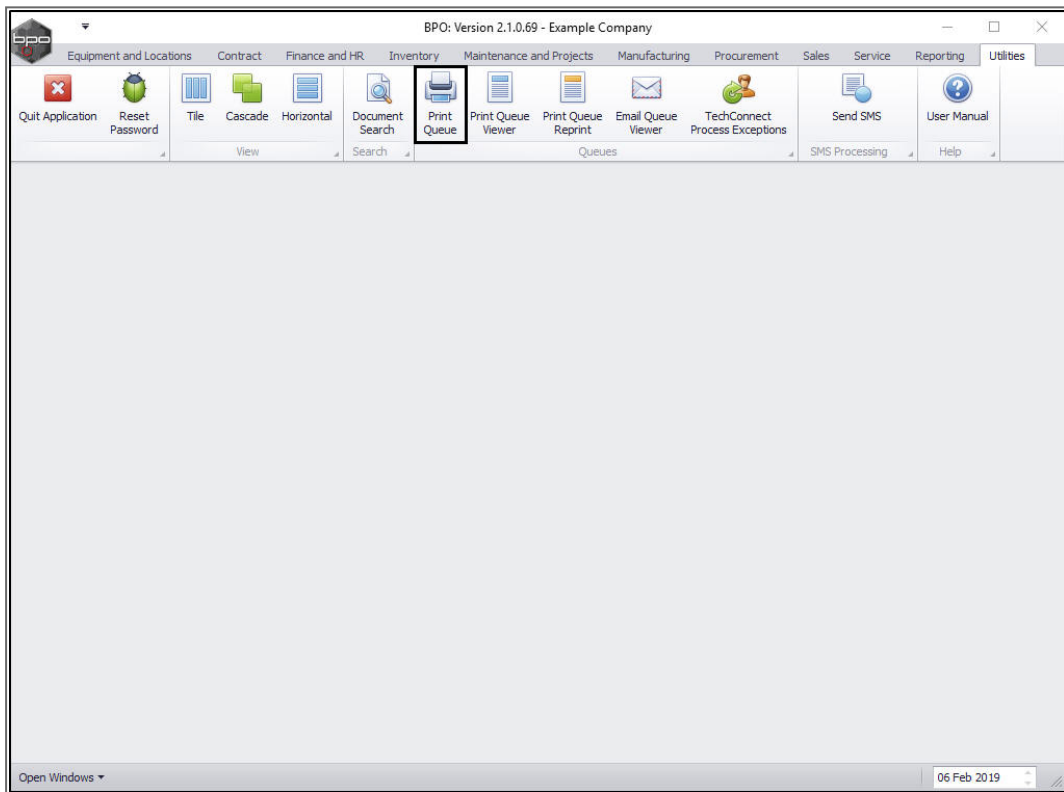# UTILITIES

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.

