

QUICK REFERENCE GUIDE

November 1, 2019

Set Pending Items to Post on Single Item page

This guide covers how to use the *Single Item* page to find pending bills that could not be posted to customer accounts by the ARupdate process. You will also learn how to set the pending bill groups to post and how to review errors. If you are interested in looking up a specific bill, you can search by Item ID or Customer ID on the *Single Item* page.

If you want to find unposted bills for an entire Business Unit, you should use the *Groups Not Set to Post* page. Refer to the "[Groups Not Set to Post page](#)" guide for instructions.

WARNING! All pending bills must be posted since accounting entries have been entered in the Billing Module.

Steps to complete:

- Step 1: Search for Bill Groups Not Set to Post
- Step 2: Set "Not Posted" Bill Groups to Batch Standard
- Step 3: Review Items with Errors

Step 1: Search for Bill Groups Not Set to Post

Navigate to the *Single Item* page to find billing groups that are not set to post.

1. Navigate to the *Single Item* page by using one of the options below.

| Navigation Options | Navigation Path |
|-----------------------|--|
| Navigation Collection | Accounting, Accounts Receivable, Pending Items, Single Item. |
| Navigation Collection | Accounting, Accounts Receivable, Process Accounts Receivable, left-menu, Pending Items, Single Item. |

2. At the *Single Item* page, enter your *Group Unit* and *Business Unit*, and additional search criteria to find item(s) that have not posted. Commonly used options are provided below.

| Field Name | Field Description |
|----------------|--|
| *Group Unit | Enter the <i>Group Unit</i> (usually same as your Business Unit). |
| Group ID | Enter the <i>Group ID</i> assigned to the processing bill group. Tip: The Group ID for bill groups not set to post can be found on the <i>Group Not Set to Post</i> page. |
| *Business Unit | Enter the <i>Business Unit</i> . |
| Customer ID | Enter the <i>Customer ID</i> for the item. |

| Field Name | Field Description |
|----------------------|--|
| Item ID | Enter the <i>Item ID</i> (Bill Invoice Number) for the item. |
| Assigned Operator ID | Enter the <i>Operator ID</i> for the staff person who ran the Single Action Invoice Process for the item that has not been posted. |

3. Click on the **Search** button.

Single Item

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

[Find an Existing Value](#)

Search Criteria

Group Unit =

Group ID begins with

Business Unit =

Customer ID begins with

Item ID begins with

Item Line =

Sequence =

Assigned Operator ID begins with

Origin ID begins with

Case Sensitive

[Basic Search](#)

Search Results

View All 1-5 of 5

| Group Unit | Group ID | Business Unit | Customer ID | Item ID | Item Line | Sequence | Assigned Operator ID | Origin ID | Posting Status | Accounting Entries |
|------------|----------|---------------|-------------|--------------|-----------|----------|----------------------|-----------|----------------|--------------------|
| G1001 | 21233 | G1001 | TRN000003 | TRAIN0000022 | 1 | 1 | 01159534 | PS_BI | Not Posted | Complete |
| G1001 | 21233 | G1001 | TRN000004 | TRAIN0000020 | 1 | 2 | 01159534 | PS_BI | Not Posted | Complete |
| G1001 | 21233 | G1001 | TRN000005 | TRAIN0000021 | 1 | 3 | 01159534 | PS_BI | Not Posted | Complete |
| G1001 | 21236 | G1001 | TRN000005 | TRAIN0000040 | 1 | 1 | 01159534 | PS_BI | Errors | Complete |
| G1001 | 21238 | G1001 | TR000007 | TRAIN0000060 | 1 | 1 | 01159534 | PS_BI | Errors | Complete |

- In this example, three bills are included in one group that has a Posting Status of “Not Posted”. The group will need to be set to Post by following the instructions in Step 2.
- Two bills have errors. You will need to proceed to Step 3 to review the error detail and determine next steps.

