OMNI AR/Billing: Unpaid Internal Invoices AP Pre & Post-Check Cheat Sheet

Detailed Business Process Guides - AP02

Use this tutorial to understand how to avoid and correct internal bills failing during AP due to various common issues.

This tutorial answers these key questions:

<div style="text-align:center;">

How can I prevent my invoice from failing in AP?
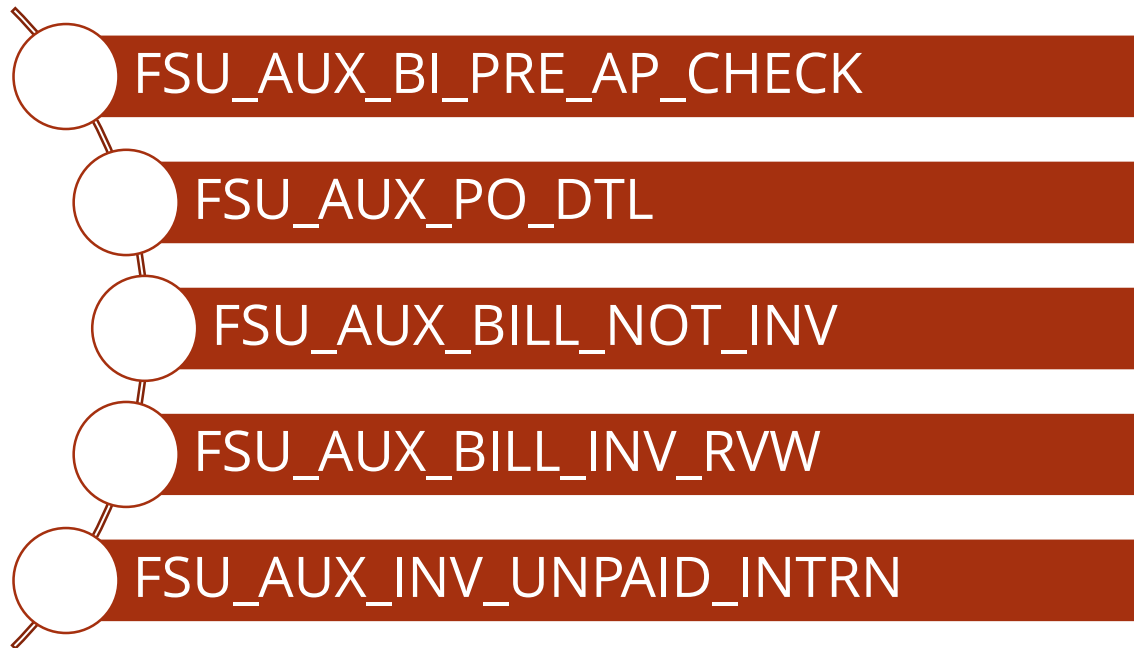
Why did my invoice fail in AP?

</div>

This document includes an overview, key queries, helpful hints & reminders, and a Bill Issue Troubleshooting Guide.

Overview

To ensure payment can be processed for internal auxiliary invoices, check key data elements at the following stages:

Check before good/ service provided	Check at billing entry/ upload	Check before bill cycle	Remainder are Unpaid Internals

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Queries Involved in this Process

FSU_AUX_BI_PRE_AP_CHECK

FSU_AUX_PO_DTL

FSU_AUX_BILL_NOT_INV

FSU_AUX_BILL_INV_RVW

FSU_AUX_INV_UNPAID_INTRN

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Steps to perform a Pre-AP Check:

1. Load billing data and review for accuracy against sales records or source data.
2. As soon as the data is entered and again before the bill cycle, run query **FSU_AUX_BI_PRE_AP_CHECK** and filter by the "Source" column to show only your data by Bill Source.
3. Review Columns B-N for invoice lines containing an "x."
4. Review the data and compare to the Troubleshooting Guide below to resolve any and all issues and to understand which columns are resolved by the auxiliary and which columns are resolved by the Controller's Office.
5. Correct the bills by navigating to the bill and making the necessary changes. Save.(See ABILL8-Review and Edit a Bill for more info).
6. Repeat as necessary until no x's remain, until all remaining x's are confirmed ok by Auxiliary Accounting, or all x's or remain only in columns managed by Auxiliary Accounting per the below Troubleshooting Guide.

