

# UTILITIES

## **PRINT QUEUE**

Use Print Queue to print month end contract billing invoices.

To re-print original Contract Invoices & Credit Notes and Sales Invoices & Credit Notes - Use Print Queue Reprint.

Ribbon Access: Utilities > Print Queue



The *Print Queue* screen will be displayed.



## **SELECT THE SITE**

• Select the *site*.

	Ŧ				Print Queue	- BPO: Version 2.1.0.69 - Ex	ample Company	r.				-		$\times$
	Home	Equipment and Locations	Contract	Finance and HR	Inventory	Maintenance and Projects	Manufacturing	Procurement	Sales	Service	Reporting	Utilities	-	8 X
H	<b>(</b> -)	2	All S	ites 🔻										
Save	Back	Save Layout Workspace	es Sele	ct type 🔻										
Proc	iess "	Format		Current 🔒										
9														
Open V	Vindows 🔻											06 Feb	2019	÷ 11

• In this example, *Durban* has been selected.





#### **SELECT DOCUMENT TYPE**

- Select the type.
  - In this example, *CTIN Contract Invoice* has been selected.





### **VIEW ALL DOCUMENTS**

- 1. The screen will now populate with *all* the documents of the selected type that can be printed.
- 2. The document lines *check boxes* will default to *un*selected as the screen opens.

#### **SELECT ALL DOCUMENTS**

1. You can click on the *Select All* check box to quick select all the documents in this list.



	Ŧ			1	Print Queue ·	BPO: Version 2.1.0.69 - Ex	ample Company	1						$\times$
0	Home	Equipment and	Locations Cor	ntract Finance and HR	Inventory	Maintenance and Projects	Manufacturing	Procurement	Sales	Service	Reporting	Utilities	-	8
Save Proc	Back	Save Layout	Workspaces	Durban    Contract Inv  Current										
		InvoiceNo	CustomerCode	CustomerName		InvoiceDate								
		IN0000453 IN0000454 IN0000455 IN0000457 IN0000458 IN0000459 IN0000460 IN0000460 IN0000461 21N0000462 STI0000020 STI0000020	HOP001 HOP001 DER001 OFF001 OFF001 OFF001 VES001 TIA001 BOT0001 HOP001 HOP001 HOP001 2	Hope Works Hope Works Derton Technologies Office Supplies Unlimited Office Supplies Unlimited Young Electric Titan Group Bothas Networking inc Samanthas Diner Dancing Shoes Hope Works Hope Works Hope Works		17 Nov 2017 17 Nov 2017 22 Feb 2018 25 Jul 2018 26 Jul 2018	(	1						

• In this image, they are all now selected.



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0.000000			+	Contract Intern										
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•	$\checkmark$	IN0000453	HOP001	Hope Works		17 Nov 2017								
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	$\checkmark$	IN0000455	DER001	Derton Technologies		17 Nov 2017								
	$\checkmark$	IN0000456	OFF001	Office Supplies Unlimited		17 Nov 2017								
	$\checkmark$	IN0000457	OFF001	Office Supplies Unlimited		17 Nov 2017								
	$\checkmark$	IN0000458	YES001	Young Electric		17 Nov 2017								
	$\checkmark$	IN0000459	TIA001	Titan Group		17 Nov 2017								
	$\checkmark$	IN0000460	BOT0001	Bothas Networking inc		17 Nov 2017								
	$\checkmark$	IN0000461	SAM001	Samanthas Diner		17 Nov 2017								
		PIN000020	DAN002	Dancing Shoes		17 Nov 2017								
	$\checkmark$	IN0000462	HOP001	Hope Works		22 Feb 2018								
	$\checkmark$	STI000020	HOP001	Hope Works		25 Jul 2018								
	$\checkmark$	STI0000021	HOP001	Hope Works		26 Jul 2018								
Open	Window	/s <b>*</b>										06 Feb	2019	¢,

#### **SELECT INDIVIDUAL DOCUMENTS**

 Or you can click on the *individual* check boxes in front of *each document* that you wish to send to the Print Queue.