Step 2: Set “Not Posted” Bill Groups to Batch Standard

1. Click on an entry with a “Not Posted” Posting Status. The *Group Control* page displays.

The screenshot shows the 'Group Control' page for Group Unit G1001 and Group ID 21233. The page includes several sections:

- Accounting Date:** 01/08/2019
- Group Type:** B
- Origin ID:** PS_BI
- 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
 - Assign: 0115
 - User: 01159534
- Group Status:**
 - Edit Status: Not Edited
 - Balanced: No
 - Posting Status: **Not Posted**
 - Accounting Entries: Balanced
 - Posting Action: **Do Not Post**

Buttons at the bottom include Save, Return to Search, Previous in List, Next in List, and Notify.

- The **Control Totals** section displays the *Control* total 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.

The screenshot shows the 'Group Action' page for Group Unit G1001 and Group ID 21233. The page includes several sections:

- Posting Status:** Do Not Post
- Group Actions:**
 - Balance
 - Delete Group
 - Delete Pending Item
- Posting Action:**
 - Do Not Post
 - Batch Priority
 - Batch Standard**
- Accounting Entry Actions:**
 - Create Entries

Buttons at the bottom include Save, Return to Search, Previous in List, Next in List, and Notify.

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

Note: All the items in the group 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: Review Items with Errors

Errors can be encountered by the ARUpdate process when processing bills. This is indicated by the Posting Status: “Errors”. The most common types of posting errors include:

| Error Code | Description |
|------------|--|
| ACTPD | Accounting Period: 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. |
| ACTOB | Account Out of Balance: the debits and credits for the accounting entries in a group do not balance (offset). If you see this error, enter a service desk ticket with the SWIFT Helpdesk. |
| COMBO | Combo Edit Error: 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. |
| CUSOM | Customer Options Missing: 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. |

You will be able to view more information about the type of error that was encountered from the Group Control page.

1. Select an *Item ID* with a Posting Status of “Error” in the **Search Results**. The *Group Control* page displays in a new window.

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

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

*Accounting Date
*Group Type
Billing

*Origin ID
Billing

Currency
Control
*Format

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 | <input type="text" value="01/10/2019"/> | *Entered | <input type="text" value="01/10/2019"/> |
| Posted | | | |
| Assign | <input type="text" value="0115"/> | User | 0115 |

Group Status

| | | | |
|----------------|------------|--------------------|-------------|
| Edit Status | Not Edited | Accounting Entries | Balanced |
| Balanced | No | Posting Action | Do Not Post |
| Posting Status | Errors | | |

Save
Return to Search
Notify

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

The screenshot displays the 'Pending Item Entry' form in the SWIFT system. At the top, there are navigation tabs: 'Group Control', 'Pending Item 1', 'Pending Item 2', 'Pending Item 3', 'Accounting Entries', and 'Group Action'. The 'Pending Item 1' tab is active. Below the tabs, the form shows 'Group Unit: G1001' and 'Group ID: 21236'. The main section is titled 'Pending Item Entry' and contains several input fields and buttons. Key fields include:

- *Acctg Date: 06/30/2017
- *As Of Date: 01/10/2019
- *Item ID: TRAIN0000040
- Line: 1
- *Business Unit: G1001
- *Customer: TRN000005
- Amount: 1,875.00
- *Entry Type: IN
- Rate Type: CRRNT
- Exchange Rate: 1.00000000
- *AR Dist: AR
- Revalue Flg:
- Posted:
- Error Code: ACTPD
- Error Info button

 Below this section are 'Payment Terms' (Terms: NET30, Due Date: 02/09/2019), 'Reference Information' (PO Ref, Order No, Contract, SP ID, PO Line, Document, L/C ID, BOL, Line Item, Case No), and '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). At the bottom, there are buttons for 'Save', 'Return to Search', and 'Notify'. A breadcrumb trail at the very bottom reads: 'Group Control | Pending Item 1 | Pending Item 2 | Pending Item 3 | Accounting Entries | Group Action'.

3. View the *Error Code* and 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.

The error message dialog box contains the following text:

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.

OK

4. View the **Accounting Entries** tab to see the ChartFields for the transaction.

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