

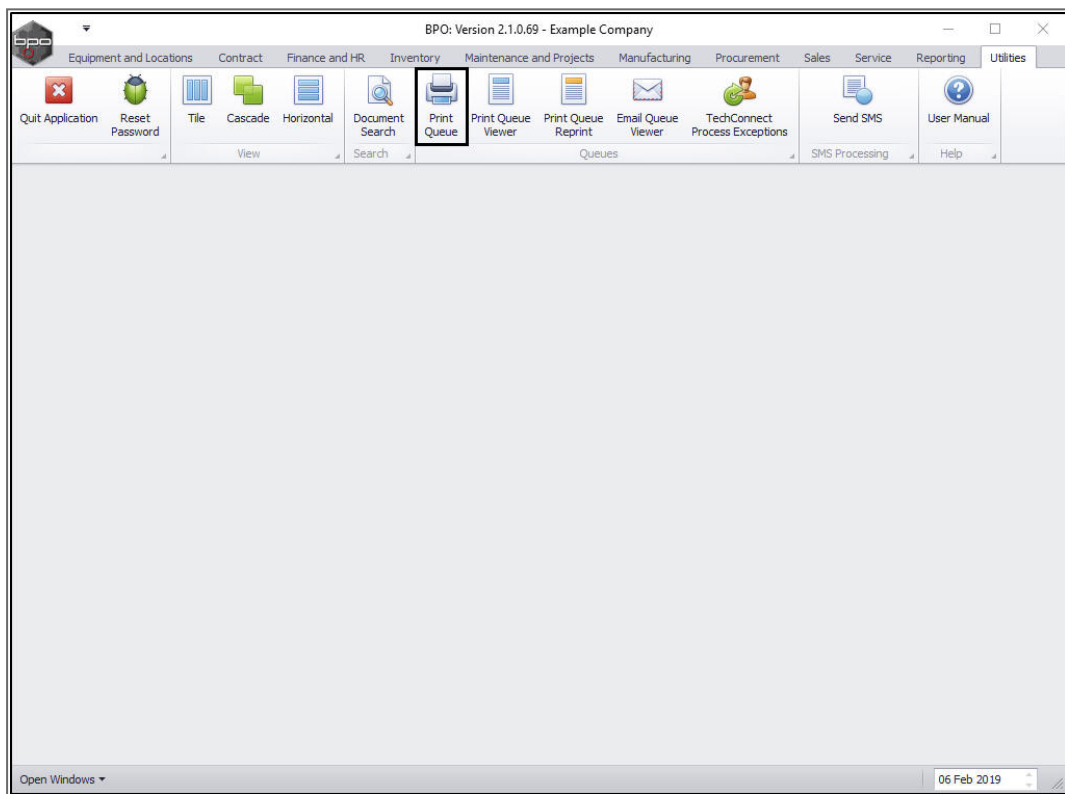
UTILITIES

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**.

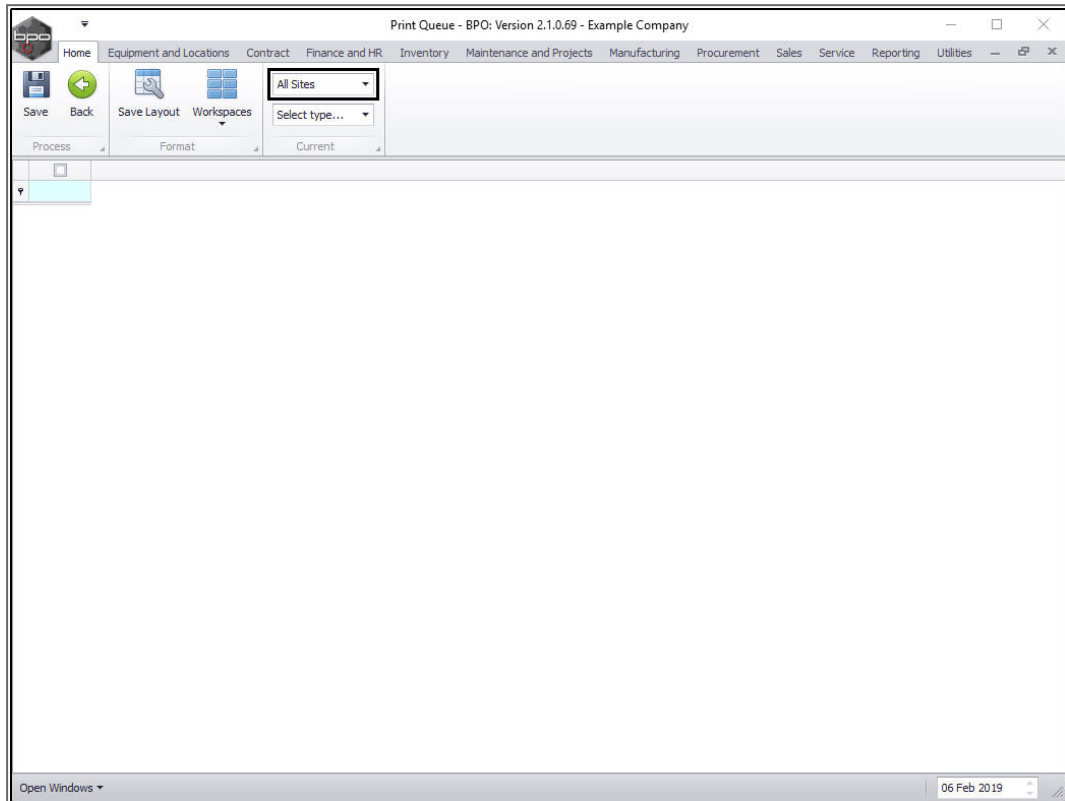
Ribbon Access: *Utilities* > *Print Queue*