Notes about the Pre-AP Check Query (FSU_AUX_BI_PRE_AP_CHECK):

- This query shows bills in all statuses that are eligible to be sent to AP if invoiced (NEW, RDY, HLD, QUO for internal customers).
- This query also shows invoiced (INV) bills not yet sent to AP, but you should not normally see this status because you should not invoice bills for internal customers yourself.
- This query does not include bills in CAN (canceled) status, because we assume these invoices have been abandoned.
- This includes bills in TMR status (waiting on SRA approval) although you shouldn't change them until SRA has approved without communicating with SRA.
  - **When changing a bill that is charging a sponsored project, the only fields you should edit are**:
    - Customer ID
    - Notes
    - Revenue Distribution (eg, your selling auxiliary department, fund, and account code).
  - If you edit a bill that was approved by SRA, they will receive a result on a daily audit query, so be prepared to answer questions about your activity.
  - If a bill is charging the wrong project and you need to change the PO and line after SRA has approved it, cancel the bill and start again.
    - If this happens frequently, consider: is the PO requirement truly being enforced as required by FSU by your auxiliary staff?

Hints & Reminders

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It is possible that an invoice could fail due to more than one error.

- Always check for multiple errors.

There are some things even the Pre-AP check can't find

- Inaccurate or nonexistent PO lines
- Look at your data!

Ensure the credit bill fails in AP

- If crediting and rebilling an unpaid internal, Ensure the credit bill fails in AP by changing the PO reference on the billing line(s) (line info 2) to "PO deleted intentionally"

If the error occurs on a bill/invoice related to a contract, ensure the mistake is fixed on the contract too.

- Otherwise you'll just keep fixing this mistake.

Use columns R-T on the Unpaid Internals query to ensure you've not already created the required credit/rebill.

- Check here to see if you've already taken action to resolve the issue.
- Once the item is invoiced and matched in AR, it will fall off the query – but checking columns R-T is a good way to verify in the meantime whether you've taken action to correct.
- Don't correct any credits pending but not deleted in AP.

If you've tried to review the issue and can't figure it out, contact ctl-auxiliaryaccounting@fsu.edu.

- We are here to help you!

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Bill Issue Troubleshooting Guide

Error Type	Prevention Pre-AP	Correction Post-AP
Bill is for Wrong Customer or PO is not for the referenced customer **Column B: "Mismatch Cust Dpt PO Dpt Flag"**	Use the Name 2 and Customer Group fields to verify that you have the right customer at the time you create the bill. Selling Auxiliary resolves this issue.	Credit/Rebill the entire bill and choose correct customer when rebilling.
Bank account errors or inactive customer error **Columns C and E: "Wrong Bank Acct Flag" or "Bank Acct Issue" flag**	Contact Auxiliary Accounting for resolution steps. Auxiliary Accounting usually resolves this issue, but you should be aware if any of your bills have triggered this flag.	Credit/Rebill the Entire Bill. Ensure Auxiliary Accounting has resolved the error prior to taking this step.
Quantity x Unit Amount does not equal Net Amount (and difference is greater than $0.01) **Column D: "Qty*Unit_Amt not =Net_Amt Flag"**	Correct issue on offending billing lines. Usually this is an upload error as the system calculates net amount during manual entry. Any amount greater than $0.01 will fail. Selling Auxiliary resolves this issue.	Credit/Rebill the offending lines, or if all bill lines are in error, Credit/Rebill the entire bill. Ensure the error does not persist on the rebill.
Billing Supplier (Billing Specialist) and PO Supplier do not match **Column F: "BI Supplier vs. PO Supplier Flg"**	The source of the billing does not match the vendor/supplier. E.g, biller is Medicine, but PO is for Copier. Check that proper Billing Specialist value was used. Check that PO applies to the appropriate vendor, and correct as appropriate. Selling Auxiliary resolves this issue.	Credit/Rebill the offending lines, or if all bill lines are in error, Credit/Rebill the entire bill. Ensure the error does not persist on the rebill.
PO Status is anything but "Dispatched." **Column G: "PO Not = to Dispatched?"**	If status is "Closed" or "Complete," contact buying department for alternative PO. If status is "Approved," work with Auxiliary Accounting to resolve the budget issue with the buying department.	Credit/Rebill the entire bill and choose valid, dispatched PO when rebilling.

