

QUICK REFERENCE GUIDE

February 20, 2024

Research Unpaid Vouchers

This quick reference guide covers the steps to find unpaid vouchers and identify why they are not selected for payment. It also lists common reasons for unpaid vouchers. It covers three ways to research unpaid vouchers.

1. Use the Unpaid Vouchers query to get a list of unpaid vouchers.
2. Go to the individual voucher from the Regular Voucher Entry page to see reasons why it wasn't selected for payment.
3. As needed, use the Supplier Information page to research a supplier record.

Step 1: Use the Unpaid Vouchers query to find unpaid vouchers

1. Navigate to the **Query Viewer** page.

Navigation Options	Navigation Path
NavBar	Nav Bar, Navigator, SWIFT, Reporting Tools, Query, Query Viewer.

2. On the Query Viewer page, enter **M_AP_UNPAID_VOUCHERS** in the query name field and press the **Search** button.

Query Viewer

Enter any information you have and click Search. Leave fields blank for a list of all values.

*Search By Query Name ▼ begins with M_AP_UNPAID_VOUCHERS

Search [Advanced Search](#)

3. From the search results, select either the **HTML** link to open the results in HTML or the **Excel** link to open the results in Excel.

Query					
Query Name	Description	Owner	Folder	Run to HTML	Run to Excel
M_AP_UNPAID_VOUCHERS	Unpaid Vouchers	Public		HTML	Excel

4. The Unpaid Vouchers query page displays.
 - a. Enter the agency number in the Unit field.
 - b. Enter the User ID in the User field. You can use the “%” symbol as a wildcard to find all unpaid vouchers in your agency.
 - c. Press the **View Results** button.

5. SWIFT opens the search results.

Step 2: Use the Regular Voucher Entry page to get information about an individual voucher that was not selected for payment

1. Navigate to the **Regular Voucher Entry** page.

Navigation Options	Navigation Path
Navigation Collections	Accounting, Accounts Payable, Vouchers. The Regular Voucher Entry page defaults.
WorkCenter	Accounting, Accounts Payable, AP WorkCenter. Left menu, Links section, Regular Voucher Entry.

2. Select the **Find an Existing Value** button to search for the voucher.

Vouchers

Welcome to the Administrative Portal, [Sign Out](#)

[Need Help?](#)

Print | New Window | Help

Voucher

Add a New Value

3. Enter the agency number in the **Business Unit** field.
4. Enter the identification number for the unpaid voucher in the **Voucher ID** field.
5. Press the **Search** button at the bottom of the page.

Voucher

Find an Existing Value

▼ **Search Criteria**

Enter any information you have and click Search. Leave fields blank for a list of all values.

Recent Searches Saved Searches

Business Unit =

Voucher ID begins with

6. SWIFT opens the Search Results section. Select the **Voucher ID** and SWIFT opens the voucher.

Business Unit	Voucher ID	Invoice Number	Gross Invoice Amount	Payment Amount	Invoice Date	Short Supplier Name	Supplier ID	Supplier Name
G1001	00043105	6485	420	420	07/25/2023	HUMAN SYST-001	0000255674	HUMAN SYSTEMS DYNAMICS INST

Step 3: As needed, use the [Supplier Information page](#) to research a supplier record

Many of the reasons for unpaid vouchers can be verified using the Supplier Information page. View the [Review Supplier Information](#) quick reference guide for more information.

1. Navigate to the **Supplier Information** page to look up the supplier address.

Navigation Options	Navigation Path
Navigation Collections	Accounting, Supplier, Supplier Maintenance, Review Suppliers. Left menu, Supplier Information.

2. On the **Find an Existing Value** page, enter the Supplier ID and select **Search** at the bottom of the page.

Supplier Information
Find an Existing Value

▼ **Search Criteria**
Enter any information you have and click Search. Leave fields blank for a list of all values.

Recent Searches: Choose from recent searches

SetID = SHARE

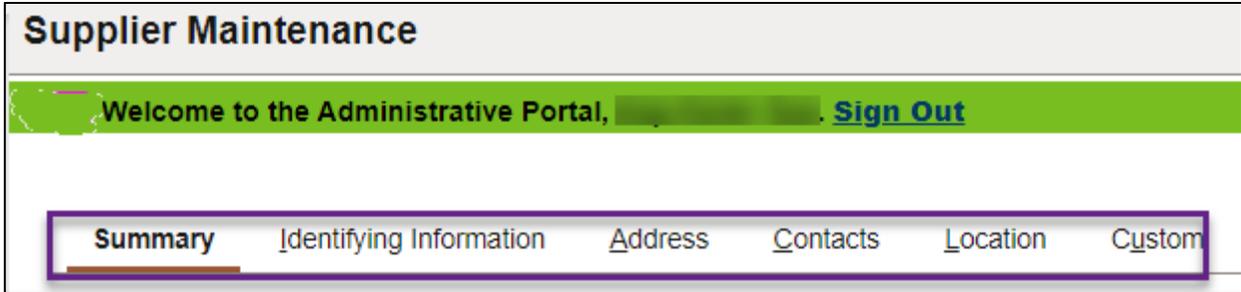
Supplier ID begins with 0000255674

3. The Search Results table displays. Select the **Supplier ID**.

▼ **Search Results**
1 rows - SetID "SHARE" Supplier ID "0000255674"