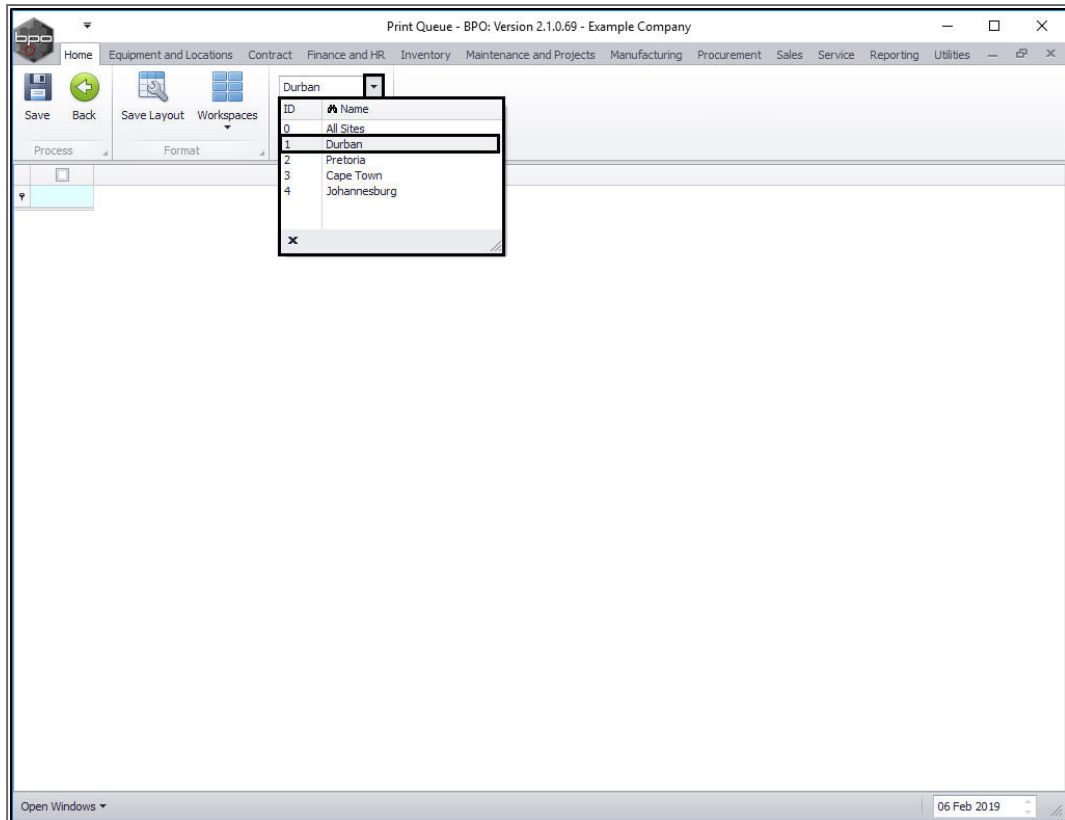
The **Print Queue** screen will be displayed.

SELECT THE SITE

- Select the *site*.

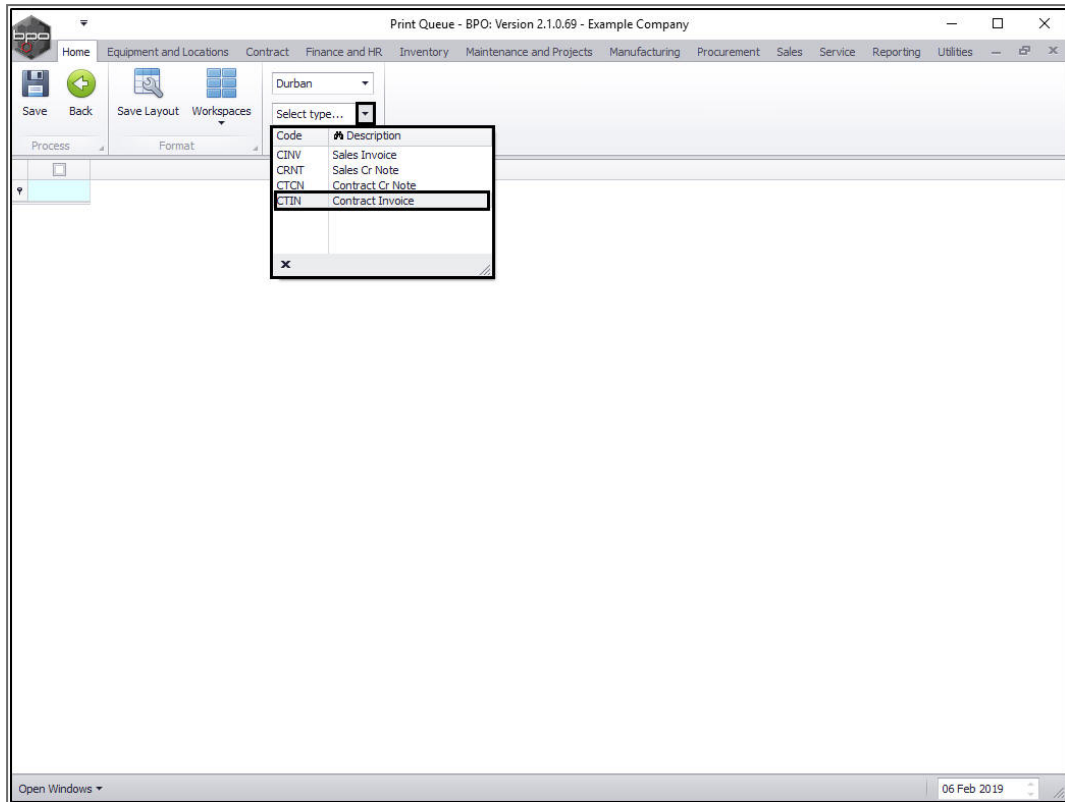


- In this example, *Durban* has been selected.



