Review Invoice Errors Inquiry

This guide covers how to run the Review Invoice Errors inquiry. This inquiry displays invoices with certain types of errors that are detected by the Single Action Invoice Process (SAIP) and are omitted from further processing by SAIP. SAIP continues to process any other invoices you have selected to include for processing.

Steps to complete:

- Step 1: View the Warning and Message in SAIP
- Step 2: Review Invoice Errors Search Results

Step 1: View the Warning and Message in SAIP

1. When an invoice has an error of this type, the “BIIVC000” process in the SAIP job will display a Warning.

2. You’ll need to check the Message Log to verify that there is an invoice in error. Click on the process link to display the Process Detail page.

3. Click on the Message Log link.
4. The **Message Log** will indicate the number of bill(s) that were found to contain errors.

5. Click on the **Explain** button and to see more detail. The **Description** will indicate “Review Error by Invoice page for detail of errors”.
Step 2: Review Invoice Errors Search Results

1. Navigate to the Review Invoice Errors page by using one of the options below.

<table>
<thead>
<tr>
<th>Navigation Options</th>
<th>Navigation Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>WorkCenter</td>
<td>Accounting, Billing, Billing WorkCenter, left-menu, Links section, Review Billing Information, Review Invoice Errors.</td>
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</tbody>
</table>

2. At the View Error by Invoice search page, verify the Business Unit and click on the Search button to view invoices with errors for the selected Business Unit.

3. A list of invoices with processing errors will be displayed. Click on the Invoice link and the Review Invoice Errors page displays listing the invoice error.
4. The most common error that occurs is “Missing active Bill To Address”. This error usually means that the Invoice Date is prior to the effective date of the customer record. If you see this error, enter a service desk ticket with the SWIFT Helpdesk.

5. After the error has been cleared, you will rerun the invoice through SAIP.