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INTRODUCTION

Occasionally, you may encounter an error when running the Billing Interface Process. The errors have been seen when processing BUS transactions and the End-of-Month Local Revenue Disbursement. These errors will be listed in the Message Log after running the Billing Interface Process to SUCCESS. In order to catch these issues before bills are finalized (Single-Action Invoice process), it should become common practice to review the Details and Message Log each time the process is run. *All Interface errors MUST BE FIXED BEFORE you can move forward.*

Identifying Billing Interface Errors

After running the *Billing Interface* (AOC_BIIF0001) process:

1. The *Process List* page of the Process Monitor will display.
    a. Click the Details link for the BIIF0001 process.
    b. Click the Message Log link on the Process Detail page.
       *NOTE: There will be a number for **Transactions in Error:** listed in the Message Log. Take note of the number of errors.*

Process List								
Select	Instance	Seq.	Process Type	Process Name	User	Run Date/Time	Run Status	Distribution Status	Details
☐	21950		Application Engine	BIIF0001	MICHELLE.KARCZESKI	09/10/2013 1:28:30PM EDT	Success	Posted	Details
☐	21949		Application Engine	AOC_PYMNT_IN	MICHELLE.KARCZESKI	09/10/2013 1:09:39PM EDT	Success	Posted	Details
☐	21948		Application Engine	AOC_PYMNT_IN	MICHELLE.KARCZESKI	09/10/2013 12:40:53PM EDT	Success	Posted	Details

Message Log

Process		
Instance:	21950	Type: Application Engine
Name:	BIIF0001	Description: Billing Interface

Severity	Log Time	Message Text	Explain
10	1:28:41PM	BI Interface was started: 330 To: 330 Option: ALL	Explain
10	1:28:59PM	Transactions in Error: 1	Explain
10	1:28:59PM	New Bill Headers Created: 3	Explain
10	1:28:59PM	New Bill Lines Created: 11	Explain
	1:29:08PM	Published message with ID 7f77ebd0-1a3e-11e3-8eaf-c2355a05abc4 to create entry in folder GENERAL.	Explain
	1:29:08PM	Successfully posted generated files to the report repository	Explain

Return

Section 1: Billing Interface Errors from the BUS:

The goal is for the Unit Price and Gross Extended amounts on the PS_INTFC_BI tab to match the total configured amount for the Distribution Codes on the PS_INTFC_BI_AEDS tab. There are two common errors seen on bills from the BUS – *Fixed Amount Allocations* and *Percentage Allocations*. Both scenarios are discussed in this section with instructions for identifying, correcting and verifying.

*NOTE: The following represents Billing Interface errors seen from BUS data. Should you have a different type of error than explained below **contact the JIS Helpdesk.***

Correcting Billing Interface Errors

Scenario 1: Fixed Allocation Charge Code Error

Typically this issue occurs when the cashier rings two payments for a single Fixed Amount charge item. Whether the cash register ring is for two different methods of payments or for the same method of payment, the error will occur. In this example, because of this the bill has created two bill lines, one for $10.00 and one for $5.00 rather than one $15.00 bill line.

NAVIGATION: *Main Menu > Billing > Interface Transactions > Correct Interface Errors*

1. The *Review Interface - Errors* page will display.
    a. Enter the **Interface ID** and/or **Business Unit** you are working with.
    b. Click the **Search** button.
        i. The **Search Results** will return a list of errors for the Business Unit or Interface ID.
    c. Select the first item listed in the **Search Results**.

Review Interface - Errors

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Search Criteria

Interface ID:	=	
Interface Line Number:	=	
Transaction Type:	=	
Transaction Type Seq:	=	
Error Status:	=	
Business Unit:	begins with	JUD12
Customer:	begins with	
Bill Source:	begins with	
Bill Type Identifier:	begins with	

Search   Clear   Basic Search   Save Search Criteria

Search Results

View All

Interface ID	Interface Line Number	Transaction Type	Transaction Type Seq	Error Status	Business Unit	Customer	Bill Source	Bill Type Identifier
1430	547	Charge	1	Inv Acctng	JUD12	JUD12	REGISTER	BUS
1430	548	Charge	1	Inv Acctng	JUD12	JUD12	REGISTER	BUS

2. Two tabs will display – **PS_INTFC_BI** and **PS_INTFC_BI_AEDS**.
   a. On the **PS_INTFC_BI** tab, the header information contains the **Load Status** and will provide some insight as to the problem.
   For Example: If the Load Status reads: ERR   0520   Acct<>100%, 0% or GrossExt - this means an error is being caused by the Allocation percentages because they do not add up to 100%.