	-				Print Queue ·	BPO: Version 2.	1.0.69 - Ex	ample Company	·				=		×
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Ŷ		InvoiceNo	CustomerCode	CustomerName		InvoiceDate									
	$\checkmark$	IN0000453	HOP001	Hope Works		17 Nov 2017									
	$\checkmark$	IN0000454	HOP001	Hope Works		17 Nov 2017									
	IN0000455 DER001		Derton Technologies		17 Nov 2017										
	IN0000455 OFF001		Office Supplies Unlimited		17 Nov 2017										
		IN0000457	OFF001	Office Supplies Unlimited		17 Nov 2017									
	$\checkmark$	IN0000458	YES001	Young Electric		17 Nov 2017									
	$\checkmark$	IN0000459	TIA001	Titan Group		17 Nov 2017									
		IN0000460	BOT0001	Bothas Networking inc		17 Nov 2017									
		IN0000461	SAM001	Samanthas Diner		17 Nov 2017									
•		PIN0000020	DAN002	Dancing Shoes		17 Nov 2017									
	$\checkmark$	IN0000462	HOP001	Hope Works		22 Feb 2018									
	$\checkmark$	STI000020	HOP001	Hope Works		25 Jul 2018									
	$\checkmark$	STI0000021	HOP001	Hope Works		26 Jul 2018									
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## **SAVE SELECTION**

• When you have finished making your selections, click on *Save*.



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0	Hom	e Equipment and	Locations Cor	ntract Finance and HR	Inventory	Maintenance and Proje	ects Manufac	cturing	Procurement	Sales	Service	Reporting	Utilities	-	₽ x
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		IN0000454	HOP001	Hope Works		17 Nov 2017									
		IN0000455	DER001	Derton Technologies		17 Nov 2017									
		IN0000456	OFF001	Office Supplies Unlimited		17 Nov 2017									
		IN0000457	OFF001	Office Supplies Unlimited		17 Nov 2017									
		IN0000458	YES001	Young Electric		17 Nov 2017									
		IN0000459	TIA001	Titan Group		17 Nov 2017									
	$\checkmark$	IN0000460	BOT0001	Bothas Networking inc		17 Nov 2017									
		IN0000461	SAM001	Samanthas Diner		17 Nov 2017									
		PIN0000020	DAN002	Dancing Shoes		17 Nov 2017									
		IN0000462	HOP001	Hope Works		22 Feb 2018									
		STI000020	HOP001	Hope Works		25 Jul 2018									
	$\checkmark$	STI0000021	HOP001	Hope Works		26 Jul 2018									
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## **CONFIRM SELECTION**

- A Save Print Queue message box will pop up asking;
  - The selected items will be removed from the screen and will be added to the print queue, are you sure you wish to continue?
- Click on Yes.



	Ŧ				Print Queue	- BPO: Version 2.1.0	.69 - Ex	ample Company	/				=:			×
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		N0000453	HOP001	Hope Works		17 Nov 2017										
		IN0000454	HOP001	Hope Works		17 Nov 2017										
		N0000455	DER001	Derton Technologies		17 Nov 2017										
	1	IN0000456	OFF001	Office Supplies Unlin	nited	17 Nov 2017										
		N0000457	OFF001	Office Supplies Unlin	nited	17 Nov 2017										
		IN0000458	YES001	Young Electric		17 Nov 2017										
		N0000459	TIA001	Titan Group		17 Nov 2017										
	1	IN0000460	BOT0001	Bothas Networking i	nc	17 Nov 2017										
		IN0000461	SAM001	Samanthas Diner		17 Nov 2017										
		PIN0000020	DAN002	Dancing Shoes		17 Nov 2017										
	1	N0000462	HOP001	Hope Works		22 Feb 2018										
		ST10000020	HOP001	Hope Works		25 Jul 2018										
	1	STI0000021	HOP001	Hope Works		26 Jul 2018										
				Save Th	Print Queue : selected items the print queue,	will be removed from are you sure you wi	the scr sh to co	een and will be : intinue? Yes	X added							
Open \	Vindows	•											06 Feb	2019	A 4	

 The screen will clear of the selected documents, and they will either *Print* or *Email* depending on the Customer Invoice Delivery Method set up.