SELECT DOCUMENT TYPE

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

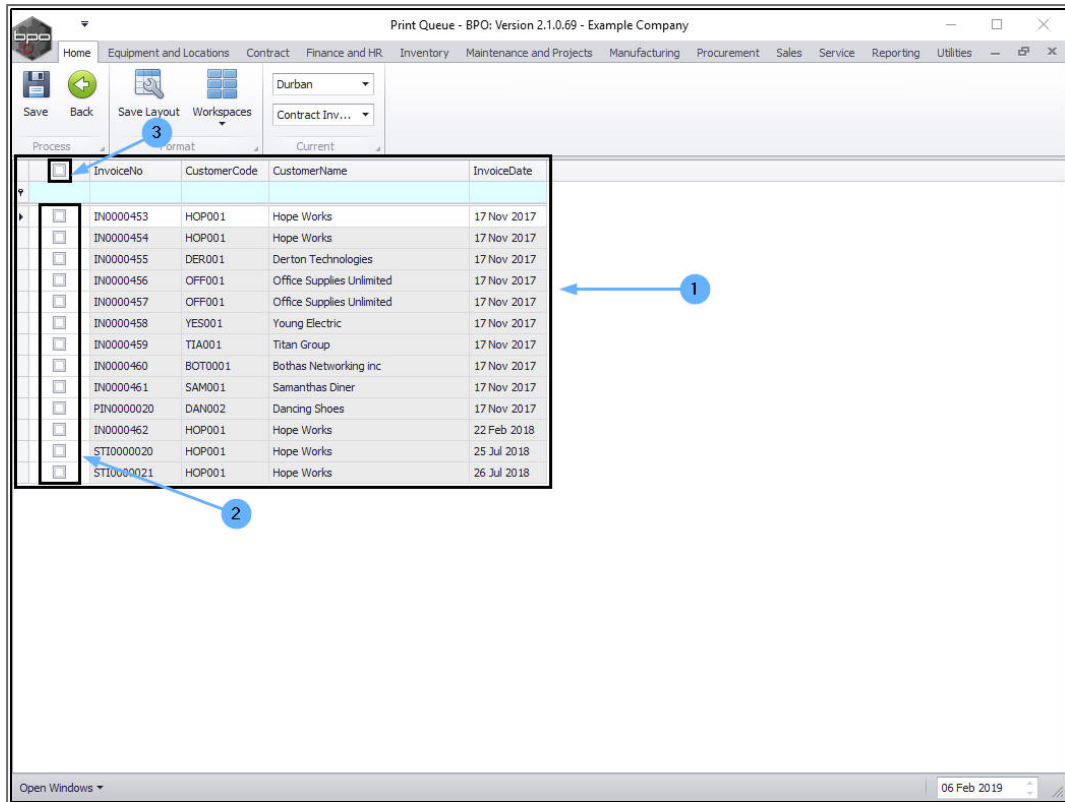


VIEW ALL DOCUMENTS

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.

Print Queue - BPO: Version 2.1.0.69 - Example Company

Home Equipment and Locations Contract Finance and HR Inventory Maintenance and Projects Manufacturing Procurement Sales Service Reporting Utilities

Save Back Save Layout Workspaces Durban Contract Inv...

Process Format Current

	InvoiceNo	CustomerCode	CustomerName	InvoiceDate
☒				
☒	IN0000453	HOP001	Hope Works	17 Nov 2017
☒	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
☒	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
☒	STI0000020	HOP001	Hope Works	25 Jul 2018
☒	STI0000021	HOP001	Hope Works	26 Jul 2018

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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 - Example Company

Home Equipment and Locations Contract Finance and HR Inventory Maintenance and Projects Manufacturing Procurement Sales Service Reporting Utilities

Save Back Save Layout Workspaces Durban Contract Inv...

