

Troubleshoot Single Action Invoice Process

This guide covers troubleshooting the Single Action Invoice Process (SAIP). SAIP is a process job that runs many processes. Warnings or errors can happen along several of the processes included in the SAIP job. Below, we provide two options where you can troubleshoot.

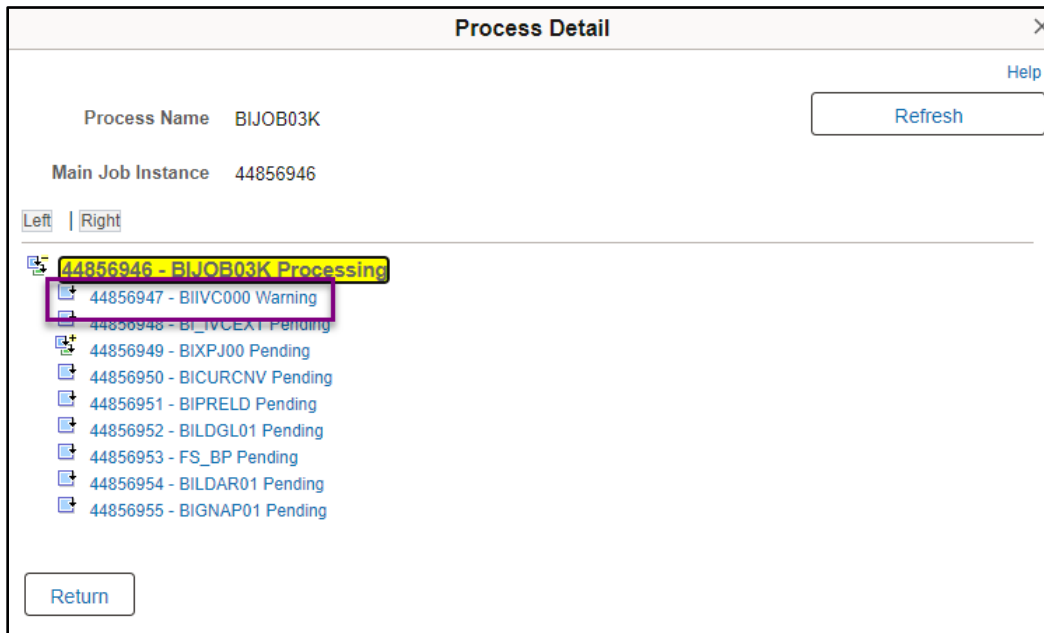
- Option 1: Troubleshoot from the SAIP Process Detail Pages
- Option 2: Troubleshoot from the Bill Summary Pages

Option 1: Troubleshoot from SAIP Process Detail Pages

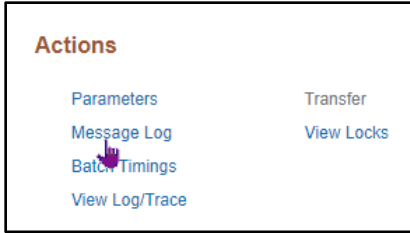
Monitor the Process Detail page for the SAIP job you ran to ensure that all processes complete successfully. If you see “Warning” for a process, refer to the troubleshooting information below.

BIIVC000 – Pre-process & Finalization

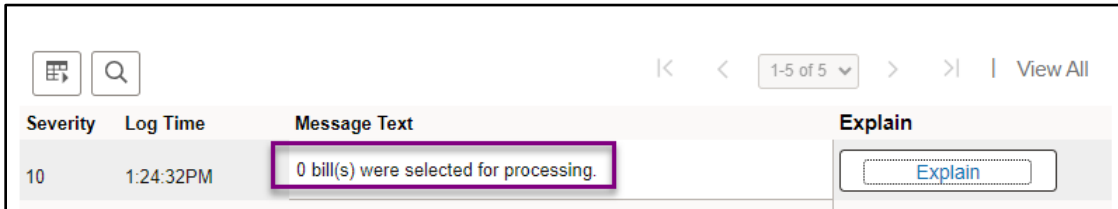
1. A Warning on the BIIVC000 process can be caused by different issues. Select the **BIIVC000** process link to display the Process Detail page.



2. Select the Message Log link.



3. The Message log indicates that “0” bills were selected for processing.



- a. If the invoice is being run a second time to resolve an error, ignore this warning. The bill will continue through the process job.
 - b. If the invoice is being run through SAIP for the first time, the process was unable to pick up the bill matching your criteria. Go back to the Single Action Invoice page and verify that the invoice number is correct. If correct, check the Bill Summary page to ensure that the invoice is set to “RDY,” and/or if it is a credit bill; that it has been approved (see Option 2 for more detail).
4. If the Message log indicates that a bill was found to contain errors, refer to the “[Review Invoice Errors Inquiry](#)” guide. This usually means that the customer record “Effective Date” is later than the Invoice Date.