	, <b>-</b>				Print Queue	- BPO: Version 2.1.0.69	Example Company	1				-		$\times$
0	Home	Equipment and	d Locations Cor	tract Finance and HR	Inventory	Maintenance and Project	ts Manufacturing	Procurement	Sales	Service	Reporting	Utilities	-	8 X
Save	Back	Save Layout	t Workspaces	Durban    Contract Inv    Current										
•		InvoiceNo	CustomerCode	CustomerName		InvoiceDate								
		IN0000454 IN0000455 IN0000456 IN0000457 IN0000458 IN0000458 IN0000461 PIN0000461 STID000020	HOP001 DER001 OFF001 OFF001 YES001 TTA001 SAM001 DAN002 HOP001 HOP001	Hope Works Derton Technologies Office Supplies Unlimited Young Electric Titan Group Samanthas Diner Dancing Shoes Hope Works Hope Works	d d	17 Nov 2017 17 Nov 2017 22 Feb 2018 25 Jul 2018								
Open	Windows	•										06 Feb	2019	¢

## **VIEW DOCUMENTS EMAIL OR PRINT PROGRESS**

• Click on the *Utilities* tab in the main ribbon.



	Ŧ				Print Queue	- BPO: Version 2.1.0.	.69 - Exa	ample Company	·						X
	Home	Equipment and	Locations Cor	ntract Finance and HR	Inventory	Maintenance and Pro	ojects	Manufacturing	Procurement	Sales	Service	Reporting	Utilities	-	8 X
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Open V	Vindows	•											06 Feb	2019	

- 1. The *Utilities ribbon toolbar* will be displayed.
- 2. Click on Print Queue Viewer.



	•				Pri	int Queue	- BPO: Version	2.1.0.69 - E	xample Comp	any						$\times$
Ū,	Home	Equipment a	nd Locations Con	itract Financ	e and HR I	inventory	Maintenance a	nd Projects	Manufacturin	ng Procurement	Sales	Service	Report	rting Utilities	-	8 X
Quit	Application	Reset Password	Tile Cascade	Horizontal	Document Search	Print Queue	Print Queue Viewer	rint Queue Reprint Queu	Email Queue Viewer	TechConnect Process Exception	s "SM	Send SMS	g ,	User Manual Help		
		InvoiceNo	CustomerCode	CustomerNan	ne		InvoiceDate	/		X						
•		IN0000454	HOP001	Hope Works			17 Nov 2017									
		IN0000455	DER001	Derton Techn	ologies		17 Nov 2017		2							
		IN0000456	OFF001	Office Supplie	s Unlimited		17 Nov 2017									
		IN0000457	OFF001	Office Supplie	s Unlimited		17 Nov 2017						1			
		IN0000458	YES001	Young Electric	:		17 Nov 2017									
		IN0000459	TIA001	Titan Group			17 Nov 2017									
		IN0000461	SAM001	Samanthas Di	iner		17 Nov 2017									
		PIN0000020	DAN002	Dancing Shoe	s		17 Nov 2017									
		IN0000462	HOP001	Hope Works			22 Feb 2018									
		STI0000020	HOP001	Hope Works			25 Jul 2018									
Оре	n Windows	•												06 Feb	2019	÷ //

The *Print Queue Viewer* screen will be displayed.

- 1. This screen will list **all** of the documents in the Print Queue.
- 2. You can view information such as the *Print Method* and *Contact Email* for each document.
- 3. *Scroll right* to view further detail.





## **CUSTOMER ACCOUNT VALIDATION WARNING**

- The following message may pop up whilst attempting to save the Print Queue.
  - \_bspPostARTrans: No Accounts Receivable Account specified!.
- Click on *Continue*.