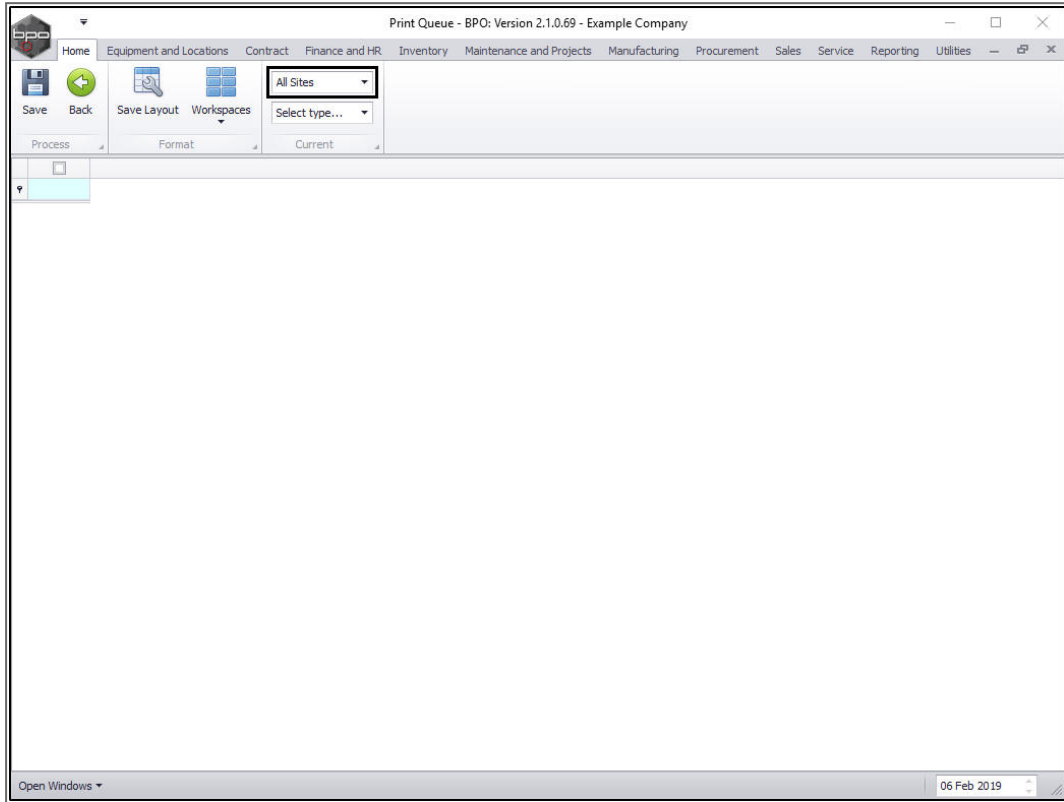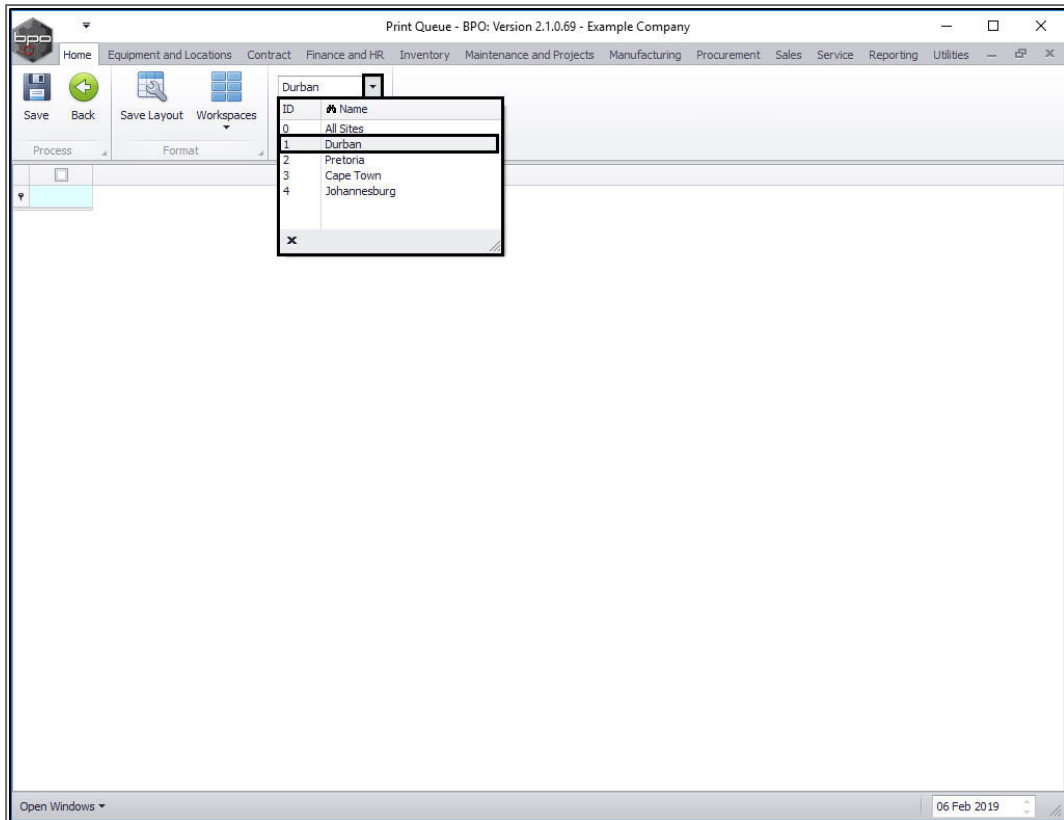
Ribbon Access: *Utilities > Print Queue*

The *Print Queue* screen will be displayed.
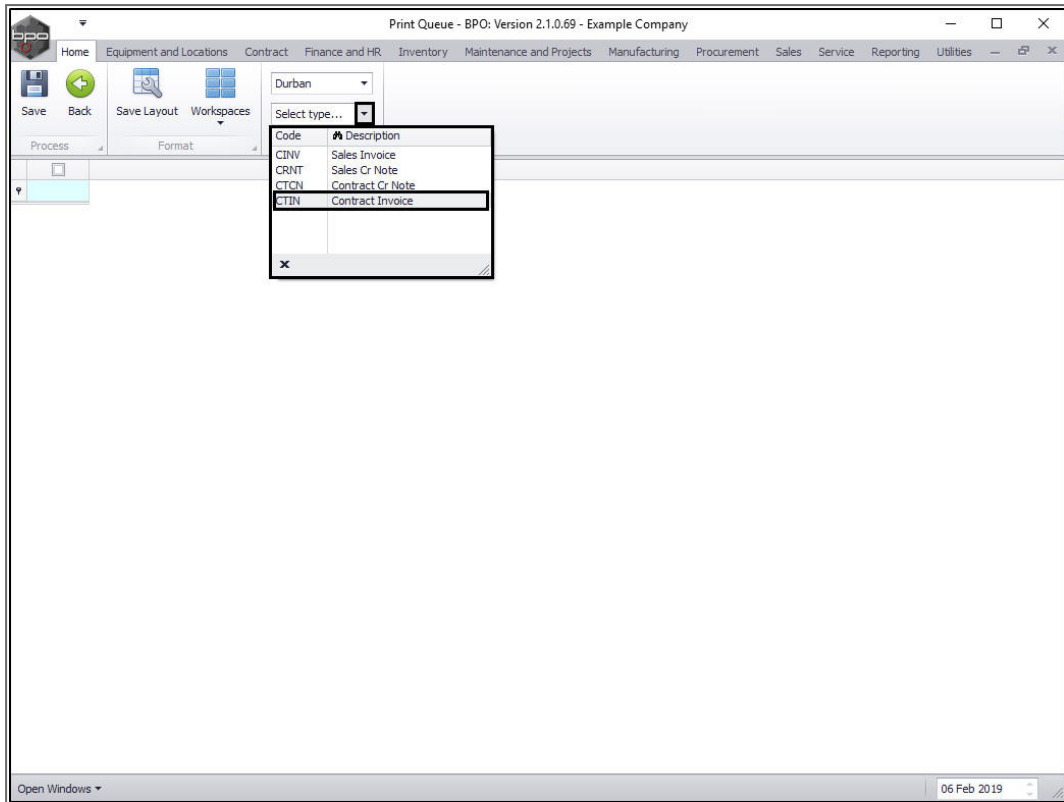
SELECT THE SITE

- Select the *site*.

