

## QUICK REFERENCE GUIDE

January 20, 2023

### Troubleshooting Payments on Interagency Vouchers

SWIFT uses the bilateral netting process to issue payments from one agency to another. SWIFT matches the buyer agency's voucher from Accounts Payable with an invoice from the seller agency from Accounts Receivable. Every interagency voucher must have a SWIFT invoice from Accounts Receivable. If not, SWIFT will not process the payment.

**IMPORTANT!** You must enter one voucher per invoice for an equal amount.

To check to see if the payment was made on the voucher, look on the Payments tab. A Payment Reference ID tells you that SWIFT made the payment. You can pay multiple purchase orders on a single voucher.

#### If an interagency payment did not process, review these questions.

##### 1. Is the voucher completely processed?

Review the voucher. It must pass the match process if it was created referencing a purchase order or receipt. The voucher must pass matching, budget checking, be submitted for approval, and be approved in order for posting.

##### 2. Did the billing agency create an invoice in SWIFT for this transaction?

There must be an Accounts Receivable item to match the voucher in order for the payment to be made. There are two queries to view interagency bills.

- M\_CM\_GBL\_INTERAGENCYPMTS\_BFY (Budget Fiscal Year)
- M\_CM\_GBL\_INTERAGENCYPMTS\_FY (Fiscal Year)

For information about using the query viewer, review the [Schedule Queries](#) quick reference guide.

##### 3. Does the Invoice ID exactly match on the voucher and the corresponding invoice?

The Invoice Number on the bill and voucher must match exactly. Look for the Invoice Number on the Invoice Information tab on the voucher.

- The Invoice Number on the voucher is case sensitive. Do not enter preceding zeros. Be careful of "1" versus "1."

- Do not add additional information in the Invoice Number field. If you have notes or dates you wish to include on the voucher, use the Message field on the Payments tab to add information.

#### **4. Does the Netting field on the Payments tab say something other than “Hold”?**

Make sure “Hold” is selected on the Netting field. It is what allows the bilateral netting process to identify the interagency payment.

#### **5. Has the bill been posted to Accounts Receivable?**

Budget issues may prevent the bill from posting to Accounts Receivable. The billing agency can verify any budget issues.

#### **6. What do I do if I do not agree with the amount on the bill?**

Request a bill for the new amount or request a credit memo. Do not enter a voucher for a partial payment amount. If you do, the voucher and invoice will not match and SWIFT will not pay it.

**If you’ve reviewed all of these questions and the interagency voucher payment does not process, contact the SWIFT Help Desk.**

- Email: [swifthelpdesk.mmb@state.mn.us](mailto:swifthelpdesk.mmb@state.mn.us)
- Phone: 651-201-8100, option 2