BIPRELD – Pre-Load or BILDGL01 – Load GL

A warning for the Preload or Load GL processes usually means that a staged accounting error has been encountered. The most common Staged Accounting error is that a bill contains a Project ID that has been closed. Refer to the “[Correct Staged Acctg Errors](#)” guide for assistance.

FS_BP – Budget Check

Refer to the “[Correct Budget Check Errors](#)” guide for assistance with resolving a Budget Check error.

Option 2: Check the Bill Summary Pages

The status of each individual process that is ran by the SAIP job for an invoice can be viewed from the Bill Summary pages, as well as the Approval Status and other indicators of the problem.

1. Navigate to the Bill Summary page using one of the options below.

Navigation Options	Navigation Path
Navigation Collection	Accounting, Billing, Review Billing. The Bill Summary page displays by default.
WorkCenter	Accounting, Billing, Billing WorkCenter, left-menu, Links section, Review Billing Information, Summary.

- From the Bill Summary page, search for the Invoice by entering search criteria and select the **Search** button.
- Select the **Invoice** from the Search Results. The Bill Summary Info page appears.
- Make sure that the Status of the Invoice was set to “RDY” (Ready). If SAIP runs while in a “NEW” status, the invoice will not process.

Problem	Description/Resolution
Invoice Status Not Changed to RDY	Navigate to the Header Info 1 page, verify that the invoice is ready to be processed, change the Status from “NEW” to “RDY” (Ready), select the Save button, and rerun SAIP.

- Next, select the **Bill Summary Info 2** tab to view other status indicators as described below.

Status	Description/Resolution
Pre-Load Status	The status is initially “Pending” and changes to “Done” if SAIP runs the process successfully. If the status indicates “Combo Edit Error”, the process most likely encountered a “Staged Accounting” error. Refer to the “Correct Staged Acctg Errors” guide for instructions.
Budget Check Status	If “Error” appears in the Budget Check Status, refer to the “Correct Budget Check Errors” guide for assistance. This is a common reason for failure. If “Valid” appears, the Budget Check process was successful.
Approval Status	All credit bills require approval. SAIP will not pick up a credit bill that has not been approved. -If the Status indicates “Required”, the approval was not requested. You’ll need to navigate to the Header Info – 1 page for the bill and request approval. -If the approval is required and the Status indicates “Pending”, you’ll need to bring this to the attention of your supervisor or whoever is responsible for approval. After the bill has been approved, rerun SAIP for the invoice.
Invoice Printed	If this is checked, the process was run successfully by SAIP.
Currency Converted	If this is checked, the process was run successfully by SAIP.

Status	Description/Resolution
GL Entries Created	If this is checked, the process was run successfully by SAIP. Like the Preload, Staged Accounting Errors can occur at this point. Refer to the " Correct Staged Acctg Errors " guide for instructions.
AR Pending Items Created	If this is checked, the process was run successfully by SAIP.

[Bill Summary Info](#) **Bill Summary Info 2**

Unit G1001 Invoice 000000620965CR

GL Level BI Creates GL Acct Entries

AR Level Bill Line is AR Open Item

AR Option Use Line for Distribution

Pre-Load Status	Done
Budget Check Status	Error
Approval Status	Approved

Date Bill Added 08/11/2023 9:24AM

Created By 01216140 Moen,Patricia J

Created By Process Adjust Entire Bill

Attach Invoice Image
 VAT Defaults Applied
 Invoice Printed
 EDI Sent
 Currency Converted
 Email Sent
 GL Entries Created
 AR Pending Item Created

Other Problems that may Occur

If you can't identify the problem by reviewing the Bill Summary pages, below are additional problems that may occur:

Problem	Description/Resolution
Batch Standard not Selected	If the "Batch Standard" Posting Action was not selected when running SAIP, the job can run successfully but the invoice will not post to the customer's account in AR. This can be confirmed and fixed in AR by staff that has the appropriate system role. (Refer to the " Set Pending Items to Post " or Groups Not Set to Post guides.)
Customer Inactive	If the customer was made inactive before the invoice was posted in AR, a posting error will result. This can be confirmed and fixed in AR by staff that has the appropriate system role. (Refer to the " Set Pending Items to Post " or Groups Not Set to Post guides.)

Problem	Description/Resolution
Processing Error	It may be that SAIP ran into a processing error and just needs to be rerun. You would rerun the SAIP, making sure that it completes successfully. Refer to the “Run the Single Action Invoice Process” guide for assistance.

If you still can't identify the problem, contact the SWIFT Help Desk for assistance. Be ready to provide helpful information, such as the Invoice number and/or Process Instance Number for the SAIP job you ran. Screenshots are also helpful.