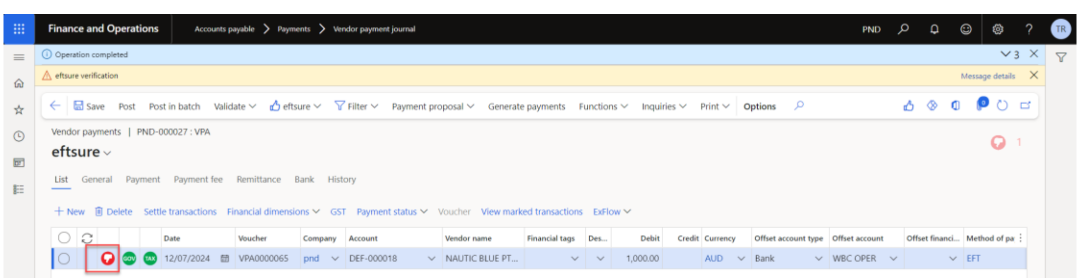


SYNCHRONISATION

1. Self-certified – vendor payment

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



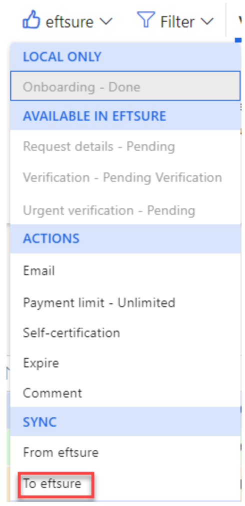


Background:

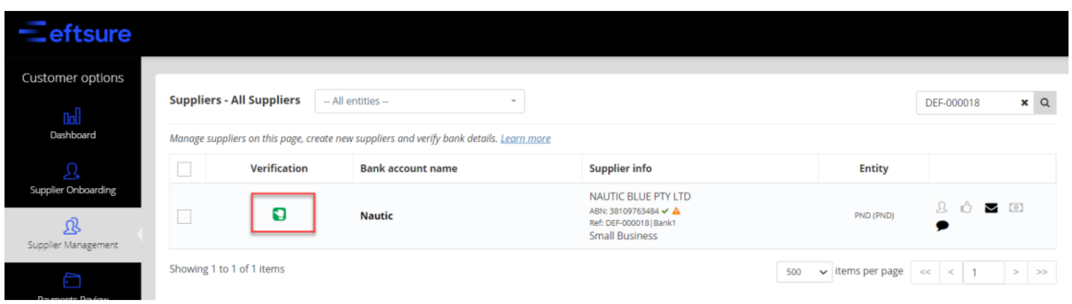
Bank account is newly created and not yet synchronised to eftsure portal correctly or eftsure portal has not been setup accordingly.

Solution:

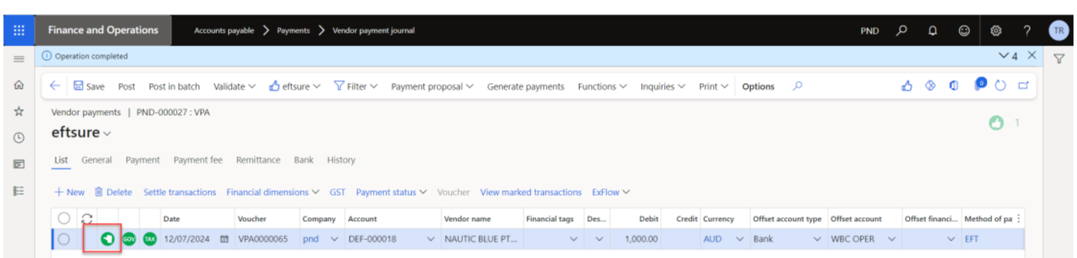
a. ensure the vendor bank account is synchronized to eftsure portal



