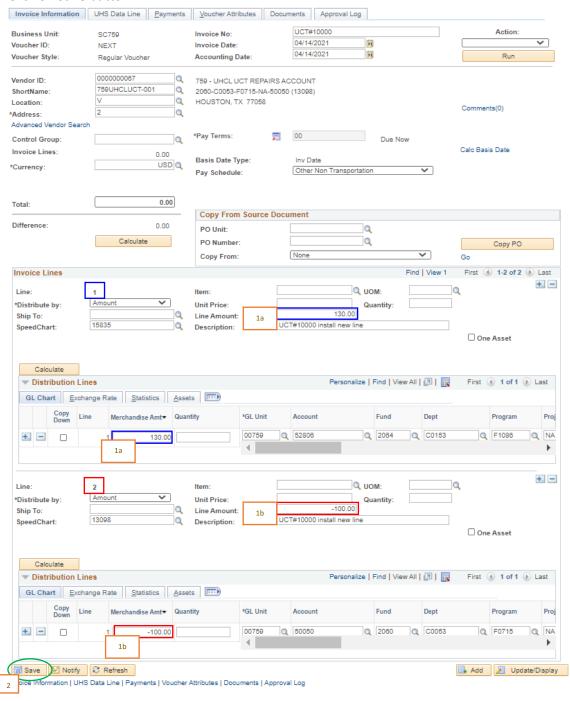


Common Errors and How to Fix Them

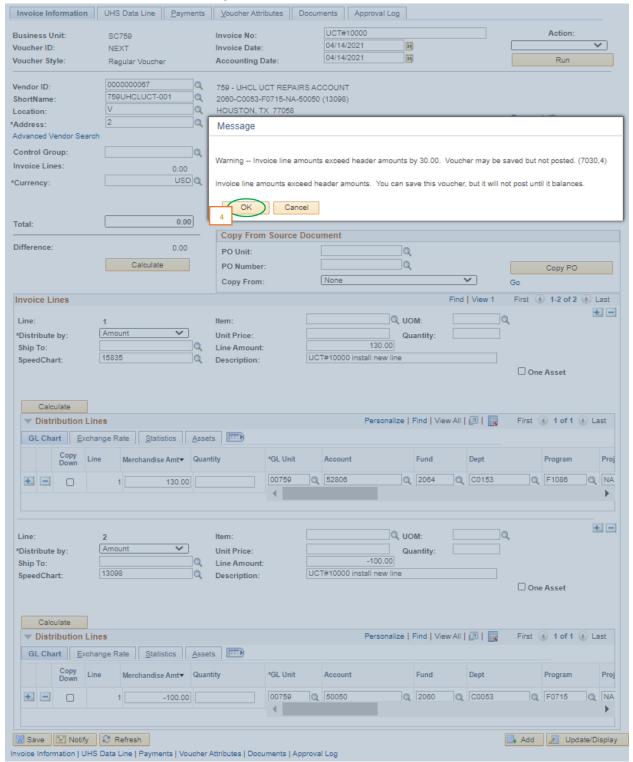
Sum Invoice Line 1 Amount and Invoice Line 2 Amount is not zero.

- 1. For the example below, (1a) *Invoice Line 1* has *Line Amount* and *Merchandise Amount* of \$130 while (1b) *Invoice Line 2* has *Line Amount* and *Merchandise Amount* of \$100.
- 2. Click on Save button.



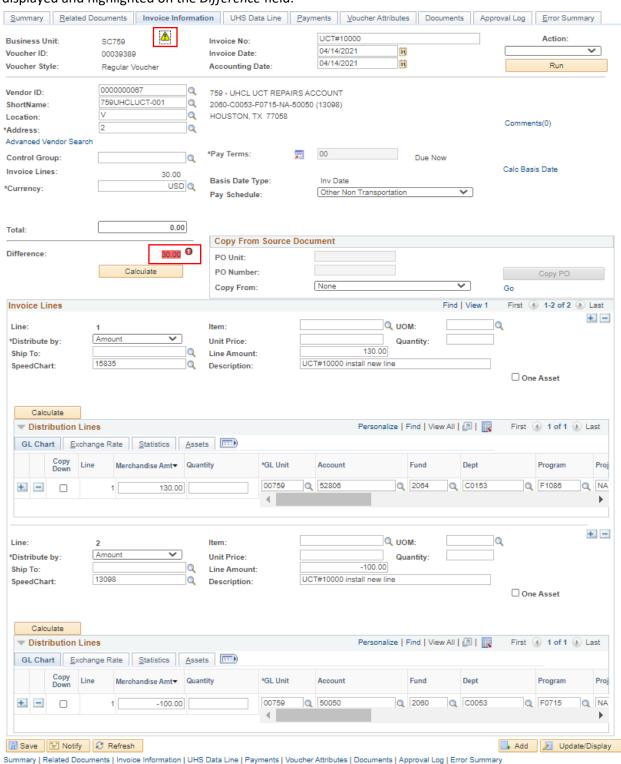


- 3. Upon saving, a warning message pops up because of the lines not balanced.
- 4. Click on **OK** button to continue saving the voucher.