There are many fields of information listed below the header of the item record

   b. On the **PS_INTFC_BI** tab on the *Correct Interface Errors* page.
      i. Locate the **Identifier:** field to see the Charge Code (scroll about mid-way down through the left column).
      ii. Locate the **Unit Price:** field a few fields below the Identifier to see the item amount. Modify the amount to equal the full charge code amount. In this example, the amount should be changed to $15.00.
      iii. Locate the **Gross Extended:** field farther down the left column. This should match the Unit Price field. Modify the amount to equal the full charge code amount. In this example, the amount should be changed to $15.00.
      iv. Locate the **Contract:** field to see the Receipt/Transaction ID.

*NOTE: If you do **not** know the Charge Code allocation strategy for this Charge Code (ex. CCS-183) continue here for instructions to look up the Charge Code allocation in GEARS. If you are familiar with this information, skip to step 2.c below.*

Click the *New Window* link at the top right of the page to navigate to the Charge Code setup.

NAVIGATION: *Main Menu > Set Up Financials/Supply Chain > Product Related > Billing > Setup > Charge Code*

Enter the **SetID** as your JUD## and the **Billing Charge ID**, (i.e. CCS-183).

Charge Code

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

▽ Search Criteria

SetID:	= ▼	JUD12 🔍
Billing Currency:	begins with ▼	🔍
Billing Charge ID:	begins with ▼	CCS-183
Description:	begins with ▼	

☐ Case Sensitive

[Search] [Clear] Basic Search 💾 Save Search Criteria

The example below is a "Fixed Amount" $15.00 Charge Code split between two Distribution Codes.

Charge Code	Charge Code 2

SetID:	JUD12	Currency:	USD	Charge ID:	CCS-183

Charge Code Find | View All First ◀ 1 of 1 ▶ Last

Effective Date:	01/01/1951	Status:	Active	
Unit of Measure:	EA	List Price:		
Description:	Plat Fee - Subdivision			
Long Description:	Plat Fee - Subdivision			
Revenue Distribution Code:		Revenue Recognition Basis:	Invoice Date	
Bill Type Identifier:	OTH	Local Disbursement:	☐	
Tax Group:		Transaction Type:	Billing and Payment	
VAT Group:		Transaction Sub Type:		

Revenue Codes Personalize | Find | 🔲 | 🏼 First ◀ 1-2 of 2 ▶ Last

Line	Distribution Code	Description	Allocation Basis	Fixed Amount
1	R120105466	R120105466	Fixed Amount	12.50
2	R122309593	R122309593	Fixed Amount	2.50

c. On the *PS_INTFC_BI_AEDS* tab, the configuration information for the Charge Code itself is referenced.

    i. Use the scroll bar to review the ***Amount*** values. Each line will reference the **Distribution Code** split, which shows the Revenue(R) PCA/Object combination for that portion of the accounting allocation entry along with other reference values.

    ii. Confirm the configuration information on this page matches the allocation strategy from the Charge Code setup. In this example, there should be two rows, one for 2.50 and the other for 12.50, which equal the total Unit Price and Gross Extended amounts of $15.00

    iii. Click the **Save** button to save corrections to the record, then click the **Next in List** button to display the next error record in the list.

d. Click the trash can icon 🗑 in the upper right of the *PS_INTFC_BI* tab header to delete this error line. This error line is the second part of the split but can be deleted since the first split amount corrected the Identifier (Charge Code) completely.

Scenario 2: Percentage Allocation Charge Code Error

Modifications to the Gross Extended, Unit Price and/or Percentage Allocation Amount fields may have to be made by taking into consideration the amount collected on the original transaction receipt. The error is typically a result of a one or two cent rounding issue and the amounts on the PS_INTFC_BI_AEDS tab will need to be modified.

NAVIGATION: *Main Menu > Billing > Interface Transactions > Correct Interface Errors*

1. The *Review Interface - Errors* page will display.
   a. Enter the **Interface ID** and/or **Business Unit** you are working with.
   b. Click the **Search** button.
      i. The **Search Results** will return a list of errors for review.