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

SELECT DOCUMENT TYPE

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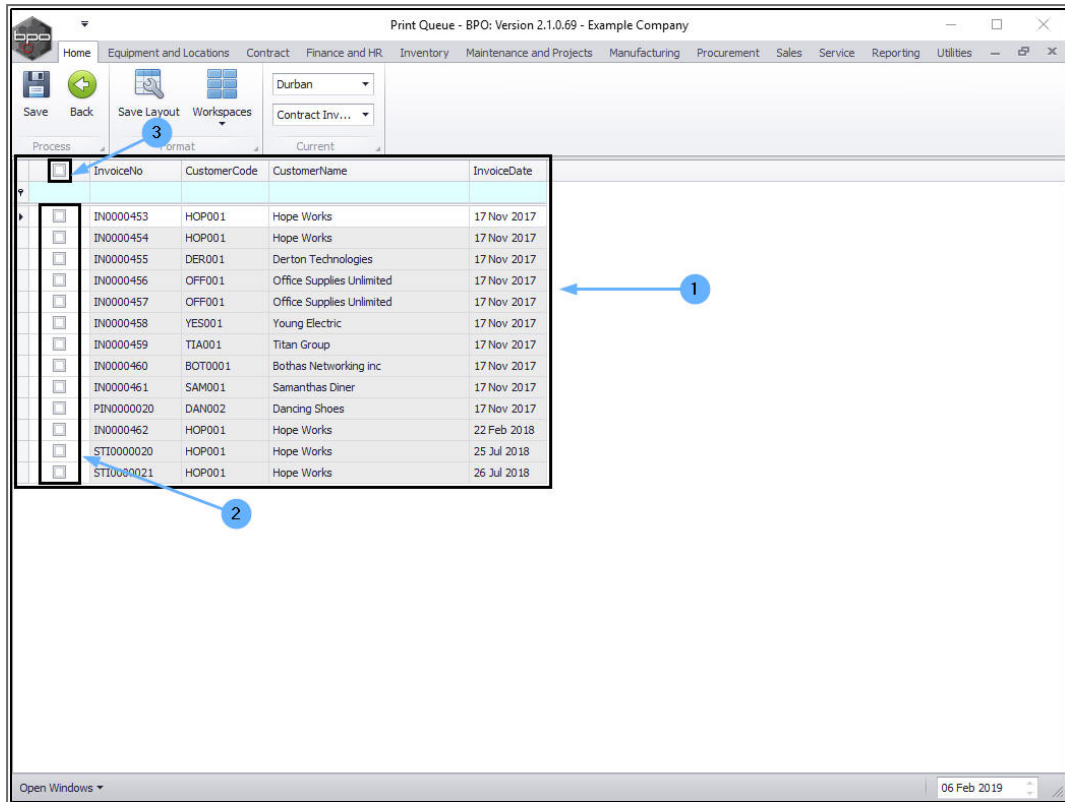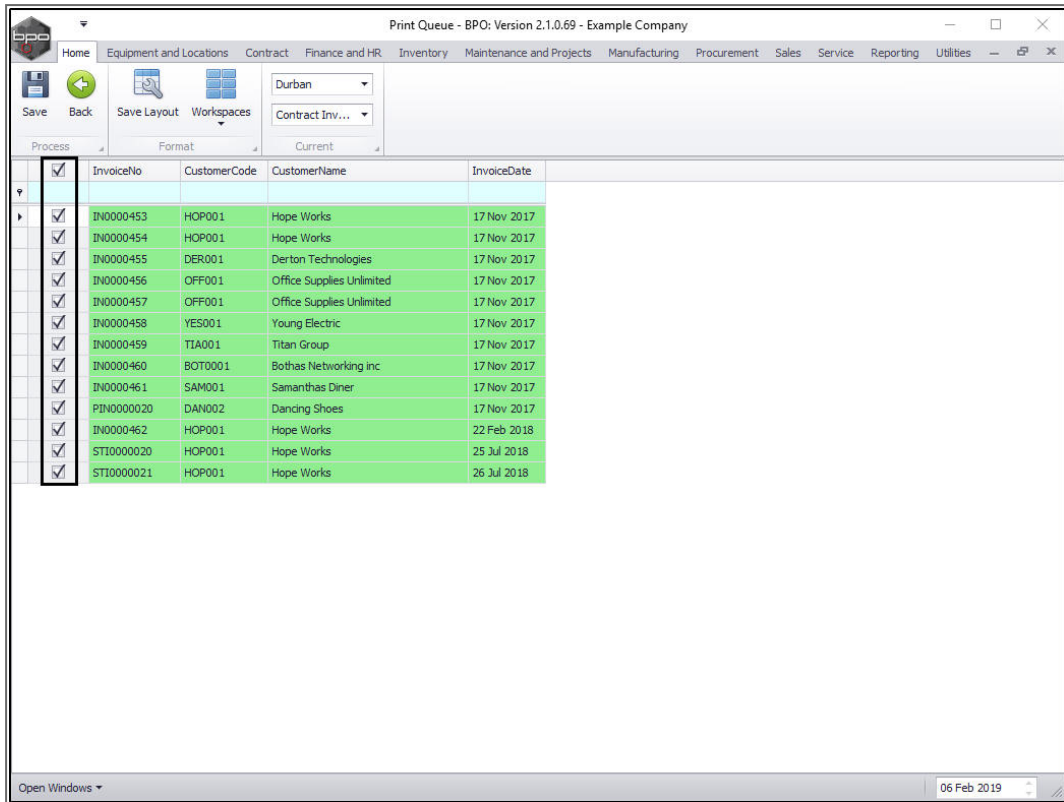   - In this example, *CTIN* - *Contract Invoice* has been selected.