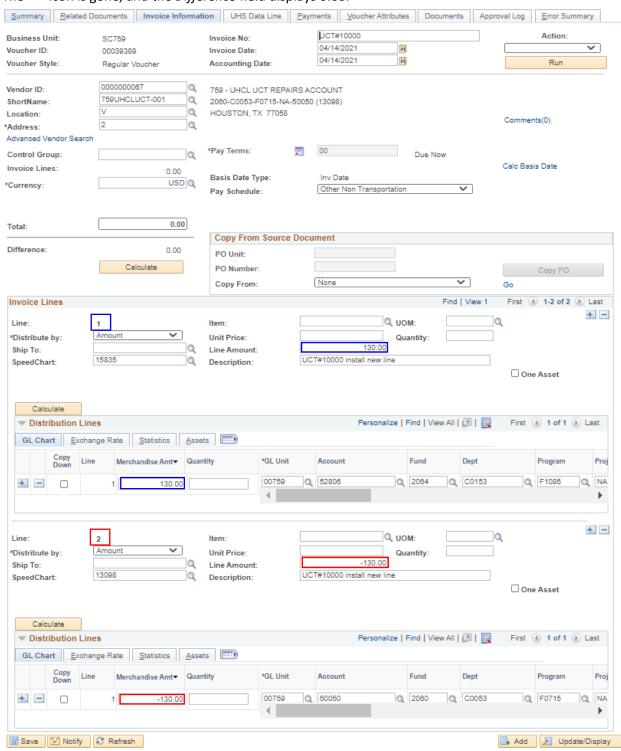


5. Once the voucher is saved, the ¹ icon appears by the *Voucher ID*, and the **discrepancy** is displayed and highlighted on the *Difference* field.





- 6. Fix the amounts, and save the voucher.
- 7. The ^Δ icon is gone, and the *Difference* field displays **0.00**.

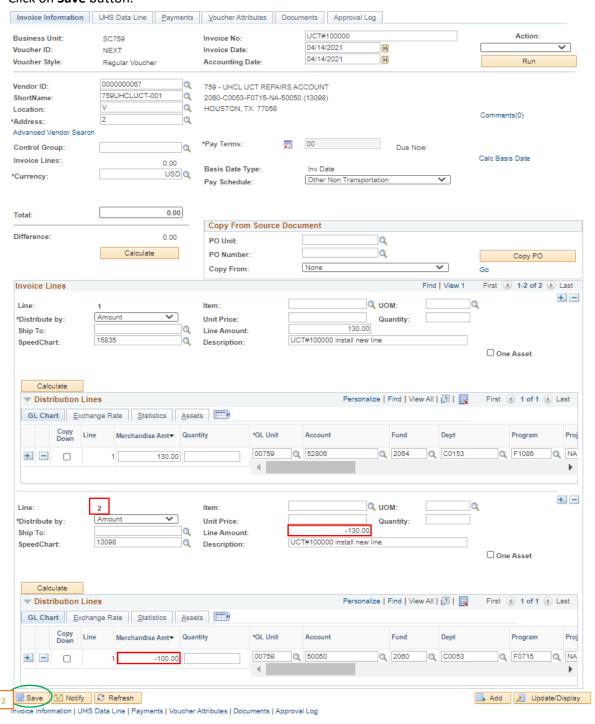


Summary | Related Documents | Invoice Information | UHS Data Line | Payments | Voucher Attributes | Documents | Approval Log | Error Summary



