SWIFT STATEWIDE INTEGRATED
FINANCIAL TOOLS

QUICK REFERENCE GUIDE

February 20, 2024
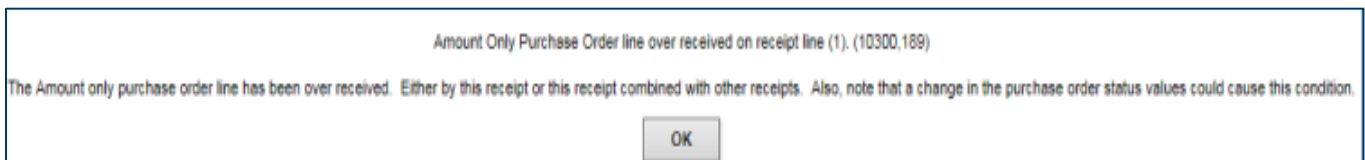
Handle Errors in Receipts

Agencies create a receipt in the Purchasing Module by selecting a purchase order and pulling its information into a receipt. Once you create a receipt, you may need to update or cancel it for a variety of reasons. You can update or cancel a receipt only if it is not in these statuses: Moved, Matched, or Closed. Cancelling a receipt cannot be reversed.

Sometimes when creating or updating receipts, SWIFT displays an error message. This guide lists common error messages in SWIFT's Receipt module and provides possible solutions.

If there are problems with a receipt and you cannot change it in SWIFT, work with the purchase order buyer, accounts payable representative, inventory representative, or assets management representative to resolve the issue. Call the SWIFT Help Desk if you have further questions.
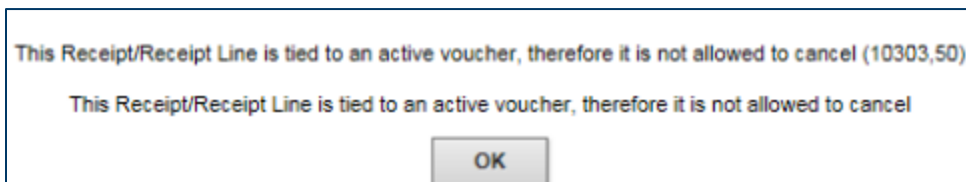
1. Over Received

This error message occurs when the receipt amount is larger than the purchase order amount. Either reduce the receipt amount or increase the purchase order receipt amount.

Amount Only Purchase Order line over received on receipt line (1). (10300,189)

The Amount only purchase order line has been over received. Either by this receipt or this receipt combined with other receipts. Also, note that a change in the purchase order status values could cause this condition.

OK

2. Active Voucher Fully

This error message occurs when you are trying to cancel a receipt that SWIFT already processed for payment. If SWIFT fully processed the payment, you cannot cancel the receipt. If your agency created a voucher and has not processed it yet, you can delete the voucher and then cancel the receipt.

This Receipt/Receipt Line is tied to an active voucher, therefore it is not allowed to cancel (10303,50)

This Receipt/Receipt Line is tied to an active voucher, therefore it is not allowed to cancel

OK

3. Fully Receipted an Item in Error

There are times when a staff person fully receipts an item in error. Cancel the receipt and re-receipt the item.