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.

- In this image, they are all now selected.

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.
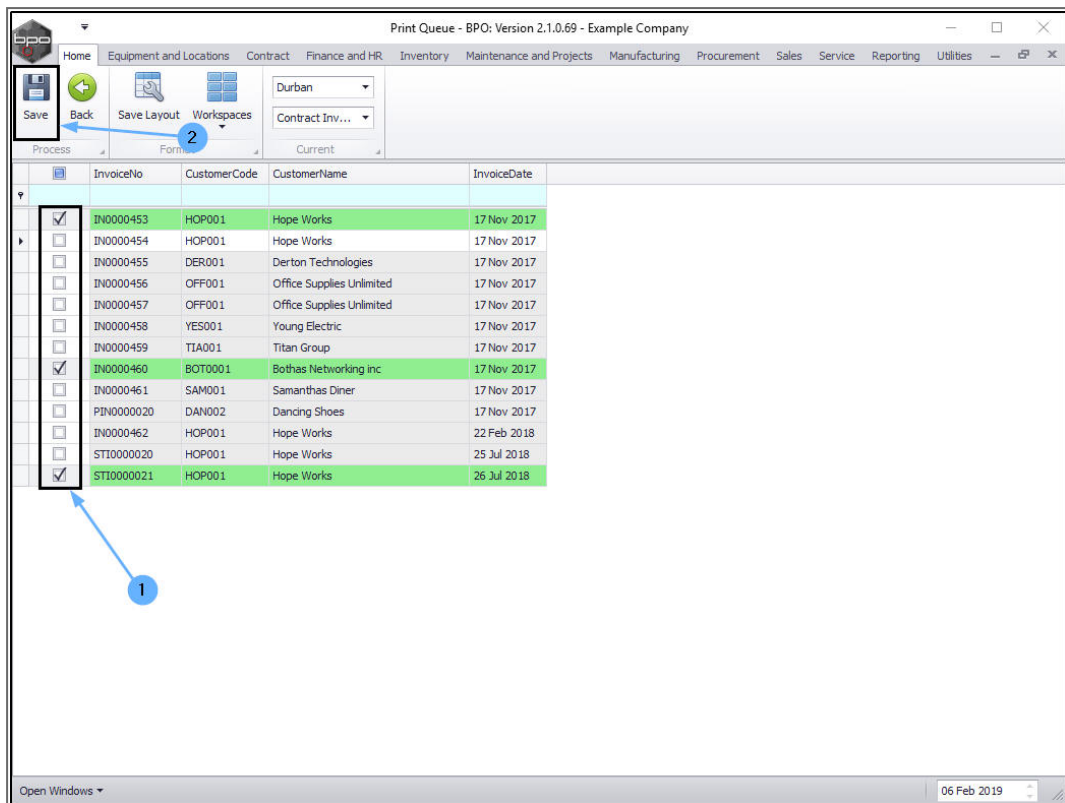
SAVE SELECTION

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

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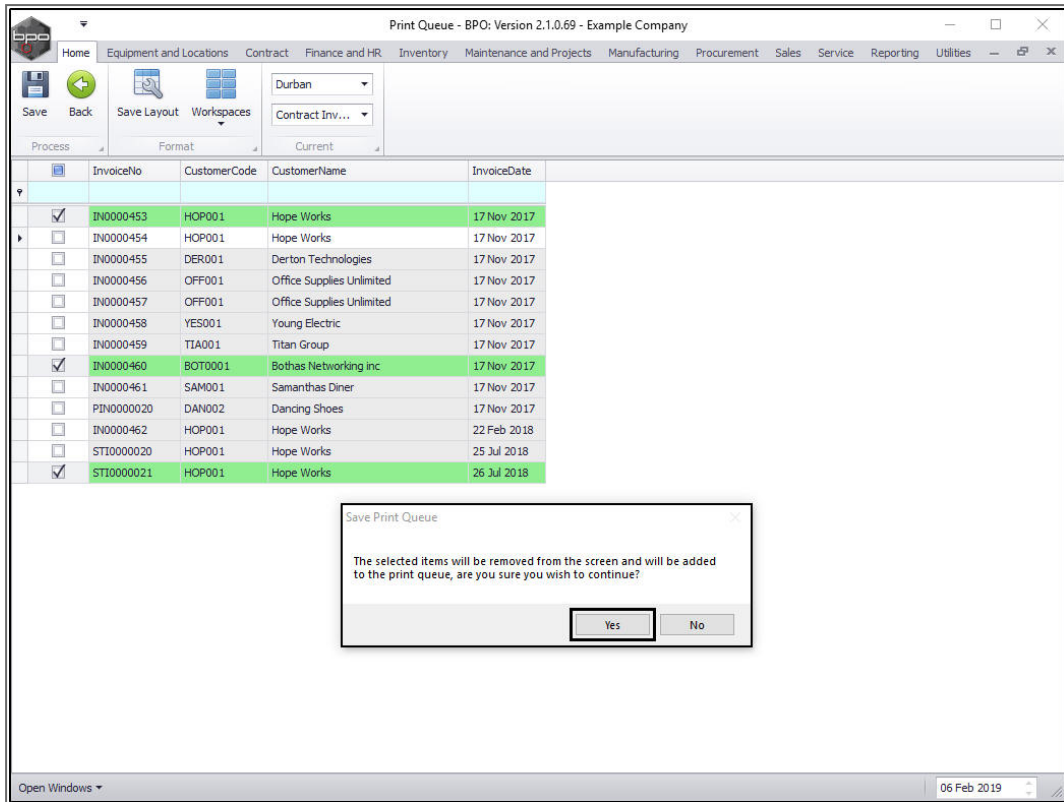
- The screen will clear of the selected documents, and they will either *Print* or *Email* depending on the Customer Invoice Delivery Method set up.