2. Two tabs will display – *PS_INTFC_BI* and *PS_INTFC_BI_AEDS*.
   a. On the *PS_INTFC_BI* tab, the header information contains the **Load Status** and will provide some insight as to the problem.
      For Example: If the Load Status reads: ERR 0520 Acct<>100%, 0% or GrossExt - this means an error is being caused by the Allocation percentages because they do not add up to 100%. This is commonly due to a rounding issue.

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There are many fields of information listed below the header of the item record

    i.   Locate the **Identifier:** field to see the Charge Code (scroll about mid-way down through the left column).

    ii.   Locate and confirm the **Unit Price** and **Gross Extended** amount fields are the same as your receipt total.

Line Type:	REV
Identifier:	CCS-5010
Description:	
Unit of Measure:	EA
Quantity:	1.0000
Original Quantity:	
Unit Price:	187.5000
List Price:	
Price Promotion Code:	
Merchandising Type:	
Tax Code:	
Exemption Certificate:	
Tax Exempt Flag:	
Exempt Reason Code:	
Job Number:	
BI Tax Timing:	
Customer Group:	
VAT Transaction Type:	
VAT Code:	
VAT Applicability:	
Identifier VAT Group:	
Identifier SetID:	
Intrastat Transaction Flag:	N
Table Identifier:	ID
Ship From Location:	
Order Acceptance:	
Order Origin:	
Store Location:	
Title Passage:	
Tax Group:	
Tax User Area:	
Transaction Type:	
Transaction Sub Type:	
Net Extended Amt:	
Gross Extended:	187.50

NOTE: *If you do **not** know the Charge Code allocation strategy for this Charge Code (ex. CCS-5010) continue here for instructions to look up the Charge Code allocation in GEARS. If you are familiar with this information, skip to step 2.c below.*

Click the *New Window* link at the top right of the page to navigate to the Charge Code setup.

NAVIGATION: *Main Menu > Set Up Financials/Supply Chain > Product Related > Billing Setup > Charge Code*

Enter the **SetID** as your JUD## and the **Billing Charge ID**, (i.e. CCS-5010).

NOTE: *This example is a "Percentage Allocation" Charge Code split 3%, 5% and 92% between three Distribution Codes.*

b. On the *PS_INTFC_BI_AEDS* tab, the configuration information for the Charge Code itself is referenced.

   i. Use the scroll bar to review the **Amount and Percent** values. Each line will reference the **Distribution Code** split, which shows the Revenue(R) PCA/Object combination for that portion of the accounting allocation entry along with other reference values.

   ii. Confirm the configuration information and **compare against your original transaction receipt.**

      1. Total the **Amount** fields to ensure they equal the **Unit Price** and **Gross Extended**.

         • In this example, %5.63 + $9.38 + $172.50 = $187.51, exceeds the Unit Price and Gross Extended amounts by 1 cent.

iii. Use the receipt amount as the combined amount and correct the **Amount** field of the largest dollar amount. *Make sure all the distribution amounts equal the receipt amount, and now equal the Unit Price and Gross Extended Amount fields from the first tab.*
- In this example, the $172.50 would be modified to $172.49, since it is the largest amount.

iv. Click the **Save** button to save changes.

Verify Interface Error Corrections

NAVIGATION: *Main Menu > Billing > Interface Transactions > Process Billing Interface*

1. Re-run the Billing Interface to process the corrected records.
   a. Make sure you are using the same Interface ID that had the error.
   b. The number of Transactions in Errors in the Message Log should be zero.

Proceed with the normal process: Run the FAR, Change the Status of Bills and Run Single Action Invoice to finalize all transactions.

End of Billing Interface Correction Process for Errors from the BUS.

Section 2: Billing Interface Errors from End-of-Month Local Revenue Disbursements:

The goal is for the Unit Price and Gross Extended amounts on the PS_INTFC_BI tab to match the total configured amount for the Distribution Codes on the PS_INTFC_BI_AEDS tab. The common error seen on bills from the EOM Local Revenue Disbursement process is due to rounding (where there are more than two numbers to the right of the decimal) in the Unit Price field; this causes the amounts to differ.

