SHERKETYERP

Payments, providers, and reconciliation

September 15, 2026

Payments, providers, and reconciliation

Payments, providers, and reconciliation

Payment setup records control how online payment methods are offered, how payment activity is recorded, and how bank transactions are matched. **Payment Providers** connect payment services; **Payment Methods** describe the methods available through those providers; **Payment Tokens** keep reusable payment details; and **Payment Transactions** record individual payment activity. **Reconciliation Models** define matching and counterpart rules for bank transactions. **EDI Proxy Users** hold the connection details used by electronic data interchange (EDI) services.

If you need to…	Go to
Find an online payment provider or enable its methods	Find the payment setup record
Review payment methods, tokens, or transactions	Understand the payment setup screens
Configure an online payment surface	Configure online payment surfaces
Set matching rules for bank transactions	Configure reconciliation rules and review EDI users
Choose a rule-specific field or action	Handle conditional fields and actions
Diagnose a route, warning, empty screen, or session message	When the setup screen does not open
Continue with operational payment work	Payments and follow-ups
Continue with bank activity and journals	Accounting journals and bank activity
Continue with electronic invoicing	Electronic invoicing and local reporting

Before you start

Prerequisites

- You can open the relevant Accounting configuration entry.
- You know whether you need a provider, payment method, token, transaction, reconciliation model,
  or EDI proxy user.
- You know that some screens are read-only. Account payment methods cannot be created, edited, or
  deleted. Provider creation is disabled in the list and kanban views. Payment tokens and payment
  transactions cannot be created or edited from their forms, and their lists do not offer creation.
  EDI Proxy Users cannot be created, deleted, or edited from the list.
- Access restrictions apply to the **Payment Tokens** and **Payment Methods** entries.

Find the payment setup record

Use this procedure to reach a setup list or kanban view, then open an existing record when you need
its form.

Prerequisites

- You know which setup record you need.
- You have access to Accounting configuration.

Steps

1. Open **Accounting**.
2. Open **Configuration**.
3. Select the entry that matches your task.

If you need to work with…	Select
Payment service connections	**Payment Providers** under **Online Payments**
Methods offered by payment providers	**Payment Methods** under **Online Payments**
Stored payment details	**Payment Tokens** under **Online Payments**
Individual online payment records	**Payment Transactions** under **Online Payments**

If you need to work with…	Select
Bank matching rules	**Reconciliation Models** under **Banks**
Electronic data interchange connections	**EDI Proxy Users**

4. Select the record you want to inspect.

Result: The selected list, kanban view, or record form is on screen.

Understand the payment setup screens

Each setup surface represents a different kind of payment or accounting record. Use the field group
that matches the surface you opened rather than expecting every field on every screen.

Surface	Main areas and fields
Payment Providers	Name, State, Company, Payment Methods, Enable Payment Methods, Allow Tokenization, Capture Manually, Allow Express Checkout, Maximum Amount, Credentials, Configuration, Payment Form, Availability, and Messages
Payment Methods	**Name**, **Payment Type**, **Code**, and **Payment Method** on the account payment-method surface
Payment Methods	**Name**, **Active**, **Providers**, **Brands**, **Configuration**, and **Supported by** on the online payment-method surface
Payment Tokens	Payment Details, Payment Method, Partner, Provider, Provider Reference, Company, Payments, and Archived
Payment Transactions	Reference, Amount, Payment Method, Provider, Provider Reference, Token, Date Created, Last State Change, Address, City, State, ZIP, Country, Email, Phone, Language, Child transactions, Message, **Capture Transaction**, **Void Transaction**, and **Refunds**
Reconciliation Models	**Model Name**, **Rule Type**, **Auto Reconcile**, **To Check**, **Past Months Limit**, **Matching Order**, **Bank Transactions Conditions**, **Match Journals**, **Match Nature**, **Match Amount**, **Allow Payment Tolerance**, **Match Invoice/bill with**, **Label**, **Note**, **Reference**, **Match Label**, **Match Note**, **Match Transaction Type**, **Match Partner**, **Partner Mapping**, **Counterpart Entries**, and **Journal Entries**
EDI Proxy Users	**Proxy Type**, **EDI Mode**, **Client ID**, **EDI Identification**, **Private Key**, and **Refresh Token**

The **Payment Providers** form groups service credentials and payment-form behavior under

Configuration, availability limits under **Availability**, and customer-facing text under **Messages**. The online **Payment Methods** form separates provider relationships under
Providers, primary-method brands under **Brands**, and restricted behavior settings under
Configuration. A token's **Payments** action opens the transactions linked to that token.

The transaction form keeps **Child transactions** and **Message** below the transaction details.
The **Refunds** action appears only when the transaction has refunds to show. The reconciliation
form puts matching choices in **Bank Transactions Conditions**, counterpart lines in **Counterpart
Entries**, and rule-specific partner mappings in **Partner Mapping**.

Configure online payment surfaces

Use this procedure to configure an available provider and its payment methods, or to review the
token and transaction records connected to online payments.

Prerequisites

- You are on a **Payment Providers** or **Payment Methods** form when you need to change setup.
- You are on a saved **Payment Tokens** or **Payment Transactions** record when you need to review
  linked activity.
- For a transaction action, the transaction is authorized.

Steps

1. In **Payment Providers**, choose the action that matches your task.

If you need to…	Select
Change the provider's publication state	**Published** or **Unpublished**
Install the provider module	**Install**
Open the provider pricing page for an upgrade	**Upgrade**

2. In the provider's **Payment Form** area, select **Enable Payment Methods** to open payment-method configuration.
3. In the provider's **Configuration** area, set **Allow Tokenization**, **Capture Manually**, or **Allow Express Checkout** when that option is available.
4. In the **Availability** area, set **Maximum Amount** and choose the allowed currencies and countries when those fields are available.
5. In **Payment Tokens**, select **Payments** to open the transactions linked to the token.
6. Select **Capture Transaction** on an authorized transaction.
7. In an authorized **Payment Transactions** record, select **Void Transaction**.

