

Handle Errors in Receipts

Agencies create a receipt in the Purchasing Module by selecting a purchase order and pulling its information into a receipt. Once you create a receipt, you may need to update or cancel it for a variety of reasons. You can update or cancel a receipt only if it is not in these statuses: *Moved*, *Matched*, or *Closed*. Cancelling a receipt cannot be reversed.

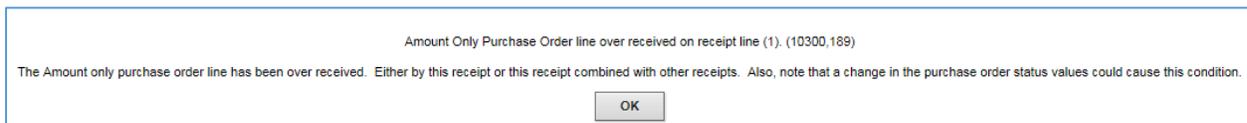
Sometimes when creating or updating receipts, SWIFT displays an error message. This guide lists common error messages in SWIFT's Receipt module and provides possible solutions.

If there are problems with a receipt and you cannot change it in SWIFT, work with the purchase order buyer, accounts payable representative, inventory representative or assets management representative to resolve the issue. Call the SWIFT Help Desk if you have further questions.

Common Errors with Purchase Order Receipts

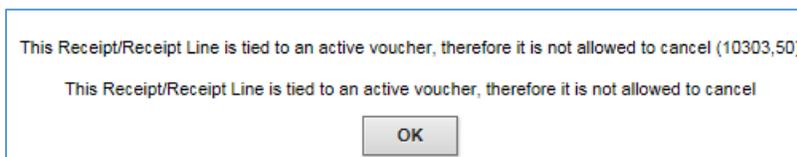
1. Over Received

This error message occurs when the receipt amount is larger than the purchase order amount. Either reduce the receipt amount or increase the purchase order receipt amount.



2. Active Voucher

This error message occurs when you are trying to cancel a receipt that SWIFT already processed for payment. If SWIFT fully processed the payment, you cannot cancel the receipt. If your agency created a voucher and has not processed it yet, you can delete the voucher and then cancel the receipt.



3. Fully Received an Item in Error

There are times when a staff person fully receipts an item in error. Cancel the receipt and re-receipt the item.

You have successfully reviewed how to handle common errors with purchase order receipts.