

## What to do if my payment is in "Failed" status

Sometimes there might be a connection issue between Nomentia and the banks, which will reflect as “Failed” feedback in Nomentia.

The screenshot shows the Nomentia interface with a payment in 'Failed' status. The top section displays 'Selected batches: 1, SUM: 1,521 (EUR), X/x: 1/1' and buttons for 'Mark as Sent' and 'Mark as Unsent'. Below this is a table with columns: Status, Payment info ..., Debtor company co..., Debtor company, and Debtor c. The row shows 'Failed', '0 / 1', '9310', 'KAYDON CORPORATION', and 'Uni America'. Below the table, it says 'Selected payments: 1, SUM: 1,521 (EUR), x: 1' and a button for 'Open details'. The bottom section shows a table with columns: Creditor ↑, Creditor country, Creditor account number, and Cred. The row shows 'AGRIPSOL', 'France', 'FR76 3005 6009 2809 2800 0062 959', and 'CCF'. On the right, a 'History' panel shows a log of status changes: '27/05/2025 14:38 Status changed by Fernando Sancular Sending → Failed Reason: Transactions failed (see Bank connections log): Failed to initialize connection: Connection failed due to exception: Connection error 10060', '27/05/2025 14:35 Status changed by Fernando Sancular Approved → Sending', '27/05/2025 14:35 Status changed by Fernando Sancular Partially approved → Approved', '27/05/2025 07:27 Status changed by Fernando Mendoza Open → Partially approved', and '25/05/2025 23:53 Created by System'.

The solution for that is to resend the payment again. To do that, you need to first mark the payment as unsent.

This screenshot is identical to the previous one, but with a red rectangle highlighting the 'Mark as Unsent' button in the top section. The rest of the interface, including the tables and the history log, remains the same.

Payment will be again in “batch processing” with all the approvals, meaning that the last approver should “send” the payment again.