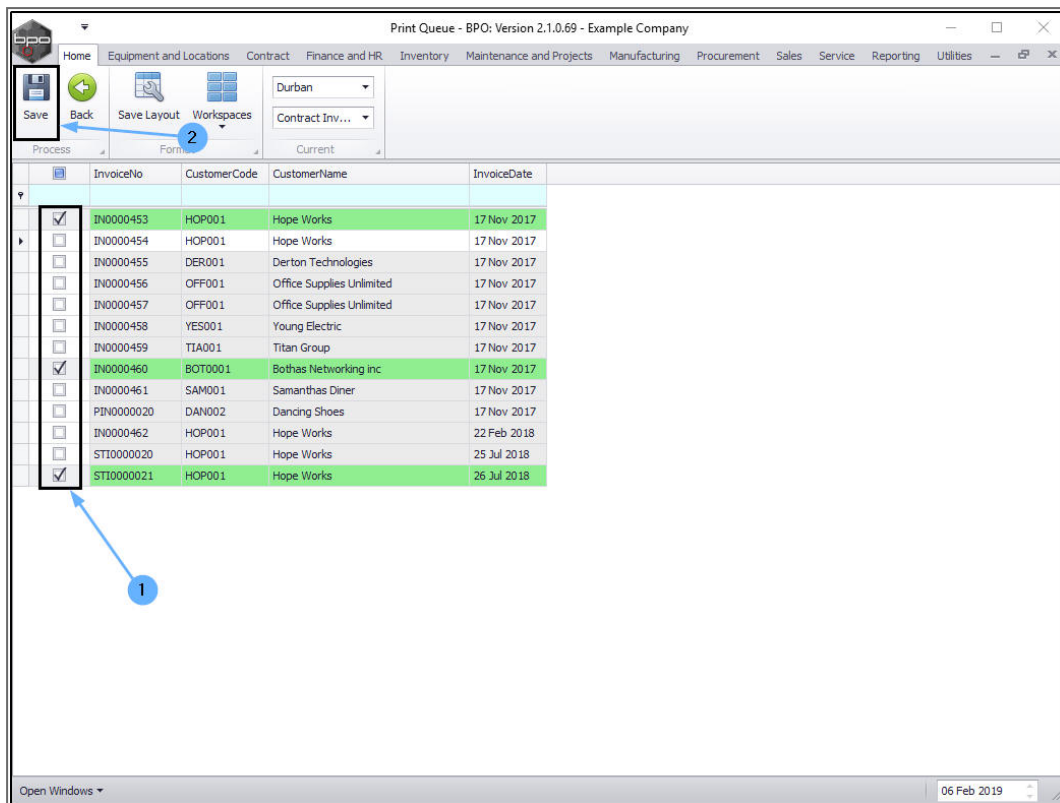
Process Format Current

	InvoiceNo	CustomerCode	CustomerName	InvoiceDate
☒	IN0000453	HOP001	Hope Works	17 Nov 2017
☒	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
☒	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
☒	STI0000020	HOP001	Hope Works	25 Jul 2018
☒	STI0000021	HOP001	Hope Works	26 Jul 2018

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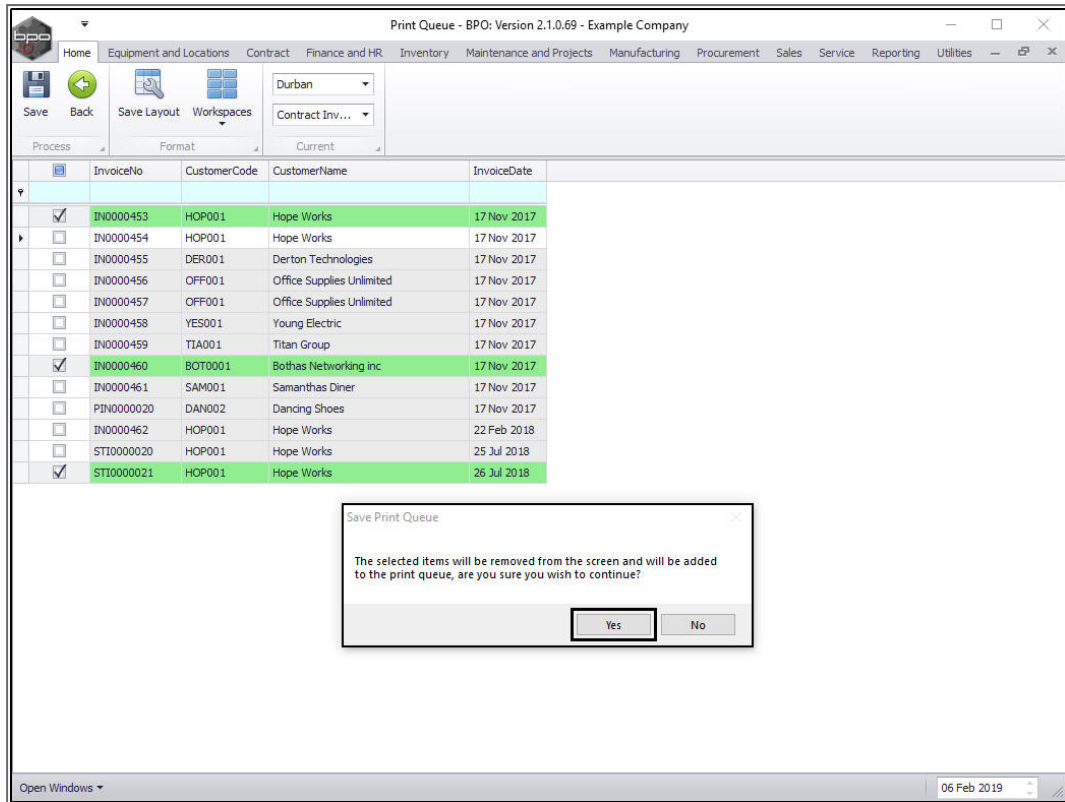
SAVE SELECTION

- 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.

Print Queue - BPO: Version 2.1.0.69 - Example Company

Home Equipment and Locations Contract Finance and HR Inventory Maintenance and Projects Manufacturing Procurement Sales Service Reporting Utilities

Save Back Save Layout Workspaces Durban Contract Inv...

