

## QUICK REFERENCE GUIDE

November 1, 2019

### Groups Not Set to Post page

This guide covers how to use the *Groups Not Set to Post* page to manage pending Items that have not been posted to customer accounts by the ARUpdate process. You will search by Business Unit to see all pending bills, maintenance worksheets, overdue charges, and transfer worksheets. You will learn how to review unposted pending groups, set pending groups to post, and handle groups with errors.

The *Groups Not Set to Post* page should be checked regularly to ensure that transactions are posted in a timely manner, customer records are correct, and Accounts Receivable reporting is accurate.

**Groups Not Set To Post**

Business Unit:        \*Posting Status:    
 User:        \*Balance Status:       

\*Group Amount Switch:

**Groups Not Set to Post**

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Item Dtl	Group ID <sup>△</sup>	Type <sup>△</sup>	Origin ID <sup>▽</sup>	Accounting Date	Post Status	Assigned	To Be Posted	Currency
	21233	B	PS_BI	01/08/2019	Not Posted	0115	2,925.00	USD
	21236	B	PS_BI	01/10/2019	Errors	0115	1,875.00	USD
	21238	B	PS_BI	01/11/2019	Errors	0115	675.00	USD
	21144	M	PS_AR	09/10/2018	Not Posted	0115	-100.00	USD
	21163	M	PS_AR	09/19/2018	Not Posted	0115	250.00	USD
	21170	M	PS_AR	09/24/2018	Not Posted	0115	0.000	
	21228	M	PS_AR	01/03/2019	Not Posted	0115	-1,174.50	USD

**Totals**

Total      7      \*\* Multiple Currencies \*\*

Steps to complete:

- Step 1: Search for Groups Not Set to Post
- Step 2: Set “Not Posted” Bill Groups to Batch Standard
- Step 3: Review Bill Groups with Errors
- Step 4: Review Maintenance Worksheets Not Set to Post
- Step 5: Review Maintenance Worksheets with Errors

## Step 1: Search for Groups Not Set to Post

Navigate to the *Groups Not Set to Post* page to find groups that are not set to post. This page will show all groups that are not set to post, including bills, maintenance worksheets, overdue charges, and transfers.

1. Navigate to the *Groups Not Set to Post* page by using one of the options below.

Navigation Options	Navigation Path
<b>Navigation Collection</b>	Accounting, Accounts Receivable, Pending Items, left-menu, Groups Not Set To Post.
<b>Navigation Collection</b>	Accounting, Accounts Receivable, Process Accounts Receivable, left-menu, Pending Items, Groups Not Set To Post.

2. At the *Groups Not Set To Post* page, enter the search criteria provided below.

Field Name	Field Description
<b>*Business Unit</b>	Accept the default Business Unit or select a different Business Unit.
<b>*Posting Status</b>	Accept the default "Never Posted and Error Groups".
<b>User ID</b>	By default, your User ID is automatically entered. Remove the User ID so that the search results will include all unposted groups for the Business Unit.
<b>*Balance Status</b>	Accept the default "In And Out Of Balance Groups".

3. Click on the **Search** button. The **Groups Not Set to Post** section displays entries matching your criteria.

**Groups Not Set To Post**

Business Unit:  \*Posting Status:   
 User:  \*Balance Status:

\*Group Amount Switch:

**Groups Not Set to Post**

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Item Dtl	Group ID <sup>Δ</sup>	Type <sup>Δ</sup>	Origin ID <sup>™</sup>	Accounting Date	Post Status	Assigned	To Be Posted	Currency
	21233	B	PS_BI	01/08/2019	Not Posted	0115	2,925.00	USD
	21236	B	PS_BI	01/10/2019	Errors	0115	1,875.00	USD
	21238	B	PS_BI	01/11/2019	Errors	0115	675.00	USD
	21144	M	PS_AR	09/10/2018	Not Posted	0115	-100.00	USD
	21163	M	PS_AR	09/19/2018	Not Posted	0115	250.00	USD
	21170	M	PS_AR	09/24/2018	Not Posted	0115	0.000	USD
	21228	M	PS_AR	01/03/2019	Not Posted	0115	-1,174.50	USD

