

Check Approval FAQ

Read user guides for Sox Check Approval carefully in addition to reviewing this FAQ.

Note that SOX Check Approval is described in several documents, each one intended for a different kind of user.

- **SOX Extended Payment Batch List User Guide** is for users of Sage 300 who prepare payment batches and submit them for approval.
- **SOX Check Approval Console User Guide** is for key users who will perform a 1, 2 or 3-step approval. These users may not be familiar with Sage 300.
- **SOX Check Approval Audit Report User Guide** is for users who oversee the A/P check process. The report provides an audit trail for the approval of Sage 300 checks.
- **SOX Check Approval Setup Guide** is a document written for system administrators who will install the software, set up databases, and configure the solution.

Installation and Upgrade Issues

Important Note: You must reinstall Desktop Menu Control on all computers where Check Approval is installed after performing any Sage 300 updates.

TaiRox Check Approval updates the AP.INI file for Sage 300 when you install the Desktop Menu Control. That's why you must reinstall the menu control after updating Sage 300 – to ensure that the new AP.INI file includes the Check Approval changes.

Q: Where can I get release notes for Sox Check Approval, and what will they tell me?

A: Click the [Release Notes](#) link in the upper left hand corner of the SOX Check Approval product page on the TaiRox web site.

Among other things, the Release Notes will tell you about recent fixes and provide program compatibility information. For example:

Build 2020-01-29 (7333)

- Totals have been added to the audit report.
- Extra protection for the Check Approval Console to prevent users cannot approve or return batches simultaneously.
- The Check Approval Console is more robust to deal with issues of invalid installations (Sage 300 not installed correctly, email components missing).

Build 2019-12-06 (7279)

- Audit Report work-around added for Excel environments that have no printers installed.

Q: I just installed Check Approval, but the default Sage icons are all still there. What happened?

A: You must install the Check Approval program and install the desktop menu control on each computer where Sage 300 is physically installed. The Desktop Menu control must be installed on all workstations that have a full install of Sage 300.

Most SOX Check Approval users have one or more RDP servers and use workstation setup. Make sure that you install the TaiRox Check Approval program and install the desktop menu control on all RDP servers.

It may help to sketch out your Sage 300 and Check Approval installation.

- You require one (and only one) approval database for Check Approval.
- You need to activate Check Approval **for each company** using Check Approval.
- You need to install the Desktop Control **on each computer** that has a full install of Sage 300.
 - **If Check Approval is active for the company**, installation **adds** the new Extended Payment Batch List function to the A/P Transactions menu and **removes** the Sage 300 Payment Batch List and Payment Entry functions.

Q: Why did the Extended Payment Batch List icon disappear from the A/P Transaction folder?

A: Did you just update Sage 300?

You must Install Desktop Menu Control on the Check Approval Setup Installation tab when you update Sage 300 so certain Check Batch operations can be blocked and the correct icons appear on the Accounts Payable folder on the Sage 300 desktop.

- Click the Uninstall Desktop Menu Control button **before** installing any Sage 300 updates. Then click the Install button after the Sage 300 update is complete.

Q: I can successfully send a test e-mail to my gmail account from Download Rates, but I can't use the same settings for Sox Check Approval.

A: Port 587 is not supported in Sox Check Approval. Use port 465 and enable SSL.

Also check that your gmail account is configured to allow access for less secure apps.

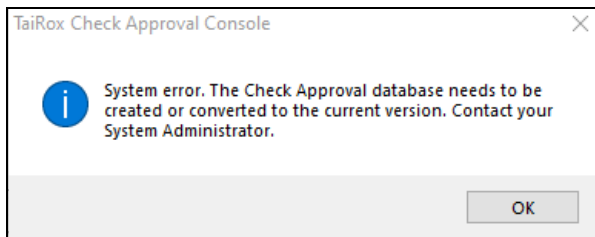
Q: How do I list multiple recipients for distribution lists or for sending test emails from the Email Notifications tab?

A: Use commas or semicolons to separate email addresses if you need to enter more than 1.

Q: Why don't I see everyone that I want to add as a check approver on the Users tab?