	<b>-</b>		Print Qu	ieue - BPO: Ve	ersion 2.1.0.69 - TEST ALF	PHA - JUDITH PC	LOCAL				2_3		$\sim$
Home	Equipment and	d Locations Con	tract Finance and HR	Inventory	Maintenance and Projects	Manufacturing	Procurement	Sales	Service	Reporting	Utilities	-	Ð
9 🤇	5		Durban 🔻										
	ck Save Lavou	t Workspaces	Server readers to the										
ve ba	lok Save Layou	T Workspaces	Contract Inv •										
Process	J For	rmat 🦼	Current 🔺										
$\checkmark$	InvoiceNo	CustomerCode	CustomerName		InvoiceDate								
$\checkmark$	CIN0000409	BOT0001	Bothas Networking inc	8	30 Jan 2019								
$\checkmark$	CIN0000386	GIL000001 BP	O: Version 2.1.0.69 - TE	ST ALPHA - J	JUDITH PC LOCAL - [Prin	t Queue]	× .						
$\checkmark$	CIN0000457	HOP001	Unhandled exc	cention has occ	curred in your application. If	you click							
				seption nua dei	foundation approactor.								
$\checkmark$	CIN0000446	TIA001	Continue, the a	application will i	ignore this error and attempt	to continue. If							
$\checkmark$	CIN0000446 CIN0000490	TIA001 JUS001	Continue, the a you click Quit, t	application will the application	ignore this error and attempt n will close immediately.	to continue. If							
	CIN0000446 CIN0000490 CIN0000496	TIA001 JUS001 MEG001	Continue, the a you click Quit.1	application will i the application	ignore this error and attempt n will close immediately. unts Receivable Account sp	to continue. If ecified!.							
	CIN0000446 CIN0000490 CIN0000496 MIN0000114	TIA001 JUS001 MEG001 TIA001	Continue, the a you click Quit, 1 _bspPostARTra	application will i the application ans: No Accou	ignore this error and attempt n will close immediately. unts Receivable Account sp	to continue. If ecified!.							
N N N	CIN0000446 CIN0000490 CIN0000496 MIN0000114 CIN0000392	TIA001 JUS001 MEG001 TIA001 MAN0001	Continue, the a you click Quit, t _bspPostARTra	application will a the application ans: No Accou	ignore this error and attempt n will close immediately. unts Receivable Account sp Continue	to continue. If ecified!. Quit							
	CIN0000446 CIN0000490 CIN0000496 MIN0000114 CIN0000392 CIN0000487	TIA001 JUS001 MEG001 TIA001 MAN0001 GIL000001	Continue, the a you click Quit, t _bspPostARTrr Details Dolf Lundgren	application will i the application ans: No Accou	ignore this error and attempt n will close immediately. unts Receivable Account sp Continue 03 Apr 2019	to continue. If eoified!. Quit	]						
	CIN0000446 CIN0000490 CIN0000496 MIN0000114 CIN0000392 CIN0000487 MIN0000118	TIA001 JUS001 MEG001 TIA001 GIL000001 HOM001	Continue, the a you click Quit, bspPostARTrr Details      Dolf Lundgren      House and Home	application will the application ans: No Accou	ignore this error and attempt will close immediately. unts Receivable Account sp Continue 03 Apr 2019 30 Jan 2019	to continue. If ecified!. Quit							
X X X X X X X X X	CIN0000446 CIN0000490 CIN0000496 MIN0000114 CIN0000392 CIN0000487 MIN0000118 CIN0000370	TIA001 JUS001 MEG001 TIA001 GIL000001 HCM001 MAN0001	Continue, the a you click Quit, bspPostARTrr Details Dolf Lundgren House and Home Mandy Norton	application will the application ans: No Accou	ignore this error and attempt will close immediately. unts Receivable Account sp Continue 03 Apr 2019 30 Jan 2019 26 Mar 2018	to continue. If ecified!. Quit	Ĩ						
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X X X X X X X X X X X X X X X X X X X	CIN000446 CIN000490 CIN0000496 MIN0000114 CIN0000392 CIN0000487 MIN000118 CIN0000487 CIN000487 CIN000485 CIN000485 CIN000485 CIN000435 CIN000429 CIN000378	TLA001 JUS001 MEC001 TLA001 GL000001 HOM001 GL000001 HEA0001 HEA0001 HEA0001 HOP001	Continue, the a you click Quit, I _bspPostARTn Details Dolf Lundgren House and Home Mandy Norton Dolf Lundgren Healing Hands Healing Hands Hope Works	ans: No Accou	ignore this error and attempt n will close immediately. Units Receivable Account ap Continue 03 Apr 2019 30 Jan 2019 26 Mar 2018 30 Jan 2019 30 Jan 2019 30 Jan 2019 30 Jan 2019 30 Jan 2019 30 Jan 2019	to continue. If ecified!. Quit							