**Totals**

Total 7 \*\* Multiple Currencies \*\*

4. Review the information displayed in the **Groups Not Set to Post** section. Fields are described below.

Field Name	Field Description
<b>Item Dtl</b>	You can click on the Item Dtl (  ) icon to open the <i>Group Control</i> pages in a new window. These pages are used to view error messages, and to set the group to post if, for example, “Batch Standard” was not selected for the bill group on the <i>Single Action Invoice (SAIP)</i> page.
<b>Group ID</b>	The <i>Group ID</i> assigned to the transaction(s) when they were processed by SAIP or the ARUpdate process.
<b>Type</b>	Transactions run through the ARUpdate process in groups. The most common group <i>Types</i> include: B (Billing), and M (Maintenance). You may also see: F (Overdue Charges), T (Transfer), and U (Unpost).
<b>Origin ID</b>	The module where the transaction originated: PS_BI = Billing PS_AR = Accounts Receivable
<b>Accounting Date</b>	The Accounting Date of the transaction.
<b>Post Status</b>	Post Statuses include: -- <b>Not Posted:</b> If a Billing Group has a Post Status of “Not Posted”, the group must be set to “Batch Standard”. If maintenance worksheets have a Post Status of “Not Posted”, it could mean the worksheet is in various stages of the process, such as awaiting approval. Further review is needed. -- <b>Errors:</b> Errors were encountered that need to be resolved.
<b>Assigned</b>	The User ID for the person who processed the transaction.
<b>To Be Posted</b>	The amount to be posted.
<b>Currency</b>	USD is the currency used by SWIFT.

5. Proceed to the step indicated below to resolve the posting issue.

**WARNING!** All pending bill groups (Group Type B) must be posted since accounting entries have been entered in the Billing Module.

Post Status	Step to Follow
<b>Bills Not Posted</b>	<b>Step 2:</b> For bill groups with Post Status of “Not Posted”, proceed to Step 2 to set the bill groups to “Batch Standard”.
<b>Bills with Errors</b>	<b>Step 3:</b> For bills with a Post Status of “Errors”, proceed to Step 3 to view more detail about the errors and determine next steps.

Post Status	Step to Follow
<b>Maintenance Worksheets Not Posted</b>	<b>Step 4:</b> For maintenance worksheets with Post Status of “Not Posted”, proceed to Step 4.
<b>Maintenance Worksheets with Errors</b>	<b>Step 5:</b> For maintenance worksheets with Post Status of “Errors”, proceed to Step 5.
<b>All Other</b>	For all other pending transactions in error, contact the SWIFT Helpdesk for assistance.

## Step 2: Bill Groups Not Posted: Set to Batch Standard

If there are bill groups that have a Post Status of “Not Posted”, it means that “Batch Standard” was not selected on the *Single Action Invoice Process* page. AR staff with the supervisor role can set the group of pending items to post by following the instructions in this guide.

**Groups Not Set To Post**

Business Unit:  \*Posting Status:   
 User:  \*Balance Status:  Search

\*Group Amount Switch:

**Groups Not Set to Post**

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Item Dtl	Group ID	Type	Origin ID	Accounting Date	Post Status	Assigned	To Be Posted	Currency
	21233	B	PS_BI	01/08/2019	Not Posted	01159534	2,925.00	USD
	21236	B	PS_BI	01/10/2019	Errors	01159534	1,875.00	USD

**Note:** The Single Item page can also be used to set pending bills to post and review bills in error. An advantage to using this page is that it displays the individual Item IDs included in the pending bill groups. You can search by Group ID, Item ID, Customer ID, and User ID. Refer to the Set Pending Items to Post on Single Item page guide for instructions.

1. For each unposted billing group (Type B), click on the **Item Dtl** (  ) icon in the **Search Results**. The *Group Control* page displays in a new window.

Group Control | Group Action

Group Unit G1001 Group ID 21233 [View Audit Logs](#)

\*Accounting Date 01/08/2019  
 \*Group Type B  
 \*Origin ID PS\_BI

Billing  
 Billing

Currency  
 Control USD \*Format USD

**Control Totals**

Control	2,925.00	*Count	3
Entered	0.00	Count	0
Difference	2,925.00	Count	3
Posted	0.00	Count	0

**Control Data**

\*Received 01/08/2019 \*Entered 01/08/2019  
 Posted  
 Assign 01159 User 01159534

**Group Status**

Edit Status Not Edited Accounting Entries Balanced  
 Balanced No Posting Action Do Not Post  
 Posting Status Not Posted

Save Return to Search Notify Next tab

- The **Control Totals** section displays the *Control* amount and the number of bills (Count) processed in this group. The **Group Status** section displays the *Posting Status* “Not Posted” and the *Posting Action* is “Do Not Post”.

2. Click on the **Group Action** tab.

Group Control | **Group Action**

Group Unit G1001 Group ID 21233

Posting Status Do Not Post

**Group Actions**

Balance  
 Delete Group

**Posting Action**

Do Not Post  
 Batch Priority  
 Batch Standard

Save Return to Search Notify Next tab

Group Control | Group Action

3. Click on the **Batch Standard** button in the **Posting Action** section.

- Click on the **Save** button. The **Group Control** tab now shows a Posting Action of “Batch Standard”. If you receive an error, contact the SWIFT Helpdesk for assistance.

