

QUICK REFERENCE GUIDE

November 1, 2019

Troubleshoot Single Action Invoice Process

This guide covers troubleshooting the Single Action Invoice Process (SAIP). Two options are provided depending on if you are monitoring the SAIP process from the *Process Detail* page or if some time has passed and you need to review the *Bill Summary* pages to check on the statuses of SAIP processes for the invoice.

- 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

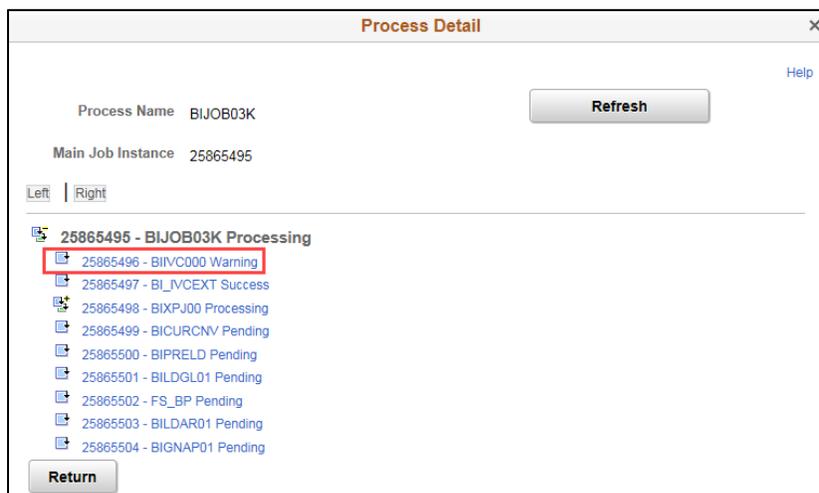
You should monitor the *Process Detail* page for the process you ran to ensure that the processes complete successfully.

If you see a “Warning” for a process, refer to the troubleshooting information below.

BIIVC000 – Pre-process & Finalization

A Warning on the BIIVC000 process can be caused by different issues.

1. Click on the BIIVC000 process link to display the *Process Detail* page.



2. Click on the *Message Log* link.
 - a. If the Message log indicates that “0” bills were selected for processing:
 - If SAIP is being rerun for invoice(s) after resolving an error, you can ignore this warning. The bills will continue to process through.

- If the invoice(s) are being run through SAIP for the first time, the process was unable to select bill(s) matching your criteria. Go back to the *Single Action Invoice* page and verify that the invoice number(s) you entered for processing are correct. If the invoice number(s) are correct, check the *Bill Summary* page to ensure that the invoice(s) were set to “RDY” or the Credit Bill was approved (see Option 2 for more detail).
- b. 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 for the Invoice

The status of each individual job that is ran by the Single Action Invoice Process (SAIP) 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 will display by default.
WorkCenter	Accounting, Billing, Billing WorkCenter, left-menu, Links section, Review Billing Information, Summary.

2. At the *Bill Summary* page, verify the Business Unit, enter the Invoice number and click on the **Search** button.
3. Click on the Invoice number in the **Search Results** section. The *Bill Summary Info* page appears.

Bill Summary Info		Bill Summary Info 2	
Unit	G1001	Invoice	TRN00BUDERR
		Invoice Date	03/08/2019
		Customer	TRN000008 TRAINING
Gross Extended Amount	375.00	Invoice Type	Regular
Total Discounts	0.00	Bill Type	MSC Miscellaneous
Total Surcharges	0.00	Bill Source	ONLINE Online Bill Entry
		Bill Status	INV
Total VAT Amount	0.00	Template	No
Total Taxes	0.00	Consol Hdr	No
		Bill By ID	
Total Invoice Amount	375.00	Invoice Media	Print Copy
Forward Bal	0.00	Due Date	04/07/2019
Paid Amount	0.00		
Total Due	375.00 USD		

- Make sure that the *Status* of the Invoice was set to “RDY” (Ready). If SAIP was run and the *Status* was still “NEW”, the invoice would not be processed. In the example above, the *Status* is “INV” (Invoiced) so this was not the problem.

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

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

Bill Summary Info		Bill Summary Info 2	
Unit	G1001	Invoice	TRN00BUDERR
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	Not Required		
Date Bill Added	03/08/2019 9:49AM		
Created By	01159534	Boehmer, Barbara K	
Created By Process	Standard Billing		

Status	Description/Resolution
Pre-Load Status	The status is initially "Pending" and will change to "Done" if SAIP had run the job 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 the <i>Budget Check Status</i> indicates "Error", refer to the " Correct Budget Check Errors " guide for assistance. This is one of the most common reasons for failure. If the job was successful, the status would indicate "Valid".
Approval Status	All credit bills require approval. SAIP will not pick up on a credit bill that has not been approved. -If the <i>Status</i> indicates "Required", the approval was not requested. You'll need to navigate to the <i>Header Info – 1</i> page for the bill and request approval. -If the approval is required and the <i>Status</i> indicates "Pending", you'll need to bring this to the attention of your supervisor. After the bill has been approved, rerun SAIP for the invoice.
Invoice Printed	If this is checked, the job was run successfully by SAIP.
Currency Converted	If this is checked, the job was run successfully by SAIP.
GL Entries Created	If this is checked, the job 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 job was run successfully by SAIP.

Bill Summary Info

Bill Summary Info 2

Unit G1001 Invoice 00000491266

GL Level BI Creates GL Acct Entries Attach Invoice Image

AR Level Bill Line is AR Open Item VAT Defaults Applied

AR Option Use Line for Distribution Invoice Printed

Pre-Load Status Done EDI Sent

Budget Check Status Error Currency Converted

Approval Status Not Required Email Sent

Date Bill Added 08/21/2018 9:17AM GL Entries Created

Created By 00637298 Anderson-Moser, Brenda A AR Pending Item Created

Created By Process Standard Billing

Go to: [Bill Search](#)

[Header Info 1](#)

[Address](#)

[Copy Address](#)

[Notes](#)

[View Audit Logs](#)

[Return to Search](#)

[Notify](#)

Other Problems that may Occur

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

Problem	Description/Resolution
Batch Standard not Selected	If the "Batch Standard" <i>Posting Action</i> was not set when you ran SAIP, all of the jobs 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.)
Processing Error	It may be that SAIP ran into a processing error and just needs to be rerun. You would rerun the Single Action Invoice process, making sure that it completes successfully. Refer to the " Run the Single Action Invoice Process " guide for assistance.

If you can't identify the problem, contact the SWIFT Help Desk for assistance. Be ready to provide helpful information, such as the Invoice number or *Process Instance Number* for the Single Action Invoice process you ran.