

## Troubleshooting

- **Scan SUSF at least once a week** to check the status of all of your documents. Contact BF if payments were sent in two weeks earlier and have not been approved.
  
- **Errors that end with a "W"** are warning errors and can be ignored.
  
- **Fatal errors** are errors which:
  - A. State "ACEN, ACED" are invalid
  - B. All errors that end with an "E"

You can scan the **ERRG** table in FFS which gives you solutions to your problem (some are rather cryptic.) **GOOD LUCK!**

There are two common cryptic errors you will encounter.

- **CVC1E-INV DATE NOT ALLOWED W/O INV-**This error occurs when the **INV DATE FIELD** is keyed but the **INV NUMBER FIELD** is not. To correct, key the invoice number into the **INV NUMBER Field**.
  
- **CE32E-MISSING FUND, CE30E-\_MISSING PROGRAM.** These errors occur together. The System derives the fund and the program from a combination of the budget fiscal year and the job #. If the budget fiscal year is correct (always current in RDE), the problem is with the **JOB NUMBER**. To correct this error, verify the job number is keyed correctly. The **JOB Number** must be on the **PROJ TABLE** and the **DVAL Table**. If you feel the job number is correct, but is missing from one of these tables, contact your Regional Office. It is possible the project has not yet been activated within FFS.

Concentrate on the fields you have keyed. **Allocation Errors, Sub-Project Errors, and etc.** are created because one of the fields entered was incorrect. For example, if an invalid budget organization is keyed, the two "fatal" errors are **"INVALID ORGN"** and **"ALLOCATION NOT FOUND"**. Keying the correct budget organization will clear both errors.

**HINT: Correct one known error at a time. Re "q". Continue "playing the game" until you have beaten the computer and the document shows either "SCHED" or "ACCP".**

- **DO NOT PUT DOCUMENTS ON HOLD** except for documents that require additional keying at a later time (for instance an updated vendor code). This includes payments and non-payroll redistributions. **The approving official puts documents on hold that contain errors and contacts the keyer to resolve the problem.**
  
- **The "ENTER" key is very sensitive.**
  - A. After keying the amount in a new "OF" Document, down arrow to the last line of the header and then tab to the first field of the line.
  - B. If entering more than one line, do not hit "enter" after the first line or it limits the number of lines that can be input without using the insert line command.
  
- **The commands to move between the tables and the documents are:**
  - A. To pause out of a document to go to the tables, key a "P" in the Command Line and "ENTER".
  - B. To pause out of a document and go to a specific table, key a "P" followed by a space followed by the specific table in the command line and "ENTER". **Example is P VEND.**

- **To return from the tables to the document**, key an "E" in the Action Field and "ENTER". To end document input, key an "F" in the Command Line and "ENTER".
  
- **You may correct a document at any point prior to the document being accepted overnight by:**
  - A. Keying a "G" in the Command Line, the Trans Code, the Region, and the Document Control Number.
  - B. <ENTER>.
  - C. Correct data.
  - D. Key the "home" key and begin quick edit process.

**NOTE: The document can also be scanned from SUSF.**

- **A discard command (D) is available to erase unwanted data from the document screen. Do not confuse a D with a DD or a DB. The definitions are as follows:**
  - A. D = Discard. This discards the data on the document screen but does not delete the document from the SUSF Table. A "D" would be used if the document had not been quick edited or if a blank screen is to be displayed.
  - B. DD = Delete unaccepted Document from SUSF.
  - C. DB = Delete unaccepted Batch from SUSF.
  
- **To free a document**, go to the SUSF Table. Scan for the document or batch. Key an "S" in the Action Field. Type "FREE" in the Function Field. Place an "X" on the SEL Field next to the Document or Batch and press "ENTER". Return to the Action Field. Key an "S" in the action field. Move the cursor to the document and "enter"

- **Quick edit commands vary** depending on what kind of document is to be edited:
  - A. Q (alpha) New undelivered orders, year-end accruals payments, and non payroll redistributions (OF, MO, FO, YA, YR, CP, FP, and FV Documents)
  - B. QB **Batch modifications** against undelivered orders (obligations) and year-end accruals including OF, FO, MO, YA, and YR documents.
  
- **Whenever the Obligation Field Batch Control Screen appears,** "ENTER" to skip the page.
  
- **To go from the line screen to the header screen,** Key "NL0" (NLzero).
  
- **The IL and DL Commands are used to insert and delete lines.**
  - A. When inserting a line, key an "IL" in the command line and "enter".
  - B. When deleting a line, key a "DL" in the command line. Space out the three digit line number to be deleted before pressing "enter".
  
- **OF, MO, FO, YA, and YR Documents and Batches may be processed immediately** by keying a "W" in the command line and entering. This action should not be done until a quick edit has been performed.

- **A Copy Command is available.** This command allows a complete document to be copied. Only the fields that are different would need to be changed.

This command will be particularly helpful to stations that have several invoices to pay to a vendor who has signed up for ACH. The original document would be entered per the attached detailed instructions. After the quick edit, press the "home" key. Key a "C" to copy the current document in the Command Line. Tab to the Document Identification Field and key in the new Document Control Number. **"ENTER"**. A copy of the previous document is displayed. Only the fields requiring change would need to be re-keyed.

This command could be used on all your documents. **JUST REMEMBER TO CHANGE ALL NECESSARY FIELDS including vendor code, object class, amount, invoice number, Comments to Print, and etc. It can to be a useful tool or it can wreck havoc. As the Hill Street Blue's Sergeant said every day, "LET'S BE CAREFUL OUT THERE"!!!**

**NOTE: There is currently a systems problem using the copy command in that the budget organization does not copy. Be careful!!**

- **It is important to correctly log out of FFS.** "ENTER" an "F" in the Command Line to exit the document side. "ENTER" an "E" in the Action Field to exit the tables. The screen may return to the document side if pausing from the documents was done. "ENTER" the "F" Command again. It may take several entries switching between the "F" and the "E" to finally get to the Net Pass Table. At the Net Pass Table, type an "X" and press "ENTER" to exit. Type "logoff" and press "ENTER". From the main menu, press "F3". Now press "ENTER" and you have successfully exited FFS. **DO NOT TAKE THE SHORTCUT** and click on file close session instead of doing the above steps. If the session is ended incorrectly, the document may not be closed and may need to be "freed" from SUSF in order access or pass nightly edits.