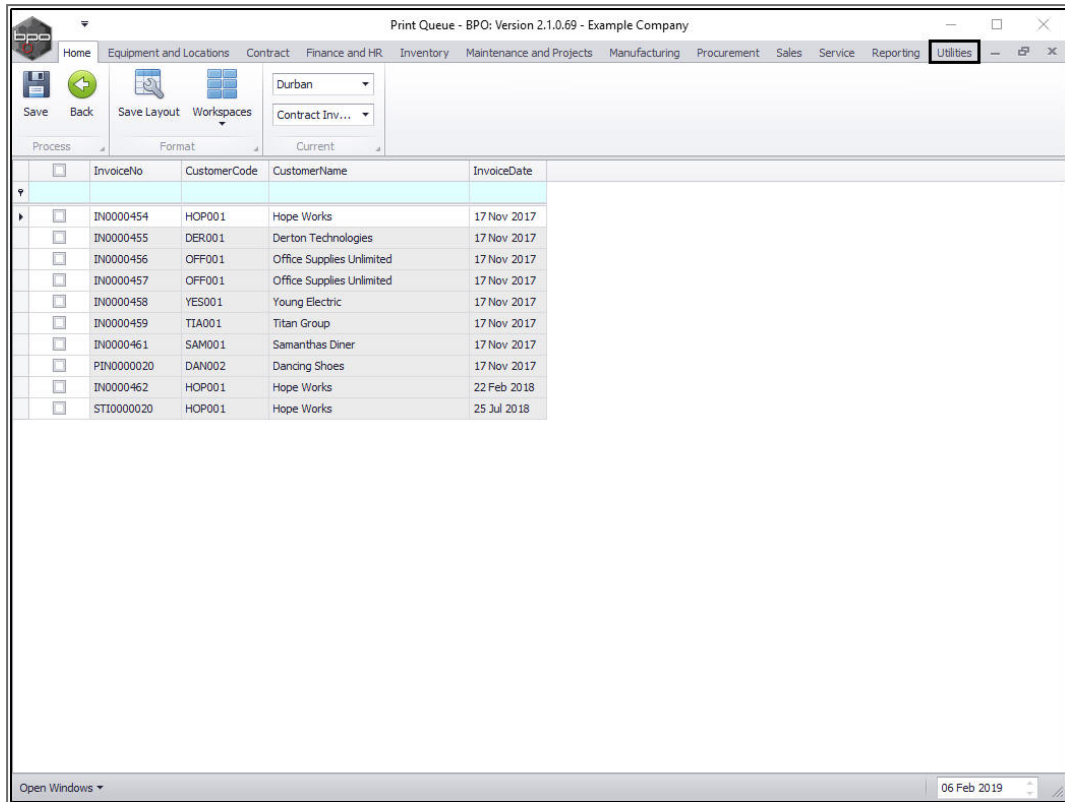
Process Format Current

	InvoiceNo	CustomerCode	CustomerName	InvoiceDate
☐	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
☐	IN0000461	SAM001	Samanthas Diner	17 Nov 2017
☐	PIIN0000020	DAN002	Dancing Shoes	17 Nov 2017
☐	IN0000462	HOP001	Hope Works	22 Feb 2018
☐	STI0000020	HOP001	Hope Works	25 Jul 2018

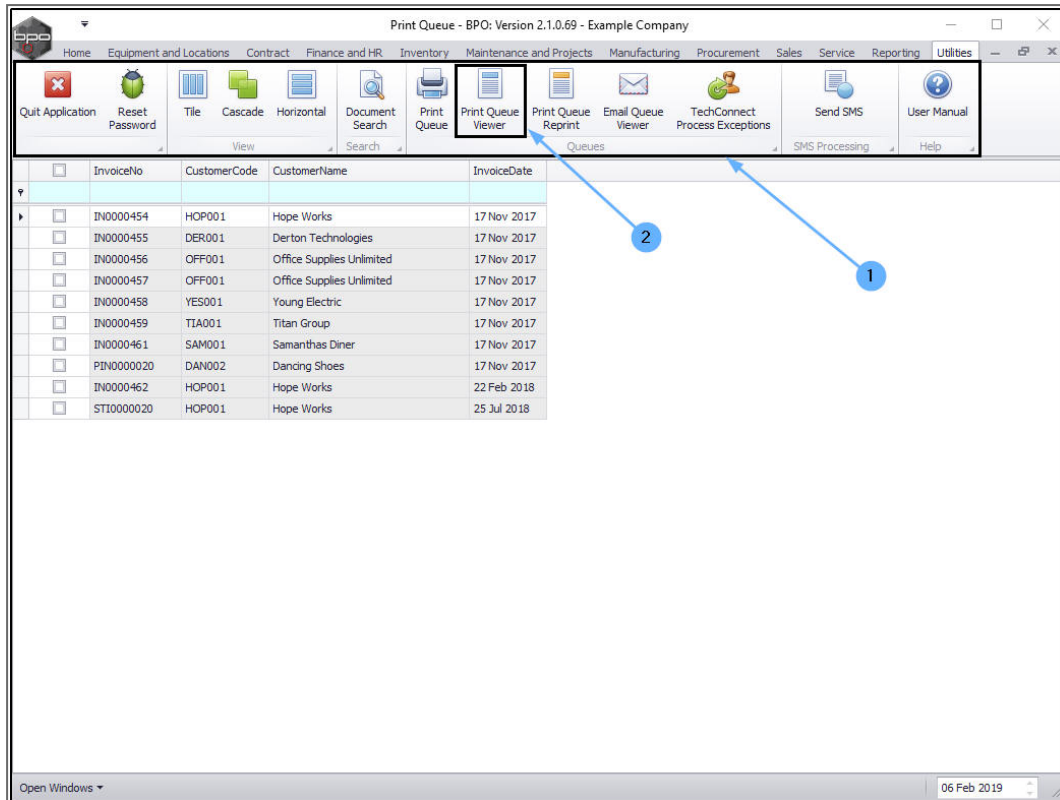
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VIEW DOCUMENTS EMAIL OR PRINT PROGRESS