This indicates that there is a customer account *'issue'* between **BPO** and **Evolution**.

- i. The most likely cause is a customer that was created in **BPO** that was not synchronized with *Evolution*.
- ii. Another cause could be a *non-debtor customer* that was *linked* as the *billing customer* on the *contract* or *contract fee / meter charges*.

Do one of the following corrections before attempting to re-run the billing print queue.

- i. Do a <u>Customer Sync</u> to ensure all **BPO** customers are synchronised with **Evolution**.
- ii. Ensure that contracts and / or contract items are *not* linked to a nondebtor customer.

If the billing is needed urgently;

Deselect all items by

- 1. either clicking on the selected check boxes individually,
- 2. *or* clicking on the *select all* check box in the header column.



	Ŧ			Print Que	eue - BPO: V	ersion 2.1.0.69 - TEST ALF	PHA - JUDITH PC	LOCAL				323		2	<
0	Home	Equipment and	Locations Cont	ract Finance and HR	Inventory	Maintenance and Projects	Manufacturing	Procurement	Sales	Service	Reporting	Utilities	-	Ð	×
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	$\checkmark$	CIN0000435	MEG001	Megapak		30 Jan 2019									
	$\checkmark$	CIN0000429	HEA0001	Healing Hands		30 Jan 2019									
	$\checkmark$	CIN0000378	HOP001	Hope Works		20 Dec 2018									
	$\checkmark$	CIN0000406	DER001	Derton Technologies		30 Jan 2019									
	$\checkmark$	CIN0000362	HOP001	Hope Works		26 Mar 2018									
	$\checkmark$	CIN0000412	DON0001	Dont Run with Scissors		30 Jan 2019									
1	$\checkmark$	CIN0000455	MEG001	Megapak		30 Jan 2019									
	$\checkmark$	CIN0000398	MEG001	Megapak		20 Dec 2018									
	$\checkmark$	CIN0000493	BIL0001	Billys Barn		03 Apr 2019									
1	$\checkmark$	CIN0000499	MEG001	Megapak		03 Apr 2019									
	$\checkmark$	CIN0000449	JUS001	Just In Time		30 Jan 2019									
	$\checkmark$	CIN0000395	MEG001	Megapak		20 Dec 2018									
	$\checkmark$	CIN0000418	GIL000001	Dolf Lundgren		30 Jan 2019									
	$\checkmark$	CIN0000465	GIL000001	Dolf Lundgren		07 Mar 2019									
	$\checkmark$	CIN0000373	MEG001	Megapak		26 Mar 2018									
	$\checkmark$	CIN0000438	MEG001	Megapak		30 Jan 2019									*
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- 1. Select multiple lines
- 2. and click on Save.

