

QUICK REFERENCE GUIDE

Troubleshooting Single Action Invoice Process Issues

Revised October 26, 2016

Troubleshoot Single Action Invoice Process

If the Single Action Invoice process did not run successfully there are queries that can be run to help identify the problem.

If you notice that an invoice has not posted to your customer's account in AR as expected, the *Bill Summary* pages for the invoice are a good place to check on the status of the processes and identify the steps to resolve the issue.

The issue may be as simple as forgetting to change the invoice Status from "NEW" to "RDY" (Ready). In this case, you would change the *Status* and rerun the Single Action Invoice process for the invoice. If an invoice failed the budget check process, you'll need to correct the Revenue ChartField entries following the instructions in the "Correcting Budget Check Errors" topic of the [ARBI2 Billing Advanced User Guide](#). Sometimes, there is a processing error while the Single Action Invoice process is being run and the process just needs to be rerun.

Process Steps

Step 1: Check the Bill Summary pages for the Invoice

If you notice that an invoice has not posted to your customer's account in AR as expected, the *Bill Summary* pages for the invoice are a good place to check on the status of the processes and identify the steps to resolve the issue. The status of each individual job that is ran by the Single Action Invoice process can be viewed from these pages, as well as the *Approval Status* and other indicators of the problem.

1. **Navigation Links:** Billing, Review Billing Information, Summary.
2. At the *Bill Summary* page, verify the *Business Unit*, enter the *Invoice number* and click on the **Search** button.
3. Click on the *Invoice number* in the *Search Results* section.

The *Bill Summary Info* page appears.

Favorites | Main Menu > Billing > Review Billing Information > Summary New Window

Bill Summary Info | Bill Summary Info 2

Unit: R3201 Invoice: 00000222782 Invoice Date: 08/12/2014 PDF

Gross Extended Amount:	30,000.00	Customer:	T790100001	TRANSPORTATION DEPT
Total Discounts:	0.00	Invoice Type:	Regular	
Total Surcharges:	0.00	Bill Type:	MSC Miscellaneous	
<hr/>		Bill Source:	ONLINE	Online Bill Entry
Total VAT Amount:	0.00	Bill Status:	INV	
Total Taxes:	0.00	Template:	No	
<hr/>		Consol Hdr:	No	
Total Invoice Amount:	30,000.00	Bill By ID:		
Forward Bal:	0.00	Invoice Media:	Print Copy	
Paid Amount:	0.00	Due Date:	09/11/2014	
<hr/>		Date Bill Added:	08/12/2014 1:38PM	
Total Due:	30,000.00 USD			

[View Invoice Image](#)

Go to: [Header Info 1](#) [Address](#) [Copy Address](#) [Notes](#)

[Bill Search](#) [Line Search](#)

- Make sure that the *Status* of the Invoice was set to “**RDY**” (**Ready**) before running the process. If the Single Action Invoice process was run and the *Status* was still “**NEW**”, the invoice would not be processed but the *Process Monitor* would show that the process was successful.

In the example above, the Status is “INV” (Invoiced) so this was not the problem.

Problem	Description/Resolution
Invoice Status Not Changed to RDY	Navigate to the <i>Header Info 1</i> page, verify that the invoice is ready to be processed, change the <i>Status</i> from “NEW” to “RDY” (Ready) and Save , and then rerun the Single Action Invoice process.

- Next, click on the **Bill Summary Info 2** tab to view other status indicators as described below.

