Error Guide for Client Portal Possible Errors when importing Invoices

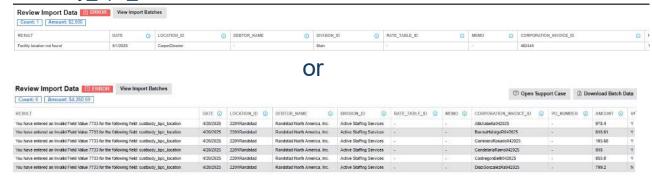


Invalid Data

- There is a field that either is missing data or had the wrong format
 - If Amount is highlighted in red then either the dollar amount is missing or it included \$ or a comma. Please enter dollar amount of invoice directly into highlighted cell.
 - If Employee or Weekend is highlighted in red and blank it means those fields are required to have data due to debtor being VMS.

Error List

- > Facility location not found or
- You have entered an Invalid Field Value xxxx for the following field custobdy bpc location



Check the Location_ID found on the Customer Screen of the portals



Client Invoice Id already exists in the account

 Double check invoice number – this invoice number has already been submitted for funding



> Division (Branch) is not found

• Ensure you are using the division name found on the Division screen of the portals.



Customer Exists but it is not approved/rejected



- Create Support Case listing customer name for team to check on customer status
- > Contract is inactive as of the transaction date
 - Create Support Case so team can check on contract status to see about renewal