VIEW DOCUMENTS EMAIL OR PRINT PROGRESS

- Click on the *Utilities* tab in the main ribbon.
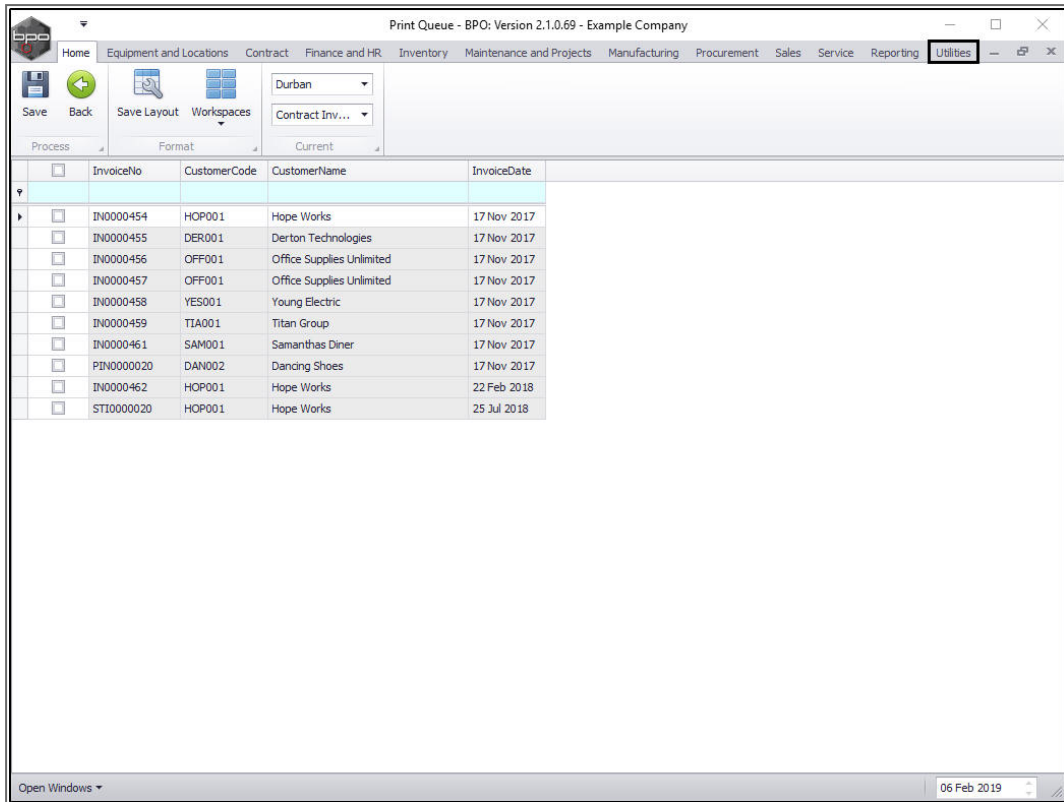
1. The *Utilities ribbon toolbar* will be displayed.
2. Click on Print Queue Viewer.
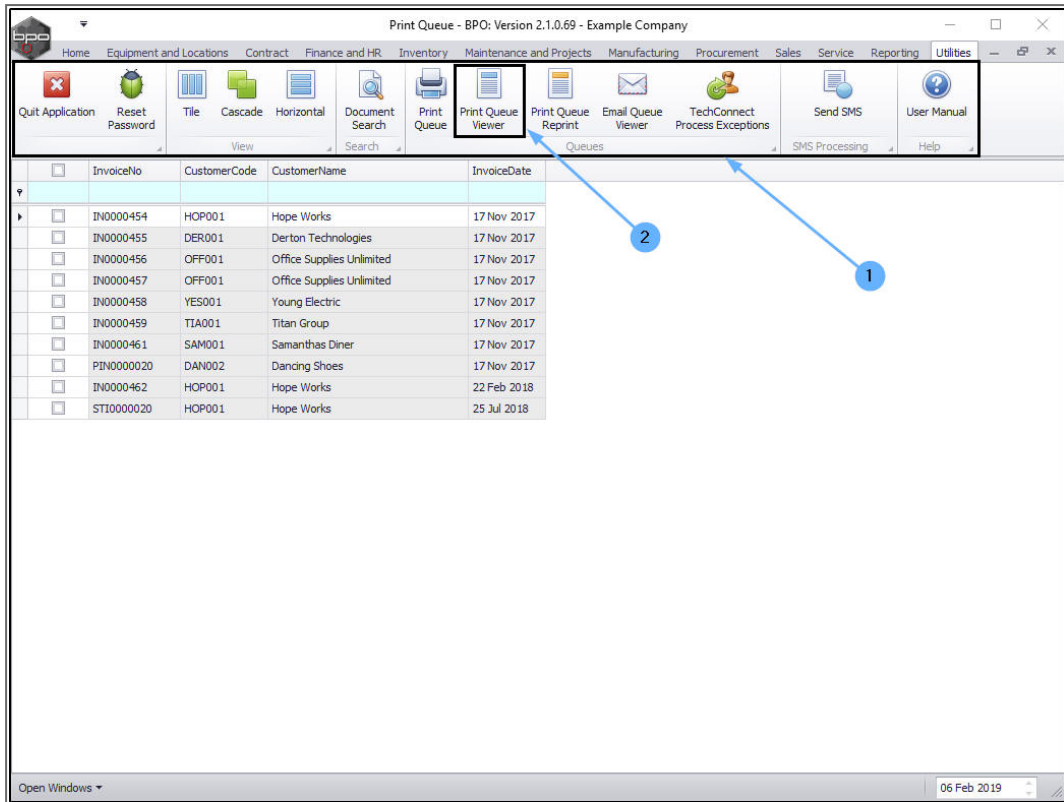
The *Print Queue Viewer* screen will be displayed.

