



Slide 1

Slide notes: In this tutorial, we consider the concept of Rejected Transactions, which we can manage from the Problems menu.



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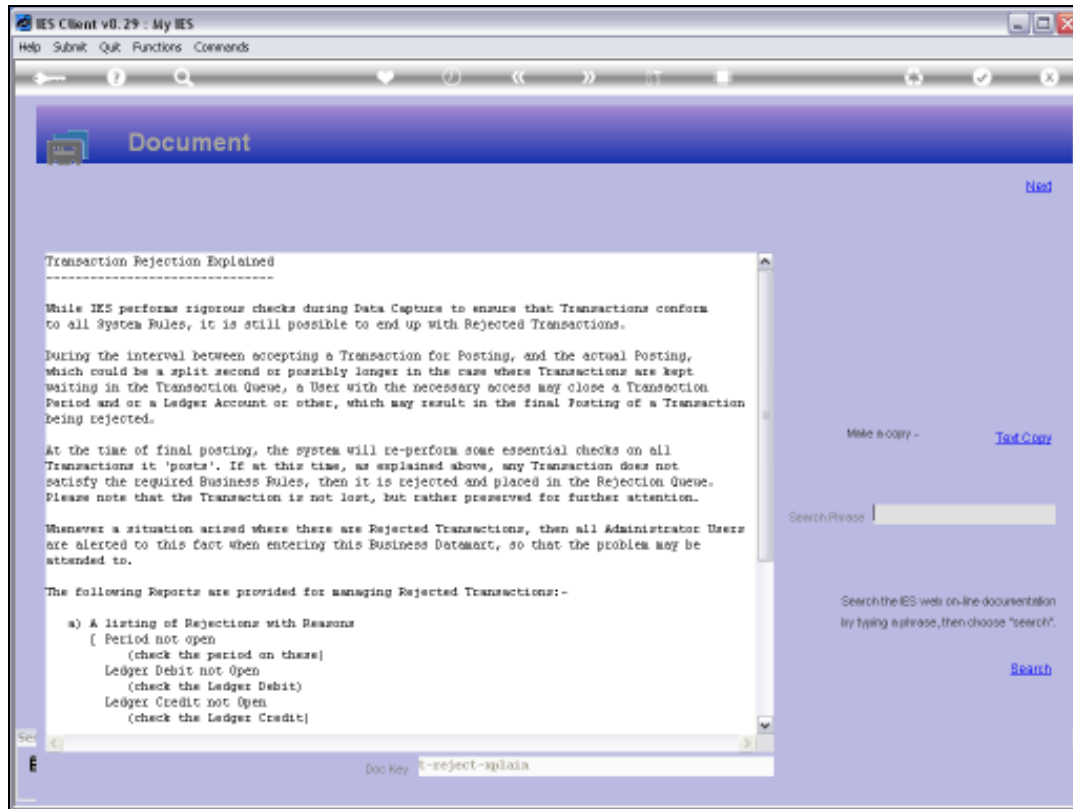


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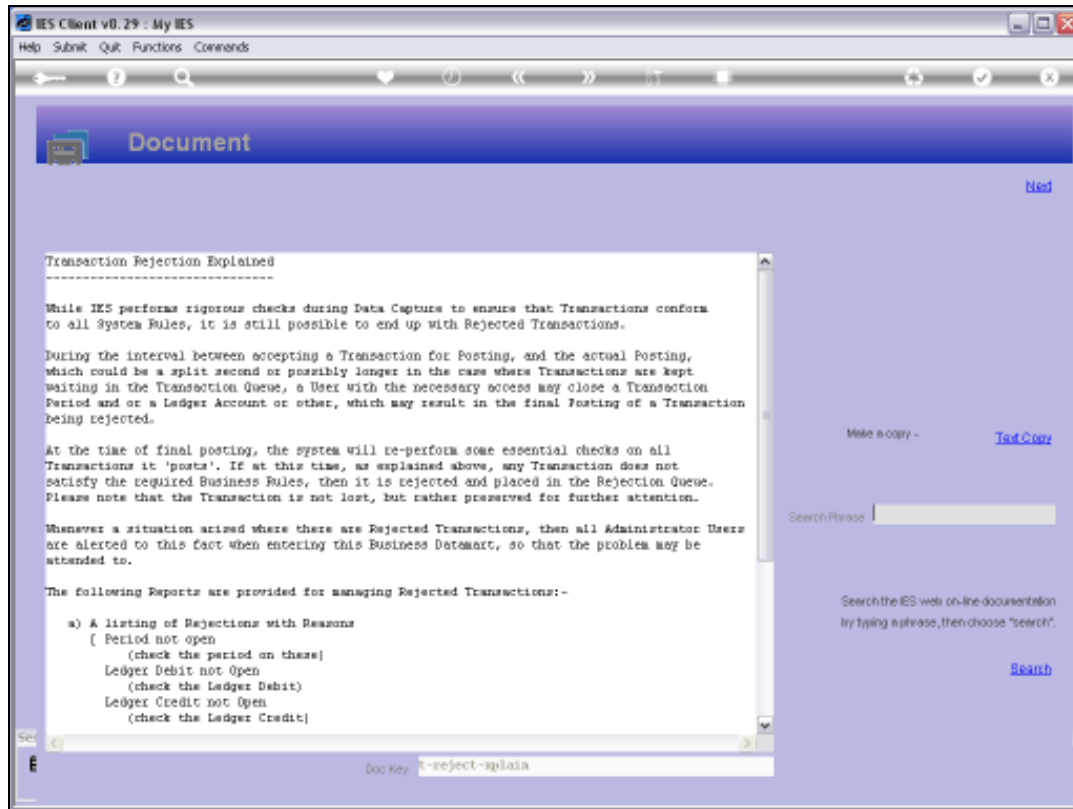
Slide 4