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

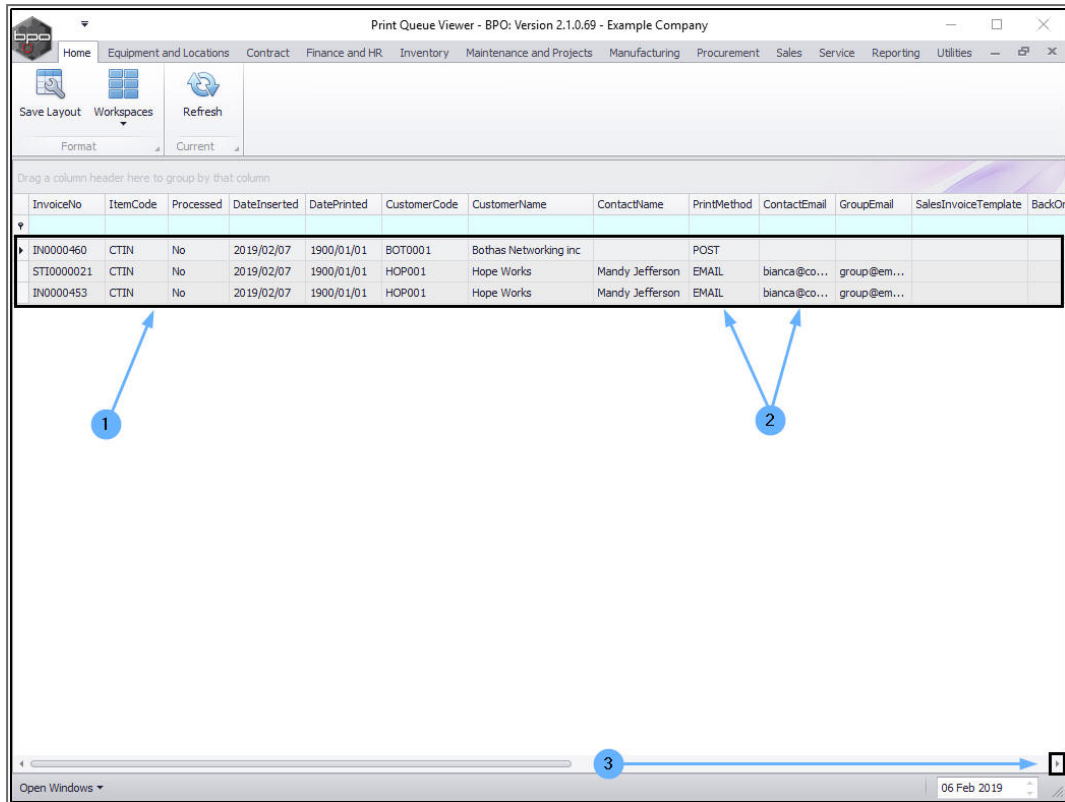


1. The **Utilities ribbon toolbar** will be displayed.
2. Click on **Print Queue Viewer**.



The **Print Queue Viewer** screen will be displayed.

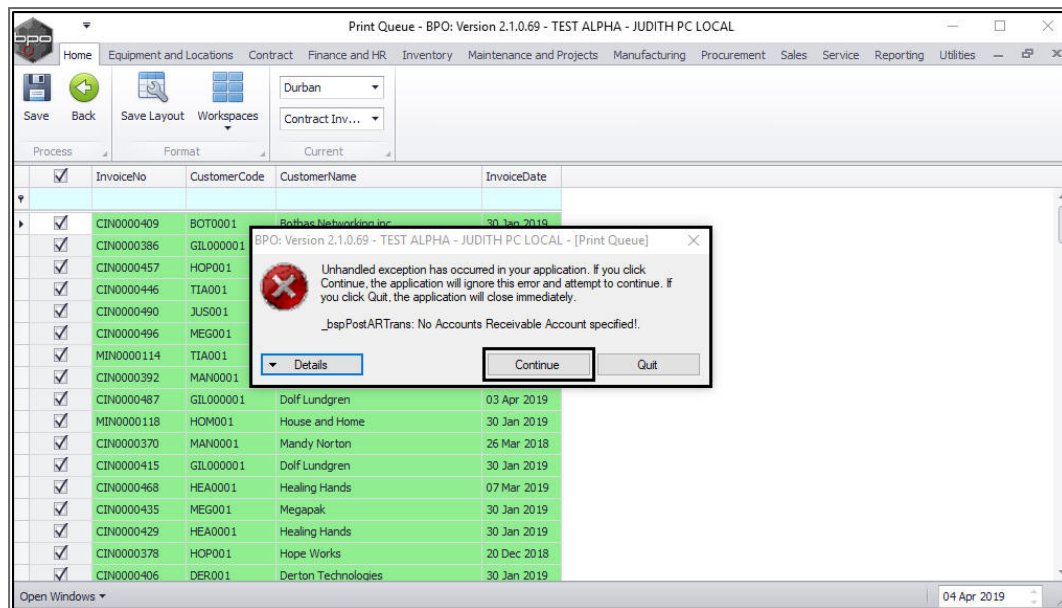
1. This screen will list **all** of the documents in the Print Queue.
2. You can view information such as the **Print Method** and **Contact Email** for each document.
3. **Scroll right** to view further detail.



InvoiceNo	ItemCode	Processed	DateInserted	DatePrinted	CustomerCode	CustomerName	ContactName	PrintMethod	ContactEmail	GroupEmail	SalesInvoiceTemplate	BackOrder
IN0000460	CTIN	No	2019/02/07	1900/01/01	BOT0001	Bothas Networking inc		POST				
STI0000021	CTIN	No	2019/02/07	1900/01/01	HOP001	Hope Works	Mandy Jefferson	EMAIL	blanca@co...	group@em...		
IN0000453	CTIN	No	2019/02/07	1900/01/01	HOP001	Hope Works	Mandy Jefferson	EMAIL	blanca@co...	group@em...		