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.
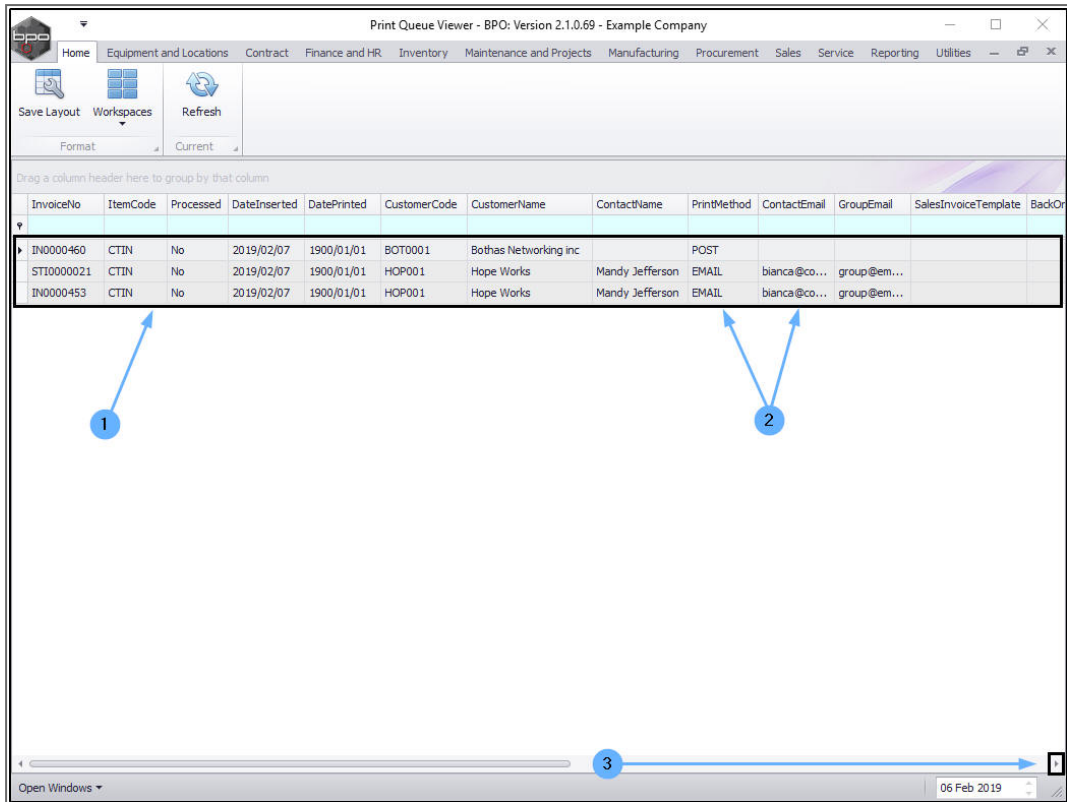
CUSTOMER ACCOUNT VALIDATION WARNING

- The following message may pop up whilst attempting to save the Print Queue.
    - *_bspPostARTrans: No Accounts Receivable Account specified!.*
- Click on *Continue*.
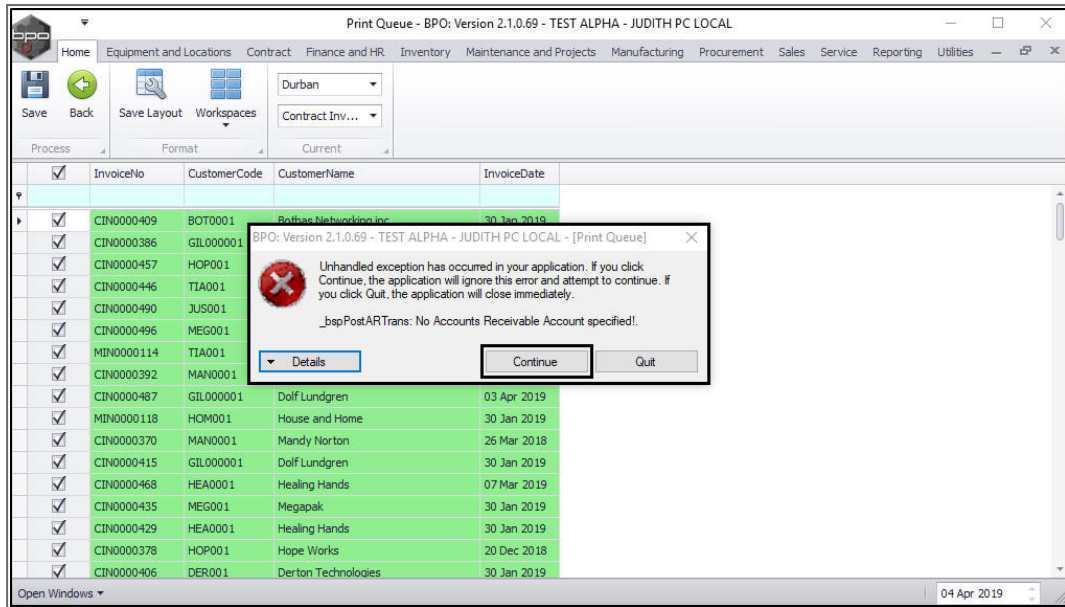
This indicates that there is a customer account **'issue'** between **BPO** and **Evolution**.