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	When issue is resolved, change the PO on the Bill Header/Bill Lines if needed (if budget error, can usually be left unchanged). Selling Auxiliary resolves the issue if the PO was closed or complete; Auxiliary Accounting works with buying department to resolve the issue if "Approved."	
PO Line Status is not "Open" **Column H: "PO Line Status Not = Open"**	Contact Auxiliary Accounting for resolution steps. Auxiliary Accounting usually resolves this issue, but you should be aware if any of your bills have triggered this flag.	Credit/Rebill the Entire Bill. Ensure Auxiliary Accounting has resolved the error prior to taking this step.
The Customer is not active **Column I: "Customer Inactive?"**	Contact Auxiliary Accounting for resolution steps, which may include reactivating the customer. Auxiliary Accounting usually resolves this issue, but you should be aware if any of your bills have triggered this flag and take steps to see if another customer is more appropriate.	Credit/Rebill the Entire Bill. Ensure Auxiliary Accounting has resolved the error prior to taking this step.
PO line unit of measure is not "Each." **Column J: "PO Line UOM Not EA?"**	Contact Auxiliary Accounting for resolution steps. Auxiliary Accounting resolves this issue. *note: after 7/1/2017, this should not be an issue due to changed business processes. Business processes changed to include review of PO's with "each" on 1/1/2017, but for PO's entered before 1/1/2017, this is an ongoing issue through FY2017.*	Credit/Rebill the entire bill and ensure PO line of measure is "Each" with the help of Auxiliary Accounting. This does not always cause an issue in AP but is dependent on AP changing the UOM on the voucher.
Bill Line unit of measure is not "Each." **Column K: "Bill Line UOM not EA?"**	Correct the billing line unit of measure to EA. The Selling Auxiliary resolves this issue.	Credit/rebill the offending lines and ensure error does not persist on the rebill.
PO and PO Line are not correct or present on Bill Line, or PO at header does not equal PO on line.	Verify that your bill lines each reflect a valid PO/PO line by comparing FSU_AUX_PO_DTL results to FSU_AUX_BI_PRE_AP_CHECK or FSU_AUX_BILL_INV_RVW. Contact customer and obtain correct information	Credit/Rebill the offending lines, or if all bill lines are in error, Credit/Rebill the entire bill. Ensure PO/PO line is referenced correctly on all rebill lines (Line Info 2).

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Column L: "HDR PO REF not = Line PO REF"	if what they provided is not correct, or edit PO/PO line if the PO was entered correctly. Check for typos, too many zeros, not enough digits, etc. Sometimes, departments accidentally provide the requisition ID. The Selling Auxiliary resolves this issue.	
Bill is set to print not to email the customer. **Column M: "Set to Email? (A)?"**	All bills should show an "A" in this column. Contact Auxiliary Accounting for resolution steps. Auxiliary Accounting usually resolves this issue, but you should be aware if any of your bills have triggered this flag.* *Except OBS. OBS should review and resolve this issue per their processes.*	Manually email the invoice to the customer, and ensure error does not persist on future bills.
Project Status is "C" for "Closed" **Column N: "Proj. Contr. Status-not CLOSED"**	Review and ensure this column contains no values containing "CLOSED". If there is an error, contact the department to find another PO to charge. There is no way to charge a project that has been closed. Usually, you will not encounter this issue. The Selling Auxiliary resolves this issue with help from Auxiliary Accounting if needed.	Credit/rebill the entire bill, charging the new PO on the rebill.

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