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**.

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

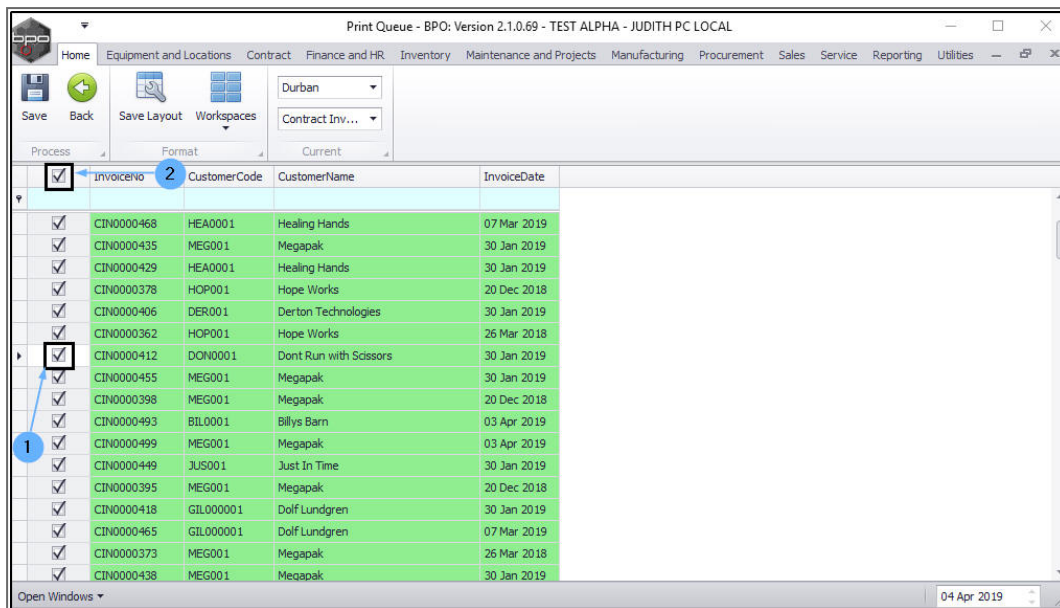
Do one of the following corrections before attempting to re-run the billing print queue.

- Do a Customer Sync to ensure all **BPO** customers are synchronised with **Evolution**.
- Ensure that contracts and / or contract items are *not* linked to a non-debtor customer.

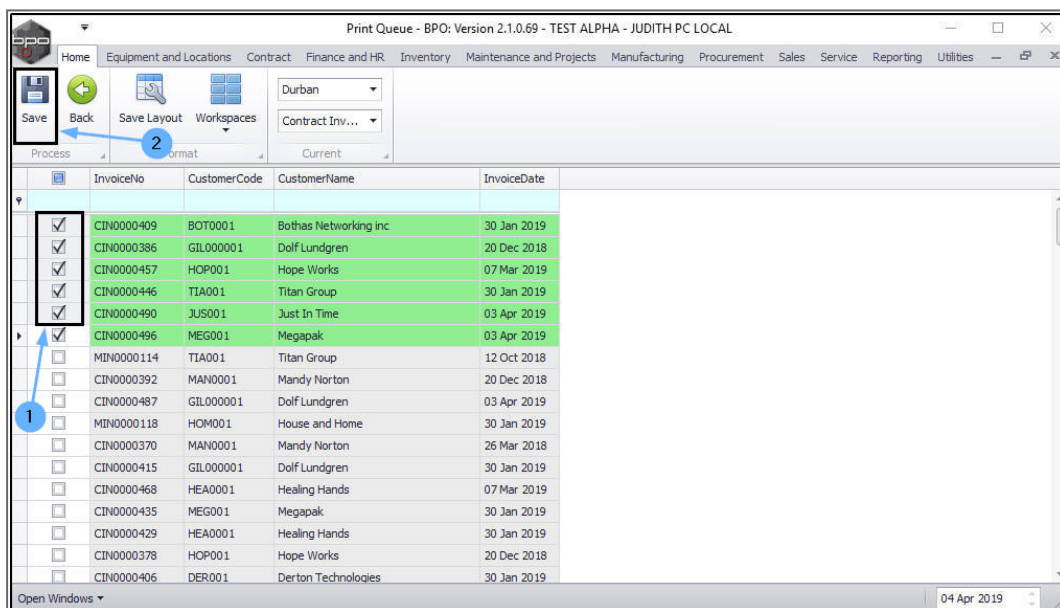
If the billing is needed urgently;