**Note:** The items are set to post to the customer accounts the next time the ARUpdate process is run. It runs automatically several times a day. It can also be run manually. Refer to the [“Run the ARUpdate Process”](#) guide for instructions.

## Step 3: Bill Groups with Errors

Errors can be encountered by the ARUpdate process when processing bills. This is indicated by the Posting Status: “Errors”. You will be able to view more information about the type of error that was encountered by looking at the *Item Dtl* (Detail) page.

**Groups Not Set To Post**

Business Unit: G1001  \*Posting Status: Never Posted And Error Groups

User:  \*Balance Status: In And Out Of Balance Groups

\*Group Amount Switch: To Be Posted

**Groups Not Set to Post**

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Item Dtl	Group ID <sup>h</sup>	Type <sup>h</sup>	Origin ID <sup>h</sup>	Accounting Date	Post Status	Assigned	To Be Posted	Currency
	21233	B	PS_BI	01/08/2019	Not Posted	0115	2,925.00	USD
	21236	B	PS_BI	01/10/2019	Errors	01159534	1,875.00	USD
	21238	B	PS_BI	01/11/2019	Errors	0115	675.00	USD
	21144	M	PS_AR	09/10/2018	Not Posted	0115	-100.00	USD

- For each billing group (Type B) with a Posting Status of “Error”, click on the **Item Dtl** () icon in the **Search Results**. The **Group Control** page displays in a new window. The Group Posting Status is “Errors”.

**Group Control** | Pending Item 1 | Pending Item 2 | Pending Item 3 | Accounting Entries | Group Action

Group Unit: G1001 Group ID: 21236 [View Audit Log](#)

\*Accounting Date: 01/10/2019

\*Group Type: B  Billing

\*Origin ID: PS\_BI  Billing

**Currency**

Control: USD  \*Format: USD

**Control Totals**

Control	1,875.00	*Count	1
Entered	0.00	Count	0
Difference	1,875.00	Count	1
Posted	0.00	Count	0

**Control Data**

\*Received: 01/10/2019  \*Entered: 01/10/2019

Posted

Assign: 0115  User: 0115

**Group Status**

Edit Status: Not Edited Accounting Entries: Balanced

Balanced: No Posting Action: Do Not Post

Posting Status: Errors

- Click on the **Pending Item 1** tab to view additional information for the Item in error, including the Accounting Date, Item ID, Amount, and Customer.

The screenshot shows the 'Pending Item Entry' form in the SWIFT system. The form is divided into several sections:

- Header:** Group Control, Pending Item 1, Pending Item 2, Pending Item 3, Accounting Entries, Group Action. Group Unit: G1001, Group ID: 21236.
- Pending Item Entry:**
  - \*Acctg Date: 06/30/2017 (highlighted)
  - \*As Of Date: 01/10/2019
  - \*Item ID: TRAIN000040 (highlighted)
  - Line: 1
  - \*Business Unit: G1001
  - \*Customer: TRN000005 (highlighted)
  - Amount: 1,875.00 (highlighted)
  - \*Currency: USD
  - \*Entry Type: IN
  - Reason: (empty)
  - \*AR Dist: AR
  - Exchange Rate: 1.00000000
  - View Audit Logs
  - Revalue Flg:
  - Posted:
  - Error Info (highlighted)
  - Error Code: ACTPD (highlighted)
- Payment Terms:** Terms: NET30, Due Date: 02/09/2019, Disc Amt, Disc Date, Disc Date 1, Always Allow Discount.
- Reference Information:** PO Ref, Order No, Contract, SP ID, PO Line, Document, L/C ID, BOL, Line Item, Case No.
- Item Creation/Update Details:** Created On: 01/10/2019 4:13PM, Last Modified On: 01/10/2019 4:19PM, Created By: 0115, Modified By: 0115.

- View the *Error Code*. The most common error codes include:

Error Code	Description
ACTPD	<b>Accounting Period:</b> a transaction has an accounting date in a closed period. If you see this error, enter a service desk ticket with the SWIFT Helpdesk. If an accounting period needs to be re-opened, your ticket will be routed to SWIFT Module Support for assistance. This error may occur if an accounting date is entered when a bill is created but the bill is not run through the Single Action Invoice process until the accounting period is closed.
COMBO	<b>Combo Edit Error:</b> usually means a transaction has incorrect project information or a closed project. If the project just needs to be reopened, you can resolve this error with the assistance of agency staff with security to view and edit projects.

