Research Unpaid Vouchers

Accounts Payable staff are responsible for periodically identifying unpaid vouchers and researching why SWIFT has not selected them for payment.

Steps to complete

- Step 1: Use the Unpaid Vouchers Query to identify the unpaid voucher.
- Step 2: Use the Voucher Search Inquiry to look up the unpaid voucher.
- Step 2: Research why SWIFT has not selected the unpaid voucher for payment.

Step 1: Use the Unpaid Vouchers Query to identify the unpaid voucher.

1. Navigate to the query Viewer page.

<table>
<thead>
<tr>
<th>Navigation Option</th>
<th>Navigation Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>NavBar</td>
<td>Navigator, SWIFT, Reporting Tools, Query, Query Viewer.</td>
</tr>
</tbody>
</table>

2. On the Query Viewer page, make sure “Query Name” is selected in the Search By field.

3. In the begins with field, enter the following Query Name: M_AP_UNPAID_VOUCHERS.

4. Press the Search button.

5. Search Results will display below the Query section. Select the HTML link or the Excel link to open the Unpaid Vouchers Query in HTML or Excel format.
6. The Unpaid Voucher page will display. Enter the agency number in the Unit field.

7. Enter the User in the User field. (Hint: use the “%” symbol as a wildcard placeholder, if needed.)

8. Press the View Results button. The Search Results will display below.

9. Under the Voucher column, find the unpaid voucher by Voucher ID.

10. If the Status column reads “Not Selected for Payments,” the voucher is unpaid.

11. Review the Match Status, Budget Status, and/or Appr Status columns to see the reasons for why the voucher is unpaid.

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**Step 2: Use the Voucher Search Inquiry to look up the unpaid voucher.**

1. Navigate to the Voucher Regular Entry page.

<table>
<thead>
<tr>
<th>Navigation Option</th>
<th>Navigation Path</th>
</tr>
</thead>
</table>
| Navigation Collection | Accounting, Accounts Payable, Vouchers.  
The Voucher Regular Entry page will display by default. |
| WorkCenter | Accounting, Accounts Payable, AP WorkCenter, left-menu, Links section,  
Regular Entry. |

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

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. The information for the unpaid voucher will display.
Step 3: Research why SWIFT has not selected the unpaid voucher for payment.

Note: SWIFT may not have selected the unpaid voucher for payment for any of the following reasons.

1. **Voucher has missed a step on SWIFT.**
   - On the *Summary* tab, check the *Status* fields, which should read as follows:

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entry Status</td>
<td>Postable</td>
</tr>
<tr>
<td>Match Status</td>
<td>Matched</td>
</tr>
<tr>
<td>Approval Status</td>
<td>Approved</td>
</tr>
<tr>
<td>Post Status</td>
<td>Posted</td>
</tr>
<tr>
<td>Budget Status</td>
<td>Valid</td>
</tr>
</tbody>
</table>
• If any of these Status fields read otherwise (e.g., Match status says “No Match”), the voucher may have missed a step on SWIFT, such as the Matching process. (Or the voucher is direct pay and will not have a matching option.)

_E.g., the voucher has not yet been matched._

2. **Supplier has moved.**

  • On the **Payments** tab, check the date in the **Invoice Date** field.

  • Make sure the **Invoice Date** on the voucher (**Regular Entry** page) does not occur earlier than the **Effective Date** on the supplier address (**Supplier Information** page).

    – Navigate to the **Supplier Information** page.

    | Navigation Option | Navigation Path |
    |-------------------|-----------------|
    | **Navigation Collection** | Financials, Supplier, Supplier Maintenance, left-menu, Supplier Information. |
    | – Enter the identification number in the **Supplier ID** field, and press the **Search** button. |
    | **Note:** Find the **Supplier ID** on the **Invoice Information** tab of the **Regular Entry** page. |
The Supplier Maintenance page will display. Select the Address tab and check the Effective Date field for the Supplier Address.

If the Effective Date on the supplier address occurs after the Invoice Date on the voucher, the supplier may have moved after submitting the invoice to the agency.

3. **Supplier is inactive.**
   - On the Supplier Maintenance page, select the Summary tab.
   - Make sure the Status field shows the supplier as active.
If the **Status** field says “Inactive,” the supplier is not active.

4. **Supplier requires pre-notification, or there is a hold on the supplier.**

   **Note:** Pre-notification is required if suppliers change bank accounts or switch from check to ACH (Automatic Clearing House) payments. In these cases, there is a 10-day, preapproval period for SWIFT to verify the bank account information upon issuing payment to a supplier.

   - On the **Supplier Maintenance** page, select the **Location** tab, and select the **Payables** link.

   - The **Payables Options** screen will display. In the **Electronic File Options** section, verify if the **Prenotification Required** box is check marked.
If the **Prenotification Required** box is check marked, the payment is pending the 10-day, preapproval period for SWIFT to verify bank account information before paying the supplier.

- In the **Additional Payables Options** section, verify if the **Hold Payment** box is check marked.

  - If the **Hold Payment** box is check marked, the supplier has a hold on it.

5. **Voucher doesn’t pay until Net Due Date.**

   **Note:** When a voucher is created with discount terms on or after the **Discount Due Date**, it will not pay until the **Net Due Date**. Return to the **Regular Entry** page to verify this information.

- On the **Payments** tab, find the **Discount Due** date and the **Net Due** date.
On the Summary tab, check the Pay Terms field to see how the Net Due date was calculated. (E.g., if the Pay Terms field reads “1% 10/N30,” there is a 1% discount if paid within 10 days; otherwise, SWIFT waits 30 days.)

6. There is a hold on the voucher.
   - On the Payments tab, find the Hold Payment box under the Payment Options section.
     If check marked, there is a hold on the voucher.
7. **The voucher has errors.**
   - SWIFT may not have selected the voucher for payment because the voucher has errors that need correction. See other voucher maintenance Quick Reference Guides for more information.

8. **Credit Vouchers Exceed Debit Vouchers.**
   - Vouchers may not be selected for payment when credit vouchers exceed debit vouchers.
   - SWIFT will hold unpaid vouchers until enough positive payments offset the credits.
   - For assistance in determining whether or not credit vouchers exceed debit vouchers, contact the SWIFT Help Desk.