

Leases – Operation Failed Error When Extending Rent Payment

Question:

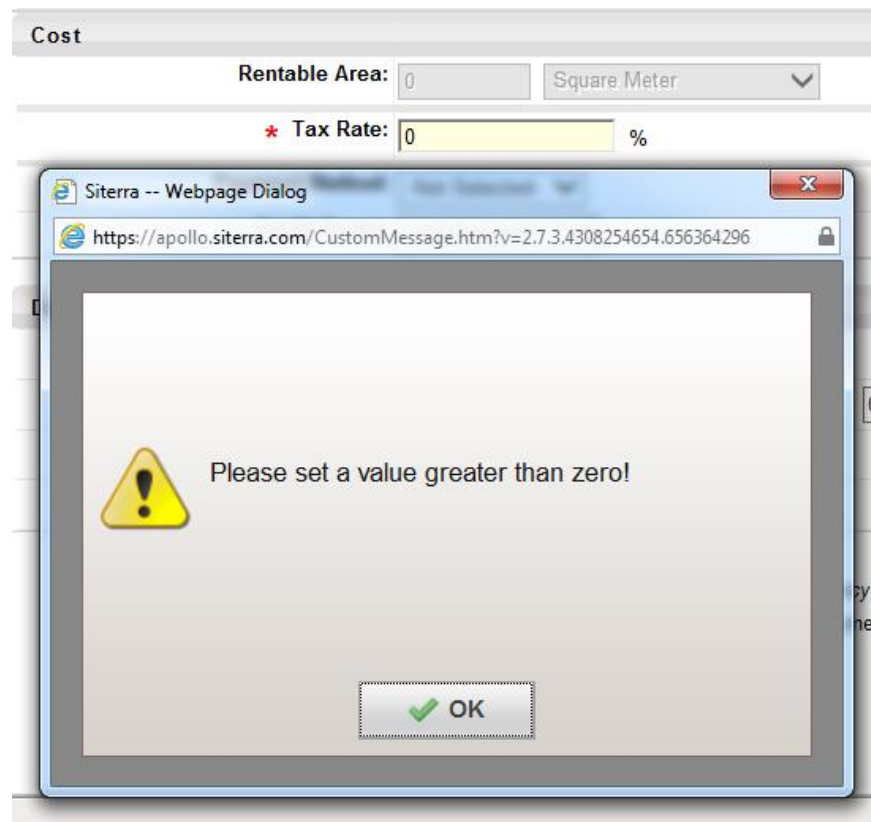
When attempting to extend a rent payment, the application is giving an Operation failed error message. Why is this occurring?

Answer:

If there are linked Tax Payments, such as Calculated Tax, that are linked to the Rent Payment, there may be an issue with those tax payments. When the Rent Payment is extended the application will update all the linked tax payments as well. If any fields such as Tax Percentage Rate are empty or have a null value then this can cause an error such as this to occur.

To Resolve this Issue:

The linked payments must have all of the required information filled in for the underlying payment to be updated correctly. When creating a Calculate Tax Payment, if the Tax Rate is not changed from zero, a prompt will open.



Because it is not currently possible to leave the tax rate as zero, the Operation Failed error should not be encountered for recently created payments. However, if there are payments with 0% Tax Rate from before this prompt was added to Siterra, the error may occur.