**Incomplete Invoices Report**

This report highlights all sales transactions that are currently incomplete on the system. They will all require some further action by the Department. There are various reasons as to why they remain incomplete:

- Raised in error
- Awaiting approval and completion
- Copy transactions
- Duplicate transaction

**How to run this report**

Responsibility: AP Invoice Entry / Manager  
Navigate: Requests → Run

- Ensure **Single Request** is selected and click **OK**.
- Request Name  
  Type in **Incomplete** and **tab** out of field
- Parameters  
  **Order By** – **Invoice**.  
  Click **OK**

To print the report:

- Click on **Options**.
- Select the correct printer you wish to print to and enter the number of copies required.
- Click **OK**.
Click Submit -this will take you to the Requests screen.

Occasionally click refresh until process has been completed. You will now either have a printed copy at your printer or click on View Output to view on screen.

If you are in a Central Department, this report will show all Incomplete Invoices across the entire University.

Example Report Output
### Action points from this report

Each Invoice on this report will have to be reviewed and one of the actions detailed below carried out.

<table>
<thead>
<tr>
<th>Type</th>
<th>Question</th>
<th>Instructions/Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Void</td>
<td>Is the invoice no longer required?</td>
<td>Void and complete the invoice (refer to voiding transactions guidance).</td>
</tr>
<tr>
<td></td>
<td>Does the void transaction need completing?</td>
<td>Complete in normal way – if you cannot complete it yourself refer it to someone who can or contact AR helpdesk.</td>
</tr>
<tr>
<td>Credit Memo</td>
<td>Was the credit memo not completed as it was raised in error or it had an error?</td>
<td>Yes, was raised in error – complete the transaction with a zero value and match to a debit memo or an invoice.</td>
</tr>
<tr>
<td></td>
<td>Is the credit memo still required?</td>
<td>Yes - complete the remaining details on the credit memo and complete or send for completion.</td>
</tr>
<tr>
<td>Invoice</td>
<td>Was the invoice raised in error?</td>
<td>Void the transaction (refer to voiding a transaction guidance).</td>
</tr>
<tr>
<td></td>
<td>Are you awaiting someone to complete the transaction?</td>
<td>Request a colleague who has the correct responsibility to complete the transaction.</td>
</tr>
</tbody>
</table>