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	$\checkmark$	CIN0000386	GIL000001	Dolf Lundgren		20 Dec 2018									U
	$\checkmark$	CIN0000457	HOP001	Hope Works		07 Mar 2019									
	$\checkmark$	CIN0000446	TIA001	Titan Group		30 Jan 2019									
	$\checkmark$	CIN0000490	JUS001	Just In Time		03 Apr 2019									
	$\checkmark$	CIN0000496	MEG001	Megapak		03 Apr 2019									
		MIN0000114	TIA001	Titan Group		12 Oct 2018									
		CIN0000392	MAN0001	Mandy Norton		20 Dec 2018									
4		CIN0000487	GIL000001	Dolf Lundgren		03 Apr 2019									
U		MIN0000118	HOM001	House and Home		30 Jan 2019									
		CIN0000370	MAN0001	Mandy Norton		26 Mar 2018									
		CIN0000415	GIL000001	Dolf Lundgren		30 Jan 2019									
		CIN0000468	HEA0001	Healing Hands		07 Mar 2019									
		CIN0000435	MEG001	Megapak		30 Jan 2019									
		CIN0000429	HEA0001	Healing Hands		30 Jan 2019									
		CIN0000378	HOP001	Hope Works		20 Dec 2018									
		CIN0000406	DER001	Derton Technologies		30 Jan 2019									*
Open	Window	/s ▼										04 Apr 2	019		

- A Save Print Queue message box will pop up asking;
  - The selected items will be removed from the screen and will be added to the print queue, are you sure



#### you wish to continue?

• Click on Yes.

		E.	Print Queue - BPO: Version 2.1.0.69 - TEST ALPHA - JUDITH PC LOCAL											į	×
Q	Home	Equipment and	Locations Con	tract Finance and HR	Inventory	Maintenance and Projects	Manufacturing	Procurement	Sales	Service	Reporting	Utilities	-	Ð	×
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	$\checkmark$	CIN0000409	BOT0001	Bothas Networking inc		30 Jan 2019									1
	$\checkmark$	CIN0000386	GIL000001	Dolf Lundgren		20 Dec 2018									U
	$\checkmark$	CIN0000457	HOP001	Save Brint Oueue											
	$\checkmark$	CIN0000446	TIA001	bure mile queue											
	$\checkmark$	CIN0000490	JUS001	The selected items w	The selected items will be removed from the screen and will be added to the print queue, are you sure you wish to continue?										
	$\checkmark$	CIN0000496	MEG001	to the print queue, a											
		MIN0000114	TIA001												
		CIN0000392	MAN0001			Yes	No								
		CIN0000487	GIL000001												
		MIN0000118	HOM001	House and Home		30 Jan 2019									
		CIN0000370	MAN0001	Mandy Norton		26 Mar 2018									
		CIN0000415	GIL000001	Dolf Lundgren		30 Jan 2019									
		CIN0000468	HEA0001	Healing Hands		07 Mar 2019									
		CIN0000435	MEG001	Megapak		30 Jan 2019									
		CIN0000429	HEA0001	Healing Hands		30 Jan 2019									
		CIN0000378	HOP001	Hope Works		20 Dec 2018									
		CIN0000406	DER001	Derton Technologies		30 Jan 2019							_		*
Oper	Window	s ▼										04 Apr 2	2019	4	11.

 If the all the selected invoices do not have any issues, then they will be removed from the *Print Queue* screen. Start from *step 1* again.

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		CIN0000392	MAN0001	Mandy Norton		20 Dec 2018									U
		CIN0000487	GIL000001	Dolf Lundgren		03 Apr 2019									
		MIN0000118	HOM001	House and Home		30 Jan 2019									
		CIN0000370	MAN0001	Mandy Norton		26 Mar 2018									
		CIN0000415	GIL000001	Dolf Lundgren		30 Jan 2019									
		CIN0000468	HEA0001	Healing Hands		07 Mar 2019									
		CIN0000435	MEG001	Megapak		30 Jan 2019									
		CIN0000429	HEA0001	Healing Hands		30 Jan 2019									
		CIN0000378	HOP001	Hope Works		20 Dec 2018									
		CIN0000406	DER001	Derton Technologies		30 Jan 2019									
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		CIN0000455	MEG001	Megapak		30 Jan 2019									
		CIN0000398	MEG001	Megapak		20 Dec 2018									
		CIN0000493	BIL0001	Billys Barn		03 Apr 2019									
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- If any of the selected invoices have any issues, then the error message will be displayed.
- Click on *Continue* and start from *step 1* again and select other invoices, at the end you will only remain with invoices with issues in the *Print Queue* screen and it will be easier to troubleshoot.



MNU.139.002