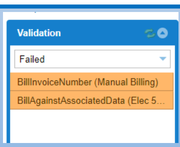
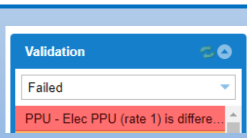
FAILED MANUAL BILL –

failed on least one Warning



or Severe Validator



Bill Input and Investigation Techniques

Bill Input

- **Enter the Bill** using the **Bill Entry** Activity
  - Click **Save** or **Revalidate** to check for failed validation
    - If there are failed validators, use the Investigation techniques below to decide if a Query needs to be created/amended
- **View the Validation Failures –** click on each Validator (top right) to see the full details

Investigation

- **View the Site and other details** – Copy the Account Number > click on **Activity Launcher** > **Estate Management** (opens another Sigma)
  - **View Tabs** - View details about the Site and the related Supply Points, Contracts, Meters, Channels
- **View open and closed Queries** – from the **Accounts** Tab **(Estate Management)** > highlight the **Account** to view the **Open** and **Closed** Queries section
  - *OR* from the bill, scroll down to the **Queries** section of the Bill (right hand side)
- **View the existing Bills** - From the Activity Launcher click either **Bill Entry Original** or **Bill Entry**

Is further investigation required?

No

Is there a failed Severe validator?

YES

Save the Bill:

- Click the **Save** Icon
- Enter the reason for override and user details
- Click **Override and Save**

NO

Save the Bill:

- Click the **Save** Icon
- Click **Save Bill**

Yes

Check for existing Queries:

- From the Bill, scroll down to the **Queries Section**
- Or from **Estate Management** > **Accounts** Tab

Update an **Open** Query (if the new Query is the same issue)

Update an **Open** Query

- Note the Account number
- Click the **Save** Icon > Click **Query**
- Click **Query >** Highlight the relevant Query > **Append Selected Query**
  - Add the details to the top of the Query Summary, including the potential query value for this Bill and Account Number
  - Update the Query Value to include this bill
  - Click **Append Query and save**

Create a **New** Query

Create a **New** Query

- Note the Account number
- Click the **Save** Icon
- Click **Query > New Query**
  - Complete the **Query Editor**, including
    - Add the Account number and potential query value
  - Click **Raise Query and save**