SetID	Supplier ID	Persistence	Short Supplier Name	Our Customer Number	Supplier Name
SHARE	0000255674	Regular	HUMAN SYST-001	(blank)	HUMAN SYSTEMS DYNAMICS INST

4. SWIFT brings you to the Supplier Maintenance page for the supplier. Use the tabs to research the supplier.



Common reasons for vouchers not processing

1. The voucher is incomplete or has an exception.

View the **Summary** tab of the voucher and check the **Status** fields. Vouchers must have a valid entry status, match status (if applicable), budget status and approval status for payment.

Vouchers with an entry status of Recycle indicate an error with the voucher. See the **Error Summary** tab for details.

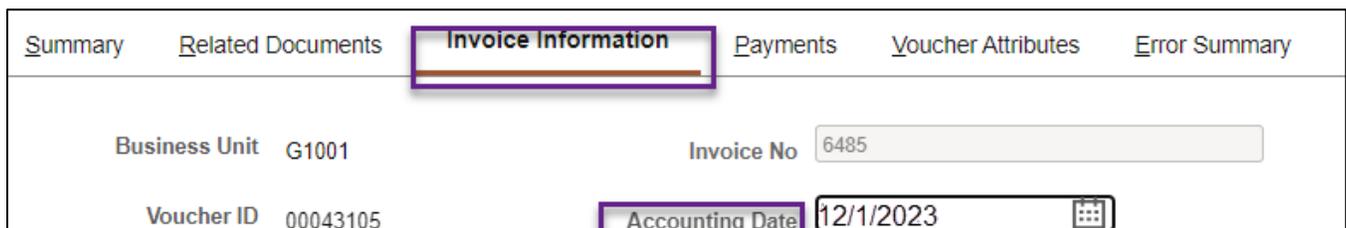
Vouchers must be approved before the nightly batch starts at 6:00 p.m. Vouchers post in the nightly batch process.

Status	Valid Status
Approval Status	Approved
Budget Status	Valid
Entry Status	Postable
Match Status	Matched (if applicable)
Post Status	Posted

2. The supplier changed their address.

A supplier may have changed their address. Compare the Accounting Date of the voucher with the Effective Date on the supplier address record.

View the **Accounting Date** on the Invoice Information tab of the voucher.



Navigate to the **Supplier Information** page from Step 3 of this guide to research the supplier address.

Select the **Address** tab. In the Details section, find the Effective Date of the supplier.

Summary	Identifying Information	Address	Contacts	Location	Custom
SetID	SHARE		Supplier Address Search		
Supplier ID	0000255674	Short Supplier Name		Supplier	
Supplier Address					
Address ID	1				
Description	GENERAL - CIRCLE PINES				
Details					
Effective Date	2/26/24		Effective Status	Active	

If the Effective Date on the supplier address occurs after the Accounting date on the voucher, the Accounting Date of the voucher needs to be updated.

3. The supplier Status is set to “Inactive”

Navigate to the Supplier Information page from Step 3 of this guide to research the supplier status.

Select the **Summary** tab and check the **Status** field. If the Status field says “Inactive,” the supplier is not active.

Supplier Review Suppliers Supplier Name History Inquiry Supplier Information Supplier Registration Supplier Change Request View History Add Supplier User Bidder	Summary	Identifying Information	Address	Contacts	Location	Custom
	SetID	SHARE				
	Supplier ID	0000192682				
	Supplier Short Name	SEARS ROEB	SEARS ROEB-001			
	Supplier Name	SEARS ROEBUCK & CO				
	Order	SEARS ROEB-001 425 RICE ST ST PAUL, MN 55103				
	Remit To	SEARS ROEB-001 425 RICE ST ST PAUL, MN 55103				
	Status	Inactive				

Contact the [SWIFT Help Desk](#) to determine if there a new Supplier ID has been assigned.

4. ACH Prenotification you can see on the Supplier record

Pre-notification is required if suppliers change bank accounts or switch from check to Automatic Clearing House (ACH) payments. There is a ten business day preapproval period for SWIFT to verify the bank account information upon issuing payment to a supplier.

Navigate to the Supplier Information page from Step 3 of this guide and select the **Location** tab.

On the Location page, select the **Payables** hyperlink.

The screenshot shows the 'Supplier Information' page with the 'Location' tab selected. The page displays supplier details for 'CINCINNATUS INC'. In the 'Details' section, the 'Payables' option is highlighted with a red box.

The Payables Options screen displays.