Error Code	Description
CUSOM	<b>Customer Options Missing:</b> usually means that the customer effective date is later than the transaction or the customer is not flagged as a Bill To Customer. If you see this error, enter a service desk ticket with the SWIFT Helpdesk.

- Click on the **Error Info** button to see more detailed information. In this example, the Error Code is "ACTPD" and the Error Info message indicates that the problem is that the Accounting Period for the Bill is not open.

Accounting Period Not Open. (6035,3)

Accounting Period Not Open.  
Action: Verify in GL that the accounting period is open for the transaction type specified on the Group Type page. See transaction type for group type being posted.

- In most cases, you will need to contact the SWIFT Helpdesk for assistance in resolving a Posting Error.

## Step 4: Maintenance Worksheets Not Posted

If there are Maintenance Worksheet groups (Type M) that have a Post Status of "Not Posted", it means that "Batch Standard" has not been selected on the *Worksheet Action* page. You will need to review the worksheet pages to determine next steps.

**Groups Not Set To Post**

Business Unit:  \*Posting Status:   
 User:  \*Balance Status:

\*Group Amount Switch:

**Groups Not Set to Post**

Item Dtl	Group ID <sup>△</sup>	Type <sup>△</sup>	Origin ID	Accounting Date <sup>▽</sup>	Post Status	Assigned	To Be Posted	Currency
	21238	B	PS_BI	01/11/2019	Errors	0115	675.00	USD
	21236	B	PS_BI	01/10/2019	Errors	0115	1,875.00	USD
	21233	B	PS_BI	01/08/2019	Not Posted	0115	2,925.00	USD
	21228	M	PS_AR	01/03/2019	Not Posted	0115	-1,174.50	USD
	21170	M	PS_AR	09/24/2018	Not Posted	0115	0.000	
	21163	M	PS_AR	09/19/2018	Not Posted	0115	250.00	USD
	21144	M	PS_AR	09/10/2018	Not Posted	0115	-100.00	USD

**Totals**

Total 7 \*\* Multiple Currencies \*\*

- To review the maintenance worksheet (Type M) pages, click on the **Item Dtl** (  ) icon in the **Search Results**. The *Worksheet Action* page displays in a new window and shows the Posting Action selected for the maintenance worksheet. You can also click on the *Worksheet Selection* and *Worksheet Application* links to view the entries.

- Review the worksheet and determine the appropriate action. Common examples include:

Scenario	Action
<b>Unfinished Worksheet</b>	Staff with the role, can finish the maintenance worksheet and set the posting action to “Batch Standard” or “Submit for Approval” on the <i>Worksheet Action</i> page. (All write-offs and refunds must be approved.)
<b>Worksheet Pending Approval -or- Approval Denied</b>	<p>Maintenance transactions for write-offs and refunds must be approved.</p> <ul style="list-style-type: none"> <li>If the Posting Action is “Pending Approval”, ensure that the approver reviews the transaction and approves or denies the request. If the request is approved, the Posting Action will be set to “Batch Standard” automatically.</li> <li>If the Posting Action is “Denied”, the requestor may need to update the maintenance transaction and resubmit it for approval or delete the worksheet by clicking on the <b>Delete Worksheet</b> button on the <i>Worksheet Action</i> page.</li> </ul>
<b>Unneeded Worksheet</b>	If the worksheet is no longer needed, it can be deleted by clicking on the <b>Delete Worksheet</b> button on the <i>Worksheet Action</i> page.

## Step 5: Maintenance Worksheets with Errors

Errors can be encountered by the ARUpdate process when processing maintenance worksheets (Group Type “M”). This is indicated by the Posting Status: “Errors”. You will be able to view more information about the type of error that was encountered by looking at the *Item Dtl* (Detail) page.

**Groups Not Set To Post**

Business Unit: T7904    \*Posting Status: Never Posted And Error Groups  
 User:    \*Balance Status: In And Out Of Balance Groups    Search

\*Group Amount Switch: To Be Posted

**Groups Not Set to Post**

Item Dtl	Group ID≠	Type	Origin ID	Accounting Date	Post Status	Assigned	To Be Posted	Currency
	10230	M	PS_AR	05/15/2018	Errors	01182751	0.000	
	10546	B	PS_BI	07/16/2018	Errors	00272190	1,570.990	

1. Click on the **Item Dtl** () icon for the maintenance transaction in error. The *Group Control* page displays in a new window. The **Group Status** section displays the Posting Status “Errors.”
2. Click on the **Pending Item 1** tab to view additional information for the item in error, including the Accounting Date, Item ID, Amount, and Customer.