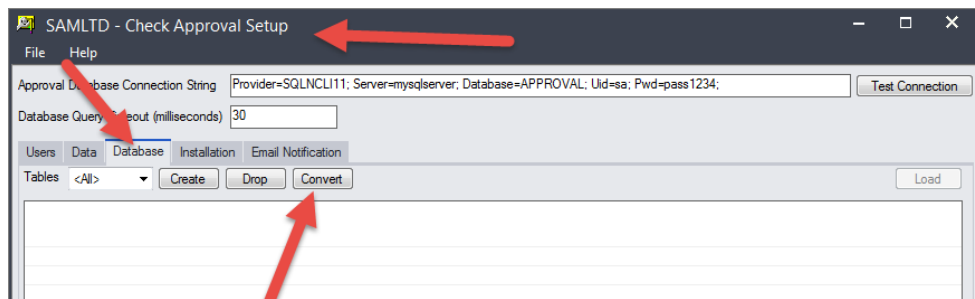
A: All check approvers must first be added as Sage 300 users in order to appear on the Users tab.

Q: I just updated TaiRox Check Approval and got a message that the database needs to be "created or converted." What's wrong?



A: This message appears if you updated your version of TaiRox Check Approval and you need to update the Check Approval database as well.

- Sign on to Sage 300 as an administrator and open TaiRox Check Approval Setup.
- Select the Database tab.
- Click the Convert button.



Issue with A/P Check Batches

Q: I have AP check batches. Why do I get this message when I submit the batches for approval?

Incorrect Procedure. Payment batch 712 has no payments or checks that need check approval. Payment batch 712 does not need to be submitted for check approval.

A: The Payment Type for a transaction must be "Check". If the type is "Cash" or "Other", Check Approval will not be involved.

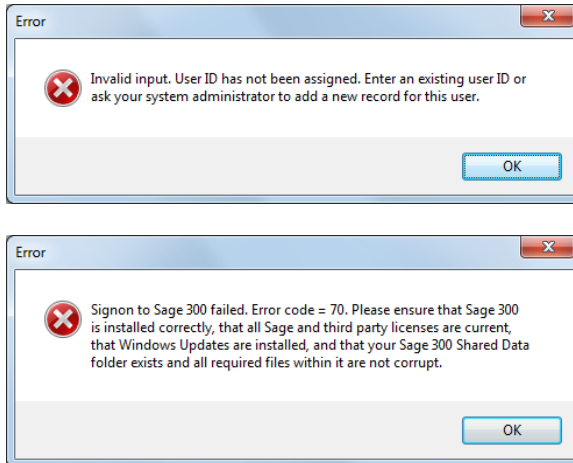
Only cheques require approval.

Also, changing the 'Payment Type' in Payment Codes after entering a transaction does not affect existing Payment Entries for obvious reasons. If you entered a payment that requires

approval with the wrong payment type, you must delete it, then re-enter it with the correct Payment Type (i.e. "Check").

Issues with the Check Approval Console

Q: Why do I get an Invalid Input or a Signon Failed message when I try to log in to the Check Approval Console?



A: Invalid Input message can appear if the user ID you entered has not been added to Sage 300 or if the password you entered is incorrect.

If this is your first time signing in, check with a system administrator that the User ID has been added in Sage, and confirm the password. (You can test the ID by signing on to Sage 300.)

A "Signon failed" message can appear if you were assigned a new Sage 300 ID that required a password change on the first login.

If this is your first time signing in, you should sign in to Sage 300 first to ensure your ID works properly, and then change your password if requested by Sage.

Q: How can I change my signon password for the Check Approval Console?

A: Your Check Approval Console ID and password were assigned in Sage 300.

Start Sage 300, then click the "Change Password" button when the Open Company signon screen appears.

Q: Why do I get a message about "Integration with document management software?"

A: SOX Check Approval integrates with Altec DocLink and Orchid Document Management Link, allowing check approvers to drill down to and examine source documents that have been paid – mainly invoices.

When applicable, the Document Number column in the Console includes a button that you can click on to launch a document management product to view the original source document.

Issues with the Audit Report

Q: How can I generate an Audit Report?

A: You can generate an audit report by running the Sage 300 Desktop, opening the TaiRox Check Approval folder, and choosing the "Check Approval Audit Report" icon.