    i.   The most likely cause is a customer that was created in **BPO** that was <u>not synchronized</u> 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 non-debtor 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.
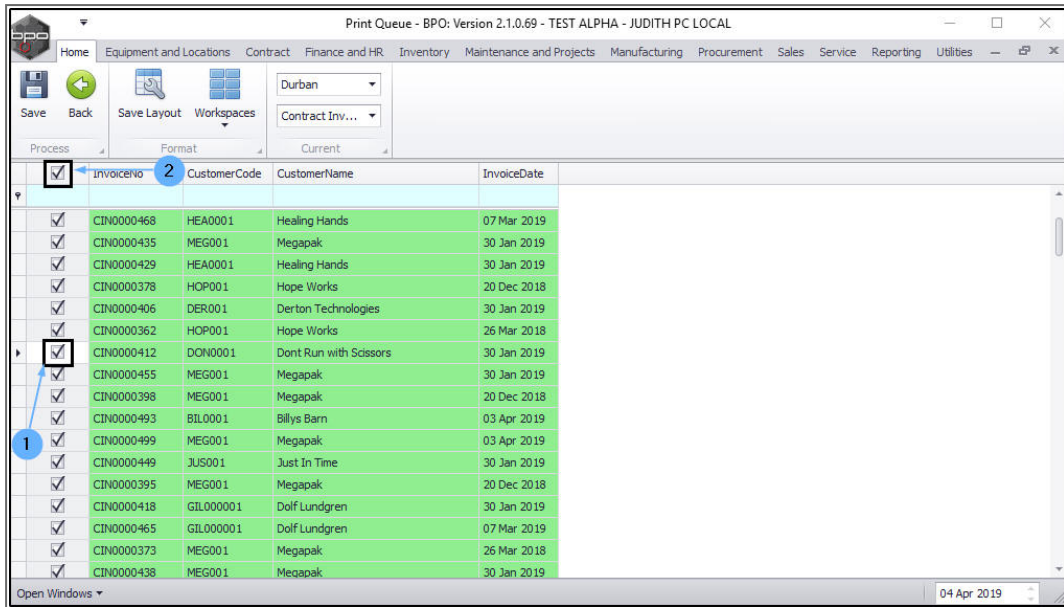
1. Select multiple lines
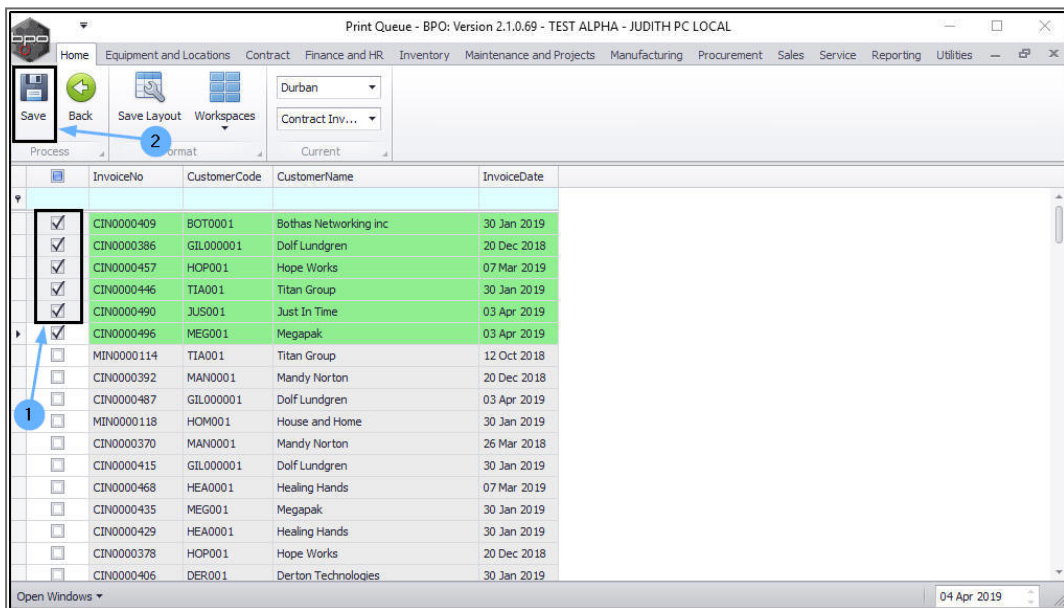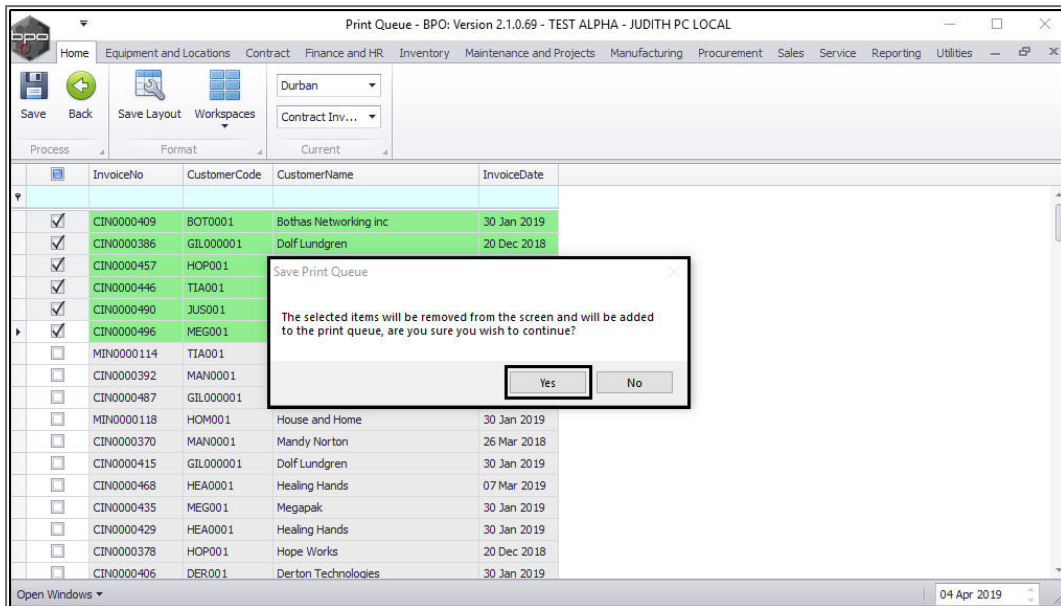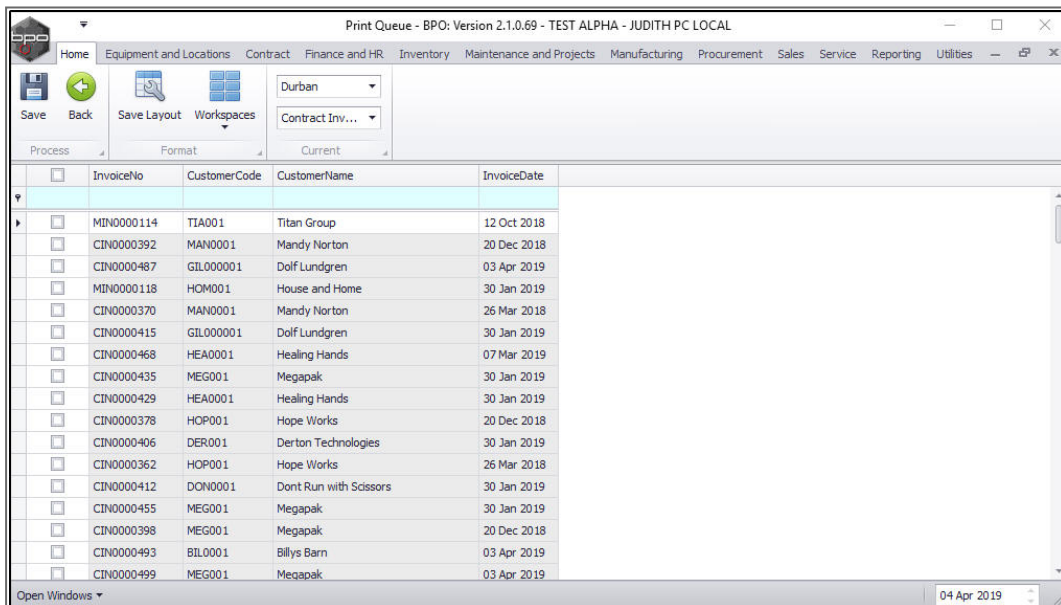2. and click on *Save*.