Deselect all items by

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



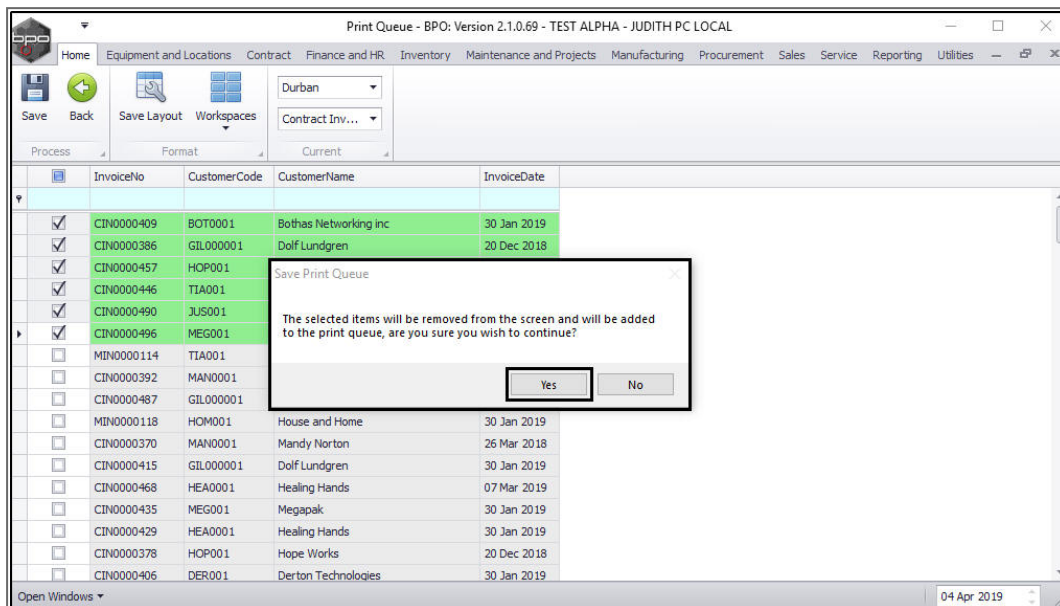
1. Select multiple lines
2. and click on **Save**.



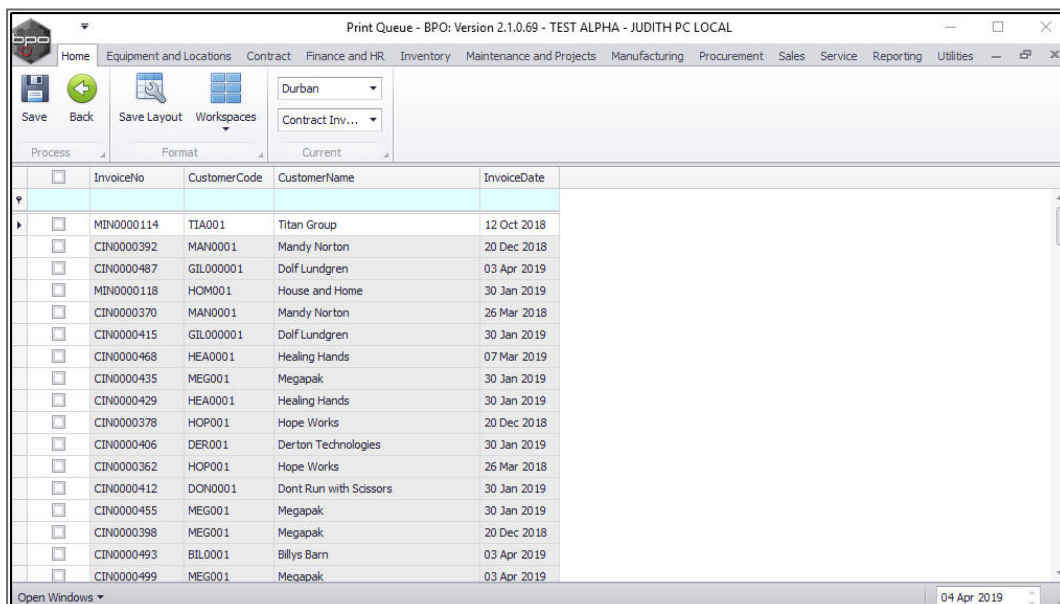
- A **Save Print Queue** message box will pop up asking;
 - *The selected items will be removed from the screen and will be added to the print queue, are you sure*

you wish to continue?

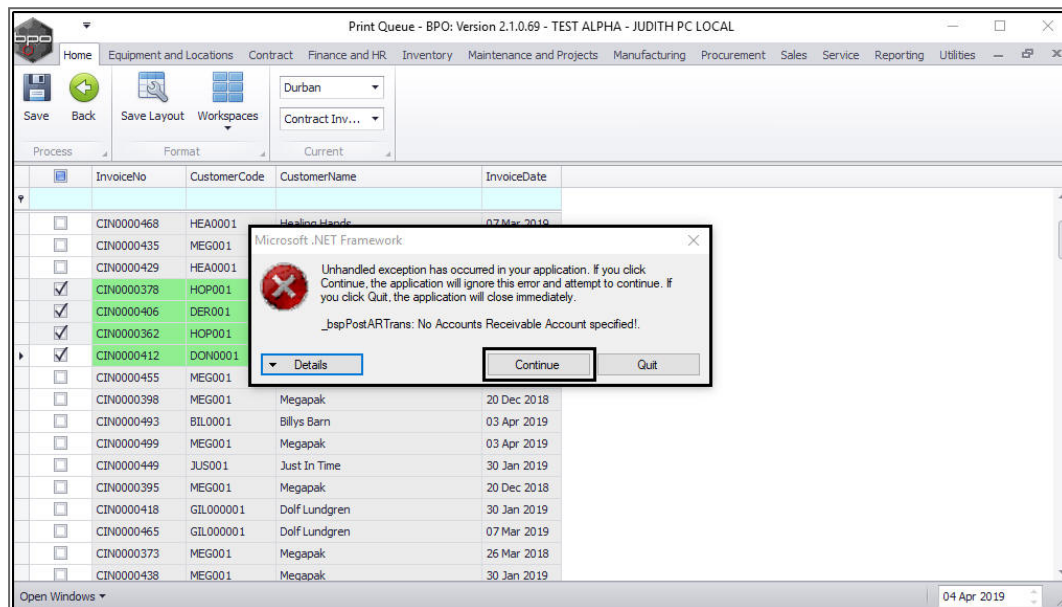
- Click on **Yes**.



- 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