Slide notes: First of all, we look at the Help document.

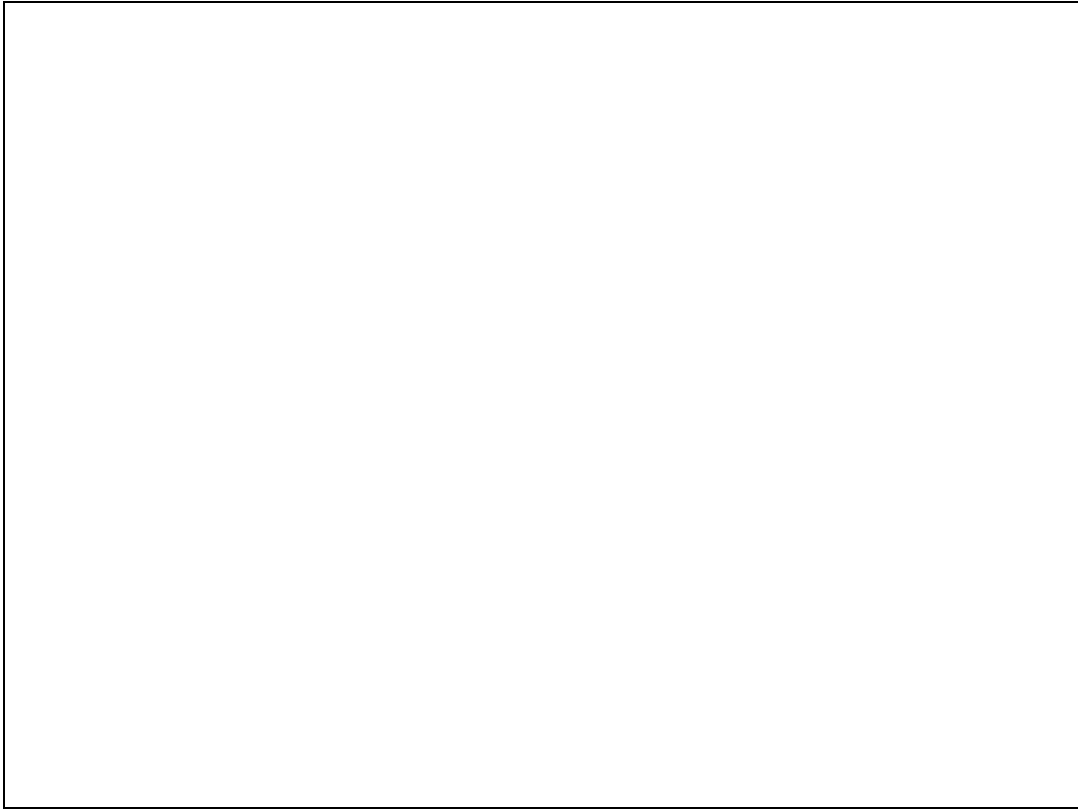


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Slide notes: A Rejected Transaction is a transaction that has been accepted for posting, but when the Transaction Processor re-performs some essential checks before posting the Transaction, then the Transaction is found wanting and does not satisfy all required Business Rules. In this case, a Transaction can end up in the Reject Queue. We need to read the document for all the detail.



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IES Client v8.29 : My IES
 Help Submit Quit Functions Commands

Document

Whenever a situation arises where there are Rejected Transactions, then all Administrator Users are alerted to this fact when entering this Business Date/Part, so that the problem may be attended to.