- 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*
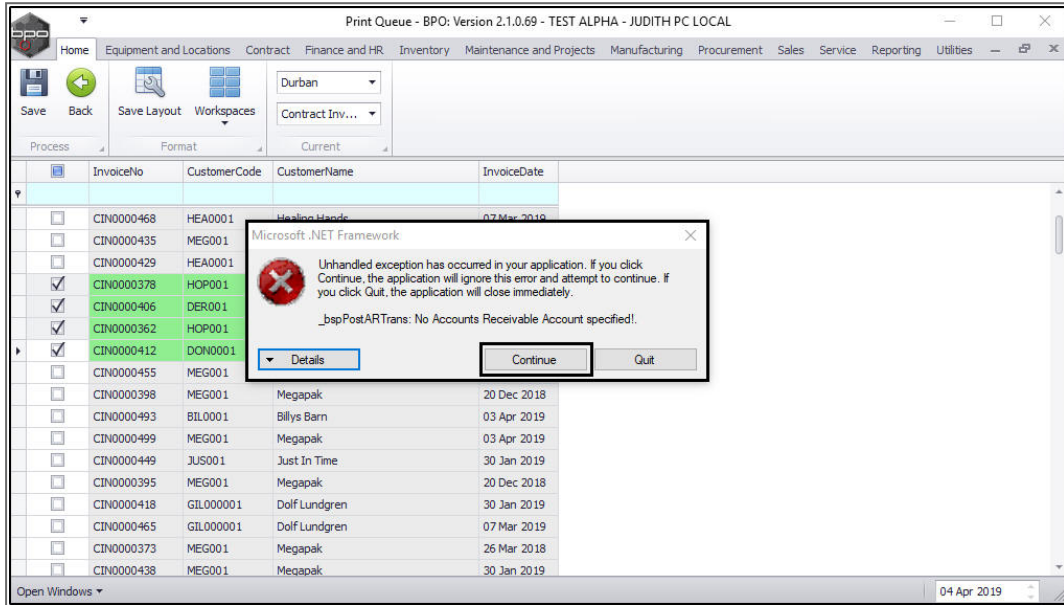
you wish to continue?

- Click on *Yes*.

- 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.

- 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