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

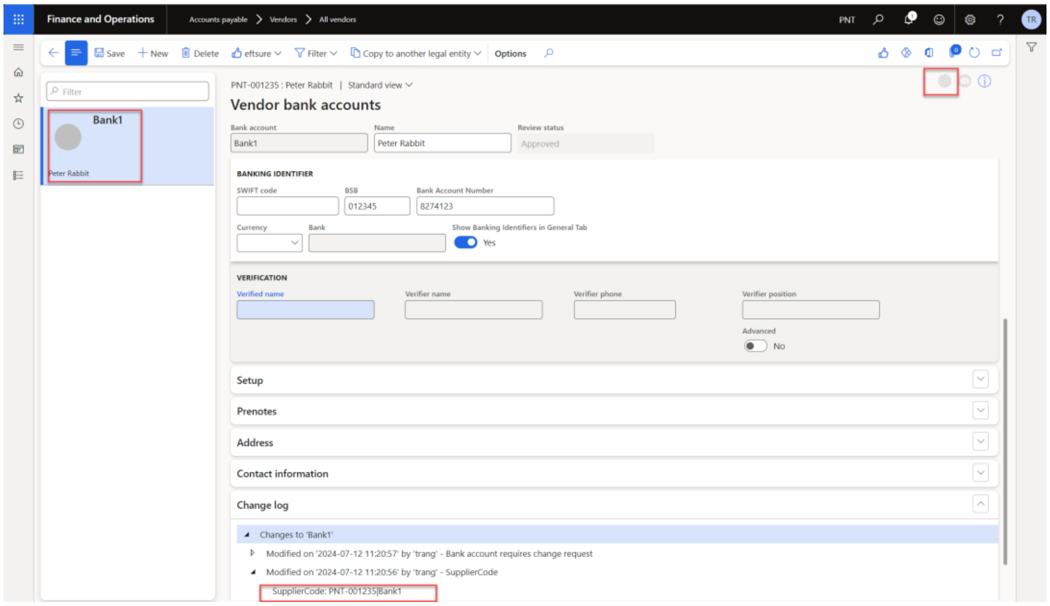


Once all checked and synchronized correctly, once vendor payment journal is validated again, all should reflect correct status.

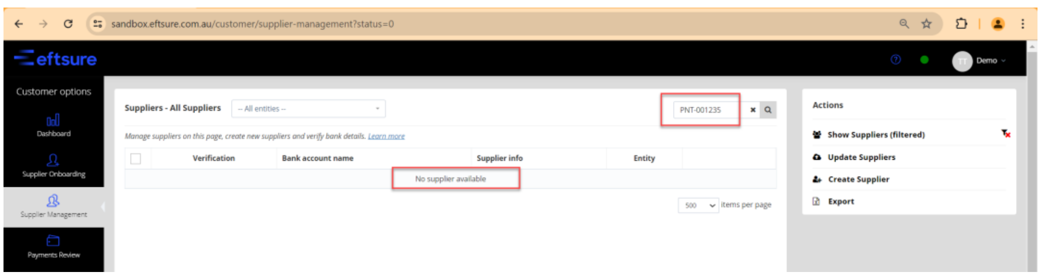


2. None – Grey vendor

Vendor bank account is Grey in D365 F&O.



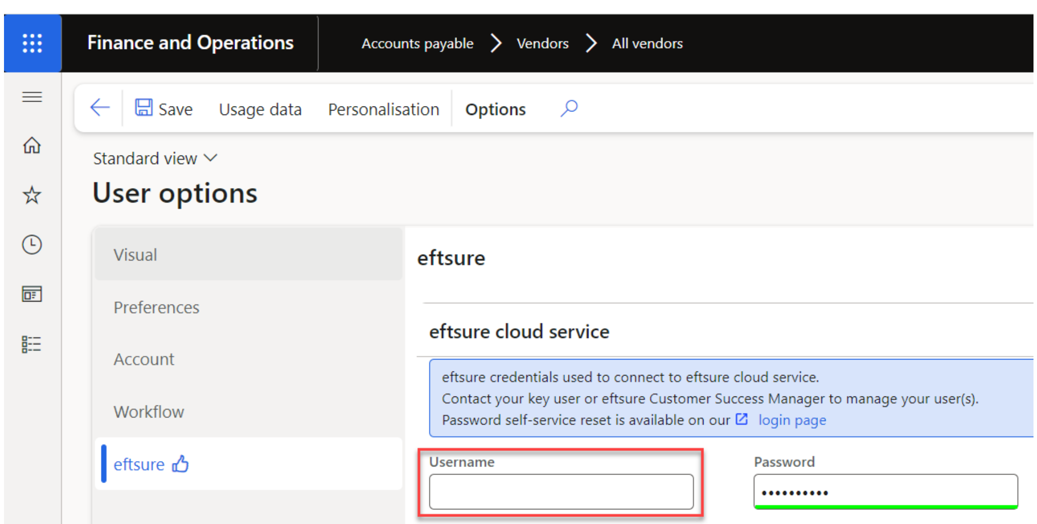
Vendor is not synchronized to eftsure portal.