*NOTE: The following represents Billing Interface errors seen from EOM Local Rev. Disbursement data. Should you have a different type of error than explained below **Contact the JIS Helpdesk.***

Correcting Billing Interface Errors in Billing from End-of-Month Local Revenue Disbursements

Scenario 1: Percentage Allocation Charge Code Error

Modifications to the Gross Extended, Unit Price and/or Percentage Allocation Amount fields may have to be made.

NAVIGATION: Main Menu > Billing > Interface Transactions > Correct Interface Errors

1. The *Review Interface - Errors* page will display.
   a. Enter the **Interface ID** and/or **Business Unit** you are working with.
   b. Click the **Search** button.
      i. The **Search Results** will return a list of errors for review.
   c. Select the item you wish to correct from the Search Results list.

2. Two tabs will display – **PS_INTFC_BI** and **PS_INTFC_BI_AEDS**.
   a. On the **PS_INTFC_BI** tab, the header information contains the **Load Status** and will provide some insight as to the problem.
      For Example: If the Load Status reads: ERR 0520 Acct<>100%, 0% or GrossExt - this means an error is being caused by the Allocation percentages because they do not add up to 100%. This is commonly due to a 1 cent rounding issue.

   b. While on the **PS_INTFC_BI** tab, locate the following fields.
      i. Locate the **Unit Price:** field a few fields below the Identifier to see the item amount.
      ii. Locate the **Gross Extended:** field farther down the left column. This should match the Unit Price field.

Note: The Unit Price should have rounded to -3795.92 and the Gross Extended is -3795.93.

---

      iii. Modify either the **Unit Price** or **Gross Extended** amounts to equal the same amount with only 2 places to the right of decimal.

```
Unit Price:                          (-3795.92)
List Price:
Price Promotion Code:
Merchandising Type:
Tax Code:                                        🔍
Exemption Certificate:.                          🔍
Tax Exempt Flag:                      ☐
Exempt Reason Code:                  🔍
Job Number:
BI Tax Timing:
Customer Group:
VAT Transaction Type:                🔍
VAT Code:                            🔍
VAT Applicability:                   🔍
Identifier VAT Group:
Identifier SetID:                    🔍
Intrastat Transaction Flag:  N
Table Identifier:
Ship From Location:                  🔍
Order Acceptance:                    🔍
Order Origin:                        🔍
Store Location:
Title Passage:                       🔍
Tax Group:
Tax User Area:
Transaction Type:                    🔍
Transaction Sub Type:               🔍
Net Extended Amt:
Gross Extended:              (-3795.92)
```

c. On the **PS_INTFC_BI_AEDS** tab, the configuration information for the Charge Code itself is referenced.

   i. Use the scroll bar to review the value in the **Amount** field.

PS_INTFC_BI	PS_INTFC_BI_AEDS					

Interface ID: 2923   **Line Number:** 148   **Business Unit:** JUD13   **Process Instance:** 151928

Accounting and Discount/Surcharge Entries Personalize | Find | 🔲 | 🔢   First ◀ 1 of 1 ▶ Last

Transaction Type	Seq Num	Type	Distribution Code	Deferred Distribution Code	Discount/Surcharge Level	Discount/Surcharge	Discount Surcharge ID	Descrip
AE	1	Recogniz ▾	D132709511 🔍	🔍		▾	🔍	

◀   III   ▶

💾 Save   🔍 Return to Search   📄 Previous in List   📄 Next in List   📧 Notify

PS_INTFC_BI | PS_INTFC_BI_AEDS

   ii. Make sure the **Amount** value equals the same amounts you corrected in the **Unit Price** and **Gross Extended** fields. If not, adjust this field to change the cents if necessary. *(All three field amounts must be the same.)*

   iii. Click the **Save** button to save changes.

Verify Interface Error Corrections

NAVIGATION: *Main Menu > Billing > Interface Transactions > Process Billing Interface*

1. Re-run the Billing Interface to process the corrected records.
    a. Make sure you are using the same Interface ID that had the error.
    b. The number of Transactions in Errors in the Message Log should be zero.

Proceed with the normal EOM process: Run the Disbursement Reports, Add Interest Bill if applicable, Change the Status of Bills and Run Single Action Invoice to finalize all transactions.

End of Billing Interface Correction Process for Errors from EOM Local Revenue Disbursement.

NOTES

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