Favorites Main Menu > Billing > Review Billing Information > Summary

Bill Summary Info Bill Summary Info 2

Unit: R3201 Invoice: 00000222782

GL Level: BI Creates GL Acct Entries
 AR Level: Bill Line is AR Open Item
 AR Option: Use Line for Distribution
 Pre-Load Status: Done
 Budget Check Status: Error
 Approval Status: Not Required

Attach Invoice Image
 VAT Defaults Applied
 Invoice Printed
 EDI Sent
 Currency Converted
 Email Sent

GL Entries Created
 AR Pending Item Created

Go to: [Header Info 1](#) [Address](#) [Copy Address](#) [Notes](#)

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Status	Description/Resolution
Pre-Load Status	The status is initially "Pending" and will change to "Done" if the Single Action Invoice process ("SAIP") had run the job successfully. If the status indicates "Combo Edit Error", the process most likely encountered a "Staged Accounting" error. Refer to the "Correcting Staged Accounting Errors" topic of the AR/BI2 Billing Advanced User Guide for instructions.
Budget Check Status	If the <i>Budget Check Status</i> indicates "Error", refer to the "Correcting Budget Check Errors" topic of the AR/BI2 Billing Advanced User Guide for assistance. This is one of the most common reasons for failure. If the job was successful, the status would indicate "Valid".
Approval Status	All credit bills require approval. The SAIP will not pick up on a credit bill that has not been approved. If the <i>Status</i> indicates "Required", the approval was not requested. You'll need to navigate to the <i>Header Info – 1</i> page for the bill and request approval. If the approval is required and the <i>Status</i> indicates "Pending" you'll need to bring this to the attention of your supervisor. After the bill has been approved, rerun the SAIP for the invoice.
Invoice Printed	If this is checked, the job was run successfully by the SAIP.
Currency Converted	If this is checked, the job was run successfully by the SAIP.

Status	Description/Resolution
GL Entries Created	If this is checked, the job was run successfully by the SA/P. Like the Preload, Staged Accounting Errors can occur at this point. Refer to the "Correcting Staged Accounting Errors" topic of the AR/BI2 Billing Advanced User Guide for instructions.
AR Pending Items Created	If this is checked, the job was run successfully by the SA/P.

Favorites | Main Menu > Billing > Review Billing Information > Summary

Bill Summary Info | Bill Summary Info 2

Unit: R3201 Invoice: 00000222782

GL Level: BI Creates GL Acct Entries
 AR Level: Bill Line is AR Open Item
 AR Option: Use Line for Distribution
 Pre-Load Status: Done
 Budget Check Status: Error
 Approval Status: Not Required

Attach Invoice Image
 VAT Defaults Applied
 Invoice Printed
 EDI Sent
 Currency Converted
 Email Sent

GL Entries Created
 AR Pending Item Created

Go to: [Header Info 1](#) [Address](#) [Copy Address](#) [Notes](#)
[Bill Search](#) [Line Search](#)

If you can't identify a problem by reviewing the *Bill Summary* pages, there are a couple of other issues to consider:

Problem	Description/Resolution
Batch Standard not Selected	If you forgot to change the <i>Posting Action</i> to " <i>Batch Standard</i> " when you ran the Single Action Invoice process, all of the jobs can run successfully but the invoice will not post to the customer's account in AR. This can be confirmed and fixed in AR by staff that has the appropriate system role. (Refer to the "Setting Pending Items to Post" topic in the Accounts Receivable User Guide.)
Customer Inactive or Effective Date Later than Invoice Date	Invoices can't be processed for customers that have been made inactive or for Customers whose <i>Effective Date</i> is later than the <i>Invoice Date</i> . Either the <i>Invoice Date</i> or the Customer record will need to be revised. This error would be viewable from the <i>Review Invoice Errors</i> search results page described in the "Reviewing Invoice Error Queries" topic of the AR/BI2 Billing Advanced User Guide .
Processing Error	It may be that the Single Action Invoice process ran into a processing error and just needs to be rerun. You would rerun the Single Action Invoice process, making sure that it completes successfully. Refer to the " Running the Single Invoice Process " Quick Reference Guide for assistance.

If you can't identify the problem, contact the SWIFT Help Desk for assistance. Be ready to provide helpful information, such as the Invoice number or *Process Instance Number* for the Single Action Invoice process you ran.