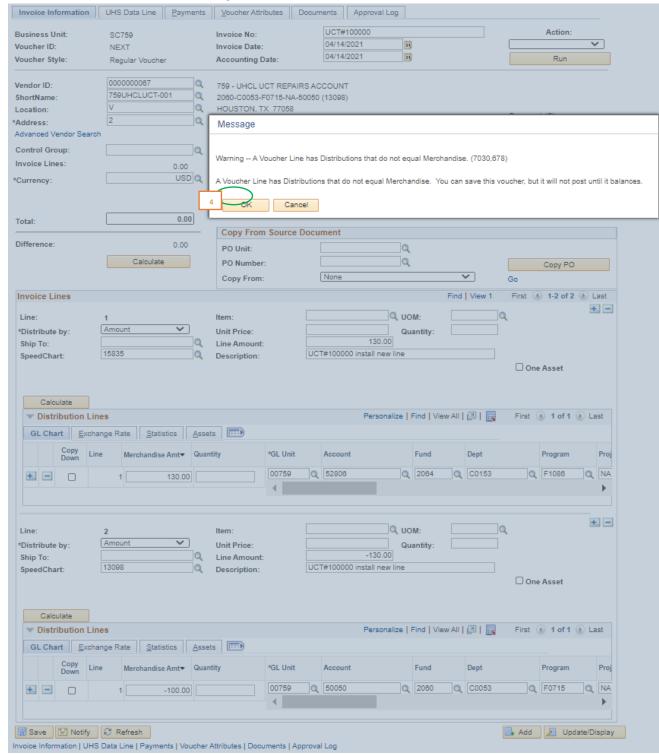
Distribution Line Amount OR Sum of Distribution Line Amounts (if more than one) is not equal to the corresponding Invoice Line Amount.

- 1. For the example below, *Invoice Line 2* has *Line Amount* of \$-130 and *Merchandise Amount* of \$-100.
- 2. Click on Save button.



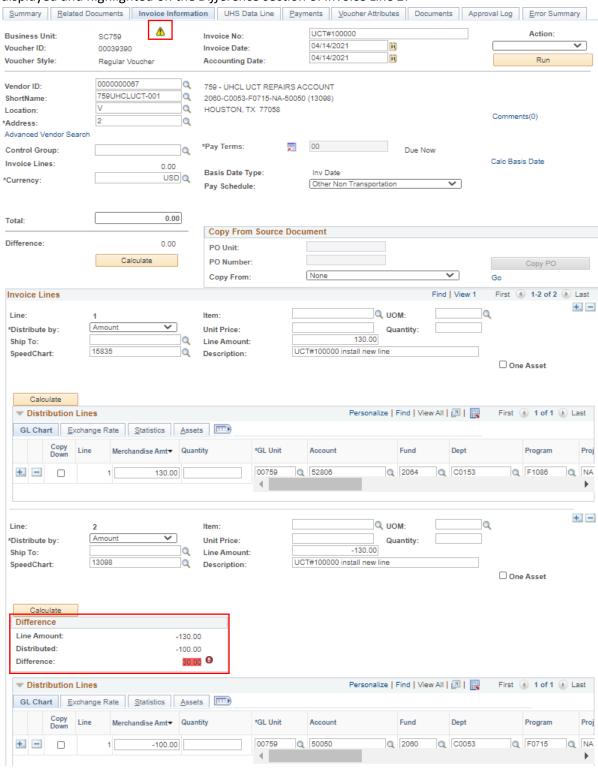


- 3. Upon saving, a warning message pops up because of the lines not balanced.
- 4. Click on **OK** button to continue saving the voucher.



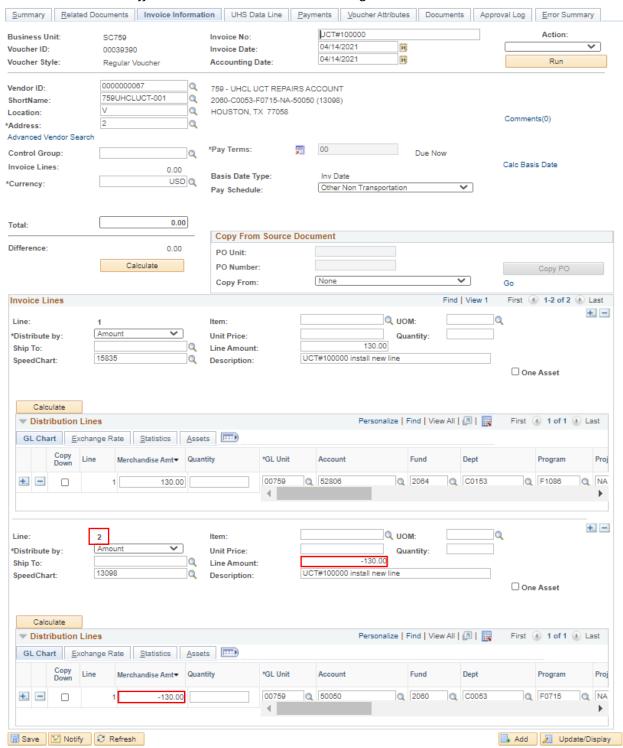


5. Once the voucher is saved, the <u>hearth icon appears</u> by the *Voucher ID*, and the **discrepancy** is displayed and highlighted on the *Difference* section of *Invoice Line 2*.