Background:

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

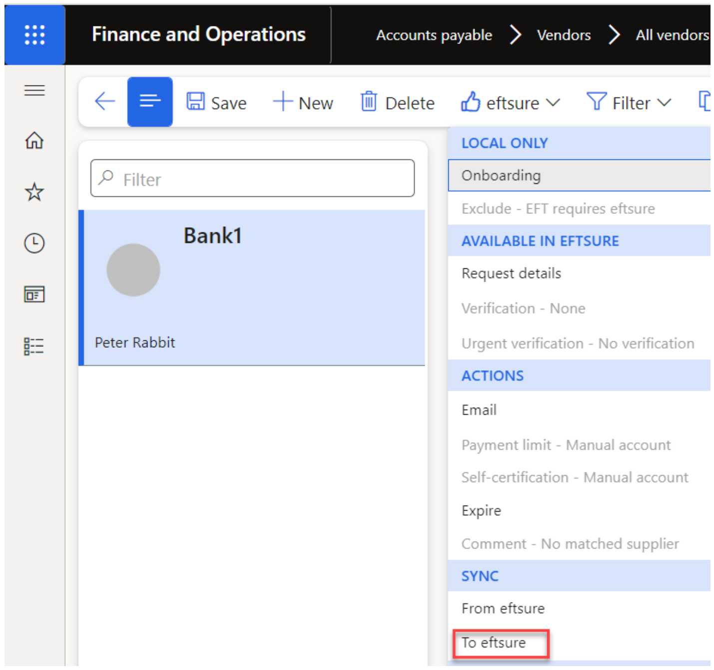
- Vendor is manually created in D365 with **Excluded vendor group** (vendor group not schedule for synchronizing to eftsure portal)
- Vendor is created manually in D365 with normal vendor group but not auto sync due to user account not validated



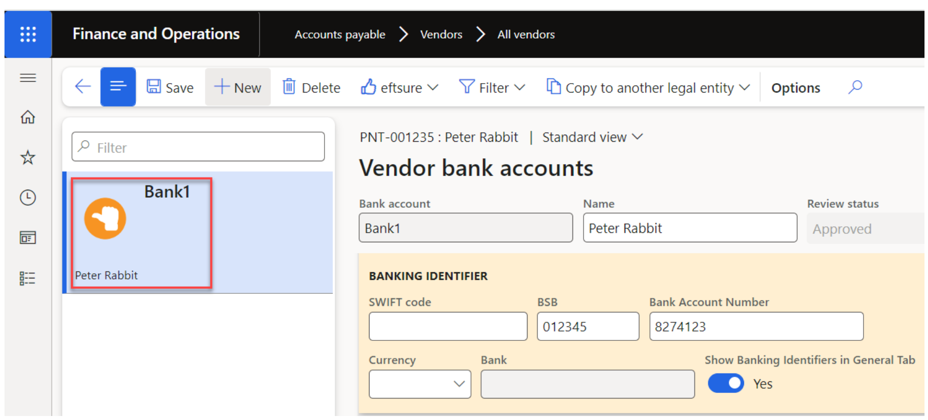
Solution:

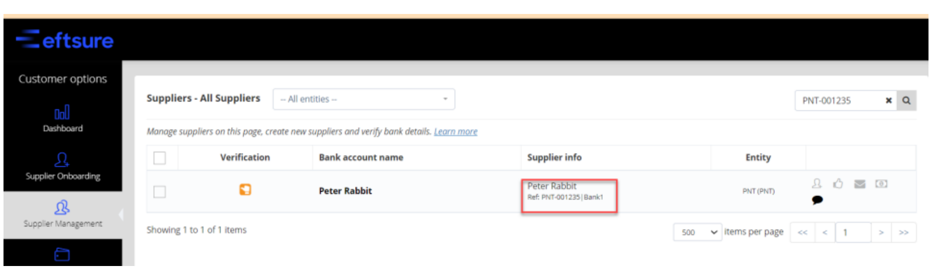
Update user access

Manually sync to eftsure portal



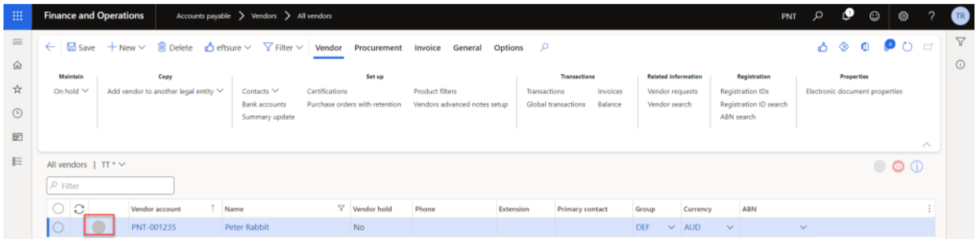
Vendor bank account will be synchronized to eftsure portal.

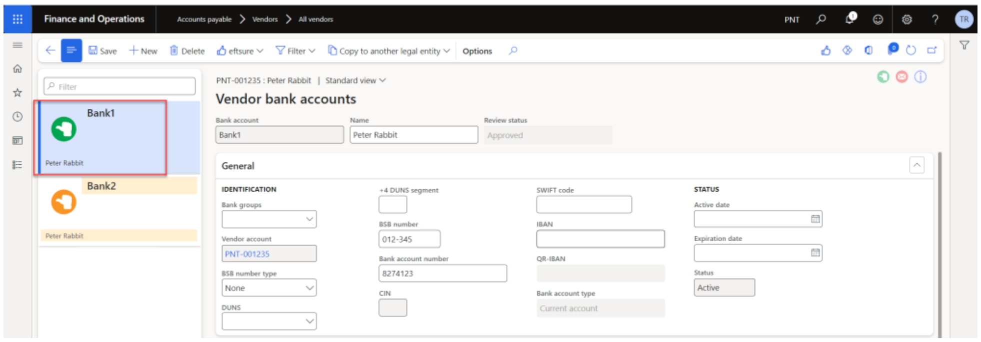




3. Bank account verified but vendor is grey

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

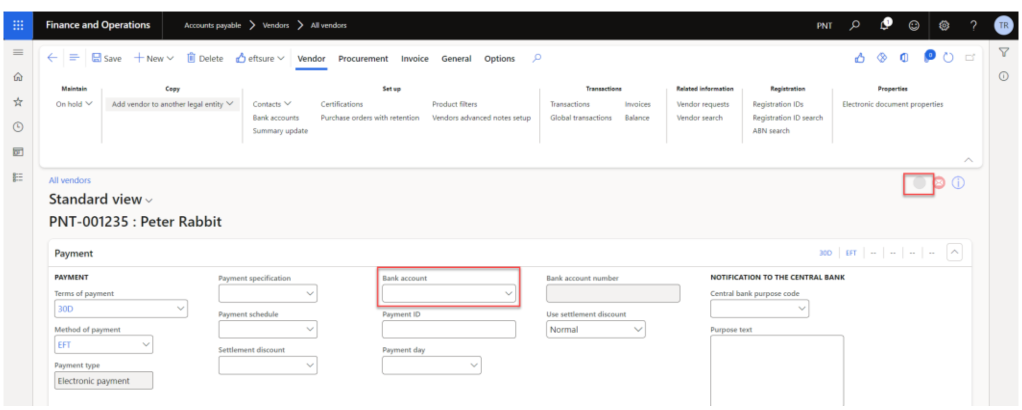




Background:

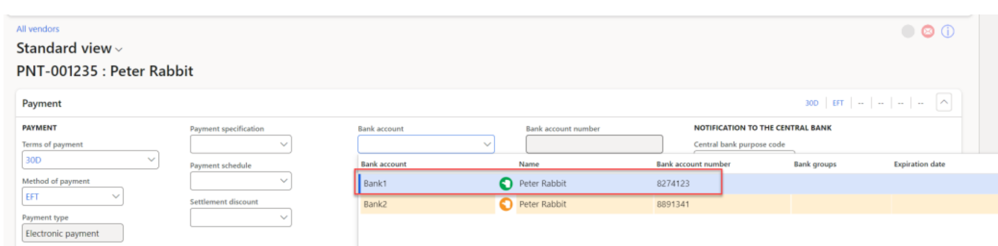
Eftsure verification status is for default vendor bank account only. If no default bank account is selected/vendor has no default bank account or bank account with no valid bsb, bank account number, there will be no verification status.

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.