   > **Caution:** Voiding an authorized transaction cannot be undone.

   The confirmation text is `Are you sure you want to void the authorized transaction? This action can't be undone.`
8. In **Payment Transactions**, select **Refunds** when the transaction has refunds to show.

Result: The selected configuration or linked transaction view is on screen.

Configure reconciliation rules and review EDI users

A reconciliation model is a reusable set of conditions for matching bank transactions and creating counterpart entries. An EDI proxy user is the saved connection identity that the EDI service uses.

Prerequisites

- You are on a **Reconciliation Models** form to change a rule.
- You are on the **EDI Proxy Users** list to review an EDI connection.

Steps

1. In **Reconciliation Models**, enter the model's **Model Name**.

2. Select the **Rule Type** that matches the reconciliation work.
3. In **Bank Transactions Conditions**, set the journals, nature, amount, payment tolerance, invoice
   text locations, label, note, transaction type, and partner matching choices that apply.
4. In **Counterpart Entries**, enter the account, amount, tax, analytic distribution, journal, and
   label information for the resulting entries.
5. If the selected rule type offers **Partner Mapping**, enter the payment-reference or narration
   pattern and the partner it identifies.
6. Select **Journal Entries** to open the journal entries associated with the reconciliation model.
7. In **EDI Proxy Users**, review **Proxy Type**, **EDI Mode**, **Client ID**, **EDI Identification**,
   Private Key, and **Refresh Token**.

Result: The reconciliation rule fields or EDI proxy identity fields are on screen, and **Journal Entries** opens the entries associated with the model.

Handle conditional fields and actions

Provider state, payment support, and reconciliation choices change which fields and actions appear.
Use the following decision table before looking for a field or selecting an action.

If…	Then…
The provider module is not installed	Provider status controls and the provider image are hidden or read-only.
The provider is disabled	Payment methods and payment-form options are hidden.
The company requires a currency and the provider is active	The available-currency field is required.
Support is disabled for tokenization, manual capture, or express checkout	The matching option is hidden.
The payment method is not primary	**Brands** is hidden.

If…	Then…
Rule Type is invoice matching	Invoice-matching controls and **Partner Mapping** are available.
Rule Type is a write-off button	**Auto Reconcile** and several matching controls are hidden; **To Check** is shown.
Match Amount has a value	The minimum and maximum amount controls become available according to the selected amount rule.
Match Partner is selected	Partner and partner-category controls become available.
The transaction state is authorized	**Capture Transaction** and **Void Transaction** are shown.
The transaction has no refunds	**Refunds** is hidden.
The transaction has no state message	The **Message** area is hidden.

Prerequisites

- You know the provider state, payment-method status, rule type, or transaction state you need to
  inspect.

Steps

1. Select the record state or rule option that matches your task.
2. Read the fields and actions that appear for that choice.
3. Use the matching row in the decision table to choose the next field or action.

Result: The form shows the fields and actions for the selected provider, payment method,
reconciliation rule, or transaction state.

When the setup screen does not open

Use this table when a setup screen shows a warning, an empty state, a different page, or a session
message.

What you see	What it means	What to do
`Warning Creating a payment provider from the CREATE button is not supported. Please use the Duplicate action instead.`	Provider creation from **CREATE** is not supported.	Use the **Duplicate** action instead.

What you see	What it means	What to do
`These properties are set to match the behavior of providers and that of their integration with Sherkety regarding this payment method. Any change may result in errors and should be tested on a test database first.`	The payment-method configuration can affect provider integration behavior.	Test the change on a test database first.
`Create a new payment provider`	The provider list has no provider record to open.	Use the provider creation route supported by your setup.
`No payment methods found for your payment providers.`	No payment method is available for the providers.	Configure a payment provider.
`There is no token created yet.`	No payment token exists to open.	Continue with a payment flow that creates a token.
`There are no transactions to show`	No payment transaction is available in the list.	Open a payment token or payment flow that has linked activity.
Theme Customizer appears at `/web#action=apps_menu`	The requested setup route landed on the app shell instead of the setup screen.	Return to **Accounting** and use the configuration entry for the required record.
An empty screen appears for **EDI Proxy Users** or **Payment Providers**	The requested screen has no visible controls or buttons.	Return to the configuration menu and reopen the required entry.
`Session Expired` appears	The transaction screen is showing a session-expiry page.	Return to the sign-in screen and open the transaction route again.

When **Theme Customizer** appears, the visible customization controls are:

Area	Controls
Menu and font	**Menu Style**, **Font Type**, and **Chatter Position**
Loading and theme	**Preloader Option**, **Theme Colors**, and **Dark Mode**

Area	Controls
Colors	**Brand Color**, **Background Color**, and **Sidebar Color**
Actions	**Save** and **Reset To Default**

Continue with the accounting workflow

After you finish payment setup, use the related page that matches the next job:

Next job	Page
Work with operational payments and follow-ups	Payments and follow-ups
Continue with journals and bank activity	Accounting journals and bank activity
Continue with electronic invoicing and local reporting	Electronic invoicing and local reporting

If you selected **Enable Payment Methods**, continue in the payment-method configuration surface
and review the method's **Providers**, **Brands**, and **Configuration** areas. If you selected
Journal Entries, continue from the entries associated with the reconciliation model.

Result: You have a next page or accounting surface for the operational, banking, or statutory
work that follows payment setup.