- 6. Fix the amounts, and save the voucher.
- 7. The higher icon and the Difference section of Invoice Line 2 are gone.



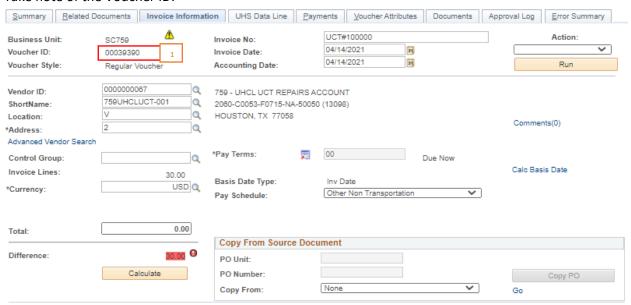
Summary | Related Documents | Invoice Information | UHS Data Line | Payments | Voucher Attributes | Documents | Approval Log | Error Summary



In some cases, the warning message would still appear upon saving even after fixing the amounts.

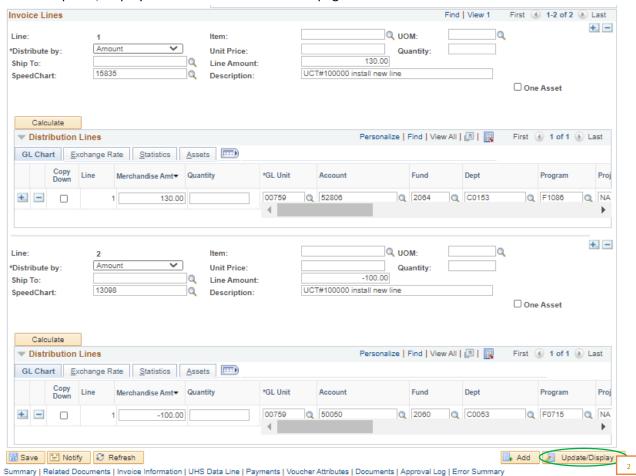
For this scenario,

1. Take note of the Voucher ID.





2. Click on Update/Display button at the bottom of the page.





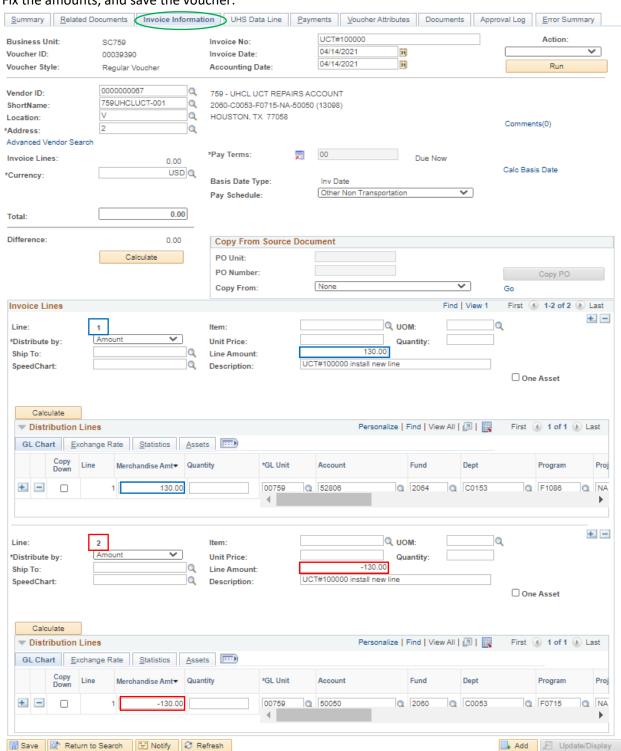
- 3. On the Find an Existing Value tab, enter the Business Unit and Voucher ID.
- 4. Click on the Search button.

Voucher

Enter any information you have and click Search. Leave fields blank for a list of all values. Find an Existing Value Add a New Value Search Criteria SC759 Business Unit: = 🗸 Voucher ID: begins with 💙 00039390 Invoice Number: begins with 💙 Invoice Date: ~ 21 Short Vendor Name: begins with > Vendor ID: begins with 💙 Q Name 1: begins with 🗸 ~ Voucher Style: ~ Related Voucher: begins with 🗸 Entry Status: ~ Voucher Source: Case Sensitive Basic Search War Save Search Criteria



- 5. Go to Invoice Information tab.
- 6. Fix the amounts, and save the voucher.



Summary | Related Documents | Invoice Information | UHS Data Line | Payments | Voucher Attributes | Documents | Approval Log | Error Summary