Open the **Electronic File Options** section and verify the status of the Pre-notification. “Confirmed” means it has been approved for ACH payments. “Pending” means it is pending for ten business days.

The screenshot shows the 'Pre-Notification' section with a checked box for 'Prenotification Required'. The 'Status' is 'Confirmed' and the 'Date' is '07/07/2021'. There are 'Confirm' and 'Unconfirm' buttons.

The screenshot shows the 'Electronic File Options' section with a checked box for 'Prenotification Required'. The 'Status' is 'Pending' and the 'Date' is '12/12/2023'. There are 'Confirm' and 'Unconfirm' buttons.

5. The supplier record has a Hold Payment you can see on the voucher

Navigate to the **Payments** tab on the voucher. Go to the **Payment Information** section. If you see the Circle icon next to the Remit To field, the supplier has a hold payment on their account. Contact the Vendor Support team for more information: mmbefax@state.mn.us

Payment 1

*Remit to 0001092632

Location 001

*Address 1

LAVU INC
2632 PENNSYLVANIA ST NE #D
ALBUQUERQUE, NM 87110

6. The voucher missed the discount due date.

When a voucher is created with discount terms, and the voucher misses the Discount Due Date, it pends until the Net Due Date which is typically 30 days. You can confirm this on the **Payments** tab.

- In the header, you can see the Pay Terms.
- In the **Payment Information** section, you can see the Net Due Date.

Summary Related Documents Invoice Information **Payments** Voucher Attributes Error Summary

Business Unit G1001 Invoice No 6485

Voucher ID 00043105 Invoice Date 07/25/2023

Voucher Style Regular Voucher Agency Origin 00 MMB - Ac

Total Amount 420.00

Supplier Name HUMAN SYSTEMS DYNAMICS INST

Pay Terms 000Net 0

Prompt Date 08/24/2023

Pay Reason

Payment Information

Payment 1

Remit to 0000255674 Gross Amount 420.00 USD Scheduled Due 07/25/2023

Location 001 Discount 0.00 USD **Net Due 07/25/2023**

Address 2 Discount Due

Payment Inquiry
 Discount Denied
Late Charge
Express Payment
Payment Note(0)

7. There is a hold on the voucher.

Review the voucher. On the Payments tab, go to the **Payment Options** section. View the **Hold Payment** box.

Payment Options

*Bank ST001

*Account WF

*Method CHK

Message 424804455558240 - 8/27/12

Pay Group REGULAR PAY CYCLE

*Handling Regular Mailed Warrants

Hold Reason **Withholding Hold**

*Netting Not Applicable

L/C ID

Hold Payment

Separate Payment

Message will appear on remittance advice.

IMPORTANT! If it's a "Withholding Hold," do not edit the voucher. Minnesota Management and Budget will edit the voucher and release the payment when it's allowed to pay.

8. Negative vouchers to the same supplier, location and address.

There needs to be an overall positive payment for vouchers to process in SWIFT. Negative vouchers, even from other agencies, can hold up vouchers from processing. This occurs when the amount of the credits exceed debits to the same supplier, location, and address.

Contact the [SWIFT Help Desk](#) for assistance in determining if negative vouchers are holding up your voucher.

9. There is an error preventing the Bilateral Netting on an Interagency Voucher.

Bilateral netting refers to processing interagency transactions in SWIFT by automatically offsetting interagency Accounts Payable (AP) vouchers against open interagency Accounts Receivable (AR) invoices.

IMPORTANT! Do not change Netting from "Hold" for an interagency voucher.

Interagency vouchers net when the following criteria are met:

- The Supplier ID on the voucher matches the Business Unit that sent the invoice (bill), and the Customer Number on the invoice matches the Business Unit generating the voucher/payment.
- The Invoice Number on the voucher and the bill match. Bilateral netting requires a case-sensitive match.
- The Amount on the voucher and the bill match. Do not submit a voucher for a partial payment.

To find unpaid Interagency vouchers, run the following query. M_CM_GBL_INTAGCYAP_UNPAID

To identify why interagency vouchers are failing to net, run the following two queries to return a list of open SWIFT AR interagency invoices (for which an agency is the customer).

- Interagency Netting by Budget Year: M_CM_GBL_INTERAGENCYPMTS_BFY
- Interagency Netting by Fiscal Year: M_CM_GBL_INTERAGENCYPMTS_FY

Compare the results of these two queries against the results of the Unpaid Interagency Vouchers query to identify mismatches in Amounts or Invoice Numbers, which may prevent vouchers from netting. Vouchers will also fail to net if the billing agency fails to create an AR transaction or closes the AR invoice in SWIFT. Make sure to reach out to the contact listed on the invoice or the billing agency if a voucher is failing to net due to a missing AR transaction.

For further assistance to resolve any bilateral netting issues, view the [Troubleshooting Interagency Vouchers](#) quick reference guide. You can also contact the [SWIFT Help Desk](#).