The following Reports are provided for managing Rejected Transactions:-

- a) A listing of Rejections with Reasons
 - [Period not open
 (check the period on these)
 Ledger Debit not Open
 (check the Ledger Debit)
 Ledger Credit not Open
 (check the Ledger Credit)
 - No VAT type
 (unusual, you may need your Service Provider!)
 - Debit Item not Open
 (check the Reports, may be Asset, Debtor, Stock, etc.)
 - Credit Item not Open
 (as for Debit Item above)
- b) Various Listings with Data (to list the actual Data that may be causing the problem)

After producing the Reports, the corrective steps may be taken, e.g. 'open the necessary Period' or 'open the necessary Account(s) that are closed', etc., before asking the Rejection Wizard to re-attempt posting. Once re-posting is attempted, the Items are Cleared from the Rejection Queue. If any should fail again, then they will re-appear in the Queue. Therefore, once re-posting is activated, and the entries do NOT re-appear, you may accept them as posted and finalised, whereafter you may again 'close' the Period or Account(s) in question, if so required.

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Search Phrase

Search the IES web on-line documentation by typing a phrase, then choose "search". [Search](#)

Doc Key: `t-reject-explain`

Slide 8

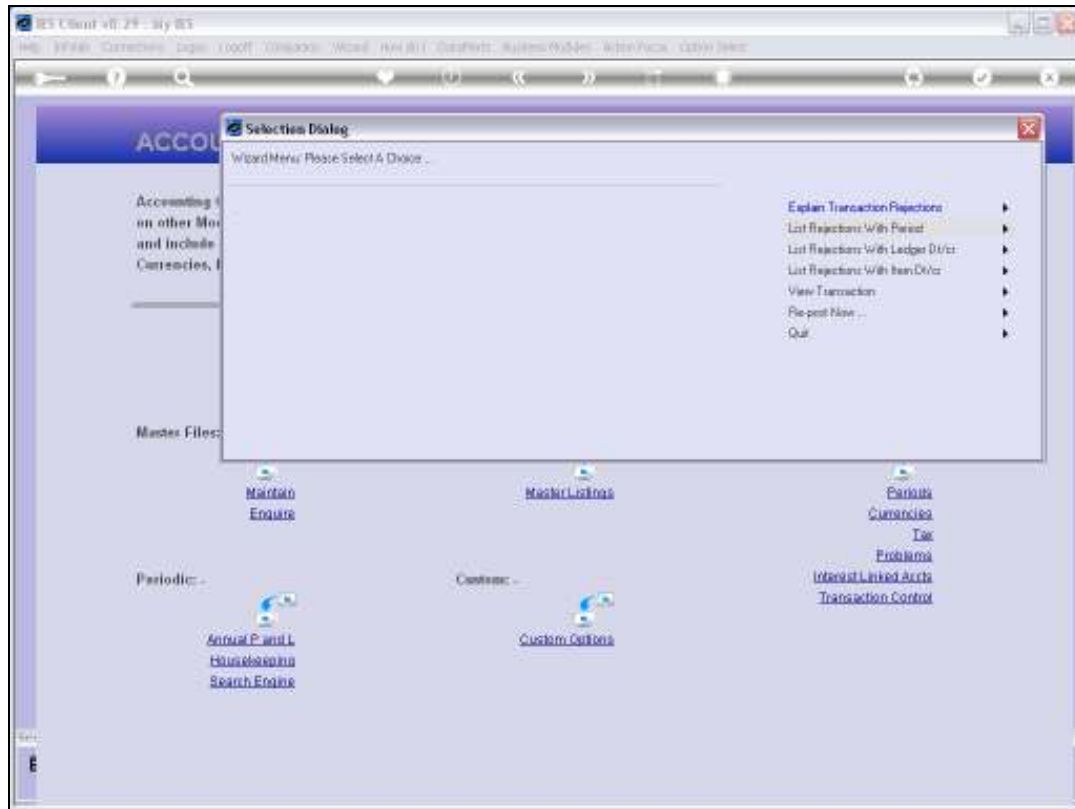
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Slide 11

Slide notes: If there are ever any Rejected Transactions in our Datamart, then Administrator Users are informed accordingly when entering this Datamart. That is the time to use the wizard to fix the problem.



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Slide notes: We have various Report options to display the Rejected Transactions, and we can also select a rejected Transaction to view on screen. In this example, we do not have any rejected Transaction to select.



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Slide notes: Once the problem has been corrected, i.e. re-open the correct Period or Account, etc. we can use the Re-Post option.



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