FAILED EDI BILL - WARNING

failed on least one Warning Validator

Credit	3005633928
Query	EDISOUTH480124

Investigation Techniques

Right click on the **Bill Line** and click the following options:

- **View Status Notes -** to view the reason(s) the bill has failed
- **View in Account Context -** to view all bills for this Account in a Bill Entry context - good for investigating costs/consumption validation
    - Click on the **PDF** to view the Bill. Click on **Show Sigma Bill** to see the bill in Sigma
    - OR open **Bill View** and search for the Account)
- **View Printed Bill -** to view the Bill, including details of the failures (OR **View EDI Bill**)
- **Estate Management –** Opens the Estate Management Activity to view details about the Site and the related Supply Points, Contracts, Meters, Channels etc
    - View the tabs to see all related data for the Site
    - From the **Accounts** Tab > highlight the **Account** to view the **Open** and **Closed** Queries

Open the **EDI Account History** Activity:

- Search for the **Account Number** to see any other EDI bills/credits for the same Account Number (included any that haven't yet been loaded)

Is further investigation required?

No

Pass and Load the Bill:

- Right click on the Bill > **Toggle Status** to **Passed**
- Click **Load Passed Bills**, the status changes to purple (**Loaded**)

Yes

Check for existing Queries:

- Right click on the Bill > **Estate Management** and view any open Queries

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

Create a **New** Query

Update an Open Query

- Note the Batch, Invoice Number and Account number
- From **Estate Management**, double click on the Query
    - Add the details to top of the **Query Summary,** including the potential query value for this Bill
    - Update the Query Value to include this bill > Click **OK**
- ***OR*** from **EDI Batch Management** > right click on the Bill >
    - **Edit Queries** > **Edit Account Queries >** and complete as above
- Right click on the Bill > **Toggle Status** to change to **Passed**
- Click **Load Passed Bills**, the status changes to purple (**Loaded**)

Create a New Query

- Note the Account number
- Right click on the Bill > **Generate Queries > Generate Account Queries**
- Tick the Validator(s) you want to query > Click **OK**
- Complete the **Query Editor,** including
    - Add the Account number and potential query value > Click **OK**
- Right click on the Bill > **Toggle Status** to **Passed**
- Click **Load Passed Bills**, the status changes to purple (**Loaded**)

FAILED EDI BILL - SEVERE

failed on least one Severe Validator

FCredit	EDINORTH480135
Failed	EDINORTH480114

Investigation Techniques

Right click on the **Bill Line** and click the following options:

- **View Status Notes -** to view the reason(s) the bill has failed
- **View in Account Context -** to view all bills for this Account in a Bill Entry context - good for investigating costs/consumption validation
  - Click on the **PDF** to view the Bill. Click on **Show Sigma Bill** to see the bill in Sigma
  - OR open **Bill View** and search for the Account)
- **View Printed Bill -** to view the Bill, including details of the failures (OR **View EDI Bill**)
- **Estate Management –** Opens the Estate Management Activity to view details about the Site and the related Supply Points, Contracts, Meters, Channels etc
  - View the tabs to see all related data for the Site
  - From the **Accounts** Tab > highlight the **Account** to view the **Open** and **Closed** Queries

Open the **EDI Account History** Activity:

- Search for the **Account Number** to see any other EDI bills/credits for the same Account Number (included any that haven't yet been loaded)

No further investigation required Or **Bill needs amendment** Or **Further investigation required**

Pass and Load the Bill:

- Right click on the Bill > **Toggle Status** to **Passed**
- View the Failures > **Save**
- Click **Override**
- Enter User details and a reason > **OK**
- Click **Load Passed Bills**, the status changes to purple (**Loaded**)

Amend the Bill:

- Right click on the Bill > **Copy Failed Billed to Account**
- Click **Yes** to the prompt
- Amend the Bill and click **Save**
- Bill status changes to purple **Loaded (M)**

Check for existing queries:

- Right click on the Bill > **Estate Management** and view any open **Queries**

Update an **Open** Query (if the new Query is the same issue) Or **Create** a **New** Query

Update an **Open** Query

- Note the Batch, Invoice Number and Account number
- From **Estate Management**, double click on the Query
  - Add the details to top of the **Query Summary,** including the potential query value for this Bill
  - Update the Query Value to include this bill > Click **OK**
- ***OR*** from **EDI Batch Management** > right click on the Bill >
  - **Edit Queries** > **Edit Account Queries >** and complete as above
- Right click on the Bill > **Toggle Status** to change to **Passed**
- Click **Load Passed Bills**, the status changes to purple (**Loaded**)

Create a **New** Query

- Note the Account number
- Right click on the Bill > **Toggle Status** to show the Validation results
- Click **Save**
- Click **Query**
- Tick the Validator(s) you want to query > Click **OK**
- Complete the **Query Editor,** including
  - Add the Account number and potential query value > Click **OK**
- Right click on the Bill > **Toggle Status** to **Passed**
- Click **Load Passed Bills**, the status changes to purple (**Loaded**)