Group Control    **Pending Item 1**    Pending Item 2    Pending Item 3    Accounting Entries    Group Action

Group Unit: T7904    Group ID: 10230

**Pending Item Entry**

\*Acctg Date: 05/15/2018    \*As Of Date: 05/15/2018    Sequence:    + -

\*Item ID: 0000471114    Line: 2    Copy Line

\*Business Unit: T7904    \*Customer: 000171174    CITY OF ZU

SubCust1:    SubCust2:    \*Currency: USD    \*AR Dist: AR

\*Entry Type: (Invalid Value)    Reason:     Revalue Flg     Posted

TROR Type:    [View Audit Logs](#)    **Error Info**    Error Code: ACTOB

**Payment Terms**

Terms: NET30    Due Date: 05/05/2018    Due Days:     Always Allow Discount

Disc Amt:    Disc Date:    Disc Days:     Always Allow Discount

Disc Amt 1:    Disc Date 1:    Disc Days:     Always Allow Discount

**Reference Information**

PO Ref:    PO Line:    BOL:     Always Allow Discount

Order No:    Document:    Line Item:     Always Allow Discount

Contract: 1029676    L/C ID:    Case No:     Always Allow Discount

SP ID:     Always Allow Discount

**Item Creation/Update Details**

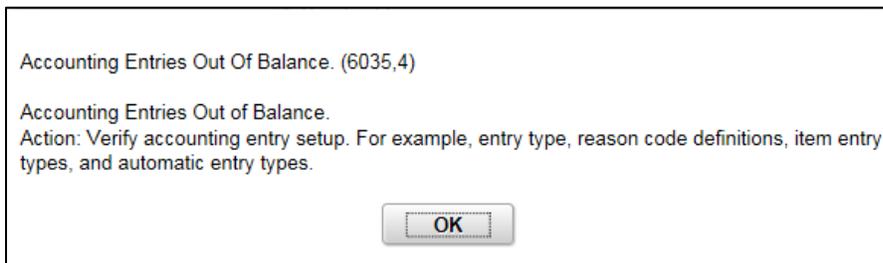
Created On: 07/26/2018 5:58PM    Last Modified On: 07/26/2018 5:58PM

Created By: PPLSFT    Modified By: PPLSFT

3. View the Error Code Common errors include:

Error Code	Description
ACTOB	<p><b>Account Out of Balance:</b> the debits and credits for the accounting entries in a group do not balance (offset). This error can happen when one of the items within the partially completed worksheet was closed before the ARUpdate process was run. When this error occurs, you'll need to:</p> <ol style="list-style-type: none"> <li>1. Review the worksheet and make note of the Items that are referenced, if the worksheet is needed.</li> <li>2. Delete the worksheet group by clicking on the <b>Delete Group</b> button on the <b>Group Action</b> tab.</li> <li>3. Re-enter the maintenance worksheet, if necessary.</li> </ol> <p>Contact the SWIFT Helpdesk for assistance.</p>
COMBO	<p><b>Combo Edit Error:</b> usually means a transaction has incorrect project information or the project is closed.</p> <ul style="list-style-type: none"> <li>• If a project needs to be re-opened (activated), staff with access to the Project Costing module will need to activate the project and you'll need to navigate back to the <i>Groups Not Set to Post</i> page to set the transaction to post. The project needs to remain open overnight while the maintenance worksheet accounting entries post to the General Ledger.</li> <li>• If the project information was incorrect, you'll need to enter a service desk ticket with the SWIFT Helpdesk for assistance.</li> </ul>

4. Click on the **Error Info** button to see more detailed information. In this example, the Error Code is "ACTOB".



- In this example, the group can be deleted on the **Group Action** tab by clicking on the **Delete Group** button.

# SWIFT STATEWIDE INTEGRATED FINANCIAL TOOLS

Group Control	Pending Item 1	Pending Item 2	Pending Item 3	Accounting Entries	Group Action
Group Unit T7904		Group ID 10230			
Posting Status Do Not Post					
<b>Group Actions</b>		<b>Posting Action</b>		<b>Accounting Entry Actions</b>	
<input type="button" value="Balance"/>		<input type="button" value="Do Not Post"/>		<input type="button" value="Create Entries"/>	
<input type="button" value="Delete Group"/>		<input type="button" value="Batch Priority"/>		<input type="button" value="Delete Entries"/>	
		<input type="button" value="Batch Standard"/>			
<input type="button" value="Save"/>	<input type="button" value="Return to Search"/>	<input type="button" value="Previous in List"/>	<input type="button" value="Next in List"/>	<input type="button" value="Notify"/>	